

Bolton Town Centre East 'Phase Two' Engagement Report

Bolton Council

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Quality Information

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1. Executive Summary

- 1.1.1 Bolton Council carried out a period of public consultation on proposals for an active travel scheme named the Bolton Town Centre East 'Phase Two' between 02 March and 27 March 2026. A total of 30 responses were received during the consultation period.
- 1.1.2 Overall, feedback on the proposals was varied. While some respondents supported elements of the scheme, particularly where improvements to pedestrian safety and accessibility were identified, others raised concerns about how the proposals would work in practice. Across the responses, several consistent themes emerged:
- A key concern raised was the **perceived need for cycling infrastructure**, with some respondents questioning whether the proposed cycle facilities would be widely used.
 - There was also support for elements of the proposals, particularly where they were seen to **improve safety, accessibility and the overall experience** of travelling through the town centre.
 - Some respondents also suggested that funding could be used to address other priorities, such as **highway and footway maintenance**, or that **improvements should focus on different locations**.
- 1.1.3 The findings set out in this report will be used to inform the ongoing development of the scheme, ensuring that local priorities and concerns are taken into account as the design is refined and the approach to delivery is developed.

2. Introduction

2.1 Bolton Town Centre East - Phase Two

2.1.1 With high volumes of motor traffic, walking and cycling in and around Bolton Town Centre can feel difficult and unsafe for residents who travel through the town centre for work, leisure or to access services. This is especially felt by more vulnerable users, such as children, people with disabilities or the older generation. The sense of feeling unsafe as a pedestrian or cyclist discourages people using these modes of transport to visit the town centre, with people opting to use private cars instead which contributes to congestion and air pollution.

2.1.2 In March 2026, Bolton Council presented proposed improvements to public spaces and the walking, cycling and road network in Bolton Town Centre. These proposals aim to improve connectivity and make it easier and more enjoyable for people to travel around the area. Proposals included:

- Improvements at busy junctions to help cyclists and pedestrians move more safely.
- Tactile paving to improve accessibility.
- Uninterrupted footways at road crossings to prioritise pedestrians, reduce traffic speeds and improve accessibility.
- Raised sections of roads with a ramp with white arrows on both sides to make them more visible for vehicle users.
- Segregated cycleways, creating safer journeys for all road users.
- Kerbs dropped to street level at crossing places to improve accessibility.
- Traffic islands that provide a safe refuge for pedestrians crossing the road.

2.1.3 The proposed interventions seek to address the following overarching objectives of the scheme:

- Make streets safer, quieter, and more welcoming for all users.
- Help improve people's physical and mental health by making walking, wheeling and cycling more attractive options.
- Support local communities and businesses by creating greener, more accessible and more connected public spaces.
- Enable more sustainable forms of travel and reduce car dependency to help meet Greater Manchester's air pollution and decarbonisation targets.

These objectives also fit with the vision for Greater Manchester's 'Bee Network', which has a mission to deliver seamless, affordable, safe and sustainable journeys for all in Greater Manchester, with walking, wheeling and cycling at the heart.

2.1.4 The proposals presented in March 2026 form 'Phase Two' of a wider programme of works for the 'Bolton Town Centre East' scheme.

2.1.5 In November 2020, a public consultation was held for proposals across Bolton Town Centre. Some of those proposals were progressed as 'Phase One', which have since received funding approval and construction is due to start in 2026. This first phase covers a smaller area around Bradshawgate, Great Moor Street, Deansgate / Churchgate, Bromwich Street, and Dorset Street. It includes new segregated cycle lanes, crossings, and public realm improvements, with the aim of making it easier and safer for people travelling on foot and by bike to / from the town centre. Phase Two aims to build on Phase One, with most of the improvements to the north of the town centre, most notably along St Helena

Road, St George's Street and Charles Street. Another separate set of proposals for new and improved pedestrian crossings around the junction of Topp Way, St George's Road and Marsden Road were also included alongside the 'Phase Two' proposals for Bolton Town Centre East, as although they are at a different stage of development, they are located nearby and are addressing similar issues related to active travel.

2.1.6 Another active travel scheme, '[Doffcocker to Town Centre – Phase Two](#)' was also consulted on at the same time as 'Bolton Town Centre East – Phase Two' in March 2026. It focused on improving walking and cycling experiences and safety within the Doffcocker and Heaton areas, and improving links towards the town centre, including footway widening, safer crossings on side roads, and traffic calming. Both schemes cross-promoted each other to help maximise engagement.

2.1.7 Both schemes are funded through City Region Sustainable Transport Settlements (CRSTS), which is a government programme designed to provide long-term, consolidated funding for local transport networks in England's largest city regions. CRSTS funding provides £5.7 billion over five years (2022-2027) to eight city regions, including Greater Manchester.

2.2 Consultation Activity

2.2.1 Bolton Council invited stakeholders to provide feedback on the proposals over a four-week consultation period between Monday 02 March and Friday 27 March 2026.

Consultation materials

2.2.2 To support the consultation, the following materials were produced to provide background information on the proposals and enable people to provide their feedback:

- Six **consultation boards** were produced which displayed key information about the scheme, explained technical 'jargon', introduced the proposals and provided details on how to give feedback. The information boards were used at in-person information events (see 2.2.4). The information boards are included in **Appendix A**.
- A **frequently asked questions (FAQs)** document including responses to typical questions about design, funding, timeline, impacts and consultation relating to the scheme. This document was hosted on the Commonplace website and available at the in-person information events. The FAQs are included in **Appendix B**.
- A **feedback form** was available online and in hard copy at the in-person information events. Respondents were asked questions about their travel habits, their opinion of the proposals and given the opportunity to make suggestions. The response form is included in **Appendix C**.

Promotion

2.2.3 The consultation was publicised to residents and stakeholders via the following methods:

- A dedicated **consultation webpage** was created on [Commonplace](#), Bolton Council's online engagement platform. The webpage provided online versions of all the above consultation materials, and other helpful resources. Emails were also sent to people who had previously 'subscribed' for updates the 'Phase One' consultation.

- A **press release** was sent out on the day of the consultation launch to relevant media outlets which resulted in [The Bolton News](#) sharing information about the project and consultation.
- Frequent **social media posts** were posted by Bolton Council across platforms such as Facebook and Instagram to promote the consultation.
- A **postcard** was delivered to 461 individual properties within a 30m buffer of the scheme area, which included an overview of the scheme, information about public drop-in events, and a link to the website where people could find out more and take part in the survey.
- **Promotional emails** via Bolton Council networks, signposting to the online consultation page and survey. Stakeholders contacted included Ward Members, MPs, Town Councils, CVS, Community Champions, Community Alliances, green groups, strategic partners, staff news, E-View (resident consultation database) and equality groups.
- A **dedicated email inbox** was created to allow interested parties to submit any queries about the proposals and to provide an alternative channel for feedback on the scheme.
- A page was created on [Bolton Council's website](#) promoting the scheme and signposting to the dedicated consultation webpage on Commonplace.

2.2.4 **Two in-person events** took place on Wednesday 11 March 2026 (12:30pm - 4:30pm) and Tuesday 17 March 2026 (12:30pm - 4:30pm) at Bolton Market Place shopping centre (Knowsley Street, Bolton, BL1 2AL). This location was chosen to engage passersby, as well as those who chose to come to the event to ask questions.

Engagement events

2.2.5 **Two in-person events** took place on Wednesday 11 March 2026 (12:30pm - 4:30pm) and Tuesday 17 March 2026 (12:30pm - 4:30pm) at Bolton Market Place shopping centre (Knowsley Street, Bolton, BL1 2AL). This location was chosen to engage passersby, as well as those who chose to come to the event to ask questions.



Above: Public consultation drop-in event in Bolton Market Place shopping centre - March 2026

2.2.6 The drop-in events allowed stakeholders, particularly those unable to access materials or feedback online, to find out more about the proposals and ask questions to project members, including technical staff. Information boards, paper questionnaires and FAQ documents were made available to aid discussions.

2.2.7 **Four drop-in workshops** were held in Bolton Central Library during the consultation period on 05 and 12 March. Each workshop provided an opportunity for interested groups to speak to members of the project team in person and learn more about the proposals. Groups invited to workshops included:

- Local Ward members
- Active travel groups and other transport stakeholders
- Accessibility and disability organisations
- Education providers
- Business and community organisations

3 Feedback analysis

3.1 Overview

- 3.1.1 This section provides a summary of the feedback received during the consultation period, as well as an analysis of the common themes identified.
- 3.1.2 In total, 30 responses were received, made up of:
- 27 online responses;
 - 2 hard-copy responses; and
 - 1 email response.
- 3.1.3 The online and hard-copy feedback forms comprised 18 questions. The form can be read in full in **Appendix C**.
- 3.1.4 Five questions were about respondents' backgrounds, such as their postcode and travel habits. These questions sought to understand the respondent's connection to, and interest in, the proposals.
- 3.1.5 Five questions asked respondents to rate to what extent they agreed or disagreed with a series of statements about the proposals. This was to explore whether respondents felt the scheme objectives were being met.
- 3.1.6 Respondents were given the option to provide written feedback, concerns or suggestions in their own words regarding each of the six 'zones' the proposals had been split into. This was to seek detailed feedback about specific locations in the proposals.
- 3.1.7 Lastly, two closing questions asked respondents to rate to what extent they supported or opposed the proposals overall, and to explain their response in their own words.

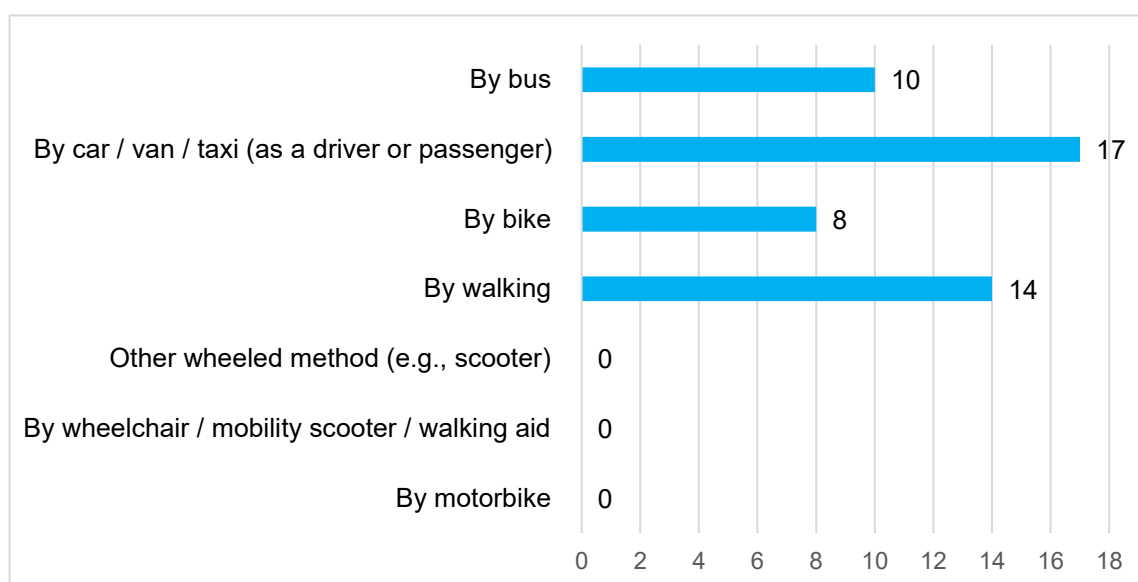
3.2 Feedback analysis methodology

- 3.2.1 **Quantitative data analysis:** The quantitative responses from the survey were analysed using standard frequency counts and percentages. Questions relating to travel habits, their ratings in response to the statements about the proposals and which zones they would like to comment on are reported by the number of respondents per option, as respondents were able to select more than one. In some graphs and charts, percentage (%) shares of responses may not add up to 100% where decimal figures have been rounded up or down to the nearest whole number.
- 3.2.2 **Qualitative data analysis:** The analysis of free text qualitative data in survey responses was carried out using thematic coding. This process involves identifying unique comments within written responses, then identifying common 'themes' shared across these comments. Comments relating to each theme are then grouped together and counted, which allows the most common themes to emerge, thus aiding a deeper understanding of respondents' views and perceptions.
- 3.2.3 Information about the people responding to the survey is presented in **section 3.3**, and a breakdown of their responses providing feedback on the proposals is presented in **section 3.4**.

