



**BOROUGH OF  
BROXBOURNE**  
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**Cheshunt Old Pond Strategy (January 2020)**

# **Consultation Report**

[www.broxbourne.gov.uk/oldpond](http://www.broxbourne.gov.uk/oldpond)

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## 1. Introduction

This Consultation Report describes the process followed by Broxbourne Borough Council in undertaking community engagement and stakeholder consultation exercises in the production of the Cheshunt Old Pond District Centre Strategy (hereafter referred to as the Strategy), and sets out how the main issues raised through the consultation have influenced the plan.

The Consultation Report has been prepared firstly as a response to the representations made throughout the consultation process, and secondly to assist the Council Cabinet in determining the soundness of proposals within the Strategy and its suitability for adoption.

To ensure that the Strategy responded to the needs and aspirations of those living and working in Cheshunt, the Council undertook a two-stage consultation process. The initial consultation (held in October-November 2017) served as a listening exercise, prior to the commencement of work on the Strategy by the Council. Inviting comments and suggestions at this early stage in the process allowed Council officers to frame the emerging Strategy around the issues that mattered most to local stakeholders and prioritise projects accordingly.

An interim communication to stakeholders in February 2018 provided feedback on the initial consultation and publicised the draft vision and objectives of the Strategy.

A final consultation in June – August 2018 invited representations on the draft Strategy itself. The results from this consultation are described in detail in the appendices to this report and outline the resulting proposed amendments to the Strategy. Due to the extent to which the Strategy impacts the public realm and highways, a primary representor to the draft Strategy has been Hertfordshire County Council (HCC) and the Highways department in particular. Representations from HCC and proposed amendments are therefore presented separately.

The intention throughout this process has been to use public consultation and community engagement activities to lead the development of the Strategy from the start. This has not been a scientific process, but one that has sought to identify the needs and aspirations of the diversity of users that live, work and visit the Old Pond. In doing so, the Strategy aims to build on the Old Pond's strengths to become a vibrant and attractive destination and a centre of public life for the communities of Cheshunt.

## 2. Who we consulted

The following groups were invited to respond to the initial consultation:

<b>Residents</b>	Windmill Estate Residents Association
	Russell's Ride Local Action Group
	Windmill Ladies group
	Brooklands Womens Club
	Cheshunt U3A
	B3 Living Safer Community Team
	Individual residents
<b>Businesses</b>	Tesco
	Local business owners
<b>Schools</b>	Burleigh County Primary
	Arlesdene Childrens Centre
	Downfield Primary
	Holy Trinity C of E Primary
	Cheshunt School
	Haileybury Turnford School
	Millbrook School
<b>Health &amp; Social</b>	Cheshunt Community Hospital
	Edwards Court Sheltered Housing
	Kingfisher Nursing Home
	Lee Valley Regional Parkinson's Support Group
	Beaumont Centre
<b>Youth</b>	YC Hertfordshire
	BBC Thursday Friday Sports Clubs
	Army Cadets
	1st Cheshunt Scouts
	BBC Youth Council
<b>Other</b>	Cheshunt Library
	Cheshunt One Stop Shop
	Laura Trott Leisure Centre
	Cheshunt East SNT
	Cheshunt Station users
	User survey respondents

Contact details collected from the first consultation were collected into a database of representors, which was used to publicise later consultations. This data was collected and stored in compliance with new GDPR rules.

In addition to specific groups, local residents, visitors to and users of the Old Pond were engaged through a variety of activities detailed below.

### 3. How We Consulted

Two separate consultations and an interim communication used different methods to reach out to a diverse range of representative groups. These are shown in the tables below.

#### Initial public consultation (autumn 2017)



The following actions were undertaken as part of the initial consultation, which took place from 9 October to 3 November 2017:

Action	Details/format
<b>User survey</b>	Online surveys were promoted via the actions below. Printed surveys and deposit boxes were posted at Tesco, Laura Trott leisure Centre, Cheshunt Library, Cheshunt Community Hospital, Cheshunt Youth Connections, King Arthur Court, Kingfisher Nursing Home and at various schools in the local area.
<b>Press release</b>	To encourage people to take part in the consultation.
<b>Letter to businesses</b>	To promote awareness of the consultation
<b>Stakeholder meetings</b>	Meetings with key stakeholder groups including local businesses, youth groups and elderly persons groups to examine relevant proposals
<b>Pop-up stalls</b>	On-street stalls to promote the survey and identify what
<b>Posters</b>	To be put up around Cheshunt on Council notice boards and in key locations such as Laura Trott Leisure Centre, Tesco and Cheshunt Library
<b>Article in the Mercury Newspaper</b>	Details of the consultation as an article in the newspaper
<b>Article in Broxbourne Live residents magazine</b>	Details of the consultation as an article in the magazine
<b>Electronic media</b>	Twitter campaign E-communications to residents Homepage of the Council's website

The contact details of respondents to the user survey were collected into a consultation database in order to publicise the latter consultations on the Strategy.

## Consultation feedback and vision statement (February 2018)

An update on the progress of the Strategy was sent to respondents to the initial consultation and local businesses in February 2018. This correspondence shared a first draft of the Vision and Objectives for the Strategy and gave a predicted schedule for the next consultation and adoption of the Strategy.

# Cheshunt's Old Pond

## Consultation feedback and draft vision

Broxbourne Borough Council's Planning Policy team  
February 2018

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In October last year we asked residents and users of the Old Pond for their views on how to make it a more vibrant, attractive and welcoming place for everyone.

This newsletter provides a summary of the consultation results, sets out our draft Vision for the Old Pond as well as our next steps as we work towards publishing the full draft Strategy.

More than 1,000 people took part, by responding to the survey and talking with Councillors and Council staff at stalls and events around the Pond about the issues that matter to them.

Learning from these responses and the Council's own analysis, the draft Vision and Objectives overleaf will guide development in the area over the coming years.

For anyone who didn't take part this time, there will be more opportunities to have your say when the full draft Strategy is released for consultation later this year.

If you have any questions regarding the Strategy and future plans for the Old Pond, please email [rowan.mackay@broxbourne.gov.uk](mailto:rowan.mackay@broxbourne.gov.uk)



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### Have your say...

Summary of findings from the user survey

### Shops and facilities...



Over half of respondents (56%) said improving shops and facilities should be a top priority.

Respondents of all ages generally wanted to see greater diversity in the retail and food and drink offering and a reduction in the number of estate agents and takeaways

*"...more shops and better restaurants for all ages"*

### Travel...



32% of respondents said that traffic congestion and parking issues had a negative impact on the Old Pond.

Uneven pedestrian surfaces and a lack of cycle lanes were shown to be the main barriers to people walking and cycling in the area.

*"I like to cycle but it's very dangerous on the roads"*

### Local character and identity...

The fountain drew the largest response on any single issue, with 38% saying it had a positive impact on the character of the Old Pond.

Respondents also liked the convenience and social life the Pond offered, but criticised the appearance of some of the buildings and spaces.

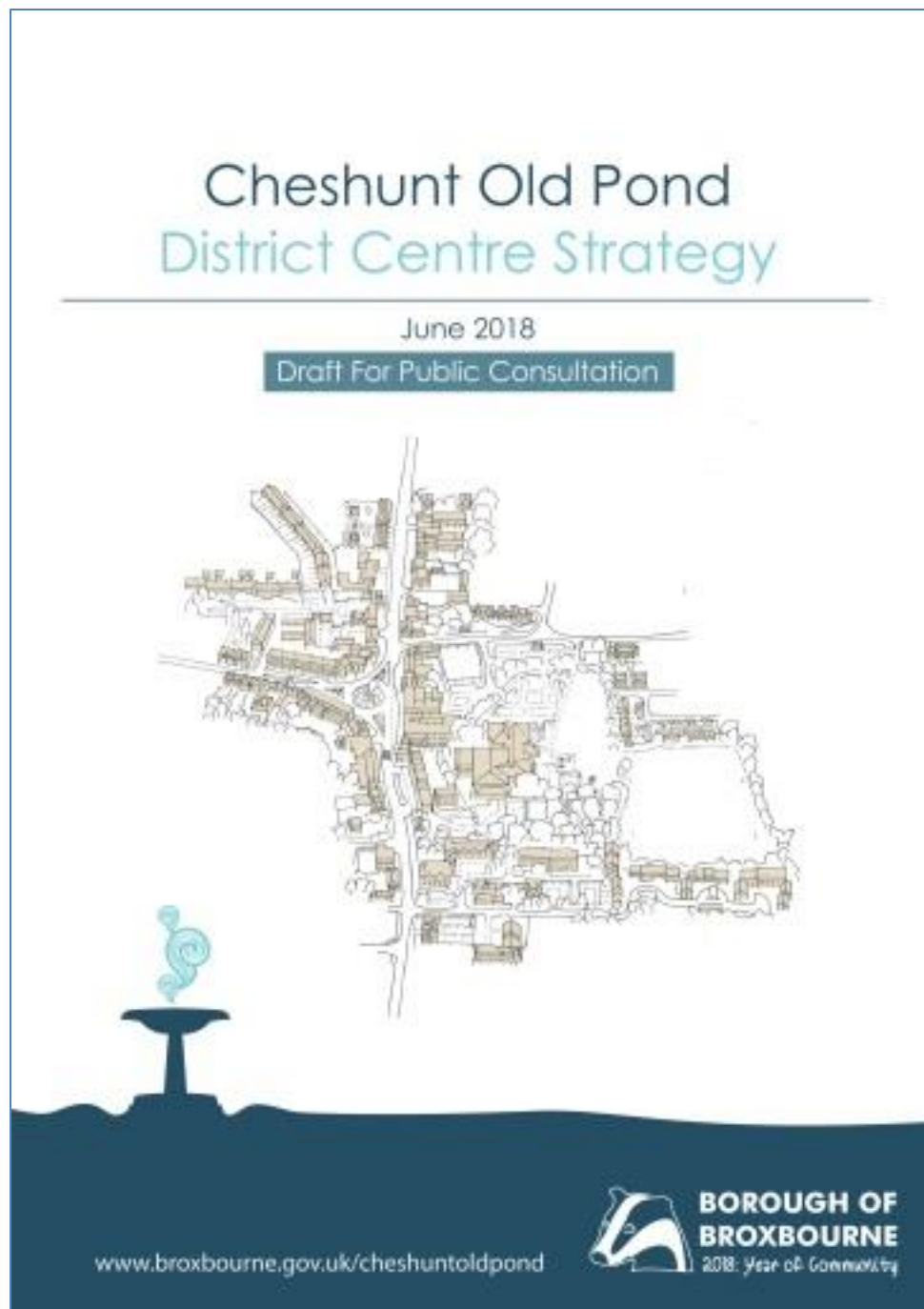
*"It's the town centre and should be the showpiece of Cheshunt"*



