

# Two Waters Masterplan Consultation Report

## Thursday 26 January 2017



## Executive summary

Dacorum Borough Council (DBC) has commissioned landscape architects BDP to prepare a Masterplan to guide future development in the Two Waters area. An initial public consultation was held in November 2016, followed by a second round in January 2017. This report outlines the results of the second round workshops.

Two workshops were held on 26 January 2017: 27 people attended the morning session and 24 the afternoon session. DBC defined the five key themes to be discussed. The workshops were held in a Consultation Café format so that all participants were able to discuss each of the five topics. The groups of participants recorded their thoughts and comments on flipcharts. At the end of the workshop, the participants were asked to review all the comments on the flipcharts and to prioritise them.

The overwhelming and repeated message was that the residents wanted developments that were designed to complement the surrounding buildings. They wanted imaginative designs with the right character to create a village or community feel for the Two Waters development as a whole.

It was felt important to consider the views and vistas onto and from the moors. Green space should be protected and access opened up to Durrants Lakes.

Congestion was highlighted as a major issue in the area and there was agreement that public transport needs to be improved along with other creative solutions to ease the issue.

There was general support for Sites 1 and 2 being used for low to medium rise residential or mixed use with a family focus. Feedback emphasised the need to avoid creating dormitory areas with no community facilities. There was mixed opinion on what use should be made of Site 3. Site 4 was seen as appropriate for mixed use with taller buildings up to 17 storeys permitted next to the Plough roundabout.

The conclusion of the prioritisation exercise shows that the Masterplan must recognise the importance of providing sustainable transport. All groups agreed that excellent public transport links and pedestrian routes were needed to and from the station and town centre. A number of the participants were concerned by the existing lack of provision of car parking at the station. The participants also wished to encourage good cycle and pedestrian access to the developments. Improvements to the access given by the tow path were also deemed important.

## Contents

1. Introduction from Dacorum Borough Council
2. Workshop methodology
3. Results
  - Summary of results from the Consultation Café exercise and responses from DBC
  - Conclusions recorded on the flip charts
  - Prioritisation exercise
  - In Tray contributions
4. Conclusions
5. Evaluation form responses
6. List of participants

## Appendices

- A. Submissions to the consultation that were sent by email by people who could not attend the events
- B. Photographs of the Flip Chart “conclusion” sheets generated by the groups
- C. The detail of the prioritisation exercise results

# 1. Introduction from Dacorum Borough Council

Dacorum Borough Council (DBC) has commissioned landscape architects BDP to build on the Two Waters Strategic Framework (November 2015) and prepare a Masterplan for the Two Waters area. The Masterplan will inform emerging planning policy including the content of Dacorum's new Local Plan. The Masterplan will also guide future development in Two Waters and play an important role to ensure that development and changes in the area are planned and designed in the best possible way to ensure we have an attractive, sustainable and balanced town, fit for the future. The Masterplan will be developed firstly as an informal planning statement and will then be adopted as a Supplementary Planning Document (SPD) supporting the new Dacorum Local Plan in 2019.

An initial public consultation was held in November 2016 (The report from this consultation is available at [www.dacorum.gov.uk/regeneration](http://www.dacorum.gov.uk/regeneration)) and the results informed further development of the masterplan.

This report outlines the results of the second round of public and stakeholder consultation which was undertaken on January 26<sup>th</sup> 2017 at Southhill Centre, Hemel Hempstead. This second round of consultation consulted public and stakeholders further on key issues that emerged from the initial public consultation. The aims of the workshop were:

- To seek solutions to address issues identified in the November consultation
- To develop key design principles outlined in the November consultation

The format of this workshop enabled participants to further explore and inform solutions to the key issues emerging from the initial round of consultation held in November 2016 which were:

- Scale and density of development
- Transport and Parking
- Open space
- Social infrastructure
- Specific issues on the above themes related to specific key development sites

The consultation workshops were facilitated by Midas Training Solutions Ltd, on behalf of Dacorum Borough Council. The report on the workshops has been written by Midas Training Solutions Ltd. with input from Dacorum Borough Council.

## 2. Workshop methodology

Two workshops were held on Thursday the 26<sup>th</sup> of January 2017, each lasting three hours. One took place in the morning between 9am and 12 noon, the second took place between 1:30pm and 4:30pm. Both workshops followed the same format. Participation at the workshops was primarily by invitation only as outlined at the previous round of consultation. Invitations to participate in the workshop were sent out to over 200 residents and stakeholders who expressed an interest in further participation at the previous November consultation. First preference was given to those invited. The event was publicised wider within the last week before the workshop as there were a few extra spaces available. These spaces were advertised through local councillors, screens in The Forum and social media. Those who couldn't attend the workshops but wrote to us expressing an interest in participating were also provided with the workshop material and given an opportunity to provide their comments within a few days of the workshop.

### 2.1 Agenda

- Arrival, registration, tea and coffee
- Introductions from Midas, Dacorum and BDP
- Ground Rules for the workshop, explanation of format for the workshop
- Consultation discussions in groups, using a "Consultation Café" methodology. Every member of the public will have input on each of the five Discussion Themes:
  - Creating a 'sense of place' for the Two Waters neighbourhood
  - Transport, access and movement
  - Building design and integration
  - Green spaces and countryside
  - Parking
- Feedback and prioritisation exercise
- Midas Trainers bring the event to a close with a brief summary of key themes
- Event ends

There was a brief coffee break approximately half-way through the workshop.

## **2.2 Workshop facilitators**

The consultation workshops were facilitated by Midas Training Solutions Ltd, on behalf of Dacorum Borough Council. In addition to the facilitators of the workshop, each table had a Table Host and Scribe. Officers with knowledge of the Two Waters Masterplan project acted as Table Hosts and Scribes during both workshops.

## **2.3 Workshop format**

### **Allocation to working groups**

On arrival at the workshop, each person was given a random colour token. This colour allocated them to a group that they would sit with, and then work with throughout the session. The colours of the groups were Blue, Green, Orange, Pink and Aqua. There were therefore five groups of participants in each workshop, making a total of ten over the whole day.

### **Consultation Café**

Following brief introductions, the main exercise for the workshop was a “Consultation Café”. During this exercise groups of participants sat at circular tables, as you would in a café, discussing a set topic (See section 2.4 Discussion themes). There were five tables, and each table hosted a different topic of discussion.

The groups were each given just short of 20 minutes to discuss a topic on a table. They were then asked to spend 5 more minutes recording their key conclusions from their discussion on a flip chart. Once this was complete the groups physically moved to the next table, which was hosting a different discussion topic.

The only people that stayed at the tables and did not move were the Table Hosts and Scribes. The Hosts and Scribes were officers working on the Two Waters Masterplan. The Hosts and Scribes worked to brief the groups, make notes of the discussions, answer questions and encourage conversation. When a new group arrived at their table, the Host and Scribe would give a brief review of the conclusions that other groups had reached. The group could then quickly endorse any previous conclusions or note their disagreement, or they could explore new

ideas that no one had talked about yet. They were also able to use their time to go into more detail and develop a point raised by previous groups.

The Scribes were briefed by the Midas facilitators to make notes on the general flow of the conversation and strong feelings expressed by the group discussions. They were not verbatim minutes of the discussion but an aid to understanding the overall thrust of the conclusions about each theme after the event.

As already mentioned, behind each table was a flip chart so that the conclusions of each discussion could be recorded. Behind that was an additional sheet of flip chart paper for the participants to place a Post It Note recording any point they personally felt was particularly important regarding the theme under discussion. These additional notes are recorded in this report under the title of 'Other comments'. They were a very useful tool for making sure that any point made by an individual was captured.

It is important to emphasise that the nature of the Consultation Café methodology ensures that every group builds on the discussion held by the other groups that have worked on that table beforehand. This meant that every group got to discuss every topic, but also allowed each theme to be explored and analysed in depth.

### **Feedback and prioritisation exercise**

At the end of the Consultation Café discussions, the flip chart conclusion sheets were pinned to display boards at the front of the room. Each participant was given three sticky stars. All the participants were encouraged to come to the front of the room and read through the conclusions of all the discussions at the different tables. The participants could attach their stars to the conclusions/comments/ideas that they personally felt were of greatest importance. They were free to put one star on three different items, or all three on one conclusion if they felt that was the key issue for them.

### **In tray**

In addition to the Consultation Café, participants were made aware of the "In Tray" that was available to them at the sides of the room. This was a flip chart sheet where Post It Notes could be placed to record ideas and comments that did not fit into their table discussions but which a participant felt needed to be captured. Comments on any topics were welcomed for the In Tray, with an assurance that they would be passed to the relevant Council Officer. Some people recorded their name and email address with their In Tray comment.

## 2.4 Discussion themes

Discussions were based on five important discussion themes which encapsulated the key issues that emerged from the previous consultation in November 2016. Each discussion theme included a few questions to help focus the discussions to be solution oriented and specific. The discussion themes are outlined in the table below.

