



**ST EDMUNDSBURY CABINET - TUESDAY 5 DECEMBER 2017**

**Attached as follows:**

<b>Agenda No</b>	<b>Item</b>
----------------------	-------------

8.	<b><u>Bury St Edmunds Town Centre: Masterplan</u> (Pages 1 - 206)</b>
----	---

**Appendix B** to Report No: **CAB/SE/17/064**  
Consultation Responses

**Karen Points** • Assistant Director (Human Resources, Legal and Democratic Services)  
**Tel** 01284 757015 • **Fax** 01284 757110  
**Email** [democratic.services@westsuffolk.gov.uk](mailto:democratic.services@westsuffolk.gov.uk)

West Suffolk House • Western Way • Bury St Edmunds • Suffolk • IP33 3YU  
[www.westsuffolk.gov.uk](http://www.westsuffolk.gov.uk)

This page is intentionally left blank

ID	Stakeholder group	Representation	Response	How it was addressed	Notes
BSETCMP - Draft MAP Masterplan consultation responses		Q2 - Is the proposed structure for the town centre clear and helpful in understanding the different areas and uses - Do you have any additional comments??		Total Representations: 131	
1	retired	I am wondering where the extra parking will come from if you pedestrianise the Town Centre and extend the retail in the Arc.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9	No change required	
2	resident	Can't see the detail and areas selected/named appear to be completely random.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
3	resident	No extra car parking listed. as the town grows this could be a problem	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9	No change required	
4	resident, worker	Mostly clear	Thank you.	No change required	
5	resident, retired	As a nation we are told we are getting older and older but at 66 and unable to walk far, i will be unable to use the shops up town as you seem to have made NO PROVISION for the old and disabled,the loss of parking right outside the shops i want to vist (marks and spencers)will be gone and so will i and the disabled,its hard enough to get a parking space now but you are going to take MORE AWAY??? i dont understand this.The young can shop on line and lots do so i cant and dont want to do so,i like to see and feel and try what im buying cant be going back and forth to shops or the post office to post stuff back.Do the shops up town know how much custom they will loose, my last trip was to super drug i parked right outside and was in and out in ten mins,paying the parking fee that the council will no longer get,i can see no reason to change things costing a lot of money to make things worse for every one,there are plenty of places for people to sit for a drink ect in town now why make more,change for change sake and nothing more,plenty of things my council tax could pay for where money would be well spent this is NOT IT.	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
6	resident	Despite several mentions of improving the movement from the railway station into town its worrying that the people who originally drew up the outline of the plan did not think of extending the Northern Gateway area as far at the station. This appear systematic of the way BSE has so far underappreciated the importance of our railway connections and the traffic of visitors into the town that it can bring if the potential is fully exploited. An example of what I mean can be seen when looking at the current bus link from the station into town. Passengers leaving the station current have to leave the station completely and cross the busy Station Approach before they can hope to get a bus. Only the people moving away from the town centre have the facility of a bus stop on the station forecourt. This is crazy and terrible planning. If there is going to be buses only in one direction immediately outside the station, that direction should obviously be taking people into town. It may mean redesigning the forecourt and possible putting traffic lights at the junction between Station Hill and Fornham Road but it must be done. Buses from the town would stop on the station side of Station Hill in the layby currently occupied by a burger van.	The boundary of the masterplan area is set by the Local Plan and cannot be altered at this stage. However, the importance of the railway station and linkage to the town centre is acknowledged, hence the references in the Northern Gateway. The separate work relating to the station will take full account of the work carried out in respect of this masterplan.	No change required	
7	resident	I do not agree with removing parking from the buttermarket / cornhill outside of M&S and Argos. If you buy something large or heavy from there you need to be able to park close by. Argos you cannot collect from the rear of store. I agree the area between the back of Boots/WHSmith and the arc should be entirely pedestrianised with no buses or through traffic.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9	No change required	

8	prefer not to say	I am surprised by the potential increase in pedestrian area in the town centre. At a time when we need more parking not less. Also the roads are often blocked up at narrow points by blue badge holders, where will they park if it is pedestrianised? The market needs a spruce up too.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9	No change required	
9	worker, visitor from more than 10 miles away	Potentially very useful to both recognise the differences and have different strategies and implementation plans for the differing areas of the town.	Thank you.	No change required	
10	resident, worker	Overall I think it's helpful. At the same time, the use of circles introduces overlap/intersection and therefore re-introduces a level of confusion about the different areas. Where does one area begin and another end? Granted the significance of this criticism will depend on how substantively forward planning is based on these designations. As a starting point, I think there's still room for improvement.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
11	resident	Not really. A little over elaborate, perhaps.	Thank you.	No change required	
12	resident, worker	I rather be a town which is known to be original Bury St Edmunds that tourist visited to our renowned peaceful and siren historic town	The preservation, maintenance and celebration of the historic aspects of the town centre is a key element of the MAP.	No change required	
13	resident	Having the town centre with no cars is a splendid idea especially for the reduction of car exhaust pollutants	Thank you.	No change required	
14	resident, worker	All it seems to wish to do in all areas is cater for cyclists and pedestrians - I would think judging by the delays caused every morning and evening during rush hour and the motoring element of any of this whole plan should be a priority	The masterplan seeks to balance the needs of users of all forms of transport including motorists. We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9	No change required	
15	resident	bring in a proper connection from the arc to the market like you were supposed to have done. Building need to go so a thoroughfare at least 4m wide between the two is made. You can then make St Andrews street south a proper pedestrianized shopping street.	Although a wider link at Market Thoroughfare may be desirable, it is not a prerequisite for pedestrianisation of St Andrews Street South.	No change required	
16	worker, visitor from less than 10 miles away	I agree with most of the plan, but would like to mention that as more car parking space is taken away, that we need to introduce a Pay on Exit Multi storey car park. There are many more houses being built in and around Bury St Edmunds, and the number of visitors to the town will increase. We are surrounded by rural villages whose residents need to use a car to get from A to B. Planners need to be aware that many visitors need to be able to park for longer than 4 hours. This is because many visitors to the town like to make a day of it, by shopping and then meeting with family and friends for a meal. The 4 hour restriction is depriving many businesses of customers that are forced to leave the town through lack of parking or through restricted parking. It is not always possible or practical to use Public Transport. Likewise this limits how much shoppers can actually carry, which is why the larger out of town sites, such as Blue Water in Kent, and Lake Side in Essex are very popular. Where shoppers are able to spend more time without having to worry about rushing back to their car, in case they overstay their allotted parking time they will spend more time and money in the town. Towns that have imposed excessive parking restrictions around the country have had to reverse some of their policies to bring back the shoppers and the visitors. We want our town to be successful and our shops thriving and paying their business rates and taxes. We also have to compete with the online shopping, and Bury Town needs to ensure that it remains both attractive and available, as a number of High Streets have suffered in some areas with empty shops and reduced footfall.	There has been significant support for 'Pay on Exit' car parking during the masterplan consultation stages. We have passed this to our colleagues in Parking Services, who will consider all options going forward.	No change required	
17	resident	but need to provide enough disabled parking in the centre proper hatched (wide enough) spaces	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
18	resident, worker	The obvious answer to people having difficulty finding their way round the town centre or being confused about distances between places is to improve the signposting for drivers, cyclists and pedestrians and to improve the availability of maps of the town centre online and on paper.	There is an aspiration to improve signage to key destinations in Character Area 9.	No change required	

19	resident, worker	If you pave the town centre including Cornhill and Buttermarket which looks great in the artist impression then you need to make provision for the parking to be moved to somewhere else near by which still allows for people with large items from Argos etc or heavy loads of shopping to be able to park their car near the area, so they can take their items like shelving etc without trying to carry long distances. However it do like the plans, but would like to see that the shops do not all become coffee shops, banks, building societies, would like to see a more diverse shopping area.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9	No change required	
20	visitor from more than 10 miles away	Where are the places for parking for the disabled? We used to visit BSE twice a week before the ARC but now we are in our 80s find parking extremely difficult and have only visited twice this year. now it looks as if there will be no parking in the town centre. Therefore we will have to continue to shop on line on visit out of town shops.	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
21	resident, worker	The map shows ten zones for the town centre but as these overlap it does not help to clearly identify the different areas. Kings Road is within "Heart of Bury ST Edmunds" and "Parkway" while the zone named "Kings Road is mainly the area adjacent to St Andrews St. Does the council propose to put name signs around these areas?	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
22	resident	Not sure that I understand why the St Andrews Quarter id identified as a "Quarter" when none of the other areas is so identified. Station Hill could perhaps be further developed as a transport hub, with parking train and public transport being linked, with access to the town. If so this could be considered as the "Station Transport Hub"	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
23	resident	Bury Town Centre Masterplan I am Writing with reference to the above which is featured in today's East Anglian Daily Times, and wish to make the following points. 1. There is no mention of what would happen to the town bus service if it is banned from St. Andrews street. Where would passengers get on and off the buses? 2. I would be very much against pedestrianising Cornhill and Buttermarket. I do not agree "it would be good for business" (David Nettleton). The ability to drive to the town centre and park for an hour is a great draw for local people who wish to shop locally and visit their bank, post office etc. 3. Has any thought been given to how disabled people will manage? 4. The Cornhill would just become a large empty area serving no particular purpose except presumably on market days. 5. I would be very interested to know how many of the 1,100 people who responded to the first consultation were actually Bury residents. Please will you give me this information.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. 73% of respondents to the Issues and Options consultation described themselves as 'Residents of Bury St Edmunds'.	No change required	
24	resident, retired	Bury is a single entity, not a number of "Areas"	The single entity which is Bury St Edmunds town centre comprises a series of interconnected neighbourhoods and character areas . The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
25	visitor from less than 10 miles away	Worded rather in consultant-speak. In the 4-page insert I read in the Bury Free Post, there seemed to be no reference to the very large area of Greene King factory in the south end of the historic centre. This company is important to the town, and influential - but the survey has to try to be be fair to everyone.	There were no issues identified relating to the Greene King area.	No change required	
26	resident	To remove all vehicles from the town center, where would they go? Park and ride? You need to keep the purpose buildt bus station, to remove that would be a disaster for all, especially for the blind and disabled, if your looking to redevelop, then move away from St Andrews Street towards the Railway Station, where their is room for development and off Tayfen Road, whats happened to the proposal for development there? Care home, shops etc? Then there is Etna Road, the worst road to get in and out of, who came up with that silly idea of a hotel and drive through coffee shop, pathetic idea!!!	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. The Tayfen Road and Station Hill areas are subject to their own adopted masterplans which are progressing.	No change required	
27	resident	More electric car charging points needed	Agreed.	No change required	
28	resident	Maintain Bury St Edmunds as an attractive Market Town. The traditional market needs to thrive. Buildings need to be in keeping with the character of the town. Parking in the town centre needs to increased, not reduced, if you want to attract more visitors.	There is an aspiration to support the continued success of the market in Character Area 1.	No change required	
29	resident	But it all needs to be looked at together as one.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	

30	resident, worker	Fewer main franchise shops. Encourage local independent retailers and more cultural interests rather than shops and restaurants.	The masterplan cannot influence who occupies shops, this is a matter of market demand. However, a healthy town centre should be capable of attracting a wide range of shops and other facilities.	No change required	
31	worker	As long as blue badge holders still have access with their cars to the town centre I am happy with the changes	Thank you. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
32	visitor from less than 10 miles away, retired	What provision are you going to make for disabled and elderly residents as they need to be able to park as near as possible to shops and go to the bank dentist and doctors. It seems as though amenities are being provided for the young and fit, only, but there are a large number of older residents who need to be considered too. What I have read so far no consideration has been given to this group of residents.	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
33	resident	You are saying you are going to pedestrianize the town centre, but you are increasing the car parking in town, which means that cars still will have to somehow get into town. Why not create parking outside of town and have a regular stream of mini buses delivering people from the parking areas into key areas of town?	There is an aspiration to review options for Park And Ride/Walk/Cycle provision in Character Area 9.	No change required	
34	resident, retired	A very comprehensive appraisal, thank you.	Thank you for your positive comment.	No change required	
35	resident	How many of the 1100 people in your survey were disabled and need cars to get to banks, chemists other business places?? As regards provision of public toilets, there were some in the centre before they built the Ark!!!	13% of the respondents to the Issues and Options consultation considered themselves to have a disability or longstanding health condition. Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in Character Area 9.	No change required	
36	resident, worker	The Activity for the Churchgate Area makes no reference to the schools in the area and the enormous traffic problems that are created by vehicles coming to and leaving the schools.	This is acknowledged.	Include reference to schools within Character Area 4	
37	resident	A cohesive 'whole'? I understand the themes and different 'characteristic' areas but found the overarching vision a little blurred. I also believe Station Hill and Station are key areas which although referred to are 'silent' within the plan	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to. The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	No change required	
38	visitor from less than 10 miles away, retired	No	Thank you for your response.	No change required	
39	resident	Although a helpful tool in identifying potential projects and aspirations the big shortcoming of subdividing a compact centre like Bury St Edmunds into different areas is that the masterplan may overlook the interrelationship between issues that cross localities. For example it is not clear what the collective impact the proposals would have on public transport routing/access and bus service integration.	This is an important point and is why the areas are loosely drawn and overlapping. It is also why Area 9 covers the entire town centre.	No change required	
40	other	The document lacks structure and vision and it does not explain how it fits in to the planning policy context provided by Bury St Edmunds Vision 2031	This is explained in the introductory text and the explanation of the MAP. In addition, a delivery plan (the who, what, how and when) will take the masterplan to the next stage of delivery.	Introduce a delivery strategy for the aspirations.	
41	resident, worker	No mention of the station, an obvious gateway to the town?	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	No change required	

42	prefer not to say		The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to. The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2. The consultation has received several responses from groups and organisations. To ensure consistency and avoid duplication where individuals within those groups/organisations have also completed a response all group/organisation responses have been counted as a single response. The masterplan working group and project team are aware, however, that responses have been received which represent the views of more than one person or family.	No change required	
		This is the joint response from the Open Meeting held by the Bury Society and the Churchgate Area Association on 26 July 2017 to consider the Draft Town Centre Masterplan. It has now been finalised and adopted as policy by the Executive Committees of both organisations and it represents the collective views of the 89 people who attended the Open Meeting (see summary at second paragraph of Q26). The Chairmen of the two organisations request that this response should be counted as representing 89 people rather than as representing only one response for the Issues and Options Open Meeting. Additional comment on Character Areas: The switch between the two map diagrams is confusing. Both are called character areas. The first map shows "Station Hill" but the second map doesn't.			
43	resident	a. The proposals are a good thing for the town, further detail required in some areas. b. Well Street sits in Zone 1 and should have the same principles as Zone 4 applied. c. All development should be sympathetic to the historic heart of Bury St Edmunds. d. Improving the attractiveness of streets is most welcome/well designed streets and spaces – this is key to maintaining the character of the town. e. Concerned that parking will be reduced, it is already an issue in town (especially for residents). f. Traffic control/management/reduction is most welcome. Safety is an issue. g. The preference for 'Mixed Generation' housing is most welcome, houses in addition to flats (especially at Cornhill Walk).	Thank you. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. No issues were identified within the Well Street area that fall under the remit of the masterplan.	No change required	
44	resident		The structure, map and Character Areas are for reference only to help people to identify the areas of the town centre the aspirations relate to.	No change required	
		The proposed structure is fairly clear to me as a resident but I would suggest it would be difficult for anyone unfamiliar with the town.			
45	visitor from more than 10 miles away, retired	The descriptions and delineations are not so obvious to someone from outside of Bury St Edmunds. The naming of particular areas is very much a vernacular characterisation and more appreciable by someone who lives there and has it as their surroundings.	The structure, map and Character Areas are for reference only to help people to identify the areas of the town centre the aspirations relate to.	No change required	
46	resident	The only thing I object to is having water sprouting coming up from the ground as that to me is a complete waste of public money	This is an artistic impression and is just to give an impression rather than detail.	No change required	
47	resident		The structure, map and Character Areas are for reference only to help people to identify the areas of the town centre the aspirations relate to. Thank you for your comment about the map, we have passed this to our technical colleagues to amend for future consultations of this type	No change required	
		You can't click on the map to enlarge it online. It's clear about the different areas, but it doesn't say anything about uses.			
48	resident	The main approaches into the town i.e. North, South, East and West Historic Gate entrances are important to the identity and heritage of Bury St Edmunds. Could they be more defined and enhanced - they are outside the marked Masterplan area.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
49	resident	no	Thank you for your response.	No change required	
50	visitor from more than 10 miles away, visitor from less than 10 miles away	no	Thank you for your response.	No change required	

51	visitor from less than 10 miles away	A larger map would be preferable	Thank you for your comment. We have passed this to our technical colleagues to amend for future consultations of this type	No change required	
52	visitor from more than 10 miles away, retired	I would have found it useful to be able to enlarge the map or have the main roads highlighted to make it easier to be oriented	Thank you for your comment. we have passed this to our technical colleagues to amend for future consultations of this type	No change required	
53	resident	none	Thank you for your response.	No change required	
54	resident	Part of the lower section of Whiting Street (where we reside at no 19) is residential - apart from three commercial properties at the intersection with Churchgate Street. However, this is shown as overlapping with Section 1, Town Centre. We are concerned that Town Centre planning, which is almost entirely commercial in Section 1, also incorporates our part of Section 4. This area, clearly a grey one, could mean that we are included in Town Centre planning. We are outside the Town Centre area.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
55	resident, retired	Very vague in places. Are the aspirations on a time frame for example?	This is addressed in the section 'Delivering the MAP'. It will take a number of years to put some of the significant changes in place, as the MAP covers the period up to 2031. The Delivery Strategy will set out short, medium and long term targets for delivery and will be responsive to different rates of growth.	Introduce a delivery strategy for the aspirations.	
56	resident, retired	very concerned about any consideration for the disabled	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
57	resident	The areas are clear to me as a resident because I am very familiar with the layout of the town.	Thank you.	No change required	
58	resident	Why is the station area not included on this map? We would like to see a convenience store and cafe here.	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	No change required	
59	visitor from less than 10 miles away	We desperately need the Cornhill to be a cafe culture pedestrianised area as in Cities all around Europe. There is no need for cars to be in that area	Thank you.	No change required	
60	resident	The plan for the centre needs to be joined up with planning in adjoining areas, especially the planned developments near the railway station and beyond Rougham Hill. Both these will seriously impact on the travel and parking requirements in town, although some of this could be mitigated by better public transport, especially better and cheaper buses. The "aspirations" re. the centre plan are likely to militate against such mitigation, especially re. bus transport from the station area and removing the most used stops in town, and the complete removal of the bus station - which would be a disastrous combination.	The joined up approach is provided by the existing Bury St Edmunds Vision 2031 Local Plan document which covers the whole town. However, that document on its own could not provide the level of information required for the town centre.	No change required	
61	resident, worker	Why does it matter that the town centre has a 'structure'- what is the initial reason for trying to change the image (to visitors, not residents)? This has not been made clear	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
62	resident	It does not address the main issue of many residents - RESIDENTS' PARKING	Parking and movement are referred to throughout the document. Residents' parking is a part of this and cannot be seen in isolation.	No change required	
63	resident, worker, retired	It is difficult to read black printing on the dark red and dark blue backgrounds.	Thank you for your comment. we have passed this to our technical colleagues to amend for future consultations of this type	No change required	

64	resident	I'd love to understand what it is you're proposing. But a series of interlinking pages of wordy text is impossible to visualise. Is it not possible to employ an architect? Aren't these people whose job it is to plan architectural and structural changes and then produce visualisations for people to understand potential changes? It's 2017, not 1817. Where's the interactive 3D walkthrough? I can see 3 or 4 poor and unlabelled sketches dotted around the pages without even knowing what they're referring to. I can't really believe you're asking the public's opinion without explaining clearly what it is you're proposing. I'd love to be involved. Just let me know what it is you want and I'll be able to feed back.	The role of a masterplan is to provide guidance for investment and change, it is not a blueprint for how things will be. To provide such detail would be misleading and disingenuous.	No change required	
65	resident,retired	It is very important to ensure adequate public transport to ensure residents can benefit from the changes. Several of my less fit friends had to stop supporting the market when they could no longer park at the back of woolworths. They were not fit enough to walk from Ram meadow or Cattle market .	This is agreed. In addition, blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
66	resident	How much has this Masterplan costs rate payers??	The overall budget for the masterplan was £88,000. This included the engagement of specialist town planning consultants.	No change required	
67	resident, retired	The production of the map is very well done.	Thank you for your positive comment.	No change required	
68	resident	Retain car access to Cornhill and Buttermarket. Have more Disabled Bays - Some in St. John Street.	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
69	resident	Some proposals lack specific details and so it is difficult to make comments about certain issues.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward.Further detail will be contained in the Delivery Plan.	No change required	
70	visitor from more than 10 miles away, retired	Not clear on where displaced parking from the market square will be provided	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9	No change required	
71	resident, retired	The traverse has not been mentioned in the plans. This would be an ideal area for more seating and floral displays it make it more attractive. I hope you do not intend to use brick paving in the project.	Thank you for your comment. There were no issues identified for the Traverse area although it does fall under Character Area 9 'Across the Town Centre' which includes an aspiration to repair and maintain pavements and walkways using sympathetic and appropriate materials.	No change required	
72	resident, worker	The format was difficult to look at anywhere other than spread out on the floor - it therefore wasn't very user friendly and this may have deterred some people from responding. It nearly did me! The large map was great but perhaps each area could have been presented in A4 format.	The format was very popular with people we engaged with during the consultation and was available in different pages on the website, where links were available from each question. We are sorry you did not find it user friendly.	No change required	
73	retired	Leave bury as it was no more building	The town centre will need to adapt to a growth of Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this.	No change required	

74	resident	The plans to alter and expand retail development for the town are not unexpected. But from past plans and public statements, I for one find it odd that the big issues for this town are not addressed. For the long term residents, parking and congestion have no improvement. The gap between the old and new town was promised before when the arc was in planning and has not been done. Will more retail development improve the jewel in the crown title that has been given to our town? Retail outlets alone do little for most local people. If there is money in the public bank there are many other ways to help the town manage the large increase in housing which are not being addressed in advance.	Parking and congestion within the town centre are addressed as are the need to improve the link between the new part of town and the historic core. It is acknowledged that the town centre requires more than retail development alone, which is why it identifies the different character areas.	No change required	
75	resident	a) I think that too much "OPEN PLAN" area will make the town look empty quite often, and not welcoming. b) I think the Cattle Market should be renamed the Old Cattle Market.	Thank you for your response.	No change required	
76	resident, worker, visitor from less than 10 miles away, visitor from more than 10 miles away, student, other, prefer not to say	YOU HAVE DONE ENOUGH DAMAGE TO OUR TOWN BY CUTTING IT IN HALF ALLREADY.	The town has not been cut in half, but the need to improve links between the new development and the historic core is acknowledged.	No change required	
77	resident, retired	Traffic flows/bus/rail stations always seem add-ons rather than integral	The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre	No change required	
78	resident, worker	I would have liked to see the Masterplan give greater consideration to energy supply and water resources. These factors are of growing importance and will be even more so in 2030. Issues like abstraction, energy demand, distribution and generation are key issues for the coming decades.	These important aspects will be fully considered as projects progress.	No change required	
79	resident, worker	what about extra parking, and access for cars to enter the town	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users.	No change required	
80	resident, retired	But only after I discussed the rather cagey wordings with one of your team - turns out 'aspirations' equate to deliverables, but in a 'we are not really committed way. Not so helpful, since the priorities quoted are pretty much just the 'aspirations' in other words. The acronym 'MAP' just misleads. If Compeigne Way and Station Hill are key locations and it is critical that they are integrated, they should be included in the focus areas. Meanwhile we have the County Council riding roughshod over any considerations by meddling with several key junctions. It may be that what they are doing will help in the overall scheme. But as the scheme/plan/aspirations do not yet exist there is faint hope. Just emphasises that you may aspire to democracy, the CC clearly doesn't.	We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users. The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	Introduce a delivery strategy for the aspirations.	
81	resident	Why are you trying to make our unique town centre (which visitors enjoy) look like any other town in the country. Although blue badge holders will still be able to access the centre you have not taken into account the increasing ageing population who may not be entitled to blue badges but will still require access to various services within the centre i.e. opticians, chiropractor etc.	The purpose of the masterplan is to protect the unique character of the town. The town centre will need to adapt to a growth Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this.	No change required	

82	resident		Parking and traffic routes need to be made clearer as people will still want to park in town no matter what . Lack of parking and routes into town are already congested.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and conceneience of travelling into and around the town centre for all users.	No change required	
83	visitor from less than 10 miles away, retired		There is no mention of public conveniences made available in amongst this exotic planning. One comment just go into Cafes or Restaurants for this sale purpose; especially if certain people have bladder problems. Think again! re-DESIGN OF AREA There are only 2 public toilets. 1 in Charter Square. 1 in Abbey gardens and attendant.	Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in Character Area 9.	No change required	
84	resident, worker		Where is everyone going to park, you have not made that clear at all taking away over 100 parking spaces from the Buttermarket and the Cornhill - you have no-where in that vicinity to replace them, unless you demolish a load of buildings!	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9	No change required	
85	worker, visitor from more than 10 miles away		What about outside of these areas?	The boundary of the masterplan is set by the policy in Vision 2031. The Borough Council and its partners will continue to work for the benefit of the whole town and borough.	No change required	
86	worker		I feel it's a highly complicated plan which has been poorly advertised and is unlikely to get a broad response. I feel the consultation should be extended and re addressed using more simple terms and actively seeking out a response from the public...e.g. Leaflets, mail shots	The consultations were publicised through local press, social media, via the Borough's and partners' websites and through a leaflet which was delivered to all Bury St Edmunds households in the Spring. In total, 20 public consultation events were held over the two consultation periods, including at the main supermarkets, library, markets and leisure centre. Nearly 1500 responses have been received.	No change required	
87	visitor from more than 10 miles away, retired		Needs a bit more meat. Quite non specific in parts.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward.Further detail will be contained in the Delivery Plan.	Introduce a delivery strategy for the aspirations.	
88	resident		Particularly welcome the attention paid to the Gateways into the Town. Remain concerned that Suffolk County Council will not follow the Masterplan's lead and take its aspirations & objectives into account	Thank you for your comments. We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users.	No change required	
89	resident		not happy with doing away with bus station been working well close to shopping centre has toilets. Bus parking and drop off points in St Andrews St. North the road is busy now where would bus shelters go outside of peoples homes. Double deck buses people would beable to look into peoples homes.at the moment 8-9 buses park up in the bus station where would they go not room in St Andrews St. Who ever came up with that idea either does not live in Bury uses buses or been down the road. Leave the bus station where it is works well.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	

90	resident, worker		There are no access connections to the area of the MAP, and hence no understanding can be had of how people arrive and travel around the BSE central area.	We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users.	No change required	
91	visitor from less than 10 miles away, retired		There should be more emphasis on how the areas work together, their synergies and infrastructure to ensure the whole is greater than the sum of the parts.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
92	visitor from less than 10 miles away, retired		Stopping traffic in The Buttermarket will be a great disadvantage to many people including those with any degree of immobility Please allow the traffic to keep flowing there.	There was a strong response calling for pedestrianisation during the Issues and Options stage. A viability study will be carried out looking at the various options around pedestrianisation before any work is carried out.	No change required	
93	resident, retired		It would be helpful if there were a closer correlation in both extent and terminology between the town centre structural components and its Character Areas.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
94	worker	no		Thank you for your response.	No change required	
95	resident, worker		"Station Hill" should be included in the Northern Gateway. West Suffolk College/ University of Suffolk/ Abbeygate 6th Form and King Edwards School should be included in area 3 or a new separate area.	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	No change required	
96	resident, retired		Please note that my 'yes' to Q1 above is a qualified 'yes' There seems to be virtually no mention of two of the most significant issues facing all built-up areas. Firstly the need to address poor air quality now by limiting through traffic, and promoting cleaner vehicles, and lower speeds. This ties in with aims which are stated of promoting pedestrian friendly areas as much as possible, where people are respected rather than cars. Plus the aim of trying to get more people on their feet, and on bicycles both in the interests of cleaner environments, and a healthier nation. And there seems to be no mention at all of the predicted dramatic climate disruption, and of the very significant effects this is likely to have on the way we live.	Traffic limitation or removal is set out in aspirations in Character Areas 1 and 4. Cycle provision, including secure parking, is set out in Character Area 9. the masterplan aims to balance the needs of all town centre users. Environmental concerns will be fully assessed as projects come forward.	No change required	
97	resident		Keep the bus station where it is currently situated. Removing the bus station is the only specific intention in the Masterplan and it is misguided. P&R - where? how many sites? Wording throughout the Masterplan is ambiguous and therefore difficult to give specific replies to suggested intentions.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre. In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
98	resident, retired		Station Hill is included on the 'town centre structure ' map but not on the 'Town Centre Character Area' map. This is confusing.	Apologies for this confusion. The station is outside the defined masterplan area, but of such importance to the town centre that it has been specifically identified.	No change required	

99	resident, worker	Stop traffic expect buses and deliveries. No cars, taxis and deliveries at a specific time (early or late) make the link from centre to arc more attractive. Otherwise leave it alone some people need to park nearby- physical disabilities. Don't we have enough shops. Leave it alone.	The town centre will need to adapt to a growth Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this. There is an aspiration to improve surfacing and lighting in market Thoroughfare in Character Area 1. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
100	resident	Found difficult to access the information on line but the leaflet i picked up from library clearer	Thank you.	No change required	
101	resident	I have lived here for most of my 74 years and do not find this to be clear and friendly.	The format was very popular with people we engaged with during the consultation and was available in different pages on the website, where links were available from each question. We are sorry you did not find it user friendly.	No change required	
102	resident	It's been sold the wrong way, using the nice pictures has just made peopel think this is what IS going to happen. It needed to be clearly stated at the top and in evcery communication that this plan is to enable planners to look at every single combination of events IF someone wants to develop housing, business, facilities etc in the BSE Town centre. So that if for example the owner of the Tritan House wanted to sell up then developers would know what they could or couldn't do in that area. The BFP didn't help but using the nice pictures has made the majority of people I've talked to think these things are going to be happening very soon.	Thank you for your comments.We do not have control over what the Bury Free Press publishes, but their features did create interest and led people to engage with and respond to the consultation.	No change required	
103	prefer not to say	THIS RESPONSE IS FROM THE WELL STREET ASSOCIATION AND CONSISTS OF OUR SHARED VIEW AND WE WOULD LIKE THIS SUBMISSION TO BE CONSIDERED ON THAT BASIS. WE ARE A GROUP OF RESIDENTS WHO ARE WORKING TOGETHER TO ENSURE TAHT THE OVERALL TOWN CENTRE MASTERPLAN DOES THE RIGHT THING FOR BURY ST. EDMUNDS, BUT FOR OUR NEIGHBOURHOOD TOO. BECAUSE THIS IS A LARGE GROUP RESPONSE, WE HAVE NOT ANSWERED FROM Q27 ONWARDS. • We feel that Well Street and its proximity to Brentgoval Street and the Cornhill area make us a better fit with the Cornhill Character area and not the Northern Gateway. Well Street is in the heart and not the periphery of Bury St. Edmunds. • We broadly agree with all eight of the MAP objectives, but particularly support objective four – Supporting thriving mixed use neighbourhoods by maintaining a mix of uses in those areas principally residential in character, to support those living in the town centre.	Thank you for your comments. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to. The masterplan working group and project team are aware that responses have been received from groups/organisations which represent the views of more than one person or family.	No change required	
104	resident, worker	What are the plans to ensure the protection of the Abbey Wall (a Grade 1 monument) on the boarder of Character Area 8 ie Vinefields? What are the plans for the enhancement of The Vinefields as a whole?	The status of the walls as a scheduled monument ensures their protection. Vinefields lies outside the designated masterplan boundary.	No change required	
105	resident, retired	Keep the bus station	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
106	resident, worker	The clarity of the thinking is helpful to develop the different character areas. It helps focus the mind. As the town centre area is relatively small further dividing its' functions too strictly might lead to lack of support for other areas who share that character area's activities. It would be tragic to stifle some natural growth by over regulating the other areas.	Thank you.	No change required	