**BOROUGH OF BROXBOURNE**  
20th Year of Community

## Public consultation on the draft Strategy (summer 2018)

The consultation partly took place from 25 June to 19 August 2018. As this period took place in part during the school summer holidays (due to Cabinet's approval of the Draft Strategy in June) the consultation period was extended to eight weeks from the standard six.





The following consultation action plan was agreed by Cabinet on 12 June 2018 in relation to promotion of the Draft Strategy document:

<b>Action</b>	<b>Details/format</b>
<b>User survey</b>	Online surveys were promoted via the actions below. Printed surveys were posted at Tesco, Laura Trott leisure Centre, Cheshunt Library, King Arthur Court and Kingfisher Nursing Home
<b>Press release</b>	To encourage people to take part in the consultation.
<b>Letter to stakeholders</b>	To promote awareness of the consultation
<b>Stakeholder meetings</b>	Meetings with stakeholder groups including local businesses, youth groups and elderly persons groups to examine relevant proposals
<b>Pop-up stalls</b>	On-street stalls to gauge reaction to key proposals
<b>Posters</b>	To be put up around Cheshunt on Council notice boards and in key locations such as Laura Trott Leisure Centre, Tesco and Cheshunt Library
<b>Old Pond Strategy update newsletter</b>	Distribution to all Broxbourne Councillors and to the stakeholders contacts database.
<b>Article in the Mercury Newspaper</b>	Details of the consultation as an article in the newspaper
<b>Article in Broxbourne Life residents magazine</b>	Details of the consultation as an article in the magazine
<b>Electronic media</b>	Twitter campaign E-communications to residents Homepage of the Council's website

Consultation documents were made available at Cheshunt Library and Waltham Cross One Stop Shop.

In addition to the above, links to the online survey and where to find printed copies as well as the consultation documents were sent to everyone on the consultation database established during the initial public consultation.

Once the consultation had closed, representations made via post and email were copied into the online form to allow for all responses to be analysed together.

During the consultation period representations could be made as open comments (rather than responses to specific questions) via post, an online form and via email.

In addition to the above, a workshop was also run with members of the Broxbourne Youth Council. The workshop looked how young people used Grundy Park and what improvements could be made to encourage better use of the park. The findings can be found in Appendix 5.

A summary of the responses to each project and major issues is provided in Appendix 3. The analysis presented is not scientific but gives reflects the key points and themes raised.

## **4. How we responded**

### **Initial public consultation**

With 918 responses to the user survey, over 100 documented responses from the pop-up stalls and inputs from the various stakeholder meetings, well over 1000 responses were received from the initial public consultation.

The consultation identified topics and themes which were subsequently reflected in the Vision, Objectives and Projects of the draft Strategy. A summary of responses from the Initial consultation is provided in Appendix A and full details are available on request to Broxbourne Council.

Key findings from the consultation were communicated in the Consultation Feedback and Vision Statement, which can be found in Appendix A.

### **Public consultation on the draft Strategy**

A total of 259 responses were received from the public consultation on the Draft Strategy. A summary of all the responses and the Council's responses is provided in Appendix B.

The consultation invited representations on all chapters and sections of the draft Strategy. A summary of responses and The Council's proposed actions/amendments to the document can be found in Appendix B.

The majority of public responses came from individuals residing within the Cheshunt, west Cheshunt, Hammond St, Goff's Oak and Waltham Cross area. A summary of these responses and the Council's proposed actions/amendments can be found in Appendix B.

Given the extent of proposals affecting highways within the draft Strategy, several representations were made by Hertfordshire County Council Highways Department. Copies of these representations and the Council's proposed actions/amendments can be found in Appendix B.

## **Initial public consultation results, autumn 2017**

*Note: Appendix A was originally contained at Appendix 2 to the consultation draft of the Old Pond Strategy (June 2018)*

### *Aim*

**To meaningfully engage existing and potential users of all ages and collate relevant user information addressing each of the three vision topics.**

### *Objectives*

In order to establish an evidence base for a vision for the Old Pond, initial stakeholder engagement will look to:

- Identify actual and perceived barriers to active travel within the local area
- Identify aspects of local heritage and culture valued by the local community
- Identify retail and facilities needs within the area that might be addressed by future works

### *Who was engaged?*

As well as the Old Pond function as a local retail centre, the area also hosts other business types, several schools, a busy library and leisure centre and various health and social services. Early stakeholder engagement therefore targeted users, as well as non-users, from different demographic groups and visitors of all ages, as well as those of local businesses and other major stakeholders.

Survey collection and deposit boxes were placed around the Old Pond and group stakeholder meetings were held with residents of Edwards Court residential home as well as with Cheshunt Youth Council and the attendees of Waltham Cross Youth Club.

## Stakeholders

A significant part of developing this strategy has been to engage with local stakeholders in order to identify and prioritise key issues and to help shape the proposals for future development and improvement works. Maintaining communication with stakeholders will also be necessary as individual projects are brought forward that might affect particular groups or businesses. For this reason the following stakeholder list has been identified.

<b>Residents</b>	Windmill Estate Residents Association
	Russell's Ride Local Action Group
	Windmill Ladies group
	Brooklands Womens Club
	Cheshunt U3A
	B3 Living Safer Community Team
	Individual residents
<b>Businesses</b>	Tesco*
	Local business owners
<b>Schools</b>	Burleigh County Primary*
	Arlesdene Childrens Centre*
	Downfield Primary*
	Holy Trinity C of E Primary
	Cheshunt School
	Haileybury Turnford School
	Millbrook School*
<b>Health &amp; Social</b>	Cheshunt Community Hospital
	Edwards Court Sheltered Housing*
	Kingfisher Nursing Home*
	Lee Valley Regional Parkinson'd Support Group
	Beaumont Centre
<b>Youth</b>	YC Hertfordshire*
	BBC Thursday Friday Sports Clubs
	Army Cadets
	1st Cheshunt Scouts
	BBC Youth Council
<b>Other</b>	Cheshunt Library*
	Cheshunt One Stop Shop
	Laura Trott Leisure Centre*
	Cheshunt East SNT
	Cheshunt Station users*
	User survey respondents