Theme	Background information	Key questions
<p><b>Creating a ‘sense of place’ for the Two Waters Neighbourhood</b></p>	<p>Areas that are said to have a strong ‘sense of place’ have a strong identity and character that is deeply felt by local inhabitants and by visitors.</p> <p>We want to ensure that new development in Two Waters creates a good ‘sense of place’ and improves the wider area. In order to deliver a positive ‘sense of place’ firstly, the best locations for new land uses needs to be established.</p> <p>The masterplan will set out the framework for delivering ‘mixed-use’ development (residential and employment) in the Two Waters area including residential development, employment land (offices and other workspaces), retail and commercial uses, education and health, transport infrastructure etc.</p>	<ul style="list-style-type: none"> <li>• <b>What land uses should we consider?</b></li> <li>• <b>What are the best locations for these land uses?</b></li> </ul>
<p><b>Transport, Access and Movement</b></p>	<p>At the last consultation, respondents expressed concern for congestion in the area. Dacorum Borough Council is working with Hertfordshire County Council to assess the potential for a more holistic approach to transport which will be embedded within HCC’s forthcoming Growth and Transport Plan for South West Hertfordshire. Whilst highways improvements will be</p>	<ul style="list-style-type: none"> <li>• <b>How can we improve pedestrian, public transport and cycle access and movement within Two Waters and to the wider town, particularly, to key destinations such as the HH railway station, the town centre and</b></li> </ul>

	made where possible, in general, there is a need to reduce the dominance of cars on London Road.	<p><b>Maylands Business Park?</b></p> <ul style="list-style-type: none"> <li>• <b>How can we reduce congestion and improve private vehicular access and movement within Two Waters and to the wider town? This is particularly important in relation to key destinations such as the HH railway station, the town centre and Maylands Business Park.</b></li> </ul>
<b>Parking</b>	Two Waters is a neighbourhood with two railway stations. It has relatively good public transport links and is within close proximity to Hemel Hempstead town centre as well as Apsley and other local neighbourhood centres with good retail. We think that a proportion of residents are likely to use public transport for a majority of their transport needs, with occasional car use.	<ul style="list-style-type: none"> <li>• <b>How do we reduce the need for car parking in the area?</b></li> <li>• <b>How do we manage on-road parking, car parks and new parking provisions for strategic locations such as the railway station?</b></li> </ul>
<b>Green spaces and countryside</b>	The Two Waters masterplan area is home to a number of green spaces and has good access to local countryside.	<ul style="list-style-type: none"> <li>• <b>What do you think are the key green spaces in the area that need to be protected?</b></li> <li>• <b>How can we promote the use of green spaces and wider countryside as part of the improvements in Two Waters?</b></li> </ul>
<b>Building design and integration</b>	Future development should create visual interest through a mix of architectural styles. Whilst building heights across most of the area should be in keeping with existing development, the most accessible locations in Two Waters, namely at Hemel	<ul style="list-style-type: none"> <li>• <b>We have here some examples of taller/high density development. Which examples do you prefer and why?</b></li> </ul>

	<p>Hempstead station and Corner Hall fronting the Plough Roundabout have been identified as suitable for taller buildings. Taller buildings should pay particular attention to their relationship with open spaces and views and retain a low to medium scale at street level by stepping back upper floors.</p> <p>At the last consultation respondents were generally opposed to higher scale and density, with support provided for low scale residential development of a maximum 4, or 5 storeys in height. Where respondents agreed with suitable locations for taller buildings a maximum of 12 storeys was mentioned.</p>	<ul style="list-style-type: none"> <li>• <b>How can tall buildings be integrated into the landscape to provide high quality development?</b></li> </ul>
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## 2.4 Report preparation

The Midas Training Solutions team of facilitators have been responsible for writing the aspects of this report which cover the events, methodology, results and conclusions of this workshop. They have also written the summary of the responses to each question and theme.

Dacorum Borough Council has supplied their responses to the conclusions generated by the discussion which took place on each table. These can be found in table 3.1. DBC has also supplied responses to the 'In-tray' contributions. These can be found in table 3.4.

## 3 Results

### 3.1 Summary of results from the Consultation Café exercise and responses from DBC

**Table 3.1: Summary of results from the Consultation Café exercise and responses from DBC (See figure 3.1 for site boundary and key development sites 1 – 4)**

Themes, questions and summary of group answers	Response from Dacorum Borough Council
<p><b>Theme 1: Creating a ‘sense of place’ for the Two Waters Neighbourhood</b></p> <p><b>Question 1.1: What land uses should we consider?</b></p> <p><b>Mixed use development</b> The conclusions from the work on this table demonstrated considerable support for mixed use development across the Two Waters area. Four of the groups in the morning supported this as well as every group in the afternoon.</p> <p>One group took a slightly different view, preferring to have office buildings close to the station with residential areas in the rest of the development.</p> <p>Six groups identified the need for a few small convenience shops or a café. These would serve local residents and commuters, especially close to the station.</p> <p>There were a number of conclusions from the groups which underlined the need to develop a sense of place and a balanced</p>	<p><b>Mixed use development and supporting infrastructure</b> In accordance with responses, the masterplan will seek to include a variety of land uses in each site, including the retention of local retail, employment and community uses. As the responses suggest, most of the sites are suitable for mixed use development, which reflects the existing mix of land uses in Two Waters. Sustainable transport and accessibility including links with facilities for pedestrians and cyclists will be a key consideration of the masterplan.</p> <p>Key proposals, guidance and development requirements for each site and the wider Two Waters area will be identified in the Masterplan. Further feasibility studies will be undertaken for the detailed development of wider strategic public infrastructure where needed and out of the scope of the masterplan.</p>

community by building a sympathetic mixed use development. This was expressed by three groups as wanting to avoid setting up a dormitory situation and to keep a community structure.

Three groups expressed an explicit desire that all new development should be family focused.

One group mentioned linking land use with facilities for pedestrians and cyclists.

### **Building heights**

Many groups discussed the height of buildings that would be acceptable. For more detailed information in this topic please see the results under theme 'Building design and integration' below.

### **New school**

As a key part of the infrastructure, participants in the consultation were clearly supportive of a new school being built within the Two Waters area. Opinion was split as to whether the best location for the school would be within Site 2 (supported by four groups) or within Site 4 (also supported by four groups. Two of these groups supported locating the new school on the southern edge of Site 4).

Many groups noted a concern at the traffic and congestion implications of the school's location and one group suggested that creative options would need to be investigated to manage this such as 'walking schools'. Another group suggested that it might be best if the new school was located outside the Two

### **New school**

Dacorum Borough Council (DBC) in partnership with Hertfordshire County Council (HCC) is looking at options for providing new school places for the proposed new residential development in the area. This includes exploring both the feasibility of expanding current schools in the area and providing a new school. The masterplan will allow for this flexible approach with DBC and HCC looking at the feasibility of expanding existing schools and identifying sites both within and/or in close proximity to the Two Waters area. DBC note the concerns regarding accessibility and traffic congestion. It is acknowledged that any proposed location would need the agreement of DBC and Hertfordshire County Council and also the size and/or financial contribution towards a school. The traffic issue is noted and will require further work through the planning application process once the exact

Waters area.

**Question 1.2: What are the best locations for these land uses?**

There was general support for Sites 1 and 2 being used for low-rise residential or mixed use (six of the ten groups supported this). One group gave a different suggestion for use, proposing that Site 1 be used for offices due to its location by the station. Six groups identified Sites 1 and 2 as being suitable for a few small convenience shops and/or a café to serve local residents and commuters. Four groups proposed locating a new school within Site 2.

There was some opposition to developing Site 3, with one group refusing to propose any development for that Site. There was no consensus as to what use should be made of this Site, and a very wide range of ideas.

Site 4 also saw a great variety of proposals for use, but with more shared agreement. One group suggested a very tall building of up to 17 storeys. Four groups suggested that offices could take up part of the Site, and two thought that retail could be included here.

Four groups suggested that the southern end of Site 4 might be appropriate for the location of a primary school, although there were some reservations about resulting traffic congestion.

location is confirmed.

Feedback and suggestions on land-use will be taken in to consideration when developing the Two Waters masterplan.

There is existing planning permission for residential development on a section of site 3, which establishes the principle of development in this location.

In response to feedback, the masterplan will seek to manage this development to ensure it is appropriate to its surroundings whilst integrating with and enhancing the surrounding open space and managing issues such as noise and flooding.

<p>One group was particularly concerned that the Masterplan should take into account the issues around London Road/Aspley High Street. In these roads, the retail sites are unattractive and detract from the visual appeal and character of the area.</p> <p>There were discussions around the heights of buildings for various sites. These results have been summarised within the section Theme 5 'Building Design and Integration' below.</p>	
<p><b>Theme 2: Transport, Access and Movement</b></p> <p>Note: There was naturally a lot of overlap in the discussions between tables 2 and 3, where parking was being discussed.</p> <p><b>Question 1: How can we improve pedestrian, public transport and cycle access and movement within Two Waters and to the wider town, particularly, to key destinations such as the HH railway station, the town centre and Maylands Business Park?</b></p> <p><b>Pedestrians, cycle use and paths, and bus links</b>  The dominant theme on this Table was the need for better cycle paths, pedestrian crossings/routes and bus links to reduce the number of cars on the road. Almost every one of the ten groups talked about these three issues in depth and expressed a desire to see them improved.</p> <p>Improving pedestrian walkways to make it easy and safe for people to cross the roads were raised by seven groups.</p>	<p><b>Cycle paths, pedestrian crossings/routes and bus links</b>  The masterplan will identify key proposals on how to improve cycle paths and pedestrian routes, including crossings and tow paths, in addition to sustainable transport improvements including bus links. As the Masterplan is a high level strategic document, detailed design of these interventions will be developed at the next stage of the development process through individual planning applications in consultation with DBC and HCC. Cycle hire and other initiatives such as creative use of car parks will be explored by DBC in partnership with</p>

Four groups suggested that a public bicycle hire scheme (like 'Boris Bikes' in London) could be investigated.

Shuttle buses to and from the station and town centre, and the creation of a Park and Ride system, were very popular suggestions with eight groups supporting the idea. Some proposed that existing less popular car parks could be used for the "Park" location.

**Signage**

Four groups identified the need for high quality signage and information about transport links across the area. The participants felt that if people were sure of the alternate walking/cycling routes that they would be more inclined to use them.

HCC as projects develop but will sit outside of this masterplan. Development will be expected to contribute towards taking forward these wider improvements.

**Signage**

We have noted the request for improved wayfinding signage. DBC has already commenced some work on improving wayfinding signage with the delivery of new monoliths; they will include maps of the area with key points of interest and they will be installed shortly by the railway station. New similar wayfinding monoliths and fingerposts indicating walking routes to the station and other key destinations have recently been installed in the Hemel Hempstead town centre and Heath Park. The masterplan will encourage future planning applications to identify contributions to make necessary signage improvements and help deliver better surfaces along the canal and through the Moor to respond to these issues, just like the work that was carried out in Heath Park after contributions were received from the Kodak development.

