



**Informing development in  
North Harlow – identifying &  
addressing issues, concerns  
and opinions.**

**Gauging the views of Harlow  
and East Hertfordshire  
residents.**

**Part 6. Report on the HNJV public  
exhibitions held in September 2010.**

## Report on the HNJV public exhibitions held in September 2010.

### Executive Summary.

This executive summary provides a brief outline of the results obtained from two public exhibitions held on September 11<sup>th</sup> 2010 at the Harvey Centre, Harlow and on September 14<sup>th</sup> 2010 at the Manor of Groves Hotel, East Herts, hosted by the Harlow North Joint Venture (HNJV) development team. The exhibitions aimed to demonstrate in public how the HNJV had responded to the results of a series of public consultation events held in 2009 and early 2010 and to gauge the reaction of local people to the emerging proposals for development on land to the north of Harlow. The results of this analysis can be used by the HNJV development team, together with analyses of the earlier events, technical reports, economic feasibility analysis and evidence bases, to further inform and shape its masterplan and charter for development on land to the north of Harlow.

Approximately 275 people visited the exhibitions across the two days and 99 people completed a feedback questionnaire. Respondents to the questionnaire were resident in postcode areas AL7, CM17, CM18, CM19, CM20, CM21, CM23, EN10, SG9, SG10, SG12, SG13 and SG19 and represent a range of age groups.

The exhibitions were structured around a series of eleven panels including a site location plan and outline emerging masterplan. In addition to a general welcome panel outlining who the HNJV are, giving details of earlier events and explaining why the HNJV are consulting with local people; the remaining panels were organised under the headline issues that had arisen from the earlier consultation events:

- Protecting quality of life;
- Improving Harlow and East Hertfordshire;
- Respecting the spirit of the place;
- Natural resources and;
- Movement.

The questionnaire was structured around five key questions that related to the headline topics shown above:

- Q1. What is your overall impression of the proposals for the potential development to the North of Harlow that are on display today?
- Q2. Do you think this masterplan will help address the following issues raised by local people through our earlier consultation events? [Specific sub-questions were asked in terms of local services and facilities; respecting landscape and character; provision of amenities; improving road connections, reducing congestion and providing good public transport].
- Q3. Do you feel that the proposed investment would help meet East Hertfordshire's and Harlow's identified housing needs?
- Q4. Do you feel that the proposed investment would help the regeneration of Harlow and its surrounding areas?
- Q5. Please identify from the list below (jobs and training; opportunities for home ownership; new larger/family housing; opportunities for young people; access to quality local services and facilities; facilities for older persons; any others) the most important issues facing you and your family.

Analysis of the survey results reveals:

- Regarding their overall impression, a majority of participants gave a favourable response to the proposal for the potential development to the North of Harlow that was on display.
- The majority of respondents indicated a relatively optimistic view of the scheme's potential to achieve positively in regard to the issues of local service and facilities provision; respecting landscape and character; provision of amenities and providing good public transport as identified through the earlier consultation events. However in terms of achieving improvements to roads and affecting a reduction in congestion the majority of respondents felt that the proposals would not achieve improvements.
- In terms of local housing need the majority of respondents agreed that the proposals would help to address the identified housing needs of Harlow and East Hertfordshire.
- Regarding the regeneration of Harlow and its surrounding area, a small majority of respondents agreed that the development would help with local

regeneration but a significant number of respondents simply requested more information in order to answer the question.

- In regard to the importance to the respondents and their families of issues such as access to jobs and training; opportunities for home ownership; the provision of new larger/family housing; opportunities for young people; access to quality local services and facilities and facilities for older persons, virtually all issues received a similar number of responses. Issues regarding jobs and young people received more attention from people in Harlow. Access to quality services and facilities for older people, received marginally more attention from the residents of East Hertfordshire.
- The issues raised in people's general comments were the same as those identified at the earlier consultation events. No major new issues were mentioned. Two features are noticeable from these comments: i) 54% of these responses concerned traffic and road infrastructure problems and; ii) most of the comments express concerns rather than direct opposition to the development, with a number of these comments (around 22%) expressing qualified support for the development.

The overall response to the material on display can be viewed as generally optimistic. The area where the development team most needs to direct its attention and demonstrate its proposals more clearly, if it is to more fully satisfy local concern, remains the issue of traffic management and improving road connections. The HNJV team should also concentrate on contributing to improving access to quality local services and facilities, improving opportunities for young people, contributing to the provision of jobs and training opportunities, improving facilities for older people and providing more opportunities for home ownership/first time buyers.

In light of these comments the facilitators make two recommendations:

- The material gathered through the public exhibitions, together with the material collected at earlier events, should be used to further refine the development team's thinking and to inform the production of any subsequent revised or evolved masterplan and/or detail design;

- Copies of this report should be made available to local libraries and made available to the general public via download from HNJV's website.

The body of this report describes the structure and format of the public exhibitions, provides a description of the demographic characteristics of the respondents, provides analysis of the results and identifies issues that will require further attention during any subsequent masterplanning process.

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## **1.0 Introduction and purpose of the report.**

The purpose of this report is to present a summary analysis of comments received at two public exhibitions held on September 11<sup>th</sup> 2010 at the Harvey Centre, Harlow and on September 14<sup>th</sup> 2010 at the Manor of Groves Hotel, East Herts, hosted by the HNJV development team. The exhibitions aimed to demonstrate in public how the HNJV had responded to the results of a series of public consultation events held in 2009 and early 2010 and to gauge the reaction of local people to the emerging proposals for development on land to the north of Harlow. The results of this analysis can be used by the HNJV development team, together with analyses of the earlier events, technical reports, economic feasibility analysis and evidence bases, to further inform and shape its masterplan and charter for development on land to the north of Harlow.

A number of mechanisms were used to advertise the public exhibitions throughout Harlow and East Hertfordshire including direct mailed newsletters, announcements on the HNJV website and announcements made in local newspapers.

The document is in three main sections; the first outlines the methods used to carry out the analysis, the second presents a brief outline of the exhibition structure; the third provides a summary of the event results and highlights common issues, concerns and opinions.

## **2.0 Analysis methodology.**

The public exhibitions were held on September 11<sup>th</sup> 2010 from 10.30am to 4.00pm and on September 14<sup>th</sup> 2010 from 11.00am to 8.00pm. In total approximately 275 people visited the exhibitions across the two days and 99 people completed a feedback questionnaire. This report is based on an analysis of the completed questionnaires.

Analysis of the questionnaire material was undertaken by members of Urban Design and Mediation Ltd (ud+m) – brought in by HNJV to independently manage, facilitate, record and report on the engagement process with the local communities and identify to HNJV particular areas that need further analysis or

explanation. ud+m have independently verified the results obtained from the public exhibitions that are reported here.

Table 1.0 presents the demographic details of the questionnaire respondents.

<b>Table1.0 Demographic details of the respondents (99 responses in total).</b>			
<b>Place of residence</b>			
	Harlow 51	East Hertfordshire 46	Elsewhere 2
<b>Place of employment</b>			
	Harlow 32	Elsewhere 28	No answer 39
<b>Age</b>			
Under 25 years	2	41- 60 years	37
26-40 years	10	Over 60	47
<b>Postcode</b>			
AL7	1	EN10	1
CM17	11	SG9	1
CM18	14	SG10	2
CM19	9	SG12	14
CM20	13	SG13	4
CM21	11	SG19	1
CM23	7	No answer	10

Respondents were asked to indicate their membership of the North Harlow People’s Panel: 5 indicated that they were members; 92 were not members and 3 did not provide an answer. 19 respondents indicated that they would like to become members of the North Harlow People’s Panel.