107	other	As a business at the end of Abbeygate Street, the emphasis seems to be pulling footfall to the town centre and ARC. I wonder what that will do to footfall and therefore jobs of my staff at our end of the town.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
108	worker, visitor from less than 10 miles away	See note at end	Thank you for your response.	No change required	
109	prefer not to say	What is happening to Cornhill Walk. Where is the other parking nearby. What is happening to the Post Office	Cornhill Walk has been purchased by a private developer who is consulting with local people before developing plans for its regeneration.	No change required	
110	resident	it only shows roads in white, buildings & car parks in grey and everything else in green. It should show more information in more colours including: medieval buildings, shops, offices, social housing, industry, leisure and the conservation areas.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
111	visitor from less than 10 miles away, retired	"Yes" Don't change the town centre any more	The town centre will need to adapt to a growth of Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this.	No change required	
112	resident, student	A brief summary of what was decided in Vision 31 would have been useful - or a link to the document.	It is not the purpose of the masterplan to repeat the Vision 2031 document, although a link may be useful.	No change required	
113	resident, other	Live in the town centre and already parking is a great issue. We pay for our parking permits but people park without tickets and know that there are no traffic wardens	The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019.	No change required	
114	resident	The areas' descriptions are often different from the map, e.g.3 covers Risbygate St on the map, but R' street is dealt with under 6!	Apologies for this confusion.	No change required	
115	other	<i>Archaeology</i> - The Masterplan shows clearly the structure of Bury St Edmunds town centre, which highlights the historic evolution of the town and its impact on different spaces and areas	Thank you for your positive comments.	No change required	SCC questionnaire response. Received by email
116	resident, retired	The artist's impression creates a very favourable view of future development of the Cornhill. What will happen on market-days which is often the initial reason why people come to Bury?	This is an artistic impression and is just to give an impression rather than detail. The market will remain in its current location and there is an aspiration to support the continued success of the market in Character Area 1	No change required	
117	resident, worker	You are not catering for existing shoppers who use the centre of town to quickly visit the bank, lunch from M+S chemist etc - we need parking in the Cornhill and Buttermarket.	Thank you for your comment. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9	No change required	
118	visitor from more than 10 miles away, retired	I think you are ruining a very good historic town, and making it look every other town. It needs to keep its individuality and historic outlook, which makes it unique. I think the arc lets it all down.	Disagree. An aspiration to preserve and enhance the character and appearance of the town centre is set out in Character Area 9. The town centre will need to adapt to a growth Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this	No change required	
119	Prefer not to say	Make the Town Pedestrian only. Ban vehicles.	Pedestrianisation or part pedestrianisation of some key town centre areas is set out in Character Area 1.	No change required	

120	visitor from more than 10 miles away, retired	What an expensive cumbersome unwieldy presentation. Surely the plans could have been presented in page form, numbered and keyed to the plan. Instead we have an unmanageable huge spread of expensively produced paper!	The format was very popular with people we engaged with during the consultation and was available in different pages on the website, where links were available from each question. We are sorry you did not find it user friendly. The cost was comparative to producing a standard document.	No change required	
121	Prefer not to say	What is happening to Cornhill walk. Where is the other parking nearby. What is happening to the post office.	Cornhill Walk has been bought by a private developer and is in the process of being transformed. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and	No change required	
124	Prefer not to say	I do not like the format of this questionnaire and prefer to comment in my own way. Although areas 1-2 are the only ones of real significance, equal space is provided for 3-9 as well, which is unnecessary. Therefore I have used the boxes for a series of interlinked observations which I would ask you to consider altogether.	Thank you for your response.	No change required	
125	resident, worker	Love the artist's impression. For safety, pollution including noise need to reduce/ restrict vehicle activity in the Buttermarket/Cornhill area.	Thank you. Agreed. There was a strong response calling for pedestrianisation during the Issues and Options stage.	No change required	
126	resident	1. Bus station should be opened and re-staffed 2. Finish area one - learn from any mistakes then have consultation about next stages. 3. 14 yrs project too ambitious. Next council may have different ideas.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre. The timescale is set by the Vision 2031 policy and the masterplan will become part of the council's official planning guidance.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
127	resident, retired	The functionality of the plan is dependent on a sound transport plan. The words under "Movement" are inadequate.	We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users.	No change required	
128	visitor from more than 10 miles away, prefer not to say	No	Thank you for your response.	No change required	
129	resident, other	Art gallery needed.	An art gallery would be most welcome.	No change required	
130	resident, retired	Limits of each area need to be shown much demolition and building is implied. Any trees planted should be small.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to. Expert advice will be followed as to the suitability of any species of trees planted.	No change required	
131	resident, visitor from more than 10 miles away, retired	If you pedestrianise the Cornhill, Buttermarket, please lay the paving strong enough for delivery lorries. This about pedestrians, especially the elderly. The pavements in town now are very uneven of promotes falls.	Agreed. There is an aspiration in Character Area 9 to repair and maintain pavements and walkways across the town centre using sympathetic and appropriate materials.	No change required	

ID	Stakeholder group	Representation	Response	How it was addressed	Notes
1	retired	Not sure why the areas overlap. But could be helpful.	Thank you. The areas overlap to demonstrate the connectivity between them. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
2	resident	Again, these coloured markings are just an overlapping blur. What do titles like 'St Andrews quarter' even mean?	The areas overlap to demonstrate the connectivity between them. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
3	resident, worker	Definitely, they seem very empathetic to the distinct areas that exist within the town and the different needs that those areas have, particularly in so far as how their distinctiveness can be maintained and enriched going forward.	thank you for your positive comments	No change required	
4	resident	It states that Blue Badge parking will be nearby without stating where exactly. Currently being able to park in the middle by M&S, my optician and bank are essential to retain my independence. If this access is removed I will be severely discriminated against and marginalised. To expect someone with mobility problems to walk distances to access facilities, let alone then carry back any shopping, is cruel in the extreme. I am not part of any mobility organisation that I was told you had liaised with, nor do I intend to be at this stage. By excluding the likes of people like me is totally against the whole ethos of keeping the elderly or those with disabilities part of the community. How truly depressing and upsetting	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
5	resident, worker	Remained to be original historic town with the independent stores to support the area	An aspiration to preserve and enhance the character and appearance of the town centre is set out in Character Area 9.	No change required	
6	resident	Unsure on future of bus station	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
7	resident, worker	See my previous comment. It would be more appropriate to name the areas based on prominent streets, as that's where people generally walk.	Thank you for your comment. This has been recorded and will inform future consultations. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
8	resident, retired	Whatever is done in one "Area" impacts, positively or negatively, on all the others	Agreed. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
9	resident	More electric car charging points needed	Agreed.	No change required	
10	resident, worker	The colour diagram is not very informative.	Thank you for your comment. This has been recorded and will inform future consultations.	No change required	

11	resident, retired		Pedestrianisation or part pedestrianisation of the Buttermarket, Cornhill and part of St Andrews Street South are set out as aspirations in Character Area 1. Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9.	No change required	
		I think we should seriously consider Park and Ride or making the centre pedestrian.			
12	visitor from less than 10 miles away, retired		Disagree. The purpose of the masterplan is to protect the unique character of the town. The town centre will need to adapt to a growth Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this.	No change required	
		Not really It will look like any other town in the country			
13	resident		if pedestrianisation goes ahead, deliveries would be accommodated during restricted hours, as currently in place elsewhere. Any pedestrianisation will take account of this need.	No change required	
		As regards vehicles in the town centre,how do you get delivery vans when the pedestrianised square will be full of chairs and tables. Where do they put them on Wednesdays and Saturdays.??			
14	resident		In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward.Further detail will be contained in the Delivery Plan.	No change required	
		It appears to be a wish list rather than a planned approach for the future development of the town. Notwithstanding the clear objectives stated it is not clear how the aspirations will provide a vision for BSE in 2031. For example, BSE is a vibrant town centre that has grown and developed in a planned manner. The town is in a relatively unique position of having several potential development sites (mainly surface car parks) in or adjacent to the central core. A masterplan based on individual site development proposals could miss the wider economic and urban planning benefits of focusing attention on those areas that will have the most dramatic benefit for the town in the long term(e.g. regeneration/development of the St Andrews street North locality (surface car park, Triton House, bus station and St Andrews Street North frontage) rather than cherry pick easy options like the former cattle market area.			
15	other		Agreed. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
		But only if the whole town centre vision provides the context for joining these up.			
16	prefer not to say		In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward.Further detail will be contained in the Delivery Plan.	No change required	
		The map diagrams do not show clearly enough where the main developments and other improvements would be geographically. Diagrammatic "blobs" would help.			
17	resident		Thank you. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to. The boundary of the masterplan is set by the policy in Vision 2031.	No change required	
		In the main yes they are. They don't mention some of the historic streets that should be included in Character Area 4. These include Well Street, Northgate Street and Orchard Street. Also St James's School is not mentioned, this is a prime development site and falls just outside the edgse of the map. It will be clearly visible from the town/Abbey Gardens.			
18	resident, retired		The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
		I would only comment that some of the areas highlighted are badly positioned in relation to their name			

19	visitor from more than 10 miles away, retired	I am not to clear what the changes proposed are. The document is written in a language used by bureaucrats and consultants and contains too many "might be" comments and is therefore actually wishy washy. There is a list of priorities but what are you actually likely to do? This does not amount to a promise of action. By the way, how much were the consultants paid for this?	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan. The budget for the masterplan process, including consultation and consultants, was £88,000	No change required	
20	resident	It's clear, but the visuals clash with the previous map shown in the questionnaire, creating confusion.	Apologies for this confusion.	No change required	
21	resident	It is not clear from the map what changes are proposed.	Each Character Area has a number of aspirations, setting out a framework for individual projects to come forward.	No change required	
22	resident	There is obviously overlap where changes are needed making it difficult to to consider one discrete area in isolation e.g. the lack of coherent cycleways which connect the various character areas. These need to be considered as a whole and be co-ordinated to enable maximum access to and across the town. The same would apply to pedestrian and vehicular access. Character area 9 does try to address this but there is a danger that piecemeal consideration by character area leads to incoherent decisions being made through failure to consider the impact of decisions in one character area on the others.	An aspiration to provide dedicated cycle facilities including secure parking is included in Character Area 9. This area recognises that some aspirations apply across the town centre and need to be considered as a coordinated whole. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
23	resident, worker	Change for change's sake	The town centre will need to adapt to a growth of Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this.	No change required	
24	resident	Residents parking	Should there be more or less? The need to review parking is acknowledged throughout the masterplan.	No change required	
25	resident, retired	Disappointing it does not cover area to A14 access	We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users. The boundary of the masterplan is set by the policy in Vision 2031	No change required	
26	resident	Where is the Buses from estate to go better bus service needed.	The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre	No change required	
27	resident	Bus and taxi only need to be properly enforced by police on St. Andrews street North.	St Andrews Street South was strongly identified as an area where pedestrianisation is desirable in the Issues and Options consultation.	No change required	

28	resident, other			The Character Areas are specific locations defined by their appearance, historical interest or the uses that take place there, as set out in the draft masterplan. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
		Meaningless concept these are just areas which have been identified and noted with them not clear rationale for why.				
29	resident			The Character Areas are specific locations defined by their appearance, historical interest or the uses that take place there, as set out in the draft masterplan. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
		These Character Areas are fairly arbitrary.				
30	visitor from more than 10 miles away, retired			The document identifies those areas where improvement is required and the links between the arc and the historic core as well as traffic movements and restrictions are included. However, more detailed work will be required. This is explained in the introductory text and the explanation of the MAP. In addition, a delivery plan (the who, what, how and when) will take the masterplan to the next stage of delivery.	No change required	
		Not clear on traffic movements and restrictions also how are links from the market square and the Arc to be provided				
31	resident, worker, visitor from less than 10 miles away, visitor from more than 10 miles away, retired, student, other, prefer not to say			The town centre will need to adapt to a growth of Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this.	No change required	
		LEAVE WELL ALONE.				
32	resident, worker		They help locate and describe the areas	Thank you.	No change required	
33	visitor from less than 10 miles away, retired		A fair assumption of the area in question	Thank you.	No change required	
34	worker, visitor from more than 10 miles away			Agreed. The draft masterplan sets out aspirations to tackle issues identified by respondents to the Issues and Options consultation and the Borough Council's and partner's research.	No change required	
		But not sure that changes are necessarily needed everywhere.				
35	visitor from less than 10 miles away, retired			Agreed. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
		But do not compartmentalise and lose sight of the importance of the whole town centre.				
36	resident, retired			Thank you. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
		The Character Areas are conceptually helpful for the purposes of the MAP. If they are ultimately intended to form the basis of a branding strategy for the various areas of the town, their integrity would of course require fine tuning.				
37	resident, worker		However, the map diagrams are difficult if you do not completely understand our town A highlighted area within each section showing the main area of concern would help	Thank you for your comment. This has been recorded and will inform future consultations.		
38	resident, retired		Please note that my 'yes' to Q3 above is a qualified 'yes'	Thank you for your response.	No change required	

39	resident		In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. The rationale behind the aspirations are set out under the 'Why are we producing a MAP' section.	No change required	
		Again the wording throughout the Masterplan is ambiguous and therefore difficult to give specific replies to suggested intentions. Understood where the proposed changes are suggested but the proposed intentions behind them were unclear.			
40	visitor from less than 10 miles away	More consideration could have been given to the implications for the town centre of areas outside eg the station which could have been included. When redevelopment takes place in that area will it provide enough space/facilities/amenities/car parking for those visiting the town centre? Similarly, more thought should be given to improving green infrastructure links to the town centre - will out of town measures be carried out to link with it? Will traffic enforcement be improved? Some matters are issue based and not spatial, for example will town centre land uses be controlled more vigorously?	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	No change required	
41	worker, visitor from less than 10 miles away	On speaking to everyone I know about the proposed pedestrianisation of the Buttermarket area without exception they are all against the idea..	There was a strong response calling for pedestrianisation during the Issues and Options stage.	No change required	
42	worker	where not why	Thank you for your response but comment not understood.	No change required	
43	worker, visitor from less than 10 miles away	Not sure if these are all appropriate as Wish List based	The draft masterplan provides an aspirational framework for individual projects to come forward.	No change required	
44	resident	They are poorly defined with vague boundaries. Areas should be based on the council wards, which are well established, and input should be sought from the local councillors for these wards because they know their particular patch thoroughly	All Bury St Edmunds town, borough and county councillors are represented on the masterplan working group. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
45	visitor from less than 10 miles away, retired	Enough changes have got too much. We're supposed to be a Historic Town?	The town centre will need to adapt to a growth of Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this.	No change required	
46	resident, student	Useful - but a bit too simplistic e.g. Northern Gateway concentrates on the route from the station to St Johns/Andrews St. Northgate St & the largely densely packed & attractive residential area in the middle is ignored. Also there is no mention of the Brentgovel/Looms Lane link down to Ram Meadow & the development along it.	Thank you for your comment. Where areas are not specifically mentioned in the draft masterplan, it is because no issues within the remit of the masterplan have been identified.	No change required	
47	resident, retired	Where will cars park on the market place? Many people who can't walk for park here.	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
48	visitor from less than 10 miles, retired	I don't agree with all the changes Due to the changes over the years, the market has lost its character and a lot of the old stalls. We don't need all these foreign food stalls. We need local goods.	Character Area 1 includes an aspiration to support the continued success of the market.	No change required	
49	prefer not to say	The main and only important purpose of the town centre is to provide quality shops to make purchases. Assuming the shops are satisfactory, it is this essential for easy access to be provided for car uses and bus passengers -> 6	There was a strong response calling for pedestrianisation during the Issues and Options stage. Furthermore, a strong and vibrant town centre cannot rely on retailing alone.	No change required	

50	resident, retired		Why is clear enough. Without a clear map to support proposed traffic routes, the how and where are not clear.	We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users	No change required	
51	vistor from more than 10 miles, prefer not to say		No details	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
52	resident, visitor from more than 10 miles away, retired		Please keep the character of the old buildings, Remember this is a very old town ant attracts tourists because of this, not so much for the shops, these are not as good as they used to be.	An aspiration to preserve and enhance the character and appearance of the town centre is set out in Character Area 9.	No change required	

ID	Stakeholder group	Representation	Response	How it was addressed	Notes
1	resident	if you had to define areas, shouldn't it be something like: historic town centre/recent development/needs redevelopment.	The Character Areas are specific locations defined by their appearance, historical interest or the uses that take place there, as set out in the draft masterplan. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
2	resident	Nothing at all	Thank you.	No change required	
3	resident	Angel Hill shouldn't just be left as a car park. This area must also be included in the plan.	The Angel Hill Area is included in Character Area 4 which includes an aspiration to reinforce the identity of Angel Hill as a multi-functional space to continue as a car park and events space. Angel Hill has been identified as an important parking resource close to the town centre on the east side of town.	No change required	
4	resident, worker	A caveat to answering 'yes' is that I am only a resident of 10 years. Those that know the town better may take a more critical view.	Thank you for your response. We are keen to capture a range of views representing the residents of and visitors to the town centre.	No change required	
5	resident	The northgate st, Tayfen road and station hill need sorting out. There is traffic build up with cars turning on and out of the Tesco no 2 car park. There is traffic build up when traffic turns right to head up station hill. I think that the Tesco car park should be used only for staff not for public, who cannot be bothered to go round to the main Tesco car park. Perhaps there ought to be a one way system in direction of Northgate St- Tayfen Road, station Hill. The Railway station needs to be connected directly to the bus station/town centre with a regular 15 min service either way by public transport of some sort. As transport is changing so fast a consideration of driverless vehicles, electric minibuses, trolley busses solely to connect one with the other. And the road needs to be improved as well.	This area is outside the masterplan boundary, however we recognise the importance of the station and this is included within Character Area 2. Suffolk County Council have recently carried out a public consultation regarding roads and travel in this area, the results of which will be available soon.	No change required	
6	visitor from more than 10 miles away, retired	More information regarding disabled parking for disabled customers needing to park close to the town centre.	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
7	resident, worker	Parking needs to remain	Thank you for your comment.	No change required	
8	resident	my answer would be 'ish' The churchgate area mainly and to a lesser extent with the other areas seem to be too nice to the residents who should not be considered as that important. They chose to live in a town centre so they put up with the noise/disturbance/parking that goes with that decision.	Thank you for your comment.	No change required	
9	resident	You are removing all the disabled parking in the town centre, making that area impossible to reach for those with limited walking.	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Character Area 1 includes an aspiration to retain delivery access and accommodate Blue Badge and other parking nearby.	No change required	

10	worker, visitor from less than 10 miles away	The link between The Arc and the older shopping Area is still a major concern. The money to be spent on electric charging points also needs to be carefully thought through. Given that Hydrogen is not a fossil fuel, with no pollution, only water vapour, existing petrol station forecourts could be easily converted at limited cost. This would save councils huge amounts of money if they did NOT have to provide electric charging points which will take up space, by considering an alternative to electric cars. Also how many queues will there be for these charging points? The capacity on our National Grid will not be able to cope if all motorists are charging their cars at say 6.00pm. The current range for an electric car is not practical for many businesses.	The document identifies those areas where improvement is required and the links between the arc and the historic core. Electric vehicles already exist and are increasing in popularity and car parks are a logical location for charging points due to the charging time requirements which make petrol forecourts less suitable. However, we should remain flexible to innovation.	No change required	
11	visitor from less than 10 miles away	The area between Sainsbury's and churchgate st/parkway as a peripheral but entry point area.	This area is outside the masterplan boundary, however we are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users.	No change required	
12	resident, worker	Seem reasonable to me, but don't know enough about the history of the town to be really sure.	Thank you for your response. We are keen to capture a range of views representing the residents of and visitors to the town centre.	No change required	
13	resident	No more coffee shops cheaper rent for smaller shops lower car parking charges for local people who have to use the town	The number of coffee shops is a direct response to market demand. The council does not control rents. Lower parking charges for local residents is an interesting idea, but how do we know who is local?	No change required	
14	worker	Full pedestrianisation	Thank you.	No change required	
15	resident, worker	See my previous comment. It would be more appropriate to name the areas based on prominent streets, as that's where people generally walk, and to refer to prominent landmarks such as the Cathedral and Abbey Gardens.	Thank you. Please see the response to your previous comment.	No change required	
16	resident	But see my earlier comment re station hill and transport hub.	Thank you. Please see the response to your previous comment.	No change required	
17	resident, retired	Recognition the people (particularly residents in the town) are more important than cars, parking, traffic. People and homes should always have priority.	The masterplan seeks to balance the needs of all users of the town centre.	No change required	
18	resident	St Andrews street does not need redevelopment, leave alone move to Tayfen Road/Station Hill	St Andrews Street (North and parts of South) were identified as area requiring improvement in the Issues and Options consultation.	No change required	
19	resident	More electric car charging points needed	Agreed	No change required	
20	resident	They are not really independent areas.	Agreed. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
21	resident, worker	We need the market cross gallery re-opened. This is 'Character' to the town.	Although this would be welcomed, it is outside the scope of the masterplan.	No change required	
22	worker	To increase blue badge parking in the town centre	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
23	resident	Needs to be more for people of bury not just tourists! Full time workers don't have time to park and walk for ages to get to one shop. We want to get in, park and get out asap. Need cheaper parking. More spaces.	73% of respondents to the Issues and Options consultation were residents of Bury St Edmunds. Pedestrianisation of Buttermarket and Cornhill was strongly supported in this consultation. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	

24	resident	I think that three other areas ought to be included as character areas: Out Risbygate - Location of College, Leisure Centre and weekend parking - it is an important area of the town centre Station Hill - This area should be included as an area of its own as many tourists, visitors and town residents use the station Eastgate Street - This is one of the main access points into the town and serves as a link between the growing residential areas of Bury towards Moreton Hall and the historic centre.	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	No change required	
25	resident	I would also have included the Station area as a 'character area' especially as 'movement' was one of the overarching themes identified...and rail forms part of this.	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	No change required	
26	visitor from less than 10 miles away, retired	The railway station and "Station Hill", an area clearly identified under the heading understanding the structure of the town centre. Likewise the Lark and Linnet Riverside should be more specifically identified as a Character Area	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	No change required	
27	resident	The character areas are helpful but I suggest they should be dropped in subsequent stages of the masterplan process in favour of a single planned approach to the town centre.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
28	resident, worker	Station hill and approach to town from there	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	No change required	
29	prefer not to say	The Station Hill area should be included in the second map diagram (see note above)	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	No change required	
30	resident	Moyse's Hall not dealt with specifically. Angel Hill and required improvements. Conservation areas (Well Street etc.) not mentioned.	Thank you for your comment. Where areas are not specifically mentioned in the draft masterplan, it is because no issues within the remit of the masterplan have been identified.	No change required	
31	resident	All of the Water Meadows including Holy Water Meadows should be included with the Lark and Linnet Riverside or be identified as an additional Character area. The Water Meadows are a unique feature of the town. It is appreciated that No Mans Meadows has been identified in the Lark and Linnet Character area but so too should the other water meadows particularly in view of the proximity of residential areas to them.	Thank you for your comment. Where areas are not specifically mentioned in the draft masterplan, it is because no issues within the remit of the masterplan have been identified.	No change required	
32	visitor from more than 10 miles away, retired	Character Areas are a vernacular concept, as I pointed out. What I need to actually see clearly marked are: Traffic free pedestrianised areas which enhance an experience of the historical and heritage character of parts of the town Logical pedestrian routes - there are too many places where it is not safe to cross the road Dedicated bicycle routes and lanes which provide connected travel across the town Proper access to parking for people who don't live in Bury via park and drive sites which operate at appropriate times, i.e. 7 am to 12 pm	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to. The aspirations you request are included in Character Areas 1, 3, 5, 6 and 9.	No change required	
33	resident	As outlined in my answer to an earlier question - the Character Areas have been extremely loosely identified and could lead to problems.	Thank you. Please see the response to your previous comment.	No change required	
34	resident	The other watermeadow areas should be included as they form a significant feature of the town especially The Holy Watermeadows which should be included as part of Number 8 Character area, Lark and Linnet Riverside. The Holy Watermeadows are currently an underused and a neglected area which could be a potential asset adding to the character of the town especially forming a cycle and pedestrian conduit from the South and southwest of the town (largely residential) and/or for recreational use.	Thank you for your comment. Where areas are not specifically mentioned in the draft masterplan, it is because no issues within the remit of the masterplan have been identified.	No change required	

35	resident, worker	As above the rail station has not been included.	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	No change required	
36	resident	Why do they need to be 'identified'?	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
37	resident, worker, retired	How to solve the issue of residents' parking	This is one aspect of the overall parking needs of the town which will be addressed through the delivery plan and there is no single correct solution.	No change required	
38	resident	Southgate area should have been included.	The boundary of the masterplan is set by the policy in Vision 2031. Surrounding areas will be fully taken into account when taking projects forward.	No change required	
39	resident, worker	Consideration for activities to suit teenagers & the younger generation as there is a distinct lack of such facilities at present.	Agreed, although little indication has been provided as to what these facilities might be.	No change required	
40	resident	The idea of a pedestrianised town centre, around the Buttermarket is an excellent idea, but you need to consider more parking within a reasonable distance, which is no further to walk than Ram Meadow is currently. On market days, Ram Meadow is full and is a good example of the need for extra parking capacity.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
41	resident	More place on the beat	This is outside the remit of the masterplan, but the Borough Council works closely with the Police on issues of community safety and anti-social behaviour.	No change required	
42	resident, worker	It is right to stretch the area out towards the station and give appropriate emphasis to the Northern Gateway.	Thank you.	No change required	
43	resident, other	This seem a fair summary of town centre.	Thank you.	No change required	
44	resident	I believe that the Northern Gateway should include Station Hill and the Railway Station as the station is a key part of the 'arriving in Bury' experience. The aim to improving the route from the Station to the Town Centre starts at the Station and it should therefore be incorporated into the strategy	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	No change required	
45	resident, retired	But again update the Traverse. paving there is in a dreadful state.	Thank you for your comment. There were no issues identified for the Traverse area although it does fall under Character Area 9 'Across the Town Centre' which includes an aspiration to repair and maintain pavements and walkways using sympathetic and appropriate materials.	No change required	
46	resident, retired	Parking, disabled access	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
47	resident	"Park and Ride" should be available on busy market days and not just at times which are extraordinary such as Christmas.	There is an aspiration to review options for Park And Ride/Walk/Cycle provision in Character Area 9.	No change required	
48	resident	Spaces both public and private that add to the urban landscape. Trees and habitats. Educational places and how these can integrate into the MP. Benchmarking from other historic towns and lessons learnt for example Chester. Including guidance for HE, CABE etc. A programme with decision milestones - we need to be able to measure progress.	Thank you. The Delivery Strategy will set out short, medium and long term targets for delivery and will be responsive to different rates of growth.	Introduce a delivery strategy for the aspirations.	

49	resident, worker, visitor from less than 10 miles away, visitor from more than 10 miles away, retired, student, other, prefer not to say	LEAVE WELL ALONE.	Thank you for your response. Please see response to your previous comment.	No change required	
50	resident, retired	more trees, slower traffic and/or less. Encourage independents, more residential	More trees and slower/less traffic is already included. The masterplan cannot influence who occupies shops, this is a matter of market demand. However, a healthy town centre should be capable of attracting a wide range of shops and other facilities.	No change required	
51	resident, worker	What about an out of town parking, transport hub? Each area makes reference to movement and encouraging more pedestrians and cyclists but we are not tackling the main barrier which is vehicle volumes and how we remove them from these spaces. What about an amazing infrastructure and resource and environmental focus? After all 2031 is half way to the Government 2050 target for an 80% reduction in GHG emissions. I know I am in a minority but it does concern me that the future vision only covers retail, parking and some housing. Is this really our only aspiration for the town's development? What about no more fossil fuelled cars in 2040?	There is an aspiration to review options for Park And Ride/Walk/Cycle provision in Character Area 9. Pedestrianisation or part pedestrianisation of some key town centre areas is set out in Character Area 1. Environmental concerns will be fully assessed as projects come forward.	No change required	
52	resident, retired	Earlier comment re Compeigne Way and Station Hill - vital, apparently...but not included.	Thank you for your response. Please see response to your previous comment	No change required	
53	visitor from less than 10 miles away, retired	No more Costa Coffees needed, there are too many already! look at Angel Hill and Abbeygate; not too many trees and just small variety which don't obstruct building views or cause root problems re pavement.	The masterplan cannot influence who occupies shops, this is a matter of market demand. However, a healthy town centre should be capable of attracting a wide range of shops and other facilities. Any tree planting must include appropriate species for the location.	No change required	
54	resident, worker	you are making it more difficult for people who want to shop and come into town briefly to go to the bank, get a prescription from Crosdales/Boots etc, buy their lunch - impossible not everyone wants to spend the whole day shopping and eating and parking miles away, we have work to do - we work in Bury or outside Bury and want to come in in hurry to get food/bank/chemist etc	Character Area 1 includes an aspiration to retain delivery access and accommodate Blue Badge and other parking nearby.	No change required	
55	worker, visitor from more than 10 miles away	Not sure about that one, I'll see further into the questions...	Thank you for your response.	No change required	
56	visitor from less than 10 miles away, retired	The Northern Gateway should start at the A14 junction. As the approach to such a special town, it is poor quality and made poorer by congestion. All areas talk of improving the non-car users but none explain how vehicular access will be maintained or improved. Relative ease of access is one of the town centre's strongest selling points.	We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users. The boundary of the masterplan is set by the policy in Vision 2031	No change required	
57	resident, retired	As the town's undoubted focal point for tourists and visitors, it seems a significant oversight that the Abbey Gardens does not form a distinct Character Area in itself, but instead straddles the boundaries of Character Areas 1, 5 and 8. Given MAP Objective 2, and the aspirations of the Abbey of St Edmund Heritage Partnership (of which the Borough Council is an active member) to enhance the management, access and understanding of the whole abbey site, the MAP would seem to provide an ideal opportunity to emphasize both its unique character and its potential significance to the town.	Thank you for your comment. Where areas are not specifically mentioned in the draft masterplan, it is because no issues within the remit of the masterplan have been identified. Character Area 9 includes priorities to preserve and enhance the character and appearance of the town centre and to improve information about the town centres heritage and areas of interest for visitors and residents alike, which includes the Abbey Gardens	No change required	

58	resident, worker	The Station Hill area should be included in section 2. West Suffolk College/ University of Suffolk/ Abbeygate 6th form and King Edwards School should be included in area 3 or a new separate area as this area will develop very quickly I wonder if Moreton Hall should have been included in one of the areas as will see a huge amount of growth in the next few years	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	No change required	
59	resident, retired	Please note that my 'yes' to Q5 above is a qualified 'yes'	Thank you for your response.	No change required	
60	worker	The bus station must remain - otherwise how are non-driving visitors going to access the town centre? Have a desirable arrival point is just as important as a desirable town centre	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
61	resident	The train station and pedestrianised/cycle access to this important resource of public transport should have been included. The paucity of car parking at the station is appalling. Surrounding land should be procured under a CPA so that the station has the necessary amenities to offer its passengers.	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2. Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station.	No change required	
62	prefer not to say	Although we could debate specific inclusion criteria (i.e. where Well Street and immediate environs fit) we feel that there are inconsistencies in some of the overviews. For example, 'characterful properties' are to be found in more areas than just Churchgate (4). Clearly the mix of timberframe and Georgian properties sited within a medieval street plan have immense character, but so do some of the early Victorian developments including Well Street, Orchard Street, St. Johns Street, Cannon Street, Garland Street and Northgate Street – all within the Northern Gateway.	Agreed. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
63	resident, worker	The Vinefields.	The boundary of the masterplan is set by the policy in Vision 2031. Surrounding areas will be fully taken into account when taking projects forward.	No change required	
64	resident, retired	More 20mph or slower zones.	Thank you.	No change required	
65	resident, retired	Churchgate is not the only area with characterful properties	Agreed. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
66	other	The development of the MAP is welcomed as a logical way to approach growth and change in the area. It has been developed to help achieve a particular vision for 2031 for Bury St Edmunds - it may be that that was summarised in the excellent draft paper but I didn't spot it and would have found it helpful to consider alongside the MAP. Generally, whilst the approach is to be applauded, could we be more proactive with regards to the considerable assets that we have in the town. For example, we note that we have 'one of the best retail, culture and leisure centres in the region. .... We say 'our ambition is for our town to continue to be vibrant and prosperous.....' which we would agree but perhaps should have some key proposals for the future of say, the cultural facilities which are spread out across the character areas. The position of Bury in the centre of East Anglia and the ready accessibility of the town from the A14 provide opportunity to develop more of these strengths which will bring people to Bury and support the local economy.	Agreed.	No change required	
67	other	Not much to the Abbeygate end apart from drawing footfall away (as already mentioned)	Thank you for your response. Please see response to your previous comment.	No change required	
68	worker, visitor from less than 10 miles away	Understand that easier to look at bit sized chunks	Thank you.	No change required	

69	resident, student	see above	Thank you for your response. Please see response to your previous comment.	No change required
70	visitor from less than 10 miles away, retired	Leave it alone. You're doing too much too soon. Toilets in the Buttermarket with tourist information center	The town centre will need to adapt to a growth of Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this. Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in Character Area 9.	No change required
71	resident	Town centre appears to have been divided into certain areas as viewed for their potential by developers looking for opportunities. Our plan should primarily address the needs and wants of the local users and the resident people.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required
72	resident, retired	It remains to be seen if the new roundabout at Butts Corner proves to be safer to use and improves the flow of traffic to and from the town centre.	To date, this improvement is working well.	No change required
73	visitor from less than 10 miles away	Total priority for the pedestrian	The masterplan seeks to balance the needs of all users of the town centre. There are aspirations to increase priority for pedestrians throughout the masterplan, including key areas of pedestrianisation or part pedestrianisation.	No change required
74	resident, worker	You will ruin the town centre if you Pedestrianise it more.	Disagree. Pedestrianisation of Buttermarket and Cornhill was strongly supported in the Issues and Options consultation.	No change required
75	visitor from less than 10 miles away, retired	Leave the arc out of it. The Apex is destroying the Theatre Royal, which is being ignored. It is a very interesting print of the old town ans should be served and used.	The arc already exists. Is there any evidence that The Apex is impacting upon the Theatre Royal?	No change required
76	prefer not to say	-> What now shopping centres we built, easy access is provided by allocating space for public transport hubs and car parks nearby. This cannot be done in Bury because its layout developed over centuries when cars and buses did not exist ->	Agreed. The masterplan is working within the constraints of a historic town centre. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9	No change required
77	resident, worker	Yes in general but greater emphasis should be placed on Angel Hill and Abbeygate St as significant locations	Angel Hill and Abbeygate Street are significant locations and are covered under Character Area 4.	No change required
78	resident, retired	Bus routes through the town centre need to be settled before moving this plan forward.	The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre	No change required
79	visitor from more than 10 miles away, prefer not to say	Points of interest.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required
80	resident, other	Development around railway NB - no more low-quality housing, please, with render that is nacked and discoloured within weeks.	Although outside the masterplan area, this is an area where high quality housing is sought.	No change required
81	resident, retired	Railway station at least should be included and preferably as far as Junction 43 on A14.	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	No change required