This plan shows the various engagement activities and where they took place

### Public Engagement Location Plan

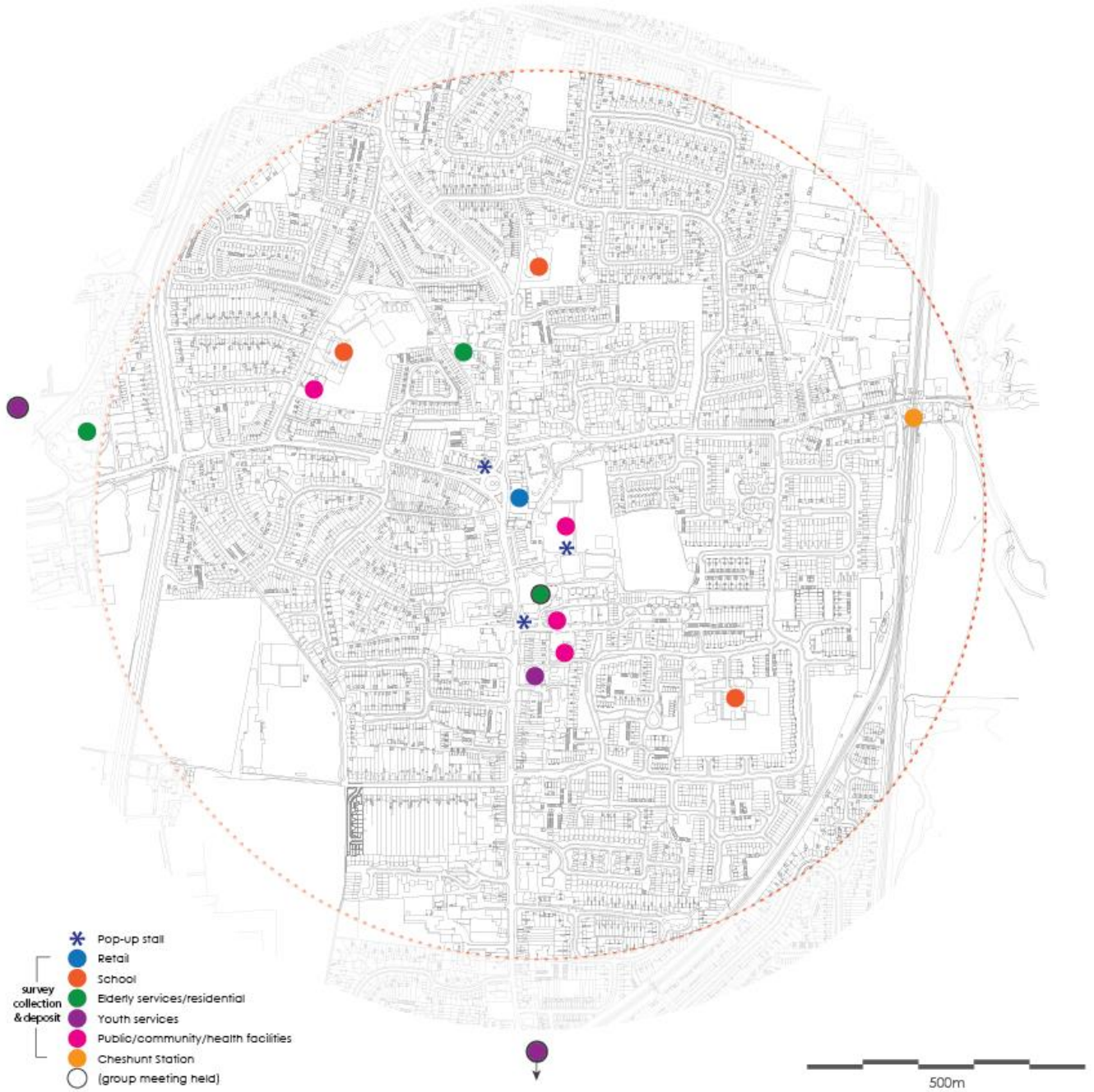


Fig 1: Plan showing location of consultation events

## Methods of engagement and Results

The programme of stakeholder engagement ran for four weeks from October 9th and November 5<sup>th</sup> 2017. This is highlighted in the project time-line below. A full project schedule is provided separately. During this period, stakeholders were engaged through user surveys, stakeholder meetings and pop-up stalls. These methods are detailed below.

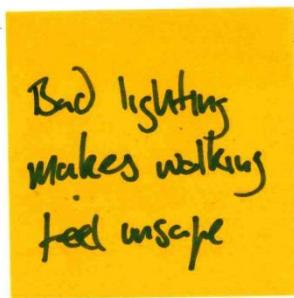


Fig 2: Consultation event with Broxbourne Youth Council

**Group meetings** In order to gain insights from key stakeholders and stakeholder group it was necessary to meet to discuss issues with and ideas for the Old Pond face to face. These meetings helped to further explain the engagement process and how it fits within the overall strategy and improvement plans for the area. Meetings were held with representatives from key age groups whose needs are of particular

importance when planning for an inclusive and accessible local centre. Meetings were held at Edwards Court elderly residences, at Waltham Cross Youth Club and with the Broxbourne Youth Council and took the form of an open discussion around the key topics of access, character & identity and shops and facilities. The key issues that emerged from these discussions are outlined below.

### Cheshunt Youth Council and Waltham Cross Youth Club



Discussion with both groups centered mainly on the types of facilities and activities young people would like to see in the area. Many participants noted the loss of the **Phat Mamma Shakes** café, which they said was an important place to meet up with friends and where they **felt welcome**. The **leisure centre** was noted as somewhere that still offered this kind of environment, while **Grundy Park** was seen by many to be an unsafe place to spend time, particularly in the evenings. Safety was another reoccurring topic, with participants commenting they **did not feel safe** to walk through the park or other areas that were **poorly lit** and the long wait for **pelican crossings** stops people from using them. Places that did feel safe for young people to use were often those that were regularly frequented by **people of all ages**, such as Waltham Cross town centre, rather than age-specific places and facilities. A number of ideas for improvements were suggested including the establishment of a **youth**

café similar to the one in Bishops Stortford, increasing the number of **small local parks** near to people's houses and better **places to sit and chill out** around the Old Pond and Grundy Park.

*Residents of Edwards Court elderly residences*

Bring back  
the Workhouse  
Shuttle

Pavements very poor  
and difficult to use  
with mobility scooters  
Street furniture fun  
Cakes difficult if  
poor eye sight

Not right  
that Tesco is  
the only option

Accessibility issues were of primary concern amongst elderly residents at Edwards Court. Uneven **paving and surfaces**, poor **lighting** through Grundy Park and insufficient crossing time at some **pelican crossings** meant that some residents were unable to access many of the facilities at the Old Pond. There was also frustration at the frequent occupation of **disabled parking** bays by those without blue badge permits. Concerns were raised at the loss of available options for **grocery shopping** as well as the prevalence of **fast food** take aways. **Health services** were highly valued as were other **community facilities**, though there was anger at some of these services being lost with the loss of Wolsey Hall. It was suggested that the removal of the public toilet block and relocating the Old pond fountain into **Grundy Park** would help to improve the area



*Pop-up stalls* Pop-up stalls were held on Saturdays and Wednesday afternoons over three weeks and at various locations around the Old Pond, allowing us to talk directly with users about the issues that mattered most to them. Using maps and comment boards, passers-by were asked to suggest things they both liked and disliked about the Old Pond, which led to more detailed conversations around topics such as parking, building maintenance, the types of shops and leisure facilities. The key ones are shown below.

Encourage more  
to use rear  
car park.  
Offer 2 or 3hrs  
free parking

Encourage more  
to use rear  
car park.  
Offer 2 or 3hrs  
free parking

EVERYTHING  
ON YOUR  
DOORSTEP

#### What did participants like about the Old Pond?

- The fountain!
- Convenience – everything in walking distance
- The planting around the fountain
- The lights at Christmas
- Fresh fruit and bread from Enfield Stores

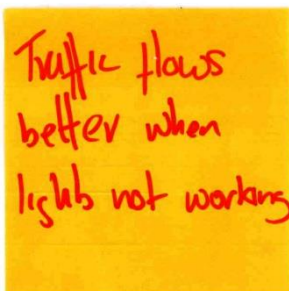
- Loss of local pubs
- Flooding in Winter
- People parking in disabled bays with no blue badge
- Traffic too fast
- Loss of community

#### What did participants dislike about the Old pond?

- Frustration at the loss of Wolsey Hall – costs are higher at Laura |Trott
- Pedestrian crossings
- Narrow pavements difficult with pushchairs
- Concern about the parking and traffic congestion as a result of development at Delamere Rd
- Uneaven pedestrian surfaces
- Frustration at the prevalence of fast food take aways and estate agents at the Old pond
- Reduced bus services
- Lack of activities for teenagers
- People urinating in Grundy Park
- Lack of evening activities
- Better parking

#### Ideas for improvements

- More every-day shops and better restaurants
- More arts and community activities
- Clothes shops
- Must work for people with poor eyesight
- Better seating
- A new market
- More independent shops
- Better family facilities
- A large community space, Laura Trott is too small for fairs etc
- Better signposting to car parks
- Cycle lanes
- More planting



Traffic flows better when lights not working



More trendy shops and better Restaurants



Very uneven Pavements, we walk in the road now



## Workshop with Broxbourne Youth Council

In order to understand the views and aspirations of young people for one of the key project areas in the Strategy, a workshop in Grundy Park was convened with the Broxbourne Youth Council as part of the public consultation. The workshop comprised two activities, the first to diagnose the current situation and how the park performs for young people, the results of which are summarised in the table below. The second was a dreaming exercise in which participants proposed (blue sky) ideas to improve the park for young people, based on their initial diagnosis. These results are summarised after the first.

### Activity 1: Diagnosis

The **diagnosis** activity corroborated some of the findings from the wider consultations, such as the need for more benches and lighting. The participants also raised similar concerns around safety and character in the area between Laura Trott and Turners Hill. Play equipment was recognised as important for young people of various ages and participants highlighted the need for improvements to the zip wire and football/basketball court, which was described as “prison like”.

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Question	Summary of responses
<i>What would you like to <b>keep</b> as part of future improvements to Grundy Park?</i>	<ul style="list-style-type: none"><li>• Play equipment including the large basket and rotating swings</li><li>• Basketball/football cage</li><li>• Sense of community</li><li>• Large grass sports areas</li></ul>
<i>What would you like to <b>Improve</b> as part of future improvements to Grundy Park?</i>	<ul style="list-style-type: none"><li>• Improvements needed to the zip-wire</li><li>• Area around the slide has an “unfriendly atmosphere” – needs brightening up</li><li>• Litter problem – more bins needed</li><li>• Needs more seating/things to do for parents/older people</li><li>• Basketball/football cage is “very prison like”</li><li>• Better signage into the park</li><li>• More lighting along paths</li><li>• Improve the area between Turners Hill and Laura Trott entrance, giving a new function to this space and find a new use for the former toilet building.</li></ul>

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What would you like to **Remove** as part of future improvements to Grundy Park?

- Some fences and bushes close bits of the park off making them feel unwelcoming (eg behind/beside astro-pitches)
- Trees along the eastern edge create space for antisocial behaviour
- Metal post of former play equipment needs removing

## Activity 2: Dreaming

Proposing ideas for the park, participants were encouraged to think big. Their proposals, while perhaps unrealistic, revealed insights into how the park could better perform for young people. This included a desire for activities for people of all ages (such as a bar, library, allotments or extra seating) so that the park felt safe. And more programming of events for young people aside from pitch sports (such as skateboarding, live music and different places to eat).