### 3.0 Public exhibition format.

The purpose of the wider, earlier community engagement programme was to ensure that local people were given a range of opportunities to make their views known regarding the proposed development of North Harlow. Local residents were invited to record their key concerns, issues and opinions, to make comment regarding their current access to facilities and services and to record their perceptions of Harlow. This information was passed by ud+m to the HNJV development team to ensure that the HNJV development team was fully informed

regarding local people's views and knowledge of the area. On completion of the earlier events the HNJV development team undertook to demonstrate in public how this information was used to inform, shape and influence the emerging masterplan proposals. The public exhibitions provided an opportunity for local people to see how the information had been used and to hear the HNJV's responses to their concerns etc. The use of a questionnaire at the exhibitions provided a further opportunity for local people to again make their views known and to provide their own response to the emerging proposals.

The exhibitions were manned by members of the HNJV development team and by staff from ud+m.

The exhibitions were structured around a series of eleven panels including a site location plan and outline emerging masterplan. The panels were organised under the following headings:

- Welcome – outlining who the HNJV are, giving details of earlier events and explaining why the HNJV are consulting with local people;
- Protecting quality of life;
- Improving Harlow and East Hertfordshire;
- Respecting the spirit of the place;
- Natural resources and;
- Movement.

Under each heading a summary of the community's feedback from the earlier events on that key topic was presented and was followed by the HNJV's response – see appendix A.

The accompanying questionnaire was structured around five key questions that related to the headline topics shown above. An opportunity for people to record more general comments was also provided. The five key questions were:

- Q1. What is your overall impression of the proposals for the potential development to the North of Harlow that are on display today?
- Q2. Do you think this masterplan will help address the following issues raised by local people through our earlier consultation events? [Specific

sub-questions were asked in terms of local services and facilities; respecting landscape and character; provision of amenities; improving road connections, reducing congestion and providing good public transport].

- Q3. Do you feel that the proposed investment would help meet East Hertfordshire's and Harlow's identified housing needs?
- Q4. Do you feel that the proposed investment would help the regeneration of Harlow and its surrounding areas?
- Q5. Please identify from the list below (jobs and training; opportunities for home ownership; new larger/family housing; opportunities for young people; access to quality local services and facilities; facilities for older persons; any others) the most important issues facing you and your family.

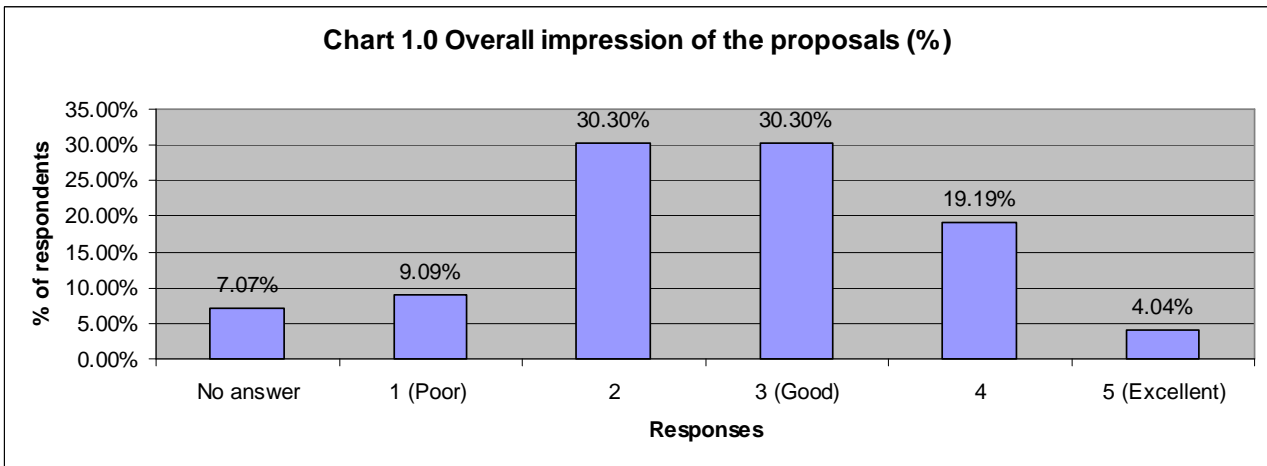
The remainder of this report is structured around the analysis and reporting of the responses obtained under each of the five questions.

#### **4.0 Summary analysis of the five key questions.**

The following analysis is presented in a common format: the overall results are presented as a summary of all responses; a second level of analysis then presents a summary in relation to the respondents' home location, highlighting any significant differences between those people resident in Harlow and those living in East Hertfordshire; a third level of analysis examines differences in response by postcode (it should be noted that the numbers of responses from each postcode area are relatively small).

##### **4.1 Q1. What is your overall impression of the proposals for the potential development to the North of Harlow that are on display today?**

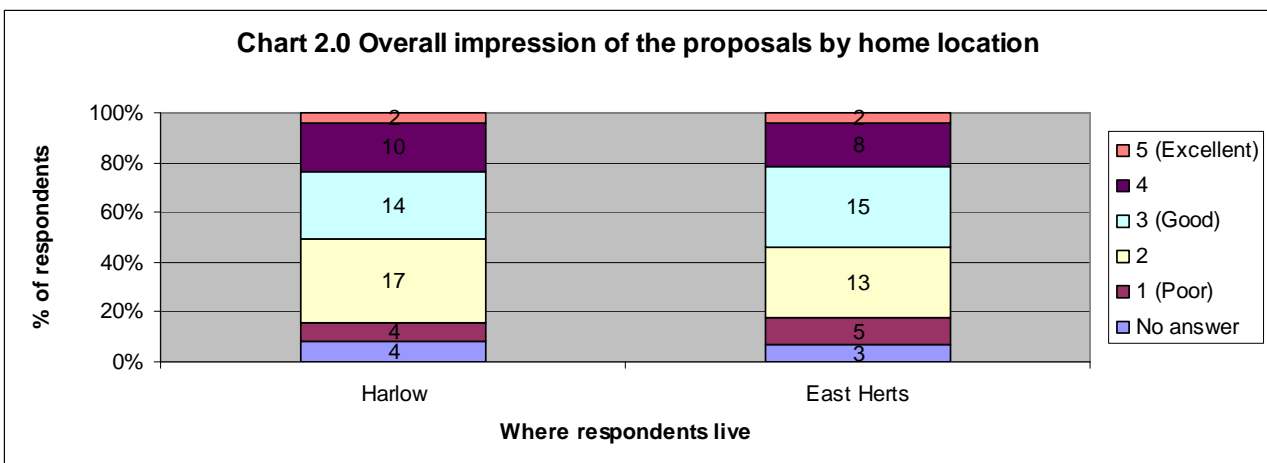
Chart 1.0 presents the overall response to question 1 as a percentage of the 99 total responses.



Key points arising from chart 1 are:

- 53.5% of respondents indicated that their overall impression of the material displayed lay in the “good” to “excellent” categories;
- Approximately 39.4% of respondents indicated that their impression was less than good with approximately 9% of respondents indicating that their overall impression was “poor”;
- Around 7% of respondents chose not to answer the question.

Chart 2 shows the responses sorted by the location of the respondent’s homes in either Harlow or East Hertfordshire – those respondents who are resident elsewhere (2) are not included on chart 2 (or other similar subsequent charts).

