

# **Town Centres Management Framework**

## **Consultation Responses**

**March – April 2014**

Rep No	Name	Question comment relates to	Object/ Support/ Commenting	Representation	Officer comment	Changes
<b>Town Centre Management</b>						
1	S. Caesar	7	Support	Support option 'C' for town team	Support welcomed. No change required	No change
3	P. Mandel	6	Commenting	Feels that there are too many principles listed to be useful. listed are not useful	The TCMF is intended to provide guidance for a broad range of centres, grouped by Economic Development & Regeneration, Crime & Safety Planning, Transport, Tourism & Hospitality Management, Retail Development, Leisure, Marketing & Promotion, Cleansing & Waste Energy Services, Town Centre Asset Management and Planning & Design	Annex 4 – for ease of reference, the Asset Management section has been amalgamated with Retail Development.
8	T. Kelly	10	Commenting	Feels that the Council has not fully engaged with businesses, in particular those in Lancaster Road and Chase Side. Raises concerns about parking, business rates and impact on town centres.	This Town Centres Management Framework does not dictate how our town centres should be run, or be an inflexible blueprint. In order for it to be effective to those wanting to be involved in town centre management an ongoing dialogue with businesses and communities is crucial.	No change
17	L Miller	6	Commenting	Commenting on the importance of governance alongside the production of town centre management action plans. Feels that the Council needs to	Comments noted.  This Town Centres Management Framework does not dictate how our town centres should be run, or be an	New section 6.2 added. Paragraph 6.2.7 bullet point 1 includes reference to the importance

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				listen to businesses and residents, and respond to issues raised.	inflexible blueprint. In order for it to be effective to those wanting to be involved in town centre management an ongoing dialogue with businesses and communities is crucial.	of partnership involvement of Town Teams in shaping Town Centre Management Action Plans.
18	D. Mohamed	2	Support	Commenting that working as a local team is essential.	Comments noted.	No change
19	H. Osman	2	Support	Commenting that residents need to support local retailers, otherwise they will not be there in future.	Comments noted.	No change
19	H Osman	6	Support	Commenting on the importance of retailers in secondary town centres, should not be ignored at the expense of Enfield Town and Edmonton Green and the difficulties facing local retailers through changing shopping patterns, technology, high rents and rates. Retailers in local communities.	Comments noted. The Town Centres Management Framework is presented as a reference point for communities seeking to be involved in the management of their town centre in the borough. This applies to all town centres as set out in Annex 2.	No change
20	S. Tzouvanni	3	Support	Commenting that community led projects are the way forward	Support welcomed.	No change

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22	T. Ibrahim	2	Comment	Agrees with the Council's objective to 'harness and empower the local community and private sector expertise' to develop Enfield's Town Centres. Feels that Retailers & Small businesses in Town Centres should take a lead role.	Comments noted. This Town Centres Management Framework does not dictate how our town centres should be run, or be an inflexible blueprint, and in order for it to be effective to those wanting to be involved in town centre management an ongoing dialogue with businesses and communities is crucial.	New section 6.2 added. Paragraph 6.2.7 bullet point 1 includes reference to the importance of partnership involvement of Town Teams in shaping Town Centre Management Action Plans.
23	U. Patel	2	Comment	Commenting on the positive role of trade associations.	Comments noted. Trade associations are already included in paragraph 6.2.3	No change
24	T. Kelly	2	Comment	Commenting as a new business supporting closer working with neighbours and community groups	Comments noted.	No change
32	C. Carter Organisation : Enfield Town Conservation Area Study Group (CAG)	2	Commenting	Commenting on lack of resident consultation and the importance of heritage aspirations for Enfield Town has not been fully considered within the document.	Disagree. The draft Town Centres Management Framework consultation was conducted across the Borough over a period of five weeks from 10 <sup>th</sup> March – 11 <sup>th</sup> April 2014.  The SWOT analysis features heritage as a strength and opportunity for Enfield Town. This Town Centres Management Framework does not dictate how our	Annex 4 – New Principle added PD3 Shopfront Design. With the intention of ensuring shopfront and adverts are designed to be in keeping with the local character.

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					town centres should be run, or be an inflexible blueprint. In order for it to be effective to those wanting to be involved in town centre management an ongoing dialogue with businesses and communities is crucial.	
32	C. Carter Organisation : Enfield Town Conservation Area Study Group (CAG)	3	Commenting	Commenting that the document does not address the challenge of delivering housing growth within Enfield Town Centre.	Comments noted	Chapter 4 amended to include reference to meeting the needs of existing and new residents who live in our Town Centres.
32	C. Carter Organisation : Enfield Town Conservation Area Study Group (CAG)	3	Commenting	Commenting on the need for local retail services to meet the needs of growing resident population, in a way that enhances the character of the town.	Comments noted.	Chapter 4 amended to include reference to meeting the needs of existing and new residents who live in our Town Centres.
32	C. Carter Organisation : Enfield Town Conservation Area Study Group (CAG)	7	Commenting	Commenting that governance should represent all interests in Enfield Town and does not think Option M is appropriate.	Comments noted	No change
32	C. Carter	9	Commenting	Commenting on the potential	Comments noted.	Chapter 6 amended

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	Organisation : Enfield Town Conservation Area Study Group (CAG)			role of CAG and other heritage groups, working alongside commercial interests in the management of Enfield Town.		text to reflect a requirement for Town Teams to 'recognise the uniqueness of their own town based on its history, its communities and its aspirations'.
36	J. Maggs Community Group	10	Support	Supporting the involvement and empowerment of local communities in the development of their town centres	Comments noted. Support welcomed.	No change
36	J. Maggs Community Group	10	Commenting	Commenting on the limitations of current mechanisms for resident involvement outside of conservation areas. Particular issues in relation to the historic centre of Southgate and desire for more local input, to inform planning decisions.	Comments noted. The Town Centres Management Framework is presented as a reference point for communities seeking to be involved in the management of their town centre in the borough. This applies to all town centres as set out in Annex 2	No change
36	J. Maggs Community Group	10	Commenting	Commenting on the need to focus on town centres outside of Enfield Town, and the benefits that further education can bring to an area, and the positive contribution of students of all ages.	Comments noted.	Chapter 6 amended text to include the positive role of all sections of the community, including young people.