**Question 2: How can we reduce congestion and improve private vehicular access and movement within Two Waters and to the wider town? This is particularly important in relation to key destinations such as the HH railway station, the town centre and Maylands Business Park.**

Congestion generally was a recurring theme in all the discussions, with seven groups recording their concerns at the current traffic levels.

**Improved public transport links**

Improved public transport links was seen as the most valuable approach to reducing congestion on local roads. For example one group wanted to see a direct bus link between Hemel and Apsley stations. Another felt that a reliable bus service to the Town Centre and to Maylands Business Park would be very helpful.

Encouraging more people to cycle or walk around the area, instead of driving was a measure supported by seven groups and mentioned in discussion by the remaining groups.

**Durrants Hill**

Seven groups discussed the congestion issues on Durrants Hill bridge, which was identified as a problem bottleneck area. There was support for measures to ease the congestion including widening the road, changing the lights and investigating any other measures that might help.

**Congestion**

We have noted concerns raised regarding traffic congestion in the area. The level of future vehicle movement in the study area is being tested as part of the masterplan process. This will help to identify localised problem areas which require improvement and recommend key local proposals to help ease congestion, such as junction improvements, crossing improvements, shuttle buses and safeguarding of land that may be required for future improvements or for development mitigation. Areas such as Durrants Hill that appear to be adding to congestion issues will be looked at in more detail as part of a transport assessment for the town and through detailed designs of individual developments as they come forward.

The issue of traffic congestion in the area however is not limited to local traffic. DBC is working in partnership with HCC to assess the potential for a more holistic approach to transport which will be embedded within HCC's forthcoming Growth and Transport Plan for South West Hertfordshire. Potential measures such as intermodal interchanges near to the M1 and M25, with additional bus routes and coach services serving Hemel Hempstead, increased frequencies of existing bus services and an improved cycle network are being

<p>The need to anticipate congestion hotspots was discussed in one group. One group was concerned that building flats would bring a large number of cars to the area. Another group identified increased activity and parking at the station as a potential congestion problem. A fourth group observed that building more car parks would increase the traffic on roads across Two Waters.</p> <p>Four groups supported for the idea of building more car parks as part of the Two Waters development. Two groups identified the need to make parking at the station affordable. However it was acknowledged in the discussions that more affordable parking at the station and across the area could increase traffic volume and congestion.</p>	<p>considered that are intended to reduce car use and promote alternatives.</p> <p>The masterplan could have a role in delivering elements of these proposals as well as the more localised improvements proposed within the masterplan itself to address specific problems and congestion 'hotspots'. Whilst it will not be possible for this masterplan to fully resolve the area's transport issues it should make a positive contribution overall to existing conditions for all modes of travel.</p> <p>Developers will be expected to consider the required improvements in consultation with DBC and HCC and agree improvements through the planning application process. Developers will be expected to make financial contributions towards the delivery of transport, access and movement improvements.</p>
<p><b>Theme 3: Parking</b></p> <p><b>Question 3.1: How do we reduce the need for car parking in the area?</b></p> <p><b>Reducing the need for car parking in the area</b> All groups agreed that excellent public transport links and pedestrian routes were needed to and from the station to help manage car parking issues and reduce the need to travel by car.</p> <p>Eight of the ten groups said they were concerned about the parking capacity problems at the station and suggested this needed resolution. Eight groups specifically discussed a new</p>	<p><b>Car parking</b> The masterplan will include proposals for a new station car park. The exact number of spaces is to be determined as part of a separate study on demand, viability and traffic modelling. The cost of delivering a lot of additional car parking spaces could also add to the height, bulk and design of any development so this requirement will be given careful consideration based on the workshop feedback regarding the heights of buildings on Site 1 and Network Rail together with the new franchise</p>

<p>multi-storey car park for the station.</p> <p>There was widespread agreement across all groups that bus links, cycle routes and pedestrian routes need better signage to increase awareness, particularly near the station. These routes also need better maintenance to ensure that they are accessible and user friendly.</p> <p>Some groups made a link with the canal tow paths, suggesting that if they were in better repair and more accessible that they could become a more popular commuter route. Nine of the groups discussed the need to improve the conditions and awareness of the tow paths.</p> <p>Many people in the groups also commented that they were unsure how to find out about buses and cycle paths, so better communication and awareness of these was repeatedly proposed.</p> <p><b>Question 3.2: How do we manage on-road parking, car parks and new parking provisions for strategic locations such as the railway station?</b></p> <p>London Road and Durrants Hill are hotspots for both congestion and parking problems. A wide range of very creative suggestions were made for how the Council and businesses could ease some of the demand, ranging from hi-tech Uber-style minibuses to financial incentives to park in the less popular car parks.</p>	<p>holder of the station due to be awarded in late 2017.</p> <p><b>Cycle paths, pedestrian crossings/routes and bus links</b></p> <p>The masterplan will identify key proposals on how to improve cycle paths and pedestrian routes, including crossings and tow paths, in addition to sustainable transport, including bus links. The detailed design of these interventions will be developed at the next stage of the development process through individual planning applications in consultation with DBC and HCC.</p> <p>We have noted the request for improved wayfinding signage. DBC has already commenced some work on improving wayfinding signage and new monoliths with maps of the area and key points of interest will be installed shortly by the railway station. New wayfinding monoliths and fingerposts indicating walking routes to the station and other key destinations have recently been installed in the Hemel Hempstead town centre and Heath Park. This work will be expanded to further improve signage within the Two Waters area. The masterplan will encourage future planning applications to provide signage to improve cycle and pedestrian movement.</p> <p><b>Towpaths</b></p> <p>The aspiration to improve the canal towpaths will be included within the masterplan. DBC is in discussion with HCC regarding improvements. Developers will be expected to contribute towards enabling these wider improvements.</p> <p><b>Route information</b></p> <p>This feedback will be passed on to HCC who coordinate sustainable transport across the County. There are several online tools that provide information about bus routes and cycle routes.</p>
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<p><b>Review of parking demand</b> Eight groups felt that a review of parking demand and controlled parking zones was needed. Some felt that there were peak hours which were the times problems occurred; others felt it was constant, particularly on London Road and near the station.</p> <p><b>Park and Ride</b> Eight groups were very engaged with the possibilities of both Park and Ride Schemes and dedicated shuttle bus services.</p> <p><b>Use of existing car parks</b> Six groups noted that some existing car parks are not well used. They proposed that measures could be implemented to make parking in these more attractive to relieve the pressure on the other parking areas.</p> <p>Of the eight groups who suggested a Park and Ride Scheme, one group suggested that less used car parks outside the Two Waters area could be used in this way.</p>	<p><b><i>Other parking areas</i></b> The masterplan will make recommendations for areas directly affected by the Two Waters masterplan. However these are part of a wider town centre issue The council is in the process of consulting residents local to London Road between Station Road and the Eastern access to the National Grid site on proposals to introduce waiting restrictions in the area. Car parks are reviewed biannually by Cabinet.</p>
<p><b>Theme 4: Green spaces and countryside</b></p> <p><b>Question 4.1: What do you think are the key green spaces in the area that need to be protected?</b></p> <p><b>Protection of open spaces</b> The majority of the groups felt that all the existing green spaces</p>	<p><b>Protection of Open Spaces</b> Open spaces are protected by planning policy. Views from the open</p>

should be preserved and protected just as they are. The moors were seen as a particularly important influence on the development of the area by the first group to work on this table. Subsequent groups endorsed this.

#### **Views and vistas**

Seven of the groups talked about the importance of the views and vistas across the moors. It was clear that they have great value to local people.

#### **Balanced access to the moors and Durrants Lakes**

There was a real sense from all the groups that the joy of much of the moors was the rugged and natural beauty, and the opportunity to enjoy nature. As a result, whilst all groups wanted to improve access, they also wanted to balance this with protecting the moors, Durrants Lakes and the remaining wildlife from any further encroachment into the moors or other green spaces. This was summed up by one group as the need to retain the rural feeling of the area.

#### **Question 4.2: How can we promote the use of green spaces and wider countryside as part of the improvements in Two Waters?**

##### **Durrants Lakes**

Eight groups expressed a desire to see Durrants Lakes opened up more, with better access and promotion of the area. One group was particularly concerned that local residents just don't know about the opportunities to enjoy the Durrants Lakes.

space identified by stakeholders as sensitive will be indicated in the masterplan document. Guidance will be included within the masterplan on how developers should integrate these through sensitive, high quality design.

Opening up and enhancing a network of natural assets is a key objective of the masterplan. Through the masterplan, new development will be required to encourage the use of Two Waters' green open space and water ways by improving the quality of and access to the moors and water bodies whilst respecting their ecological and agricultural roles and responding to issues of flood risk.

##### **Durrants Lakes**

The masterplan will indicate the aspiration for sensitively improved access to the lakes and other open spaces..

<p><b>Children’s play area</b> Two groups suggested that there should be some small expansion of the children’s play areas, possibly on Blackbirds Moor, to attract more families.</p> <p><b>Marketing the moors and Durrants Lakes</b> One group wanted to see better marketing and improved local knowledge of both Durrants Lakes and the moors. Another wanted to see the green areas advertised to school children. A third group wanted the Council to work with local groups and schools. One idea they discussed was to create more formal educational facilities in these green spaces.</p> <p><b>Tow Path</b> All ten groups discussed the access routes to the open spaces. There is a clear agreement (9 groups recording it) that the tow paths along the canal need resurfacing, better signage and access points, particularly for buggies and wheelchairs.</p> <p>One group suggested that there could be some low-level lighting along the tow path.</p> <p><b>Improved access by car</b> One group touched on the difficulty of accessing some of the green spaces by car – particularly the lack of parking – and suggested this could be possibly be improved to increase the number of people using the spaces.</p>	
<p><b>Theme 5: Building design and integration</b></p>	

Photographs and drawings of a range of different kinds of development were given to the groups working on this table

**Question 5.1: We have here some examples of taller/high density development. Which examples do you prefer and why?**

**Design is a key factor**

All the groups repeatedly raised the need for new developments to be sympathetic to the other existing buildings and structures in any given area.