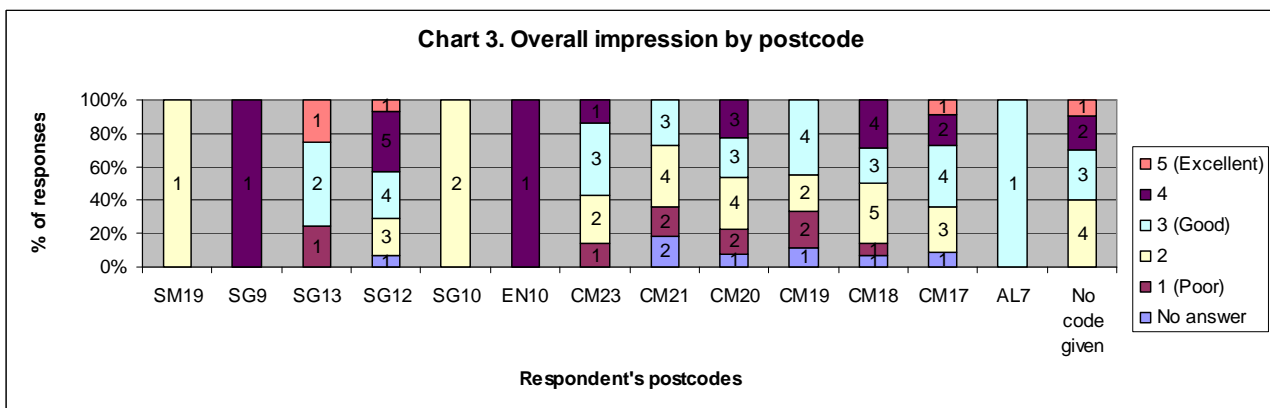


The key features of chart 2 are:

- Responses from the two main home locations of Harlow or East Herts are virtually the same, with only minor differences in response;

- 55% of respondents from Harlow who gave an answer indicated that their impression was “good” to “excellent”;
- 58% of respondents from East Herts who gave an answer indicated that their impression was “good” to “excellent”;
- Approximately 45 % of respondents from Harlow who gave an answer indicated that their impression was less than good;
- Approximately 42 % of respondents from East Herts who gave an answer indicated that their impression was less than good;

Chart 3.0 shows the responses sorted by the respondent’s postcode.



Numbers shown on each column on chart 3 indicate the number of responses within each answer category for each postcode. The distribution of answers is more or less the same as the overall indication shown on charts 1 and 2, with the exception of responses from respondents resident in CM21 (11) where six out of the eleven people who provided an answer had a less than good impression of the proposals.

*In summary a majority of participants gave a favourable response to the proposals for the potential development to the North of Harlow that were on display.*

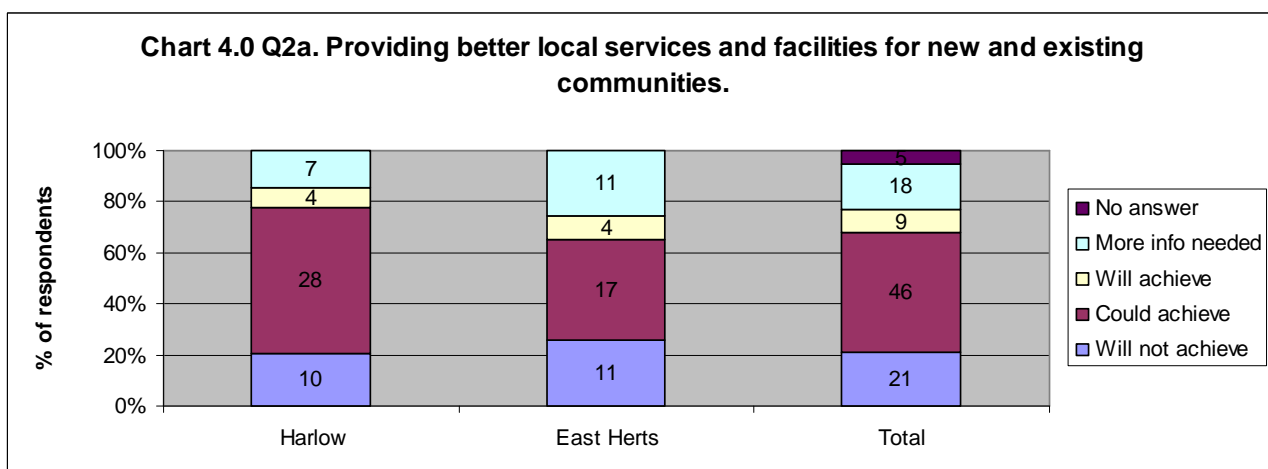
**4.2 Q2. Do you think this masterplan will help address the following issues raised by local people through our earlier consultation events?**

The following charts 4.0 to 8.0 present the responses made to each of the individual questions included in section 2 of the questionnaire. The respondents were asked to indicate how they felt the proposals would address a series of

concerns raised at earlier events by indicating “won’t achieve”, “could achieve”, “will achieve” or “more information required”. Each chart presents an overall result for each question and also shows the responses sorted by the respondent’s home location – either Harlow or East Hertfordshire.

4.2.1 Q2a. Providing better local services and facilities for new and existing communities.

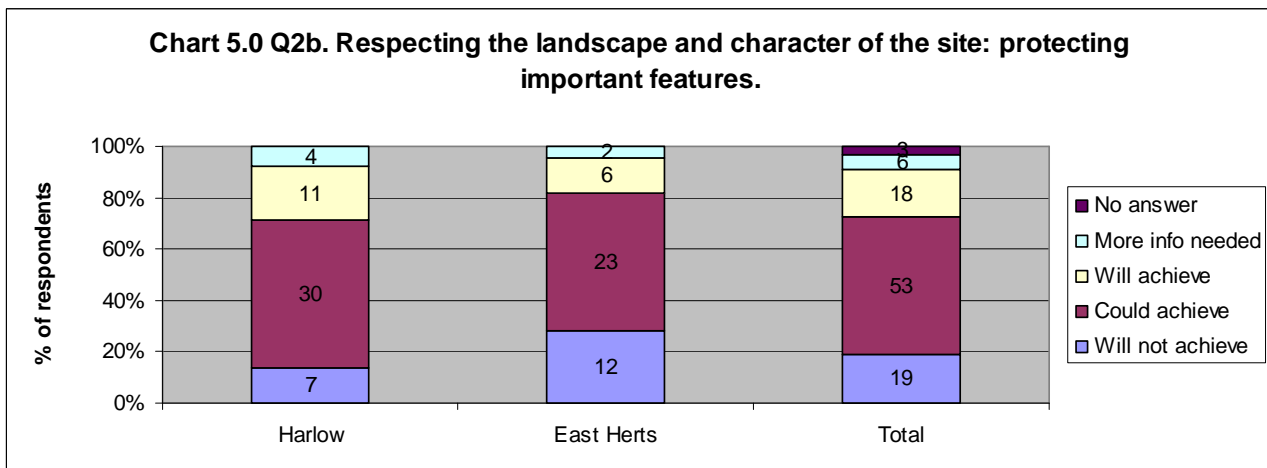
In terms of providing better local services and facilities chart 4 shows that around 47% of respondents felt that the proposals “could” achieve better services, with a further 9 % suggesting that the proposals “would” achieve better local services.



Approximately 21% of respondents feel that the proposals “won’t” achieve an improvement in services. In terms of differences in response by home location the numbers of respondents indicating “won’t” achieve is virtually identical between the two locations. More of the East Herts’ respondents required further information. Around 65% of the respondents from Harlow felt that the proposals either “could” or “will” achieve an improvement. A slightly lower number of East Herts residents, approximately 48%, indicated “could” or “will” achieve.