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44	N. Johnson	2	Support	Supports objectives	Comments noted. Support welcomed.	No change
44	N. Johnson	2	Commenting	Commenting on the positive role that local communities can offer, challenges in achieving practical outcomes, and barriers to partnership working across a range of community groups. Feels that businesses are reluctant to engage in the east of the Borough, and that in some business communities, there is suspicion of working with outside partners.	Comments noted.	New paragraph 6.9 amended text to include a new section on the role of the local community.
44	N. Johnson	2	Commenting	Commenting that 'buy in' is important and that high street businesses will need to see value for their input.	Comments noted.	New paragraph 5.3.4 added to explain the benefits of good town centre management.
45	R. Stones Organisation : Enfield Society	2	Commenting	Commenting on the nature of relevant local communities, which consist of a large catchment area.	Comments noted	No change
45	R. Stones Organisation : Enfield Society	2	Commenting	Commenting that arrangements should be transparent, and represent a balance of commercial and other interested groups– e.g.	Comments noted. This Town Centres Management Framework does not dictate how our town centres should be run, or be an inflexible blueprint. In order for it to be effective to those	New paragraph 6.9 added to detail the role of the local community and the involvement of all

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				residents, centre users, civic bodies such as residents associations and amenity groups, and non-commercial organisations (e.g. churches, colleges) located in the centre concerned.	wanting to be involved a mix of community and business interests is essential.	groups to drive forward actions.
45	R. Stones Organisation : Enfield Society	2	Commenting	Commented on the need for broad stakeholder representation in consultation exercises.	Comments noted.	No change
45	R. Stones Organisation : Enfield Society	2	Commenting	Commenting on Town Centre priorities, in relation to consideration of the road layout, and feels this has no relationship to the Town Centres Management Framework.	Disagree. Section 5.3.6 sets out the principles which underpin successful Town Centre Management. These include Transport.	No change
45	R. Stones Organisation : Enfield Society	7	Commenting	Commenting that whichever model of governance is preferred should include all parties concerned with the well-being of the centre and not just businesses.	Comments noted	No change
46	Vic Smith Beds Business Owner	2	Support	Supports Council's objective of working with local businesses/ trade associations & local communities	Support welcomed.	No change



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49	C. Younger	2	Comment	Commenting on the need to include local residents in the town centre, not just local private sector with corporate interests.	Comments noted	Paragraph 6.9 New paragraph added on the role of the local community in town centre management.
51	N. Celebi	7	Support	Supports town team as right option	Support welcomed	No change
54	C. Wiric	7	Support	Supports Model 'C' – Town Team to give independent businesses control.	Support welcomed	No change
55	P. Dukis Organisation : Palace Gardens	7	Support	Supports model 'C' giving local based businesses more say on how the town is managed.	Support welcomed.	No change
56	C. Peck	5	Commenting	Commenting on the need to make contact with a town centre manager	Comments noted. Contact details for TCM's are listed in Annex 3 in the document.	No change
58	K. Newton	7	Commenting	Commenting on local teams representing local shops	Comments noted	No change
59	D. Cockle	7	Support	Support model 'T' as a robust and proven model.	Support welcomed	No change
<b>Public Realm</b>						
1	S. Caesar	4	Commenting	Commenting on the benefits of pedestrianisation to make town centres a community hub,	Comments noted. Referred to in Annex 4, Principle T6 (Pedestrians)	No change

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				including places to sit outside and enjoy teas, coffees, performances etc.		
2	A. Parsons	4	Commenting	Commenting on congestion in Church Street, which cyclists avoid due to bus stops and speed of vehicles.	Comments noted. Referred to in Annex 4, Principle T6 (Pedestrians)	No change
3	P. Mandel	4	Commenting	Commenting on location of public amenities such as libraries with children's' playgrounds close to retail, and allowing pavement seating for cafes and restaurants.	Comments noted. Referred to in Annex 4, Principle TH3 (Attractive Centres)	No change
5	Anonymous	4	Commenting	Commenting on regular flood incidents in Palace Exchange.	Comments noted.	No change
29	J. Ames	2	Commenting	Commenting on historic development of Edmonton Green shopping centre, and the sense of community created by the market and green space. Feels that unless larger retailers are introduced, Edmonton Green will not improve.	Comments noted.	Annex 4 (Retail development). New Principle added - Encouraging a mixed retail offer.
31	I. Stone Organisation: Southgate District Trust	10	Commenting	Commenting on the importance of street cleanliness and bins, in particular around stations, bus stops and libraries. Also noted	Comments noted, referenced in Annex 4 Town Centre Management Principles.	No change