82	resident, visitor from more than 10 miles away, retired	Keep to the historic character, don't change it to make it modern. When I was young I could do all my shopping in the town centre. Now the place is full of eateries, coffee shops, charity shops and very little else. Everything else has gone out of town and I like a lot of others cannot get there.	An aspiration to preserve and enhance the character and appearance of the town centre is set out in Character Area 9.	No change required	
83	resident, student	Useful - but a bit too simplistic e.g. 2. Northern Gateway concentrates on the route from the station to St John's/Andrews St. Northgate st and the large densely packed and attractive residential area in the middle is ignored. Also there is no mention of the Brengovel/Looms Lane link down to Ram meadow or the development along it.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to. Where areas are not specifically mentioned in the draft masterplan, it is because no issues within the remit of the masterplan have been identified	No change required	

ID	Stakeholder group	Representation	Response	How it was addressed	Notes
1	resident	I do not think removing any parking options is at all helpful. Parking in bury is already difficult enough so removing town centre parking will be a massive negative impact on the town. I work in a local independent shop and we constantly have people about the lack of parking availability as it is. Especially for the people who are not as able to walk long distances or even at all!	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
2	resident	Pedestrianising the town centre seems to me to be in conflict with the stated aim of 'Improving highway infrastructure to enable traffic to get in, out and around the town centre.' Ring roads are already heavily congested, with very few options to get off the circuit, and no amount of 'improvements' to roundabouts, lights controlled pedestrian crossings or cycle lanes is going to improve this.	We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users.	No change required	
3	prefer not to say	Sad that Improved pedestrian links to the arc and Cornhill is still in as this was soemthing that was supposed to be done when the arc development was first built, so many wasted years and money and its still in the planning.	This is acknowledged and largely the result of third party land interests. However, it should not restrict the aspiration.	No change required	
4	resident	It is high time that Bury St.Edmunds received a "tidy up". You have made some brave proposals and I feel that some of these will be met with a degree of hostility. There will be a certain amount of upheaval, which is inevitable; however, in the long run, I think you have the best interests of residents and tourists at heart. I am a Bury St.Edmunds resident, if that has any bearing.	Thank you for your positive comments.	No change required	
5	resident	Whether we like it or not there will always be traffic petrol or electric so car parking and a good road system is very important. Traffic not moving is very bad for the environment.	We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users.	No change required	
6	resident	The plan does not seem to address potential major changes in infrastructure or usage. For example the disgraceful proposed closure of the government offices on St. Andrews street south.	Disagree. The masterplan provides a flexible approach which can respond to range of possibilities. We do not yet know the future proposals for the government offices, but we need to be prepared should they become available for re-use or redevelopment.	No change required	
7	resident, worker	Whilst everything should be done to encourage visitors to our lovely town as our economy depends upon it, please always bear in mind that this is a working town and not just a pretty place for others to visit. As a person who lives and works here I want to ensure that there is free flow of traffic around the town as like it or not, we do depend on our cars to go about our daily business. The LA has in the past had a tendency to pretend that cars are null and void but this is not the case. As always, there needs to be balance. There needs to be an increase in number of parking spaces and it needs to be affordable. There should also be more "Free after Three" sessions. I'm not sure there is any need to stop the flow of traffic around centre of town (Buttermarket) as there is already provision for this on a Wednesday and Saturday. Please can we have a sensible, balanced approach that is inclusive to the needs of everyone and not just the few.	We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
8	resident, retired	I am very concerned that the Council do not lose sight of the need for loads more car parking or a park and ride if they are going to attract enough businesses to make the proposals viable. Many people are going the short distance to Newmarket or the Park and Ride into Ipswich. Station hill would have made an idea car park. The terrible and costly mistake in not giving the arc a proper wide access from Cornhill as promised at the start of the discussions of the cattle market development just shows how developers can ride roughshod over the incompetent council officers. Please learn from your councils officers mistakes.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9.	No change required	
9	resident, worker	The pedestrianisation of the Cornhill and Buttermarket is an absolute must. Some businesses will go off the deep end about it (like they did the arc) but stick to your guns!	Thank you for your positive comments.	No change required	

10	resident	Unhappy that there still appears a reluctance for BSE to consider a park and ride scheme. I used to live in the Chelmsford area and they have developed very successful park and ride schemes that are both popular with motorists and help traffic flow into and around the town. I confess a particular interest in these schemes having worked within ECC Passenger Transport during the time these schemes were developed and implemented. I have only lived a couple of years in BSE but it appears to me that such a scheme would be most useful for traffic coming from the South and West of the town with the parking area having easy access to Newmarket Road from which entry into to the Bus Station would be convenient.	Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9	No change required	
11	visitor from less than 10 miles away	Since this plan is intended to take BSE through to 2031 and beyond, I am surprised that no account has been taken of the potential of new technologies expected within that timeframe. I am specifically thinking of autonomous cars. When available they will increasingly be available as a service (as opposed to individually owned), with huge benefits to towns such as BSE. For example, the need for car parking spaces will shrink dramatically, with release of such land for housing, green spaces etc. Also as this service take-up increases then parked cars in many of the lesser ingress roads e.g. Queen's and King's Roads will diminish with the opportunity to offer up more road space for cyclists. Again, with the trend to buy 'mobility as a service' (rather than own) then the market for used car sales will whither and land freed up from these businesses. There are too many aspects to these developments to mention here, but certainly any planning department looking 14 years out will be blindsided by not taking this into account. (Scientific American July 2017 edition can offer some further info).	Thank you for your suggestions. The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to different levels of growth and changing technologies.	No change required	
12	worker, visitor from more than 10 miles away	Care should be taken to retain the intrinsic nature of the different areas of the town, allowing the requirements of any one particular pressure group or part of society to dominate the overall structure of the plan and its implementation would be a mistake.	Agreed.	No change required	
13	resident, worker	Two comments. Wayfinding - I think one of the things identified in the MAP is the importance of signage. Whilst it seems a rather rudimentary point to reinforce, I do think this is key. Clear waymarking to connect the thinking of town planners (with respect to the character areas), to the minds of residents and particularly visitors, has to be one of the surest ways to see that the plan materialises in a very tangible way. Such that, the true heritage and diversity of the town centre as a whole is appreciated, enjoyed and maximised. Whatever efforts are put into the discrete areas identified, if waymarking is not effective, there will little or no perception of these efforts to the person on the street. This would seem to be a real missed opportunity, hence reinforcing its importance here in comment. Pedestrianisation - an observation here would be that, there is something attractive about being able to drive through the town centre. Both for visitors to the town, who do not actually have the time to spend in the town centre per se but can still appreciate something of its story by driving through. And for local residents who do not feel that the centre is locked away in some way by it being overly pedestrianised. Of course, there has to be a compromise here somewhere. It's just hoped that this compromise will be sensitively worked out in the planning going forward.	Thank you for your comments. There is an aspiration to improve signage to key destinations in Character Area 9. A viability study will be carried out looking at the various options around pedestrianisation before any work is carried out.	No change required	
14	visitor from less than 10 miles away, retired	We spoke with a Council representative at Sainsburys, who told us that everyone had been sent a leaflet about the proposed changes. We did not get one, and the first we heard of it was through an article in the Bury Free Press, announcing that they had received over 1000 responses. None of the top 10 responses mentioned the need for disabled access. After further discussion, the impression was that the organisations concerned with access had made a case for ease of crossing the roads in the centre, but as to getting there in the first place seemed to have got lost on the way. I need to get to my Bank, optician, chemists, M&S and a restaurant where I can meet up with friends. Not for much longer if the whole lot becomes pedestrianised.	Every household in Bury St Edmunds received an information leaflet during the Issues and Options consultation. Unfortunately there were not the resources to leaflet surrounding areas. In Character Area 9 there is an aspiration to optimise access into and around the area for people with disabilities and mobility difficulties across the town centre. This includes Blue+D77	No change required	
15	resident	No	Thank you for your response.	No change required	
16	resident	Cars can be parked in existing places already present. They may be a need for additional car parking just on the outskirts of Bury with a possible park and ride facility. There is some car parking in Morton Hall, but this is blocked by people from the outside of Bury who gather from a number of cars to fewer cars to collectively go to a place of work in Bury to save on parking fee for parking in say the Hospital where there are high parking fee. This means that residents in Morton Hall cannot use the parking in the location of Lawson place facilities. One could suggest that a place be found to these people to park on the outskirts of Bury but not in the Lawson Place parking areas	There is an aspiration to review options for Park And Ride/Walk/Cycle provision in Character Area 9. This could include reviewing options for a 'park and share' facility.	No change required	

17	resident, worker	<p>A wrought iron arch above the entrance to st johns street should be considered, to encourage foot fall. Also consider banning through traffic and parking, apart from deliveries, in that street. Also clear signposting to and from the train station directing passengers through st john street, with widened pavements. redesign of street surfaces to direct people down st john st from cornhill. Also encourage shopowners to update and maintain their shop fronts, eg H SAMUEL/ERNEST JONES looks very run down., also JONES BOOTMAKER is very poorly maintained. Full pedestrianisation the buttermarket/cornhill is a great idea.</p>	<p>Thank you for your suggestions. Any arch over St Johns Street must be in scale with the buildings either side, but be sufficiently high to allow commercial/delivery vehicle access. This may be difficult to achieve. There is an aspiration in Character Area 9 to improve signage to key locations across the town centre. There is also an aspiration to improve connectivity with St Johns Street from Cornhill in Character Area 1.</p>	No change required	
18	visitor from more than 10 miles away, retired	<p>As a wheelchair user I would like careful consideration to be given to the type of paving used for the pedestrianized areas. In particular I would request that the "rustic" uneven type of paving so often adopted by town planners for use in heritage areas is avoided, as it is at best highly uncomfortable for a wheelchair user to move across and can also create a hazard, putting the person at risk of being thrown from their wheelchair, or having to resort to using the road. I would also hope that disabled people / disability advice groups will continue to be consulted at all stages of the planning and when the final plans are drawn up and agreed, to ensure that appropriate access is provided for.</p>	<p>Organisations working with people with additional needs have been involved in the development of the masterplan since the earliest stages and will continue to be involved. There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials and also to optimise access into and around the area for people with disabilities and mobility difficulties. This could be achieved by addressing issues such as dropped kerbs, reducing street 'clutter', surfacing and access to shops and businesses</p>	No change required	
19	resident	<p>A repeat of my though fare to the arc comment.</p>	<p>Thank you for your response. Please see response to previous comment.</p>	No change required	
20	resident	<p>There is so little disabled parking in the town centre and you are now going to remove that. Its no good pointing us to the Arc car park etc because it is too far to walk from there down to, say, Marks and Spencers.</p>	<p>Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.</p>	No change required	
21	worker, visitor from less than 10 miles away	<p>The link from the Railway Station to the town cewntre needs to be improved. There should also be provision for parking at the Railway station. If we are to encourage more people and tourists to use the railway then there needs to be plenty of parking to allow users to be able to drive to a railway station at any time of the day or night so that it becomes convenient and practical to use. Also there needs to be more than one train an hour, and the line should be electrified.</p>	<p>The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2. Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station.</p>	No change required	
22	visitor from less than 10 miles away	<p>I have lived through on-street buses on St Andrew's St North before while working in an office on that street. It was dirty and noisy if you were working in the office and no windows could be opened. Also dangerous. Not sure we need many more shops with the way on-line shopping is these days at the expense of the bus station. Long stay parking too far away. I rarely come into town for a long time now as if I have heavy shopping Ram Meadow is too far to carry it. The access to and from Ram Meadow is hopeless at busy times. I tend to nip in and do the minimum, therefore spending less. Sometimes I don't come at all. The best improvement would be to knock down buildings to link The Arc and Cornhill. Making St Andrew's St South pedestrian is a really good idea as at present it is ugly and dangerous. Could the shops at the back of the Cornhill be smartened up?</p>	<p>Thank you for your response and information. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre. Improved access to Ram Meadow is the first aspiration in Character Area 5. Improved links between the arc and the historic core are a key element of the masterplan.</p>	<p>Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.</p>	

23	visitor from less than 10 miles away	I would have liked to have seen more clear thoughts on park and ride provision	There is an aspiration to review options for Park And Ride/Walk/Cycle provision in Character Area 9.	No change required	
24	resident	Make sure enough facilities for disabled as we have so many disabled in BSE	Agreed. There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials and also to optimise access into and around the area for people with disabilities and mobility difficulties. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision	No change required	
25	resident, worker	I do not agree Cornmarket/Buttermarket should be pedestrianised any further. One of the big advantages of Bury St Edmunds as a town compared to other places is that you can park very close to the shops if you want to and are prepared to pay for it. Nor do I see any real advantage in moving the bus stop on St Andrew's Street further away from the shopping areas - it's well located now in the middle between the old and new parts of the town centre. Please confirm what plans there are in respect of Northgate Street. It is a residential street and I would not like to see shops/other developments appearing without further consultation with residents.	Thank you for your comments. The convenience of a limited number of car parking spaces in the town centre come at a considerable cost to the environment of the area and the movement of pedestrians. However, the loss of any on-street car parking will need to be offset by alternative convenient car parking. Where areas are not specifically mentioned in the draft masterplan, it is because no issues within the remit of the masterplan have been identified.	No change required	
26	resident	Tourist information at the bus station a big minus	Thank you for your response.	No change required	
27	resident	Overall I think the Master-planning exercise has been v well done and the resulting draft plan is very promising. While I would , along with others I expect, have preferred the ambition to pedestrianise areas of the town centre to have included Angel Hill- one of the most important civic urban spaces in the UK. It is disappointing that this was not included in the plan.	Thank you for your positive comments. The Angel Hill Area is included in Character Area 4 which includes an aspiration to reinforce the identity of Angel Hill as a multi-functional space to continue as a car park and events space. Angel Hill has been identified as an important parking resource close to the town centre on the east side of town.	No change required	
28	resident, worker	No	Thank you for your response.	No change required	
29	visitor from more than 10 miles away	Yes don't forget those who have difficulty walking!	Agreed. There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials and also to optimise access into and around the area for people with disabilities and mobility difficulties. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision	No change required	
30	resident, worker	I'd like to see more detail around the rationale for the proposal before commenting further.	The rationale behind the aspirations are set out under the 'Why are we producing a MAP' section.	No change required	
31	visitor from less than 10 miles away	is there any thoughts about a park and ride system. Parking in Bury is often a nightmare, and if more areas are to be pedestrianised it will be even worse. Also spare a thought for those who are disabled and elderly. Please ensure plenty of access for wheelchair users.	There is an aspiration to review options for Park And Ride/Walk/Cycle provision in Character Area 9.	No change required	
32	resident, worker	St Johns Street/Ipswich Street improve signage, encourage footfall, improve links to Cornhill, and route to the railway station. This is stated as an aspiration and I would like to stress how important signage to St John's street is for the independent shops are. Just this week 2 are closing down. There are complaints about the A-boards at the top of St John's street but there is no other way for retailers to drive trade down the street. An attractive sign showcasing the different shops or at least the fact that it is a shopping street would benefit retailers and customers alike.	Agreed. Thank you for your suggestions.	No change required	

33	visitor from less than 10 miles away	As someone who moved to this area 3 years ago, it is apparent that the maintenance of adequate parking near to where people want to get to is essential - I accept that this point applies particularly to older people, and/or those who are long-time locals and used to just driving in and parking. Most people in fact drive into Bury, few people use the bus (I know, because I do), and ditto the train (and of course the train station is 10-15 mins walk from the town centre). I therefore suspect that the removal of parking from Cornhill/Buttermarket areas will be very unpopular. Also, Ram Meadow is essential as the main car park on that (east) side of town, which is going soon to have large new residential areas on the edge of town and in surrounding villages. The Council was talking about closing it several years ago, and building on it, and it told people that there was adequate alternative parking - definitely not so ! I suspect that local people want the town to remain largely as it is, with a few tweaks here and there. People who volunteer as consultees may not of course be particularly representative of the local population.	Thank you for your comments. Consultees have been broadly representative of the population of Bury St Edmunds and the surrounding area. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. in Character Area 5 there is a priority to maintain existing number and potentially increase parking provision within any redevelopment of Ram Meadow.	No change required	
34	resident	Car parking needs to be reduced. Cycling and walking actively encouraged.	The masterplan seeks to balance the needs of all town centre users and increase accessibility and facilities for pedestrians and cyclists.	No change required	
35	resident	Too many Cars trying to get into this Town, with new estates being buildt on Moreton Hall and off Mildenhall Road, alot of the new residents will want to come into the town, where will they park? The town is already conjested, Ban all cars from the town and introduce Park & Ride	There is an aspiration to review options for Park And Ride/Walk/Cycle provision in Character Area 9. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Pedestrianisation or part pedestrianisation of key areas of the town centre is included in Character Area 1.	No change required	
36	resident	More electric car charging points needed	Agreed.	No change required	
37	resident	Bury needs to maintain its independent shops, don't just focus on the Arc and its chain stores. Bury needs to offer something different to attract visitors	The masterplan cannot influence who occupies shops, this is a matter of market demand. However, a healthy town centre should be capable of attracting a wide range of shops and other facilities.	No change required	
38	resident, retired	More legitimate public toilets with less reliance on helpful shop keepers.	Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in Character Area 9	No change required	
39	resident, worker	Don't like the increasing pollution from traffic in town.	Pedestrianisation or part pedestrianisation of key areas of the town centre is included in Character Area 1.	No change required	
40	resident, worker	Too many houses on fields unsustainable. ...will create far too much extra traffic...Housing too expensive. ...the whole character of this SMALL town is being ruined by unnecessary development. Out of touch council and greedy developers	The quantum of development has been long established by the adopted Local Plan. The purpose of the Town Centre Masterplan is to prepare and protect the town centre from the impact of that growth.	No change required	
41	visitor from less than 10 miles away, retired	What about transport for the villages out side of Bury st Edmunds	The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre	No change required	

42	resident	Improving traffic and therefore reducing pollution in ALL of Bury will mean a new way of thinking. The bus services need to be considerably improved. There should be more use of many mini buses rather than the huge buses that are not suitable for small roads. Employers should seriously consider offering bus passes at a convenient price to encourage them to use public transport to get into town. There should be a much more serious, convincing and widespread campaign to discourage people to use cars whenever possible. Lovely towns like Bury St Edmunds (and not just the town centre) are suffocating with pollution, restricted spaces which are taken up by unreasonably enormous cars (we are not in the USA) and are losing their character.	Thank you for your suggestions. The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre	No change required	
43	resident, retired	Very helpful structure. Unifying but also recognises diversity.	Thank you for your positive comments.	No change required	
44	resident	It all looks very nice, how much is it going to cost ??	Thank you for your positive comment. Costings for individual projects will be worked up as the projects progress. Funding will come from a range of sources including private investment as well as funding by public bodies	No change required	
45	resident, worker	The Place aspect of the MAP does not consider the opportunity to enforce low traffic speeds in the town. By adopting policies recommended by Government and RoSPA on traffic calming, it would be possible to address safety concerns affecting pedestrians and cyclists where cars currently exceed 20mph. It would also address concerns about damage to property resulting from collisions from unnecessarily large vehicles trying to use the centre of town. The ideal case would be to be bold, like Chichester, and make significant areas vehicle-free for certain periods of every day.	Thank you for your suggestions. Pedestrianisation or part pedestrianisation of key areas of the town centre is included in Character Area 1.	No change required	
46	resident, retired	The development of the town centre over time will increase traffic using Parkway. This will exacerbate problems for local users of the Kings Road - Parkway roundabout. I notice that there are no proposals to address this issue. I appreciate this is a difficult problem to solve as the roundabout is used for U turns for traffic using the car parks and for traffic going to Robert Bob Way. Replacing the roundabout with traffic lights is clearly not possible, but traffic light's controlling access to the roundabout from Parkway would help local resident's and traffic coming up Kings Road from the town direction.	Parkway plays an important role and function in movement terms, bypassing the main town centre, provides parking facilities, and is an important and historic route into the town centre. Character Area 6 includes as aspiration to Improve traffic movement in the Parkway area including prioritisation of pedestrian and cycle routes.	No change required	
47	resident, retired	1) Lighting should be down pointing (light pollution) 2) Do we really need more shops? 3) I do not drive into town but do not think the cars parked in area 1 are troublesome. Waste of resources to "unify the areas with carefully designed paving". What happen to the promised wide thoroughfare to join The Arc (I refuse to accept that a proper noun (or Name) should have lowercase initial letters "the arc" is an abomination. It is not too late to put this right. Accept the error, instate capitals and move on) to the Buttermarket.	Agree that lighting should be designed to avoid light pollution. The number of shops will be determined by market demand, but we must be ready to respond appropriately to that demand. Carefully designed paving can avoid future costs associated with maintenance and repair. The use of lower case for a proper noun is the choice of the respective landowner and the council cannot insist that a third party correct their grammar.	No change required	
48	visitor from less than 10 miles away	The railway station and "Station Hill", an area clearly identified under the heading understanding the structure of the town centre.	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2. Station Hill is subject to its own adopted masterplan.	No change required	
49	other	The masterplan is very disappointing given the national importance of the heritage assets of Bury St Edmunds.	Thank you for your response.	No change required	
50	prefer not to say	The Bury Society and CAA Open Meeting on 26 July generally agreed the character areas that have been identified once people had talked them through. But several people commented that a fuller and clearer description of each individual character area is needed.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
51	resident, worker	No - it all looks very good	Thank you for your positive comment.	No change required	

52	visitor from more than 10 miles away, retired	The previous consultation was carried out by those who have access to the information. I live outside Bury in one of the villages where there are no shops and no public transport. I don't buy the Bury Free Press as it is very poor journalistically and does not serve my needs. Consequently I am an irregular user of facilities in Bury and usually when I drive in during the evenings. In these circumstances how would I know that this consultation is actually going on? I discover a magazine called What's On West Suffolk which is called and "essential guide" so how am I meant to get this magazine if there is neither an intention of delivering it to me nor a local place where I can find it? It strikes me that the consultation so far has been with those that are easy to contact only.	The consultations were publicised through local press including the East Anglian Daily Times, social media and via the Borough's and partners' websites. In total, 20 public consultation events were held over the two consultation periods, including at the main supermarkets, library, markets and leisure centre. We are sorry you feel the consultation was not publicised sufficiently but we are pleased you did become aware of it and participated.	No change required	
53	resident	no	thank you for your response.	No change required	
54	resident	no	thank you for your response.	No change required	
55	visitor from more than 10 miles away	I've lived in or around Bury for many years. It seems as though the Council is capable only of making it harder and harder for cars to get to the shops. It's all very well and good to create pedestrian-only areas, but then you must improve parking and access to the town centre. You shouldn't have to carry your shopping for a half mile, least of all in the rain, because it's impossible to park. Maybe you should create a Park and Ride space to alleviate this.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9.	No change required	
56	visitor from more than 10 miles away, retired	No	Thank you for your response.	No change required	
57	resident	There clearly have to be areas identified and this is difficult. However, our part of the lower end of Whiting Street is not part of the Town Centre.	Thank you. The boundary of the masterplan is set by the policy in Vision 2031. Surrounding areas will be fully taken into account when taking projects forward.	No change required	
58	resident, worker	Not at this time.	Thank you for your response.	No change required	
59	resident	I have expanded on public transport, shopping, shuttle services under the various sections	Thank you for your response. Please see responses to relevant comments.	No change required	
60	resident	We would like a cafe and convenience store in close proximity of the station area	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2.	No change required	
61	resident, retired, other	Why the need to pedestrianise the town - do you want to drive away the shoppers - no pun intended! As a disabled blue badge holder if the pedestrianisation goes ahead I truly believe that that it will not be only me that chooses to shop elsewhere but many others. Can the council actually afford to have empty premises on their hands when shopkeepers fail and they will.	There was strong support for pedestrianisation from the Issues and Options consultation. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
62	visitor from less than 10 miles away	Please can the parking be sorted out. Needs a multi storey - perhaps on Ram meadow?	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
63	resident, retired	Although not strictly speaking part of the plan, the Tayfen development should make recognise and beautify Tayfen stream, which disappears underground under Tayfen Road, but which actually has more water flow in it than the River Linnet. It has been channelled in concrete, but could be a pleasant feature, like the R Linnet near Flemyng Rd, with more water. I consider that zone as part of the "Centre" - it has not been considered as such because of its industrial past, including the gasometer.	The boundary of the masterplan is set by the policy in Vision 2031 and the Tayfen Stream is outside of this area. However, the comments are appreciated and will be relevant to the consideration of any development within this area.	No change required	

64	resident, worker	Extreme fear that the unique, organic, flowing busyness of the town centre will be wrecked and it will become yet another anonymous set of shops with pedestrianised cafes littering the place. Look back at old photos of Bury St Edmunds and see how it's character is gradually being destroyed by 'modern' development ideas. Soon there will be nothing left and there will be no 'character' to distinguish this amazing town from other retail centres.	This is the very reason for the masterplan, to ensure that what makes Bury St Edmunds special is protected.	No change required	
65	resident	There is no real provision for comments on issues overlooked like residents' parking	Parking is addressed in Character Areas 1,3,5,6,7 and across the whole town centre in 9. If it is felt tht residents' parking has been overlooked, it could be raised in response to any of these areas.	No change required	
66	resident, worker, retired	There is not enough thought been give to public transport and the fact that a lot of our visitors are elderly and have difficulty in walking.	The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision	No change required	
67	resident	Leave it as is, just fix the bloody roads.	We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users.	No change required	
68	resident	St Andrews Quarter. We need to keep the bus station and extend the facilities for visitors and locals. Perhaps the coaches could use this area instead of Angel Hill. The current bus station is not user friendly. No clear timetables and routes displayed. It would be useful to have 24 hr toilet facilities for early departures and late arrivals. More buses are a necessity and a good service would encourage people not to use their cars.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
69	resident, worker	I will be writing a Word document and sending it to Amy and Polly. In addition, I will post it on Facebook. David	Thank you for your response.	No change required	
70	resident, retired	You need eg Moreton hall residents to come into Bury to spend money and use facilities. Event in central Bury yesterday and today when no public transport running into town from MH. Very important transport provided linking critical facilities eg railway station , bus station, car parks, main shopping zones especially market. It would be brilliant if this could be eco friendly eg electric vehicle with sponsorship from local companies or businesses on loop. Suggest driven as continuous loop with vehicle arriving at least every 20 minutes.	The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre. This includes consideration of a 'shuttle bus' facility.	No change required	
71	resident	An urgent improvement would be to stop 'boy racers' taking over the Buttermarket area.	Pedestrianisation or part pedestrianisation of key areas of the town centre is included in Character Area 1.	No change required	
72	resident, retired	The paving in central walk needs redoing. Very uneven especially near Boots. We need public toilets in the town centre, not just tucked away behind the Arc.	There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials and also to optimise access into and around the area for people with disabilities and mobility difficulties.	No change required	

73	resident		The number of public views is a very small percentage of the whole population I would like to get a larger range of views as its the public who have to live with the plans you take forward to change the town.	The consultations were publicised through local press including the East Anglian Daily Times, social media and via the Borough's and partners' websites. In total, 20 public consultation events were held over the two consultation periods, including at the main supermarkets, library, markets and leisure centre. We are sorry you feel the consultation was not publicised sufficiently but we are pleased you did become aware of it and participated.	No change required	
74	resident	See Q6		Thank you for your response.	No change required	
75	resident, worker, visitor from less than 10 miles away, visitor from more than 10 miles away, retired, student, other, prefer not to say	LEAVE WELL ALONE.		Thank you for your response. Please see response to previous comment.	No change required	
76	resident	PLEASE no more speed bumps!		Speed bumps are just one method for reducing traffic speed. No explanation is offered as to why no more are wanted.	No change required	
77	resident, worker	I believe that the Masterplan has missed an opportunity to contribute to the Town, the Council and Counties ambitions to reduce greenhouse gases and encourage energy generation. In addition, although the river lark and the spaces connected are highlighted, the issue of groundwater and abstraction is not mentioned. Thanks		These important aspects will be fully considered as projects progress.	No change required	
78	resident, worker	Is there a sustainable stream of funding to deliver these projects or are we just raising unfulfillable expectation? Don't agree with pedestrianisation as shown. How will businesses be serviced? Impact to / from market? Convenience for shopping, How will on-street car parking revenue be replaced?		Costings for individual projects will be worked up as the projects progress. Funding will come from a range of sources including private investment as well as funding by public bodies. Character Area 1 includes an aspiration to retain delivery access	Introduce a delivery strategy for the aspirations.	
79	resident, worker	Accessing the town for workers at rush hours is increasing difficult and with the additional housing that is now being built, how is this plan addressing the problem? I don't think it is!		Movement outside the town centre is addressed by the Bury St Edmunds Vision 2031 document. We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users	No change required	
80	resident, worker	I worry that there will be little parking in the centre of town for those people with little or very limited mobility.		Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
81	resident	Do any of the commissioning body live in Bury St.Edmunds?		Yes. The majority of local councillors live in Bury St Edmunds.	No change required	
82	resident	Listen to the local population.		73% of respondents to the Issues and Options consultation were residents of Bury St Edmunds.	No change required	
83	visitor from less than 10 miles away, retired	Yes! Please-please do not get rid of the Market its part of Bury St. Edmunds and encourages visitors onto town centre to shop.		The market will remain in its current location. There is an aspiration in Character Area 1 to support the continued success of the market.	No change required	
84	worker, visitor from more than 10 miles away	Not yet. Only that changes shouldn't be made just for changes sake. it'd be a huge waste of money.		Agreed. All aspirations will be full assessed for value and deliverability before being taken forward.	No change required	

85	worker		I think taxi and private hire vehicles should be exempt from ALL proposed changes	taxis and private hire vehicles will be taken into account along with all other forms of transport.	No change required	
86	resident, retired		There has been very little consideration of the traffic flow into bury st edmunds. It is very well to re-design these inner areas BUT for those people who have to enter BSE from east and north of BSE the existing traffic is at present too much for the existing roads, yet many more homes have been permitted particularly off mildenhall road and barton road, which will greatly increase this problem. Traffic comes to a standstill most mornings, especially during school terms. From Gt Barton there is a hold up in either eastgate st or at tesco roundabout. For mildenhall road traffic the hold up begins at Tollgate roundabout, when it meets culford etc traffic, fornham road being insufficient, especially with jams occurring at station arch and northgate st junctions. A new route into BSE is needed, perhaps driven over land at rear of Shire Hall to link with traffic entering from east of BSE, and a new multi storey car park will be required in a fairly central location, as the public will not walk far. BSE still uses a road system to the town centre devised by the Abbots centuries ago which has obviously proved less than adequate for C21	Thank you for your suggestion. We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users	No change required	
87	resident		I am concerned by the lack of overt attention paid to people with disabilities (not just of mobility)	The masterplan development process involved organisations working with a variety of people with additional needs, including dementia, learning difficulties and mental health. Some of the findings do not fall directly under the masterplan's remit but will be picked up under other areas of work.	No change required	
88	resident		Away from main shopping areas roads and paths are in poor state weeds growing in verges. This has been pointed out from friends from Maldon and Shrewsbury.	There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials	No change required	
89	resident, retired		In pursuance of MAP Objective 2, might some of the Character Area names reflect more closely the historical development of the town (CA 4 be renamed 'The medieval grid', CA 5 'Eastgate' and CA 6 'Risbygate')?	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
90	worker		no	Thank you for your response	No change required	
91	resident, worker		Current car parking areas should be identified.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
92	resident, worker		As overall comment and in particular in respect of the buttermarket/arc area, I think it is really important to try and join the middle of the town centre with the arc more clearly and open up where possible this area (it is a shame that the opportunity wasn't taken when what is now the Barclays bank building was empty to open up the space) Need to promote more outside seating areas outside cafes and pedestrian areas, return to more of the town square concept. need to improve look of town from st Andrews street bus station into the town as it does not currently give a good impression for those arriving to the town by bus/coach and from the train station	Thank you for your suggestions. Character Area 1 contains an aspiration to improve surfacing and lighting in market Thoroughfare. There is an aspiration to provide more public seating in Character Area 9. There are aspirations to improve the St Andrews Street North area in Character Area 3.	No change required	
93	resident, retired		Character Area 1 on the map includes Abbeygate Street yet it is not referred to as one of the main shopping areas. As a town centre resident I consider it to be as important as the Buttermarket and Cornhill and more interesting than the Arc.	Agreed. Abbeygate Street is one of the key shopping areas. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
94	resident		I think a clear plan for traffic routes if pedestrianise abbeygate street as do not feel you can have traffic crossing this	There are no plans to pedestrianise Abbeygate Street entirely as the crossings provide vital north-south links. There are aspirations to limit vehicle access to the Churchgate Character Area to discourage through traffic.	No change required	