4.2.2. Q2b. Respecting the landscape and character of the site: protecting important features.

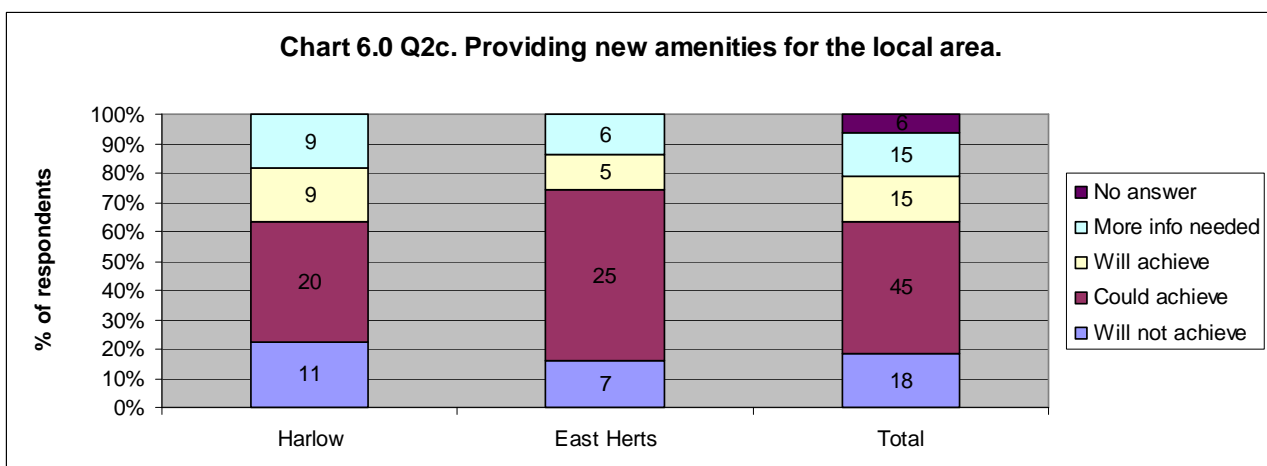
With regard to respecting the landscape and character of the site and protecting important features chart 5 shows a high number of responses in the “could” or “will” achieve categories, with 53% and 18% of responses respectively. Less than 20% of respondents indicated that the proposals “won’t” achieve under this issue.



The main difference in responses between the two home locations is the higher % of negative responses from residents of East Hertfordshire, where around 28% of respondents indicated that the proposal “won’t” achieve. However approx 67% of East Herts’ respondents felt that the proposals either “could” or “will” achieve under this issue. 79% of Harlow respondents indicated either “could” or “will” achieve under this issue.

4.2.3. Q2c. Providing new amenities for the local area.

Chart 6.0 shows the responses to the question will the masterplan address issues regarding the provision of new amenities for the local area. Approximately 60% of respondents indicated that they felt the masterplan either “could” (45%) or “will” achieve (15%) positively in regard to this issue. Around 18% of respondents feel that the masterplan “won’t” achieve in relation to this issue.

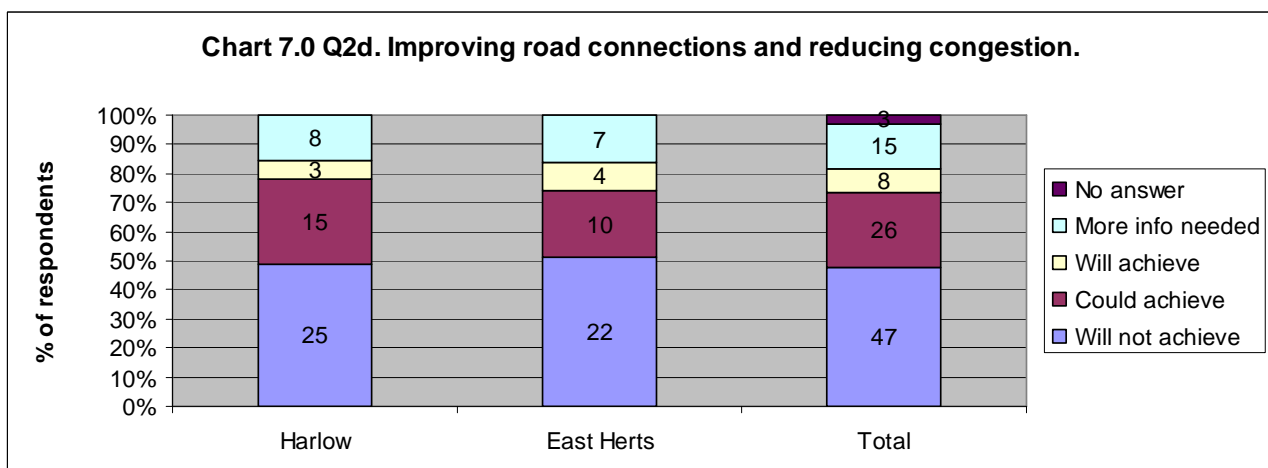


The most significant feature of the analysis by home location is the higher number of responses in the “could” (58%) or “will” achieve (12%) categories from

those respondent who live in East Hertfordshire. In total these more optimistic responses account for approximately 70% of the responses from those respondents living in East Herts. There are slightly fewer optimistic responses from those people who live in Harlow, with around 56% indicating “could” or “will” achieve and around 20% indicating that the masterplan “won’t” achieve in regard to this issue.

4.2.4. Q2d. Improving road connections and reducing congestion.

Of all the issues covered, the one regarding improvement to road connections and reducing congestion received the most negative indications, with around 50% of respondents suggesting that the masterplan “won’t” achieve improvements and will not reduce congestion. Around 34% of respondents indicated more optimistically that the masterplan either “could” or “will” achieve in terms of improving the traffic situation.

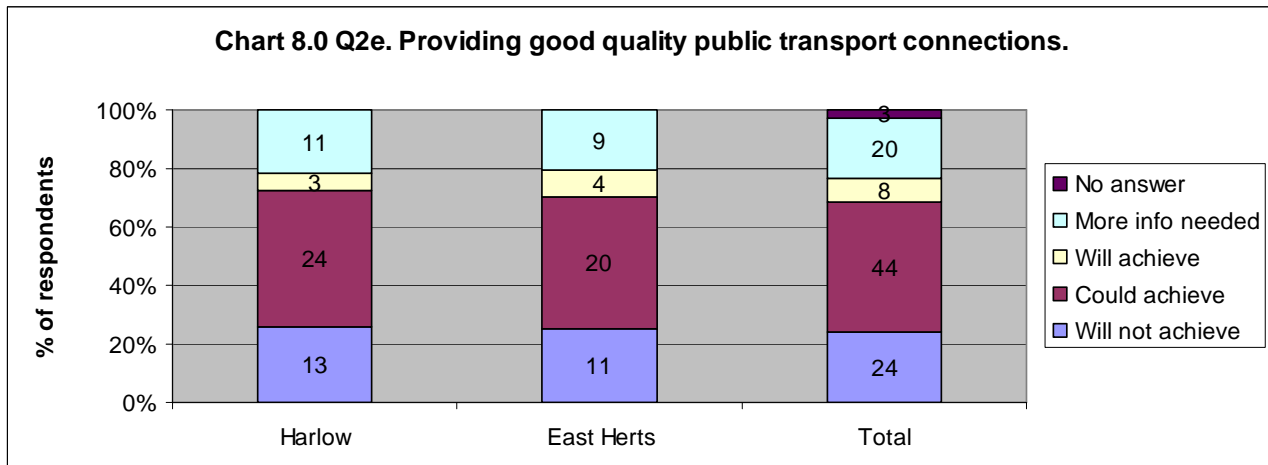


The numbers and % of people indicating that the masterplan will not achieve road improvements is virtually identical across the two home locations at around 50%. Again the number of respondents indicating “could” or “will” achieve is also more or less constant at around the 34% mark for both Harlow and East Herts’ respondents.

4.2.5. Q2e. Providing good quality public transport connections.

Chart 8.0 shows the respondent’s views as to whether or not the masterplan will provide good quality public transport connections. Around 52% of respondents are optimistic that the masterplan “could” or “will” achieve good quality public

transport connections with 24% indicating that it will not achieve against this issue.



There are no significant differences in views on this issue when the responses are sorted by the home location of the respondents.