3.3 About the Respondents

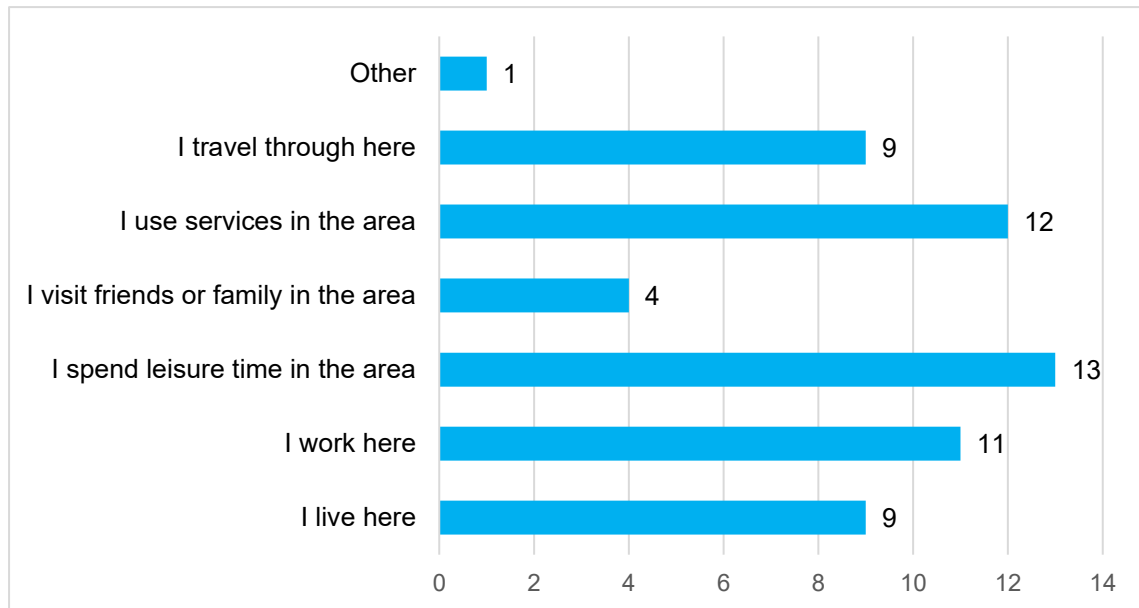
- 3.3.1 Question 1 asked respondents who was responding to the consultation survey. 29 respondents answered this question and all 29 (100% of respondents) stated that they were responding as an individual, for themselves.
- 3.3.2 Question 2 asked respondents for their home or organisation / business postcode. 22 respondents answered this question and of these, 21 (95% of respondents) were based in Bolton and one (5% of respondents) was based in Bury.
- 3.3.3 Question 3 asked how respondents travel through the town centre, with multiple choice answers available. 22 respondents answered the question. The most common response was 'By car / van / taxi (as driver or passenger)' (77% of respondents), followed by 'By walking' (64% of respondents), and 'By bus' (45% of respondents). A breakdown of all responses to this question is given in **Figure 1**.

Figure 1: How respondents travel through Bolton Town Centre (Question 3)



- 3.3.4 Question 4 was a multiple-choice question that asked respondents why they currently travelled through Bolton Town Centre. 19 respondents answered the question. The most common response was 'I spend leisure time in the area (e.g. shops, cafes, entertainment)' (74% of respondents), followed by 'I use services in the area (e.g. doctors, libraries, council services)' (63% of respondents), and 'I work here' (58% of respondents). A breakdown of all responses to this question is provided in **Figure 2**.

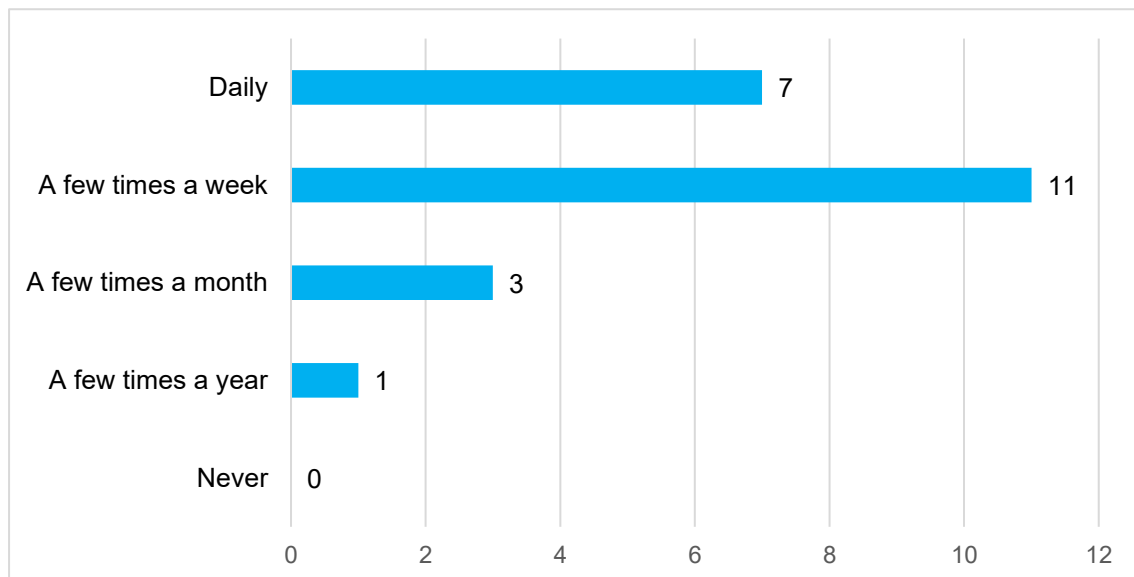
Figure 2: Why respondents travel through Bolton Town Centre (Question 4)



3.3.5 Of those who answered ‘other’ to Question 4, responses included: ‘I go to the cinema, the Octagon and the library’.

3.3.6 Question 5 was a multiple-choice question that asked respondents how often they travelled through Bolton town centre. 22 respondents answered the question. The most common response was ‘A few times a week’ (50% of respondents), followed by ‘Daily’ (32% of respondents), and ‘A few times a month’ (14% of respondents). A breakdown of all responses to this question is given in **Figure 3**.

Figure 3: How often respondents travel through Bolton Town Centre (Question 5)

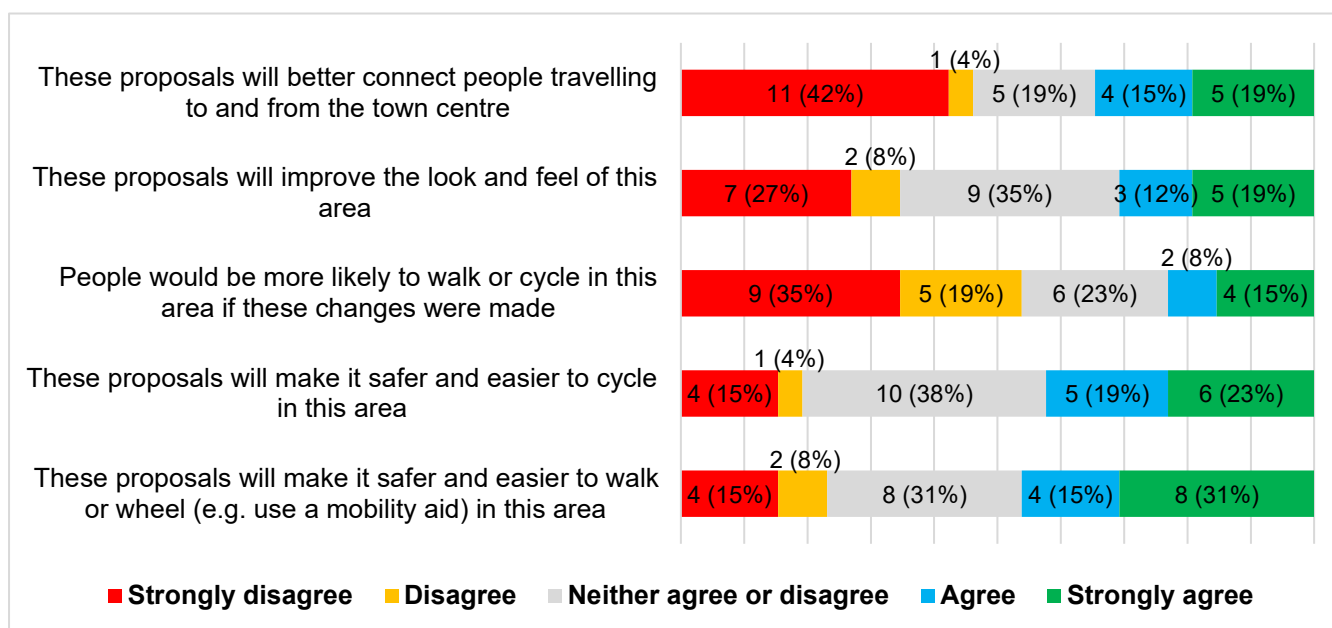


3.4 Feedback on the proposals

3.4.1 Question 6 asked respondents to rate the extent to which they agreed or disagreed with five statements about the proposals, on a five-point scale ranging from ‘Strongly disagree’ to ‘Strongly agree’. 26 respondents answered each statement and a breakdown of all responses to this question is given in **Figure 4**.

- For the statement ‘These proposals will better connect people travelling to and from the town centre, 34% of respondents agreed or strongly agreed and 46% disagreed or strongly disagreed.
- For the statement ‘These proposals will improve the look and feel of this area, 31% of respondents agreed or strongly agreed and 35% disagreed or strongly disagreed.
- For the statement ‘People would be more likely to walk or cycle in this area if these changes were made, 23% of respondents agreed or strongly agreed and 54% disagreed or strongly disagreed.
- For the statement ‘These proposals will make it safer and easier to cycle in this area, 42% of respondents agreed or strongly agreed and 19% disagreed or strongly disagreed.
- For the statement ‘These proposals will make it safer and easier to walk or wheel (e.g. use a mobility aid) in this area’, 46% of respondents agreed or strongly agreed and 23% disagreed or strongly disagreed.

Figure 4: Levels of agreement with statement questions



For the following questions, respondents could provide feedback on any plan relevant or of interest to them and responses to each plan were analysed separately.

3.4.2 As noted in 3.2.2 above, the analysis of free text qualitative data in survey responses was carried out using thematic coding. This process involves identifying unique comments within written responses, then identifying common ‘themes’ shared across these comments. Comments relating to each theme are then grouped together and counted, which allows the most common themes to emerge.

Comments on Plan 1: Chorley Street to Bark Street via St Helena Road

3.4.3 Question 7 was an open question which asked respondents for any feedback, concerns, or suggestions they would like to provide for Plan 1. Of the 6 respondents who responded to this question, 12 individual comments were identified on the proposals in Plan 1. **Table 1** details the sub-themes identified in these comments, from most to least frequently raised.