Rep No	Name	Question comment relates to	Object/ Support/ Commenting	Representation	Officer comment	Changes
				street clutter.		
31	I. Stone Organisation: Southgate District Trust	10	Commenting	Commenting on the need to improve position and location of bicycle racks in and around Southgate/ Southgate Circus.	Comments noted	Annex 4 (Transport) Change in text T4. Add “well-designed” cycle storage.
31	I. Stone Organisation: Southgate District Trust	10	Object	Commenting that Enfield Town is not an attractive town centre. Commented on empty shops, clutter on pavement, impact of traffic junctions, crossing points and traffic speed in Cecil Road. Feel that the town is empty after 5.30 pm and that the town is struggling to survive.	Comments noted. Addressed in Annex 4, Town Centre Management Principles.	No change
36	J.Maggs Community Group	10	Commenting	Commenting on issues with chewing gum on the pavement, around Southgate Station.	Comments noted. Referenced in Annex 4, Principles TH3 (Attractive Centres) and CWE2 (Street Hawks).	No change
36	J.Maggs Community Group	10	Commenting	Commenting on the need for improved green space, pavement space and planting to break up large paved areas, trees outside library, and improving the area around the station and bus garage.	Comments noted. Referenced in Annex 4, Principle TH3 (Attractive Centres)	Annex 4 (Transport) Change in text T4. Add “well-designed” cycle storage.

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				Commenting on street clutter, and inappropriate location of bike racks.		
38	J.Jewson	4	Commenting	Commenting on poor quality environment in Southbury Road and Enfield Town. Feels retailers should take more pride in their surroundings.	Comments noted. Referenced in Annex 4, Principle TH3 (Attractive Centres)	No change
43	D. Gandhi	4	Commenting	Commenting on communication with utilities companies when undertaking road works. Commented on existing shop front guidance in conservation areas that should be made more widely available.	Comments noted.	Annex 4 (Planning and Design) New Principle added – PD3 Shop Front Design.
43	D. Gandhi	4	Commenting	Commented on need for more seating and trees, removal of newspaper storage boxes outside of shops removal of the 'gum butts' street furniture removal of dog waste bins as these are unsightly and no longer serve a purpose	De-cluttering and waste referred to in Annex 4, principle TH4 (Reduce Visual Clutter).	No change
45	R.Stones Organisation: Enfield	3	Commenting	Commenting on proposed addition in text: "Maintaining the sense of the	Comments noted. Essence of the proposed amendments is already referenced in Annex 2, under Enfield	No change.

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	Society			town centre as a distinctive place which is attractive to residents and visitors. This means preserving where possible buildings, townscape and open spaces which make the town distinctive, and ensuring that new development is consistent with the character of the town and to a standard of design which complements or enhances its existing qualities.”  Feels that the development near the station in Southbury Road did not achieve this.	Core Strategy.  Comments noted.	
<b>Town Centre “offer”</b>						
1	S. Caesar	4	Commenting	Commenting on suggestions to include farmers market, craft market, French market, and other world markets.	Comments noted. Referred to in Principle PD1 (Improve the town centre mix).	Principle L4 markets, has been moved to Economic Development & Regeneration EDR7 Markets.
1	S. Caesar	5	Commenting	Commenting on desire to see an authentic market square available to local traders, side by side with modern town centre shopping offer in Enfield Town.	Comments noted. Referred to in Principle PD1 (Improve the town centre mix).	No change
3	P. Mandel	4	Commenting	Commenting on role of	Comments noted. Referred to in	No change

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				supermarkets and their spending power. Feels that local centres can be improved by allowing conversion from retail to residential.	Principle PD1 (Improve the town centre mix).	
4	P. Theodorou	10	Commenting	Commenting on large business closures in Southbury Road. Concerned at the number of takeaway operators opening in the Ponders End area.	Comments noted. Referred to in Principle PD1 (Improve the town centre mix).	No change
8	T. Kelly	10	Commenting	Commenting on the lack of active frontages, particularly onto London Road, Enfield Town. Feels that better linkages through the town centre are needed.	Comments noted.	Annex 4 (Retail Development) new Principle added – RD3 Active Street Frontages.
8	T. Kelly	10	Commenting	Commenting on the condition of alleyways and the need for appropriate signage and incentives to encourage businesses to take up vacant units.	Comments noted. -Annex 4 (Tourism and Hospitality Management) TH4 Wayfinding and Visual Clutter already refers to the need to proactive reduce unnecessary clutter including signage.	No change
8	T. Kelly	10	Object	Commenting on the poor visual effect of shutters in Lancaster Road, during the daytime.	Comments noted.	Annex 4 amended text. PD3 Shop front design

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9	M. Davies	2	Commenting	Commenting on loss of businesses in the Winchmore Broadway shopping area. Feels that too many betting shops have opened within a confined area. Also feels that Sainsbury's dominate the area.	Comments noted. Referred to in Principle PD1 (Improve the town centre mix).	No change
9	M. Davies	4	Commenting	Supporting potential for a farmers market next to Winchmore Hill station. Feels it would benefit local businesses and bring more shoppers to the area. Feels that Winchmore Hill Broadway does not capture passing traffic.	Comments noted. Referred to within Annex 4 – Economic Development and Regeneration and Transport (Public and Private).	No change
10	A. Barker	4	Commenting	Commenting on the need to fill empty shop premises with quality retailers.	Comments noted. Referred to in Principle MP2 (Proactive Inward Investment).	No change
10	A. Barker	4	Commenting	Commenting on the need to reduce the number of betting shop premises on high street and fast food outlets.	Comments noted. Referred to in Principle PD1 (Improve the town centre mix).	No change
12	K. Hall	10	Commenting	Commenting on the proliferation of betting shops, hair shops and estate agents opening up in Enfield Town, in addition to discount retailers.	Comments noted. Referred to in Principle PD1 (Improve the town centre mix).	No change