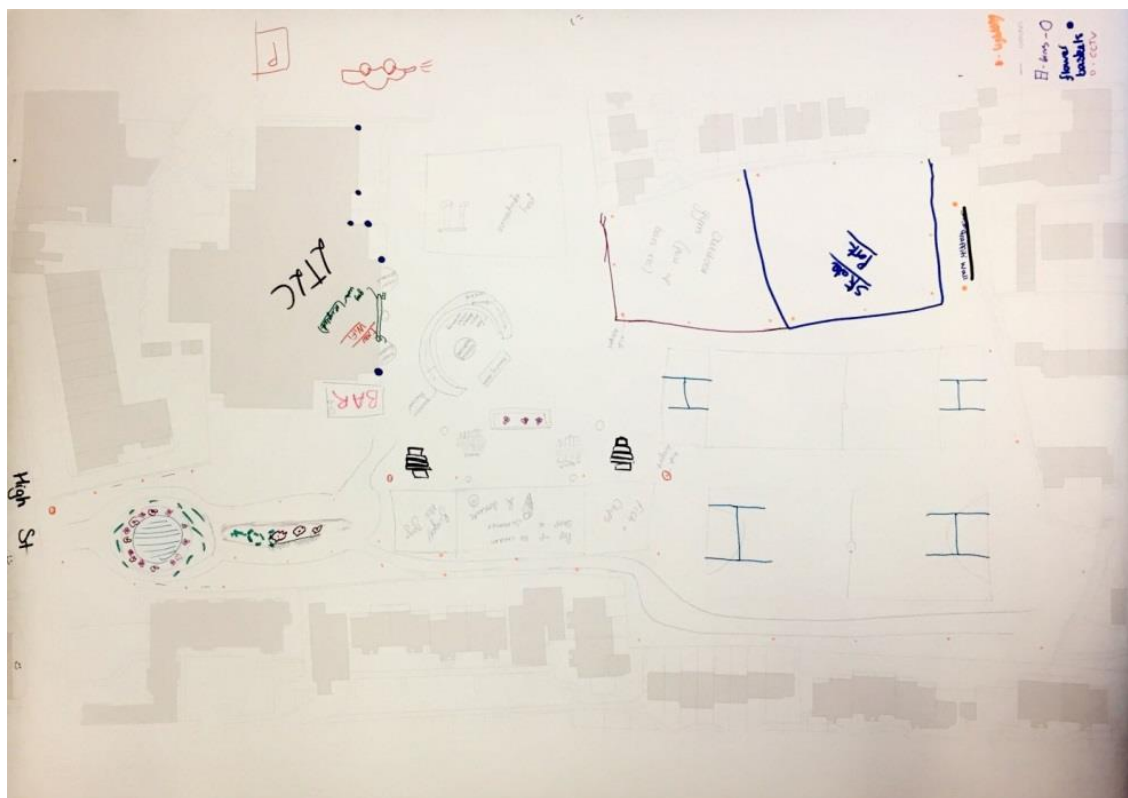
### Summary of Suggestions

- **Play equipment including the large basket and rotating swings**
- **Basketball/football cage**
- **Sense of community**
- **Large grass sports areas**

### Council actions

- Scope of Project 2 to be widened to include the full extent of Grundy Park in order to address issues with pedestrian access, lighting and maintenance.
- Amendment to Project 2 to ensure future improvements provide engaging and safe spaces and facilities for all ages, and especially young people.
- The Council will also continue consulting Broxbourne Youth Council throughout the design and development of future proposals for Grundy Park.

Sketches produced by the Youth Council are provided below.



## User Surveys



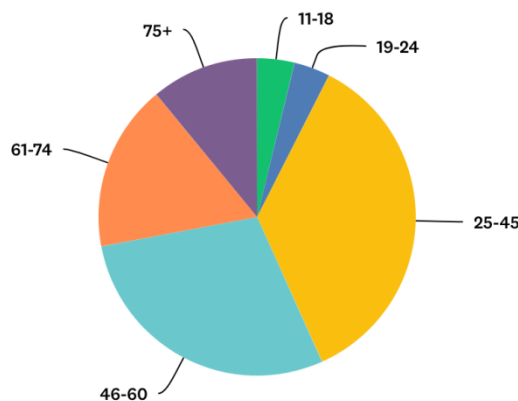
918 people responded to the user survey, which asked questions on how people used the Old Pond and their thoughts and opinions on the topics of access, character & identity and shops and facilities. Survey collection and deposit boxes were placed at location around the Old Pond including schools, shops, and Cheshunt Library and leisure centre. Individual surveys were delivered to all the businesses around the Old Pond. Local people and stakeholder groups were also invited to complete the survey online, with advertising promotional emails going out to local interest, community and residents groups as well as on local school email newsletters. A sample copy and the results of the survey are provided at the end of this appendix.

The following shows the results of all respondents to the user survey. Responses from particular groups such as age groups and place of residence have also been used in the production of this strategy, and are available upon request to Broxbourne Council Planning Policy team.

### 1. General questions

#### Your age?

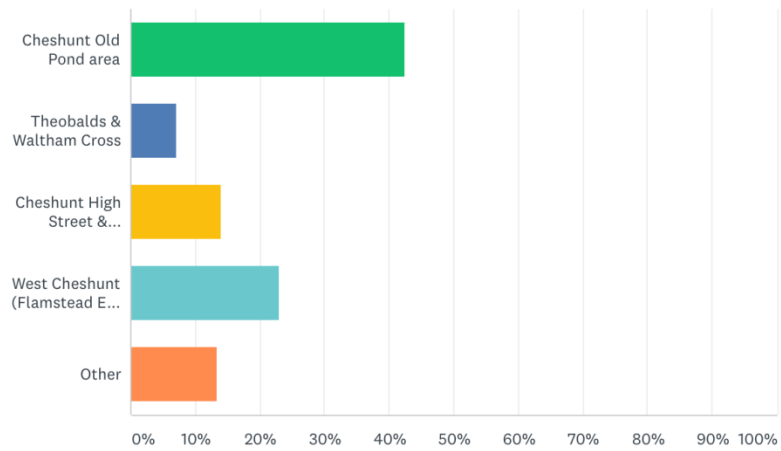
Answered: 894 Skipped: 16



ANSWER CHOICES	RESPONSES	
▼ 11-18	3.80%	34
▼ 19-24	3.69%	33
▼ 25-45	35.79%	320
▼ 46-60	28.75%	257
▼ 61-74	17.00%	152
▼ 75+	10.96%	98
<b>TOTAL</b>		<b>894</b>

## Which area best describes where you live?

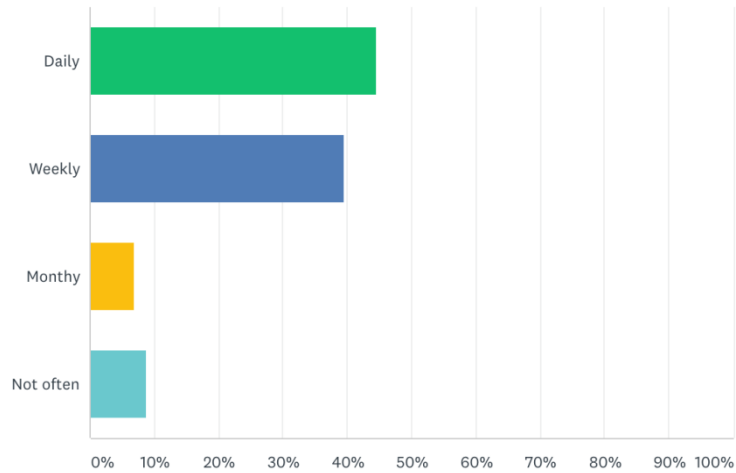
Answered: 759 Skipped: 151



ANSWER CHOICES	RESPONSES	
▼ Cheshunt Old Pond area	42.42%	322
▼ Theobalds & Waltham Cross	7.11%	54
▼ Cheshunt High Street & Cheshunt Wash	14.10%	107
▼ West Cheshunt (Flamstead End, Rosedale, Bury Green)	23.06%	175
▼ Other	13.31%	101
<b>TOTAL</b>		<b>759</b>

## How often do you visit the Old Pond?

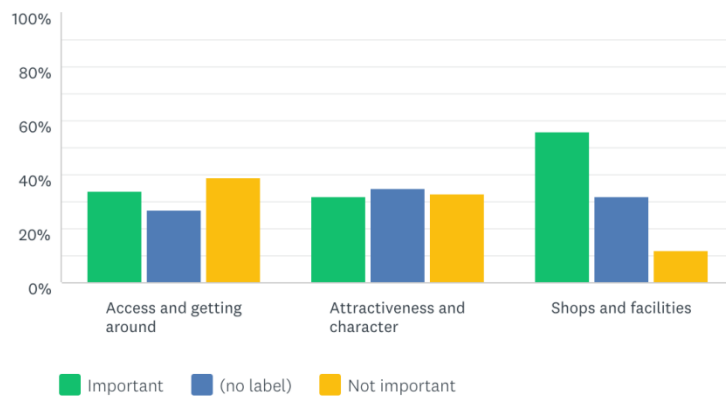
Answered: 896 Skipped: 14



ANSWER CHOICES	RESPONSES	
▼ Daily	44.64%	400
▼ Weekly	39.62%	355
▼ Monthly	6.92%	62
▼ Not often	8.82%	79
<b>TOTAL</b>		<b>896</b>