Table 1: Comments on Plan 1 (Chorley Street to Bark Street via St Helena Road)

Theme	No. of comments	Details
Positive – improvements to safety	2	Comments noted support for the design creating safer road infrastructure. More specifically, one respondent emphasised that the plans from St Helena Road to Chorley Street will make it safer to cross the road with a pram and with children. The other respondent stated that making the area safer is welcomed as the area is more likely to be used rather than St George's Street.
Concern – vehicle access	2	The respondents noted concerns that limiting access to Café Create and urban outreach due to closing access from Chorley Road to St Helena Road may have a negative impact.
Additional suggestion – improve connectivity	1	The comment stated the need to extend the plan to the full length of Bark Street and include Chorley Street to Chorley Old Road.
Alternative suggestion – other areas needing active travel improvement	1	The respondent noted that improved pedestrian crossings were needed for Chorley Street, Chorley New Road, and Chorley Old Road junction. They state that this is an issue as it is currently not accessible for partially sighted pedestrians.
Alternative suggestion – traffic calming	1	The comment stated that speed bumps along Bark Street could be used to slow traffic and encourage vehicles to not exceed 20mph.
Concern – car parking	1	The comment shared concerns that areas on Bark Street, such as Café Create, are used as unofficial parking and dedicated parking should be placed there within the plan.
Concern – cyclist / pedestrian safety	1	The respondent stated that even with the proposed improvements, they would not feel comfortable with their family walking or cycling in this area due to feeling unsafe.
Concern – road safety	1	The comment noted concerns over speeding on 20mph roads in the area with restricted crossroad views.
Criticism of the design – physical accessibility	1	The respondent stated that York stone should not be used for the proposals since they cause hazards when not laid properly, and higher quality materials should be used instead.
Negative – cycle facilities will not be used	1	The comment stated that people from Horwich and Heaton will travel through Queen's Park and Tudor Avenue, instead of through the area containing the proposed improvements.

Comments on Plan 2: Bark Street, St George's Road and Bridge Street

3.4.4 Question 8 was an open question which asked respondents for any feedback, concerns, or suggestions they would like to provide for Plan 2. Of the three respondents who responded to this question, five individual comments were identified on the proposals in Plan 2. **Table 2** details the sub-themes identified in these comments, from most to least frequently raised.

Table 2: Comments on Plan 2 (Bark Street, St George's Road and Bridge Street)

Theme	No. of comments	Details
Alternative suggestion – other areas needing active travel improvements	1	The comment asked for a cycle lane to be placed on Mayor Street near the University since this is an unsafe area for cyclists.
Concern – cyclist / pedestrian safety	1	The respondent in this theme stated that even with the proposed improvements, they would not feel comfortable with their family walking or cycling in this area due to feeling unsafe.
Criticism of the design – physical accessibility	1	The comment stated that York stone should not be used for the proposals since they cause hazards when not laid properly, and higher quality materials should be used instead.
Positive – improvements to safety	1	The comment in this theme noted support for protecting pedestrians when trying to access car parks.
Negative – cycle facilities will not be used	1	The comment in this theme stated that there will be no cyclists using the proposed cycle lanes, whilst pedestrians will travel to the town centre via Chorley Street and Spa Road instead of through the area outlined in the plan.

Comments on Plan 3: St George's Street to Charles Street

3.4.5 Question 9 was an open question which asked respondents for any feedback, concerns, or suggestions they would like to provide for Plan 3. Of the four respondents who responded to this question, seven individual comments were identified on the proposals in Plan 3. **Table 3** details the sub-themes identified in these comments, from most to least frequently raised.

Table 3: Comments on Plan 3 (St George's Street to Charles Street)

Theme	No. of comments	Details
Alternative suggestion – other areas needing active travel improvements	1	The respondent in this theme stated that links from Gilnow / Queen's Park to the University should be improved since there are a lot of pedestrians and cyclists in this area.

Theme	No. of comments	Details
Concern – cyclist / pedestrian safety	1	This comment stated that even with the proposed improvements, they would not feel comfortable with their family walking or cycling in this area due to feeling unsafe.
Criticism of the design – physical accessibility	1	This comment stated that York stone should not be used for the proposals since they cause hazards when not laid properly, and higher quality materials should be used instead.
Negative – cycle facilities will not be used	1	The comment in this theme noted that the cycle lanes will not be used since there is no route to access the proposals in the plan.
Positive – environmental benefits	1	The comment in this theme stated support for the proposals as they will lead to improved air quality in the area.
Positive – improvements to safety	1	The comment in this theme outlined support for making travel easier, safer and more accessible since it benefits everyone.
Positive – will encourage active travel	1	The respondent in this theme welcomed the use of cycle lanes in the proposals.

Comments on Plan 4: Bridge Street, Bow Street and Deansgate

3.4.6 Question 10 was an open question which asked respondents for any feedback, concerns, or suggestions they would like to provide for Plan 4. Of the six respondents who responded to this question, 11 individual comments were identified on the proposals in Plan 4. Table 4 details the sub-themes identified in these comments, from most to least frequently raised.

Table 4: Comments on Plan 4 (Bridge Street, Bow Street and Deansgate)

Theme	No. of comments	Details
Concern – cyclist / pedestrian safety	3	Respondents in this theme noted concerns that cyclists and pedestrians would not be safe travelling in the proposed plan. This is due to the area seeming unsafe, negative attitudes from drivers towards cyclists in Bolton, and an emphasis on the need to have clear signage for directions to create safe walking and cycling infrastructure.
Additional suggestion – improve connectivity	1	The comment in this theme stated that the proposals should include the opportunity to park outside of the town centre and have routes that allow people to cycle in. One suggestion to accomplish this would be to allow cyclists to bring their bikes on the tram or bus and cycle from their drop-off point.
Additional suggestion – secure cycle parking	1	The respondent in this theme asked where cyclists can leave their bikes once they reach the town centre. They state that there are good cycle links to surrounding areas, such as Bury and Manchester, but cycling through the town centre is currently poor.

Theme	No. of comments	Details
Concern – traffic flow	1	The comment in this theme shared concerns that the plan does not address the footpath at the exit / entry to the Market Place shopping centre, which currently has a gap in the footway that is often blocked by cars at peak times.
Criticism of the design – physical accessibility	1	The respondent in this theme stated that York stone should not be used for the proposals since they cause hazards when not laid properly, and higher quality materials should be used instead.
Criticism of the design – proposals should go further	1	The respondent in this theme stated that the footpath at the exit / entry to the Market Place shopping centre is underdeveloped in the plan and should be addressed to improve traffic flow at this section of the pavement.
Negative – cycle facilities will not be used	1	The comment in this theme questioned where cyclists will be coming from and going to in this area, and if cyclist groups have been contacted.
Positive – improvements to safety	1	The respondent in this theme stated that the proposed cycle lanes will help to feel safe, whilst cycling along Deansgate and Bridge Street.
Positive – will encourage active travel	1	The respondent in this theme noted that the proposed cycle route from Darcy Lever will help people to cycle or run during their commute.

Comments on Plan 5: Charles Street to Turton Street via Phoenix Street

3.4.7 Question 11 was an open question which asked respondents for any feedback, concerns, or suggestions they would like to provide for Plan 5. Of the four respondents who responded to this question, five individual comments were identified on the proposals in Plan 5. **Table 5** details the sub-themes identified in these comments, from most to least frequently raised.

Table 5: Comments on Plan 5 (Charles Street to Turton Street via Phoenix Street)

Theme	No. of comments	Details
Additional suggestion – clear footways	1	The respondent in this theme noted that trees should be thinned and shrubs cut back on the Charles Street side of the subway, since this area is currently dark, heavily wooded, and foreboding.
Alternative suggestion – other areas needing active travel improvements	1	The comment in this theme stated that the Manchester Road to Moses Gate junction should have proposed improvements since cyclists currently have to cross a dual carriageway to travel to Moses Gate.
Concern – cyclist / pedestrian safety	1	The response in this theme stated that even with the proposed improvements, they would not feel comfortable with their family walking or cycling in this area due to feeling unsafe.

Theme	No. of comments	Details
Criticism of the design – physical accessibility	1	This comment stated that York stone should not be used for the proposals since they cause hazards when not laid properly, and higher quality materials should be used instead.
Criticism of the design – proposals difficult to understand	1	The comment in this theme noted that it is unclear if cyclists will have better access to the subway without needing to needlessly wait at traffic lights, as there are no conflicting moves at the lights.

Comments on Plan 6: Topp Way / St George's Road / Marsden Road junction

3.4.8 Question 12 was an open question which asked respondents for any feedback, concerns, or suggestions they would like to provide for Plan 6. Of the eight respondents who responded to this question, 15 individual comments were identified on the proposals in Plan 6. **Table 6** details the sub-themes identified in these comments, from most to least frequently raised.

Table 6: Comments on Plan 6 (Topp Way / St George's Road / Marsden Road junction)

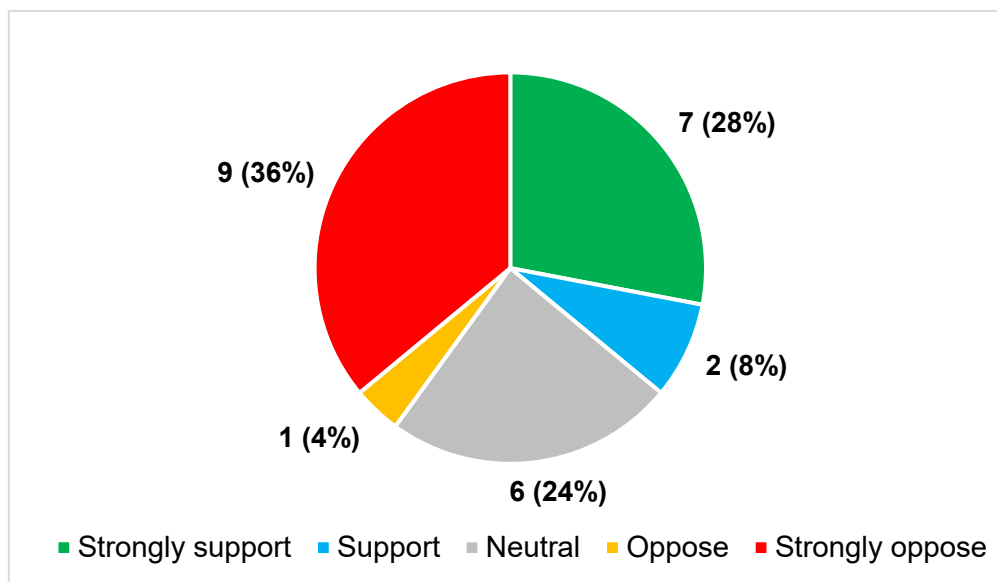
Theme	No. of comments	Details
Alternative suggestion – other areas needing active travel improvements	3	Comments in this theme stated that the Chorley Old Road / Chorley New Road junction should be prioritised for improvements as there are currently no pedestrian facilities here. One respondent states that this junction should also be prioritised since the Topp Way / St George's Road / Marsden Road junction can be avoided via Bark Street bridge. Another respondent also states that the wider pavements should be used to create a shared cycle / pedestrian space on Topp Way, which would help join up the other proposed improvements in the plan.
Concern – cyclist / pedestrian safety	3	Responses in this theme noted concerns that cyclists and pedestrians will be at risk in the proposed plan due to the area seeming unsafe, concerns that cyclists will be knocked off their bikes by drivers, and there will still be areas without safe pedestrian facilities, such as the Chorley New Road / Chorley Old Road junction.
Concern – traffic flow	2	Comments in this theme stated that they are concerned about narrowing roads to accommodate cyclists as it will delay drivers, particularly on Topp Way.
Concern – road safety	1	The comment noted concerns that there could be fatal road accidents.
Criticism of the design – physical accessibility	1	The response in this theme states that York stone should not be used for the proposals since they cause hazards when not laid properly, and higher quality materials should be used instead.
Negative – cycle facilities will not be used	1	The comment in this theme stated that no one will walk or cycle in the area with the proposed improvements.

Theme	No. of comments	Details
Positive – environmental benefits	1	The response in this theme shared support for the proposals since they will improve air quality in the area.
Positive – general support for scheme / scheme elements	1	The comment in this theme noted support for all the proposed improvements.
Positive – improvements to safety	1	The comment in this theme outlined support for making travel easier, safer and more accessible since it benefits everyone.
Positive – will encourage active travel	1	The comment in this theme approved of providing more options to walk or cycle around Bolton Town Centre.

Comments on the reasoning for respondents’ levels of support for the scheme

3.4.9 Question 13 asked respondents to rate the extent to which they supported or opposed the proposals overall, on a five-point scale ranging from ‘Strongly support’ to ‘Strongly oppose’. 25 respondents provided the level of overall support for the scheme and a breakdown of all responses to this question is given in **Figure 5**.