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				Feels that Enfield Town needs more multiple retailers		
12	K. Hall	10	Commenting	Commenting on proliferation of betting shops, nail shops, hair shops and shops that stay closed for many months.	Comments noted. Referred to in Principle PD1 (Improve the town centre mix).	No change
12	K. Hall	10	Commenting	Commenting on the quality and mix of local and independent shops in Chase Side. Feels that they benefit the local community and improve morale.	Comments noted	No change
12	K. Hall	10	Commenting	Commenting that Enfield Town does not encourage people into Enfield given the temporary and low cost shopping nature of shops that are opening.	Comments noted	No change
12	K. Hall	10	Commenting	Commenting on the last Christmas market held in Enfield Town. Would like to see improvements.	Comments noted	No change
29	J. Ames	6	Commenting	Commenting on the need to reinforce the High Street, with banks, butchers and bakers instead of takeaways and pound shops.	Comments noted. Referred to in principle PD1 (Improve the town centre mix).	Annex 4, (Retail Development and Asset Management) new principle added.



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						RD2 Encouraging a Mixed Retail Offer
31	I. Stone Organisation: Southgate District Trust	10	Commenting	Commenting on the location of betting shops within view of Southgate Circus Grade 2 listed station and conservation area. –Feels that this is not good Town Centre Management	Comments noted. Referred to in principle PD1 (Improve the town centre mix).	No change
32	C. Carter Organisation: Enfield Town Conservation Area Study Group (CAG)	4	Commenting	Commenting on the role of retail in serving residents. Feels that DIY, dry cleaners, home wares, butchers, flower shops and specialty shops should be encouraged.	Comments noted. Referred to in principle PD1 (Improve the town centre mix).	Annex 4, (Retail Development and Asset Management) new principle added. RD2 Encouraging a Mixed Retail Offer
32	C. Carter Organisation: Enfield Town Conservation Area Study Group (CAG)	4	Commenting	Feels that there is no demand for additional retail at Enfield Town Station or elsewhere in the Town, as there are already many empty units, and the need for up to date retail studies to inform future decision making.	Comments noted. Referred to in Principle PD1 (Improve the town centre mix).	No change
35	C. Horner	4	Commenting	Commenting on removal of large advertising hoardings in Palmers Green. Would like to see access gantry at the Triangle on Green Lanes removed, and	Comments noted.	No change

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				Southgate police station redeveloped.		
36	J. Maggs Community Group	10	Commenting	Commenting on proliferation of betting shops in Chase Road and Chase Side	Comments noted	No change
36	J. Maggs Community Group	10	Commenting	Feels that some shop signs have been allowed to dominate and are out of keeping with the station and conservation area	Comments noted	Annex 4 (Planning and Design) New Principle added – PD3 Shop Front Design.
37	D. Wright	4	Commenting	Commenting on the need for more shops and cafes.	Comments noted. Referred to in Principles L3 (Café Culture) and PD1 (Improve the town centre mix).	No change
38	J.Jewson	2	Commenting	Commenting on the need for a mix of retailers.	Comments noted. Referred to in Principle PD1 (Improve the town centre mix).	No change
38	J.Jewson	2	Commenting	Feels the loss of a sense of identity as a market town, which has become run down.	Comments noted. Referred to in Principle EDR1 ('High street first approach').	No change
32	C. Carter Organisation: Enfield Town Conservation Area Study Group (CAG)	4	Commenting	Commenting that there are no places to take children during the day other than a café or the library.	Referred to in Annex 4, Leisure section.	No change
32	C. Carter	4	Commenting	Feels that more could be made	Referred to in chapter 3, Our Key	No change

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	Organisation: Enfield Town Conservation Area Study Group (CAG)			of the Town Park and there should be other destinations available such as, for example, a small cinema showing children's films by day and specialty films in the evening.	Achievements, Annex 4, Principles RD1 (Physical development) and PD1 (Improve the town centre mix).	
32	C. Carter Organisation: Enfield Town Conservation Area Study Group (CAG)	4	Commenting	Feel that something needs to be available in the shopping centre to enable it and the multi-storey car park (or part of it) to remain open in the evening.	Comments noted. It is envisaged that town centre management plans would address the individual requirements of each town centre.	No change
45	R. Stones Organisation: Enfield Society	6	Commenting	Commenting that more emphasis could be given to promoting alternative and complementary uses of the town centres. Feels that the development of an evening culture could be encouraged, including restaurants and later opening shops, which are welcoming to all ages.	Comments noted. It is envisaged that town centre management plans would address the individual requirements of each town centre.	No change
47	D. Johnson	4	Commenting	Commenting that Edmonton Green needs more choice of goods and better promotion, particularly of restaurants and the leisure centre.	Comments noted. Referred to in Annex 4, Principle PD1 (Improve the Town Centre mix) and MP1 (Marketing and promotion)	No change