95	resident	It needs something about how the areas right outside the boundaries (eg Station Hill) have implications to the town centre. I know they have their own plans but most people do not live in the town centre, we live outside that boundary but we work in, commute through, shop and entertain ourselves in it. Maybe links to these other plans or a seperate discussion page to explain already planned developments.	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2. Information about the adopted masterplans for the Tayfen Road and Station Hill areas are available through our planning department	No change required	
96	prefer not to say	<ul style="list-style-type: none"> <li>• All developments should be sympathetic to the historic heart of Bury St. Edmunds, utilising appropriate building materials, design and in context with local environment. Continue to ensure Bury remains an excellent environment for us to all live, work, shop and play.</li> <li>• Brownfield site development should be encouraged, obviously for additional housing but odd parcels of land could become open spaces – be realistic, don't just squeeze a house in because it is technically possible.</li> <li>• Encourage mixed generation housing, which includes more affordable and social housing. Maximise the potential benefits of developer section 106 contributions and enforce contractual obligations.</li> <li>• Continue with encouraging the development of redundant space above shops for housing.</li> <li>• Unified approach to traffic management and not left to specific small scale initiatives in each character area. This includes improved co-operation between the Borough parking wardens and the Police penalty enforcement officers.</li> <li>• Emphasis should be on the safe movement of pedestrians and not always considering or prioritising vehicles and parking. Resident and on-street parking should have priority over visitor parking. This can be achieved in conjunction with the introduction of smart park &amp; ride schemes, clearer more attractive pedestrian routes into town centre (i.e. from railway station or car parks).</li> <li>• Because of its topography and narrow streets, Bury is an ideal environment to develop an innovative integrated approach to making the town centre even more attractive, safer and less polluted.</li> <li>• Improve where possible the town centre environment by developing vibrant well designed streets, maximising the access and use of existing open spaces with the addition of seating, toilets, trees/planting and ensuring that they are safe and always maintained.</li> </ul>	Thank you for your suggestions. Character Area 9 includes priorities to preserve and enhance the character and appearance of the town centre and to improve information about the town centres heritage and areas of interest for visitors and residents alike. Funding will come from a range of sources including private investment and developer s.106 contributions. We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users. The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019. Aspirations to seek opportunities to increase publicly accessible toilets and to include provision of additional tree planting, planters and displays in all schemes where	No change required	
97	resident, worker	What are the plans to ensure the protection of the Abbey Wall (a Grade 1 monument) and St James Court and the former St James Middle School site on the boarder of Character Area 8 ie Vinefields? What are the plans for the enhancement of The Vinefields as a whole, partly in Character Area 5 and partly in Character Area 8?	The status of the walls as a scheduled monument ensures their protection. Vinefields lies outside the designated masterplan boundary.	No change required	
98	resident, retired	Too much is being made of so called benefits from paving and planting more trees.	Thank you for your response.	No change required	
99	resident, retired	Traffic management needs to be looked at on a townwide basis and not allow improvements for one area to just push the problems into the adjacent areas. Safe movement of pedestrians must be a key priority and the introduction of an intelligent Park & Ride system would facilitate further pedestrianisation.	We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users. Pedestrianisation or part pedestrianisation of key areas of the town centre is included in Character Area 1 and improving access for pedestrians and cyclists is included in several Character Areas. Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9.	No change required	
100	resident	Maintaining the heritage and character of the central area vital in considering any new developments. No More Cornhill Walks!!	Character Area 9 includes priorities to preserve and enhance the character and appearance of the town centre	No change required	

101	resident, worker, other	The physical size of the town centre and the way it is configured make it a very practical and attractive place to visit to shop or see friends etc. Friends remark on the ability to walk from one side to the other without the need for public transport (clearly some people cannot do this but the compact nature of the layout is a positive bonus). Where else can you shop until you drop with the selection of retail, chains and independent shops, a wide range of restaurants and cultural activities? People can come to Bury and spend the day here with lots to do. We could develop a theme as part of our branding related to accessibility - but we do need to sort out parking. The demographics show that we will have a significant rise of elderly residents in the near future - perhaps we could become a 'dementia friendly' town and look at themes to develop services for the elderly across the character areas - facilities designed for that group bring a change/rise in facilities that will benefit all residents	Thank you for your positive comments and suggestions. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. The Borough Council is working with the Bury St Edmunds Dementia Action Alliance towards a dementia-friendly town centre.	No change required	
102	resident	no	Thank you for your response.	No change required	
103	worker, visitor from less than 10 miles away	all my life and now find myself as a customer of the town as I live in a rural location outside the town. My first impressions of the draft masterplan is that it is based on a wish list of desired improvements to areas of the town centre that are considered less attractive. It also suggests to me that, as a car driver, I am a third class citizen with your stated priorities being pedestrians, cyclists and lastly cars. Bury St Edmunds serves a large rural area and for many the only transport to the town is by car, surely ease of access to the town centre and readily available parking must be the priority of the plan. I accept that once parked everybody becomes a pedestrian, but the distance between parking and shopping should be as short as possible Personally I plan my visits to the town centre, I know exactly the shop or bank I am going to and expect to park outside which means picking the best days/times to do so. Disappointingly the plan does not provide some key information that is essential for people to base their views on. These are: • What is the expected area which Bury St Edmunds is expected to serve, and what is the projected shopping population in 2031 compared to today? • What is the projected car parking requirement in 2031 compared with today, taking into account higher usage from the new residential developments, older population and reduction in bus services? • What is the additional car parking requirement for tourism? • What is the estimated Retail requirement in 2031 taking into consideration that more people will be shopping on-line? There is reference to on-line reports but not easy to find and surely such key information should be headlines for the public to understand the expected growth. Whilst I agree in principle to the structure of Bury St Edmunds being divided into bite sized chunks to add specific focus from a planning perspective the contents of these areas are mainly cosmetic with development ultimately dependent on its commercial worth. Within these there are some key points I would like to comment on: • Town centre residential development should be encouraged. • The town centre retail area should be kept as compact as possible and not allowed to spread such as suggested in St Andrew Street and Tayfen Road (this is prime residential area). • The promised link between the Corn Hill and the Arc should be delivered as initially proposed as a priority. The idea of retaining the existing alleys should not be entertained and St Andrews Street South should be developed from a service road into retail. • Independent retailers and restaurateurs should be encouraged against bland national branded operators, although they are likely to be in secondary locations. • The town should have a proper serviced bus station; the proposal for on-street bus parking is not an option unless it is being driven by the belief that there will be no country bus services in 10-years' time. If the area is seen as a development opportunity surely the replacement of the ugly ex-tax office in St Andrews Street would be a better solution. • The	Thank you for your comments. The masterplan seeks to balance the needs of users of all forms of transport including motorists. We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9. The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to different levels of growth and changing technologies. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding. No plans will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to the town centre. We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users.	No change required	
104	resident, retired	Please try & reduce traffic & parking within the town by providing PARK & RIDE essential for the future.	Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9.	No change required	
105	resident	Our plan should prioritize sustainability, social housing, curtailing domination of cars, protecting and enhancing wildlife and ensuring a safe and healthy environment. No plan should be a vehicle to provide certainty to developers and landowners regarding their particular ambitions.	The suggested priorities do not conflict with providing certainty for anyone with an interest in the town centre.	No change required	

106	visitor from less than 10 miles away, retired	You'll always have your say & it more of a formality for you to send these forms to us the Public. And I'll guarantee you already decided.	Disagree. The draft masterplan has been developed from the Issues and Option consultation, to which we received nearly 6000 comments. For example, pedestrianisation was not included in the Issues and Options document, but came through strongly as an aspiration the public wanted through the consultation. It has therefore been included in the draft masterplan.	No change required	
107	resident, student	Lot's of work to do here. RETAIN THE BUS STATION we need a well informed hub with an excellently managed & cost effective Bus Service/shuttle bus/Park & Ride. Crossing points, cycle lanes, make car park more efficient *under ground?	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre. Consideration of shuttle buses and a park and ride/walk/cycle scheme are included in Character Areas 5 and 9.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
108	other	The County Council is supportive of the objectives of the masterplan and it is welcome that St Edmundsbury Borough Council recognises the delivery of aspirations and objectives can only be achieved by working with partners, including the County Council. However, it should be noted that many of the aspirations for the Town Centre fall within areas of the County Council's responsibility, in particular highways and transport. Many aspirations involve changes to the adopted highway, which will be challenging without sources of funding identified for delivery. The County Council is open to discussion with St Edmundsbury Borough Council as to their envisaged role of the County Council, and as to how the aspirations of the Masterplan can be delivered. <i>Archaeology</i> - The character areas identified are strongly shaped by historic evolution, but without background information about the heritage and underlying historic factors shaping character areas. A sentence in each on general historic evolution would be welcome. The 'bubbles' on the MAP are intended for flexibility, but maybe could be tighter to the historic geography; only part of the Abbey Gardens is in one, for example. <i>Highways and Transport</i> - The County Council supports the objectives of the Masterplan which aim to improve and encourage sustainable methods of transport into and around the town centre of Bury St Edmunds, making the town centre a better place for pedestrians and cyclists, and improving access between the town centre and the train station. As projects to deliver individual aspirations come forward they will need to be assessed to ensure they are suitable and achievable. Additionally, appropriate funding of many of the aspirations, which involve changes to the adopted highway, has yet to be identified. Suffolk County Council is always open to discussions with St Edmundsbury Borough Council as to the delivery of sustainable transport to come to the best solutions to the issues within Bury St Edmunds Town Centre, and is of course willing to discuss any of the aspirations in the Masterplan. <i>Public Health</i> It is welcome that the Masterplan draft addresses many of the issues and options which will help to improve health and wellbeing to the local population and visitors: • improved opportunities for walking and cycling into and around the town centre, • pedestrianisation/part pedestrianisation of areas of the town centre, • better and more coherent access to green and blue spaces within the area, • opportunities to enjoy and understand the heritage of the area, and • use of street furniture and facilities to create opportunities to enjoy the surroundings and connect with others. The priorities for each Character Area also promote public health by improving pedestrian safety, promoting informal recreation, increasing opportunities for physical activity and improving the character of many of the areas. <i>Flood management and Sustainable Drainage</i> Objectives of the Suffolk Flood Risk Management Strategy have been set in order to reduce current flood risk and to ensure that flood risk is not increased as a result of	Thank you for your response and support. The Borough Council fully intends to continue to work closely with our SCC colleagues to make the aspirations a reality. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to. We welcome the opportunity to work closely with our SCC colleagues on environmental matters.	Introduce a delivery strategy for the aspirations.	SCC questionnaire response. Received by email
109	resident, retired	People do enter the town by driving up Southgate Street and main water which could be made more welcoming.	Thank you. The boundary of the masterplan is set by the policy in Vision 2031. Surrounding areas will be fully taken into account when taking projects forward.	No change required	

110	vistor from less than 10 miles away		Cars are coming from every angle and direction	We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users. Pedestrianisation or part pedestrianisation of key areas of the town centre is included in Character Area 1.	No change required	
111	vistor from less than 10 miles away, retired		If you pedestrianise the cornhill and Buttermarket it will need to be given a much stronger base, or it will sink and leave unsafe areas which means more casualties. I have fallen myself on uneven paving I broke my arm, I don't want to do that again.	There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials. We hope you have recovered fully from your injury.	No change required	
112	Prefer not to say		The planners have tried to produce a "modernized" pedestrians only area to the detriment of can and bus users. Who will have to walk much, much longer distances. As a result people will be less willing to visit the town centre, shops, trade will decline, with many ceasing to trade.	There was strong support for pedestrianisation from the Issues and Options consultation. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
113	resident, retired		The bus route deduced from the text with make Risbygate and St Andrews St South into one long queue (one way?).	Any revisions to bus routes will have to be agreed with the relevant bus operators. The masterplan is considering the principle of possible changes.	No change required	
114	visitor from more than 10 miles away, prefer not to say		No	Thank you for your response.	No change required	
115	resident, retired		Will "ordinary" folk understand all the planners' jargon? e.g. Objective 1 in "issues and Options": "Capitalising on Bury St Edmunds' status as the Sub-regional centre or west (sic Suffolk)"	Every effort has been made to make the document clear and understandable. As a planning document certain terminology is required and we apologise if this has made it less clear.	No change required	
116	resident, visitor from more than 10 miles away, retired		People without cars, mostly the elderly or young mothers do not have transport to get the out of town shops and most of them are spread all over the place.	Thank you for your response. The draft masterplan deals only with the town centre.	No change required	
117	resident, student		If the town is to work efficiently, it relies on traffic flows, additional parking excellent bus services and good signage. The "edges" of the town are essential to keep the whole running. *A HUB for the Buses is ESSENTIAL with a good information centre and facilities etc.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
118	Prefer not to say		It is hoped that the adopted version of the Masterplan can be presented in a different format to the unwieldy draft which has been prepared for public consultation. The foldout nature and size of the draft has proved inconvenient to read.	The format was very popular with people we engaged with during the consultation and was available in different pages on the website, where links were available from each question. We are sorry you did not find it user friendly.	No change required	
119	other		We feel that the areas as described do accurately reflect the various areas of the Town.	Thank you.	No change required	

<p><b>BSETCMP - Draft MAP Masterplan consultation responses</b></p>	<p><b>Q9 - Character Area 1 - Cornhill, Buttermarket and arc - Do the aspirations proposed for this area address the issues - Do you have any other comments?</b></p>	<p><b>Total Representations: 227</b></p>
---	---	--

ID	Stakeholder group	Representation	Response	How it was addressed	Notes
1	resident, visitor from less than 10 miles away	(1) Removing cars from Cornhill/Buttermarket is a retrograde step, which means it will no longer be possible to easily pay a quick visit to the town centre, for example to visit a couple of shops, go to the bank, quickly. At the moment I can park very close, and without this I imagine there would be a long walk! (2) I can't see the need for lots of extra sitting places. When I visit the town centre, people are walking around, between the shops, I see very few people sitting down - the cafes should be able to provide enough space for this when people are visiting them. (3) A better connection between Cornhill/Buttermarket and The Arc is very important - this could be achieved by demolishing Boots (which is a more modern and incongruous building given the surroundings) and creating a lovely wide pedestrian area linking the two.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. Additional seating was strongly supported through the Issues and Options consultation.	No change required	
2	resident, worker	Most of what I read I agreed with, but I do not believe St Andrews Street South needs to be pedestrianised. Instead this should be designated a shared space where pedestrians and buses have equal rights. I have no problems crossing that road and feel improvements in recent years have really helped. Removing the buses will make life a lot harder for those visiting the historic centre to get a bus. I don't think we should be extending the arc until all retail spaces in the town are filled.	If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure.	No change required	
3	retired	I agree with most of the proposals. But I would not like to see more decorative paving in the Town Centre. It does not last long before it becomes unsafe for pedestrians. I would much prefer tarmac. It could be done in different colours. The most dangerous area at the moment is St Andrews Street South, where the curved bits of path were put in. So many people trip up on them and the buses have to run over them to get parked along the kerb. Please get rid of them.	There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials.	No change required	
4	resident, worker	Some things proposed do not seem to be that helpful? Like planting trees in pedestrian walk ways? people already complain about shop A-boards.	There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials and also to optimise access into and around the area for people with disabilities and mobility difficulties. This could be achieved by addressing issues such as dropped kerbs, reducing street 'clutter', surfacing and access to shops and businesses. any tree planting will be carried out sensitively and will not impede mobility.	No change required	
5	resident	Pedestrianising Cornhill/Buttermarket and taking buses out of St Andrews Street South is in conflict with stated aim of improving access to town centre for people with mobility problems.	Disagree. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure.	No change required	

6	prefer not to say	no reason why people shouldn't park in the town on non market days, not everyone can walk far carrying their shopping, its still failing to provide a proper link between the town and the arc. you could accommodate additional retail by using the old cornhill shopping centre and getting rid of some of charity shops and bringing those premises back into use rather than build more grey bland buildings	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
7	resident, student	There are no issues the areas just need upgrading	Thank you for your response.	No change required	
8	working, visitor from less than 10 miles away	We need to be celebrating the vibrancy of Bury as a market town,. To remove parking from the town centre will kill the town and drive visitors out to retail parks. Small businesses, the lifeblood of Bury; will not survive. Look at Ipswich, Stowmarket and wider afield as local examples. This will be the deathknell of the town centre. Let Bury be different and succeed as it has for centuries	Disagree. Abbeygate Street is one of the most popular streets in the town centre. Other successful examples of pedestrianisation in a historic centre include York and Norwich. There was strong support for pedestrianisation from the Issues and Options consultation.	No change required	
9	resident	The market MUST be the key feature to this area of the town, we are a market town don't lose that identity. The draft looks to be more focused on the eateries and mass market retail.	The market will remain in its current location. There is an aspiration in Character Area 1 to support the continued success of the market. There is no mention of specific types of business within the draft masterplan.	No change required	
10	resident	Need to concentrate on the downmarket areas such as outside the old Woolies store. This has always been a festering eyesore ever since Next relocated and is now a congregating point as is just outside the old Corn Exchange. Bury has always been a town of small coffee shops and it's a shame there is not more scope for pavement dining which could reduce the temptation for folks to 'hang about'.	There is an aspiration in Character Area 1 to improve connectivity with St Johns Street from the top of Cornhill. This will include environmental enhancements.	No change required	
11	resident, worker	I'm not sure that there are too many issues in the first place - see previous comment	Thank you for your response. Please see response to previous comment.	No change required	
12	resident, retired	No concrete proposals for vehicular parking and access, these must be sorted FIRST.	The masterplan seeks to balance the needs of users of all forms of transport including motorists. We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9. The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to different levels of growth and changing technologies.	No change required	
13	resident, worker	Pedestrianisation is long overdue.	Thank you.	No change required	
14	visitor from less than 10 miles away	What will happen to Cornhill Walk shopping centre?	Cornhill Walk has been purchased by a private developer and is in the process of being transformed.	No change required	
15	resident, worker	Yes, making the town centre car free is an excellent idea and will massively help businesses and improve its looks.	Thank you for your positive comments.	No change required	
16	resident, worker	Finally pedestrianisation! We have been saying this for ages, pleased you're listening.	Thank you for your positive comments.	No change required	
17	resident	I do not agree with removing parking from the buttermarket / cornhill outside of M&S and Argos. If you buy something large or heavy from there you need to be able to park close by. Argos you cannot collect from the rear of store. I agree the area between the back of Boots/WHSmith and the arc should be entirely pedestrianised with no buses or through traffic.	There was strong support for pedestrianisation from the Issues and Options consultation. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
18	prefer not to say	The proposed plan reduces parking when there is even greater need for it. As I said where will the blue badge holders park? You can't expect them to walk from Parkway or Ram Meadow! What about people who only need to pop into one place? I regularly just come in to town quickly to use the bank, I don't want to have to park a long way off and pay a small fortune to allow enough time when I am in the bank at most 10 minutes.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	

19	resident	<p>Having lived in Germany and Italy for a number of years and returning to live in UK just a year ago, Bury St Edmunds is my new home! The one things that attracts most people abroad in a center is the 'main square' opening up this area and restricting the cars I think is a fantastic idea! There is plenty of Parking options around Bury, perhaps extending the multistory would help. But the butter market only offers a few spaces anyway. I really can't see what the issue is with taking those few spaces away and opening up a nice main square for people to visit, stroll freely and perhaps encourage cafes/bars with nice outside seating too, bringing people together sitting outside and actually look arround at the old town architecture which most don't notice when crossing the road watching for cars or looking for a parking space and perhaps children are free to play a little outside whilst the parents relax with a coffee without the worry of cars there. There are 2 market days a week and I don't see any issue on those days for anyone with parking or taking a bus or walking. The old town still has plenty of character it's beautiful to walk through and the arc brings excitement for a bit of good shopping, I like the blend of old with the new. I think the car park at butter market is a waste of space and most people pull up, park for 5 mins and they're gone. As long as there is a little parking perhaps either end of the square for anyone with disabilities. It works exactly the same across Europe.</p>	Thank you for your positive comments	No change required	
20	resident, worker	<p>Again, overall, the aspirations seem well measured. Comments have already been made about pedestrianisation and the careful balance to achieve between this and the value of being able to access the centre by vehicle and these do indeed seem well understood in the proposals. It goes without saying that planners will be careful to avoid a situation where the different areas creates an artificial segmentation of the town which advances one area whilst leaving others behind. For instance, with the arc, there was a sense that more could have been done to meld it together more cohesively with the old centre. Whether this sense emerged from the distinctive architecture, issues with access, an ineffective communication strategy or some other factor, all planning aspects must carefully assess the means by which such perceptions can be avoided. The character areas emphasise diversity but they must all equally contribute towards the idea of one centre.</p>	Thank you for your positive comments	No change required	
21	visitor from less than 10 miles away, retired	<p>It states that Blue Badge parking will be nearby without stating where exactly. Currently being able to park in the middle by M&amp;S, my optician and bank are essential to retain my independence. If this access is removed I will be severely discriminated against and marginalised. To expect someone with mobility problems to walk distances to access facilities, let alone then carry back any shopping, is cruel in the extreme. I am not part of any mobility organisation that I was told you had liaised with, nor do I intend to be at this stage. By excluding the likes of people like me is totally against the whole ethos of keeping the elderly or those with disabilities part of the community. How truly depressing and upsetting. We spoke with a Council representative at Sainsburys, who told us that everyone had been sent a leaflet about the proposed changes. We did not get one, and the first we heard of it was through an article in the Bury Free Press, announcing that they had received over 1000 responses. None of the top 10 responses mentioned the need for disabled access. After further discussion, the impression was that the organisations concerned with access had made a case for ease of crossing the roads in the centre, but as to getting there in the first place seemed to have got lost on the way. I need to get to my Bank, optician, chemists, M&amp;S and a restaurant where I can meet up with friends. Not for much longer if the whole lot becomes pedestrianised.</p>	<p>The consultations were publicised through local press including the East Anglian Daily Times, social media and via the Borough's and partners' websites. In total, 20 public consultation events were held over the two consultation periods, including at the main supermarkets, library, markets and leisure centre. A leaflet was delivered to 23,000 Bury St Edmunds households in the Spring, but we could not get a leaflet to everyone who visits the town centre. We are sorry you feel the consultation was not publicised sufficiently but we are pleased you did become aware of it and participated. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. The groups we have worked with around accessibility for people with additional needs have looked at all aspects of the town centre.</p>	No change required	
22	resident	<p>Increased pedestrianisation will still further reduce parking availability in the town centre</p>	<p>We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.</p>	No change required	

23	resident	To repeat, this area should be totally pedestrianised to give a better feel for independent shops and cafes which can expand seated outside. So many continental towns and cities have this arrangement. No cars at all and perhaps some sort of help for those with limited mobility such as golf buggies or something similar. Also some way of transporting the heavy and multiple bags to their car instead of the people lugging heavy bags around.	Thank you for your positive comments and suggestions. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
24	visitor from less than 10 miles away	To some extent. To attract visitors all year there needs to be more undercover areas to walk especially in the arc shopping centre	Disagree. Many covered shopping centres are seeing a decline in trade while The arc remains extremely popular and an attraction individual to Bury St Edmunds.	No change required	
25	resident, worker	use old post office to create wider more attractive link to arc, ie opening up ground floor to through pedestrians, with restaurant /cafe above	All options for improving the link need to be explored. The Victorian frontage of the former Post Office is a very important feature overlooking Cornhill and should be protected.	No change required	
26	resident, worker	Part pedestrianization	Thank you. This is one of the main options under consideration.	No change required	
27	visitor from less than 10 miles away, retired	Please see comments for Q7	Thank you. Please see response to previous comments.	No change required	
28	resident	sort out arc to buttermarket access	Character Area 1 contains an aspiration to improve surfacing and lighting in market Thoroughfare	No change required	
29	resident	I like the proposed full pedestrianisation of the Cornhill and Buttermarket, however the connection to the arc is very important and i'm not sure making the existing thoroughfares more attractive would be sufficient, a wider more obvious thoroughfare would make the town feel like one area rather than two separated areas.	All options for improving the link need to be explored. The buildings on either side of the link are in separate ownerships and will need the agreement of their respective owners to lose their commercial floorspace. The Victorian frontage of the former Post Office is a very important feature overlooking Cornhill and should be protected.	No change required	
30	visitor from less than 10 miles away	I would still like to see a reasonable amount of parking in the Market Place. Very handy if you have heavy shopping or are disabled.	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
31	resident, worker	Ensure the market remains a working amenity serving the needs of Bury residents, not a tourist market	Character Area 1 contains an aspiration to support the continues success of the market.	No change required	
32	visitor from less than 10 miles away	The current link between the arc and the buttermarket/cornhill is too small. A building needs to be removed to create a wide thoroughfare. If the arc is to be expanded then businesses could be relocated into new premissis. It will never feel like a cohesive area until this link is resolved.	All options for improving the link need to be explored. The buildings on either side of the link are in separate ownerships and will need the agreement of their respective owners to lose their commercial floorspace. The Victorian frontage of the former Post Office is a very important feature overlooking Cornhill and should be protected.	No change required	
33	resident, worker	I disagree with the proposals to further pedestrianise Cornhill/Buttermarket. This undoes one of the really attractive things about the town centre of being able to park very close to the shops and will hinder access to disabled people, people with young children, people with restricted mobility (whether or not they are disabled) and also anybody trying to make a quick trip to the town centre during their lunch break from work, by increasing the distance between parking and the shops. Blue badge parking is helpful, but for good reason, not all of the people adversely affected by the increased distances are entitled to blue badges. There should also be proposals to improve facilities for cyclists in the town centre eg. parking, signposted routes etc.	Thank you for your comments. There was strong support for pedestrianisation from the Issues and Options consultation. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby	No change required	
34	resident	Excellent	Thank you for your response	No change required	

35	worker, visitor from less than 10 miles away	I am concerned for people who are less mobile. My parents visit the town every week, (sometimes more often, it gets them out meeting people) and it is essential that they are able to park in the town centre to access all the shops that they need. My father has severe mobility issues and they have a blue badge; he cannot walk far at all, but his condition requires that he does walk so a wheelchair/scooter is out of the question. He would not be able to walk from Wilkos or the Arc car parks for example and certainly not Ram meadow. They would not be able to use a park and ride bus as my father could not get up the step onto or off the bus. The extra seating and lowered kerbs is welcome. Also town centre public toilets would be very welcome.	Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in Character Area 9.	No change required	
36	resident, worker	not all need to know where you propose to move the parking to.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	No change required	
37	resident, worker	There is nothing in here regarding the market we rightly have a well known market place which draws visitors in, how will this be accommodated?	The market will remain in its current location. There is an aspiration in Character Area 1 to support the continued success of the market.	No change required	
38	resident	I think it would make a big difference to the centre of Bury St Edmunds if Buttermarket and St Andrew's Street between the ARC and centre are pedestrianised during the day. The area will be much safer and a much more pleasant place to visit. Will cycle access still be allowed along St Andrew's St between the ARC and the town centre as this currently provides a safe route for cyclists?	Thank you for your positive comments. Cycle access will be considered as a key requirement for all aspirations going forward.	No change required	
39	visitor from more than 10 miles away	What about market vans?	If pedestrianisation goes ahead, deliveries would be accommodated during restricted hours, as currently in place elsewhere. Any pedestrianisation will take account of this need.	No change required	
40	worker	Full pedestrianisation	Thank you.	No change required	
41	resident	With the market, and things like Food Friday it is essential that more hand washing and toilet facilities are within the market area - the market seems to be more and more food orientated and therefore the facilities need to be there, not just the arc and abbey gardens - maybe convert one of the shop units to a high status facility	Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in Character Area 9.	No change required	
42	resident, worker	There isn't enough information in the outline to make a clear judgement, and the reference to enhancing Market Thoroughfare is reminiscent to the initial assurance to have a wide transit route between Cornhill, Buttermarket and the Arc complex. We need a wide thoroughfare between the two areas to encourage people to move more freely, and to allow development of shops and other attractions in this area to entice people in, in the way that a shopping arcade would. The phrase "Consider redevelopment opportunities" fills me with dread because it does not hold any commitment or obligation.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	Introduce a delivery strategy for the aspirations.	
43	visitor from less than 10 miles away	Only time will tell. It will take a long time to implement and by then the needs of the town may have changed.	Agreed. The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to different levels of growth and changing technologies.	No change required	

44	resident	In principle it is sensible to move towards traffic free areas. This would be reasonable in the summer period, but in winter the area could look desolate. The provision of suitable parking and access (for shop deliveries) would be essential. In addition a good, cheap, rapid transit system would be necessary to provide connectivity.	Thank you. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. If pedestrianisation goes ahead, deliveries would be accommodated during restricted hours, as currently in place elsewhere. Any pedestrianisation will take account of this need.	No change required	
45	resident, retired	This "Divide and rule" Policy is counter-productive, unhelpful and misguided. The Artists impression of the Cornhill is dishonest. It should be accompanied by an Impression of the same prospect at 3pm on a Thursday in January with a north wind blowing up St. Johns Street.	Thank you. Please see response to previous comments.	No change required	
46	resident, prefer not to say	Removal of all traffic is excellent & will lead to a safer, friendlier, more accessible space for all.	Thank you for your positive comment.	No change required	
47	resident, retired	Not sure that cutting of the town centre to transport is the answer. Making people walk further will not help retailers.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby	No change required	
48	resident	If you ban vehicles, how will the traders get their goods? Where will the market go?	The market will remain in its current location. There is an aspiration in Character Area 1 to support the continued success of the market. If pedestrianisation goes ahead, deliveries would be accommodated during restricted hours, as currently in place elsewhere. Any pedestrianisation will take account of this need.	No change required	
49	resident	More electric car charging points needed	Agreed	No change required	
50	resident	More frequent refuse collection to reduce the number of large wheelie bins, ugly and often blocking pavements e.g. Skinner Street use electric dust carts.	Some trade waste is collected by the council and some by private companies. A review of all trade waste provision in the town centre may be required	No change required	
51	resident, retired	More frequent refuse collection to reduce the number of large wheelie bins, ugly and often blocking pavements e.g. Skinner Street use electric dust carts.	Some trade waste is collected by the council and some by private companies. A review of all trade waste provision in the town centre may be required	No change required	
52	resident, worker	Not more ugly housing re-development??	Design is a subjective matter, but we wish to avoid all ugly forms of development	No change required	

53	worker	<p>Big issues here for businesses, the market and festivals/fayres that are currently held in this area. Visually the proposals look good but how will businesses receive deliveries and how will the market and other events be able to still fit in to the proposed environment? Deliveries and traders tend to have large and heavy vehicles and these currently periodically damage the existing paving and the materials used would need to be "HGV resistant". Additionally where will the parking capacity that is lost in this area be provided elsewhere? This "new" parking provision needs to be in place before the existing spaces are removed from service or this will detrimentally affect businesses and of course their customers. Many businesses currently located in this area highly value the ability for customers to park close to their businesses and I would anticipate considerable opposition, from businesses, to any proposal to fully pedestrianise this area. I personally think a partially pedestrianised area would be more acceptable and provided benefits to all with out losing whats currently in place. Conversely the current paved area at the top of Cornhill and St Johns St so could be made so much more attractive to the eye and improved as an "entrance" into St Johns Street. I personally feel that the fact that the market has some stalls on this area actually restricts the ability to transform this area. If these stalls could be relocated then this area could be totally transformed as a public space 24/7 &amp; 365 days a year. Lastly the way shoppers and visitors can access the arc from the old town centre and vice versa must be an absolute priority. Currently St Andrews Street South is an absolute disaster with taxis, goods vehicles and buses dodging pedestrians and travelling in both directions. The road needs to be transformed. Make it a one way street, with deliveries only before 10am and after 5pm. Create some form of temporary barriers at either end so it remains closed to vehicles between these times of if necessary use technology to allow bus access from only one end. Once this has been agreed then their needs to be some transformational change to enable visitors and shoppers to be able to clearly see where the old town centre is when standing in the arc and vice versa. Currently the town centre is made up of two locations that only locals know off and some visitors only ever find one of the two locations. This ridiculous situation needs to be rectified asap through this Masterplan</p>	<p>Thank you for your comments and suggestions. If pedestrianisation goes ahead, deliveries would be accommodated during restricted hours, as currently in place elsewhere. Any pedestrianisation will take account of this need. There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials. Agree that new parking provision needs to be in place before existing provision is removed. part pedestrianisation is one of the main options under consideration. There is an aspiration in Character Area 1 to improve connectivity with St Johns Street from the top of Cornhill. This will include environmental enhancements. One of the key priorities in Character Area 1 is to improve the connections between Cornhill and the arc by making the environment of Market Thoroughfare more attractive and removing through traffic from St Andrews Street South.</p>	No change required	
54	resident	<p>I see that the Cornhill and Buttermarket areas will be pedestrianised with the resultant loss of a considerable number of short term parking bays. As a person with reduced mobility but not registered disabled, this concerns me as I will not be able to park near to the shops and services I most frequently use. I note that a shuttle bus service is planned from Ram Meadow, but : a. Where will the town centre drop off point be located ? b. How long will it take to get into the centre on busy days ? c. How frequently will they run ? I hope these concerns will be fully addressed when the final plans are developed.</p>	<p>Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. Further detail will be provided through the Delivery Plan and as individual projects progress.</p>	Introduce a delivery strategy for the aspirations.	
55	worker	<p>Please ensure that blue badge holders can take their cars right into the Buttermarket and park. There needs to be an increase of disabled parking bays.</p>	<p>Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.</p>	No change required	
56	resident	<p>They don't go far enough. Bury must be the last town in the country to allow cars to drive into, park and pollute its very centre. Cornhill and the Buttermarket should be traffic free on every day of the week, not just market days.</p>	<p>Pedestrianisation or part pedestrianisation of Buttermarket and Conhill are included in Chracter Area 1. The masterplan seeks to balance the needs of all town centre users.</p>	No change required	
57	resident, worker	<p>Full pedestrianisation would have a negative effect on many shops/customers in the town centre. Lots of customers are old and the car parks are a significant distance away from the town centre.</p>	<p>Disagree. Abbeygate Street is on of the most popular streets in the town centre. Other successful examples of pedestrianisation in a historic centre include York and Norwich. There was strong support for pedestrianisation from the Issues and Options consultation. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.</p>	No change required	