#### 4.2.6 Q2 summary comments.

Several key points can be made regarding this section of the questionnaire:

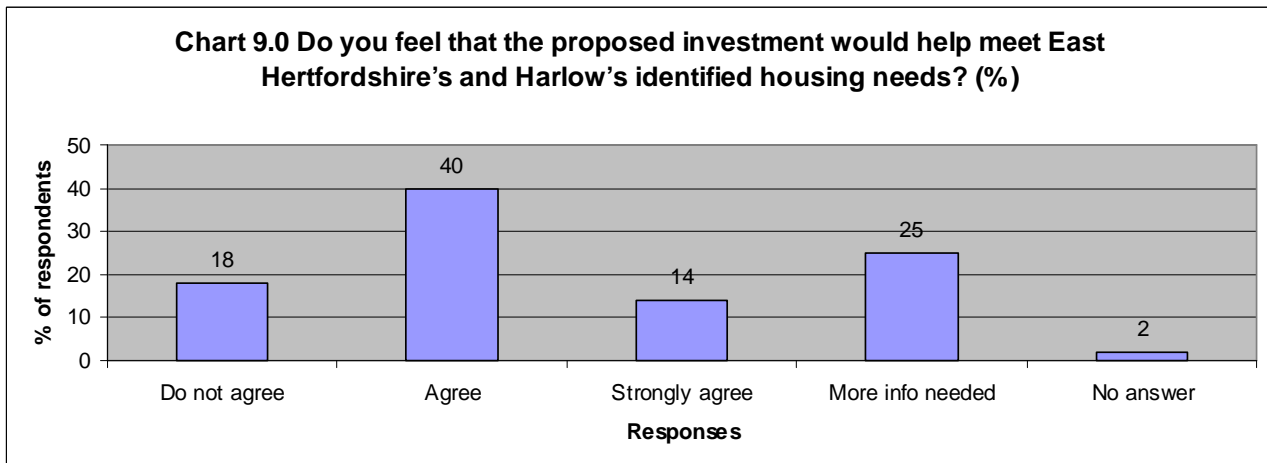
- Overall the responses to this section are relatively optimistic in terms of the masterplan's potential to achieve positively against the identified issues, however;
- the majority of respondents are not convinced that the masterplan will positively address issues of road improvement and traffic congestion – this was the issue that attracted the most negative ratings in this section;
- taking the above points into account, across all the questions in this section the average response made for each answer category was:
  - 11.6 % of responses indicated “will” achieve;
  - 42.8% of responses indicated “could” achieve;
  - 25.8% of responses indicated “won’t” achieve;
  - 14.6% of responses indicated that more information was required.

*In summary the majority of respondents who provided an answer indicate a relatively optimistic view of the scheme's potential to achieve positively in regard*

to the issues identified through the earlier consultation events, apart from the issue of road improvement and congestion, which is viewed negatively.

#### 4.3 Q3. Do you feel that the proposed investment would help meet East Hertfordshire's and Harlow's identified housing needs?

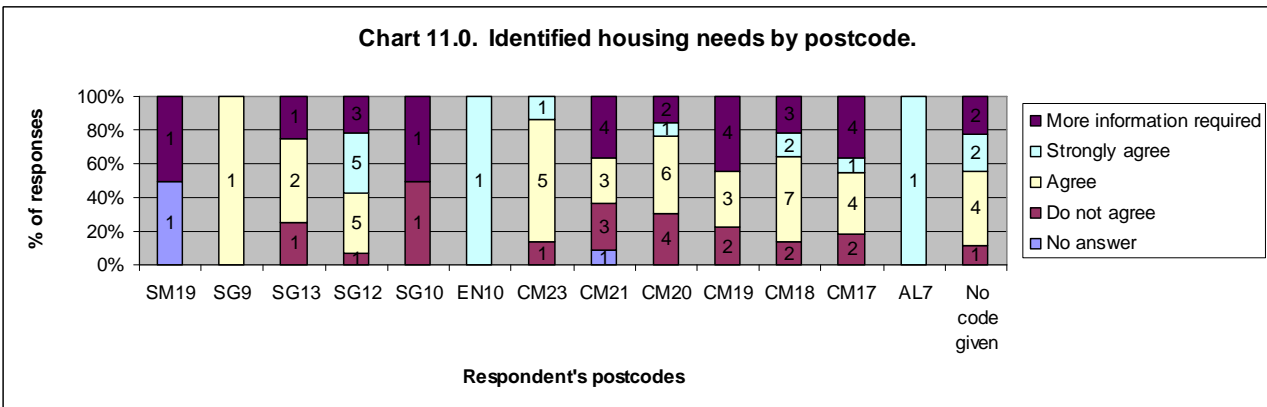
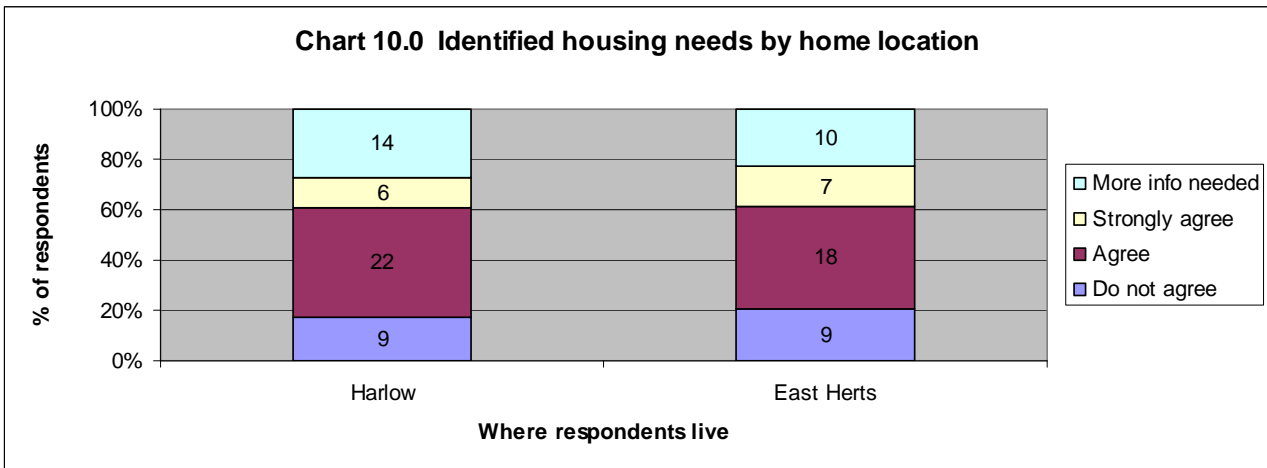
Chart 9.0 shows the distribution of answers to question 3 regarding the ability of the proposed development to address the identified housing needs of Harlow and East Hertfordshire.



Key points shown on chart 9.0 are:

- Of those people answering the question only 18 % disagreed;
- Approximately 54% of respondents agreed or strongly agreed that the proposal would help address local housing needs;
- Around 25% of respondents felt that more information was required in order for them to answer the question more fully.

Charts 10.0 and 11.0 show the distribution of responses sorted by the respondent's home location and in more detail by postcode. The numbers given in the columns on the charts are the actual number of responses for each answer category.

