



Your Ref:  
Date: 4 November 2021

My Ref: PBA015/HD2/SSS/CS/10-21  
Tel No.: 0344 800 8020  
Email: [transportfornorwich@norfolk.gov.uk](mailto:transportfornorwich@norfolk.gov.uk)

Dear residents and businesses,

### **Transport for Norwich: St Stephens Street project update**

In September 2020, we carried out a consultation on proposed changes to the St Stephens Street area of Norwich. Since then, plans have been revised in response to the feedback received and the new proposals approved for construction by the Transport for Norwich joint committee in June this year. We're writing to let you know the main measures included in the revised scheme and how to find out more about the Traffic Regulation Order (TRO) being advertised that will allow us to carry out the changes.

### **Summary of revised scheme**

The aims of this project are to improve facilities in the area for pedestrians and public transport users by:

- Enhancing the look and feel of the area
- Creating additional space for waiting bus passengers and pedestrians
- Reducing bus delays by making it quicker and easier for buses to pull in and out
- Improving pedestrian links between Norwich Bus Station and the city centre

Following consultation feedback on the initial proposals, the revised scheme includes:

- New 'saw-tooth' bus bays with new bus shelters.
- Increase in number of bus stops on St Stephens Street from 10 to 12.
- New paving and road surfacing, including pavement widening and new landscaping to give more space for those walking through the area.
- Reconstruction of pedestrian islands and crossing points.
- More seating.
- Relocation of the St Stephens Street Hackney Carriage taxi rank from outside Lakeland to outside Marks & Spencer, with additional spaces for taxis on Red Lion Street and Castle Meadow. This will increase the overall number of spaces from five to six, assuming 6m per space.

## Advertisement of Traffic Regulation Orders

So that the updated scheme can be delivered, we need to amend some of the existing TROs in the area to bring about the following measures, as well as those listed above:

- Removal of the Demand-Responsive Transport (DRT) bay on St Stephens Street outside Sainsbury's to make way for two new saw-tooth bus bays, which will remove conflict between the DRT bay users and buses and gain a greater capacity for bus transport. We are currently in discussion with DRT companies over the relocation of the St Stephens Street bay. The DRT vehicle bay on Castle Meadow outside the British Heart Foundation will have a 2.5m increase in bay length.
- A 2.5m reduction in length of the loading bay on Castle Meadow outside the British Heart Foundation to accommodate the change in length of the DRT bay, which will still leave a 14m loading bay available for use.
- A reduction by one vehicle length of the dual-use loading bay/evening Hackney Carriage taxi rank on Red Lion Street outside 5 Guys to accommodate a new full-time Hackney Carriage taxi rank.
- Altering the 'No Waiting At Any Time' and 'No Loading At Any Time' restrictions to accommodate the new bus stands.

Details of these proposals and a plan may be viewed at [www.norfolk.gov.uk/ststephens](http://www.norfolk.gov.uk/ststephens) or you can request hard copies, large font and other formats by using the contact details above. These legal notices will also be available to view on site in the St Stephens Street project area and will be advertised in Norwich Evening News on Friday 5 November 2021.

You can find details of how to object to the TRO on the notice which will be with the TRO documents on <https://norfolk.citizenspace.com>. If you have any general queries in relation to the orders, or the project in general, please feel free to get in touch using the email or phone number provided. The deadline for TRO objections is Tuesday 30 November 2021.

## Background and next steps

Following advertisement of the TROs and consideration of feedback from the consultation, it is anticipated that work is due to begin in January next year. We will keep those in the St Stephens Street area updated with further public information notices where appropriate.

The Department for Transport (DfT) awarded £32m funding to the county council from the Transforming Cities Fund to deliver a range of schemes across Greater Norwich, including this project in St Stephens Street. These projects aim to improve access to jobs, training and retail by supporting improvements to sustainable modes of transport, while also responding to issues around air quality. More information about our application to the DfT and all the proposed schemes can be found at [www.norfolk.gov.uk/transformingcities](http://www.norfolk.gov.uk/transformingcities)

Yours faithfully,



Christopher Steil  
Transport and Highways Technical Officer, Highways Projects