Figure 5: Overall levels of support for the proposed improvements (Question 13)



3.4.10 Question 14 was an open question which asked respondents to explain their reasoning for their indicated level of support for the scheme. Of the 21 respondents who responded to this question, 42 individual comments were identified. **Table 7** details the sub-themes identified in these comments, from most to least frequently raised.

Table 7: Comments on the reasoning for respondents' levels of support for the scheme

Theme	No. of comments	Details
Alternative suggestion – fund other priorities	7	<p>Comments in this theme noted their desires for funding to be used on improvements to other aspects of Bolton Town Centre, including:</p> <ul style="list-style-type: none"> ○ Fixing potholes and resurfacing highways / footways; ○ Making Bolton Town Centre more attractive to visitors with food and drink places, particularly at St Andrews Court, which used to be an independent hub for shops; ○ Improving bad driving behaviour; ○ Creating more green spaces within Bolton Town Centre instead of around it; and ○ Funding a re-education programme to encourage Bolton residents to rejoin the workforce.
Negative – cycle facilities will not be used	7	<p>Comments in this theme stated that the proposals will not encourage more people to walk or cycle in the town centre. Respondents have stated possible reasons for this, including Bolton being too wet, cold and hilly to cycle, and that cyclists don't use existing cycle lanes in the area, such as cycle lanes by the train station.</p>
Positive – improvements to safety	7	<p>Responses in this theme outlined support for the proposals since they will make travelling through Bolton Town Centre safer for cyclists and pedestrians. Some respondents note their support by stating that existing infrastructure is not currently safe, such as Dean Court and Queens Park having hazardous crossings and illegal use of footways whilst cycling, whereas one other respondent notes the proposals will make it safer to travel with a pram.</p>
Positive – will encourage active travel	5	<p>Comments in this theme noted support for infrastructure that encourages walking and cycling in the town centre. One response stated that making travel easier and more accessible benefits everyone, whilst another respondent states that commuting to work by cycling will become easier with the proposals.</p>
Concern – cyclist / pedestrian safety	3	<p>Responses in this theme noted concerns about safety for cyclists and pedestrians in the area. Reasons for this include a lack of separation between people and vehicles and housing schemes in the area making it unsafe to use any form of transport other than car or bus.</p>
Negative – general opposition to scheme / scheme elements	3	<p>These comments stated opposition to the proposals and state that it would be a waste of money.</p>
Alternative suggestion – other areas needing active travel improvements	2	<p>Comments in this theme stated that proposals may be well designed, but they are targeted at the wrong places. One respondent states that a cycle lane should be placed through Victoria Square to the station, and another respondent outlines that Queen's Park, Spa Road, Mayor Street, and College Way should be the focus of the improvements.</p>

Theme	No. of comments	Details
Concern – traffic flow	2	Responses in this theme comment that the proposals will worsen traffic in the town centre and that cyclists will travel on the road and go through red lights.
Additional suggestion – behaviour change	1	The comment in this theme outlined the need for a marketing and awareness campaign to run alongside the proposed improved, so drivers, particularly taxi drivers, are aware of the facilities, such as dropped crossings and advanced cycle boxes.
Additional suggestion – secure cycle parking	1	The response in this theme noted that there are no dedicated spaces for cycle storage in the town centre, which should be included so cyclists can safely secure their bike.
Concern – maintenance	1	The response in this theme stated that the interventions will only be beneficial if the proposals are properly policed.
Criticism of the design – physical accessibility	1	The comment in this theme shared general concerns that the proposals will not be fully accessible.
Negative – criticism of the consultation	1	The comment in this theme noted opposition to the proposals in the previous consultation and raised the concern that the consultation is just a box ticking exercise.
Negative – criticism of previous works	1	The comment in this theme stated that cycle lanes constructed in the area have not been widely used, and instead have created further road issues, such as blocking traffic and cyclists going through red lights.
Positive – environmental benefits	1	The comment in this theme outlined support for the scheme as it will improve air quality in the area.
Positive – improvements to accessibility	1	The respondent in this theme stated that the proposed new crossings and lowered pavements will make travelling with a pram through the town centre more accessible.
Question asked	1	The comment in this theme asked if there have been any more opportunities found for shared paths that could also be included in the proposals.

Email feedback on the proposals

3.4.11 Respondents were also able to submit their feedback to the proposals to the dedicated scheme email address. Of the one respondent who provided their feedback via email, 24 individual comments were identified on the proposals. **Table 8** details the sub-themes identified in these comments, from most to least frequently raised.

Table 8: Email feedback on the proposals (comments coded by theme)

Theme	No. of comments	Details
Concern – cyclist / pedestrian safety	3	Comments in this theme noted that specific areas in the proposals will remain unsafe after dark, including the subway route and having to access the Phase Two proposals via Queen's Park.
Criticism of the design – proposals should go further	3	These comments suggested ways to improve the scheme, including that the proposals should more effectively link up with the Doffcocker scheme and include a bus stop bypass at the bottom of Bridge Street.
Positive – general support for scheme / scheme elements	3	Comments in this theme cited general support for the proposals, particularly for improvements to junctions in the area, and that junction improvements would provide cyclists with more confidence to travel through the area via bike.
Positive – improvements to safety	3	Comments in this theme outlined support for improvements to safety in the area, particularly when accessing Bolton Gate Retail Park as they currently feel unsafe using the underpass and travelling through Topp Way.
Additional suggestion – secure cycle parking	2	The comment in this theme noted that more cycle parking would be useful in the area and states that none currently serve Market Place.
Additional suggestion – traffic calming	2	Comments in this theme provided suggestions for other traffic calming opportunities, including: <ul style="list-style-type: none"> ○ More modal filters, including at Chorley Street / Spa Road, on St. Edmund Street between St. Helena Road and Blundell Street, and at the top of Bank Street; and ○ Ensure the uphill cycle lane on Bridge Street can be joined from Corporation Street.
Positive – will encourage active travel	2	The comments noted support for providing protected infrastructure that aims to make cycling more pleasant and safe, particularly for cycling eastbound on to Deansgate.
Additional suggestion – clear footways	1	The comment in this theme suggests that the end of Charles Street should be widened to ensure there are no hidden corners in the area.
Alternative suggestion – other areas needing active travel improvements	1	This comment suggested that interventions are placed at the Chorley New Road / Chorley Old Road / Chorley Street Junction as it currently has no pedestrian facilities. It also stated that interventions on the Marsden Road / Moor Lane / Spa Road / Deansgate junction would provide a usable cycle route after dark.
Concern – car parking	1	The comment noted that the 'new formal car parking / loading bay' at Bark Street already exists as loading only, which should be retained as there are multiple nearby car parks.

Theme	No. of comments	Details
Concern – maintenance	1	This comment stated that green areas will need consistent management to ensure safe widths on the footways are maintained.
Negative – criticism of previous phase	1	This comment stated that concerns over safety after dark were raised in Phase One of the scheme, yet this has not been corrected in the current proposals.
Question asked	1	This response asks if protected cycle lanes on junctions are proposed due to the large number of bus movements in the area.

4 Summary

4.1 Key themes in feedback

- 4.1.1 A total of 30 responses were received during the consultation period from people with an interest in travelling through Bolton Town Centre. 95% of respondents were from Bolton, and of those who provided travel information indicated that most travelled by car, van or taxi, with many also walking, travelling by bus or cycling.
- 4.1.2 Overall sentiment towards the proposals was varied. Of those who responded, 36% either supported or strongly supported the proposals, while 40% either opposed or strongly opposed them. A further 24% were neutral.
- 4.1.3 A number of key themes emerged from the consultation responses. These reflected both support for elements of the proposals and concerns regarding how they would operate in practice. The main themes raised are set out below:
- **Cycling infrastructure will not be used by people travelling through Bolton Town Centre.** Some respondents questioned whether the proposed cycling infrastructure would be widely used, particularly in the context of existing travel behaviour and local conditions.
 - **The proposals will make it safer to travel through Bolton Town Centre.** There was support for elements of the proposals, particularly where improvements to safety were identified, including safer crossings and improved accessibility for pedestrians.
 - **Infrastructure improvements will make it easier to choose active travel methods when travelling through Bolton town centre.** Some respondents highlighted that improved infrastructure could make it easier to walk or cycle, particularly where routes are clearer and more accessible.
- 4.1.4 Respondents also raised wider considerations regarding the focus of the proposals and the use of funding, including whether other priorities, such as highway and footway maintenance should be addressed, or whether improvements should be focused on different locations. These themes reflect the range of views expressed and will help inform the ongoing development of the scheme.

4.2 Considerations arising from feedback

- 4.2.1 The feedback received through the consultation highlights several areas for consideration to help inform the ongoing development of the scheme. These include:
- The importance of clearly communicating the purpose and benefits of cycling infrastructure.
 - Consideration of how the proposals connect with wider routes and key destinations.
 - Ensuring that designs are clearly understood, particularly where concerns were raised about safety or accessibility.
 - Consideration of secure cycle parking within the town centre.
 - Communicating how construction impacts will be managed and minimised.

4.3 Next steps

- 4.3.1 Feedback received through the consultation period, and included within this report, will inform the final design and approach to construction of the Bolton Town Centre East 'Phase Two' proposals. Bolton Council will provide an update to stakeholders providing responses to key themes in feedback received.
- 4.3.2 Any amendments to and subsequent approvals of the design will be subject to Bolton Council's standard approval process. A final decision on the proposed design will be made by the relevant Executive Cabinet Member within Bolton Council, in accordance with the council's approved scheme of delegation. Feedback will also be considered to help ensure any potential scheme impacts are fully understood, and to inform the approach to construction of the scheme.

Appendix A : Information boards

Consultation on improvements for walking and cycling in Bolton town centre **1**

Welcome

Bolton Council is making improvements to public spaces and the walking and cycling network in the town centre. These improvements aim to promote connectivity and enhance walking, cycling and driving experiences for residents within Bolton Town Centre and the Queens Park and Central, and Halliwell areas, as well as improving links to their neighbouring areas.

Background

With high volumes of motor traffic, walking and cycling in the town centre can feel difficult or unsafe for residents, especially for more vulnerable road users such as children, people with disabilities or older people. This can discourage people from visiting the town centre, or means they travel there by private car, which contributes to congestion and air pollution.

This phase of works aims to build on Bolton Town Centre East 'Phase One' improvements, which we consulted on in November 2020. Since then, funding approval for the first phase has been secured and is due to be constructed in 2026. Now we want to hear your thoughts on our proposals for the next stage of proposals to improve walking and cycling in Bolton town centre.