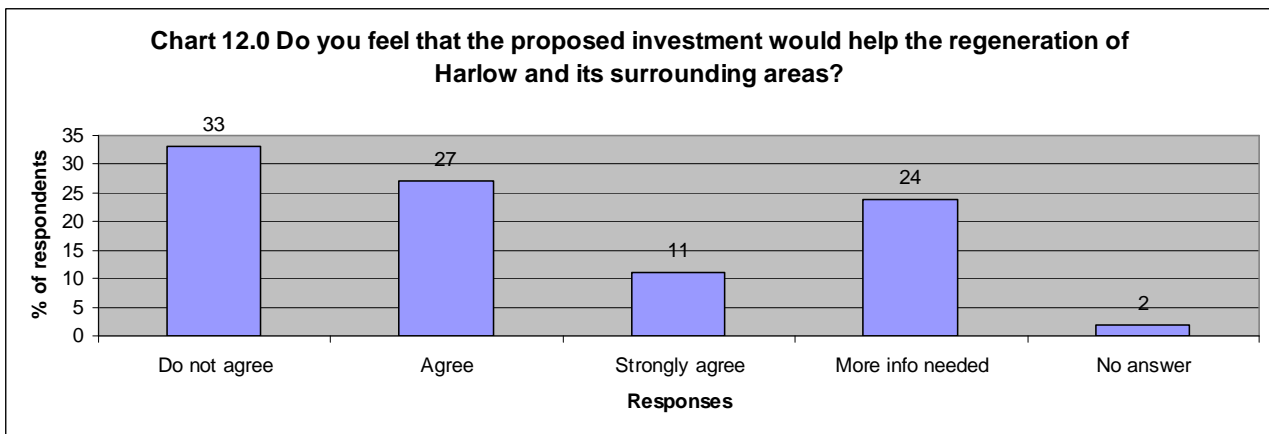


Overall there are no major differences in the distribution of answers to question 3 in relation to home location or postcode.

*In summary, the majority of respondents agreed that the proposal would help to address the identified housing needs of Harlow and East Hertfordshire.*

**4.4 Q4. Do you feel that the proposed investment would help the regeneration of Harlow and its surrounding areas?**

Chart 12.0 shows the responses to question 4 that asked if people felt the proposed development would help the regeneration of Harlow and its surroundings.



A small majority of people “agree” or “strongly agree” that the development would help with the regeneration of Harlow and its surrounding area, in comparison with those who “do not agree”. However there are a significant number of respondents who need more information in order to give a definitive answer:

- 38% of respondents agreed or strongly agreed;
- 33% of respondents disagreed;
- Around 25% of respondents felt that they needed more information before being able to answer this question.

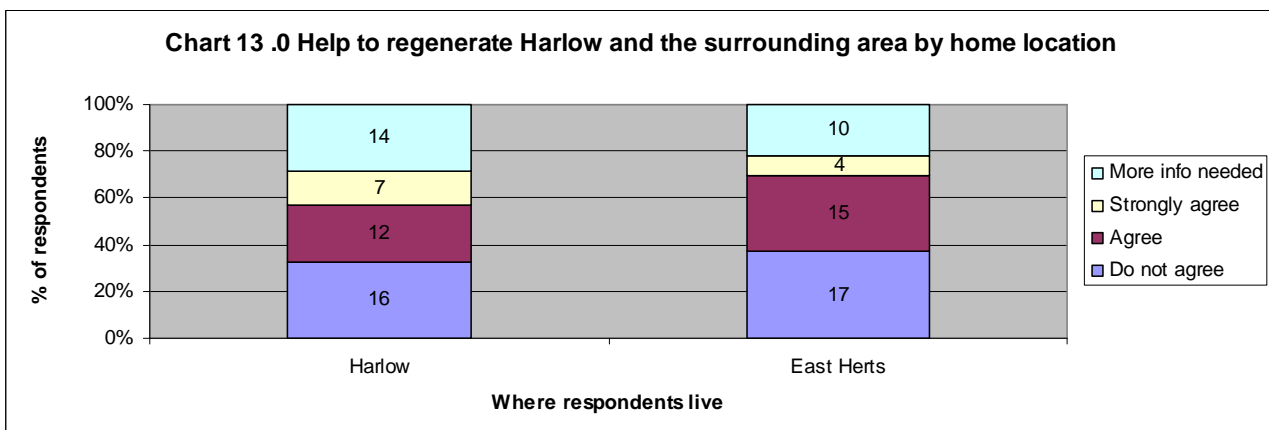
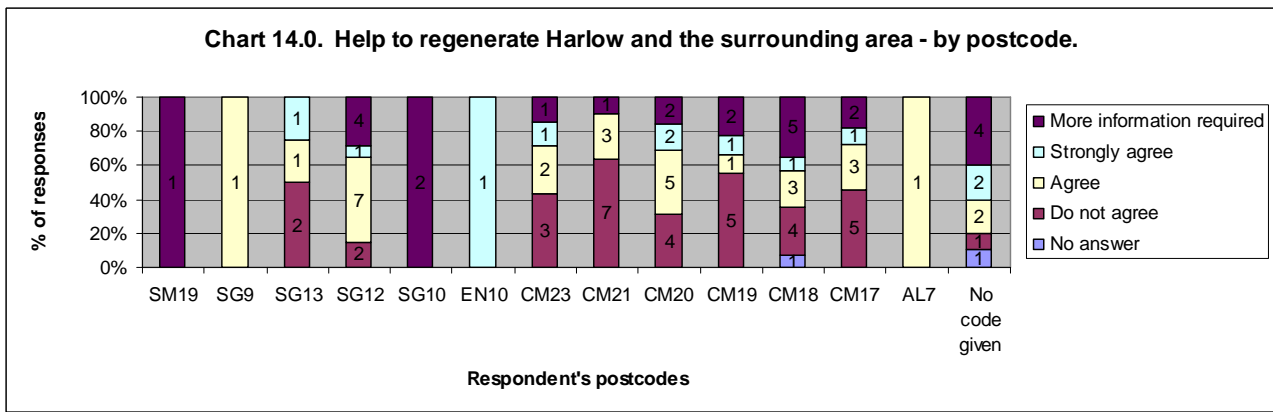


Chart 13.0 demonstrates that there is very little difference in response between people resident in Harlow and those living in East Hertfordshire.



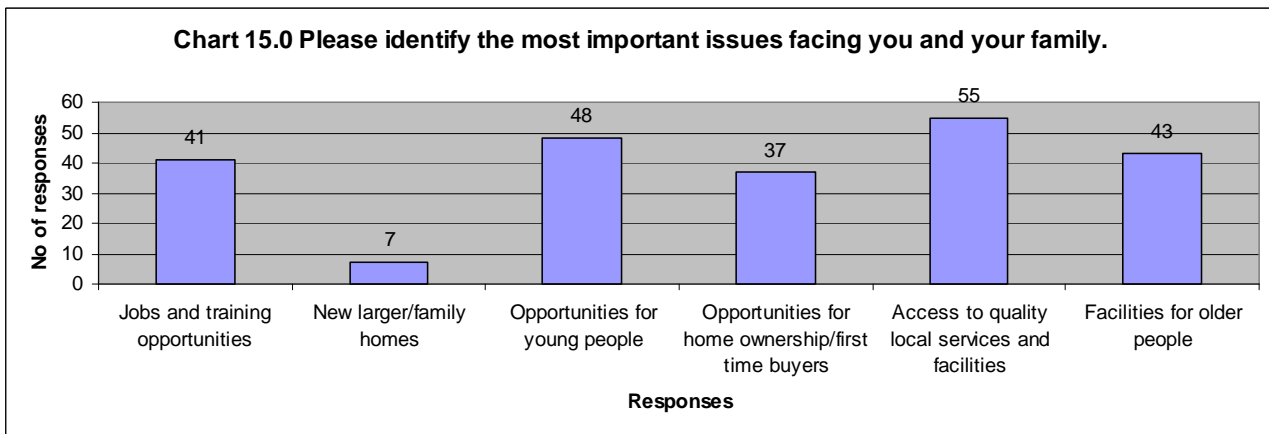
In terms of responses obtained from people living at different postcodes, chart 14 shows a small number of differences (it should be noted that the numbers of responses from each postcode are very small):

- Responses from people resident in postcode areas CM17, CM19, CM21 and SG13 showed higher levels of disagreement with over 50 % of respondents in each case indicating that they did not agree with the statement that the proposed investment would help the regeneration of Harlow and its surrounding areas;
- Noticeably higher levels of agreement were indicated by residents of CM20 and SG12.