**Reference to Apsley Lock**

Apsley Lock was given by seven groups as a good example of this sympathetic design in action. Seven of the groups discussed the importance of the designs being in character with the area.

**Rural character**

Two groups talked about the need to remember the rural setting of Two Waters, and said the developments should evoke the feelings of a village”, “lost amongst the trees” and “around the cricket field”. One group highlighted the need to maintain views of the nearby open spaces.

**Preferred building material and styles**

Other groups talked about materials for buildings, with brick and wood structures being mentioned repeatedly. A few people suggested that some more modern glass structures might be

As a result of this consultation, the maximum height and density that the sites can support, as assessed by the landscaping studies, will be reduced and strong design principles included within the masterplan to ensure that development meets local views as much as possible.

The height’s guidance included in the masterplan will be informed by:

- the public and stakeholder consultations,
- a townscape study of the Two Waters area including an analysis of existing building heights and views,
- viability testing for the development sites and the housing need within the Borough, and
- Transport assessments

The masterplan will provide specific guidance on the range of acceptable heights in the whole of the site area taking in to account the above factors including feedback from the consultations. In addition, a range of plot ratios will be listed for each development site. The plot ratio alongside the heights guidance will help to limit the amount of development each site could accommodate whilst allowing some flexibility. For sites where people have shared their concerns for sensitive views, further guidance on the type and arrangements of

appropriate for some buildings, but there were mixed views on this. The repeated feeling was that designs had to complement the surroundings and “blend” with the other buildings.

There was no consensus on the style of building that was preferred from the example pictures that the groups looked at. The only commonality in responses was that two groups noted that they preferred the pitched roof style rather than flat ones.

#### **Taking flood risks into account**

One group identified any underground building on Site 1 as impractical because of the flood risk.

#### **Question 5.2: How can tall buildings be integrated into the landscape to provide high quality development?**

##### **Maximum heights**

Discussions in all the groups showed concern at the idea of high rise buildings, particularly isolated tower blocks although there was a range of views as to how high developments should be. A clear majority of the groups favoured buildings of between 2 and 4 storeys across a majority of the sites.

**For Site 1**, there was a clear view that high rise designs were not welcome – one group said heights up to 6 storeys, six groups said heights up to 4 storeys and one group said only as high as 3 storeys.

**For Site 2**, suggestions for the maximum were generally slightly

buildings within the site will be also provided.

It should also be noted, that for any development to come forward on Site 1 there will be additional costs to deliver the expected station requirements and much improved multi-modal transport interchange facilities, which will help manage congestion in the immediate and wider area. More costs may mean slightly more development to help address these issues.

There is a very high housing need within Dacorum – indicated by a current assessed ‘objectively assessed need’ (OAN) figure of 756 homes per annum (17,388 over the 2013-2036 period). Two Waters is an important strategic location and has the potential to accommodate new development that promotes a sustainable mix of land uses. There is increased pressure from national government to deliver increased numbers of housing and a specific push for increased density around transport hubs. A clear steer for increased housing has been reiterated in the housing White Paper recently published.

Therefore, whilst through this process building heights will be designed in order to respond to local views as much as possible, a balanced view, incorporating all of the factors above including public views will inform the final document.

##### **Character**

A key objective of the masterplan is achieving high quality development and many of the masterplan principles will be focused on that. The document will include diagrams and best practice examples that illustrate how high quality design can be achieved.

taller. One group was comfortable with buildings up to 10 storeys, two groups were happy up to 6 storeys, stepping down lower as the buildings approached the road. Four groups were comfortable with 4 storey builds and one group simply said they felt that buildings here needed to be low-rise.

**For Site 3**, the five groups that expressed opinions suggested maximum heights of 4 storeys (three groups), 5 storeys (one group) and 6 storeys (one group).

**On Site 4**, the suggested maximum heights were notably taller. One group was happy to see a building of 17 storeys, one up to 12 storeys, one up to 9 storeys, two groups suggested 8 storeys and two suggested 4 storeys be the maximum. Four of the groups said that they felt that within Site 4 the tallest buildings should be at the northern end of the Site, closer to the Plough roundabout, and as the Site moved south, the building height should drop.

A Consolidated Summary of suggested site uses and building heights at the end of this section.

**Good design matters most**

However, it was clear that most participants felt that really good architectural style and designs were more important than any maximum number of storeys.

While some people were implacably opposed to tall buildings, three groups suggested that tall buildings could be most easily integrated to the area at the north of the Two Waters site, near

**Materials**

The masterplan document can include principles that encourage use of materials that are relevant to the context, including wood and brick.

**Architectural Style**

The masterplan encompasses a very large area with varying levels of sensitivity. It is likely that the new development will include a range of architectural styles. The masterplan will indicate character areas and what style may be relevant to these depending on their context.

<p>the Plough Roundabout.</p> <p>One group proposed that 17 storeys should be the maximum in this development. The same group favoured the use of terraces to integrate buildings into sloping areas and a mix of heights elsewhere.</p> <p>The overwhelming and repeated message was that the residents wanted developments that were designed to complement the surrounding buildings. They wanted imaginative designs with the right character to create a village or community feel for the Two Waters development as a whole.</p>	
<p><b>Theme 5: Building design and integration</b></p> <p>Photographs and drawings of a range of different kinds of development were given to the groups working on this table</p> <p><b>Question 5.1: We have here some examples of taller/high density development. Which examples do you prefer and why?</b></p> <p><b>Design is a key factor</b> All the groups repeatedly raised the need for new developments to be sympathetic to the other existing buildings and structures in any given area.</p> <p><b>Reference to Apsley Lock</b> Apsley Lock was given by seven groups as a good example of this sympathetic design in action. Seven of the groups discussed</p>	<p>As a result of this consultation, the maximum height and density that the sites can support as assessed by the landscaping studies will be reduced and strong design principles included within the masterplan to ensure that development meets local views as much as possible.</p>

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**Table 3.2: Consolidated summary of the suggested building heights**

<b>Group</b>	<b>Site 1</b>	<b>Site 2</b>	<b>Site 3</b>	<b>Site 4</b>
<b>Pink AM</b>	3-4 storeys max	6 ( <i>storeys</i> ) stepping down to the roadside	<i>No comment on heights</i>	<i>No comment on heights</i>
<b>Blue AM</b>	<i>No comment on heights</i>	<i>No comment on heights</i>	<i>No comment on heights</i>	<i>No comment on heights</i>
<b>Aqua AM</b>	6 storeys max, lower near the station	Residential 8-10 storeys max, single landmark building	<i>No comment on heights</i>	10-12 storeys at the Plough
<b>Orange AM</b>	Residential 3-4 (storeys)	Residential 3-4 storeys	3-4 storeys	School at south; retail with 2-8 storeys
<b>Green AM</b>	<3-4 storeys	<3-4 storeys	<3-4 storeys	<3-4 storeys
<b>Pink PM</b>	Mixed use 4 storeys	Residential 6 storeys	Open space, no development <i>No comment on heights</i>	Residential 4 storeys
<b>Blue PM</b>	3 storeys	<i>No comment on heights</i>	4-5 storeys	Residential, 9 storeys – lower at southern end
<b>Aqua PM</b>	Offices 6 storeys	<i>No comment on heights</i>	<i>No comment on heights</i>	Residential, tall at Plough, 17 storeys
<b>Orange PM</b>	Mixed residential 3-4 storeys	Mixed residential 3-4 storeys	3-4 storeys	Tall at Plough 8 storeys down to 2 at southern end
<b>Green PM</b>	Mixed residential flats 2-4 storeys	Residential family homes, "low buildings"	Up to 6 storeys	<i>No comment on heights</i>