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9	M. Davies	4	Commenting	Commenting on lack of evening trade in Enfield Town.	Comments noted.	No change
49	C. Jephcott	4	Object	Commenting that the opportunity should be taken to make the edges of Enfield town more into an attractive residential area as opposed to artificially extending its life as an expanding retail centre.	Comments noted. It is not the purpose of this document to designate areas of town centres for residential uses.	Chapter 4 amended to include reference to meeting the needs of existing and new residents who live in our Town Centres.
17	L Miller	4	Commenting	Commenting on need to take care when improving the evening economy. Feels there could be a negative impact on daytime trading if too many venues only open in the evening.	Comments noted. Comments noted. It is envisaged that town centre management plans would address the individual requirements of each town centre.	No change
17	L Miller	4	Commenting	Commenting on the need to have sufficient retail enterprises/ daytime cafes etc. in close proximity, ideally with one or two high turnover shops to attract custom.	Comments noted. Referred to in Annex 4, Principle PD1 (Improve the town centre mix)	No change
17	L Miller	4	Commenting	Concerned at the lack of high turnover shops in London road. Concerned about inactive	Comments noted. It is envisaged that town centre management plans would address the individual requirements of	No change

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				street frontages during the daytime, however feels that existing businesses could improve their evening offer.	each town centre.	
29	J. Ames	4	Commenting	Commenting on the unattractive concrete open space around Mendip House, Edmonton Green.	Comments noted.	Annex 4 amended text TH3 to include: 'ongoing greening improvements'
19	H. Osman	4	Commenting	Commenting on the effectiveness of a locally devised marketing campaign for the N21 area, encouraging residents to spend within their local centres over the Christmas period.	Comments noted	No change
39	FERAA	10	Commenting	Supports initiatives such as the Dugdale Centre and Town Library, although feels their location was not well considered. Feels that social and sports activities have been dispersed towards the A10, which has had a negative impact on footfall. Feels that Enfield's open spaces, cultural interests, and history should be promoted.	Comments noted.	Annex 4 amended text EDR6 to include complementary uses such as leisure, culture and sports

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<b>Heritage/ Green Space</b>						
2	A. Parsons	4	Commenting	Commenting. Would like less traffic and more trees/flowers. Feels too 'built up' and urban.	Comment noted.	Annex 4 amended text TH3 to include: 'ongoing greening improvements'
30	H. Walton	4	Commenting	Commenting on the quality of plans and decision making in relation to the character of the conservation area, and the need for a vision for restoring and preserving the area's heritage.	Comments noted Referred to in Annex 4, Principle PD2 (Town Centre Design)	No change
31	I.Stone Organisation: Southgate District Trust	10	Commenting	Commenting on historic areas with grade 2 listed buildings in Southgate Green, Southgate Circus, Winchmore Hill Green. Feels that these centres need careful planning design, given the history of the area. Particular concerns around signage, fascia's and window displays and the proliferation of betting shops. Feels that large advertising hoardings do not attract shoppers.	Comments noted. Referred to in Annex 4, Principle PD2 (Town Centre Design).	Annex 4 amended text PD3 to include shop front design
31	I.Stone Organisation: Southgate District Trust	10	Commenting	Commenting on need for more imaginative use of pavement space, together with more planting in pedestrianised	Comments noted	Annex 4 amended text TH3 to include: 'ongoing greening improvements'

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				areas, together with seating.		
32	C. Carter Organisation: Enfield Town Conservation Area Study Group (CAG)	4	Commenting	Commenting on the importance of signage to local amenities adjacent to Enfield Town Centre.	Comments noted.	Annex 4 amended text TH4 to include 'Wayfinding' and 'visual clutter' under one principle.
33	D. Dean	4	Commenting	Commenting on preservation of heritage buildings.	Comments noted. Referred to in Annex 4, EDR1 (High Street first approach).	No change
35	C. Horner	4	Commenting	Commenting on tree planting to Chase Side.	Comments noted	Annex 4 amended text TH3 to include: 'ongoing greening improvements'
36	J.Maggs Community Group	10	Commenting	Commenting on role of Southgate Station as a Grade II* listed building. Feels it should be given greater prominence as the historic hub of the town centre.	Comments noted. Referred to Annex 4, Principle EDR1 (High Street first approach).	No change
41	Dr. C. Jephcott Community Group	4	Commenting	Commenting on the SWOT analysis, feels that this should include Enfield Town's attractive open spaces.	Comments noted. Referred to in Annex 1, key facts about Enfield.	No change
41	Dr. C. Jephcott	4	Commenting	Feels that the second of the three priorities for Enfield Town	Disagree. Enfield Town SWOT analysis weaknesses include volume of vehicles	No change.

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	Community Group			Centre, listed on Page 21, is given as 'Reconsideration of the road layout' is not referenced in the SWOT analysis to inform this as a priority.	using town as a cut through, but not stopping, and perceived safety issues. Opportunities include cycle path improvements and electric vehicle point planned. Each of these has an impact on the road layout.	
45	R. Stones Organisation: Enfield Society	4	Commenting	Commenting that SWOT analysis of Enfield Town Centre should include the proximity of the Town Park and open spaces. Feels that the third strength for Enfield Town should read 'Historical working Market Place and Parish Church'	Comments noted. Referred to in Annex 1, Key facts about Enfield	Annex 1 Key facts about Enfield text amended to include heritage buildings.
49	C. Jephcott	4	Commenting	Commenting on the importance of the green environment and mature trees in relation to any changes to transport systems. Feels that removal would have a detrimental effect on well-being.	Comments noted	Annex 4 amended text TH3 to include: 'ongoing greening improvements'
49	C. Jephcott	6	Commenting	Commenting that Annex 4 should include the heritage of town centres, alongside retail regeneration, increasing footfall and vibrancy for businesses and customers, citing example of	Comments noted. Referred to in Annex 4, Principles EDR1 ('High Street' first approach), TH3 (Attractive Centres) and PD2 (Town Centre Design).	Annex 4 amended text TH3 to include: 'ongoing greening improvements'