*In summary there is small majority of respondents who agree that the development will help with local regeneration, but a significant number of respondents simply need more information in order to answer the question.*

**4.5 Q5. Please identify from the list below the most important issues facing you and your family.**

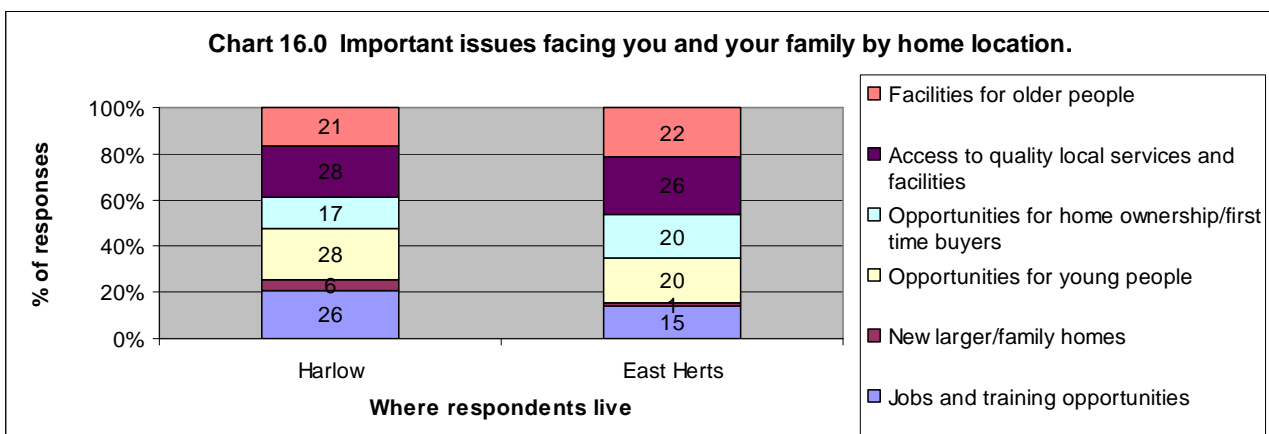
Chart 15.0 shows the number of responses made when people were asked to indicate the issues facing them and their families. The numbers shown on the chart are the actual number of responses made. Several respondents indicated more than one issue.

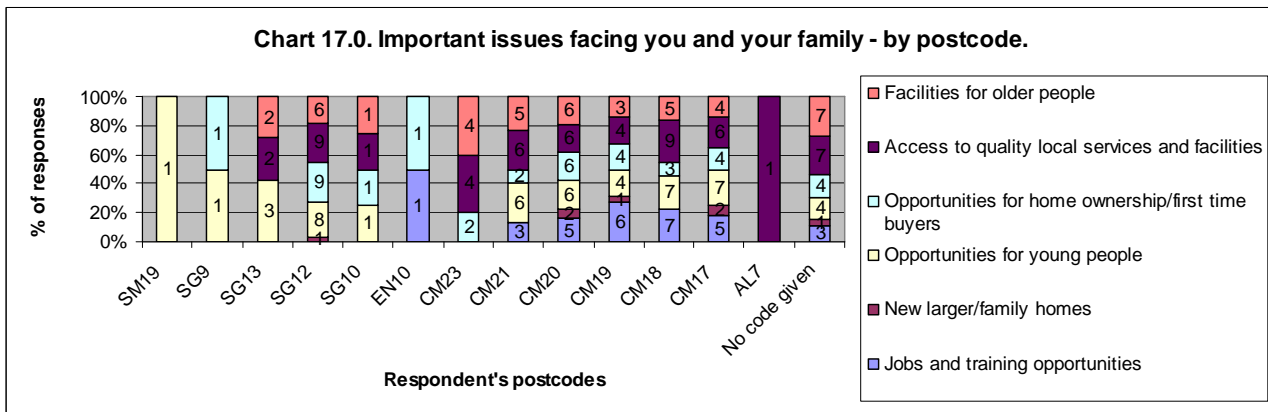


Other than the issue of “new larger/family” homes (only 7 responses) the other issues all received a significant number of responses:

- The two most frequently indicated issues were “access to quality local services and facilities” (approximately 24% of all responses) and “opportunities for young people” (approximately 21% of all responses);
- The remaining issues - “jobs and training opportunities”, “facilities for older people” and “opportunities for home ownership/first time buyers” each received around 17% of the total responses;
- There were also several additional requests for more community facilities.

Charts 16 and 17 show the responses sorted by the respondent’s home location and by postcode.





Three key differences are apparent between the responses from people resident in Harlow area and postcodes and those residents from East Hertfordshire:

- Respondents from Harlow, particularly those from postcodes areas CM17, CM18, CM19 and CM20, indicate a higher level of concern for:
  - a. the provision of job and training opportunities;
  - b. opportunities for young people and;
  - c. the need for new larger/family homes.
- East Hertfordshire residents show a slightly higher degree of concern regarding the opportunity for home ownership and first time buyers; access to quality services and facilities and for facilities for older people.

*Virtually all issues received a broadly similar number of responses. Issues regarding jobs and young people received more attention from people in Harlow. While access to quality services and facilities for older people, received marginally more attention from the residents of East Hertfordshire.*

#### 4.6 Other general comments.

The final section of the questionnaire offered respondents the opportunity to make additional general comments. In total 63 people made additional general comments. These comments fall in to 15 categories; these are listed and paraphrased in rank order by frequency of mention as follows:

- **Traffic infrastructure concerns.** High levels of concern with traffic congestion and transport infrastructure. Current systems are seen as inadequate and issues regarding the A414, A10, traffic circulation through Harlow – including the volumes of lorry traffic – the provision of a Harlow

bypass and new M11 junction were frequently mentioned. New development was expected to make this existing situation worse (34 individual comments);

- **Support for development.** A number of comments were made supporting development; comment was made that it was needed, that it would address local housing needs, that the concept was acceptable and possibly attractive and that it had great potential. Several of these comments carried caveats that infrastructure and other problems would need to be overcome first in order to achieve a positive outcome (8 individual comments);
- **Employment.** Concerns that current levels of employment opportunity were inadequate to cope with additional population increases and associated concerns that sufficient new employment opportunities should be provided within new development (8 individual comments);
- **Waste, water and energy.** Several comments were made regarding current water, waste and energy supplies/services being inadequate and that new development would exacerbate these problems (7 individual comments);
- **Landscape and green belt.** Comments were made indicating concern over the loss of green belt and scepticism over the conservation of green space and landscape in new development (7 individual comments);
- **Secondary school provision.** Existing secondary schools were viewed as at capacity, questions were posed requesting details of secondary provision and suggestions made that new secondary provision would be needed to serve new development (6 individual comments)
- **Rail congestion.** Current railway provision at Harlow was seen as being congested, at or above capacity and new development was expected to worsen this situation. Access to and parking at Harlow station was seen as problematic and new development expected to worsen this situation. (6 individual comments);
- **Service provision issues.** Existing health and other support service such as policing were seen to be at capacity and new development expected to

- worsen the situation. Shopping provision should be made on-site (6 individual comments);
- **Boundary issues.** Which council will control the development? Concern was expressed over the difficulties caused by the boundary position between Harlow and East Hertfordshire. Which council will collect the council tax? How will Harlow residents be able to access the East Herts housing waiting list? How will service provision be coordinated between the two councils? The development may be very close to Harlow but will be managed by East Herts (5 individual comments);
  - **Housing density and type.** Several comments were made asking for details of the proposed housing types and density. Comment was made requesting vernacular architecture in keeping with the existing villages rather than modern styles of architecture. Requests for 2–3 bed homes rather than 4– 5 bed dwellings were also made (5 individual comments).
  - **Phasing of infrastructure provision.** Infrastructure should be provided in advance or in tandem with the provision of new housing (4 individual comments);
  - **Flooding issues.** Concern was expressed in relation to the affect development would have on the river Stort and the flood plain (3 individual comments);
  - **Opposition to development.** A small number of comments were made that the development should not go ahead and that the plans should be abandoned as they would destroy a peaceful and quite landscape and way of life. One person wrote that they were “disgusted” (3 individual comments);
  - **Affordable housing provision.** Comment was made that the proposed plans didn’t adequately address the need for affordable housing (2 individual comments).
  - **Building in Harlow.** Open land in Harlow should be built on and the Harlow estates should be updated first (2 individual comments).