58	visitor from less than 10 miles away, retired	Need parking for the disabled and elderly	Agreed. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
59	resident	A pedestrian-only market square would be very beneficial to the whole town, clearly still requiring disabled parking close-by and permitting trader vehicle access on market days.	Thank you for your positive comment. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. The market will remain in its current location.	No change required	
60	resident	Yes, but not enough.	Thank you for your response, but comment not understood.	No change required	
61	resident, retired	St. Andrews south: accepting that delivery access roads to be kept desirable that the East frontages be enhanced by screening delivery shutter, trolleys and bins (Tesco. Iceland especially). Restrict deliveries to late evening early morning. Soften the streetscape by planting - semi mature trees in planters - to allow access to services.	Thank you for your suggestions.	No change required	
62	resident, retired	Yes, we will need extra shopping space with the planned increase in satellite housing. However, the new developments should have at least the basic minimum of everyday shops and facilities in order that residents there do not need to come into the centre of town for regular goods. (Learn a lesson from Ely here). So, expansion of the Arc yes, but where to put replacement parking. Build on the near side of the Parkway opposite existing parking? But not the same height - too tunnel like. Could be made interesting with some landscaping. Make sure enough loos in car park. Plus attendant,	Thank you for your suggestions. Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in Character Area 9.	No change required	
63	resident	When the Arc was built they should have made St Andrews street wider. that is why you have the problem with busses and Artics delivery, to Tescos and Iceland	Increasing the width of St Andrews Street would probably make the problem worse as it would make the crossing wider for pedestrians. The problem lies primarily with the conflict between pedestrians and traffic.	No change required	
64	resident, worker	The long-promised attractive connection between the two parts of the town would make a significant difference but seems unlikely to happen (the artist's impression does not show it). Pedestrian-only areas during the day would be a very good thing, plus more variety of shops and mixed use premises (residential as well as commercial) - but not just high-value residential.	All options for improving the link need to be explored. The buildings on either side of the link are in separate ownerships and will need the agreement of their respective owners to lose their commercial floorspace. The Victorian frontage of the former Post Office is a very important feature overlooking Cornhill and should be protected. Pedestrian only use of St Andrews Street during the day is an option together with attractive mixed use frontage development.	No change required	

65	resident, retired		Disagree. Abbeygate Street is one of the most popular streets in the town centre. Other successful examples of pedestrianisation in a historic centre include York and Norwich. There was strong support for pedestrianisation from the Issues and Options consultation, but part pedestrianisation will also be considered. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
		To completely pedestrianise the Cornhill and Buttermarket will effect the trade and effect the less able in getting into the Town centre. Maybe do the the side by super drug /Moyses Hall but keep one through lane would be a sensible alternative.			
66	resident		There was a strong response calling for pedestrianisation during the Issues and Options stage. All options for improving the link need to be explored. The buildings on either side of the link are in separate ownerships and will need the agreement of their respective owners to lose their commercial floorspace. The Victorian frontage of the former Post Office is a very important feature overlooking Cornhill and should be protected.	No change required	
		Do not completely pedestrianise. Market thoroughfare, etc need to be widened			
67	resident, worker		There was a strong response calling for pedestrianisation during the Issues and Options stage. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby	No change required	
		reducing the parking on the buttermarket etc seems a shame , there is plenty of space to introduce lovely seated areas and more planting without reducing the parking. town centre parking is a really important asset , in quiet times pushing people out to carparks will just send them to supermarkets and out of town rather than town centre . its no good just looking at it in terms of peaktimes, the town centre runs 7 days a week, and to reduce car access will damage it.			
68	resident		The potential for conflict is recognised, however there are already many residents in this area. Most prospective residents are aware of the potential for noise when they look to move to a busy town centre with a night time economy.	No change required	
		Area 1 includes a section of St Andrews St south alongside the ARC. This is currently the centre of the "night-time economy" with clubs, pubs and fast-food outlets operating until 3 am. The area is also becoming increasingly residential as commercial buildings and sites are redeveloped. These two uses are incompatible because of night-time noise at weekends. This issue has not been identified in the masterplan. There needs to be a recognition of the increasing residential use of the upper floors of properties throughout area 1.			
69	resident		Thank you for your positive comment.	No change required	
		Think pedestrianizing buttermarket and cornhill is long overdue and will be a excellent space for the town to make better use of.			
70	worker		Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
		Day time parking in the Buttermarket and Cornhill should be retained. Removal of this would take away essential parking for those who cannot walk far (also damaging trading) and worsen the existing shortage of town centre parking places. There should be a stated long term objective to widen Market Thoroughfare by demolition so as to improve the connectivity between the two main shopping areas.			
71	resident		Agreed, improvements to this linkage are a key aspiration.	No change required	
		...ensuring a clear link between the Arc and Town Centre. The existing pedestrian walk ways don't adequately create this 'bond'			

72	visitor from less than 10 miles away, retired	Extending pedestrianisation always seems a planner's dream. However, for people who need to use the area by car specifically i.e. taking money to from the bank, collecting large items from retailers, setting up market stalls, access for the disabled and others with limited access, loading and unloading generally, pedestrianisation is a nightmare. Improving access both visually and physically between the Ark and the Butter Market is vital to link the town, and the proposal to close the traffic in St Andrews St South, behind the Ark and turning the area into an activity area is a well considered aspiration. The aspiration to improve connectivity with St John St. Seems strange, as for me the area seems very well connected	There was strong support for pedestrianisation from the Issues and Options consultation. The market will remain in its current location with existing access. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. The aspiration to improve the link to St Johns Street from the top of Cornhill came from an issue identified at the Issues and Options stage.	No change required	
73	resident	The proposals for Cornhill, Buttermarket and St Andrews Street south are exciting and should be a high priority. Extending the retail area of the Arc is a major concern and needs to be balanced alongside the higher priority of the regeneration of the St Andrews Street North area. Retaining this area for surface car parking for the period to 2031 would be a very positive proposal.	Thank you for your suggestions.	No change required	
74	resident, worker	Market square and abbeygate street to support open air dining - tree's planted around the market square to supplement those present.	Thank you for your suggestions. There is an aspiration in Character Area 9 to Include provision of additional tree planting, planters and displays in all schemes where appropriate and possible.	No change required	
75	prefer not to say	Car parking lost to suggested development should be replaced with multi-story parking on site or elsewhere. The scale of suggested shopping provision should be clarified and justified. More specific and clearly defined proposals are needed for the suggested development and the proposed pedestrianisation or part-pedestrianisation. Park and ride or similar facilities including shuttle buses are needed and should be explained more fully.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	Introduce a delivery strategy for the aspirations.	
76	resident	If people can't park in Cornhill/Butter market they won't walk to it from the other car parks	Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
77	resident	a. Based on the map I consider Well Street to be included in this zone, it is not mentioned here or anywhere else though. b. Pedestrianisation (sp) of the area is welcomed, concerned about the knock on effect to surrounding (over stretched) on street parking. This includes Well Street, Orchard Street and Garland Street. (see point C) c. Concerned the already dangerous junction of Looms Lane, Well Street and High Baxter Street (deliveries, illegal parking, informal McDonald's drive through and cut through pedestrian zone) will become worse. d. Enforcement and other measures should be considered. Automatic bollards to prevent parking in pedestrian zone and cut through. 24hr permit parking for resident zones in immediate proximity (Well Street, Orchard Street and Garland Street). e. Any improved access to the Arc should not sacrifice historic buildings (Post Office), there are plenty of unattractive buildings that can make way. f. Consider increasing the pedestrian area on Angel Hill and pedestrianizing using Abbeygate Street. (not my original ideas but I've decided to adopt). g. The preference for 'Mixed Generation' housing is most welcome, houses in addition to flats (especially at Cornhill Walk).	Thank you for your comments and suggestions. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019. The Angel Hill Area is included in Character Area 4 which includes an aspiration to reinforce the identity of Angel Hill as a multi-functional space to continue as a car park and events space. Angel Hill has been identified as an important parking resource close to the town centre on the east side of town.	No change required	

78	visitor from less than 10 miles away, other	Any building development or renovation must be traditional fronted rather than bland modern frontages.	All new development must be appropriate to its setting in terms of form, character, scale and design. The existing historic core includes different forms from Georgian, Victorian, Edwardian and art deco in close proximity.	No change required	
79	resident	If any small paving slabs are intended to be used it should be noted that they become a trip hazard very easily causing not only injury but increased maintenance costs. I would personally recommend other materials.	There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials.	No change required	
80	resident	1The aspirations do not address the issue of cyclists needing to cross this area in any direction. Bury St Edmunds is a town whose size lends itself to residents being able to cycle in and out and across the town. They would almost certainly need to cross this part of the town. If they are forced to circumvent it due to lack of cycle provision then they will more than likely use their car instead thus increasing vehicular traffic movement around the town. There is reference to pedestrians and traffic movement in this area but no reference whatsoever to cycle movement. It is essential to provide designated cycle lanes/tracks within this area in order to encourage residents to increasingly use cycle power, a practical, beneficial and sustainable means of transport. I would suggest partitioning all roads in this area with a designated cycle lane such that both pedestrians and cyclists can move freely and safely. 2 Skinner Street could actually be made a real asset. Imaginative thinking could solve the bin issue.	The need to improve cycling access and facilities across the town centre is recognised in Character Area 9	No change required	
81	resident	I really like the idea of unified paving throughout, to bring the whole area together. However, I do think that the same level of vehicular access should remain in the Cornhill/Buttermarket area as I would be concerned that businesses might lose out because if someone needs to make the quickest visit to one of the places in town it is much easier to try and park as near as possible, maybe with a 30 minute parking restriction. I have never personally felt that the traffic in the middle of town was a deterrent to wandering around.	There was strong support for pedestrianisation from the Issues and Options consultation. Abbeygate Street is one of the most popular streets in the town centre. Other successful examples of pedestrianisation in a historic centre include York and Norwich.	No change required	
82	resident, retired	Unrealistic to expect visitors when central parking not available. What about blue badge holders>	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
83	resident	"Environmental enhancement of Skinner Street – screen refuse areas and renovate paving" - this is a GREAT idea - these buildings are beautiful and this street could be stunning if allowed to become a cafe/restaurant area with outside seating. Access from the west of town through parkway to the Arc is very poor - pedestrian crossings at the waitrose and B&Q roundabouts are needed.	Thank you for your positive comment. Pedestrian and cyclist priority in the Parkway area is addressed in Character Area 6.	No change required	
84	resident, retired	An alternative for St Andrews Street South would be to open it up to traffic and introduce courtesy crossing. The heavy flow of pedestrians would deter motor vehicle flow without eliminating it and the problems this would create. For Buttermarket/Cornhill charge motor vehicle to enter the area during daytime hours, suggest an arrangement similar to The Causeway in Durham. There is an existing paving strategy for the town centre which is less than 10 years old, why is a new one needed?	Thank you for your suggestions. There is no suggestion to replace the existing Streetscape Strategy as referred to in Character Area 9 under the 'Place' priorities - 'Ensure consistency with adopted Street Scape Strategy.'	No change required	
85	resident	I have concerns regarding the availability of parking and the high cost of it. I already limit visits to the town because of this.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. There has been significant support for 'Pay on Exit' car parking during the masterplan consultation stages. We have passed this to our colleagues in Parking Services, who will consider all options going forward.	No change required	
86	visitor from more than 10 miles away, retired	see before	Thank you for your response. Please see response to previous comment.	No change required	

87	resident, retired	It would be great to see the whole area pedestrian as at the moment it is a disaster wanting to happen.	Thank you.	No change required	
88	resident	Make St. Andrews Street more visually appealing by integrating some of the market onto the pavements. Or making the design of the passageway into Buttermarket more in line with the design of the Arc, e.g. consistent paving, flower baskets. Expand the walkways into the buttermarket to be less like dark alleyways	Thank you for your suggestions.	No change required	
89	resident	Generally agree with all the proposals. There has to be vastly improved integration between Cornhill and the Arc - St Andrews St South is a disaster. It is dangerous for pedestrians and looks ugly. What ever happened to the much talked about promised 'LINK'? I can not see any reason why there could not be more trees (real ones) planted and soft landscaping. Buttermarket and Cornhill would benefit from pedestrianisation although there would have to be good disability access. I certainly welcome the ideas to improve Skinner Street - one of the original medieval streets in the heart of the town. It is still a public thoroughfare and if the council can not organise a better system of waste collection, then it is important that the bins are reduced and hidden out of site. Improved lighting is essential and the street could be enhanced with owners taking responsibility for their listed buildings in a conservation area.	Thank you for your suggestions. There is an aspiration in Character Area 9 to Include provision of additional tree planting, planters and displays in all schemes where appropriate and possible. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
90	visitor from less than 10 miles away	It seems to me that you wishto banish anyone with a disability from this area. Not everybody with a disability uses a wheelchair or mobility scooter, but they are still unable to walk very far. If this area is totally pedestrianised, car parking discussed so far will be too far from the centre for access. I note that an objective is to take blue badgeholders into consideration. I am intrigued toknow what is planned that will still enable them easy access to all pedestrianised areas.	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
91	visitor from less than 10 miles away	I have small children and have no problem walking through these areas. The pavements are wide but the crossing points are ambiguous. I think improving crossing points would make this more user friendly withou the need to pedestrianise the whole area. Turning this area into a plaza area will make the centre of bury just like every other redeveloped town across the country. We need to keep the access to shops for car users easy to encourage people to use our town centre. We could have car free days for those who would rather use the centre pedestrianised. Crossing between the Arc and the Town centre is more dangerous and this would benefit from pedestrianisation more. The plan doesn't address amenity or employment needs other that retail in the town centre.	Thank you for your comments and suggestions.	No change required	
92	visitor from more than 10 miles away, retired	Pedestrianisation should be enhanced, the area known as the horseshoe definitely need improvement	Thank you.	No change required	
93	visitor from more than 10 miles away	The car Paking in the centre has always caused problems to,pedestrians and the aesthetics of the town.	Thank you.	No change required	
94	retired	one is concerned about time scale & future funding for all the proposals	The Delivery Strategy will set out short, medium and long term targets for delivery and will be responsive to different rates of growth. Costings for individual projects will be worked up as the projects progress. Funding will come from a range of sources including private investment as well as funding by public bodies	Introduce a delivery strategy for the aspirations.	

95	resident	Provision must be made for the disabled and those who have difficulty walking. Where is disabled parking going to be put? Cobbles and paviers have proved to be very hard to keep in a reasonable condition, becoming trip hazards and at the very least giving those in wheelchairs a very uncomfortable ride. I personally know a lady who stopped using her mobility scooter because of this. Even if the whole of Buttermarket and Cornhill are pedestrianised as suggested, will this be a 24 hour or just 10am - 4pm as is Abbeygate? Also there should be no access from Higher and Lower Baxter Streets during these times as this just causes confusion for pedestrians - especially visitors. Get rid of some of those A-boards which stick too far out on the pavement thus impeding progress for those in wheelchairs or pushing children in prams/buggies.	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials and to optimise access into and around the area for people with disabilities and mobility difficulties. This could be achieved by addressing issues such as dropped kerbs, reducing street 'clutter', surfacing and access to shops and businesses. Allowing car parking on Buttermarket and Cornhill in the evening is one of the main options.	No change required	
96	resident	It is essential to remove access to traffic in the Town Centre. Bury St Edmunds cannot sustain the current number of cars entering the Town Centre. The whole town is jammed with traffic and unacceptable pollution. Hundreds of cars go round and round looking for a parking space in the Butter Market clogging up the whole Town Centre. This density of traffic is a blight on the town. The Historic Grid is assaulted by this number of cars seeking a way out using Whiting Street and Guildhall Streets as rat runs. Under these aspirations this would hopefully cease.	Thank you for your comments.	No change required	
97	resident, retired	I am pleased that the plan addresses the issue of the integration of the arc with the old area of the town.	Thank you.	No change required	
98	resident, retired	Increased on street parking will be welcome as long as it is not extortionate.	Thank you.	No change required	
99	resident, retired	very concerned about the lack of any consideration for the disabled	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. Character Area 9 includes an aspiration to optimise access into and around the area for people with disabilities and mobility difficulties. This could be achieved by addressing issues such as dropped kerbs, reducing street 'clutter', surfacing and access to shops and businesses.	No change required	
100	resident	No reference to cycle provision. As the town grows the masterplan needs to encourage cycling into the centre from increasingly outlying areas as well as pedestrian access. If this alternative is not provided for people from outlying areas will continue to use their cars to travel into town and will be fighting for the parking facilities which will not be able to cope with demand. This will also impact on visitor numbers because of the frustration with lack of available parking. The current proposals is exclusively tailored to pedestrians. Cyclists will want to cross it in both directions e.g currently cycling is not permitted in the Arc. This does not allow cyclists to cross this huge area. The Masterplan needs to consider a network of cycle tracks criss crossing this area alongside pedestrianisation. Skinner Street is a highly under rated asset to the town centre requiring more imagination than simply screening refuse bins. This could become like The Shambles in York and a real tourist attraction. There is nowhere comfortable to sit in the entire area, only a few benches a good proportion of which are concrete without back support. This can not be good for pedestrians especially those who are older and need time to rest and take in the ambiance of the area. St Andrews Street South could accommodate a cycle track/lane to enable cyclists to cross town as is seen in Cambridge where cyclists are allowed to move within pedestrianised areas.	The need to improve cycling access and facilities across the town centre is recognised in Character Area 9. Additional seating was strongly supported through the Issues and Options consultation and is included in Character Area 9.	No change required	
101	resident, worker	The town will benefit from better pedestrian access and easier access.	Thank you.	No change required	

102	resident, worker	<p>In my opinion, the area around the butter market needs little in the way of modification. The market needs supporting, but the market square is already free from traffic on market days. I cannot really see how pedestrianisation of the market will solve any issues during the day but I do like the idea. I would love it to be more difficult to drive cars around the market area specifically at night where there is a lot of antisocial behaviour (music being played from cars, revving engines, silly driving). I understand pedestrianisation is supposed to mean you cannot drive your car but this does not stop people from using the area beside McDonald (Brentgovel St) near the cafes and Cornhill Walk as a carpark - along the edge of the road where it is double yellow lines and no stopping during the day as well as parking on the pedestrianised areas in the evening to visit McDonald. This area, extending to the Chinese takeaway and the ramp behind McDonald has become a centre of illegal behaviour, the parking, thieves picking through stolen wallets in the evening on the ramp, people driving the wrong way up Well St (which is a one way road) people peering through windows of unoccupied or temporarily empty houses and businesses. Only this morning, there were two people having a smoke sat on my front doorstep watching a couple arguing/cuddling, sat on the edge of the pavement. I would be very pleased to see improvements to the Skinner Street area. I was never totally thrilled with the way it looked, but after all the carry on with the missing airman, I have found it quite a creepy place. This will all be a waste however if the redevelopment of the Cornhill Walk shopping centre is allowed to go ahead as planned. It will be an mixture of the (admittedly better) proposed new front, with the currently ugly building. I full story taller, it will eclipse local buildings and mock shop fronts will be brought onto the currently residential Well St. The proposed loss of permit parking, and the sadly lacking provision of car parking on the proposed development will only serve to exacerbate the traffic and parking problems in this area. I think it is a good idea to improve the area behind the arc. It's terrible. I am not totally sure the arc should be extended. It is successful now, but will it be if it is extended. More is not always better. I would be more convinced about this with more information.</p>	<p>Thank you for your comments. The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019. The Borough Council works closely with the Police on issues of community safety and anti-social behaviour and is bringing in new Public Space Protection Orders which will provide new powers to tackle anti-social behaviour.</p>	No change required	
103	resident	<p>Largely the aspirations do BUT I believe that it is important for buses to be able to access the ARC in order to cater for the elderly and infirm. I agree with the pedestrianisation of Cornhill and Buttermarket, and the enhancement of Skinner Street though. Having said that I'd like a small electric shuttle bus to be allowed access from Looms lane.</p>	<p>Thank you. If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure. The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre. This includes consideration of a 'shuttle bus' facility</p>	No change required	
104	worker, visitor from less than 10 miles away	<p>Disabled and pushchair drop kerbs etc need to be flat to the road. Often the kerb isn't low enough and it is difficult to get the wheel up without struggling. Also those pushing a wheelchair either as an attendant or themselves often have to go further to the drop and then back to get to there previous point or the ramps are very long making more work or further pushing.</p>	<p>Thank you. Dropped kerbs have been identified as an issue throughout the town centre and are addressed in Character Area 9.</p>	No change required	
105	resident, retired, other	<p>Pedestrianisation is not good for shopping - people need car parking spaces near shops so they can load and reload their items of shopping - not everyone wants to walk to an overpriced car park!</p>	<p>Disagree. Abbeygate Street is on of the most popular streets in the town centre. Other successful examples of pedestrianisation in a historic centre include York and Norwich. There was strong support for pedestrianisation from the Issues and Options consultation.</p>	No change required	
106	resident, retired	<p>Danger in over pedestrianisation that you will reduce acces to such an extent that you reduce use. If you remove parking spaces, where will you increase parking to compensate? So many parking spaces are wasted, because they are designated residents only - and when people go to work they sit empty all day. Surely residents need empty spaces when they return from work, not while they are away. The dead areas of grey wall in the Arc could be enlivened with murals/mosaics. Much as I dislike the architecture of the Arc, I have got used to it. At least the Arc is actively kept litterfree, unlike other areas of Bury St Edmunds.</p>	<p>We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.</p>	No change required	

107	worker, visitor from less than 10 miles away, student	One of the only issue with pedestrianising the area is that it is turning Bury into another faceless clone town (like Ipswich etc) when traditionally it is a market town. I do think that more seating areas are needed and it would certainly make the Buttermarket more safe. Something that does need to be taken into consideration is the 'unemployed' people that congregate in the town centre and whether this would attract these even further? As you would be reducing the amount of short-stay parking, you also need to consider replacing these valuable spaces. For those that want to 'pop' in the bank or dentist, there will be less spaces for them to do so without walking from a long-stay car park.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. The Borough Council works closely with the Police on issues of community safety and anti-social behaviour and is bringing in new Public Space Protection Orders which will provide new powers to tackle anti-social behaviour.	No change required	
108	visitor from more than 10 miles away	Excellent idea to close St Andrew's Street South to through traffic and re-route buses. Service access should be outside of shop opening hours otherwise there will still be a danger to pedestrians.	Thank you. If pedestrianisation goes ahead, deliveries would be accommodated during restricted hours, as currently in place elsewhere. Any pedestrianisation will take account of this need	No change required	
109	resident, retired	There are no practical alternatives to the bus stops outside Boots and Palmers for Arc and Market areas. Re-routing buses along St Andrews St North, Risbygate or Parkway will clash with aspirations in 6 re. improving attractiveness of Risbygate area for pedestrians and cyclists. Just where will the buses stop and where will passengers gather to wait? The pavements are not wide enough for queues, especially if there are bus shelters, which there should be. One or two stops on Parkway could work, if they are extra stops (not replacing stops for the market) and recessed into a lay-by to avoid holding up traffic on virtually the only central through route, especially when Angel Hill is closed for events. Similarly, there is no room in the existing streets for buses and coaches if the bus station is closed. At least two bus lengths is needed for each bus stop, avoiding the many openings off these streets. If closed to other traffic, the overloading of other roads will increase. The sensible solution is to retain both the Arc bus stops and the bus station, which should be manned and properly maintained. On-street bus stops also hinder cyclists - as you cannot put cycle lanes where buses pull in to stop.	If St Andrews Street South is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure.. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
110	resident, worker	What are the issues? How many people have been injured by having traffic flowing through the area? How will the expansion of the Arc meet the need for more retail units? There are empty units already. There are fewer market stalls, especially mid week- why?	The issues are set out under the 'What are the Issues and Options' sections of the draft masterplan. The masterplan aims to be pre-active as well as responsive in creating a safer environment for pedestrians and cyclists. Both the market and The arc are dictated by the commercial environment, over which public bodies have little influence. there is an aspiration in Character Area 1 to support the continued success of the market.	No change required	
111	resident, worker	I am concerned that it will require a long walk, for pedestrians to get to the centre of the town from the bus stops. Where will the nearest bus stop be? Will you need to change busses to get to the centre? Will there be easily accessible public toilets without having to walk down Angel Hill or all the way round to the back of Debenhams?	If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure. Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in Character Area 9.	No change required	
112	resident, worker	Avoid making the area too pedestrian friendly and removing the car parking spaces. Parking in and around the town is already an issue and would definitely hurt to take more spaces away. Maybe work on improved crossing areas for pedestrians so they don't all walk out into the road freely.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Improved pedestrian crossings are included in Character Areas 2,6,7 and 9.	No change required	

113	worker, visitor from less than 10 miles away	Removing parking and a throughway for cars will heavily affect businesses as a result of longer walks into the old town centre. This may result in disabled badge holders not even visiting the original town. Furthermore, as everyone already knows, there's a major shortage of parking in our town, this needs to be rectified before anything else is changed. I'm open to change, and like the ideas, but this isn't original. It's going to look like stowmarket, and bury is meant to be the nicest town in Suffolk. I think a bit more work should be done on this area, maybe create seating areas (I know the market is still going to be there, so it needs to fit in)	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Additional seating was strongly supported through the Issues and Options consultation and is included in Character Area 9.	No change required	
114	resident	Bury St Edmunds Town Council should be included as a project lead for each of the Character Areas in the masterplan. I think the pedestrianisation of areas of the Town Centre should go further. All of Cornhill and the Butter Market should be pedestrianised. Road access is needed for residents and businesses on High Baxter Street and Lower Baxter Street, however there should be rising bollards or even a Zebra crossing on Abbeygate Street for the safety of pedestrians. Perhaps consideration could be given to turning the streets off Abbeygate Street into shared spaces, just like Abbeygate Street itself?	Bury St Edmunds Town Council is a member of the masterplan working group and will be included in all key decisions relating to the masterplan as well as numerous individual projects. Thank you for your suggestions.	No change required	
115	resident, worker	concern if it is made pedestrianised how disabled drivers are to access areas. they cannot leave their car far from where they need to be. there needs to be better signposting indicating where places are in the town centre - eg signposts to abbey gardens, cathedral etc. there needs to be greater access connectivity between the Arc and Cornhill - the narrow passages do not indicate to visitors to the area that there is more beyond the passage ways is there possibility that the closed Post Office building could be demolished and landscaped to allow access between the two halves of the town? Better signposting for Rams meadow carpark to the town centre which would take people pass the Cornhill Walk which would encourage it to be used for shops	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. There is an aspiration to improve signage to key destinations in Character Area 9.	No change required	
116	visitor from less than 10 miles away	I agree with expanding the arc and the Variety of shops available.	Thank you for your positive comment	No change required	
117	resident, worker	As long as the loss of daytime parking is accommodated elsewhere	Thank you. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
118	resident	See Q6 for the need for extra parking for displaced cars in the Buttermarket and Cornhill areas. Making it a car free area is an excellent idea and I fully support it.	Thank you. Please see response to previous comments.	No change required	
119	resident, retired	St andrews st is currently very dangerous with traffic restrictions rarely enforced	Agreed.	No change required	
120	resident	Any allowance to be made for disabled driver parking/access ? What about collection of goods from shops, e.g. Argos - vehicle access required ?	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
121	visitor from less than 10 miles away	Extend the Arc? Difficult to comment without detail - any change could be negative to the existing Arc.	Any expansion of The arc will be led by the owners and managers of the existing facility.	No change required	
122	visitor from less than 10 miles away	Not keen on extending Arc are but agree it should ne linked to town area.	Character Area 1 contains an aspiration to improve surfacing and lighting in market Thoroughfare	No change required	
123	resident	Better access from Arc to Cornhill.	Character Area 1 contains an aspiration to improve surfacing and lighting in market Thoroughfare	No change required	
124	resident	Safety of pedestrians is essential when crossing St. Andrews from the arc to the Market. The buses glide silently and the area is so crowded between 8.30 and 9. Suggest 10mph limit.	Thank you for your suggestion.	No change required	
125	resident, other	Don't turn the town into a twee tourist attraction filled only with cafes and gift shops.	The aim is to maintain a vibrant town centre meeting the needs of residents and visitors alike.	No change required	

126	resident, retired		All options for improving the link need to be explored. The buildings on either side of the link are in separate ownerships and will need the agreement of their respective owners to lose their commercial floorspace. The Victorian frontage of the former Post Office is a very important feature overlooking Cornhill and should be protected.	No change required	
		Links between Arc and Cornhill need to be wider, In busy times it is just one long queue.			
127	resident	I hope the paving will NOT be like that used in St Andrews Street South behind the Arc ( unfit for purpose ) or that used on the Angel Hill ( uneven and not suitable for wheelchairs etc. ). If traffic is 'removed' from St Andrews Street South this will need to be stringently enforced NOT like at present when traffic still comes through despite the signs compromising the safety of pedestrians. We need to keep the market, so not too many obstructions on the Cornhill and Buttermarket please. ( your artist's impression shows lots of extra features )	There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials. There is an aspiration to remove all through traffic from areas of St Andrews South. The market will remain in its current location. There is an aspiration in Character Area 1 to support the continued success of the market	No change required	
128	resident	Would like see more casual seating and trees. Am concerned that if buses are re-routed then they may stop too far away from town centre for people to carry heavy shopping ie fruit/veg on market days.	Additional seating was strongly supported through the Issues and Options consultation and is included in Character Area 9. If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure.	No change required	
129	resident		All options for improving the link need to be explored. The buildings on either side of the link are in separate ownerships and will need the agreement of their respective owners to lose their commercial floorspace. The Victorian frontage of the former Post Office is a very important feature overlooking Cornhill and should be protected.	No change required	
		The Market Thoroughfare needs to be as promised when the arc development was detailed, it needs to be looked upon as part of the town centre, not just a link St. Andrews St (S) in the Arc area, is really a modern skinner street.			
130	resident	The south Africans war memorial's plinths of white stone is badly stained with the products of corrosion of the statue above it. Nothing has been done despite my many complaints. What price our Dead of the Boer war? What about the post offices move from the lovely old historian building to W.H.Smiths?	The move of the Post Office was a commercial decision taken by the Post Office over which the Borough Council had no control.	No change required	
131	resident	In my reply to the earlier survey I advocated the pedestrianisation of Cornhill and Buttermarket to provide a safe continental style town square. The development would provide opportunities to provide power and water points throughout the area to improve the environment for stallholders and also for various events such as concerts.It would also give the possibility for a 'market cross' type structure as a further asset to the area The link between the Arc and Cornhill (St Andrews Street) is probably the worst part of the town and its improvement is probably the most pressing part of the MAP	Thank you for your comments and involvement in both stages of masterplan consultation. There is an aspiration in Character Area 1 to support the continued success of the market.	No change required	
132	resident	A good idea to pedestrianise all/part of Cornhill and Buttermarket. Also a good idea to further restrict traffic / buses from St Andrew's Street area behind the Arc	Thank you for your positive comments.	No change required	
133	visitor from more than 10 miles away, retired	cannot see how links are to be provided	Character Area 1 contains an aspiration to improve surfacing and lighting in market Thoroughfare	No change required	
134	resident, retired	I am not happy about the removing the buses from St Andrews street you need to consider the elderly and walking disabled, not just visitors to the town.	If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure.	No change required	