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				safeguarding mature trees when considering retail expansion or change in traffic management.		
49	C. Jephcott	6	Commenting	Feels more consideration should be given to the residential area and conservation area near the High Street to be enjoyed by the residents, pedestrians, cyclists, library users and park users and not developed into a busier, noisier, more dangerous space. Feels people live in Enfield and commute out, and that Enfield Town can become more residential	Comments noted.	Chapter 4 text amended, "ensuring we cater for the needs of our new and existing residents"
<b>Transport and Parking</b>						
6	O. Prigmore	4	Commenting	Commenting on parking charges. Feels smaller centres should have free parking for 15 to 20 minutes.	Referred to in Annex 4, Principles PD1 (Improve the town centre mix) and T5 (Short and Long Stay Parking).	No change
7	J. Bishop	4	Commenting	Commenting on parking charges. Feels small businesses would be helped if first period was free.	Referred to in Annex 4, Principles PD1 (Improve the town centre mix) and T5 (Short and Long Stay Parking).	No change

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8	T. Kelly Business Owner	10	Commenting	Commenting on cost of off street parking in Lancaster Road. Feels problems would be eased with lower parking charges in the town centre. Feels that parking congestion is exacerbated by Council employees, to the detriment of customers of local businesses.	Referred to in Annex 4, Principles PD1 (Improve the town centre mix) and T5 (Short and Long Stay Parking).	No change.
8	T. Kelly Business Owner	10	Object	Feels that the retail offer does not support the parking charges and that people will shop elsewhere.	Referred to in Annex 4, Principles PD1 (Improve the town centre mix) and T5 (Short and Long Stay Parking).	No change.
9	M. Davies	4	Commenting	Commenting that shop owners feel it is too difficult for shoppers to park.	Comments noted. Referred to in Annex 4, Principle T5 (Short and Long Stay Parking)	No change
11	Fiona Robertson	4	Commenting	Commenting on parking costs on Winchmore Hill. Feels it discourages people spending time in the shops and browsing.	Comments noted. Referred to in Annex 4, Principle T5 (Short and Long Stay Parking).	No change.
13	Anonymous	4	Commenting	Commenting on parking charges. Feels that where free parking is available at many out of town centres or local trading estates parking charges are extremely damaging to the	Comments noted. Referred to in Annex 4, Principle T5 (Short and Long Stay Parking).	No change

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				town centre.		
18	D Mohamed	4	Commenting	Commenting on parking charges. Would like to see some on street free parking time, concerned that proposed mini-Holland scheme may reduce on street parking.	Comments noted. Referred to in Annex 4, Principles T5 (Short and Long Stay Parking) and T6 (Pedestrians).	No change
19	H.Osman	4	Commenting	Commenting that free parking for 20 mins in secondary and tertiary shopping parades would help to build footfall, but would need time limited controls.	Comments noted. Referred to in Annex 4, Principle T5 (Short and Long Stay Parking).	No change
20	S. Tzouvanni	4	Commenting	Commenting that either reduction in parking fees or a free parking period would save our town centres.	Comments noted. Referred to in Annex 4, Principle T5 (Short and Long Stay Parking).	No change
23	U Patel	4	Commenting	Commenting on the need for more parking at a cheaper rate rather than less parking	Comments noted. Referred to in Annex 4, Principle T5 (Short and Long Stay Parking).	No change
24	T.Kelly	4	Commenting	Commenting on parking charges. Feels that 20 Minutes free parking would help all businesses.	Comments noted. Referred to in Annex 4, Principle T5 (Short and Long Stay Parking).	No change
31	I. Stone	10	Commenting	Commenting on the need to	Comments noted. Referred to in Annex	No change

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	Organisation: Southgate District Trust			create a clean, well-maintained and well used environment for smaller centres such as Hadley Wood, Green Lanes in Winchmore Hill, N21, Southgate Green and parades of shops. Feels that these areas would benefit from cheaper parking for the benefit of retailers, and to avoid parking in local streets. Feels that parking is one of any Town Centre Management priorities.	4, Principles TH3 (Attractive Centres) and T5. (Short and Long Stay Parking).	
34	C. Theodolou	4	Commenting	Commenting on the need for good value parking for customers/free parking at certain times to encourage visitors.	Comments noted. Referred to in Annex 4, Principle T5 (Short and Long Stay Parking).	No change
38	P. Gibbs	4	Commenting	Commenting on parking charges. Feels the system of charging is confusing and off-putting. Feels that charging should be economical because people run in and out of shops as quickly as possible instead of spending more time in the centre.	Comments noted. Referred to in Annex 4, Principle T5 (Short and Long Stay Parking).	No change.