## What should be prioritised when improving the Cheshunt Old Pond? Rank the following in order of importance

Answered: 873 Skipped: 37

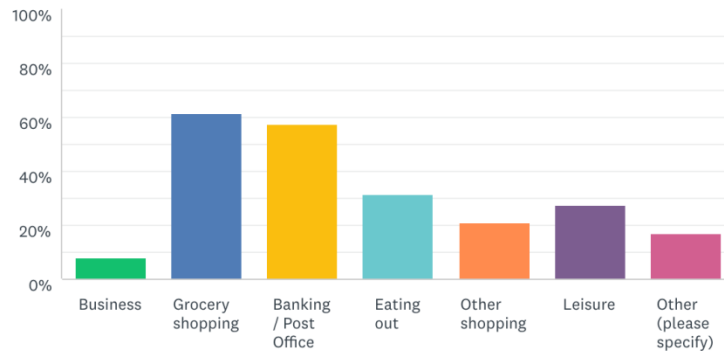


	IMPORTANT	(NO LABEL)	NOT IMPORTANT	TOTAL
▼ Access and getting around	33.94% 224	26.82% 177	39.24% 259	660
▼ Attractiveness and character	32.11% 219	35.04% 239	32.84% 224	682
▼ Shops and facilities	55.93% 429	31.94% 245	12.13% 93	767

## 2. Shops and Facilities

What is the main purpose of your visits to the Old Pond?(select as appropriate)

Answered: 844 Skipped: 66



ANSWER CHOICES	RESPONSES
Business	7.82% 66
Grocery shopping	61.73% 521
Banking / Post Office	57.35% 484
Eating out	31.40% 265
Other shopping	20.85% 176
Leisure	27.61% 233
Other (please specify)	Responses 16.82% 142
<b>Total Respondents: 844</b>	

Where else in the borough or elsewhere do you usually go to...

(...shop for groceries

(word cloud shows higher number of responses as larger type size)

Lidl<sub>Flamstead</sub> Old Pond<sub>Local</sub> Waltham Cross<sub>Hertford</sub>  
 Brookfield Farm<sub>Enfield</sub> Hoddesdon  
 High Street<sub>Tesco</sub> Sainsburys<sub>Brookfield Centre</sub> M&S  
 Cheshunt<sub>Shops</sub> Waltham Abbey

...shop for other items



Lakeside Argos London Westfield Stratford Hoddesdon  
Hertford **Waltham Cross** Tesco Brookfield  
Welwyn **Harlow** Shops Enfield Stevenage Cheshunt Old Pond

...eat out

Cuffley Stratford Broxbourne Hill Old Pond Bulls Head Ware  
Goffs Oak **Enfield** Brookfield **Hoddesdon** Pubs  
**Hertford** Potters Bar **Cheshunt** Borough London  
Local **Harlow** Fishy Delishy Turnford Welwyn Waltham Cross

...go to the park

Barclay Park Harlow Cedars or Grundy Flamstead Hoddesdon  
Goffs Grundy Park Pond Lee Valley St Albans  
**Cedars Park** Wormley **Cheshunt** Ceders  
**Lea Valley** Enfield **Broxbourne** Penton Park  
**Theobalds** Hertford Laura Trott Waltham Cross

...play sports

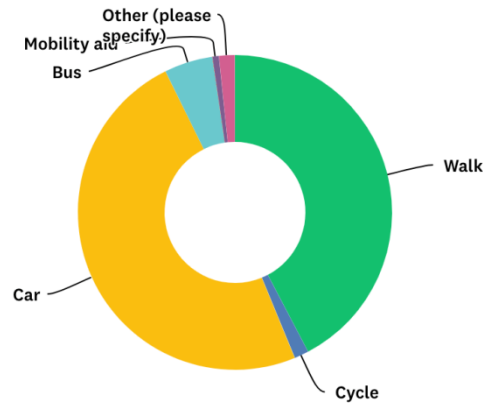
Enfield Old Pond John Warner Ware Grundy Park  
Waltham Cross **Cheshunt** Gym **Laura Trott**  
Play Sports **Club** Hertford **Hoddesdon** Goffs Lane **Lea Valley**  
Broxbourne

(word cloud shows higher number of responses as larger type size)

### 3. Travel

How do you usually travel to the Old Pond?

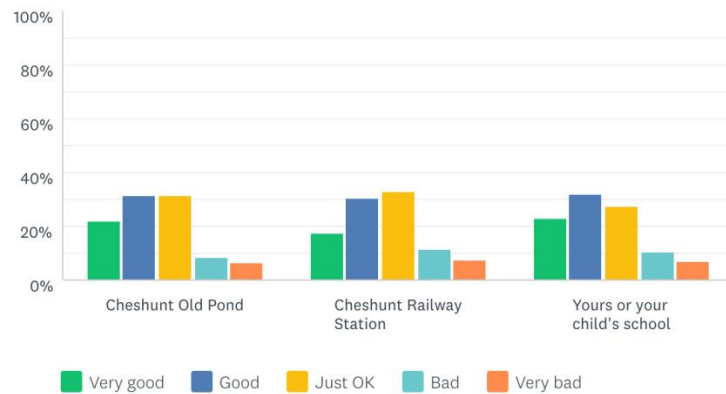
Answered: 740 Skipped: 170



ANSWER CHOICES	RESPONSES
▼ Walk	42.30% 313
▼ Cycle	1.49% 11
▼ Car	48.92% 362
▼ Bus	5.00% 37
▼ Train	0.00% 0
▼ Mobility aid	0.68% 5
▼ Other (please specify)	Responses 1.62% 12
<b>TOTAL</b>	<b>740</b>

## How would you rate the walking experience from where you live to the following places?

Answered: 795 Skipped: 115



	VERY GOOD	GOOD	JUST OK	BAD	VERY BAD	TOTAL
Cheshunt Old Pond	21.80% 172	31.69% 250	31.69% 250	8.49% 67	6.34% 50	789
Cheshunt Railway Station	17.48% 132	30.73% 232	32.98% 249	11.52% 87	7.28% 55	755
Yours or your child's school	22.77% 69	32.01% 97	27.72% 84	10.56% 32	6.93% 21	303

[Comments \(261\)](#)

Could improvements in the area help you to walk or cycle more regularly for short trips? And if so, what would they be?

(results show number and percentage of responses for each topic)

	All	
Address Antisocial behavior	6	1.3%
Pollution	4	0.8%
Improve attractiveness & character	18	3.8%
better busses	14	3.0%
Bike share	1	0.2%
Cycle lockups	15	3.2%
Cycle paths	83	17.5%
Address cycles on pavements	27	5.7%
Improve disables access	11	2.3%
Tackle dog mess	1	0.2%
tackle fast food	4	0.8%
Graffiti wall	1	0.2%
Improved green infrastructure	9	1.9%
Better lighting	27	5.7%
More litter bins	3	0.6%
Better building maintenance	4	0.8%
Better public realm maintenance	32	6.8%
New markets	2	0.4%
New fountain	1	0.2%
Parents & children improvements	11	2.3%
Better parking	12	2.5%
Parking permits	1	0.2%
Address pavement parking	14	3.0%
Improve pedestrian & cycle safety	40	8.4%
Improved pedestrian crossings	49	10.3%
Improved pedestrian routes	43	9.1%
Improved pedestrian surfaces	69	14.6%
Pedestrianisation	4	0.8%
Better policing	9	1.9%
Open public toilets	3	0.6%
Improved road surfacing	12	2.5%
More seating	3	0.6%
Better shops & facilities	23	4.9%
Keep the fountain	3	0.6%
Address traffic congestion	25	5.3%
Improve traffic junction	15	3.2%
Tackle traffic speed	19	4.0%
Respondants	474	

#### 4. Local Character and Identity

Tell us something you particularly like about visiting the Old pond?

(results show number and percentage of responses for each topic)

	All	
Bakeries	9	1.4%
Banking/PO	43	6.6%
Bus connectivity	5	0.8%
Cafes	22	3.4%
Character & Attractiveness	16	2.4%
Community/social	63	9.6%
Convenience	123	18.8%
Cycle shop	5	0.8%
Doctors	4	0.6%
Elderly Services	1	0.2%
Food & drink	30	4.6%
Green Character	58	8.9%
Grundy park	18	2.8%
History & tradition	32	4.9%
Independent shops	30	4.6%
Laura Trott	21	3.2%
Library	19	2.9%
Nostalgia	9	1.4%
One Stop Shop	1	0.2%
Parking	10	1.5%
Public realm	5	0.8%
Retail & Services offer	89	13.6%
Seasonal activities	10	1.5%
Tesco	17	2.6%
The fountain	217	33.2%
Well maintained	9	1.4%
Youth activities	3	0.5%
Respondents	654	

## Is there something you particularly dislike about how the Old Pond looks or feels?

(results show number and percentage of responses for each topic)

	All	
Antisocial <sup>1</sup>	5	0.7%
Bus services	4	0.6%
Car dominated	10	1.5%
Character & maintenance	117	17.5%
Charity shops	19	2.8%
Cycle facilities	4	0.6%
Cycles on pavements	9	1.3%
Empty premises	16	2.4%
Estate agents	35	5.2%
Food & drink dominated	75	11.2%
Fast food	71	10.6%
Feels unsafe	8	1.2%
Flooding	2	0.3%
Food & drink offer	32	4.8%
Fountain not working	11	1.6%
Grundy Park	3	0.4%
Lack of business support	2	0.3%
Lack of diversity offer	1	0.1%
Lack of pubs/bars	7	1.0%
Lack of seating	6	0.9%
Litter	29	4.3%
New housing development	9	1.3%
No community space	17	2.5%
No public toilets	1	0.1%
Parking	101	15.1%
Pedestrian access	2	0.3%
Pedestrian surfaces	31	4.6%
Pedestrian crossings	13	1.9%
Pollution	9	1.3%
Poor street lighting	3	0.4%
Public hostility	1	0.1%
Retail & services offer	169	25.3%
Road surfaces	2	0.3%
Shop fronts	25	3.7%
Street drinking	1	0.1%
The fountain	3	0.4%
Traffic congestion	77	11.5%
Traffic junction	35	5.2%
Traffic speed	1	0.1%
Young peoples activity	13	1.9%
Respondants	669	

What would encourage you to visit the Old Pond more often?