Proposed improvements:

- Improvements at busy junctions to help cyclists and pedestrians move around safely
- Tactile paving to improve accessibility
- Uninterrupted footways at road crossings to prioritise pedestrians, reduce traffic speeds and improve accessibility
- Raised sections of roads with a ramp with white arrows on both sides to make them more visible for vehicle users
- Segregated cycleways, creating safer journeys for all road users
- Kerbs dropped to street level at crossing places to improve accessibility
- Traffic islands that provide a safe refuge for pedestrians crossing the road
- New and improved pedestrian crossings around the junction of Topp Way, St George's Road and Marsden Road

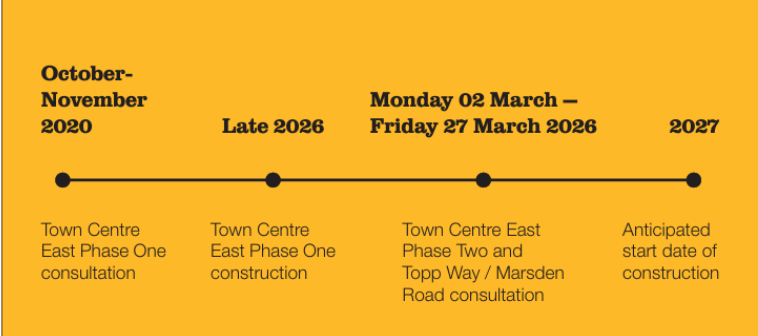
Goals:

-  Make streets safer, quieter, and more welcoming for all road users
-  Help improve people's physical and mental health by making walking, wheeling and cycling more attractive options
-  Support local communities and businesses by creating greener, more accessible and more connected public spaces
-  Enable more sustainable forms of travel and reduce car dependency to help meet Greater Manchester's air pollution and decarbonisation targets

Funding

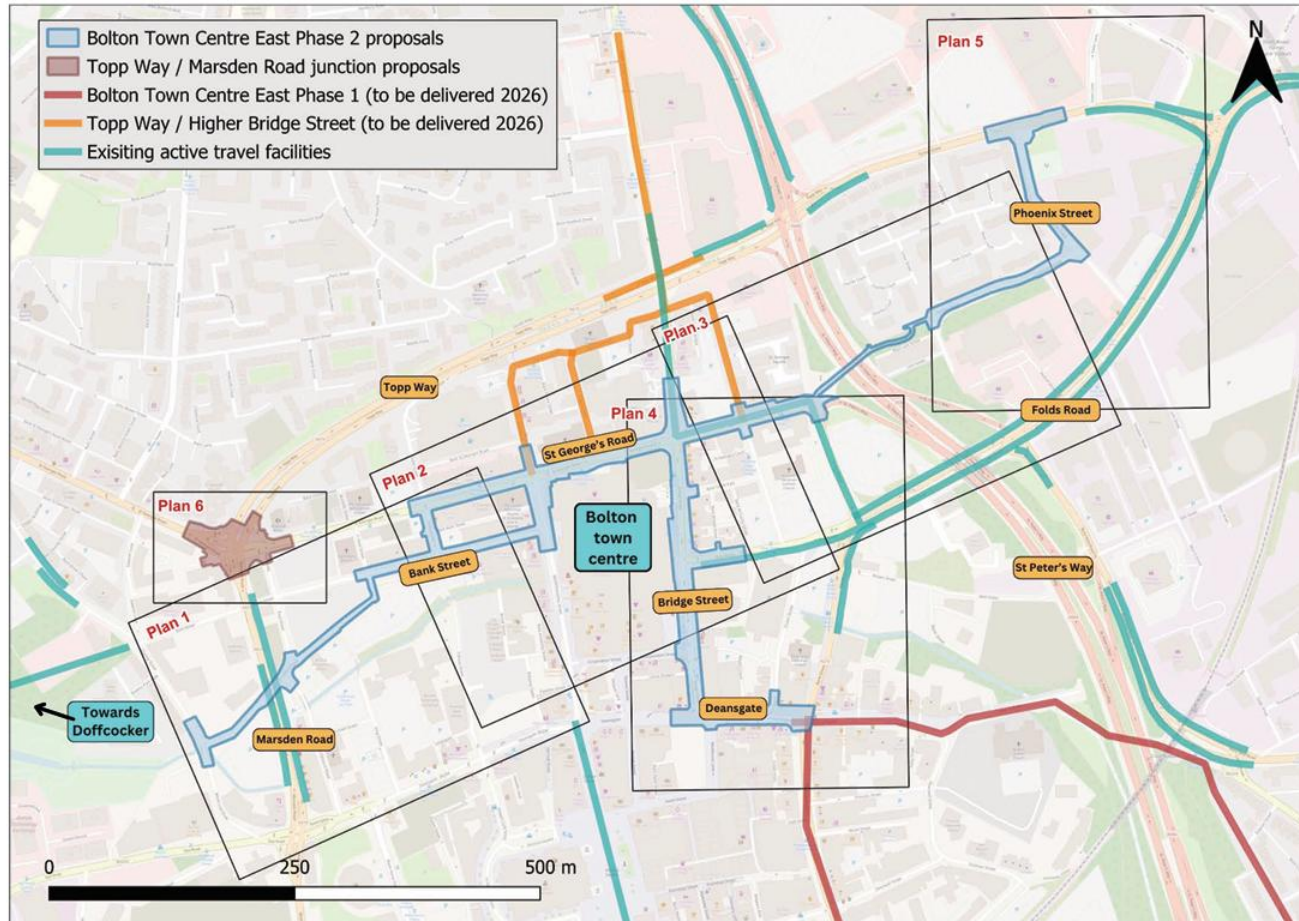
The schemes are funded through City Region Sustainable Transport Settlements (CRSTS), which is a government programme designed to provide long-term, consolidated funding for local transport networks in England's largest city regions. CRSTS funding provides £5.7 billion over five years (2022-2027) to eight city regions, including Greater Manchester, and it underpins the region's vision for the Bee Network, a London-style integrated transport system.

Timeline



Consultation on improvements for walking and cycling in Bolton town centre 2

Overview of proposals



This overview map shows where the proposed improvements (shown in blue and brown) are, and how they interact with other existing or planned walking and cycling improvements in the area.

Use this overview map to refer to the detailed proposals, which are shown in detail on six 'plans'.



Consultation on improvements for walking and cycling in Bolton town centre

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What is being proposed in each Plan:

Plan 1:

Chorley Street to Bark Street via St Helena Road

- A 'Quiet Street' walking and cycling route with restricted vehicle access on St Helena Street (vehicle access maintained via St Edmund Street and Pool Street)
- A toucan (walking and cycling) crossing on Chorley Street enabling onward links into Queens Park
- Kerbs dropped to street level at crossing places
- Uninterrupted footways at side road crossings

Plan 2:

Bark Street, St George's Road and Bridge Street

- A 'Quiet Street' walking and cycling route and new formalised car parking on Bark Street
- Segregated cycleways (separate from traffic and pedestrians)
- Signal-controlled junction providing separate, protected crossings for cyclists, pedestrians and vehicles
- Kerbs dropped to street level at crossing places
- Uninterrupted footways at side road crossings

Plan 3:

St George's Street to Charles Street

- Segregated cycleways (separate from traffic and pedestrians) on St George's Street
- Signal-controlled crossing from St George's Street to underpass under St Peter's Way
- Existing footpath leading from St Peter's Way underpass widened and resurfaced, leading to a 'Quiet Street' walking and cycling route on Charles Street
- Kerbs dropped to street level at crossing places
- Uninterrupted footways at side road crossings

Plan 4:

Bridge Street, Bow Street and Deansgate

- Segregated cycleways (separate from traffic and pedestrians)
- Signal-controlled junction providing separate, protected crossings for cyclists, pedestrians and vehicles
- New zebra crossing at entrance of pedestrianised section of Deansgate
- Uninterrupted footways at side road crossings

Plan 5:

Charles Street to Turton Street via Phoenix Street

- A 'Quiet Street' walking and cycling route and new formalised car parking on Charles Street and Phoenix Street
- Signal-controlled crossing on Turton Street to enable safe crossings
- Kerbs dropped to street level at crossing places
- New green areas to improve the sense of place and catch runoff rain water

Plan 6:

Topp Way / St George's Road / Marsden Road Junction

- Provision of new controlled (signal-operated) pedestrian crossing facilities on all 'arms' of the junction to make it safer and easier for people to travel through here.
- Remodelled traffic islands to accommodate pedestrian crossing facilities.
- All traffic lanes and directions remain as they currently are.
- Resurfacing of footways, including tactile paving around the junction to improve accessibility



Consultation on improvements for walking and cycling in Bolton town centre

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Glossary of terms

Signal-controlled junction crossings



Signal-controlled junction crossings provide separate, protected crossing places for pedestrians, cyclists, and motor traffic, making junctions safer and easier to use for all road users.

Tactile paving



Tactile paving are textured ground surfaces with raised patterns (like bumps, bars, or domes), which are included to assist visually impaired people to navigate routes and get around safely, especially in high risk locations like crossing places.

Continuous side road crossings



Continuous crossings describe an uninterrupted footway that extends at the same level across a side road, which helps prioritise pedestrian safety, helps reduce traffic speeds and improves physical accessibility.

Raised tables



A raised section of road, with a ramp on both sides. The ramps are painted with white arrows to make them more obvious to drivers. The aim of the speed table is to calm traffic and create safer pedestrian crossings.

Segregated cycleways



These are cycle paths which provide a people route to ride safely, physically separated from both pedestrians and traffic. They can be one-way (e.g. on each side of a road) or wider two-way segregated cycleways, enabling travel in both directions on one side of a road.

Toucan crossing



A toucan crossing is a wider signal-controlled crossing for both pedestrians and cyclists, allowing them to cross the road together, hence the name "two can".

Consultation on improvements for walking and cycling in Bolton town centre

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Glossary of Terms

Green spaces



Incorporating small gardens with biodiverse planting alongside new walking and cycling facilities helps manage rainwater naturally while creating attractive, healthier, and more usable routes for residents.

Dropped crossings



These uncontrolled crossings drop the kerb down to street level to provide a safe crossing place and improve accessibility, for example, for people using wheelchairs and prams.

Shared use path



A shared use route is an off-carriageway (separate from motor traffic) route that is used by both pedestrians and cyclists.

Traffic islands



Traffic islands are a raised area that serves several purposes. They are used to physically separate lanes of traffic, improve safety for pedestrians crossing the road by providing a refuge area, control traffic flow at intersections, and in some cases, enhance the aesthetic appeal of roadways.

Bus stop bypass



A bus stop bypass is a street design where a cycleway is routed behind a bus stop island, separating cyclists from moving traffic and buses. It aims to increase cyclist safety by removing the need to overtake stationary buses while creating a dedicated waiting area, which pedestrians have priority crossing the cycle lane to access.

'Quiet Streets' cycle route



A route on quieter roads with wayfinding measures, including surface markings, to guide cyclists to/from Bolton Town Centre via quieter roads and off-road active travel facilities.



Consultation on improvements for walking and cycling in Bolton town centre

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Have your say

Between **Monday 02 March and Friday 27 March**, we are asking for your feedback on the proposals. Your views are important, so please tell us what you think.

Step 1: Have a look at the detailed proposals, which have been split up into individual street-level plans with supporting annotations.

Step 2: Tell us what you think by completing the anonymous survey via a paper form or the consultation webpage, which asks about your travel habits, your thoughts on the proposals, and for any additional feedback comments or suggestions in your own words.

Next steps

After the public consultation is closed on **Friday 27 March**, all feedback will be analysed and considered as we develop the final designs. A report outlining the feedback received in this consultation will be published on our website.

When the proposals are finalised and approved, a contractor will be appointed, and we expect construction to start in 2027.

Doffcocker to Town Centre

Another consultation is currently live for proposed improvements to walking, cycling and public spaces in the Doffcocker area and towards the town centre, including footway widening, safer crossings on side roads, and traffic calming.

Learn about the proposed improvements and have your say on them by accessing the consultation webpage on the following link:

<https://towntodoffcocker.commonplace.is/>

Contact us

You can get in touch with us and find out more via the consultation webpage:

<https://boltontowncentrefasetwoeastsscheme.commonplace.is/>

or by scanning this QR code :



If you have any questions, you can get in touch with us via email:

towncentreconsultation@aecom.com

For social media updates on this project and other schemes being delivered by Bolton Council, follow us on Facebook:

<https://www.facebook.com/boltoncouncilofficial/>



Appendix B : Frequently Asked Questions (FAQs) document

FAQs: Bolton Town Centre East Phase Two and Topp Way / Marsden Road

About the proposals

What is being proposed in Town Centre East and Topp Way / Marsden Road?

Bolton Council is making public realm and transport improvements across the borough, including improved footways, new pedestrian crossings, and better cycling routes, as well as additional green spaces. By enhancing walking and cycling infrastructure, the schemes aim to encourage sustainable travel, reduce congestion, and improve safety for all road users. Proposals include:

- Improvements at busy junctions to help cyclists and pedestrians move around safely
- Tactile paving to assist visually impaired people to navigate routes and road crossings safely, through textured ground surfaces with raised patterns
- Continuous side road crossings, which involve uninterrupted footways at road crossings to prioritise pedestrian safety, reduce traffic speeds and improve physical accessibility
- Raised tables at junctions and side roads, which gives priority to, and increases safety for, pedestrians and increases visibility for vehicles
- Segregated cycle ways to separate cyclists, pedestrians and vehicles, creating safer journeys for all road users
- Kerbs dropped to street level at crossing places to improve accessibility for wheelchair and pram users
- Traffic islands that provide a safe refuge for pedestrians crossing the road
- New and improved pedestrian crossings around the junction of Topp Way, St George's Road and Marsden Road – this is a separate scheme but is being consulted on at the same time because it is in close proximity to the rest of the proposals.