In addition to the above there were a number of individual comments made: non-car transport should be given priority in design; there is no way that people want to be associated with Harlow; you don't intend to listen; there is a need for more housing for young people in Harlow; the proposals are ok if they prevent development in Bishop's Stortford and High Wych; there should be more information made available and more exhibitions held in East Hertfordshire; there is not enough wealth in the area for this to work; can't see how this will regenerate Harlow.

*Overall the issues raised in people's general comments were the same as those that were identified at the earlier consultation events. No major new issues were mentioned. Two features are noticeable from these comments: i) 54% of these responses are concerned with traffic and road infrastructure problems. This remains the single biggest area of concern and the development team need to address these issues in more detail, and; ii) most of these comments express concerns rather than direct opposition to the development, with a number of these comments (around 22%) expressing qualified support for the development.*

## **5.0. Concluding comments.**

The purpose of the public exhibitions was for the HNJV development team to demonstrate in public how they had understood and addressed the issues raised by the communities through the earlier consultation events held in late 2009 and early 2010 and to allow local people to respond to the emerging proposal for development to the north of Harlow. Responses to the five key questions used to structure the exhibition questionnaire are summarised as follows:

- Regarding their overall impression, a majority of participants gave a favourable response to the proposals for the potential development to the North of Harlow on display.
- The majority of respondents indicated a relatively optimistic view of the scheme's potential to achieve positively in regard to the issues of local service and facilities provision; respecting landscape and character; provision of amenities and providing good public transport as identified through the earlier consultation events. However in terms of achieving improvements to roads and affecting a reduction in congestion the

proposals the majority of respondents felt that the proposals would not achieve improvements.

- In terms of local housing need the majority of respondents agreed that the proposals would help to address the identified housing needs of Harlow and East Hertfordshire.
- Regarding the regeneration of Harlow and its surrounding area, a small majority of respondents agreed that the development would help with local regeneration, but significant number of respondents simply requested more information in order to answer the question.
- In regard to the importance to the respondents and their families of issues such as access to jobs and training; opportunities for home ownership; the provision of new larger/family housing; opportunities for young people; access to quality local services and facilities and facilities for older persons, virtually all issues received a similar number of responses. Issues regarding jobs and young people received more attention from people in Harlow. Access to quality services and facilities for older people, received marginally more attention from the residents of East Hertfordshire.
- The issues raised in people's general comments were the same as those identified at the earlier consultation events. No major new issues were mentioned. Two features are noticeable from these comments: i) 54% of these responses concerned traffic and road infrastructure problems and; ii) most of the comments express concerns rather than direct opposition to the development, with a number of these comments (around 22%) expressing qualified support for the development.

The overall response to the material on display can be viewed as generally optimistic. The major area that the development team still needs to address in more detail, if it is to more fully satisfy local concern, remains the issue of traffic management and improving road connections. The HNJV team should also concentrate on contributing to improving access to quality local services and facilities, improving opportunities for young people, contributing to the provision of jobs and training opportunities, improving facilities for older people and providing more opportunities for home ownership/first time buyers.

In light of these comments the facilitators make two recommendations:

- The material gathered through the public exhibitions, together with the material collected at earlier events, should be used to further refine the development team's thinking and to inform the production of any subsequent revised or evolved masterplan and/or detail design;
- Copies of this report should be made available to local libraries and made available to the general public via download from HNJV's website.

ud+m

October 2010

**Appendix A: HNJV responses to issues raised in the consultation events held in 2009 and 2010.**

## AA.1 HNJV's responses to the identified issues.

The HNJV's responses to the earlier consultation events were structured under the five headings of: protecting quality of life; improving Harlow and East Hertfordshire; respecting the spirit of the place; natural resources and; movement. The text below is taken directly from the public exhibition panels.

### AA.1.1 Protecting quality of life.

Delivering investment for the future:

- We know that public sector funding for much needed infrastructure investment will be constrained for many years to come
- We also know that for families struggling to find a new home that they can afford, or young people trying to get their first foot on the property ladder, new solutions to delivering housing are needed;
- A comprehensive development that focuses and controls growth in one location would generate significant funds for local services and infrastructure, as well as providing much needed new homes. It will also assist the regeneration of Harlow itself, bringing new jobs and investment into the region.

Working with local communities:

- We are committed to involving the community in both the planning and building of North Harlow, through, for example, transferring land to community ownership, and enabling legally binding agreements which give local people a stake in the development;
- Above all it would allow residents to shape their relationship with North Harlow, particularly in sensitive areas between existing villages and new homes. It would ensure that the distinctive identity of each village could be maintained in perpetuity for the benefit of future generations.

### AA.1.2 Improving Harlow and East Hertfordshire.

North Harlow has the potential to provide:

- Investment of £1.5 billion in site preparation, infrastructure, housing, business space and community facilities.

- Consumer spending of over £65 million into the area in the longer term. Investment to assist Harlow's regeneration initiatives.
- A mix of uses complimentary to Harlow town centre to support both the existing and new communities.
- 10,000 quality new homes of mixed tenure.
- A critical mass of development to enable new community facilities to be delivered and job opportunities created.

### **AA.1.3 Respecting the spirit of the place.**

We intend to:

- Continue to listen and learn from local people;
- Increase woodland coverage from 6% to 25%;
- Improve access to the landscape and natural amenities in the area;
- Protect, enhance and expand biodiversity;
- Improve water quality in the River Stort and Hunsdon Meads and create new wetlands and ponds as part of a sustainable drainage system;
- Respond in a positive way to the landscape and character of the site; protecting important views and maximising opportunities for sustainable development;
- Promote a wide range of housing types;
- Realise the potential of Gilston Park by considering local community proposals for Great Gilston Park;
- Embrace the aspirations of British Waterways to improve the recreational use of the Stort Valley.

### **AA.1.4 Natural resources.**

We intend to:

- Work with Three Valleys Water to create a water distribution network that sets new levels of resource management;

- Investigate new methods of charging for water in the future to encourage more efficient use;
- Significantly improve the quality of water discharged to local rivers;
- Either work with Thames Water utilities to implement the planned sewerage network upgrade or develop a phased local treatment solution;
- Create energy efficient homes and community buildings;
- Explore opportunities to promote a Community Energy Fund that assists Councils in meeting the requirements to delivery carbon efficient energy solutions;
- Develop innovative local management strategies.

### **AA.1.5 Movement.**

We are proposing:

- A development that promotes and makes best use of public transport, integrated into an improved and extended network;
- High quality and safe and pedestrian and cycle environments within the development and improved access across the Stort Valley and beyond;
- A development designed to a human scale with the needs of pedestrians given priority;
- Walking and cycling routes will be integrated with the internal movement network and linked to the existing cycle networks of Harlow;
- Improvements to the existing Stort Crossing;
- A new River Stort crossing, helping to divert traffic away from existing villages;
- A contribution to a new M11 junction (if deemed necessary);
- A contribution to the upgrading of Harlow Town Station including a new pedestrian and cycle bridge, providing access from the north;
- Development access off the A414 in three locations;

- A development that does not exclude the car nor restrict usage but instead sustainable choices will be made available to avoid car use for short journeys to local shops, schools and health and leisure.