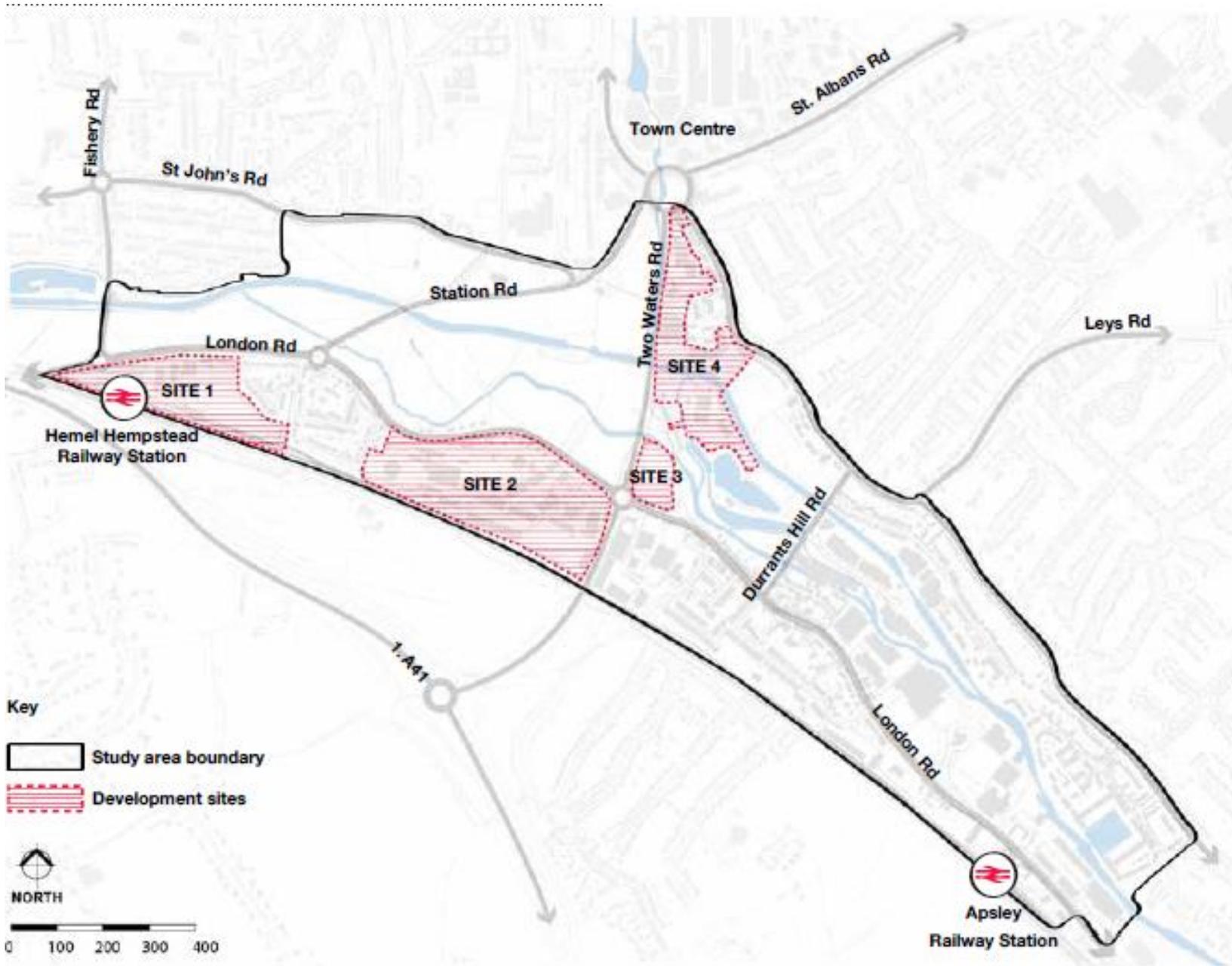


Figure 3.1: Site boundary and key development sites 1 - 4

### 3.2 Conclusions recorded on the Flip Charts

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The notes below are taken directly from the Flip Chart sheets of conclusions that the groups recorded in the consultation workshops. If you would prefer to read the original handwritten sheets, they can be found in Appendix B. Every effort has been made to make these notes an exact copy of the Flip Chart sheets.

#### **Table 1 – Theme: Creating a ‘sense of place’ for the Two Waters Neighbourhood - Morning consultation**

##### Pink Group

- More family focused housing (blue and orange groups agreed)
- Avoid setting up a dormitory situation (blue and orange groups agreed)
- High Rise not in character (blue and orange groups agreed)
- Site 4 focus for retail/office (blue group agreed)

##### Aqua Group

- School on southern part of site 4
- Local facilities (retail/café) not large
- Short term parking site 3
- With the Masterplan do not forget London Road/Apsley High Street
- Linking land uses with better pedestrian and cycle links

##### Green Group

- Concerns that discussions at consultation will be taken over by planning application ie Masterplan too late!
- Infrastructure needs to come in parallel

##### Blue Group

- Site 2 residential
- Site 1 commuter housing



- Any commercial development should be office not industrial

#### Orange Group

- Site 1 + 2 focus on family housing
- School southern side of site 4
- Site 4 north office + residential mix (more residential)
- GP Site 2
- Keep focus of retail in Town Centre

#### **Other notes from maps that were not recorded as conclusions above:**

- Site 1 – Keep shop for local needs
- Site 1 – Eastern edge of site - Café and toilet
- Site 2 – can be high density but low level, possibly also a small shop? (More than one group put a limited amount of small shops here)
- Boxmoor to become “village green”
- Keep most business use at Maylands
- Concerns about a new school attracting traffic
- Site 1 –GP, Chemist and walk in centre
- Eastern tip of site 4 could have a medical use as it has good links to Watford (A41 and train)
- Western edge of Site 4 mixed use
- Site 2 could have new school amongst residential family housing
- Site 1 mostly residential for commuters with small convenience store for locals and commuters
- Southern Site 4 Hemel food garden = community focus, also Corner Hall
- Retain local child friendly pub on Site 1
- Site 1 should mirror Boxmoor residential area
- Some groups suggest a new school at south of Site 4, but others are concerned about traffic congestion in that Site
- The look and quality of Site 1 should be considered as it is an entrance to the town
- Boxmoor is critical to the area as a big destination
- Concern that retail may not be viable (Kodak)

## **Table 1 – Theme: Creating a ‘sense of place’ for the Two Waters Neighbourhood - Afternoon consultation**

### Blue Group

- Central, accessible school on site 2
- Small scale retail in zone 1
- Access to GP rather than new provision
- Logic to residential in area 4
- Site 3 – not residential, possible retail?

### Pink Group

- Site 1 – Gateway mixed use with rail/residential/parking
- Site 2 – Good residential – mix size/tenure – family homes
- Site 3 – Expansion and integration as open space
- Site 4 – Residential with school integrated
- Sites 1 and 4 – look at drop off areas
- Good example – ex John Dickinson/Cavendish site

### Aqua Group

- Site 1 – Office and transport hub including bikes/ E vehicles MSCP
- Site 2 – Residential – don’t lose jobs
- Site 3 – Multi-functional commercial build ie Art Gallery in landscape setting (social enterprise?)
- Site 4 – Residential/Café society
- School – get creative and think outside area – walking school?

### Orange Group

- Mixed residential zone 1 & 2
- Keep community structure
  - Schools and other uses etc.

- Self-contained and sustaining
- Better use of GP Surgery
- Improvement to Sunnyside – Green asset/food production
- Mix office and residential zone 4 – near town centre
- Focus on connections between land uses

#### Green Group

- Importance of land value on zone 3 to wider Boxmoor Trust objectives
- Site 1 – Mixed use residential (flat) and small limited shops/café
- Site 2 – Residential (family mix) with obvious school
- Site 4 – Taller building at roundabout going down towards Site 3 residential and second primary to serve
- Possible primary education adjacent 4
- Importance of affordable homes

#### **Other notes from maps that were not recorded as conclusions above:**

- Make space for landscaping in all Sites and land uses
- Telephone exchange by the Plough Roundabout needs to go!
- School should be located away from congested areas, possibly outside of the 4 sites. Think more creatively about the school location and design.
- Station forecourt should be more attractive to bus, bikes and pedestrians

#### **Other notes from discussions that were not recorded as conclusions above:**

- Schools Key Stage 1 – 2
- Tall buildings around Plough roundabout – max 3-4 storeys around London Road
- Mixed development housing NOT flats
- Better use of land for infrastructure – schools, Doctors etc.

## Table 2 – Theme: Transport, Access and Movement - Morning consultation

### Pink Group

- Shuttle bus (hop on hop off) from station to Maylands (Blue group agreed)
- Increased number of cycle paths and clearer marking
- Pedestrian crossings onto the moor

### Aqua Group

- Enhanced pedestrian and cycling links
- Durrants Hill double width bridge
- Direct bus link between Hemel and Apsley stations
- Extended parking at station

### Blue Group

- Affordable station parking and more of it
- Improved links to station (pedestrian, cycle and bus)
- Control pedestrian crossing to favour pedestrians
- Improve links to and from moor (gates)

### Orange Group

- Affordable parking at station and more spaces
- More information on bus routes and timetables
- General improvement in cycle links

### Green Group

- London Road congestion issues
- Train capacity – more carriages



**Other notes from discussions that were not recorded as conclusions above:**

- Improve access across the A4251 at the station – pedestrian crossings favour cars. People cross not on crossing
- Station parking on surrounding roads causes congestion and accidents – too expensive
- Cycle paths – to station – improve tow path
- Restrict parking – 1 hour per day (by station)
- Clearer road marking on cycle track/footpath from station to St John's Road
- Intelligent road information – traffic lights better (by station)
- Check REAL congestion of possible new development ie Beacon
- Aldi traffic movements cause issues at the Two Waters junction
- Transport report by developers are biased – not at busy times
- Phasing of lights at Two Waters junction OK
- Better cycle/pedestrian access across Two Waters junction
- Access to Apsley retail from Belswains Lane – ease congestion on London Road
- Weekends on London Road are awful – make sure this doesn't get worse with future developments
- Do traffic surveys at realistic times
- Do not change kissing gates onto moor
- Improve access for buggies onto moor
- 500 more places at car park at station is positive, but means 500 more cars per day on London Road
- Development without transport infrastructure is no real choice. More housing means more cars and gridlock
- Decisions re: number of homes eg Site 2 already agreed??? Where is consultation?
- If there is no room for more traffic don't develop!

**Table 2 – Theme: Transport, Access and Movement - Afternoon consultation**

Pink Group

- Widen Durrants Hill Road
- Improved signage and information

- New build sustainable transport without penalising existing builds
- Introduce Park and Ride system
- Railway station integration with public transport network
- Improved bus service

#### Green Group

- Reduced speed limits on side roads
- Widen Durrants Hill bridge
- Pedestrian path improvements (moor and canal)
- Locate a primary school to minimise school run congestion

#### Blue Group

- Improved bus services
  - station/TC/Maylands
  - late night service
- Signage improvements
- Station to TC pedestrian routes need improving
- London Road issues – traffic speed and parking on pavements
- Increase capacity of station (HH) car park

#### Aqua Group

- 'Boris bikes' – station/TC/Maylands
- Review bus routes/usage
- Canal towpath upgrades
- Walking buses for schools

#### Orange Group

- Access improvements along canal for cyclists and pedestrians
- Station car park capacity to be increased



- Widen Durrants Hill
- Reliable bus service to station/TC/Maylands

**Other notes from discussions that were not recorded as conclusions above:**

- Cycle lanes need to be better advertised
  - Roughdown Road parking entry
  - Encourage use of buses
  - Widening Durrants Hill Road canal bridge to remove traffic lights
  - Clear signs to cycle track and footpath from station – signs to say how many mins to town centre
  - Decreasing speed in London Road
  - Good, clearly marked pedestrian access to new school and cycle access
  - Shuttle service from station to town centre – frequent and reliable – connected to Maylands
  - New station car park
  - Electric car club schemes
  - New build aggressive reduction car reliance without penalising existing unavoidable traffic -more public transport
  - Canal towpath upgrades to create commuter belt
  - Parking restrictions to improve traffic flow
  - New A41 spur – Kings Langley to Chipperfield
  - Electric and ordinary bike scheme linking car parks, station, TC and Maylands
  - Customer parking for Apsley shops
  - Improve Two Waters junction
  - Make the roundabout between Sites 2 & 3 into another “Magic” roundabout like the Plough
  - Combine Hemel and Apsley stations into one large retail and station on Two Waters Way
  - Shared cycleway on footpaths
  - Signage for Durrants Hill Car Park – make it free for first hour
  - Broaden parking permit scheme to stop on-road “free parking”
  - Commuter parking available at Rugby Club
-