Is the scheme related to previous engagement you undertook in the area?

In 2020, Bolton Council consulted on wide-ranging proposals for walking and cycling improvements in Bolton Town Centre around Bradshawgate, Great Moor Street, Deansgate / Churchgate, Bromwich Street, and Dorset Street. The proposals which were taken forward to be approved for funding are known as 'Phase One'. Following that consultation, the Phase One design was developed further and is currently planned for delivery in 2026. You can read the Phase One Consultation Report on the project webpage.

This consultation is about Phase Two.

'Phase Two' of Bolton Town Centre East builds on this with most of the improvements to the north of the town centre, most notably along St Helena Road, St George's Street and Charles Street, as well as improvements on Bridge Street and Bow Street. The aim is to extend improvements so that more local streets benefit and routes are better connected. The Phase Two proposals are still at a draft stage. Your feedback will help shape the final design before any decisions are made.

What do you mean by the term 'public realm'?

Public realm refers to the spaces that residents can freely use in their day to day lives, including roads, footpaths, crossings, and pedestrianised areas. Proposed improvements to the public realm include using heritage-friendly paving stones and kerbs to maintain the town centre's historic aesthetic, the introduction of greens spaces and rain gardens and the resurfacing of roads.

What are the benefits of the two proposed schemes?

The schemes are designed to promote connectivity within Bolton Town Centre, improved connectivity to surrounding hubs, and enhance the general experience for pedestrians and cyclists alike. By delivering this, Bolton Council aims to:

- Make streets safer, quieter, and more welcoming for all road users through traffic calming measures;
- Help improve people's physical and mental health by making walking, wheeling and cycling more attractive options;
- Support local communities and businesses by creating greener, more accessible and more connected public spaces; and
- Enable more sustainable forms of travel and reduce car dependency to help meet Greater Manchester's air pollution and decarbonisation targets.

Funding

How are these schemes being funded?

Both schemes are being funded through City Region Sustainable Transport Settlements (CRSTS), which is a government programme designed to provide long-term, consolidated funding for local transport networks in England's largest city regions. CRSTS funding provides £5.7 billion over five years (2022-2027) to eight city regions, including Greater Manchester, and it underpins the region's vision for the Bee Network, a London-style integrated transport system.

Why can't the funding be used for more practical improvements, such as filling potholes?

The CRSTS funding is provided to city regions for reaching sustainable transport goals. This means the funding can only be used for projects that meet national objectives such as improving active travel, reducing carbon emissions, supporting public transport and enabling safer, more inclusive streets. It cannot fund general road maintenance, pothole repair, parking changes or unrelated highways improvements.

Construction timeline and impacts

When is construction likely to start on the scheme?

Subject to approval of funding, Bolton Council anticipates all work to be completed by Summer 2027. Updates on when construction is anticipated to begin will be confirmed as the design is finalised, as this will impact construction approach. Feedback received during engagement will help to shape this detailed design. Works will be phased to minimise disruption where possible. Advance notice will be provided before any works begin on individual streets.

How will the scheme improve the local environment?

New trees and greening will provide shade and enhance biodiversity along the proposed schemes, as well as improving air quality, which is also improved by reducing traffic congestion and emissions from idle vehicles. Safer pedestrian crossings and improved cycling routes and footways will make walking and cycling safer and easier. This makes active travel more accessible which, alongside the creation of quiet streets, reduces the noise pollution in the area.

What will be the impact of construction on traffic and public access?

We will continue to work with businesses and residents in the area to make sure that accesses are maintained throughout the delivery of works. Our contractor will also liaise with any affected properties ahead of construction taking place.

The scheme is focused on improving safety and accessibility rather than redirecting traffic. Where appropriate, assessments will be undertaken to understand potential impacts. The intention is to reduce speeds and improve conditions, not to divert traffic elsewhere.

Consultation

How can I find out more about the proposals?

We'll be holding two in-person consultation events, where you can find out more about our proposals, talk to members of our team, ask questions and provide your feedback.

Location	Time	Date
Market Place shopping centre, Knowsley Street, Bolton, BL1 2AL	12:30pm - 4:30pm	Wednesday 11 March
Market Place shopping centre, Knowsley Street, Bolton, BL1 2AL	12:30pm - 4:30pm	Tuesday 17 March

If you are unable to make our events, further information on the Town Centre East Phase Two and Topp Way / Marsden Road proposals will be made available on our consultation pages:

<https://boltontowncentrefasetwoeastsscheme.commonplace.is/>

If you have any further questions about our proposals, you can get in touch with the project team by emailing us at towncentreconsultation@aecom.com.

How can I provide feedback on the proposals?

We will be conducting a public consultation from **Monday 02 March to Friday 27 March 2026**. You can provide your comments and feedback to the consultation:

- **Online:** by completing and submitting a feedback form on the Bolton Council website - <https://boltontowncentrefasetwoeastsscheme.commonplace.is/>
- **By email:** emailing your feedback to towncentreconsultation@aecom.com
- **In-person:** by completing a hard-copy feedback form at one of our consultation events

All feedback must be provided before the consultation period closes on 27 March 2026.

Why are two schemes being consulted on together?

We are also consulting on proposed new and improved pedestrian crossings around the junction of Topp Way, St George's Road and Marsden Road. This is a separate scheme but is being consulted on at the same time as 'Bolton Town Centre East Phase Two' because it is in close proximity to the rest of the proposals.

Can I provide feedback on the schemes separately?

Yes – on our feedback form, we have provided separate sections on each element of our proposals.

Why are you consulting on proposals in the Bolton Town Centre separately to other walking and cycling proposals in the Doffcocker area?

This is a separate scheme to proposed works in the town centre area. Although we are consulting on these schemes at the same time, feedback on the schemes will be considered separately. This will allow us to develop each scheme with feedback from local stakeholders specific to the proposals in question. You can find out more about the Doffcocker to Town Centre Phase 2 proposals here: <https://towntodoffcocker.commonplace.is/>.

What happens after consultation?

Once the consultation has closed on **27 March 2026**, all feedback provided will be collated and analysed. We will carefully consider all the community feedback we've received, as well as input from elected members, and other interest groups, and take this on board where feasible to help shape our plans.

Once the consultation period has concluded, we will prepare a Consultation Report. This will provide a summary of the feedback received during the consultation and will show how it has been considered. This report will be shared on our website.

Appendix C : Response form

BOLTON TOWN CENTRE EAST PHASE TWO AND TOPP WAY / MARSDEN ROAD

CONSULTATION FEEDBACK FORM

Bolton Council is making public realm and transport improvements that seek to improve walking and cycling links within the town centre, reduce congestion, improve air quality, and enhance the safety for all road users travelling in Bolton Town Centre.

Before you start

Please review our consultation materials with information about the proposals to inform your response to the questions in this form. They can be accessed on the dedicated consultation webpage here: <https://boltontowncentrefasetwoeastsscheme.commonplace.is/>

The deadline for submitting your feedback is 11:59pm on Friday 27 March 2026

If you need additional space to complete your answers to any of the questions, please enclose additional sheets and include references to make it clear which questions the additional sheets relate to.

If you would like this response form or any of the consultation materials in an alternative format, please contact us on towncentreconsultation@aecom.com

About this form

The feedback form will ask for your views on our proposals. To help us understand who is responding, there will be some questions about you and your travel habits. To help people give feedback about proposals in specific places, the proposals across the project area have been split into six 'plans' which you can see on the accompanying overview map and are listed below.

- **Plan 1:** Chorley Street to Bark Street via St Helena Road
- **Plan 2:** Bark Street, St George's Road and Bridge Street
- **Plan 3:** St George's Street to Charles Street
- **Plan 4:** Bridge Street, Bow Street and Deansgate
- **Plan 5:** Charles Street to Turton Street via Phoenix Street
- **Plan 6:** Topp Way / St George's Road / Marsden Road Junction

You can feedback on proposals in all the 'plans', or just those you feel are relevant to you.

About You

Who is responding?

- I am responding as an individual (for myself)
- I am responding on behalf of an organisation or business - please specify:

- I am responding as an elected member (e.g. Ward Councillor) - please specify:

What is your home or organisation / business postcode? (e.g. BL11RU)

How do you currently travel through the town centre area?

(please select as many as apply)

- By walking
- By bike
- By car / van / taxi (as a driver or passenger)
- By bus
- By motorbike
- By wheelchair / mobility scooter / walking aid
- Other wheeled method (e.g., scooter, electric scooter, skateboard, roller skates)
- Other (please specify) _____

Why do you currently travel through the town centre area?

(please select as many as apply)

- I live here
- I work here
- I visit friends or family in the area
- I go to school / college / university here
- I visit facilities in the area (e.g. support services, doctors, libraries)
- I spend leisure time in the area (e.g. shops, cafes, entertainment)
- I travel through here on my way somewhere else
- Other (please specify) _____

How often do you travel through this area?

(please select one option)

- Daily
- A few times a week
- A few times a month
- A few times a year
- Never

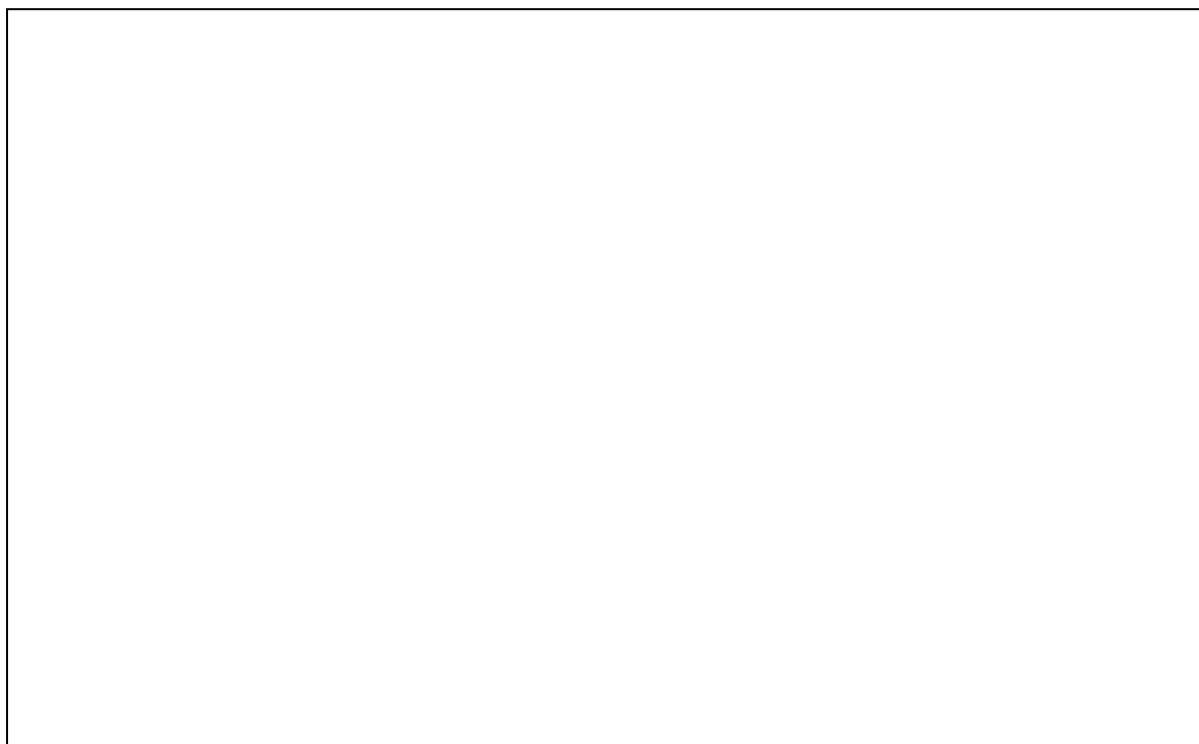
Overall, to what extent do you agree or disagree with the following statements?
 (select one response for each statement)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
These proposals will make it safer and easier to walk or wheel (e.g. use a mobility aid) in this area					
These proposals will make it safer and easier to cycle in this area					
People would be more likely to walk or cycle in this area if these changes were made					
These proposals will improve the look and feel of this area					
These proposals will better connect people travelling to and from the town centre					