(word cloud shows higher number of responses as larger type size)

Choice of Shops<sub>Walk</sub> Community<sub>Events</sub> Market<sub>Rid</sub>  
Decent Shops<sub>Wolsey Hall</sub> Clothes Shops<sub>Mcdonalds</sub>  
Restaurants<sub>Attractive</sub> Parking<sub>Local</sub>  
Better Shops<sub>Food Outlets</sub> Variety of Shops  
Pavements Traffic<sub>Entertainment</sub> Coffee Shops<sub>Council</sub>  
Places to Eat<sub>Upmarket</sub> Estate Agents<sub>Cycle Lanes</sub> Pond  
Independent Shops





## Initial public consultation responses (summer 2018)

The following tables provide an objective summary of the responses to the public consultation and the Council's proposed actions.

The draft Strategy put forward design options for the Major Public Realm Improvement Scheme (Project 1) and the Grundy Park Improvement Scheme (Project 2).

<i>Issue Number</i>	<i>Project</i>	<i>Summary of responses</i>	<i>Action to be taken</i>
001	<b>Project #1 Old Pond Major Public Realm Improvement Scheme</b>	<p>1. Responses on the two options for Project #1 focussed primarily on the issue of retaining the Old Pond fountain in its current location, or removing it (either all together or as part of a relocation to Grundy Park). 87% (224/257) were in favour of retaining the fountain in its current position 0.1% (3/257) of the responses were in favour of removing the fountain.</p>	<p><b>1. Council to develop a preferred option which retains the Old Pond fountain in its current location</b></p> <p><b>Council to locally list the Old Pond fountain as a heritage asset</b></p>
002	<b>Project #2 Grundy Park Improvement Scheme</b>	<p>1. Responses to the two options put forward for Project #2 focussed primarily on the future of the former public toilet building and the question of a new water feature (proposed to be the relocated Old Pond fountain) as part of the improvement plan. 4.7% (13/257) of respondents were in favour of refurbishing the former public toilet building as a commercial kiosk. 7.55% (21/257) of respondents were in favour of demolishing the former public toilet building as part of future improvements. While 3.2% (9/257) were in favour of a new or relocated fountain within Grundy park as part of future improvements. In addition to the options set out in the proposal, 5.8% (16/257) were in favour of reopening the building as public toilets, potentially in addition to part of the building being refurbished as a commercial kiosk.</p>	<p><b>The property team has recently advised that refurbishment of the block as a kiosk (Option A) is not commercially viable. The strong preference of local members is to demolish the former toilet building to create an improved park gateway and this has been carried through to the final strategy.</b></p> <p><b>Option B proposed relocation of the fountain to create a new, larger water feature within a formal garden setting. This option was discounted because of costs and the strong preference expressed through the consultation to retain the fountain in its current location.</b></p>

## Public consultation responses: individual projects

The following summarises responses that were made to individual projects, either by referencing the project directly or commenting on the subject or issue that the project addresses.

<i>Issue Number</i>	<i>Project</i>	Response count	Summary of responses	Actions to be taken
003	<b>Project #1 Old Pond Major Public Realm Improvement Scheme</b>	22/257	<p>There was a positive response to proposals to create a new public space and improve the quality of the pedestrian environment</p> <p>Frustrations were voiced over aspects of the existing road layout though there was a generally positive response to the Windmill Lane junction proposal for a mini roundabout and a right turn onto Turners Hill</p> <p>In addition to views on the fountain, respondents also highlighted the flower beds as part of the iconic character of Cheshunt and suggested these should also remain.</p> <p>There was general approval of the need to make the Old Pond more cycle friendly, but concerns were raised as to whether there was enough space and the impact on traffic.</p> <p>There were a number of calls for increased public benches and provision of space for people to sit and meet.</p>	<p><b>Council to pursue Option 1 as its preferred option.</b></p> <p><b>This project will restructure the road layout and the council will undertake further feasibility design work to detail the Turners Hill College Road and Windmill Lane junctions prior to finalising the Strategy.</b></p> <p><b>Council to ensure that planting and green. infrastructure is enhanced by the new proposals.</b></p> <p><b>Council to undertake further design work on Option 1 to establish the feasibility of cycle routes.</b></p> <p><b>No action. New/additional benches to be included.</b></p>
004	<b>Project #2 Grundy Park Improvement Scheme</b>	14/257	<p>Respondents responded positively to the opening up of Grundy Park to the street and highlighted the need for improved pedestrian paths and lighting throughout the park.</p> <p>The proposal for a new pedestrian link to Cheshunt Library was also well received.</p>	<p><b>No action.</b></p> <p><b>No action.</b></p> <p><b>No action. Project proposed to improve planting and landscaping.</b></p> <p><b>Project amended to make specific reference to additional seating</b></p>

<i>Issue Number</i>	<i>Project</i>	<i>Response count</i>	<i>Summary of responses</i>	<i>Actions to be taken</i>
			<p>Comments were made as to the poor quality of the planting and landscaping between Elm Arches and the leisure Centre, with requests made to improve this aspect as part of any future scheme.</p> <p>Aside from specific opinions on the future of the former public toilet building, there was general agreement for the need to introduce new activity to the front area of the park, with suggestions including a commercial kiosk, new fountain and play equipment for children.</p> <p>As with Project #1 there were also a number of calls to introduce new benches and seating as part of the improvement scheme</p> <p>Outside of the proposed scheme concerns were raised as to unsafe pedestrian links between Grundy park, Tesco and Windmill Lane</p>	<b>Project scope broadened to include new/improved routes through the park.</b>
005	<b>Project #3 Pedestrian Surfaces Repair Scheme</b>	3/257	The need to better maintain footpaths and pedestrian surfaces was strongly highlighted by a number of respondents, who raised the issue of safety, particularly for elderly users.	<b>Project to be pursued with HCC Highways.</b>
006	<b>Project #4 Pedestrian Crossings &amp; Signals Review</b>	3/257	While not referenced directly, a number of respondents highlighted issues with phasing of traffic lights and inadequate crossing times, making it particularly problematic for elderly users.	<b>Project to be pursued with HCC Highways.</b>
007	<b>Project #5 Old Pond Neighbourhood Traffic Calming Scheme</b>	5/257	<ol style="list-style-type: none"> <li>1. Respondents recognised the need for lower speeds along Windmill Lane and College Road though concerns were raised about rat-running in the surrounding area.</li> <li>2. The issue of cyclists riding on pavements was also raised, with one elderly respondent describing being knocked over outside his house, raising the question of</li> </ol>	<ol style="list-style-type: none"> <li>1. <b>No action. Impact on the wider network will be considered when the project is developed.</b></li> <li>2. <b>This issue was raised during the initial consultation and is addressed in Project 6.</b></li> </ol>

<i>Issue Number</i>	<i>Project</i>	<i>Response count</i>	<i>Summary of responses</i>	<i>Actions to be taken</i>
			whether the scope of the project should also include cyclists	
008	<b>Project #6 Old Pond Cycle Route Scheme</b>	19/257	<p>1. Responses to cycle route improvements were mixed but on the whole, respondents supported the plans.</p> <p>2. Concerns were raised around the impact new cycle lanes might have on congestion in the area, with many of the responses referencing the recently implemented scheme in Enfield.</p> <p>3. Several respondents suggested that improved cycle provision along Windmill Lane could better link the Old Pond to the Lee Valley Park for both residents and tourists to the area.</p>	<p><b>1. Noted</b></p> <p><b>2. Initial traffic modelling suggests that impacts on traffic flow will be acceptable. Upon starting the project, feasibility work and consultation with HCC Highways will determine the appropriate interventions to minimise impact on vehicular traffic for each of the proposed locations.</b></p> <p><b>3. Project amended to emphasise the importance of establishing links between the Old Pond/Grundy Park and the Lee valley Regional Park</b></p>
009	<b>Project #7 Greening of Key Routes</b>	9/257	<p>1. Respondents approved with the general intention of this project and suggested a number of key routes the project should focus on.</p> <p>2. A number of respondents highlighted Windmill Lane as a location in particular need of increased planting and green infrastructure. Problems with a lack of shade in summer and the loss of green as front gardens are converted to driveways were highlighted, as was the importance of this route in linking the Old Pond to Cheshunt Station and Lee Valley park.</p> <p>3. A number of concerns were raised as to the impact of proposed schemes on existing planting, particularly the flower beds around the fountain and trees at the Turners Hill entrance to Grundy Park.</p>	<p><b>1. Noted</b></p> <p><b>2. Project amended to emphasise the importance of establishing green links between the Old Pond/Grundy Park and the Lee valley Regional Park</b></p> <p><b>3. No project in the strategy should result in a net loss of planting and green infrastructure and will aim to achieve a net increase.</b></p>