### Table 3 – Theme: Parking - Morning consultation

#### Orange Group

- Station car park capacity/layout/safety
- Controlled parking – Review have staggered times not all day
- Development – be realistic about spaces per unit
- Sustainable Transport: consider options
  - Buses cycle etc.
  - Shared/communal parking areas
  - Realistic about current use and need for cars and parking provision but consider future transport options to reduce car use
  - Park and ride

#### Pink Group

- Train Station
  - Capacity/layout/safety
  - Negotiate with Management – franchise renewal
  - Multi storey
- Sustainable Transport
  - Car club – Developer requirement and private operator
  - Cycle parking and routes: accessible good signage better routes/safe 'Boris Bike' schemes at key locations Developer requirement High quality
- Controlled Parking
  - Consider review or existing staggered control times to alleviate overspill
  - Remove all day restrictions

#### Green Group

- Station Car Park
  - Lack of capacity



- Management issue
- Safety and security/lighting
- Multi Storey?
- Enforcement issues
- Commuter overspill
- Costs
- Realistic research re travel needs and parking behaviour
- LA3
  - Capacity/TRANSPDA links
  - Commuting via Two Waters
  - Shuttle Bus facilities
- Public Transport Network
  - Communication of services
  - Availability of services
  - ML1 Service

#### Blue Group

- Sustainable and reliable transport
  - Shuttle buses
  - Regular and cost effective bus travel
  - Businesses to provide/pay for transport
  - Park and ride – proximity
  - Identify land for off road parking – temporary or long term
- Controlled parking
  - Needs resident buy-in early stage
  - Review types of control
  - Is it a peak time issue?
- New development
  - Parking spaces need to be realistic – there will be cars!

#### Aqua Group

- Station
  - Remember Apsley and Hemel
  - Consider similar capacity/layout/safety issues
- Controlled parking
  - Review existing staggered times
  - Ensure enforcement of illegal parking
- Sustainable transport
  - Encourage public TransPDA at new business/retail developments
  - Encourage cycles
  - 'Boris Bikes' at key sites
  - Improve links/ safe routes
  - Communicate bus travel sources
- Encourage use of underused car parks
- Realistic about parking at new developments

#### Other notes from discussions that were not recorded as conclusions above:

- Parking on both sides of London Road from Station Rd Roundabout towards Aldi causes blocks.
- Direct bus link needed from Hemel station past Site 2 towards Apsley
- Improve environment for bikes between stations and in to town
- Durrants Hill car park under utilised
- Increase parking provision at Apsley Station

#### Table 3 – Theme: Parking - Afternoon consultation

#### Blue Group

- Station car park
  - better capacity
  - maintenance and management of existing spaces

- encourage use of 20 min pick up points
- Sustainable transport routes to station
  - Improvements to cycle routes
  - Pedestrian surfaces
  - Canal towpath surfacing
- Better communication of existing services
- Change of behaviour – communicate that Two Waters is a sustainable transport hub with good rail links
- Better parking and network access to all retail units (existing and future)
- Underused existing car parks

#### Green Group

- Station car parks
  - improve capacity
  - multi storey
  - improve management and fees
- Consider enforcement and review of controlled parking
- Behaviour/Cultural Shift
- Developers to consider thin parking to encourage sustainable transport = choice 1 car per 2 bed unit
- Support reasonable development near transport hubs
- Developers to offer sustainable travel incentives
- Transport links
  - needs to be fast/reliable and dedicated route/carriageway
  - better communication of existing bus links
- Manage parking expectations for future generations
- Better use of existing car parks

#### Orange Group

- Train station



- Apsley and Hemel
- Needs to be affordable
- Better capacity
- Sustainable transport
  - Consider better cycle routes – road and canal paths
  - Park and Ride/Shuttle Bus (possibly to/from existing car parks, EG Durrants)
  - Bus travel – early and late services (better communication of services)
- Consider better use of existing car parks
- Better enforcement of illegal parking and consider review of controlled parking
- Review existing travel network and look for improvements ie Lights at Durrants and roundabout

#### Aqua Group

- Behaviour change
  - Car free flat system at planning stage but need to ensure alternative transport in place
  - Cleaner/accessible/Wi-Fi enabled buses to encourage better use
- Enforcement and controlled parking
  - Consider offsite parking at Camelot
  - Better use of existing car parks – Durrants
  - Better wayfinding for car parks/cycle/pedestrian routes
  - Park and Ride schemes
  - Offer commuter parking permits in existing car parks
- Sustainable transport
  - Consider shuttle “Uber” bus using new/current digital technology
  - Communicate existing bus/transport services

#### Pink Group

- Sustainable transport
  - Identify travel needs, especially those with little/no travel network and see how to resolve this with operators
- Behaviour/Culture change
  - Make car unattractive – but need to ensure provision of bus/cycle/pedestrian links

- Better communication of existing travel services
- Provide reliable/affordable alternative travel
- Consider better enforcement of illegal parking and controlled parking review
- Better access/movement around Durrants Hill
- Better use under-used car parks eg Durrants car park

**Other notes from discussions that were not recorded as conclusions above:**

- Problems with parking congestion along London Road, particularly between the edges of Sites 1 and 2. Problems with speed of travel and pedestrians crossing on the same stretch of road.

**Table 4 – Theme: Green spaces and countryside - Morning consultation**

Green Group

- Keep the moors as main influence/style guide for future development
- No development taller than 3-4 storeys high
- Improve access to Roughdown/Felden from London Road
- Maintain vistas to and from the moors
- Market and improve knowledge of Durrants Lakes
- No encroachment into the moors or green/open spaces
- Take full consideration of environmental issues/wildlife/pollution for any development/infrastructure projects

Aqua Group

- Open Durrants Lakes (currently hidden)
- Improve access to Lakes
- Site 3 possible Visitor Centre/Café/Car Park
- Improve tow-paths – access to and from
- Dedicated cycle path HH Station to Apsley – Boris style scheme alongside canal or other side railway line

- Make green space more accessible to Hemel town
- Improve town centre access to moor/station/Durrants
- Information boards/maps for public info and direction

#### Orange Group

- Maintain improve vistas from and onto the moors and Felden/Roughdown and Boxmoor
- Preserve open space feeling
- Maintain village/rural “feeling” with development
- Replace “ugly” buildings with development more in keeping with the area
- Improve tow paths
- Retain current access to canal/river/moor
- More/improve access to Felden Woods from through station area

#### Blue Group

- Improve education/information for Durrants Lake/Moors/Canal etc
- Improve signage/info at key points ie Station, Two Waters Road
- Improve quality of all existing footpaths
- Open up Sunnyhill Trust (visual and advertising – awareness)
- Work with local groups/schools etc to improve awareness/uses of the various green spaces
- Improve Corner Hall/open up area and the historic buildings



#### Pink Group

- Keep open space
- Open/improve access to and from moors/Durrants/canal tow paths to residential and employment areas
- Provide educational facilities to use moors/Durrants/Sunnyside
- Access over/under Two Waters Road
- Access to moor opposite Site 3 to make the area more accessible and usable by public and rugged/natural children’s play

**Other notes from discussions that were not recorded as conclusions above:**

*(No other notes were recorded by this table during the morning session, everything is listed above)*

**Table 4 – Theme: Green spaces and countryside - Afternoon consultation**

Pink Group

- Keep Site 3 green
- Durrants Lakes is unknown – open the area up to the public and promote/advertise it
- Resurface all tow paths – Durrants Hill to Fishery Inn
- Protect all moorland to maintain its character (grazing and manicured areas)
- Plant trees along London Road/Two Waters Road
- Provide access to green/open spaces from any new developments
- Provide signage and information to Roughdown/Felden/The Moors/Durrants/Apsley/over railway and improve the access points
- Provide parking for visitors to green spaces

Aqua Group

- Better use and promotion of Durrants Lakes
- Tow path and access improvements along whole length of canal
- Improve/increase access to all open space
- Consideration and protection for wildlife
- Views across moors to London Road (possible tree screening)

Orange Group

- Sunnyside site make more visible and promote to public
- Protect views towards moors from London Road
- Improve all tow paths and provide lighting
- Promote and improve access to Durrants Lakes
- Blackbirds moor – improve children’s play area to accommodate older children (ie 9+)

- Protect all moor and surrounding area
- Picnic areas across the moor
- Improve/provide information boards/signage/maps to the open areas
- Information boards informing re particular/special wildlife in the area

#### Green Group

- Improve tow paths and access to/from them
- Open Durrants Lakes to the moors
- Protect all moors/grazing area
- Improve footpaths/access over railway line to open space between railway and A41
- Focus children's play to Blackbird moor
- Seating along the canal

#### Blue Group

- Tow path surface improvements and improve all access points for buggies, wheelchairs etc
- Keep all green spaces
- Nature trails – signposted/noticeboards
- Improve Station Road bridge access down to moors and tow path
- Information at HH railway station to town and across moors
- Tree planting along both sides of London Road and Two Waters Road
- Lighting at tow path access points and possible low level lighting along tow path, or reflective type line

#### **Other notes from discussions that were not recorded as conclusions above:**

- Improved canal tow path links – potential commuter route
-

## Table 5 – Theme: Building design and integration - Morning consultation

### Pink Group

- In general a more “village feel”. Buildings that blend in. EG Milton Keynes.
- Apsley Lock example of good design.
- Need to protect and make use of views.
- Site 4 – 4 storey – considerate to moor and residential area to north east
- Site 2 – 6 storeys – stepping down to road
- Site 1 – 4 storeys – in keeping with area (picture 6)
- Site 3 – Recreational/green area
- Site 2 & 3 should mirror each other

### Aqua Group

- Plough roundabout to Grand Union Canal most appropriate for tall buildings and high density. Parking can be reduced due to proximity to Town Centre.
- Site 1 – no taller than 6 storeys – flooding – Station – lower than 5/4
- No taller than 10 storeys on Two Waters/London Road. Family oriented. Not for commuters.
- Site 2 – sloping down max 8-10 storey buildings
- Site 2 – single landmark building with lower brick built building going into site
- Building number 15 preferred

### Blue Group

- General building design style Brick – but mixed opinion some felt more modern like glass appropriate for near roundabout. Apsley Lock good example of style
- Site 4 – 9 near roundabout stepping down to Lawn Lane and canal (below 9). Lower towards the south.
- Site 3 – Mixed opinion, perhaps higher near road, possibly 4-5 storeys.