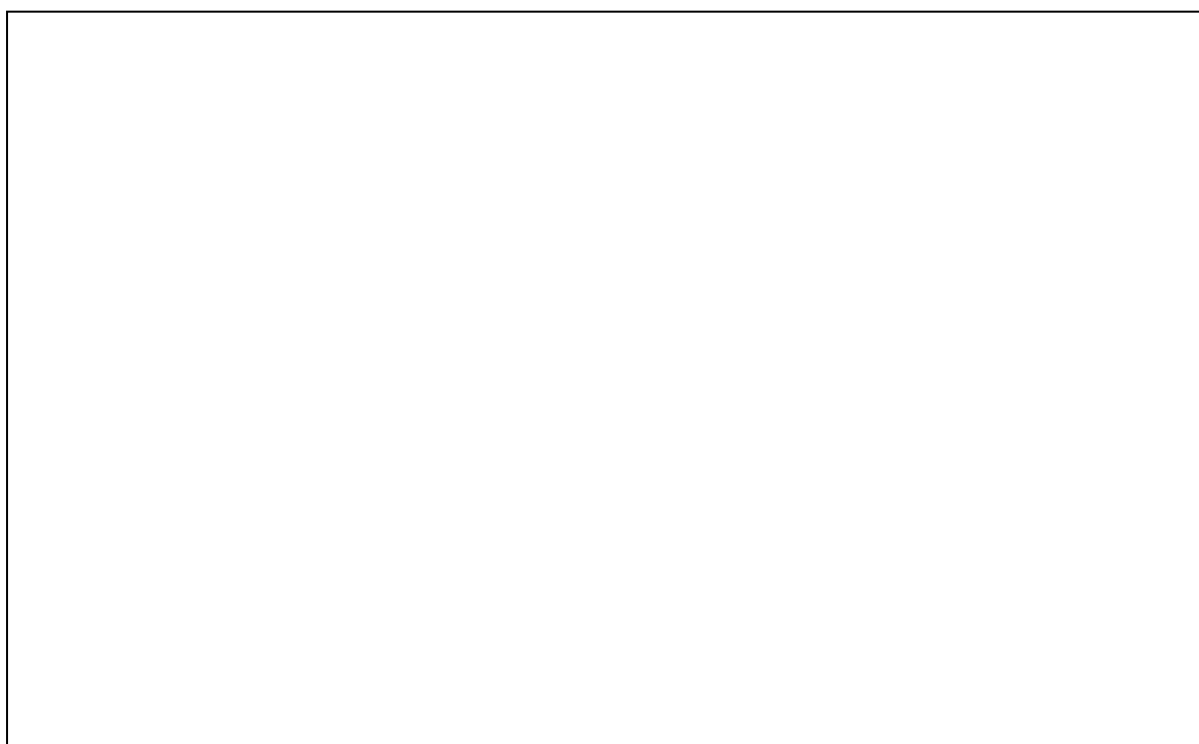
Do you have any feedback, concerns or suggestions you would like to give about proposals in a specific 'zone' in the proposals? (Please mention specific locations)

Feedback on proposals in Plan 1: Chorley Street to Bark Street via St Helena Road

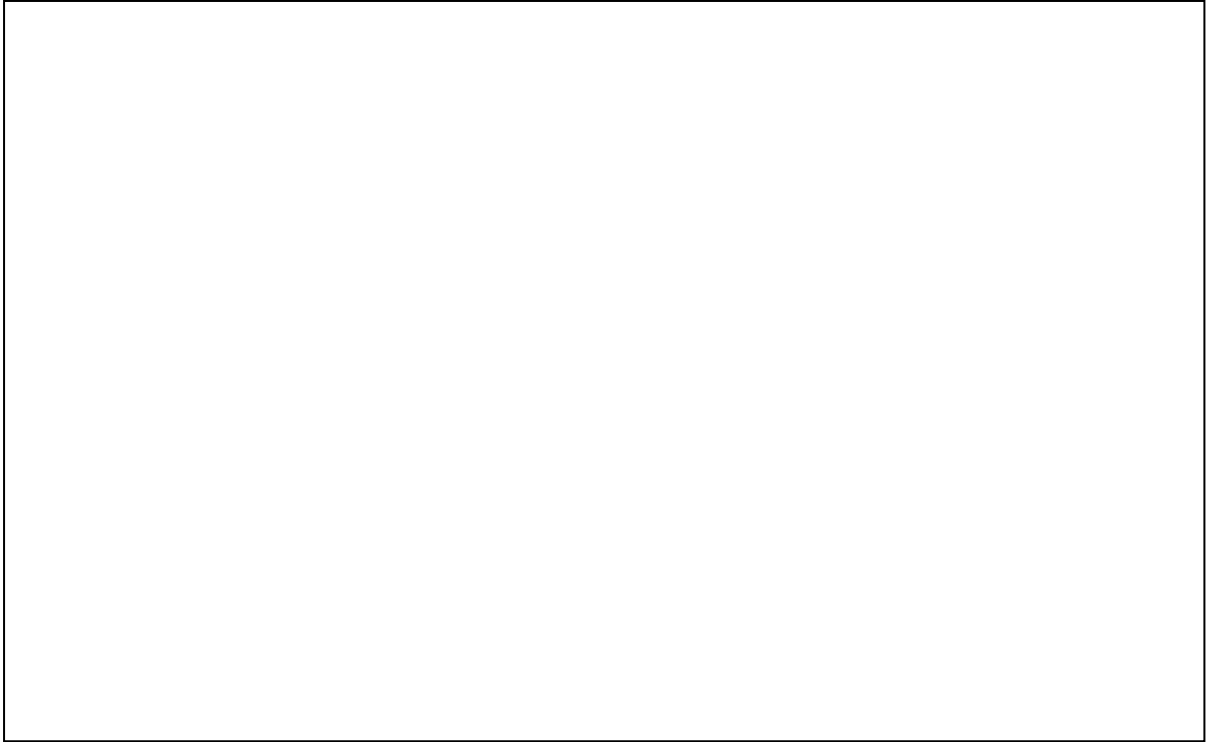
Feedback on proposals in Plan 2: Bark Street, St George's Road and Bridge Street

A large, empty rectangular box with a thin black border, intended for providing feedback on the proposals in Plan 2.

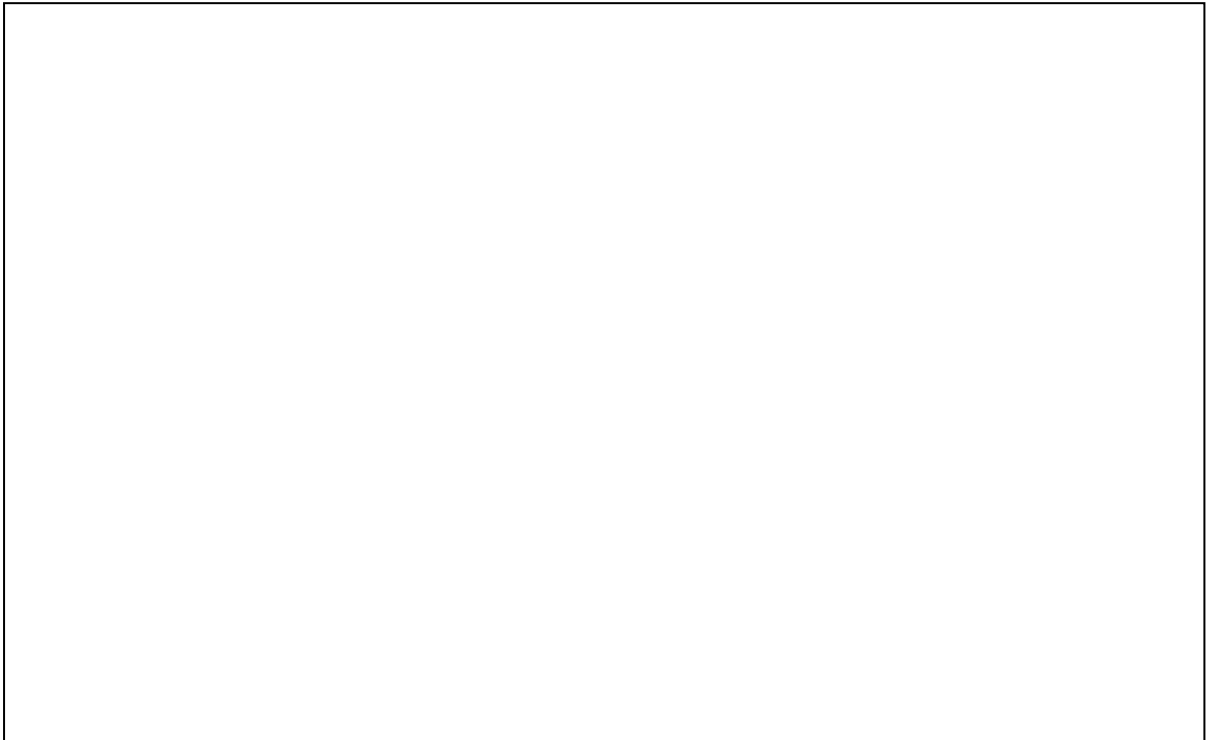
Feedback on proposals in Plan 3: St George's Street to Charles Street

A large, empty rectangular box with a thin black border, intended for providing feedback on the proposals in Plan 3.

Feedback on proposals in Plan 4: Bridge Street, Bow Street and Deansgate



Feedback on proposals in Plan 5: Charles Street to Turton Street via Phoenix Street



Feedback on proposals in Plan 6: Topp Way / St George's Road / Marsden Road Junction

Overall, to what extent do you support or oppose the proposed improvements for walking and cycling in the Bolton Town Centre area?

Strongly Support	Support	Neutral	Oppose	Strongly Oppose

In your own words, please explain your response:

Privacy Notice

Consultation

Our core data protection obligations and commitments are set out in the council's primary privacy notice at www.bolton.gov.uk

This notice provides additional privacy information for:

- people taking part in consultations
- partners working with Bolton Council

In relation to consultations, it describes:

- how we collect, use and share personal information about you
- the types of personal information we need to process, including information the law describes as 'special' because of its sensitivity

It is important that you read this notice, together with any other privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information. The information collected and held will vary dependent on the service used.

Consultation service

We use your personal information:

- To seek your opinions on services and events
- To allow us to categorise survey responses, for example by age or sex, so that we can see if there are any differences in people's experiences or opinions

What personal information do we collect?

The questions that ask for this information will be voluntary, so you don't need to give any personal information if you don't want to.

We will only collect information that is needed for a particular survey. This may include:

- Postcode
- Age / date of birth
- Email address
- Sex
- Racial origin

Occasionally we may ask for other personal information such as health or caring status.

Legal basis for processing

The legal basis for processing your personal information is:

- Article 6 of the UK General Data Protection Regulation (GDPR) provides two main legal bases for processing when we undertake public consultations namely, performance of a task in the public interest or in certain more limited instances we will have a statutory duty to do so.
- Where any sensitive (special category) data is being processed the Council will rely on Article 9 of UK GDPR where the consultee has provided their explicit consent.

If we are not able to engage with our residents, visitors and businesses through public consultations it will adversely impact on our ability to plan and shape service provision and offer events.

Information sharing / recipients

Any personal information you give will normally only be used to contact you about that specific consultation.

Personal data may be used to categorise responses, but all responses will be anonymised, and no individual will be identified in any reports.

Data collected for consultation purposes will not normally be shared without your specific consent. However, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Only the minimum information for the purpose will be shared.