<i>Issue Number</i>	<i>Project</i>	<i>Response count</i>	<i>Summary of responses</i>	<i>Actions to be taken</i>
010	<b>Project #8 Area Walkability Improvements</b>	9/257	<p>1. Responses were largely positive to this project, with calls made for increased seating, signage and lighting throughout.</p> <p>2. Windmill Lane again was highlighted as being in need of improvement for pedestrians, as were the links with Grundy Park and Tesco.</p> <p>3. Some respondents raised concerns that improvements to walkability should not come at the cost to vehicular users.</p>	<p><b>1. No action.</b></p> <p><b>2. Proposed interventions, including the specific links raised, are set out in the Technical Report.</b></p> <p><b>3. Traffic modelling indicates that traffic flow can be accommodated within the scheme.</b></p>
011	<b>Project #9 Cheshunt and Waltham Cross Development Group</b>	1/257	A single response to this project stated the "Need to promote and engage better ownership and participation in future development of the Old Pond centre. A focus Development group would be welcome and gets my support."	<p><b>Project amended to state that Cheshunt &amp; Waltham Cross Development Group has been established and met for the first time in June 2018.</b></p> <p><b>A Cheshunt Business Forum has also been established. Project amended to reflect this. Initiating this project will be a primary action for the Cheshunt &amp; Waltham Cross Development Group and Cheshunt Business Forum.</b></p>
012	<b>Project #10 Building Maintenance &amp; Upkeep Schedule</b>	5/257	Respondents recognised the need to improve the appearance of shop fronts and facades around the Old Pond, especially on the block of flats above Wimpy/Weatherspoon's.	<b>Initiating this project will be a primary action for the Cheshunt &amp; Waltham Cross Development Group and Cheshunt Business Forum.</b>
013	<b>Project #11 Review Council Lettings Procedure</b>	1(17)/257	While just one response references this project directly, there are a number of others that raise concerns as to the retail and services mix at the Old Pond, which this project is intended to help address.	<b>It is anticipated that implementation of the Strategy will help to achieve a better mix of retail and services over time.</b>

<i>Issue Number</i>	<i>Project</i>	<i>Response count</i>	<i>Summary of responses</i>	<i>Actions to be taken</i>
014	<b>Project #12 Food &amp; Drink Improvements &amp; licensing support</b>	1(17)/257	While just one response references this project directly, there are a number of others that raise concerns as to the retail and services mix at the Old Pond, and in particular the quality and range of available food and drink options at the Old Pond, which this project is intended to help address.	<b>It is anticipated that implementation of the Strategy will help to achieve a better mix of retail and services over time.</b>
015	<b>Project #13 Cheshunt Old Pond Marketing Campaign</b>	0/257	NA	NA
016	<b>Project #14 Old Pond Flood Prevention Plan</b>	2/257	One response to this proposal suggested integrating College Brook more into the proposals, to create a feature within the centre by opening it up.	<b>The option to daylight the brook was considered by the Environment Agency but rejected as unfeasible given the constraints posed by the proximity of the Brook to shops and facilities.</b>
017	Project #15 Old Pond Market & Events Programme	11/257	<p>Respondents on the whole approved of the proposal to introduce a regular market and events programme, though some questioned the viability of the proposal, with reference to declining markets elsewhere.</p> <p>Concerns were also raised as to the need for a market at the Old Pond to provide a different offer to those at Waltham Cross and Hoddesdon</p>	<b>Broxbourne Council to assess which types of market would be viable and differentiate from Waltham Cross and Hoddesdon as part of an options appraisal, upon adoption of the Strategy.</b>

<i>Issue Number</i>	<i>Project</i>	<i>Response count</i>	<i>Summary of responses</i>	<i>Actions to be taken</i>
018	<b>Project #16 Centre Parking Improvements</b>	11/257	Respondents were supportive of proposals to extend free parking and improve signage to existing car parks. A number of requests were made not to decrease the number of parking spaces at the Old Pond, although some respondents also called for a reduction along the main shopping parades to provide more space for pedestrians and shops to open onto the street. One respondent questioned why the project did not include proposals for electric vehicle parking/charging.	<b>No action.</b> <b>No action. Proposals affecting the numbers and location of parking spaces will take account of the needs of car vehicle users and those living outside a walkable area to the Old Pond.</b> <b>Project amended to include the provision of electric vehicle changing points as part of future improvements at the Old Pond.</b>
019	<b>Project #17 Increase Cycle Parking</b>	2/257	Two respondents supported increased cycle parking at the Old Pond as part of wider improvements for pedestrians and cyclists	<b>The plans for the area have been modified to indicate potential locations for cycle parking within the major public realm scheme.</b>
020	<b>Project #18 Signage &amp; Wayfinding Scheme</b>	2/257	Two respondents highlighted the need for better signage at the entrance to Grundy Park	<b>Project amended to emphasise particular points of interest including Grundy Park and the Lee Valley.</b>
021	<b>Project #19 Refurbish/Demolish Former Grundy Park Toilet Building</b>	1/257	Many of the responses referring to the future of the former public toilet building were made in response to the options set out in project #2. One respondent made reference to Project #19 directly, highlighting their preference to retain existing services and to redevelop the building as a commercial kiosk.	<b>The benefits of demolition in terms of securing an improved park entrance and public realm outweigh the disbenefits. The Community Toilet project will enable alternative provision. The Council's Property Team has advised that the costs of refurbishment would outweigh the benefits of any income generated.</b>

<i>Issue Number</i>	<i>Project</i>	<i>Response count</i>	<i>Summary of responses</i>	<i>Actions to be taken</i>
022	<b>Project #20 Drill Hall/Cheshunt Youth Connections</b>	4/257	Respondents commented on the need to preserve the unique character of the Drill Hall building and to ensure that any future development retained existing services and provide new community facilities to replace those lost by the Wolsey Hall redevelopment. One respondent suggested the land to the rear of the Drill hall could also be used to extend the Community Hospital and expand the services provided there.	<b>Detailed feasibility work will be needed to understand exactly what can be achieved.</b>
023	<b>Project #21 Vacant Buildings Project</b>	0/257	NA	<b>No action.</b>
024	<b>Project #22 Windmill Lane and Newnham Car Parks</b>	2/257	Two respondents questioned whether the proposal would be of benefit to existing residents in the area and were in favour if the project resulted in increased vehicular parking.	<b>Project requires any future development on these sites not to impact on the current use and capacity of the car parks.</b>
025	<b>Project #23 Cheshunt Police Station</b>	2/257	One respondent expressed their wish for the Police Station to remain in its current location to ensure future safety at the Old Pond. Another was in favour of the site being used to expand the retail offering at the Old Pond to help bring the centre in line with others in the area.	<b>No action. Future options for the site will only be considered if the Constabulary make the decision to relocate the station.</b> <b>No action. Should development progress in the future, the Council will pursue a mix of uses for the site to strengthen the Old Pond as a vital and thriving local centre.</b>



<i>Issue Number</i>	<i>Project</i>	<i>Response count</i>	<i>Summary of responses</i>	<i>Actions to be taken</i>
026	<b>Project #24 Local Heritage &amp; Information Displays</b>	1/257	One respondent approved of the proposal.	<b>Project amended to highlight the proposed sites and locations including Grundy Park, in response to representations to Project 8.</b>
027	<b>Project #25 Implement Community Toilet Scheme</b>	5/257	Respondents were on the whole in favour of the proposal, with some commenting that the King James pub and some cafes already allow usage for non-paying customers.	<b>No action. Project to remain unchanged.</b>
028	<b>Project #26 New Bus Service</b>	4/257	Respondents were in favour of the proposal for a new bus service and highlighted the need for better connections to Enfield, improved evening services and integration with TFL and Oyster systems.	<b>No action. Project to remain unchanged.</b>

## Other issues raised

The following summarises issues raised by respondents that do not relate (directly or indirectly) to a project or section within the draft Strategy.

No	Issue	Response count	Summary of responses	Action taken
029	<b>Bike share</b>	2/257	Two respondents suggested that improvements to cycle infrastructure should also include the introduction of a bike share scheme, similar to London's 'Boris bike', to improve sustainable links to local centres and transport nodes.	<b>It is understood that Hertfordshire County Council has been in discussions with private providers of such services. Such opportunities will be actively explored.</b>
028	<b>Built environment and character</b>	3/257	Two respondents highlighted the lack of proposals to improve the quality of the built character around the Old Pond, highlighting the negative impact of the 1950s shopping parades. One respondent however liked the uniqueness of the "1950's ambience".	<b>Additional project added to produce a design code for the Old Pond, with the aim of strengthening and improving the built character of the area.</b>
030	<b>Cheshunt Lakeside</b>	7/257	Respondents raised concerns about the planned development along Delamare Road, particularly regarding its potential impact on traffic congestion and the change in character to the surrounding area.	<b>The Broxbourne Transport Strategy accounts for the impact of Cheshunt Lakeside on local traffic within its assessment and proposed interventions, including the proposed layout for the Old Pond.</b>
031	<b>Community facilities</b>	10/257	A number of respondents raised concerns at the lack of community facilities at the Old Pond, particularly after the loss of Wolsey Hall, with respondents disappointed to see the Wolsey Hall site lying empty. A number of responses called for new facilities, with one stating "Community facilities like the hub they have in Wormley would be a welcome addition to the pond area...somewhere where people can go for advice, friendship and fellowship that would help enhance the sense of community in the local area... It's not just the High Street that's in decline, it's the community but there are so	<b>The Laura Trott Leisure Centre has indoor rooms available for community uses. The major public realm project proposes to create an outdoors events space next to the fountain, which will have significant potential to boost activity and vitality of the local area.</b>