- Site 2 – Taller buildings along railway line. Higher than Site 1.
- Site 1 – Lower than Site 2 – 4 storeys.

#### Green Group

- London Road overlooking site 2,3,4 storeys – results of a survey
- Sympathetic to village style EG Apsley Lock
- Wood and brick buildings
- Site 3 – mixed views. Some thought up to 6 stepping down to the canal, some thought lower.
- Site 2 – think should be low because enough tall buildings around roundabout.
- Mixed use – less blocks, more articulation, more glass, green, sociable space, space between buildings

#### Orange Group

- Site 1: 3-4 storeys. Views. Step up away from road and town. Views from Felden and Canal improves. Village/rural feel. Emulate style by Steam Coach.
- Site 2: 3-4 storeys. Similar principles to Site 1. Similar to recent Apsley Lock developments.
- Site 3: Similar height to 1 but houses facing canal.
- Site 4: Suggested 2 areas – B&Q South: 3-4 storeys, North: Taller, stepped back from road 2 storeys going up to 8 (at roundabout) and reducing as we go south.

#### **Other notes from discussions that were not recorded as conclusions above:**

- No tall buildings at Hemel Station – lower than 5 storeys
- Site 2 – no taller than 10 storeys on Two Waters/London Rd
- Site 1 – no taller than 6 storeys
- Building Design 15 is preferred
- Plan 15 encourages community
- Site 1 – max 4 storeys (underground car parking into flood plain)

## Table 5 – Theme: Building design and integration - Afternoon consultation

### Pink Group

- Design styles 15 and 21 preferred
- Mixed building heights appropriate to context
- Good design
- Like 11, 9, 2 (5 maybe)
- Higher buildings at Plough roundabout
- Station site – design like 2 and 4 – redesign to be more ‘open’
- Site 4 – 17,18 and 20 design

### Aqua Group

- Good quality
- Mix of heights
- Higher near Plough roundabout
- Terrace down Two Waters (A41 to traffic lights)
- Top end – 17 storeys
- Art Centre
- Site 3 – ecology/wildlife corridor to moor/lakes
- Site 1 – office opportunity (taller element?)
- Boulevarding – trees along London Road

### Orange Group

- Mix of uses
- Mix of housing – range – bungalows, flats and 2-5 bed houses
- Mixed community
- Apsley Lock, Fourdrinier Way – good development, design/character and mix
- Gardens and space – important
  - 1 bed houses are not being built



- Enhance “community feel” in keeping with existing
- Infrastructure essential – schools, road

#### Green Group

- Infrastructure – schools, hospital GP
- Apsley and Berkhamsted design examples
- Height at Plough roundabout
- Protect moor – consider impacts upon this from development
- Character – roof profile – pitched
- Site 3 and west of Site 2 – statement architecture/buildings

#### Blue Group

- Design to be good – bricks, roof pitched
- London Road frontages – existing property relationship
- Mixed views around Symbio
- Sustainable design – PV, green roof, water usage
- Apsley Lock and Berkhamsted by canal = good design
- Site 1 – 3 storeys, no higher
- Site 4 – Plough Roundabout – higher – relationship to existing taller buildings
- Limited capacity for taller buildings
- Trees – soften edges of development

#### **Other notes from discussions that were not recorded as conclusions above:**

- Likes design 4 but also pitched roofs
- Need to develop mixed flats and houses at the north of Site 4 and inside Site 3
- Apsley Lock and the area of London Road just east of Durrants Hill Road are very good for younger families.
- New flats near Apsley station in “Warehouse” style, in keeping with area
- Important to keep/build community structure, otherwise development delays

- Housing along London Road (the stretch from Site 1 to 2 inclusive) needs traditional housing, 3-4 storeys max with local character
- One or two statement blocks could be situated at Plough Roundabout

### 3.3 Prioritisation exercise

#### 3.3.1 A reminder of the methodology of the prioritisation exercise

We wanted to give the participants the chance to express which of the many ideas, comments and conclusions produced by the groups were the most important to them personally.

To express this choice, each person was given three sticky stars. We asked them to stick a star next to their top three conclusions on the flip charts that had been produced throughout the workshop. They could put one star next to three different items, or stick all three stars on one option if they felt it mattered above all else.

#### 3.3.2 Implementation of the exercise

Whilst many residents said that they found this to be a very valuable exercise, a few were unhappy with this element of the event. Some said that they felt three stars were not enough as they wanted to be able to express a larger number of priorities. One person said that they feared that by choosing priorities it would undermine the importance of all the other comments and ideas.

#### 3.3.3 The results of the exercise

Suggestions calling for the same idea or action have been combined to reflect the feeling of both consultations. For clarity, where items have been combined, the exact text as written by the participants is still listed in full. The separate lists of the morning and afternoon priorities are available in Appendix C.

**Table 3.3 The consolidated results chart from the Prioritisation Exercise**

Priority	Number of stars
Sustainable transport: Consider options, buses cycle etc; shared communal/parking areas; Realistic about current use and need for cars and parking provision but consider future transport options to reduce car use; Park and Ride/	11

Behaviour/Culture change Make car unattractive – but need to ensure provision of bus/cycle/pedestrian links; Change of behaviour – communicate that Two Waters is a sustainable transport hub with good rail links; Sustainable transport: Encourage public TransPDA at new business/retail developments; Encourage cycles; ‘Boris Bikes’ at key sites; Improve links/ safe routes; Communicate bus travel sources	
Site 1 – 3-4 storeys. Views. Step up away from road and town. Views from Felden and Canal improves. Village/rural feel. Emulate style by Steam Coach; Site 1 – 3 storeys, no higher	8
Tow path and access improvements along whole length of canal; Tow path surface improvements and improve all access points for buggies, wheelchairs etc; Improve tow paths and access to/from them	8
Concerns that discussions at consultation will be taken over by planning application ie Masterplan too late!	7
Maintain improve vistas from and onto the moors and Felden/Roughdown and Boxmoor	7
No development taller than 3-4 storeys high	7
Affordable parking at station and more spaces; Affordable station parking and more of it; Station Multi Storey car park?; Station Car Park management issue	6
Improved bus services – station/TC/Maylands; Review bus routes/usage; Regular and cost effective bus travel	6
More family focused housing; Site 1 + 2 focus on family housing; Site 2 – Residential (family mix) with obvious school	6
New development parking spaces need to be realistic – there will be cars!; Development – be realistic about spaces per unit	6
Improved links to station (pedestrian, cycle and bus)/Sustainable transport routes to station/Direct bus link between Hemel and Apsley stations	5
Apsley Lock and Berkhamsted by canal = good design; Apsley Lock, Fourdrinier Way – good development, design/character and mix	4
Controlled parking - Review existing staggered times, Ensure enforcement of illegal parking; Controlled parking – Review have staggered times not all day; Consider better enforcement of illegal parking and controlled parking review	4
London Road congestion issues; London Road issues – traffic speed and parking on pavements	4
Mixed building heights appropriate to context	3
Site 1 – no taller than 6 storeys – flooding	3
Site 3 – Multi-functional commercial build ie Art Gallery in landscape setting (social enterprise?)	3
Site 4 – Taller building at roundabout going down towards Site 3 residential and second primary to serve	3
Sunnyside site make more visible and promote to public; Open up Sunnyhill Trust (visual and advertising – awareness)	3
Widen Durrants Hill bridge/Widen of Durrants Hill	3

Keep Site 3 green	2
Open Durrants Lakes (currently hidden)/Durrants Lakes is unknown – open the area up to the public and promote/advertise it	2
Signage improvements; Improve signage/info at key points ie Station, Two Waters Road	2
Site 1 – Gateway mixed use with rail/residential/parking	2
Behaviour change - Car free flat system at planning stage but need to ensure alternative transport in place	1
Better use of GP Surgery	1
Boulevarding – trees along London Road	1
Consideration and protection for wildlife	1
Design to be good – bricks, roof pitched	1
Height at Plough roundabout	1
High rise not in character	1
Infrastructure – schools, hospital GP	1
London Road frontages – existing property relationship	1
New build sustainable transport without penalising existing builds	1
Provide educational facilities to use moors/Durrants/Sunnyside	1
Site 1 – Office and transport hub including bikes/ E vehicles MSCP	1
Site 2: 3-4 storeys. Similar principles to Site 1. Similar to recent Apsley Lock developments.	1
Site 3 and west of Site 2 – statement architecture/buildings	1
Walking buses for schools	1

### 3.3.4 DBC Response to the Prioritisation Exercise

Due to the large amount of data collected and based on feedback from participants, DBC acknowledges that there was too much information to be looked through and analysed meaningfully by participants during the limited time. Therefore, whilst DBC will be taking in to account the prioritisation, DBC will be looking at all emerging priorities from all discussions to ensure that that all comments and ideas are taken in to account.

### 3.4 In Tray contributions

As explained earlier, we supplied workshop participants with an “In Tray” where they could add notes on any topic that did not fit into the discussions on their tables. This is the record of those notes, which have all been passed on to the appropriate Council Officer or Department.