135	resident	People in poor health or mobility problems, who don't have cars or a blue badge, need to get as close to the town centre as possible walking to the town is up hill from all direction and is a real struggle- Unloading for delivery to the arc should be from the car park side, They make St Andrew street look and feel like an Industrial Estate.	If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure. If pedestrianisation goes ahead, deliveries would be accommodated during restricted hours, as currently in place elsewhere. Any pedestrianisation will take account of this need	No change required	
136	worker	It does not address the need for additional parking if Cornhill were to be pedestrianised. Pedestrianisation simply moves the parking a car problem to other smaller residential streets	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
137	resident, retired	The character of the town centre will be lost. I feel looking at the artist impression Bury St. Edmunds will be lost.	This is an artistic impression and is just to give an impression rather than detail. Character Area 9 includes a priority to preserve and enhance the character and appearance of the town centre	No change required	
138	visitor from less than 10 miles away, retired	Definitely need to remove vehicle access and parking	Thank you.	No change required	
139	resident, worker	Not sure there needs to be much further expansion of The Arc	Any expansion of The arc will be led by the owners and managers of the existing facility in response to commercial demand.	No change required	
140	resident	Where are disabled drivers able to park?	Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
141	worker	I think there should still be some parking in the Buttermarket although it could be reduced. This would allow people who just needed to pop in quickly to do so and could also include Blue Badge parking. If the whole of the Buttermarket was pedestrianised, it would begin to look like any other modern town centre and could lose some of its charm as a 'market town'. Where there is a larger pedestrianised area, this should include seating and flower beds to encourage more people to sit and enjoy the town centre. I agree that better access between Buttermarket and the arc is needed and the current bit of St Andrews Street is often abused with through traffic using it. Maybe have rising bollards for authorised vehicles only.	Thank you for your suggestions. There is an aspiration in Character Area 9 to Include provision of additional tree planting, planters and displays in all schemes where appropriate and possible.	No change required	
142	resident, retired	Stopping buses from using St Andrew's Street South means passengers (most of whom are elderly) walking further from the bus stop to the shops and back. This will prevent some of the frailest of our residents from shopping in the town centre. There must be some parking for elderly (not just blue badge holders) and disabled drivers on the Cornhill and in the Buttermarket. I do not think it is fair on them to pedestrianise throughout. The aspirations seem to be only for visitors to the town - not for those of us who have lived here for many years.	If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure. There was strong support for pedestrianisation from the Issues and Options consultation, of which 73% of respondents were residents of Bury St Edmunds.	No change required	
143	resident	Its all in the detail which is missing in large general statements.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	No change required	

144	resident, worker	During non business hours the town is a much used car park. I use it myself for visiting friends. The nature of my work means I need quick access to a vehicle. I also have friends who live within the medieval grid and have enough trouble parking after business hours because people park outside their homes when dining out for the evening. Ram meadow and the Arc seem like a secondary option once all other spaces are exhausted. I feel the town Centre provides a much needed parking area during non business hours. I would like to see the town centre more pedestrian friendly between certain hours but I think the area would be better suited for parking at an evening.	Allowing car parking on Buttermarket and Cornhill in the evening is one of the main options.	No change required	
145	resident, worker	There doesn't seem to be a widening of the route from Arc to Cornhill, it still feels like walking down an alleyway. Can there not be a covered walkway/arcade with small shops, going through Boots/old Woolworths/Iceland? It would mean opening up the space in the ground floor but the upper portion of the building could still remain if needed.	Each option suggested would require the agreement of the existing owners/retailers who would lose a significant area of prime retail floorspace.	No change required	
146	resident	It would be good to have no traffic in the Buttermarket and Cornhill. I assume that taxi's will still use the 'square around the Corn Exchange/Traverse', would it be an idea to have a local bus route use the same square as a drop off point to bring those who are unable to drive or walk a great distance, especially as the bus stops behind boots in St Andrews Street will go under the proposed plan for St Andrew's Quarter, that is also assuming that King's Road will still be open for traffic.	If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure. Taxi provision will be accommodated in all relevant projects.	No change required	
147	resident	They address some of the issues raised in the draft document which in itself has quite limited scope.	Thank you. In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	No change required	
148	resident, worker, visitor from less than 10 miles away, visitor from more than 10 miles away, retired, student, other, prefer not to say	LEAVE THE CORNHILL AND BUTTERMARKE AS IT IS.	The town centre will need to adapt to a growth of Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this.	No change required	
149	resident, retired	I am not sure that sufficient parking is proposed for disabled drivers I am only in favour of pedestrianisation as long as cars are definitely allowed to park in the evenings. The drawing does not give that impression.	This is an artistic impression and is just to give an impression rather than detail. Allowing car parking on Buttermarket and Cornhill in the evening is one of the main options.	No change required	
150	visitor from less than 10 miles away, retired	Please ensure there is still ample Blue Badge parking and taxi access within the area.	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. Taxi provision will be accommodated in all relevant projects.	No change required	
151	resident, retired	The flow of movement between the arc and old town is still not properly addressed, Andrews Street link is visibly poor, the junction with Kings Road (opp. Denny's) is dangerous. More trees	There is an aspiration in Character Area 9 to include provision of additional tree planting, planters and displays in all schemes where appropriate and possible.	No change required	
152	resident, worker	This area could provide an opportunity for investment in electrical infrastructure and generation. The retail heating and cooling loads could be twinned with chip generation.	These important aspects will be fully considered as projects progress.	No change required	

153	resident, worker		Disagree. Abbeygate Street is on of the most popular streets in the town centre. Other successful examples of pedestrianisation in a historic centre include York and Norwich. There was strong support for pedestrianisation from the Issues and Options consultation. Funding will come from a range of sources including private investment as well as funding by public bodies. The market will remain in its current location. There is an aspiration in Character Area 1 to support the continued success of the market. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
		Pedestrianisation wrong. Impact to car parking (convenience / revenue), Impact to shops. Impact to Market? How will it be funded and maintained?			
154	resident, worker	vehicular access	Thank you for your response, but comment not understood.	No change required	
155	resident, worker		Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
		query how much parking will be available for those with limited mobility			
156	resident	This will be a similar response to most of the plans. They are a bit like some recently heard election speeches and actually seem to work quite hard on hedging their bets. Maybe saying what I had hoped to hear, but then again with a large dose of 'trust me'. Town Centre - long overdue for pedestrianisation. I appreciate this is not likely to be implemented overnight, but meanwhile stop encouraging cars into the middle. Sign advertising parking in the market only cause more traffic. I can understand a need for useful disabled parking, but not for the rest. Signage on walkways between the Arc and Buttermarket is good, though obviously the St Andrews St 'service rd' is ridiculous. Sad that this was compromised originally, because it certainly presents a challenge to put it right.	Thank you for your comments.	No change required	
157	resident, worker	As long as blue badge can park nearby and delivery can be achieved. Think it will be a big plus for the town centre. Have heard people say that it will stop some of the people pooping in to.one shop for.one thing but think our priority should be encouraging people to visit more than one shop by creating a relaxed pedestrian environment.	Thank you for your positive comments.	No change required	
158	resident	Please see comments to Question 1	Thank you for your reponse. Please see response to previous comment.	No change required	
159	visitor from less than 10 miles away, retired		Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in Character Area 9.	No change required	
		Don't forget public conveniences are needed.			

160	resident, worker	Has anyone from the Council spent time, standing in the Buttermarket and the Cornhill during the day, especially in the morning? if you did take notice of the tax payers of Bury St Edmunds, you would noticed that approximately 25% of the people driving in and parking in that area are disabled approximately 40% are elderly and unable to walk very far the rest are people who are shopping in Marks and Spencer, going to the banks, getting a prescription, eye test etc etc you cannot, if you take this parking away, make ANY provision for parking elsewhere that is near to those shops and banks - it is impossible we need those 100 parking spaces in the Cornhill and the Buttermarket if you take them away, you will ruin the town and make people's lives so difficult that they will go shopping in Morton Hall or somewhere else. not that there are any banks elsewhere, apart from Barclays and since the Lloyds outside the centre of town has closed, we don't give the small Barclays much longer either. it's all very well saying that we have so many tourists and it would be nice for them to sit outside in the summer ~(?) but it's the people who pay your Council tax and work here who you want to help and make their lives easier I'm sure the people who live in the town are very happy to have it pedestrianised - they and the other people with their own parking spaces have no problems just nipping to the bank etc also, it is statistically proven that pedestrianised areas have a higher crime rate - we really don't need that either please take these points into account, please don't spoil our town it's almost like we have to have change for the sake of change when everything works ok now	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. There was strong support for pedestrianisation from the Issues and Options consultation, of which 73% of respondents were residents of Bury St Edmunds. The Borough Council works closely with the Police on issues of community safety and anti-social behaviour and is bringing in new Public Space Protection Orders which will provide new powers to tackle anti-social behaviour.	No change required	
161	worker	As this is a prominent part of town I feel there should be more provision for electric vehicles- its a great place to display our commitment to sustainability and improving local air quality. The current low emissions carpark is not fit moving forward due to tax structure alterations and lack of enforcement. There should be clear parking reserved for EVs including charging infrastructure. Not all bays will require charging points especially as battery technology improves but providing priority spaces in prominent locations will incentivise members of the public to make the change. Initially I feel this space (low emissions car park) should be available for plug-in hybrid and battery electric vehicles. In time this can be restricted to battery electric vehicles only. Not only will this help to improve our public commitment to sustainability but shall help to improve local air quality which is an issue in a couple of localities.	Agreed.	No change required	
162	resident	The market and trading are important issues and need to be supported. Parking is always a major problem.	There is an aspiration in Character Area 1 to support the continued success of the market. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
163	working, visitor from more than 10 miles away	If SASS is to remain open as a service road then it'll still be used by all as a cut through. The bus service will be too far from the town centre, and skinner street is too narrow to hide the commercial bins. Current staff that currently use it have no respect for it's historic value, a few screens and better paving won't change that.	There is an aspiration to remove all through traffic from areas of St Andrews South. If pedestrianisation goes ahead, deliveries would be accommodated during restricted hours, as currently in place elsewhere. Any pedestrianisation will take account of this need.	No change required	
164	worker	Providing taxis and private hire vehicles can access	Taxi provision will be accommodated in all relevant projects.	No change required	
165	visitor from more than 10 miles away, retired	Pedestrianisation and a cafe culture is definitely the future for most towns.	Thank you for your positive comment.	No change required	

166	resident	I support the desire to restrict access by cars to the Buttermarket/Cornhill area and create a better balance between pedestrians & motorists. There should also be good provision for cycle parking to encourage me cycling, at present the spaces to lock a bike up are minimal. With Skinner Street it would be good to see something done to rationalise the number of bins, but it is an interesting undiscovered back street in the heart of the town centre which could be at danger of being spoilt by being 'enhanced'. However St Andrews St South alongside the Arc does need enhancement, the back of properties need something to improve them, but most important is the need to improve pedestrian links across the street, and make pedestrians have priority. The junction of St Andrews Street South and Kings Road need urgent attention. it is confusing for both motorists and pedestrians, both not understanding their priorities.	Thank you for your comments. The need to improve cycling access and facilities across the town centre is recognised in Character Area 9, including secure cycle parking. Pedestrian and cyclist priority in the Parkway area is addressed in Character Area 6.	No change required	
167	resident, working	They will prevent vehicle access and improve the "climate"/pedestrian character of the area, however there has been no discussion of improvement to the modes of access.	Thank you. The masterplan seeks to balance the needs of all forms of transport.	No change required	
168	visitor from less than 10 miles away, retired	Pedestrianisation should be flexible to accommodate parking, in particular the less mobile, on less busy days and in particular in the evening. The emphasis should be on improving the public realm with new paving and street furniture without excluding cars at appropriate times. The illustration of a pedestrianised Cornhill could be any town. Works must enhance the town centre's distinctive character not dilute it. There is a risk that major retail expansion around The Arc could unbalance trade in the town centre to the detriment of the historic core. Expansion should be spread to maintain the current balance.	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Allowing car parking on Buttermarket and Cornhill in the evening is one of the main options.	No change required	
169	resident, worker	Removing vehicle access to the town centre will exclude disabled residents from the area.	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
170	visitor from less than 10 miles away, retired	Accès to Buttermarket will be impaired.	Disagree. Abbeygate Street is on of the most popular streets in the town centre. Other successful examples of pedestrianisation in a historic centre include York and Norwich. There was strong support for pedestrianisation from the Issues and Options consultation. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
171	worker	Excluding vehicles from town centre will mean shops lose trade. closing St. Andrews st would be a disaster for buses and taxis forcing them onto parkway causing more congestion.No mention of taxi ranks.	Disagree. Abbeygate Street is on of the most popular streets in the town centre. Other successful examples of pedestrianisation in a historic centre include York and Norwich. There was strong support for pedestrianisation from the Issues and Options consultation. Taxi provision will be considered in all street	No change required	
172	resident, retired	It is vital to improve connectivity between the ARC and Cornhill. The present disjuncture between the two is a legacy of poor planning, and has created in St Andrews Street South a modern-day Skinner Street. Any softening of this distinction, through landscaping, surface treatment, street furniture or widening of the connecting routes, is to be welcomed. Likewise improved connectivity between Cornhill, St John's Street and Cornhill Walk. Proposals to extend daytime pedestrianisation within the town centre (eg St Andrews St South), are very welcome, wherever they are compatible with the needs of other essential users.	Thank you for your positive comments.	No change required	
173	worker	Good idea to be pednestrise to make the area more attractive and more european in nature, Not sure about St Andrews Street North, can't see why this is needed yet	Thank you for your positive comment. St Andrews Street North was identified as an issue at the Issues and Options stage.	No change required	

174	resident, worker	This area is important to the town, as both residents and visitors enjoy the shops, history and heritage. No parking/ limited parking could be fine during the summer months but on a cold wet winter's day a lot of customers could be lost as they wouldn't want to walk from the car parks. Could the parking vary during the year? Has there been a car survey to ask the question how many people just 'pop' into town for 1/2 - 1 hour and like to park near M and S.	Thank you for your suggestion. All car parking changes are led by car parking studies.	No change required	
175	resident, worker	in part but think very important to open up and bring these areas together - less parking and more outside areas and wider walkways	Thank you for your suggestions.	No change required	
176	resident, retired	Please note that my 'yes' to Q8 above is a qualified 'yes' Much is made of the 'award winning market', and of the arc 'shopping centre', without seeming to tell us what this claim is based on. Bury is now largely another cloned town with the same old shops and eating outlets, a lot of this partly based on debt-fulled consumption, and a great deal of what gets bought in these shops are items which are not sustainable particularly in terms fossil fuel use/carbon consumption. Given that more and more is going to be bought online in the future, real attention needs to be focused in retail units which can easily be adapted to other uses in the future, to avoid rows of 'dead' shops in future downturns. There seems to be very little mention of other leisure uses apart from shops, and food/drink outlets. What about opportunities for small arts venues and craft workshops? The market is indeed an important feature, particularly as it provides more environmentally friendly opportunities to buy fruit and veg, fish, cheese, bread etc., as well as providing a range of independent pop-up fast food outlets. But there is a real danger that if the pitches continue to be over-priced, that it will revert to rows of stalls selling ephemera for leisure shoppers.	Thank you for your comments. The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to different levels of growth and changing technologies.	No change required	
177	resident	Increase in retail and leisure facilities: - More high street chains will not improve Bury. It would turn Bury into a shopping destination that is no different from anywhere else. What provision and encouragement is intended for independent business? - Ready access to the town centre is needed for customers, workers and deliveries. Not everyone can cycle or walk. Ready access to the town centre by public transport is needed too. - The Arc - how and where is it intended to extend? - Where is and what will be the provision for art and galleries?	The masterplan cannot influence who occupies shops, this is a matter of market demand. However, a healthy town centre should be capable of attracting a wide range of shops and other facilities. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
178	visitor from less than 10 miles away	Some issues but not all.	Thank you for your response.	No change required	
179	resident	The towns people were promised a thoroughfare from Cornhill to Arc when the Arc was built, perhaps this time it will materialise , there are three passages Cornhill to Arc , are all three to be improved ?	All options for improving the link need to be explored. The buildings on either side of the link are in separate ownerships and will need the agreement of their respective owners to lose their commercial floorspace. The Victorian frontage of the former Post Office is a very important feature overlooking Cornhill and should be protected.	No change required	
180	visitor from less than 10 miles away	As someone who lives in one of the villages near BSE where there is no reliable bus service, my major concern is that adequate and inexpensive parking is provided for those who have to travel into town by car.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. There has been significant support for 'Pay on Exit' car parking during the masterplan consultation stages. We have passed this to our colleagues in Parking Services, who will consider all options going forward.	No change required	
181	resident	1) Pedestrian crossings are needed to safely navigate the dangerous and confusing intersection of St Andrews St South, Kings Rd and Woolhall St. 2) A pedestrian crossing is required over Kings Rd, to link The Arc to Waitrose. 3) The proposed increase in pedestrianised areas should be extended to include St John's St (from The Grapes pub down to the The Bushel) at least on Wednesdays, Saturdays and Sundays. This would mean that the new shopping centre, the old shopping centre and the main street for independent businesses would be correctly interlinked.	Thank you for your suggestions. Pedestrian and cyclist priority in the Parkway area is addressed in Character Area 6. In Character Area 7 there is an aspiration to Enhance pedestrian crossing facilities across Kings Road from Robert Bobby Way area to The arc.	No change required	

182	resident, worker	No to pedestrianisation of Cornhill/ Buttermarket. Certain people need to park nearby it is free to people on mrkt days. No to rerouting buses. Buses and service access only. Do we really need MORE SHOPS?!	Disagree. Abbeygate Street is on of the most popular streets in the town centre. Other successful examples of pedestrianisation in a historic centre include York and Norwich. There was strong support for pedestrianisation from the Issues and Options consultation. Any additional retail provision will be determined by commercial demand, as reflected in recent Retail Studies.	No change required	
183	resident	I think we need to attract some more art collectives/independents as this is what gives Bury its character, and not be all cafes and restaurants. Attracting a John Lewis even if next to Waitrose in old pc world would be good, and draw people from Norwich / Cambridge, a baby gap would be good too	Thank you for your suggestions.	No change required	
184	resident	Making this area pedestrianised will make it extremely difficult for those people who have disabilities but are not eligible for Blue Badges to gain access to the business in that area. There are people with hidden disabilities who need to be considered.	We have worked with a wide range of organisations who assist people with additional needs in developing the draft masterplan. If an individual has issues which require parking closer to businesses this would be criteria for applying for a Blue Badge.	No change required	
185	resident	Close Buttermarket + Cornhill only Weds + Sat for tradional market allow parking as at present.	Thank you for your comment.	No change required	
186	worker	Bury needs a vibrant town centre so do not remove the car parking from the Cornhill/Buttermarket area. Bury doesn't have enough parking and not everyone can walk from the outer reaches of the town. We need to encourage cars and shoppers in to town not discourage. We need better links between the old town and the arc such that there is a seamless integration. Making this area free of traffic will kill the business element of the town. We need greater car parking and particularly pay on exit so that the user can determine how long they stay. A cafe society is not sustainable in the long term, we need to encourage retailers and other business into this area too. St Andrews Street South needs to be made more attractive as it is a very grey area	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. There has been significant support for 'Pay on Exit' car parking during the masterplan consultation stages. We have passed this to our colleagues in Parking Services, who will consider all options going forward.	No change required	
187	resident	Will there still be a Market on Cornhill Buttermarket area?	Yes. The market will continue in its current location.	No change required	
188	prefer not to say	<ul style="list-style-type: none"> <li>Well Street is more in keeping with this area than the Northern Gateway.</li> <li>Support the integration of the Cornhill area with the arc and if necessary consider the demolition of newer buildings to achieve this (Mountain Warehouse?).</li> <li>Protect existing buildings of character i.e. the Victorian Post Office. Moyses Hall and the Brentgoval side of the Cornhill are key areas of the the town centre but get no mention?</li> <li>More effective police and borough enforcement of parking and vehicle penalty enforcement. This directly relates to safety.</li> <li>Address the 'rat run' alongside McDonalds restaurant in Brentgoval street. Penalty enforcement, signage, rising bollards. This directly relates to safety too.</li> <li>Although supportive of increased pedestrianisation within the broad town centre, be aware of the knock-on effect of forcing cars out into residential areas.</li> <li>Extend resident only parking permits to discourage visitors and illegal parking.</li> <li>Monitor delivery vehicle licencing hours (M&amp;S, McDonalds and possibly new retail in Cornhill Walk redevelopment).</li> </ul>	It is acknowledged that the southern end of Well Street, particularly on its eastern side does relate to this area, however, it is predominantly residential in character to the north and on its western side. The boundaries between the different areas are broadly indicative. The process towards decriminalisation of of parking which will provide the council with the means of enforcement has already started.	No change required	
189	worker, visitor from less than 10 miles away	As long as they are in keeping with the materials and feel of the area.....	Agreed. Character Area 9 includes a priority to preserve and enhance the character and appearance of the town centre	No change required	
190	resident	Part pedestrianisation sounds like a dangerous suggestion. Walkers will think all parts are free of traffic.Paving should be selected with care. Riven slabs can be a trip hazard and allow rainwater to collect in large puddles. The granite setts we have used in town are poorly maintained with missing grouting. Where they have been repaired this has been carried out very poorly.	Any part pedestrianisation would be undertaken so differentiation between the different areas is clear. There is an aspiration in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials.	No change required	

191	resident	Strong emphasis should be put on finding a way to create better access between Cornhill and the Arc, difficult as that may be. St Andrew's St South should be closed to through traffic.	These are both key aspirations for this area.	No change required	
192	resident	Improved access from Cornhill to the Arc very important, including no through traffic on St Andrew's St South	These are both key aspirations for this area.	No change required	
193	resident	Given the success of Bury St Edmunds as a retail and recreation destination, I would like to see the question of parking to access key areas, considered further within the scope of the document. More specifically, the need to consider a multi storey car park nearby.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	No change required	
194	resident, worker	St Andrew's Street. Surely you won't be closing this to cyclists? Beware of altering Skinner Street. This is the last street with medieval characteristics in Bury. Well done for the plan to level the area. There are far too many differing surfaces to navigate and far too few dropped kerbs at present.	Thank you for your positive comments. The need to improve cycling access and facilities across the town centre is recognised in Character Area 9. There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials and also to optimise access into and around the area for people with disabilities and mobility difficulties. This could be achieved by addressing issues such as dropped kerbs, reducing street 'clutter', surfacing and access to shops and businesses.	No change required	
195	resident, worker	The parking challenges in Bury suggest a radical review is needed to clear the centre of town - the extra parking at Christmas seems to be successful - Is a review of other schemes likely to be undertaken? This area had the great advantage of the arc and the Apex - can we optimise the activity at the Apex and consideration of related services? For example developing local rehearsal rooms, or encouraging other restaurants in this sector to provide support for concert goers?	Thank you for your suggestions. Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9.	No change required	
196	resident, retired	Do not agree with rerouting buses so that they are not at back of Arc. Buses need to be where people are with their shopping in order to encourage them to use them. Do not support extension of the Arc shopping centre - this will only be to detriment of other shopping areas and independent shops (only more chains will come) and with increased online shopping this will not be necessary in long term. We don't want to end up with lots of boarded up shop premises which have disfigured so many other towns.	If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure. Any expansion of The arc will be led by the owners and managers of the existing facility in response to commercial demand.	No change required	
197	visitor from less than 10 miles away	By restricting cars to the the cornhill/buttermarket you will make it less easy for visitors to pop into town when you have limited time to visit alienating people from just popping into Town. Also by removing traffic and buses from St Andrews st. South you are making it difficult for the elderly to get into Town, as reduced mobility means they find it difficult to walk to the town from the bus station, alienating the elderly. St Andrews street needs to be smartened up, its ugly, the Arc looks unfinished on the front also the building on the Cornhill side need to be smartened up to make it more attractive. MAYbe the introduction of shuttle buses to town centre from St. andrews St South as suggested for Ram Meadow???? for elderly.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure.	No change required	
198	worker	NO issue with pedestrian and traffic movement in Buttermarket or Cornhill on an everyday basis at present .	Disagree. There was strong support for pedestrianisation from the Issues and Options consultation.	No change required	

199	worker, visitor from less than 10 miles away	This will not be achieved until a proper link is provided as promised in the original plan. I do not agree with the proposal to remove parking as it will be detrimental to the town.	Disagree. Abbeygate Street is one of the most popular streets in the town centre. Other successful examples of pedestrianisation in a historic centre include York and Norwich. There was strong support for pedestrianisation from the Issues and Options consultation.	No change required	
200	resident, student	managing and enabling accessibility *buses, cycling, pedestrians, & capitalising on green & blue spaces is a priority. Little mention of provision for children in the centre. *No green spaces - no playgrounds. The Apex has paid rides occasionally but nothing for a child & parent to just 'be'. more provision of seating - maybe with child friendly features on the Buttermarket/Cornhill - outside Moyses Hall?	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	No change required	
201	resident	Our town would not be enhanced by enlarging the 'arc', which is totally out of keeping with the historic character. Market square needs access and parking for motorists, but the PRIORITY must be for pedestrians. Post Office front must remain. Plant one new plane tree midway twist statue and lamppost (to West)	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	No change required	
202	visitor from less than 10 miles away, retired	If it isn't broke - leave well alone. The Arc is hidden from the tourist view and is too distant from Angel Hill.	The town centre will need to adapt to a growth of Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this.	No change required	
203	resident	Past examples show that paved areas do not stand up to market traders heavy vehicles ruining surfaces. Blue badge holders need to be parked close to shops.	Agreed. There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials. Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
204	resident, retired	Where would buses be rerouted? The arc ought not to become too big - it will overshadow the old town area.	If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure. Any expansion of The arc will be led by the owners and managers of the existing facility.	No change required	
205	resident	This area should be kept unique to other towns - if it's pedestrianised, rather than the same block paving as every other town, look at the old photos pre traffic and take inspiration	Thank you for your suggestions.	No change required	
206	prefer not to say	Do Part 1 first & see how it works before continuing with the rest. What about when we have elections will the new councillors continue with the programme or have different ideas	Thank you for your response. Please see response to previous comments.	No change required	
207	other	<i>Highways and Transport</i> Bus stops on St Andrews Street South are very popular, as they are in close proximity to arc, making it convenient for passengers travelling there. Rerouting buses away from St Andrews Street South would involve moving or removing these bus stops, which might make methods of sustainable transport to the arc less appealing, if they are moved further from the arc shopping centre. This aspiration should be balanced against other objectives of the plan. Please see the ' <i>Highways and Transport</i> ' comments in question seven.	If St Andrews street south is pedestrianised then the Borough Council would work closely with Suffolk County Council to seek alternative locations for bus stops that are equally convenient prior to closure.	No change required	SCC questionnaire response. Received by email.

208	resident, retired	It looks very nice but where do blue badge and other parking go? It says 'nearby' but where is this?	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	No change required	
209	visitor from less than 10 miles away	Just a car park	Thank you for your response, but comment not understood.	No change required	
210	resident, worker	Parking for blue badges and a few others for nipping into shops - for short term - would be good.	Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
211	visitor from less than 10 miles away, retired	I think your ideas will change the whole nature of the town. It is old, serve it, don't make it look like everywhere else.	Character Area 9 includes a priority to preserve and enhance the character and appearance of the town centre	No change required	
212	resident	Re Artists impression of Cornhill, Buttermarket Arc - not pleased to see the Post Office building in it!	The Victorian frontage of the former Post Office is a very important feature overlooking Cornhill and should be protected.	No change required	
213	resident, other	I hope whatever gets achieved will be better in the near future.		No change required	
214	resident, worker	Clear boundaries erected to ensure vehicles and pedestrians are kept safe. (precautionary measure due to increased terrorist activity recently) Resite bus station to this area making it central to town. Access via parkway. Close St Andrews St behind Boots to all traffic (commercial vehicles access only during designated times only.	Thank you for your suggestions.	No change required	
215	prefer not to say	General comment 1) making Bury town centre less accessible will benefit out of town trading locations and other towns. 2) town centre shops are already suffering loss of trade and profitability because of high property taxes and use of the internet ->11	Disagree. Abbeygate Street is one of the most popular streets in the town centre. Other successful examples of pedestrianisation in a historic centre include York and Norwich. There was strong support for pedestrianisation from the Issues and Options consultation.	No change required	
216	resident, worker	Where will market go as artist's impression of Cornhill ped sq looks great but can't see how market could be integrated.	This is an artistic impression and is just to give an impression rather than detail. The market will remain in its current location. There is an aspiration in Character Area 1 to support the continued success of the market.	No change required	
217	resident, retired	ANY FAILURE TO WIDEN ACCESS LANES BETWEEN THE ARC AND THE MARKETPLACE DEFEAT ALL ASPIRATIONS FOR BETTER PUBLIC FACILITIES.	All options for improving the link need to be explored. The buildings on either side of the link are in separate ownerships and will need the agreement of their respective owners to lose their commercial floorspace. The Victorian frontage of the former Post Office is a very important feature overlooking Cornhill and should be protected.	No change required	
218	resident, retired	Bus users will lose the facilities of the bus station, and the benefit of stops convenient to the market and the ARC.	If St Andrews Street South is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	

219	vistor from more than 10 miles away, prefer not to say	No	Thank you for your response.	No change required	
220	resident, retired	(A) Every the closure of St. Andrews St South next to the arc up to the corner of Risbygate St. Re-routing buses and where they can go for pick-ups etc. (B) Whole road needs redesigning [Pedestrianisation from Arc through to market square is good option].	Thank you for your comments.	No change required	
221	resident, retired	Movement of traffic "from St Andrews street south to the corner of Risbygate Street" How can it then be through traffic? Activities: Expansion of Arc, where to? Aspirations: Isn't ancient paving part of the character of Skinner St? How will refuse areas be screened to leave space to walk?	Through traffic' in this context refers to traffic passing through an area of St Andrews Street South. In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan. there are no plans to remove the paving in Skinner Street.	No change required	
222	resident, visitor from more than 10 miles away, retired	It may be ok for young and middle aged people but us pensioners find it hard work to do our shopping and we don't want Italian coffee shops. We like an ordinary decent, inexpensive café.	The types of coffee shops/cafes trading in the town centre are outside the remit of the masterplan and the control of public bodies. We work, however, to encourage a wide range of businesses within the town centre.	No change required	
223	resident, retired	It would be a travesty to pedestrianize Cornhill and the Butter Market - they are the centre of the town are used by many many people, some frail who need to park, get shopping from M&S. go to the Bank P.O. Where is the parking for them in your plan.	Disagree. Abbeygate Street is on of the most popular streets in the town centre. Other successful examples of pedestrianisation in a historic centre include York and Norwich. There was strong support for pedestrianisation from the Issues and Options consultation. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
224	prefer not to say	please could you take into consideration the provision of taxi ranks in the town. We have over 60 hackney vehicles but only one rank for ten vehicles ,members of the public are always expressing concern at the long walk from angel hill to the rank. The newly formed taxi and private hire council forum would like our opinions heard and I would suggest a rank on angel hill would be easily accommodated .	Thank you for your suggestion. Taxi provision will be accommodated in all relevant projects.	No change required	

225	prefer not to say	<p>Improvements to Market Thoroughfare have long been suggested and this objective is also a proposal that is supported by BTT. However, more significant proposals than just improving lighting and surfacing materials need to be made to this pedestrian route if it is to become a more effective link between the Arc and Cornhill/Buttermarket. There needs to be a commitment to redeveloping adjacent buildings to provide active frontages and a widened passageway. Simply changing the lighting and surfacing will not achieve the necessary improvements. The MAP should aspire to and state the requirement for these additional measures. The screening of refuse areas in Skinner Street is not a particularly appropriate way of resolving the problems which presently detract from the character and appearance of this historic this street. A more radical proposal to remove all refuse bins and e.g. replace with a daily bag collection needs to be put in place so that visually intrusive screens and clutter are avoided. However, the principle of improving the environment of Skinner Street has the support of BTT but a better conceived scheme is required than that which is incorporated in the MAP. Pedestrianisation of the Cornhill/Buttermarket is supported by BTT in principle as it will provide a better environment for people walking around the Town Centre. However, the proposal will displace well-used short stay parking. It is unlikely that such parking can be replaced in such a convenient location elsewhere. The loss of this parking, especially for people with disabilities, together with the servicing needs of businesses will need to be fully assessed and considered before this proposal is adopted. Furthermore, if pedestrianisation of the Cornhill/Buttermarket becomes an adopted proposal, the authorities responsible for bringing about the scheme will need to allow for materials and specifications that will be durable to ensure that damage is not caused by vehicles, particularly those of market traders, which will access this area. There is evidence from other parts of the town where works to the public highway have not been robust enough to withstand use by vehicular traffic in the short and medium term. The failure to use adequate specifications has resulted in the deterioration of the surfacing to the detriment of the appearance of the Town Centre. This problem of the condition of the public highway has become aggravated by the either the lack of repairs or the poor quality of the repairs that have been carried out.</p>	<p>All options for improving the link need to be explored. The buildings on either side of the link are in separate ownerships and will need the agreement of their respective owners to lose their commercial floorspace. The Victorian frontage of the former Post Office is a very important feature overlooking Cornhill and should be protected. The suggested method for addressing refuse in Skinner Street is recognised, but collection of trade waste does not rest with one body and will need agreement with private waste collection companies. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. The need for robust materials and ongoing maintenance is acknowledged.</p>	No change required	
226	other	<p>I think if the old shopping center near mc donalds was a Primark that will create loads of jobs and people want have to go all the way to Cambridge or ipswich to go to Primark and everyone wants a Primark hear it will also bring more people to bury st edmunds</p>	<p>Thank you for your suggestion. The types of retailers trading in the town centre are outside the remit of the masterplan and the control of public bodies. We work, however, to encourage a wide range of businesses within the town centre.</p>	No change required	
227	other	<p>if there are to be more sitting areas in the Cornhill and Butter market serious thought must be given to the use of these proposed facilities. People who drink alcohol always seem to throw litter and cans down, and the so called night time economy causes criminal damage, vomiting in the streets, etc. How will this be policed at night and what are the implications for cleaning and removal of litter. What arrangements will be put in place, public squalor will turn people away.</p>	<p>The Borough Council works closely with the Police on issues of community safety and anti-social behaviour and is bringing in new Public Space Protection Orders which will provide new powers to tackle anti-social behaviour.</p>	No change required	