			many voices out there who don't want that to happen and there needs to be a place where they can unite and make Cheshunt better!!!”	
032	<i>Housing</i>	3/257	<p>Two respondents raised the issue of a lack of affordable housing in Cheshunt, particularly for those families already living in the area.</p> <p>One respondent suggested that the draft Strategy represents a missed opportunity to redevelop some of the existing properties at the Old Pond and to redevelop with increased housing provision.</p>	<p><b>Local Plan policies seek 40% affordable housing in new developments. A review undertaken during preparation of the Strategy concluded that specific short-term redevelopment opportunities at the Old Pond are limited. Amendment to Section 4 (1. Central parades) to state that the Council will look favourably on planning applications that increase the quantum of housing at the Old Pond and help to achieve the Vision and Objectives set out in Section 3 of the Strategy.</b></p>
033	<i>Retail mix</i>	16/257	<p>As with the initial consultation, respondents raised concerns about the retail and services mix at the Old Pond, and the perceived lack of measures to address this within the draft Strategy.</p> <p>The primary focus was on the predominance of cafés and fast food outlets and a lack of grocery and convenience retail.</p> <p>A number of respondents also raised concerns about the prevalence of estate agents.</p>	<p><b>The Council has limited powers to directly influence the retail and service mix at the Old Pond. Projects 11 and 12 however are intended to address the issue by reviewing the lettings procedure for Council owned properties and working with local businesses to improve the food and drink offering at the Old Pond. In addition, improvements to the public realm proposed in projects 1-8 are intended to make the Old Pond a safer, more attractive and enjoyable place to spend time, attracting new businesses and investment to the area.</b></p>
034	<i>The Lee valley</i>	2/257	<p>Two respondents suggested that a greater emphasis should be made within the draft Strategy to link the Old Pond with the Lee Valley Regional Park, as a way to improve facilities for tourism and business at the Old Pond.</p>	<p><b>Amendment to Projects 5, 6 and 7 to emphasise the importance of improving links between the Old Pond and the Lee Valley.</b></p>

035	<i>Taxi rank</i>	1/257	One response from Broxbourne Council's taxi/private hire licencing office requested an additional taxi rank at the centre of the Old Pond be included within the improvement plans.	<b>No action, however the request will be taken into consideration when the designs for Project 1 are developed further, upon adoption of the Strategy.</b>
036	<i>Tesco Frontage</i>	2/257	Two respondents raised concerns at the appearance of the Tesco building and its impact on the character of the centre. Concerns were also raised as to the impact of the frontage on a future public space at the Old Pond and suggestions were made to move the proposed public space away from the Tesco building to the frontages on the opposite side of the Old Pond.	<b>Additional project added to produce a design code for the Old Pond, with the aim of strengthening and improving the built character of the area, as and when development/ redevelopment occurs.</b>
037	<i>Traffic concerns</i>	14/257	Respondents raised a number of different concerns regarding existing and future traffic congestion. Many of the responses highlighted existing problems with congestion around the Old Pond and the perceived lack of measures to address this in the draft Strategy Respondents were also concerned at the impact of the Cheshunt Lakeside development and highlighted the existing congestion that occurs at the Windmill Lane – Turners Hill junction	<b>Traffic growth assumptions from new developments at Cheshunt Lakeside and across the borough were included in a test of the proposed major public realm scheme, and demonstrated that the network would function at an acceptable level. Planned improvements to the A10 should provide an opportunity to reduce through-traffic at the Old Pond.</b>

## Representations from Hertfordshire County Council (October 2019)

Hertfordshire County Council (HCC) Highways department were engaged in relation to the draft Strategy and projects, and in relation to significant highways implications in particular. The following details their responses and propose amendments to the draft Strategy in response.

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Comments from Hertfordshire County Council (email from Trevor Brennan dated 8/10/2019)

**Broxbourne Council Response**

### Overview

With the advent of LTP4 [Local Transport Plan 4], works and improvements to the highway network have moved away from purely capacity led solutions to the support for greater levels of sustainable transport. Therefore, we welcome the concept of reducing the vehicle traffic dominance of this junction and the public realm improvements along with the pedestrian provision provided including crossing facilities on all arms. Furthermore, we support the improvement in cycle facilities in particular the provision of continuous cycle lanes around the junction – enhancing the scheme further in line with HCC LTP4 policy and the healthy streets agenda.

Broxbourne Council welcomes the County Council’s in-principle support and is aware that there remain a significant number of detailed matters to resolve at the project level following adoption of the Old Pond Strategy. This is inevitable with a scheme of this scope.

### Public Transport (Bus)

However, there remains a concern as to the dis-benefits that would be created with the removal of bus only lanes at the junction, leading to longer journey times along the old A10 which is a key bus corridor.

Broxbourne Council considers that, taking account of the marginal time savings from provision of bus lanes, disbenefits from the loss of short sections of such lanes are outweighed by the significant benefits to the public realm and vitality of the Old Pond, as well as other benefits including active travel, which is prioritised in the LTP4 hierarchy.

Further, the HCC Transport, Waste and Environmental Management Team have reviewed the scheme in more detail and suggest that the location of the southbound bus stop shelter seems realistic, however, there is some concern over the passengers having to cross a bike lane to access the stop so there may be a need for additional warning signs /markings in this area. The principle of combining current bus stops B & C into a single location with a longer stop is supported. It is unclear however, whether the length of the stop is long enough to accommodate 2 full length vehicles and this would need to be confirmed.

The scheme plans have been amended to show the cycle lane set back behind the bus stop/shelter in order to protect bus stop users. Details of crossing points are matters for the project level following on from the strategy.

In the southbound direction the scheme does not show the southbound bus lane south of the Old Pond junction which is a concern previously raised by HCC and the bus

operators Arriva. This is a key part of bus priority on the corridor and if there is potential to keep this measure south of the pedestrian crossing by using some of the refuge area / parking area adjacent to Lynton Parade or having a combined bus / cycle lane. We would ask that this should be investigated in more detail, also, North of the Old Pond junction, there is a southbound bus lane on Turners Hill and we would like confirmation that this will remain in situ. The potential for further extension of this towards the Windmill Lane junction should also be investigated.

Finally, the agreed design should ensure that buses are not held up from exiting the bus stop laybys by queueing vehicles. There may be opportunities to include Selective Vehicle Detection for buses linked with the adjacent pedestrian crossing.

See response above. Further investigation of these proposals will be undertaken in conjunction with HCC, however initial consideration of the plans suggest that the options are constrained with jeopardising the benefits of the scheme for improved public realm and active travel.

This will be investigated further at the project level.

#### Modelling

Modelling work indicates narrowing the junction entries leads to increased delay and queueing on College Road. The modelling of the preferred scheme has been undertaken assuming that turn bans are implemented at the A10 /College Road junction. We would be concerned if the Old Pond scheme is introduced prior to this as traffic along College Road is likely to be greater leading to a risk of increased queueing and delay on the College Road approach and potentially blocking back to the A10 (as indicated by the earlier modelling work). A bid for the improvement of the A10 / College Road junction (including the turn bans) has been submitted to the Major Road Network Fund. This assumes implementation of this scheme by March 2024.

Modelling work also indicates increases in journey times along the A1170 with the scheme. This is a key bus corridor and has been identified as a sustainable transport corridor in the Broxbourne Transport Strategy. The scheme as presented will negatively impact bus journey times and we would like to investigate with you further measures to ensure buses are not unduly impacted in this area.

Dependencies with the A10, including not only the agreed A10 works contained within the Broxbourne Transport Strategy, but also with measures to address air quality, will be kept under review and considered as work on the project progresses.

The Old Pond public realm scheme is a key part of the vision for the sustainable transport corridor. The Council will work with relevant stakeholders to investigate any appropriate measures in relation to bus journey times, where it is feasible to deliver such measures in a fashion which does not conflict with the overarching objectives of the public realm scheme.

Comments from Hertfordshire County Council (email from Trevor Brennan dated 8/10/2019)	Broxbourne Council Response
<p>The final scheme will require more detailed in Vissim to confirm its impacts on buses and other vehicles.</p>	<p>Agreed.</p>
<p><u>Highway/Network</u>  The Turners Hill / Windmill Lane junction is shown as being converted to a mini roundabout. Currently this is a signalised junction which offers the opportunity to implement bus priority via Selective Vehicle Detection (SVD). This is in line with scheme PT.09 in Table 6.1 of the Broxbourne Transport Strategy which flags up the Old Pond area for SVD. Converting this junction removes this opportunity and potentially will increase the delay to buses and other vehicles on the A1170 as right turning traffic into / out of Windmill Lane will have priority which is likely to become more of an issue with the proposed redevelopment of the Delamere Road site for housing. This junction is also a key link to Cheshunt Station and should be designed to improve pedestrian and cycle access to the station. The Broxbourne Transport Strategy also identifies a potential new bus route using Windmill Lane. We would welcome further discussion on the rationale behind converting this junction as the signalised layout provides more opportunity for prioritising bus, cycle and pedestrian movements.</p> <p>It is also unclear whether full length buses would be able to negotiate the mini roundabout layout.</p>	<p>Options for this junction will be appraised further through VISSIM/microsimulation modelling.</p> <p>Vehicle tracking has been carried out and indicates that full length buses can negotiate the proposed layout.</p>
<p>The improvement in pedestrian and cycle facilities and further investigation of opportunities to improve the scheme for buses should be supported by measures to reduce the attractiveness of the route to vehicles (such as parking controls).</p>	<p>This will be investigated further at the project level.</p>
<p>Entry treatment across the Albury Grove Road access should be considered to give pedestrians and cyclists priority in this area.</p>	<p>This is a detailed matter to be investigated at the project level.</p>
<p>The Broxbourne Transport Strategy (and emerging SE Growth and Transport Plan) recognise the A1170 as the key sustainable transport corridor for pedestrians, cyclists and buses.</p>	<p>The proposed public realm scheme (an early version of which is contained within the Broxbourne Transport Strategy) strikes an appropriate balance in achieving the provision of a sustainable transport corridor.</p>