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46	VicSmith Beds	4	Commenting	Commenting on parking charges. Would like to see 20 min free parking to help boost the retail economy	Comments noted. Referred to in Annex 4, Principle T5 (Short and Long Stay Parking).	No change
50	K. Bailey	4	Commenting	Commenting on parking as an issue.	Comments noted.	No change.
51	Nazim Celebi	4	Commenting	Commenting on parking as an issue.	Comments noted.	No change
52	J. Ibrahim	4	Commenting	Commenting on need for free parking especially during this economic climate.	Comments noted. Referred to in Annex 4, Principle T5 (Short and Long Stay Parking).	No change
54	C. Wiric	4	Commenting	Commenting that parking charges are too high.	Comments noted. Referred to in Annex 4, Principle T5 (Short and Long Stay Parking).	No change
55	P. Dukis Organisation: Palace Gardens	4	Commenting	Commenting that Multi-storey car parking charges are too high, with a lack of flexibility from car park management.	Comments noted. Referred to in Annex 4, Principle T5 (Short and Long Stay Parking).	No change
57	A. Widger	4	Commenting	Commenting that parking costs way too high	Comments noted. Referred to in Annex 4, Principle T5 (Short and Long Stay Parking).	No change.
<b>Business rates</b>						
8	T. Kelly	10	Commenting	Commenting on the relationship between thriving town centres, and business rates. Feels that	Comments noted. It is not the purpose of this document to comment on Business Rates.	No change-

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				charges should be reduced or not charged at all, otherwise town centres will result in a poor shopping offer, lack diversity and character. Supports the Government's business rate reduction initiative, and suggests additional local contribution. Concerned that high street shops will be unable to compete against online trading		
25	J. Ellis	4	Commenting	Commenting on need for lower business rates to survive against internet business.	Comments noted. It is not the purpose of this document to comment on Business Rates.	No change
27	M. Slavid	4	Commenting	Commenting that Business Rates are too expensive.	Comments noted. It is not the purpose of this document to comment on Business Rates.	No change
57	A. Widger	4	Commenting	Commenting that Business Rates are too high.	Comments noted It is not the purpose of this document to comment on Business Rates.	No change
<b>Crime and Anti-Social Behaviour</b>						
14	S. Atkins	10	Commenting	Commenting on issues arising from school children gathering outside a leading fast food outlet in Enfield Town.	Comments noted. It is envisaged that town centre management plans would address the individual requirements of each town centre.	No change

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				Concerns include difficulties for older people accessing the bus, littering, noise, and creates poor image for the town centre. Feels that this should be monitored and resolved.		
20	S. Tzouvanni	4	Commenting	Commenting that a greater police presence is needed to deter theft and begging.	Comments noted. Referred to in Annex 4, Principle CSP1 (Crime and Safety).	No change
28	I. Gibbs	4	Commenting	Commenting that the local press creates a negative impression of perceived crime, and feels that this is not an accurate representation of the area. Respondent regularly travels home from town late in the evening and does not feel threatened.	Comments noted.	No change
34	C. Theodoulou	4	Commenting	Commenting that an enhanced police presence may help the evening economy.	Comments noted. Referred to in Annex 4, Principle CSP1 (Crime and Safety).	No change
44	N. Johnson	4	Commenting	Commenting on the need for greater synergies between local safer neighbourhood teams, local residents and businesses in Ponders End and Edmonton	Comments noted. Referred to in Annex 4, Principle CSP1 (Crime and Safety).	No change.

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				Green.		
51	N. Celebi	4	Commenting	Commenting that crime is an issue.	Comments noted.	No change
53	E. Mehmet	4	Commenting	Commenting on the desire for more visible police	Comments noted.	No change
55	P.Dukis Organisation: Palace Gardens	4	Commenting	Commenting on the lack of police presence.	Comments noted.	No change
58	K. Newton Individual: Non- resident/ Shopper	4	Commenting	Commenting on the desire for more police in Enfield Town.	Comments noted.	No change
<b>Transport and parking</b>						
17	L. Miller	6	Commenting	Commenting that the principles will only work if the Council adheres to them. Concerned that consultation on proposed cycle improvements could affect businesses and residents in Enfield Town.	Disagree. The Town Centre Management Principles are a guide for partners and stakeholders in the management of town centres. Issues of partnership are referenced in Principle MP5 (Town Centre Management Action Plans). It is not the purpose of this document to comment on Cycle Enfield (mini-Holland) proposals.	No change
23	U. Patel	4	Commenting	Commenting on need for more parking at a cheaper rate, not	Comments noted. It is not the purpose of this document to comment on Cycle	No change



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				less parking. Not happy with the Mini Holland Cycle Plan	Enfield (mini-Holland) proposals. Referenced in principles T5 (Short and Long Stay Parking) and T6 (Pedestrians).	
24	T. Kelly	4	Object	Objecting to Mini Holland cycle route, due to lack of current cycle passing trade. Feels this is a waste of public money.	Disagree. It is not the purpose of this document to comment on Cycle Enfield (mini-Holland) proposals.	No change
32	C.Carter Organisation: Enfield Town Conservation Area Study Group (CAG)	4	Commenting	Commenting that the cycle path improvements through the Town are controversial and need to be carefully considered. Feels that the funding is to be welcomed, however assessment of town centre proposals should incorporate heritage aspirations, which could include shared spaces and other traffic restrictions.	Comments noted. It is not the purpose of this document to comment on Cycle Enfield (mini-Holland) proposals.	No change
34	C. Theodoulou	4	Object	Objects to cycle lanes through Enfield Town.	Disagree. It is not the purpose of this document to comment on cycle proposals for Enfield Town.	No change
<b>Technology</b>						
29	Jackie Ames	6	Commenting	Commenting that Wi-Fi hotspots may not help as many phones already have access.	Comments noted. Referred to in principle EDR5 (World Wide Connectivity).	No change
44	N. Johnson	6	Commenting	Commenting that availability of	Comments noted. Referred to in	No change