BSETCMP - Draft MAP Masterplan consultation responses		Q11 - Character Area 2 - The Northern Gateway - Do the aspirations proposed for this area address the issues - Do you have any other comments?		Total Representations: 162	
ID	Stakeholder group	Representation	Response	How it was addressed	Notes
1	resident, visitor from less than 10 miles away	The area between the railway station and the town centre could be improved greatly, perhaps with more direction towards St John's Street as a gateway to the town centre.	Agreed.	No change required	
2	resident, worker	New pedestrian signage should point the direction to the Historic Centre (via Northgate street) and Shopping Core (via St Johns Street)	Agreed.	No change required	
3	retired	While a pedestrian crossing is needed. What happens to the traffic? Over the years you have pushed all the traffic onto Parkway. This proposal will only back traffic up. We have enough gridlock now at times.	If the traffic is gridlocked, a pedestrian crossing will make no difference to traffic flow. However, this is not normally the situation and it is a matter of balance between traffic flow and pedestrians. When traffic is flowing freely it becomes difficult for pedestrians to cross and a crossing is required. This junction needs to be seen together with Northgate Roundabout and Station Hill/Out Northgate junction. If traffic heading west is held at Tayfen Road, it will allow the queue Northgate Roundabout to reduce, so there will be less waiting at that junction.	No change required	
4	prefer not to say	St Johns Street/Ipswich Street improve signage, encourage footfall, improve links to Cornhill, and route to the railway station. but dont make this or the other streets a rat run for cars, encourage safe cycling and walking along these streets.	Agreed	No change required	
5	resident, student	There are no issues the areas just need upgrading	Issues in this Character Area were identified during the issues and Options stage.	No change required	
6	resident	The link between rail station and town centre needs to be improved.	Agreed.	No change required	
7	resident	The first time I came to Bury in 1979 I was astounded at the dilapidated nature of the lower end of St Johns St and the awful Station Hill. I've remained horrified at Station Hill especially with the dreadful Forum Ct housing development and have little faith that the new build will improve matters although anything is better than Chick King etc. we need to have a welcoming gateway into town which the Beerhouse although post industrial has started (there's nothing wrong with red-brick!). There also has to be an offer to attract footfall down towards the lower end of St Johns St so entrepreneurs like Vinyl Hunter can thrive - a bit of "alternative culture" as (for example) Norwich has in spades.	Agreed.	No change required	
8	resident, retired	As before	Thank you for your response. Please see response to earlier comments.	No change required	
9	resident	I fear that they do not go far enough in opening up the area as a link between the Railway Station and the Town in particular developing a safe and attractive passage for pedestrians between the Station and St Johns St. A significant financial investment may have to be made to fully develop the potential of this area to bring additional shoppers and workers into the town using the public transport rather than a car.	There are already adopted masterplans for Station Hill and Tayfen Road. Any regeneration will be in line with the aspirations of the masterplan.	No change required	
10	resident	Parking at the bottom of St Johns street is used by workers and railway commuters all day, this area should be zone A permit holders like the surrounding area like the surrounding roads. It is nearly all residential property there anyway.	Thank you for your suggestion. This is outside the remit of the masterplan. There is a process for requesting changes to resident parking through Suffolk County Council.	No change required	

11	worker, visitor from more than 10 miles away	Please avoid shared spaces as much as possible. These cause undue problems for those of disability and eventually create barriers to the space being fully enjoyed by all. Ensuring adequate access to the train station by vehicles is also a priority along with enhancing the parking provision for same.	Thank you for your comment. All options regarding pedestrianisation and part pedestrianisation will be explored before any decisions are made.	No change required	
12	resident, worker	The importance of this area in supporting an effective 'welcome' to the centre seem well understood in the proposals. For one thing, this area connects the centre with the railway station and this alone gives it perhaps an unparalleled opportunity to support an effective welcome. At the same time, it is a complex area. One wonders whether this might be one of the most challenging areas under the plan to get right. Efforts should be accordingly aligned.	Thank you for your positive comments.	No change required	
13	resident	As I mentioned before there needs to be easy and pleasant access from the station to the town centre by perhaps expanding St Johns street and St Andrews street and stopping cars and allow easy access for some form of public transport to move freely between the station and the town centre. Again improve the road and surrounds of those streets.	Thank you for your suggestions. There are no plans to pedestrianise further areas outside those mentioned in Character Area 1 to balance the needs of all town centre users. Shuttle buses are among the options that will be explored across the town centre.	No change required	
14	visitor from less than 10 miles away	The whole area does need to be made more attractive as a main route into town. I do walk in the area and it can be tricky for pedestrian but I also drive through it so would like to see a balance with crossings not to hold up the traffic as it is very slow at busy times and the badly needed additional housing will make it worse.	Thank you for your comments. The masterplan seeks to balance the needs of users of all forms of transport.	No change required	
15	resident, worker	While it is good to strengthen links with the station the limited rail services will continue to limit the effectiveness of the aspirations. The St John's Street route is obvious one so any enhancement of St Andrew's street will have limited chance of success.	Thank you for your comments. The masterplan will seek to provide additional choice and information regarding routes from the rail station.	No change required	
16	resident, worker	Northgate Street doesn't appear in the plans. It is another route into the town centre from the train station. Indeed, it would be my route of choice and judging by the number of people I see walking along the street to and from the train station I don't think I'm alone in thinking that. It also needs improved signposting to match that proposed for Tayfen Road and in places improved paving. It is also a major traffic thoroughfare and could do with fewer cars/lorries stopping at the side of the road because there are no better places for them to stop to load and unload, which impedes the flow of traffic.	Northgate Street is not specifically mentioned as no issues were raised which needed to be addressed other than pedestrian access at northgate round about. The masterplan will seek to provide additional choice and information regarding routes from the rail station.	No change required	
17	worker, visitor from less than 10 miles away	Again, prioritising cyclists and pedestrians is good but parking for the disabled should also be considered a top priority.	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision	No change required	
18	resident	It is a pity the Station approach was not included in the plan area. The approach to the town from this major public transport location is, frankly, shameful and it would have raise the issue in a more significant way. It is not enough to just address the safety issues of crossing Tayfen Road a fully developed design for this important gateway should be prepared.	Tayfen Road and Station Hill already have adopted masterplans which will improve the appearance and amenities in these areas.	No change required	
19	resident	This part of BSE is in real need of improvement and will make the first impact on the town for visitors arriving at the station much better. Will there be more car parking at the station though and more bike parking as well as the current provision for both is inadequate for a large town? I recently visited Berlin and they make far better use of the station area by building shops and restaurants under the railway arches, maybe a thought?	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2. Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station.	No change required	
20	resident	traffic lights next to roundabouts are dangerous - should know that already - drivers concentrating on traffic flow sometimes miss the lights - either walkways over the road or subways should be there - maybe make station hill a complete roundabout with one way traffic flow	Suffolk County Council have recently carried out a public consultation regarding roads and travel in this area, the results of which will be available soon.	No change required	
21	resident, worker	In part. Given the presence of a large car park and the fire station I do not see that there can be that much enhancement or development to the Risbygate end of Parkway beyond Tayfen Road. Don't forget the needs of car drivers who will want access to the station to use this for commuting beyond Bury and need a place to park their vehicle when driving into the station.	Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station.	No change required	

22	resident	This area should be linked to the Station Hill development. Pedestrian and cycle access to the town should be enhanced with a rapid transit system - ideally driverless - giving regular access between the station area and the town.	Agreed, Character Area 2 requires integration of Station Hill with the town centre.	No change required	
23	resident, worker	St Johns Street/Ipswich Street improve signage, encourage footfall, improve links to Cornhill, and route to the railway station. As previous comment.	Agreed. Please see reponse to previous comment.	No change required	
24	resident, retired	This "Divide and rule" Policy is counter-productive, unhelpful and misguided. The Artists impression of the Cornhill is dishonest. It should be accompanied by an Impression of the same prospect at 3pm on a Thursday in January with a north wind blowing up St. Johns Street.	Thank you for your response. Please see response to earlier comments.	No change required	
25	resident, prefer not to say	zebra crossings on station hill roundabout	Suffolk County Council have recently carried out a public consultation regarding roads and travel in this area, the results of which will be available soon.	No change required	
26	resident	Leave St Andrews Street Bus Station Alone alone	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
27	resident	More electric car charging points needed	Agreed.	No change required	
28	resident, retired	Shuttle bus from station to town, the gradients are quite demanding, and discourage shoppers/visitors from using the train station.	Shuttle buses are among the options that will be explored across the town centre.	No change required	
29	resident, worker	I actually like the character of St Andrew's street in contrast to St John's street.	Thank you for your comment.	No change required	
30	resident, retired	We need a working bus station and should increase the council tax to fund it - essential.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
31	worker	I am hoping my previous comments in this section have been retained within my submission even though I can't see them!! but if not pedestrian route from railway station into town needs to be greatly improved visually and ensure that pedestrians and cyclist feel happy to sue this route into town. The environment outside the entrance of the railway station also needs to be improved. If there are going to be more people accessing the town centre by cycle then we need to provide more and better cycle storage facilities	Thank you for your response. Please see response to earlier comments.	No change required	
32	resident, retired	St Johns Street is, at present, a free for all as far as cars are concerned with unrestricted access and free parking. St Johns Street should be the beginning of an attractive pedestrian route to the station.	There are currently no plans to pedestrianise St Johns Street. The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019.	No change required	
33	resident	Needs updating. Massive wasteland not being used. Can be used for parking area and a shuttle bus to town centre?	Tayfen Road and Station Hill already have adopted masterplans which will improve the appearance and amenities in these areas.	No change required	

34	resident	I commute daily by train to Cambridge and it is so important to raise the profile of the station within the town. Large numbers of people travel in and out of Bury St Edmunds each day using the station. The station area itself has seen significant improvements in recent years and Station Hill is now following suit with the recent demolition work but you are right to highlight the need to improve link between the station to the town centre. I have long-thought that a food market at the station or on the Station Hill area at weekends would be a good idea and could be an extension of the town centre market - perhaps offering pop-up food and drink outlets in an evening. There is clearly a need to link this area with the improvements to Area 8 the riverside for pedestrians and cyclists.	Agreed. Thank you for your comments.	No change required	
35	resident	TRAFFIC FLOW WILL BE MUCH DOWNGRADED. RAISED CROSSINGS AND TRAFFIC LIGHTS ARE NO SOLUTION.	Suffolk County Council have recently carried out a public consultation regarding roads and travel in this area, the results of which will be available soon.	No change required	
36	resident, retired	Yes, but attention need to be given to the compiegne Way gateway noting the possibility of an adjacent hotel development and traffic build-up together with parking - the green fringes afforded by the river Lark (Character Area 8) must be lost.	Character Area 2 includes recognition that outside the MAP area, Compiegne Way gateway and Station Hill are key locations. It is critical to ensure these are integrated into the wider town centre	No change required	
37	resident, retired	Not entirely. The traffic in this area will be a VERY serious problem, with hopefully the new bus station at the railway station ( a good suggestion at the meeting), commuters to-ing and fro-ing from the improved station, all those residents in the new development there going off with kids to school, off to drive to work on the A14, etc. This is going to be a nightmare! Will a bigger roundabout and lights be sufficient? I doubt it. Needs further thought on possibilities of re-routing. Personally i see no hope for an Art Gallery in this Area. Who will go to it? I would not go down there from the town. This will be an area of large numbers of transient people wanting to get to work and then home again.	Thank you for your comments. Suffolk County Council have recently carried out a public consultation regarding roads and travel in this area, the results of which will be available soon.	No change required	
38	resident	Where are all the shop gioing?/	Where redevelopment opportunities arise, clear frontages overlooking the street will establish a safer and more attractive environment. These redevelopments could include retail and service opportunities.	No change required	
39	resident, worker	What on earth is "The Northern Gateway Character Area of Innovation"? Where is the "Innovation"? Closing the bus station is a bad idea. This is a space that can be developed to be a welcoming gateway to the town with toilets, information centre, and good transport information. It is positioned well for being part of the redevelopment of Tayfen Road and the station. Don't close it because all other options will be worse for the town. Build on it, expand it, but don't close it.	Innovation is what is being sought with any future development within this important approach to the town centre. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	No change required	
40	resident	Bury St Edmunds Railway Station Supporters Group - comments The Railway Station Supporters Group was formed in 2015 by members of the Bury St Edmunds Society. We liaise with Greater Anglia and Network Rail making suggestions how to improve facilities at the station. We also have long term objectives including track and timetable improvements to reflect the town's increasing importance as a dormitory for Cambridge and Ipswich. The group is generally supportive of the aims outlined in the Master-plan in respect of Character Area 2, especially the improvements of links back to the town centre and better crossing points on Tayfen Road. We also see the merits of improved bus connections to the station, although we would not wish to see the removal of the existing bus station. The group has identified that one of the major constraints to the development of the station is the lack of adequate car parking, which we consider will become acute when the new Station Hill flats are completed. The group therefore asks that this should be a priority in the master-plan. We would also be very supportive of any plans to renovate the station master's house and landscaping the station frontage.	Thank you for your positive comments. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre. Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station.		

41	resident, worker	during the christmas fair 2016 particular attention was made to bold signage directing train travellers towards the town centre via st johns st. the effect was quite dramatic for the traders in st johns st , the footfall increased dramatically , and made the street feel included in the event. the crossings and signage is to be welcomed , but it must be clear , st johns street is by far the best route into the town centre from the station and this should be clear	The masterplan will seek to provide additional choice and information regarding routes from the rail station.	No change required	
42	resident	Need more information about how growth in railway traffic and the likely hood of investment on the Bury - Peterborough line will impact the town and how the town masterplan can make better use of a busier train station by possibly creating a larger transport hub.	This information is not yet available. Although the railway station is located outside the masterplan area it needs to allow for growth in rail traffic.	No change required	
43	resident, retired	Ridiculous to put the buses on the street. Where is the information, the shelter in bad weather and where are the loos to be? If you must close the bus station (why?) then put it by the railway station and have a shuttle service of SMALL buses to the town centre.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
44	worker	Although the needs of pedestrians and cyclists are important, the requirement for free flowing traffic in Parkway, Tayfen Road and Ipswich Street is a high priority.	Agreed.	No change required	
45	visitor from less than 10 miles away, retired	The aspirations address the issues to some extent, I fear that proposals, that might be forthcoming to pedestrianise St John St, would have a negative effect on the town centre. Traffic and on road parking seems to work well here.	There are no current aspirations to pedestrianise St Johns Street	No change required	
46	resident	This area has been blighted by the long delay in bringing forward a deliverable development package for the Tayfen Road/Station Hill area. The proposals provide a positive way forward. The one disappointing point is the apparent lack of joined up working/thinking/urban design with SCC Highways proposals - which is no fault of the masterplan team.	Thank you for your comments. We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users	No change required	
47	prefer not to say	More specific and clearly defined proposals for the suggested pedestrian and cycle links and suggested development are needed for this character area and also the railway station and the Station Hill character area. More car parking at the railway station and shuttle bus links to the town centre are needed. The current and separate road junction proposals by the County Council do not include the raised pedestrian crossing at Tayfen Road and Station Hill or the wider area enhancement suggested by the Draft Masterplan.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan. Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station. Shuttle buses will be considered across the town centre.	Introduce a delivery strategy for the aspirations.	
48	resident, retired	Basically OK but query the need to concentrate on cycle access. The trains do not seem to carry large number of cyclists. We are not a cycle town in same way as Cambridge.	Thank you for your comment.	No change required	
49	resident	a. St John's Street is a nice street. b. Any improvement to St Andrew's Street and Tayfen Road is welcome. c. Pedestrian crossings are required at the roundabout where the Beerhouse is situated (improve safety for those arriving by train) and a crossing on St Andrew's Street North for school children who use this route to get to King Edward's and County.	Thank you for your positive comments.	No change required	
50	visitor from less than 10 miles away, other	The artist's impression shows very bland fronted premises which is seen all too often in other towns. Surely we can have more imagination in blending new buildings in?!	This is an artistic impression and is just to give an impression rather than detail.	No change required	
51	resident, working	This is excellent and much needed in the Tayfen Road area	Thank you for your positive comment.	No change required	
52	resident, retired	Parking!!!!!!!!!!!!!! And please may we have some more pedestrian crossings - I take my life in my hands every time I go to the station or to Sue Ryder. When the area is redeveloped, there will be even more people wanting to cross the road.	Suffolk County Council have recently carried out a public consultation regarding roads and travel in this area, the results of which will be available soon.	No change required	

53	resident	I agree that this area of the town needs to be enhanced visually and a more pedestrian friendly route through to the train station	Thank you for your positive comment.	No change required	
54	resident	Please do not make the new architecture homogeneous and corporate - learn from Cambridge!!!!	Thank you for your observation.	No change required	
55	resident, retired	No mentions of the TOC which runs the trains, they would be a key player. I'm am not completely convinced by the suggestion of a raised crossing similar to Angel Hill. This works intuit location owing to the separation of motor traffic flows, low speeds and high levels of pedestrian flow. Suggest a revisit to High Street, Borehamwood which was the inspiration for the Angel Hill arrangement	The provision of train services is outside the remit of the masterplan. Suffolk County Council have recently carried out a public consultation regarding roads and travel in this area, the results of which will be available soon.	No change required	
56	resident	Hard to visualise. It definitely needs improving. Visitors find the journey from the station to Bury town centre very confusing and the surrounding area looks so run-down visitors must wonder about our claim to be a 'jewel in the crown of Suffolk'.	Thank you for your comments. Tayfen Road and Station Hill already have adopted masterplans which will improve the appearance and amenities in these areas, alongside the improvements outlines in the masterplan.	No change required	
57	visitor from more than 10 miles away, retired	see before - this will repeat for this section	Thank you for your response. Please see response to earlier comments.	No change required	
58	resident	Totally agree that there is a need to improve routes from the Railway station to the town especially for pedestrians and cyclists - there are no safe crossings and the signage is extremely poor. There needs to be far more trees on all routes and the station itself must be smartened up - it is a wonderful Grade 2 building.	Thank you for your comments. The station itself is outside the masterplan area.	No change required	
59	resident, worker	It will almost certainly create more traffic issues	It may have a minor impact on vehicular traffic, but if it improves safety for pedestrians that would be a positive benefit.	No change required	
60	visitor from less than 10 miles away	Could consideration of dualing the road here be given with this redevelopment.	Dualing of the road would create significant environmental damage, including demolition of people's homes and would not address the problems created by the junctions. The option was ruled out by a government inspector.	No change required	
61	visitor from more than 10 miles away	This has always been a very industrial area and the quality of the buildings is shoddy. Not a good first impression for visitors.	Tayfen Road and Station Hill already have adopted masterplans which will improve the appearance and amenities in these areas, alongside the improvements outlines in the masterplan.	No change required	
62	resident	Full marks given to those who have improved the entrance to the railway station making it much more attractive to travellers. Also I like the planted roundabouts - please don't remove them.	Thank you for your positive comment, these have been passed on.	No change required	
63	resident	I approve of the Overview. This area has long needed to be incorporated into the Town Centre. There has always needed to be a better connection between the railway station and the Town Centre.	Thank you for your positive comments.	No change required	
64	resident	Tayfen Road should have the car lots redeveloped as these are very unsightly and also the Pizza places should be pulled down and moved to a proper part of the shopping precinct as these look like temporary buildings. Car showrooms should be on an industrial estate.	Redevelopment of the area will be encouraged by the masterplan but the sites are privately owned.	No change required	
65	resident	If you are improving cycle access across this character area the accessibility across the other character areas needs to be considered too so that cyclists do not find themselves stranded as at present with nowhere to go without having to get off and walk with their cycles or join busy roads. Due to the current oneway systems within this character area cycle access is very difficult. It is impossible to get unimpeded access into town without having to dismount and walk against the flow of vehicular traffic along one way streets. Consideration should be given to cyclists being able to use one way streets the wrong way as in Kings Road and in parts of The Grid.	Cycle provision across the town centre, including secure parking, is set out in Character Area 9.	No change required	
66	resident, worker	I think the planting of trees will greatly enhance the area.	Thank you for your positive comment.	No change required	

67	resident, worker	I am keen on all of these ideas. I think the only difficulty is with the cycleway. This is a very hilly part of town. Would anyone actually want to cycle there?	Cycle provision, including secure parking, is set out in Character Area 9. it is considered to be a key requirement across the town centre.	No change required	
68	resident	An electric shuttle bus would encourage more use of the Railway, it is quite a walk to the Town Centre especially if you are elderly or infirm	Thank you very much, this has been a popular point and we will consider this further.	No change required	
69	resident	Not a good idea to remove the bus station	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
70	resident, retired	Tayfen Road area already marred by hideous flats. I do not object to new buildings at all, but the quality of architecture in recent years in Bury St Edmunds has been appalling. Finest example of new build is Handelsbank building. Poor examples are just about everything else - especially the Cinema complex and the hideous wood and wire covered box near it.	Area 9 includes a priority to preserve and enhance the character and appearance of the town centre.	No change required	
71	worker, visitor from more than 10 miles away, student	The idea of making it a greener space is very positive. There is also an issue with the lack of footfall, particularly with tourists, on these streets, so making them more appealing is a good idea.	Thank you for your positive comments.	No change required	
72	resident	The plan fails to address the needs of people leaving, or worse still arriving, by train. It is one of the few stations in the country which has absolutely no carpark for cars meeting passengers (or seeing disabled or vulnerable passengers to the platform). Most stations have some free 20 minute spaces for this. Bury only has one parking rate at the station - which is for the whole day, all of which spaces are used almost all day, every day. Although not currently in the council's remit, the failure to secure station parking will have a deleterious effect. Similarly, strangers arriving at the town have no information re. onward buses towards the town and to the South and East. The bus stop on station hill is not visible from the station and there are no clear signs or pedestrian crossing to the stop, where there is no shelter, no information boards and not even any timetables. So the stop is very rarely used - no one knows when a bus might turn up.	Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station.	No change required	
73	resident, worker, retired	It is a long walk for pedestrians from the rail station to the centre and is up and down hill. Where will the busses and coaches stop?	The masterplan does not propose any changes to bus and coach parking at the station, which is outside the masterplan area. However, separate discussions are taking place with Network Rail, which need to take account of the masterplan.	No change required	
74	resident, worker	Improve access and car parking for the two pizza delivery businesses because the area at present is relatively run down, difficult to get in and out of and has a fairly shoddy excuse of a car park outside.	This is an area which does require improvement. The companies which operate from this site are responsible for the appearance and maintenance of their premises.	No change required	
75	worker, visitor from less than 10 miles away	However the crossing is too close to that roundabout. Not well thought through, much like the crossing between the train station and the back of tescos. Also so maybe needs to be a traffic light system, it gets dangerous having other crossings	Suffolk County Council have recently carried out a public consultation regarding roads and travel in this area, the results of which will be available soon.	No change required	
76	resident	Clear signposting needed for access to town and other facilities e.g. hospital.	Agreed.	No change required	
77	resident	Bury St Edmunds Town Council should be included as a project lead for each of the Character Areas in the masterplan. At the moment, the area around Tayfen Road and Station Hill is dilapidated and run-down. The new development proposed next to the railway station will improve the character of the area and make it more attractive for visitors arriving by train. However, more attention needs to be given to Station Hill and this needs to be seen as part of the gateway between the station and the town centre.	Bury St Edmunds Town Council is a member of the masterplan working group and will be included in all key decisions relating to the masterplan as well as numerous individual projects. Thank you for your suggestions.	No change required	
78	resident, worker	maybe a landtrain between the station and the town centre	Shuttle buses are among the options that will be explored across the town centre.	No change required	

79	resident	over optimistic	The masterplan intends to be ambitious in the context that what is proposed is realistic and deliverable.	No change required	
80	resident	With proposed development work along Tayfen Road, use as opportunity to widen the road to accommodate 3/4 lanes, and change Station Hill to one way (out of town only) and introduce giratory system to avoid congestion in Fornham Road/Out Northgate as seen now. Put traffic lights on all roundabout exits/entrances to avoid the clogging up of roundabouts as now happens on Northgate Roundabout due to crossing at side of Tax Assist premises. Change pedestrian crossing ner railway bridge to light controlled.	Thank you for your suggestions. This option was ruled out by an inspector	No change required	
81	visitor from less than 10 miles away	Cycle access improvement could cause more problems and be of limited value to serve bus a few.	Cycle provision is considered to be of key importance across the town centre and received strong support during the Issues and Options consultation.	No change required	
82	visitor from less than 10 miles away	Is cycle access really necessary. Where do all the cycles/cyclists come from?	Cycle provision is considered to be of key importance across the town centre and received strong support during the Issues and Options consultation.	No change required	
83	resident, retired	They do not address the difficulties experienced by residents of Northgate street who live on the opposite side of the road to the car parking. Another crossing facility is desperately need by old and young too.	Not clear which part of Northgate Street this relates to, but the principle of improving pedestrian crossing points is acknowledged.	No change required	
84	resident, worker	This is an important issue and moves could be made on the signage at an early date.	Agreed.	No change required	
85	resident	Car show room on St. Andrew street South is not an idea view on the way into town.	Redevelopment of the area will be encouraged by the masterplan but the sites are privately owned.	No change required	
86	resident, other	Needs attention	Agreed.	No change required	
87	resident, retired	"NO" to traffic lights/ pedestrian crossing at junction. It will slow all traffic and will be just a bottle neck.	It may have a minor impact on vehicular traffic, but if it improves safety for pedestrians that would be a positive benefit.	No change required	
88	resident	Need to include the area between St Saviour's interchange and the railway station. Traffic restrictions need to be strongly enforced from Cornhill and along St John's Street and signage made clear. At present pedestrians are confused and think the area is pedestrian only, cars are parked where they like, blocking the road, and causing problems especially when vehicles are trying to make deliveries.	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the Compeigne Way area and this is included within Character Area 2. The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019.	No change required	
89	resident	Hopper bus between railway stn/town centre/ Angel Hill area. Not all vistors arriving by train are capable of long walk- most of it uphill.	Shuttle buses are among the options that will be explored across the town centre.	No change required	
90	resident	Do not move or lose the bus and coach station, I run a small coach tour operation, and what we have is perfect. I live in St. Andrews St (N) and using it as a 'Bus Station' is bloody daft, Enhance the street, by closing car wash and car sales, develop a garden area.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	

91	resident	The bus station must be demolished with an enquiry office, newsstand, lavatories and a café, all properly manned -with proper easy access to the railway station -ditto for that too. a good park and ride system is essential (like Cambridge's)	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre. Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
92	resident	As stated before, extend the area to the Railway Station In a recent Suffolk CC consultation I suggested that the development of a giratory system involving Out Northgate, Station Hill and Tayfen Road would greatly enhance traffic flows in the area. It would also facilitate the establishment of cycle paths around this important gateway	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2. As you mention, Suffolk County Council have recently carried out a public consultation regarding roads and travel in this area, the results of which will be available soon.	No change required	
93	resident	Yes, easier access to the town, across Tayfen Road, for pedestrians from the railway station is desperately needed, as are clear directions to the town centre.	Thank you for your positive comments.	No change required	
94	resident, retired	There was talk about making Station hill one way, with traffic flow going over station hill from Tayfen Road, and with traffic coming from Fornham road going up to the Tayfen Road roundabout.	Suffolk County Council have recently carried out a public consultation regarding roads and travel in this area, the results of which will be available soon.	No change required	
95	resident	MORE PARKING AREAS AT STATION AND EASIER DROP OFF AND PICK UP FOR BUSES. IMPROVE TRAFFIC FLOW FROM FORNHAM ROAD UP STATION HILL AND CHANGE ZEBRA CROSSING UNDER RAILWAY BRIDGE, A NASTY ACCIDENT IS JUST WAITING TO HAPPEN THERE	Suffolk County Council have recently carried out a public consultation regarding roads and travel in this area, the results of which will be available soon. Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station.	No change required	
96	resident, retired	I don't Tayfen Rd, is an aproch for the town centre. Is all the building shown on the left new and all the trees eventually will lift the pavements the leaves cause slippery surface. whats going to happen to tayfen house, old people home.	There is an existing adopted masterplan relating to development along Tayfen Road. It does not have any impact on Tayfen House.	No change required	
97	resident, worker	Not sure shops are needed in Tayfen Rd. After all it is not far from the main shopping area. Just a more attractive and pedestrian friendly environment will be great.	The development of the Tayfen Road and Station Hill areas may result in the demand for retail but this will be market led.	No change required	
98	worker	Better signposting is definitely needed and the walk into the town centre needs to be more attractive. I always see people waiting to cross at the roundabout at the bottom of St Johns Street. Cycle paths are also needed - and cyclists should use them rather than holding up traffic on the roads. Too many of the cycle paths end abruptly almost throwing you back into traffic.	Thank you for your comments. Cycle provision across the town centre, including secure parking, is set out in Character Area 9	No change required	
99	resident	traffic still o/s	Thank you for your response, but comment not understood.	No change required	
100	resident, worker	Please do not use them horrible metal trees. Never meet anybody who likes them.	Thank you for your comment.	No change required	
101	resident, worker	I think this is a high priority. Visitors arriving by train get a very bad first impression of the town. By integrating it is hoped that more residents will also venture down towards the station, as well as those who are coming up from the station.	Thank you for your comments.	No change required	
102	resident	with the present work going on at Station Hill, it would be good to make the route from/to Cornhill/Railway Station much more of an inviting walk	Agreed.	No change required	
103	resident	Safe crossing from the station is very important, and seems to be a long time coming. More signage required.	Agreed.	No change required	

104	resident, worker, visitor from less than 10 miles away, visitor from more than 10 miles away, retired, student, other, prefer not to say	LEAVE WELL ALONE	Thank you for your response. Please see response to earlier comments.	No change required	
105	resident, retired	Improve the flow to the station, provide parking at station	Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station.	No change required	
106	resident, worker	However, the main challenge for encouraging pedestrians and cyclists is the volume of traffic if this is addressed in other areas then apologies	Agreed. The proposals may have a minor impact on vehicular traffic, but if it improves safety for pedestrians that would be a positive benefit.	No change required	
107	resident, worker	Improvements to signage and routes to railway station good.	Thank you for your positive comment.	No change required	
108	resident, worker	Its too far to walk for most people, a waste of money for something that will be little used	Disagree. Many people arrive to Bury St Edmunds by train. Improving routes to the rail station was strongly supported in the Issues and Options consultation.	No change required	
109	resident, retired	I had the most problem understanding this one. Surely St Johns St is a ready made desirable entry to the town from the North? Yet the inference seems to be to assist in using St Andrews St which is an eyesore.	The masterplan will seek to provide additional choice and information regarding routes from the rail station, including St Johns Street, St Andrews Street and Northgate Street.	No change required	
110	resident, worker	Think a footbridge from Railway station to St Andrews St could make it easier for pedestrians and keep traffic flowing	Thank you for your suggestion. This option is likely to be cost prohibitive.	No change required	
111	resident, retired	The railway station is not covered in the plans and I am surprised and disappointed that no thought appears to have been given for adequate car parking at the station. I use it regularly and often have to park an unacceptable distance away from the station as parking on-site is very limited. In fact some nearby parking was lost recently.	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2. Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station.	No change required	
112	resident, worker	You need to organise a proper car park for the railway station so many more people are using the trains and now there is no-where to park this is the sort of help the town needs	Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station.	No change required	
113	worker	There should be increased parking provision for those wanting to use rail transport.	Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station.	No change required	
114	resident	To me this has always been an unattractive and neglected part of town. These proposals will appear to improve the situation.	Thank you for your positive comment.	No change required	
115	worker, visitor from more than 10 miles away	-Because the characterful buildings have already been demolished, they should've been kept and used accordingly. The plans don't cover or allow the additional traffic coming into town, who will shop at the new places along SASN, and where will their staff	We are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users. The development of the Tayfen Road and Station Hill areas may result in the demand for retail but this will be market led.	No change required	
116	resident, retired	my previous comments regarding traffic flow are relevant to this area.	Thank you for your response. Please see response to earlier comments.	No change required	
117	resident	This is the number one area for improvement. There should be an electric hopper bus from the station to town & back for those of limited mobility as Station Hill can be challenging for some. This could be paid for partly by the BID/Town Council as it will benefit businesses & town centre dwellers most.	Shuttle buses are among the options that will be explored across the town centre.	No change required	