Automated Decisions

For this service:

- All the decisions we make about you involve human intervention

Data retention / criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

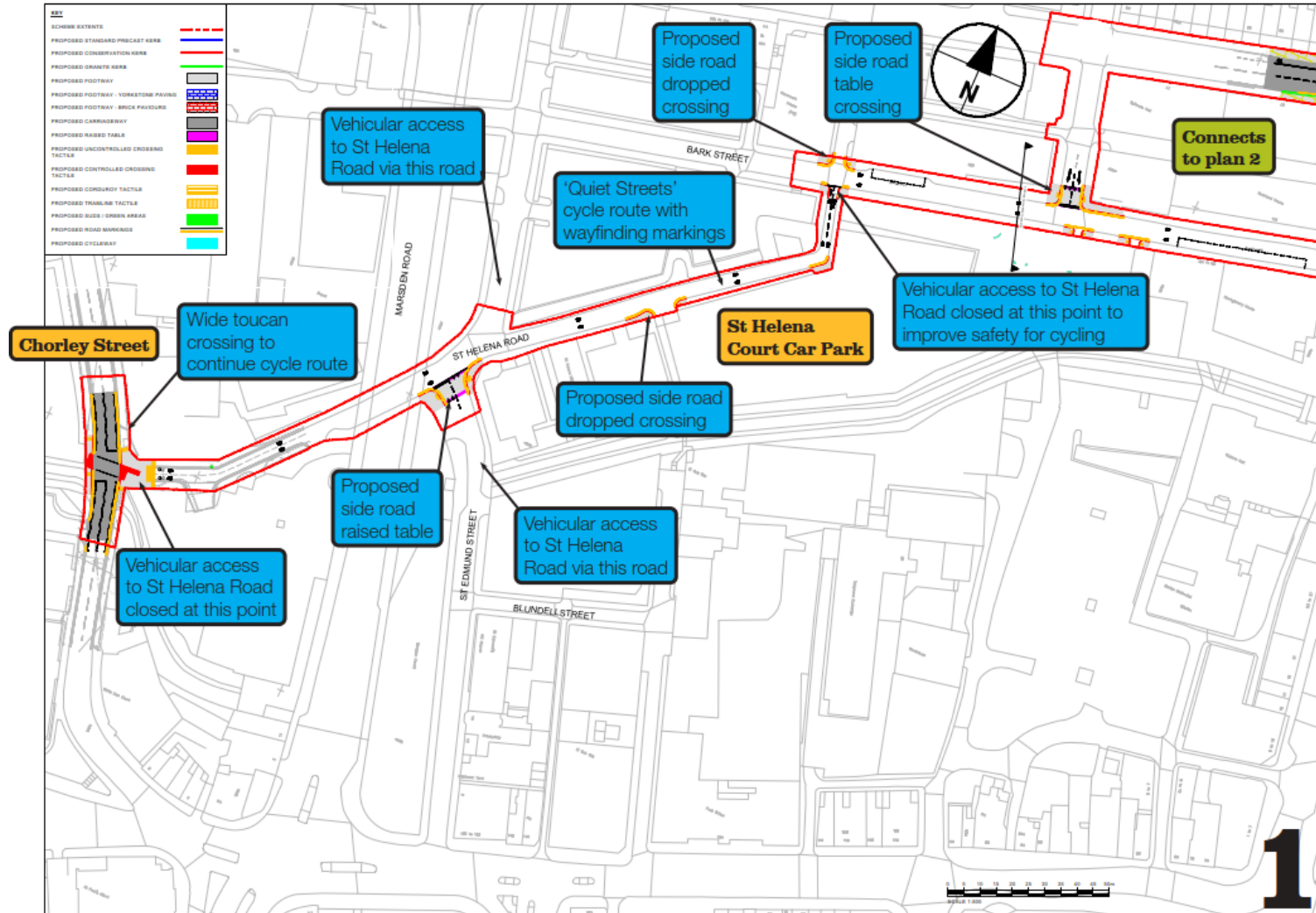
Rights of individuals

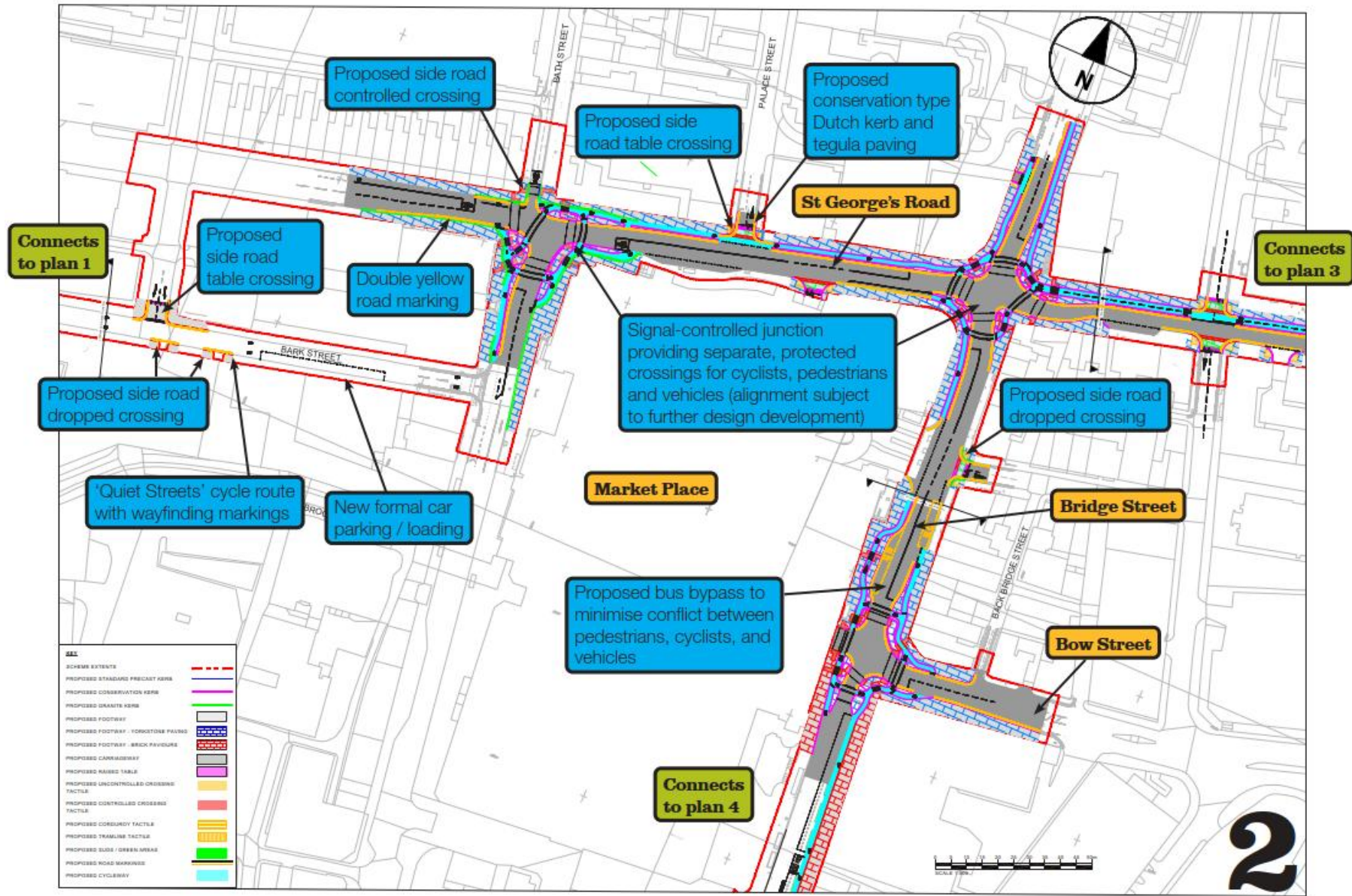
You have certain rights in relation to the council's use of your personal information. To find out more about how these rights apply in particular circumstances, please refer to our Guide to exercising your rights or alternatively visit the Information Commissioner's web site at www.ico.org.uk
If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at information.security@bolton.gov.uk.
If you are still unsatisfied you should contact The Information Commissioner's Office by post at the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone 0303 123 1113.

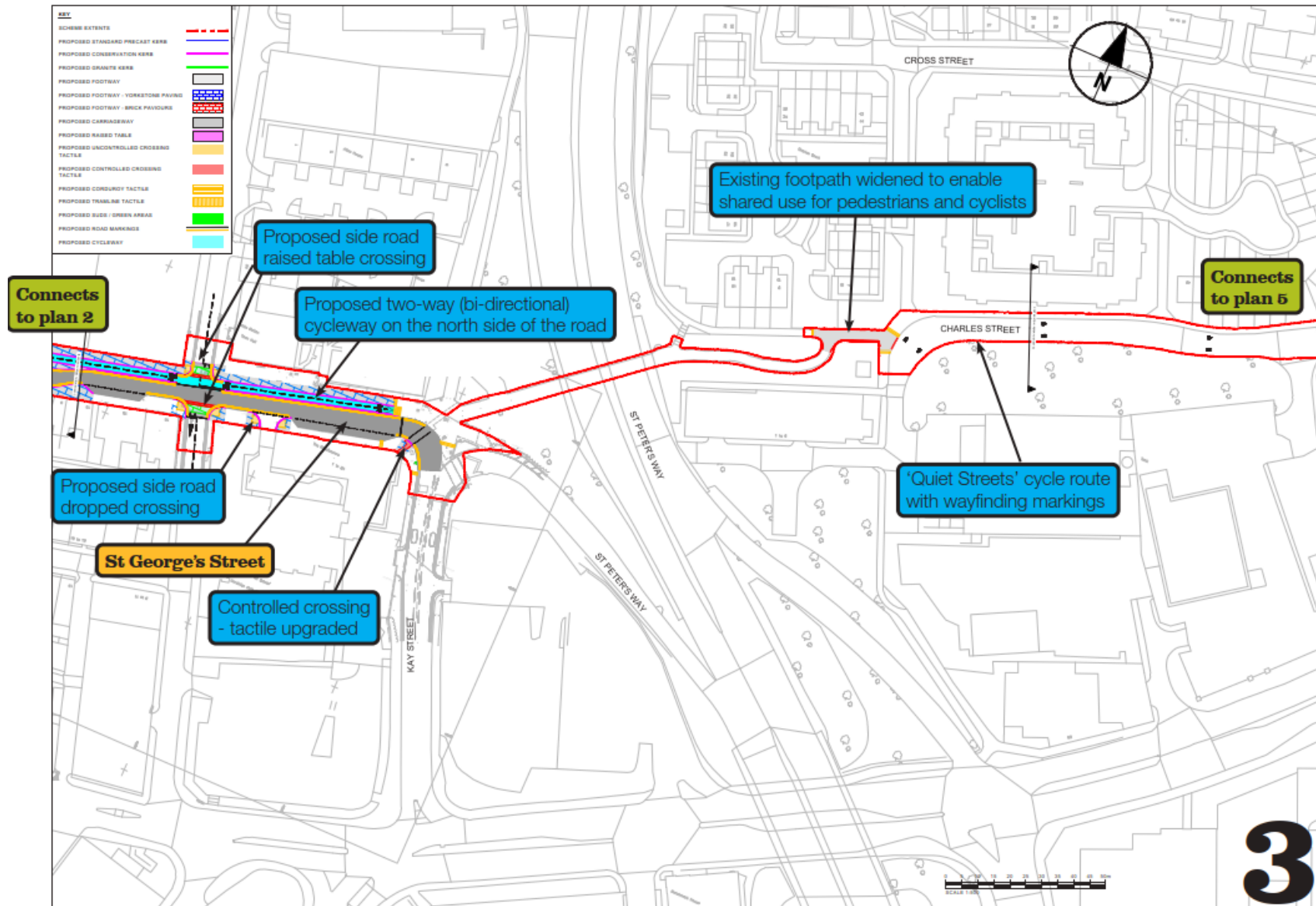
Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date detail

Appendix D : Street-level plans by zone







3