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				Wi-Fi hotspots in the east of the borough will only work if it is at no cost to businesses and users. Feels that it could work in Enfield Town, although costs could be an issue.	principle EDR5 (World Wide Connectivity).	
49	C. Jephcott	4	Object	The challenges identified do not take into account the future growth trends of the internet, internet trading and reduced need for retail shops.	Disagree. Chapter 4, paragraph 4.2 bullet point 2 specifically addresses the growth of online shopping and the role of town centres as a result.	No change

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<b>Organisations – General Responses (specific questions not answered)</b>						
15	Highways Agency	10	Commenting	<p>Commenting that the HA is an executive agency of the Department for Transport (DfT) who are responsible for operating, maintaining and improving England’s strategic road network (SRN) on behalf of the Secretary of State for Transport.</p> <p>The HA will be concerned with proposals that have the potential to impact the safe and efficient operation of the SRN.</p> <p>The HA have reviewed the documents and do not have any comments to make.</p>	Comments noted.	No change
16	Enfield Chamber of Commerce	4	Commenting	Commenting that they would like a plan to attract more investment.	Comments noted. Referred to in MP2 (Pro-active Inward Investment).	No change
26	Natural England	10	Commenting	Commenting on the duty under the National Planning Policy Framework (NPPF) to conserve and enhance biodiversity under paragraph 118.	Comments noted	Annex 4 amended text TH3 to include: ‘ongoing greening improvements’

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				<p>Feel that the plans for the future of Enfield's town centres should include a wide range of measures that should be implemented as widely as possible which can include:</p> <ul style="list-style-type: none"> <li>➤ Enhancements to and creation of new open spaces.</li> <li>➤ Green walls</li> <li>➤ Green roofs</li> <li>➤ Rain gardens</li> <li>➤ Greening of cycling and walking routes</li> <li>➤ Street tree planting</li> </ul> <p>Commenting that the above will contribute to the borough's Green Infrastructure network, "green chains" and the All London Green Grid, which "aims to create a network of interlinked, multifunctional and high quality open spaces connecting town centres, public transport hubs, major employment and residential areas with the parks and open spaces, the Thames and the</p>		

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				green urban fringe.”  Commenting on the contribution to meeting future climate change impacts.		
39	FERAA	10	Commenting	Commenting on aspirations of document. Feels there is an emphasis on social aims rather than planning policy.	Comments noted. The Town Centres Management Framework is not a planning policy document.	No change.
39	FERAA	10	Commenting	Commenting on the current position concerning Enfield’s position in relation to other London boroughs. Feels this document will not produce a change.	Comments noted.	No change
39	FERAA	10	Commenting	Feels that the Council would need to focus on the infrastructure to facilitate manufacturing and services, and that this is not reflected in the document.	Comments noted. The Town Centres Management Framework is not a planning policy document.	No change
39	FERAA	10	Commenting	Commenting on the effect of the internet on the resizing of large scale retailing. Feels that Enfield has relied on major retail investment to sustain	Comments noted. Referred to in chapter 4, challenges.	No change

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				local developments and infrastructure, which is not acknowledged in the document.		
39	FERAA	10	Commenting	Commenting on potential future trend for smaller scale personal services to increase footfall. Feels that space should be made available, alongside easier public access.	Comments noted	Added text. RD2 Encouraging a mixed retail offer. “a mixed retail offer ranging from large multiple retailers to small independent businesses”
39	FERAA	10	Commenting	Commenting on the importance of events in generating activity and cohesion. Supports markets, street closures and upgrading of green spaces to allow increased activity.	Annex 4 (Planning and Design) New Principle added – PD3 Shop Front Design.	Annex 4 amended text TH3 to include: ‘ongoing greening improvements’
39	FERAA	10	Commenting	Feels that the Council has no direct function in promotion of business, and that advisory groups support social ambitions but do nothing in economic terms. Feels that entrepreneurship sits outside of government, and does not require state intervention.	Comments noted. The roles of the Council, private sector and community are set out in chapter 6	No change
39	FERAA	10	Commenting	Commenting that parking policy	Comments noted. Referred to in T5.	No change

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				is driven by revenue without regard to commercial consequences and should be reversed.		
39	FERAA	10	Commenting	Commenting on the maintenance of Enfield's road network, and parking on Southbury Road.	Comments noted. Road maintenance does not fall within the remit of this document.	No change
39	FERAA	10	Commenting	Commenting on road linkages to the M25 and east-west connections.	Comments noted. Major Road connections do not fall within the remit of this document.	No change
39	FERAA	10	Commenting	Commenting on the need for greater police responsiveness.	Comments noted. Referred to in CSP2 (proactive engagement with the Borough commander)	No change
39	FERAA	10	Commenting	Commenting on the importance of pro-active planning. Feels that the mix of older buildings characterises the borough and distinguishes it from inner urban boroughs. Feels that it is essential to work proactively rather than reactively with developers to shape plans at an early stage to fit their location. Supports high quality architecture to incentivise	Comments noted. Referred to in Principles EDR1 ('High Street ' first approach) and PD2 (Town Centre Design)	No change

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				investment.		
39	FERAA	10	Commenting	Commenting on the mini-Holland (Cycle Enfield) scheme, and planned consultation with residents.	Comments noted. It is not the purpose of this document to comment on Cycle Enfield (Mini-Holland) proposals	No change
39	FERAA	10	Commenting	Commenting that FERAA is not confident that the Enfield Strategic Partnership will play a productive role in developing the borough for the future, however is supportive of EBRA, and feels they should be encouraged.	Comments noted.	No change