**Table 3.4: Morning Session In Tray contributions**

Does this process have time to impact Planning Applications already in for 499/501 London Road
Beacon Developers already submitted plans – will they be passed without reference to what is decided re height
There should be evening meetings to accommodate residents who work – I took a day off work
Evening consultation sessions needed
Use of social media to reach community/get feedback
Run consultation on parking please!
Kodak Tower parking underutilised due to costs
<u>Submitted</u> plans may be good. Play Devil’s Advocate and consider what an aggressive developer could do to suit <u>themselves</u> not the <u>community</u> .
There is a feeling that the Council are on the Developers side rather than the Residents
The high rise at Aldi was unwanted but went ahead anyway – we felt that we were asked our opinion for lip service – it made no difference!
Evening consultation too please
Please thank Bin Men who collect from Puller Road who negotiate selfish parking every week
Could location of station (HH) and (Apsley) be moved?
Communication to <u>ALL</u> in this area needed
Include communication in Dacorum Digest
Need improved roads and pavements

Please can we have a face to face group meeting to discuss controlled parking in Boxmoor
The consultation was not made accessible to enough people. It excluded people that can't take time off work eg teachers, people that are self-employed, people with very young children to name but a few. In my view there has not been enough opportunity for transparency.
Please improve the way you communicate with residents about things like the consultation. Not many people had heard about it. I estimate that only around 30 residents will have been represented today. For something that will affect so many people in the area, that is not good enough.

**Table 3.5: Afternoon Session In Tray contributions**

Design detail and attention to detail create sense of place
Blackbirds parking zones
Speed up parking scheme implementation (Boxmoor)
Marlowes parking particularly outside multi storey and shops all uses

**Table 3.6: DBC responses to the In Tray contributions**

In Tray topic	DBC Comment on In Tray
Existing planning applications	Planning applications submitted prior to the completion of the masterplan will be considered in accordance with the usual planning application process. In the absence of any planning guidance, the Council cannot control planning applications coming forward and more importantly we cannot refuse them without relevant guidance for material consideration. We are working as quickly as possible to get the masterplan in place but need to ensure that the document is robust. The new masterplan will eventually give us a sound document to guide new development in the area and avoid inappropriate development.

<p>Communications and timings of the workshops</p>	<p>The workshops were scheduled during the day to ensure that a mix of public as well as key stakeholders such as Network Rail, Boxmoor Trust, Hertfordshire County Council and local Councillors were available to attend to contribute to discussions and respond to queries that arose during the day.</p> <p>A small number of people contacted us with concerns regarding the timings of the workshops and in response were given the opportunity to feed into the consultation by sending their thoughts on the same issue discussed during the workshops.</p> <p>There will be further opportunity to comment on the draft Masterplan later in the year when it goes out to consultation. More information will be available at <a href="http://www.dacorum.gov.uk/regeneration">www.dacorum.gov.uk/regeneration</a></p> <p>Following the first round of consultation held in November, which was widely advertised via the local newspaper, community noticeboards, local schools, Dacorum’s website, Dacorum Business Ambassadors, Council social media, and then shared on local social media groups, local businesses we received written responses from around 190 residents and stakeholders. Priority invitations to the January workshops were sent to each of the respondents who had indicated that they would like to have future involvement. The remaining spaces were then advertised via the Councils social media pages, local Councillors and ‘shared’ with other community pages such as Keep Boxmoor Beautiful and Hemel Hempstead Community and Conversation.</p>
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## 4. Conclusions

The overwhelming and repeated message was that the residents wanted developments that were designed to complement the surrounding buildings. They wanted imaginative designs with the right character to create a village or community feel for the Two Waters development as a whole.

It was felt important to consider the views and vistas onto and from the moors. Green space should be protected and access opened up to Durrants Lakes.

Congestion was highlighted as a major issue in the area and there was agreement that public transport needs to be improved along with other creative solutions to ease the issue.

There was general support for Sites 1 and 2 being used for low-rise residential or mixed use with a family focus. Although there was mixed opinion on acceptable heights there was a preferred view that 3 – 4 storeys would be appropriate. Feedback emphasised the need to avoid creating dormitory areas with no community facilities. There was mixed opinion on what use should be made of Site 3 with residential being acceptable to some and other groups expressing that there should be no development on Site 3. Site 4 was seen as appropriate for mixed use with taller buildings up to 17 storeys permitted closer to the Plough roundabout.

The conclusion of the prioritisation exercise shows that the Masterplan must recognise the importance of providing sustainable transport. All groups agreed that excellent public transport links and pedestrian routes were needed to and from the station and town centre. A number of the participants were concerned by the existing lack of provision of car parking at the station. The participants also wished to encourage good cycle and pedestrian access to the developments. Improvements to the access given by the tow path were also deemed important.

## 5. Evaluation form responses

At the end of each workshop, every participant was asked to fill in an evaluation form which consisted of the questions below. Each question was scored out of 5, where 0 was judged to be very poor and 5 was excellent. The results from both workshops have been collated at the bottom of the table.

How useful and relevant did you find today's event?	How useful did you find the Consultation café approach	Were the materials and information presented in a clear and informative manner?	How suitable was the venue for the event?	What did you think of the performance of the facilitators?	3 words to describe today's event	Other notes
5	5	4	4	4	Informative, Helpful, Useful	
4	4	5	5	4	Interesting, Challenging, Inconclusive	
4	5					Will planning in the area be put on hold until all of this is considered?
5	5	5	5	5	Informative, well planned	
5	4	5	5	4	Informative, Helpful	
4	5	4	4	4	Efficient, informative, helpful	
4	4	3	4	4	Efficient, Encompassing, Relevant	

4	5	4	4	4	Interesting, Challenging, Engaging	Mainly good. Last session facilitator (traffic) was not open about plans etc already made but she was in difficult position conflict as resident/Council rep
5	5	4	5	5	Useful, Organised, Comfortable	
3.5	4.5	3.5	3.5	3.5	Informative, Useful, thought provoking	
4	4	4	4	4	Informative, Frustrated, Despondent	Ran out of time - feeling down hearted after final group discussion - if roads can't be sorted and there's no money what's the point
4	4	4	5	5		
5	5	4	5	5	Organised, Consensus, Thought provoking	
4	4	4	4	3	Informative	The stars method is not helpful
4	4	4	4	4	Informative, Organised, Unknown	Must play Devil's Advocate, not be too idealistic about developers sticking to minimalist plans! No underground car parks on flood plains. Need more stars!

4	3	4	5	3	Interesting, Prompt, Organised	Hated stars idea - not needed and patronising
4	4	4	4	4	Interesting, focused, useful	Needed another star for "parking"
4	5	4	5	4	Informative, Well -run, Organised	Helpful to have idea of questions in advance though I hadn't been able to check email so this may have been sent
4	4					
80.5	83.5	69.5	75.5	69.5	Total points awarded	
<b>4.24</b>	<b>4.39</b>	<b>4.09</b>	<b>4.44</b>	<b>4.09</b>	Average points awarded per participant	

<b>Afternoon Workshop</b>						
<b>How useful and relevant did you find today's event?</b>	<b>How useful did you find the Consultation café approach</b>	<b>Were the materials and information presented in a clear and informative manner?</b>	<b>How suitable was the venue for the event?</b>	<b>What did you think of the performance of the facilitators?</b>	<b>3 words to describe today's event</b>	<b>Other notes</b>
4	4	4	5	4		
4	4	4	3	4	Informative, Interesting, Useful	(About venue) No coffee in room, heating loud
4	5	4	5	5	Interesting, enjoyable, useful	
4	4	4	3	4		Coffee inside room would have been nice
4	4	4	5	4		
4	4	4	4	4	Interesting, Informative, Collaborative	Very well run event
4	4	4	4	4	Informative	
4	4	4	4	4	Good	
5	5	5	5	5		Well managed/structured. Clear topics/discussion points. Council staff very helpful.
4	4	4	4	4	Easy, informative, fun	

4	4	4	5	4	Informative, Interactive, Engaging	
5	4	3	5	5	Engaging, Well organised, Got through all topics	Facilitators very organised, accommodating of all opinions. Some of the A3 documents had excellent info EG CP2 but were not highlighted. Images of architectural buildings is hard to manage expectations of what will come forward.
4	5	5	4	5	Useful	Fine so long as DBC take notice!
4	4	4	4	4		
3	4					
4	4	3	4	3	Interesting, diverse, informative	
65	67	60	64	63	Total points awarded	
<b>4.06</b>	<b>4.19</b>	<b>4</b>	<b>4.27</b>	<b>4.2</b>	Average points awarded per participant	

## 6. List of participants

### Morning consultation

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Heather Al-Jawad	Andrew Charlwood	Jacqui Parr
Wael Al-Jawad	Abigail Evans	Amanda Parry
Alison Alexander	Rozz Evans	Leigh Parry
William Allen	Neil Harden	Peter Phillips
Jill Broadbent	Ben Hosier	Lindsey Simpson
Tony Broadbent	Patrick Hughes	David Smith
Nick Brown	Pauline Hughes	Jacqui Smith
Stephanie Canadas	Kirsten Maidment	Vera Stimson
Odette Carter	Tricia Maloney	Rupert Thacker

### Afternoon consultation

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Alan Anderson	David Lomas
Angela Attard	Sarah Lovejoy
Bob Buckell	Marian Mackness
Odette Carter	Cllr Marshall
Margaret Elwick	Mr O'Connor
Nick Gough	Mrs O'Connor
Sam Graham	Rebecca Oblein
Dan Hardy	Matthew Rees
Cllr Tina Howard	Christine Ridley
John Ingleby	Mike Ridley
David Kirk	Ashley Stower
Kate Lewis	Andrew Williams

### **Table Hosts and Scribes**

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Laura Wood (DBC)

Nathalie Bateman (DBC)

Jason Seed (DBC)

Claire Covington (DBC)

Tom Rudd (BDP)

Chris Taylor (DBC)

Gergana Draganova (BDP)

Stephane Lambert (DBC)

Robert Freeman (DBC)

Rebecca Williams (DBC)

Matthew Allsop (HCC)

Emma Cooper (DBC)

Jo Deacon (DBC)

Steve Wilson (DBC)

Shalini Jayasinghe (DBC)