118	resident	Not sure if shops are required may divert people from St Johns St shops.	The development of the Tayfen Road and Station Hill areas may result in the demand for retail but this will be market led.	No change required	
119	resident	The most important proposal here is to improve the pedestrian links from the station to the town centre. At present any visitor arriving by train and wanting to walk to the town centre has to take a confusing and potentially hazardous route. But any solution should not significantly interrupt the flow of traffic along Tayfen Road. The County Council recently published some proposals for this area which seemed to be wanting to introduce traffic lights, as is seen on Angel Hill traffic can be slowed down to allow pedestrians to cross without the need for traffic lights.	As you mention, Suffolk County Council have recently carried out a public consultation regarding roads and travel in this area, the results of which will be available soon.	No change required	
120	resident, worker	There are options to improve public transport from the Rail station to the Central and other areas such as adding "counter direction" bus routes (opposite to car traffic) and these must be frequent and practical joining the whole BSE MAP area, not just to the central area.	Any changes to public transport provision will need to be agreed with operators and providers.	No change required	
121	visitor from less than 10 miles away, retired	As is acknowledged, this is the key gateway but offers the poorest first impression A masterplan approach is needed which defines highway improvement as well as access to and activity around the station and its links back to the town centre. Will current development in this area frustrate these ambitions? The area should extend to the entry point to the town centre at the A14 junction. A bolder approach is needed.	The boundary of the masterplan is set by the policy in Vision 2031. However we recognise the importance of the Compeigne Way area and this is recognised within Character Area 2	No change required	
122	resident, retired	The northern approach to the town from the railway station is at present both uninviting and difficult to navigate, and proposals to improve both the signage and pedestrian/cycle access to the town are to be welcomed. The curvilinear course of Tayfen Road marks the historic northern boundary of the town and southern edge of Tay Fen, and any new development along it should serve to emphasise and reinforce the historic character of this boundary.	Agreed. Thank you for your positive comments.	No change required	
123	worker	The answer is it will try too, apart from hill, the walk from the station could be better that it is now, the addition of greenery is important ,	Thank you.	No change required	
124	resident, worker	More car parking at the railway station and shuttle bus links to the town centre are needed. We are becoming a commuter town for Cambridge and the development around the station will increase the number of commuters. The current and separate road junction proposals by the County Council do not include the raised pedestrian crossing at Tayfen Road and Station Hill or the wider area enhancement suggested by the Draft Masterplan. The route from Station Hill must be improved.	Shuttle buses are among the options that will be explored across the town centre. Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station.	No change required	
125	resident, worker	again in part - need to improve look of town from railway station area	Thank you.	No change required	
126	resident, retired	Please note that my 'yes' to Q10 above is a qualified 'yes' The sketch showing mixed development along Tayfen Road stretches the imagination. At present this area is blighted by seriously bad air quality and noise from very high traffic levels. Unless through traffic including school and shopping traffic can be all but eliminated, this 'gentle' street image shown, stands no chance.	Thank you for your comments.	No change required	
127	resident	Trees - SEBC. Havebury or SCC do not have money or staff to look after the trees and planted areas that currently exist in and around Bury. So who would be paying for planting and the long term maintenance? What provision and planning is being made to ensure that any trees and planted areas are fit for purpose? Paving - any paving to be suitable, safe and accessible to all, not just aesthetically pleasing like the paving around Angel Hill. This is uneven and lethal when it is wet.	Talk to Damien	No change required	
128	resident/visitor from less than 10 miles away	As someone who lives in one of the villages near BSE where there is no reliable bus service, my major concern is that adequate and inexpensive parking is provided for those who have to travel into town by car.	Thank you for your response. Please see response to earlier comments.	No change required	
129	resident	1) The proposed increase in pedestrianised areas should be extended to include St John's St (from The Grapes pub down to the The Bushel) at least on Wednesdays, Saturdays and Sundays. This would mean that the new shopping centre, the old shopping centre and the main street for independent businesses would be correctly interlinked. 2) The bus station's current location should not be dissolved. It should be rejuvenated. 3) A refuse bin should be located outside Pea Porridge/The Cannon.	Thank you for your suggestions and comments. The suggestion of St John's Street to become pedestrianised has not been strongly supported during consultation.	No change required	
130	resident, retired	In addition to improving the links between the station and town centre for cyclists and pedestrians easier access for people who are less mobile is needed. A shuttle bus from the station to St Andrews St North returning via St John's St would be a solution.	Shuttle buses are among the options that will be explored across the town centre.	No change required	

131	resident	I do not think a crossing like Angel hill would work - a zebra crossing or lights would be better. Signage definitely needs improving , and street furniture/bins on end of St. John's street as pavements feel narrow	Thank you for your comments. The masterplan will seek to provide additional choice and information regarding routes from the rail station.	No change required	
132	prefer not to say	<ul style="list-style-type: none"> <li>• Protect and encourage the unique retail operations in St John's Street. This is a wonderful and vibrant part of the town's retail provision and needs to be supported.</li> <li>• The preferred route from the Railway station to the town centre should be via St John's Street and not St. Andrews Street. Only coaches and buses should be directed to St Andrews Street.</li> <li>• This will involve improved signage along the whole route and the creation of a pedestrian crossing at the roundabout on Tayfen Road. this will also benefit children walking to any of the upper schools.</li> <li>• Give serious consideration to a footbridge from the railway station across Tayfen Road to Ipswich Street (St.John's). The hills and general topography either side would reduce the need for expensive ramps or stairs.</li> <li>• The residential area between St Andrew's Street and Northgate Street, encompassing Well Street, Orchard Street, Cannon Street etc is a densely populated community of many small houses alongside St John's Church and some grander early Victorian houses. It has its own clear identity, later than say Churchgate, but still its own area of character - unfortunately marred by the uncontrolled traffic passing through and illegal parking.</li> <li>• The fabric of St. Andrews North and Tayfen Road needs significant improvement and all options would be supported, including a pedestrian crossing. We would not support the development of an on-street bus facility – this would create chaos and confusion. The existing bus station should be developed as a bus/coach/P&amp;R drop and not redeveloped for any other use.</li> <li>• The bus station, as a minimum, should be expanded, staffed, have an information point, toilets and integrated into the town travel plans so that the use of public transport is once again seen as a safe and reliable option. Currently, many people waiting for their bus or coach use the adjacent library as a waiting area!</li> </ul>	Thank you for your comments and suggestions. The masterplan will seek to provide additional choice and information regarding routes from the rail station. A footbridge from the station to Ipswich Street is likely to be cost-prohibitive. The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
133	worker, visitor from less than 10 miles away	Please ensure the materials used are in keeping with the architectural design and feel	Character Area 9 includes priorities to preserve and enhance the character and appearance of the town centre	No change required	
134	resident, retired	The raised crossings suggested could be a problem. The one on Angel Hill is treated by some drivers as a chicane they try to get through as fast as possible. It takes quite a while to cross here as you have to wait for someone to slow or stop to let you across safely. Should it be a pelican type crossing?	Suffolk County Council have recently carried out a public consultation regarding roads and travel in this area, including crossings, the results of which will be available soon	No change required	
135	resident, retired	Make St John's Street the preferred route from the station. Give serious consideration to an elevated walkway across Tayfen Road. Embed way marks in the pavement.	Thank you for your suggestions. The masterplan will seek to provide additional choice and information regarding routes from the rail station.	No change required	
136	resident	Foot traffic from railway station should be directed up St John's St. A bridge over Tayfen Road?	Thank you for your suggestions. The masterplan will seek to provide additional choice and information regarding routes from the rail station.	No change required	
137	resident	Measures to further pedestrianise and make this area more cycle friendly, will require greater bike safety measures, including safe, places cyclists can securely leave their bikes.	Cycle provision across the town centre, including secure parking, is set out in Character Area 9.	No change required	
138	resident, worker	The junction of Compeigne Way and Etna Road must be made safer for local residents. Cyclists and pedestrians should be able to leave the railway and enter the town in a safe and straightforward manner. More cycle parking needed at this end of town as current provision at the station is woeful (yes, this includes the new stacking bike rack which is poorly designed and doesn't address the capacity issue for cycle commuters). Any new cycle parking should consist of wide Sheffield racks under cover.	The boundary of the masterplan is set by the policy in Vision 2031 and the station and Compeigne Way are outside of this area and aspirations for these areas cannot be included. However, we recognise the importance of these areas and they are included in Chracter Area 2.	No change required	
139	resident, worker	Suggest build in support of further independent retail development in St John Street. As we are improving signage to improve links to the town centre we can take advantage of the people who will pass the route. Are there any particular issues to pursue to fulfil the overview first sentence 'The Northern Gateway Character Area of innovation.....' Innovation didn't come through.	The masterplan cannot influence who occupies shops, this is a matter of market demand. However, a healthy town centre should be capable of attracting a wide range of shops and other facilities and any increased footfall in St Johns Street should provide a positive benefit.	No change required	

140	resident, retired	I do not agree with more raised crossings like Angel Hill where neither pedestrians or vehicles know who should give way to whom. I thought govt. was not recommending against ramps as they cause pollution, I suggest dropped kerbs instead. Proposal for more buildings nearer to street edge leads to build up of pollution from traffic and fumes trapped between buildings e.g. Cross Street in Sudbury. Suggest that there is an environmental audit of all proposals in the Masterplan to ensure not adverse effects on health in terms of increased vehicle pollution.	Thank you for your suggestions. The masterplan will seek to provide additional choice and information regarding routes from the rail station.	No change required	
141	worker, visitor from less than 10 miles away	Don't understand why this is seen as a priority.	Issues in this Character Area were identified during the issues and Options stage.	No change required	
142	resident, retired	This area should be the top priority	Thank you for your comment.	No change required	
143	resident	1ST PRIORITY should be to provide bus stop with shelter for passengers going to town centre. Improve signage and environment	Thank you for your suggestion. The rail station is outside the masterplan area.	No change required	
144	resident	Our plan must include SOCIAL HOUSING with off-road parking and garden included in the design. A wide verge to the road with trees included is important to make a safe and pleasant environment to encourage walking - see Spring Lane as example.	The provision of social housing is already a policy requirement.	No change required	
145	resident, student	Northgate St is not mentioned or the residential area in between. This has many terraces with small gardens and few social areas & no playgrounds. The population, esp. of families, is higher than Churchgate area and needs more traffic calming etc. A pedestrian/cycle area priority instead of a rat run for fast cars & lorries. Moyses hall area could be enhanced. new development at Cornhill Walk an amazing opportunity for landscaping and enhancing this area. St Johns & Pease Porridge = oasis of calm, need seating to encourage use by children & community.	Where areas are not specifically mentioned in the draft masterplan, it is because no issues within the remit of the masterplan have been identified.	No change required	
146	other	<i>Highways and Transport</i> - The County Council and the Borough Council are already working together to better connect the train station and the town centre for pedestrians and cyclists. Consultation took place between 10th July and 7th August 2017 on measures at the roundabout connecting Northgate Street, Out Northgate, Tayfen Road and Compiègne Way, and the roundabout connecting Tayfen Road, Ipswich Street and Station Hill designed to improve safety and connectivity for pedestrians and cyclists. The results of this consultation are still to be collated and released, but it is understood that they will be taken into account in the Masterplan. The County Council is also developing a scheme to improve cycle links between the station and town centre via Northgate Street and Cannon Street. The County Council will continue to work with the Borough Council to improve connectivity and safety within Bury St Edmunds. Please see the ' <i>Highways and Transport</i> ' comments in question seven. <i>Archaeology</i> - The Aspiration 'improve information about the town centres heritage and areas of interest for visitors and residents alike' in the 'Across the Town Centre' Character Area is welcome, but in the Northern Gateway the town defences were definitive of Tayfen Road. Improving information about this below ground feature has the potential to be its own aspiration in this Character Area. The feature could also be used to inform design, or worked into development in other ways.	Thank you for your comments and ongoing support.	No change required	SCC questionnaire response. Received by email
147	residents, retired	The Crossing places at present are very dangerous at times. Would these new crossings be pelican ones? Would these affect the flow of traffic though. New signage etc. Would greatly aid new visitors to Bury.	Suffolk County Council have recently carried out a public consultation regarding roads and travel in this area, including crossings, the results of which will be available soon	No change required	
148	Visitor from less than 10 miles away	Access for cars another	Thank you for your response, but comment not understood.	No change required	
149	resident, worker	Could be ok?	Thank you for your positive comment.	No change required	
150	Visitor from less than 10 miles away, retired	I don't think you really know how to cope with this area, it has been pondered over for years and nothing sensible have come out of it.	Thank you for your comment. Addressing this and other areas where issues are longstanding is one of the main objectives of having a masterplan.	No change required	
151	prefer not to say	3) Existing car parks (Parkway, Tayfen Rd) are far from from Cornhill. Ram meadow is too far too to be considered as a town centre car park. Simply, more are no suitable locations for additional new car parks. ->13	A variety of parking solutions is required including long and short stay provision.	No change required	
152	resident, worker	Strongly agree with railway Stn enhancement and need for improved signage esp St John St.	Thank you for your positive comment.	No change required	

153	resident, retired	Tayfen Rd needs widening.	Widening Tayfen Road would not increase its capacity, but would create a larger barrier to pedestrian movement.	No change required	
154	visitor from more than 10 miles away, prefer not to say	No.	Thank you for your comment.	No change required	
155	resident, other	See comments re 6.	Thank you for your response. Please see response to previous comments.	No change required	
156	resident, other	Access to station (rear entrance) from A14 Footbridge would be helpful.	Thank you for your suggestion. The rail station is outside the masterplan area.	No change required	
157	resident, retired	Particularly need for links to railway station (including the station) to be improved. Se character area 3 comments.	Thank you for your response. Please see response to previous comments.	No change required	
158	resident, retired	Activity: Introduce new uses - such as? Surely the railway station itself should be included.	The boundary of the masterplan is set by the policy in Vision 2031 and the station is outside of this area. However we recognise the importance of the station and this is included within Character Area 2	No change required	
159	resident, visitor from more than 10 miles away, retired	I agree we need better access to the town centre from the railway station. Station Hill needs tasteful development in keeping with a historic town, not copying other towns with all their modern constructions Remember this is an old town and attract people to that idea.	Thank you for your comments.	No change required	
160	resident, retired	What about widening the road to avoid the present Jams at the bottom of Station hill where the roundabout it - at the IPSWICH St. Junction.	This junction is included as part of a wider scheme of improvements proposed by Suffolk County Council and subject to separate public consultation, which will, in turn, inform the masterplan.	No change required	
161	other	Keep the Bus Station where it is.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
162	other	I have read with interest the proposals outlined in the Town Plan for Bury St Edmunds. I am encouraged by some of the new and exciting concepts – however I am appalled by the suggestion of building on the site of the existing Bus Station. I do not see anywhere in your plan a site for its replacement. At present the Bus Station provides a service for the community to access the rest of Suffolk, to London and beyond. For obvious reasons bus timetables are adversely affected by other road problems and arrival and departure times of buses need to be displayed as they are at the existing Bus Station. Persons waiting patiently for buses or waiting to pick-up passengers expected to arrive must have suitable accommodation for their waiting and especially somewhere nearby, to park their own car after dropping off or collecting passengers. There is a basic necessity for a Bus Station and any proposal to dispense with the existing Bus Station is to be abhorred. Rather than demolish a public facility it should be improved to cater for future passenger needs.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	

BSETCMP - Draft MAP Masterplan consultation		Q13 - Character Area 3 - St Andrews Quarter - Do the aspirations proposed for this area address the issues - Do you have any other comments?		Total Representations: 203	
ID	Stakeholder group	Representation	Response	How it was addressed	Notes
1	resident, visitor from less than 10 miles away	The removal of the Bus Station would be a retrograde step. It has already been made a lot worse than when it first opened by the removal of the front half of the inside waiting area - this should be restored as an important area for people to wait for buses, especially important for a growing population. For St Andrew's Street North to cope with all the buses would be far too much, and indeed the proposal to use Risbygate Street as an exit route. far better to redesign the Bus Station with an entrance and exit directly onto Parkway, using the existing car park ground.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
2	retired	No, No, No. How can you even think of closing the Bus Station. Bury deserves a decent Bus/Coach station. Its where it needs to be. But must have its ticket office re-opened. There is no access to toilets on a Sunday for coach travellers. What does that say about our Town. The only way you could have bus/coaches pulling up on the side of the road would be to make St Andrews Street North one way. That has been suggested and thrown out because of the strength of feeling against in the past. Often there are not enough spaces in the Bus Station. To put them on the road would cause chaos, with buses queued up waiting to offload passengers. Have some sense please.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
3	resident	Not sure ' on-street bus facilities' will successfully replace the bus station, where reduced staffing has already created problems for bus users who can't find their service. And where will they wait?	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
4	prefer not to say	On-street bus facilities on St Andrews Street North freeing up the existing bus station for redevelopment. Bury used to have one of the few decent bus stations around here (Cambridge is a nightmare, Newmarket doesnt exist) improve it donr destroy it	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
5	resident, student	There are no issues the areas just need upgrading	Issues were identified in this Character Area at the Issues and Options stage	No change required	
6	resident	See comments on town centre	Thank you for your response. Please see response to earlier comments.	No change required	
7	resident, retired	As before, it needs pedestrianising for safety alone but find better parking.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	

8	worker, visitor from less than 10 miles away	Retaining adequate parking nearby the shopping areas whilst ensuring access for those with a disability to adequate parking facilities in close proximity to the shops will be key to successful implementation of this part of the strategy. Early consultation with individuals and groups of disabled people along with those organisations that represent same and taking their input seriously would be a step in the right direction.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. There is an aspiration to consider provision of additional parking with new access in this Character Area. Individual people with disabilities were consulted and involved as part of the Issues and Options consultation and the accessibility tour of the town centre.	No change required	
9	resident	There needs to be some special facility for buses, not only for the town centre but also inter-town and intercity buses to move in and out of Bury easily	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
10	visitor from more than 10 miles away, retired	Please see comments for Q7	Thank you for your response. Please see response to earlier comments.	No change required	
11	resident	Not sure how you will sort out St Andrews street	Thank you for your comment. We hope the masterplan will go at least some way to addressing the issues in this area.	No change required	
12	worker, visitor from less than 10 miles away	Providing that a Multi Storey Car Park is included with a Pay on Exit provision as this is quite central to the Town Centre and will allow visitors and regular users to be able to park close to the town centre for both shopping and to visit our many restaurants and eateries.	There has been significant support for 'Pay on Exit' car parking during the masterplan consultation stages. We have passed this to our colleagues in Parking Services, who will consider all options going forward.	No change required	
13	visitor from less than 10 miles away	Moving buses onto the street is a poor idea, pollution and noise. It could be improved appearance wise at the town centre end.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
14	resident, worker	The proposal to move the bus station use onto the street will conflict with the desire to enhance the street experience. The northern gateway aspiration to connect St Andrew's Street to the railway station does not seem to appear in the St Andrews Quarter aspirations.	Acknowledged, The two areas overlap. Is stated in Northern Gateway so no need for it to be repeated	No change required	
15	resident, worker	Seems OK.	Thank you for your positive comment.	No change required	
16	resident	The most awful area of Bury	Thank you for your comment. We hope the masterplan will go at least some way to addressing the issues in this area.	No change required	
17	worker, visitor from less than 10 miles away	I am concerned you are taking a step backwards with the on street bus parking. Bury has coaches come in from all over and in particular the National Express coach which I have used. The bus station is the first impression many people get of our town and whilst I welcome the area being smartened up the loss of the bus station is I think not a good idea at all, it was bad enough when the bus station lost it's staff who were the first port of call for many visiting the town and who were very knowledgeable and helpful not to mention the public convenience and refreshments. PLEASE KEEP THE BUS STATION.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		

18	resident	The bus station might not be pretty but it is necessary. It could be better designed but its loss would be regretted. The idea of relocating this to the Railway Station seems seductive but would remove the convenience of the buses being so close to the town centre.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
19	resident, worker	If you take away the bus station, where are people who catch coaches to go on holiday or day trips going to catch the coach from unless you plan to move that to the railway station, if taking the bus station away, what about the job centre are you moving that as well. The car park behind could then be extended to contain more long term parking for workers, traders, and visitors. Also you will need to put some toilets in the area, as the elderly cannot always wait until they get to the other side of the Arc before they need to use a toilet, and the coffee shops or shops will not be happy if people pop in just to use the loos, rather than buying anything.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
20	resident	If the site of the current bus station is developed it would be good to see more affordable housing since there is such a shortage in BSE.	Any new housing would be expected to provide 30% affordable housing in line with existing adopted policy.	No change required	
21	resident	difficult area which does not look good to the eye - proposals sound good but buses using on street instead of bus station may not work - certainly smarten up frontages - get rid of the garage	Thank you for your comment. We hope the masterplan will go at least some way to addressing the issues in this area.	No change required	
22	retired	Madness to do away with the bus station buses going north having to travel south then west before going north would make St Andrews street pollution street all the buses having a hill start.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding. No plans will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to the town centre.		
23	resident	I understand the aspiration to redevelop the area would improve the look and feel of the area but am not in favour of closing the bus station and having on-street bus facilities which might limit the number of buses able to pick up passengers at any one time. Also, confusion about where to catch your bus might also increase. Clearly this aspiration will result in the closure of the bus station (which will allow for more redevelopment - is more development - shops, residential etc. REALLY needed here?) Also with the closure of the bus station, the toilets would also be closed, although you could argue that as there are toilet facilities in the library this is not a major issue (although visitors to the town would not necessarily know of the availability of toilets in the library).	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
24	resident, worker	See my previous comment. The area bound by St Andres St North, Tayfen Road, Parkway and Risbygate St is largely set over to the "Wilco" car park, with some trading on Tayfen Road and the fire station on Parkway. The implication of the phrase "Mixed use development opportunities" implies that the council will grant development permission for more business use along St Andrews St where, apart from the area currently used for government and other offices, it is largely already set over for business use or is domestic dwelling. It would be a shame to see an increase in business use without appropriate development for residential accommodation to maintain the vibrant heart of the town. A hotel would not necessarily achieve this balance.	The reference to mixed use development would not exclude residential use. The importance of residential use within the town centre is fully recognised as demonstrated by the inclusion of residential development with the arc development.	No change required	
25	resident, worker	There is heavy traffic in St Andrews Street North from lorries, buses and taxis which is very noisy for residents. One idea would be to reroute the buses so that they enter the bus station via Tayfen Road / Wilko car-park. There aren't any actual bus stops along the road, the buses only use St Andrews Street North to access the bus station so it would make sense to change the entrance. Also there is an awful lot of noise and disruption and vandalism from people walking along St Andrews Street late at night/early hours of the morning on their way to buy pizzas from the eateries at the bottom of St Andrews Street North - could they not be moved to the centre of the town??	Thank you for your suggestions. The masterplan can encourage appropriate development but cannot move individual privately owned businesses.	No change required	

26	resident	Somewhat concerned about the bus parking facilities. The replacement of the bus station by on-street stopping loading and unloading could be a hazard with people and luggage waiting on the pathways. Better perhaps to recognise the need for an integrated transport hub, probably located at the station with additional access to the town areas.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	
27	resident	This "Divide and rule" Policy is counter-productive, unhelpful and misguided. The Artists impression of the Cornhill is dishonest. It should be accompanied by an Impression of the same prospect at 3pm on a Thursday in January with a north wind blowing up St. Johns Street.	Thank you for your response. Please see response to earlier comments.	No change required
28	resident, prefer not to say	"Consider provision of additional parking" No! We don't want more pollution and congestion, and it is proven not to help business. <a href="https://www.citylab.com/solutions/2015/03/the-complete-business-case-for-converting-street-parking-into-bike-lanes/387595/">https://www.citylab.com/solutions/2015/03/the-complete-business-case-for-converting-street-parking-into-bike-lanes/387595/</a>	Thank you for this information, but disagree more parking is not needed. We recognise the town serves a large area that requires access by car and more parking has been strongly supported throughout the consultations for the masterplan.	No change required
29	resident, retired	Further for people using buses to walk consider the elderly and people with physical injuries.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	
30	resident	Proposing to close the bus station and moving buses onto an already busy narrow street is just to stupid for words, who came up with that silly idea? Disabled or blind people will not find the correct bus, leave the Bus station alone, you spent millions building it, now use it to its fullest potential, man it and open the toilets,	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre. .	
31	resident	More electric car charging points needed	Agreed.	No change required
32	resident	Do not remove the bus station, it does not need "redeveloping", it works fine as it is, it just needs the reintroduction of staff to welcome visitors into Bury. I strongly object to the proposed on street parking for buses, this would be unsightly and less safe for users. I agree with redevelopment of the government offices they unattractive and not in character with the rest of the town	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	
33	resident, retired	Re-open bus station not all services need to be profitable.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	

34	resident, worker	More green spaces and easy pedestrian walkways. Well lit and safe at night. Reduce car emissions from heavy traffic.	The masterplan seeks to balance the needs of all users of the town centre. There are aspirations to increase priority for pedestrians throughout the masterplan, including key areas of pedestrianisation or part pedestrianisation.	No change required	
35	worker	This area of the town is by far the most unattractive and similar to the railway station is hardly the best advert for the town when visitors arrive by bus. I have no strong views on what is being proposed but would support considerable development and improvement in this area. I think the creation of a new multi storey and/or underground car park in this location would be beneficial for all.	Thank you for your comment. We hope the masterplan will go at least some way to addressing the issues in this area. There is an aspiration to Consider provision of additional parking with new access in this Character Area	No change required	
36	resident	Better signage locating the library might be useful.	Agreed. There is an aspiration in Character Area 9 to improve signage to key locations across the town centre.	No change required	
37	resident	THE TOWN NEEDS A CENTRALLY PLACED BUS STATION WITH TOILET AND REFRESHMENT FACILITIES. CLOSURE OF BUS STATION IS RETROGRADE STEP	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
38	resident, retired	Releasing the bus station area for redevelopment is sound but it is desirable that a bus/coach information point booking facility be incorporated - not all can achieve these services on-line.	No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
39	resident, retired	Could do. At the moment, this area is not an attractive or colourful or distinctive area of town. It needs some real overall creative thinking. There needs to be adequate parking for local residents, but how much parking space should be given to day visitors? Keep cars out of town as much as possible! i would not hope to park in Cambridge, but always leave the car in the P and Ride.	There is an aspiration to Consider provision of additional parking with new access in this Character Area. Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9.	No change required	
40	resident	When this is done I will like to see all the buses parked along St. Andrews Street with parking for cars and more shops. Your Artists impression	Thank you for your positive comment.	No change required	
41	resident, worker	See comments for Area 2 - the bus station is a key focus for the development of the town centre. Do not close it. Any change of this will be the worst thing that can be done. It is well-located as a transport hub and should be developed with better facilities (toilet, information, transport booking and waiting area). Plus you can build on top if you want more space as well as integrating it with better parking behind it. Do not close the bus station as it can become a key point for all visitors to the town - it is illogical at the moment to drop visitors in one part of town with no information (Angel Hill) when the town could be better presented with a good bus station and tourist information centre in one location.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
42	resident, retired	A big mistake to get rid of the Bus Station it took a long time to get one now they want to get rid of it. It should be the the Hub for people coming into Town instead of using there cars.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
43	resident	Not sure that having buses parked on the road is desirable	Thank you for your comment.	No change required	

44	resident, worker	redevelop the bus station ? why on earth do this, when the demands for public transport into bury are only going to increase , you propose closing a purpose built facility and pushing users onto street bays ?	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
45	resident	In the St Andrews area, there is a proposal to close the bus station. This would be a mistake in my view. More buses will be needed as the population grows, and the buses need off-road space to load and off-load, and to park between journeys. There will not be room to house these activities in St Andres St north, which is residential at the northern end.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
46	resident, retired	"Improve crossing points." You did away with the so much missed traffic island outside Denny's. And on that point, what a maddening new traffic light has replaced the island to allow Moreton Hall residents to cross safely to Sainsbury's.	Thank you for your comment.	No change required	
47	worker	The bus station is an important facility which should be retained and improved. Streets should not be used as bus terminals - that would be a backward step which would have a negative impact on traffic and the street scene.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
48	visitor from less than 10 miles away, retired	Not completely, I am concerned about on street parking and although accepting the reasons that the bus park is becoming an area for unsocial behaviour, a redesign of the area green spaces together with a small amount of retail might be more appropriate.	Thank you for your suggestions.	No change required	
49	resident	Overall exciting proposals but would welcome residential rather than retail along frontage of ST A Street.. St Andrews Street North car park and adjoining Triton House and Bus station offer an excellent opportunity to bring forward major investment into this part of the town. Some concerns about loss of the bus station and its replacement for a linear facility - one major advantage of the current facility is that it is an interchange between town, rural and national bus services. The current layout also enable buses to enter and leave St Andrews street from the same direction (e.g. national express from Tayfen Road). It is interesting to note that SCC have recently invested in 2 bus stations for Ipswich and Breckland and invested in a new bus interchange in Thetford. The question is will bus users in BSE benefit from the current proposals?	Thank you for your comments and suggestions. No plans will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
50	prefer not to say	More specific and clearly defined proposals for the suggested redevelopment and car parking provision are needed for this character area. The Open Meeting thought the town centre needs a better bus station and had doubts about laybys on St Andrews Street North. A shuttle bus could link the town centre with car parks outside the town centre. See related comments for Parkway (Character Area 6).	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan. The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre. This includes consideration of a 'shuttle bus' facility.	Introduce a delivery strategy for the aspirations.	

51	resident, retired	Totally against redevelopment of bus station. This is a major asset of our town for non motorists. have you surveyed 1) the number of bus movements 2) The number of people waiting for buses. To utilise on road stops and waiting will be impractical.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
52	prefer not to say	Do not close bus station	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
53	resident	a. On street bus facilities could create traffic problems, surely an enhance park and ride/public transport offering requires a purpose build terminus. b. This is an area of the town that needs redevelopment and change is welcome. c. Don't sacrifice parking.	There is an aspiration to Consider provision of additional parking with new access in this Character Area. Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9.	No change required	
54	visitor from less than 10 miles away, other	Keep the existing bus station. We do not need additional shops in this location. We should make sure the centre is fully utilised first. There does seem to be an opportunity for a multi-storey car park in this area.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
55	resident, worker	Buses along the road may cause congestion with parking access	Thank you for your comment.	No change required	
56	resident, retired	You should site a new bus station as close as possible to the railway station, which is the usual practice in many places. This will encourage people to use the buses to get into the centre of town and elsewhere. It makes no sense to have a series of bus stops strung out along St Andrews Street North: a proper bus station with information provided electronically, and preferably with human beings selling tickets is the only sensible option. I miss the information hub in the present bus station. Think about people waiting for buses, which are sometimes delayed - how do you accommodate their luggage, buggies, etc on a pavement that people are trying to negotiate to get from one end of the street to the other? Please rethink this.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
57	resident	Regarding the bus station, as I understand it, some of the reasons for re-locating the buses were to stop buses idling to lessen pollution and to re-route buses away from pedestrian areas. Both of these I believe could be done with the bus station as it stands. Also with the gradual electrification of vehicles, future electric buses would produce no emissions (at point of propulsion). The government has set out that no internal combustion engine vehicles will be on sale from 2040 and as that year approaches production will significantly reduce. The current bus station I believe serves its purpose very well. The new plan shows no cover for passengers if it rains, and difficulty is created if passengers, who are often elderly, have to walk any distance to use a toilet rather than where the buses arrive and depart especially when catching connecting buses. With the current bus station, redevelopment of land near to it with a shorter bus exit lane could still free up a significant amount of land for development. When the old bus station which was near McDonalds was demolished bury was left without a bus station as I understand it. The current bus station was then built some years later, and if no reasonable bus facilities exist in the masterplan I can see a new bus station being built further into the future.	The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to different levels of growth and changing technologies. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	

58	resident	In addition to improved pedestrian links to the Arc and Cornhill there needs to be improved links for CYCLISTS. The Bus Station should be retained and its facilities and information area improved.	The need to improve cycling access and facilities across the town centre is recognised in Character Area 9. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
59	resident	This is another area of the town that would benefit from tidying up. I think additional parking in this area is a good idea as it is a good location to walk to town and also the train station	Thank you for your positive comments.	No change required	
60	resident, retired	It is not feasible to do away with the bus station.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
61	resident	Again - any new architecture needs to be really high quality to match the stunning old buildings in the town.	Character Area 9 includes a priority to preserve and enhance the character and appearance of the town centre	No change required	
62	resident	I am strongly against relocating the buses onto the street. Bus drivers need space away from the street to have their breaks. Sheltered from rain and wind seating needs to be available for bus passengers. Toilets are needed. If changing the bus station, we should improve facilities, make it larger, sheltered, and more space for coaches so they do not need to use Angel Hill. I do not think that part of town needs any more shops or restaurants, but public service buildings.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
63	resident, retired	The main concern with redevelopment of the bus station would be lack of nearby layover space. I also query with the closure of St Andrews Street South to buses whether there is sufficient on street space for buses, coaches, etc.	No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
64	resident	It's a big mess at the moment so anything would improve it.	Thank you for your comment. We hope the masterplan will go at least some way to addressing the issues in this area.	No change required	
65	resident	I am very concerned that the Bus Station and operation could be diminished even further. It is an important amenity for the many users coming in from the Countryside - Bury St Edmunds is a Market town. Would oppose reducing and down grading this vital service and link to the areas surrounding the town. Why could not the existing car park be multi story? Agree that there should be improved crossing points and more trees.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
66	resident	Cars parking will still cause issues for pedestrians.	The masterplan seeks to balance the needs of all users of the town centre. There are aspirations to increase priority for pedestrians throughout the masterplan, including key areas of pedestrianisation or part pedestrianisation.	No change required	

67	resident, worker		The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
		It is already difficult with illegal parking which is never picked up upon. Why lose the bus station? Surely this is a backwards step in trying to encourage tourism? Buses stopping on the road will disrupt traffic flow.			
68	resident, worker		The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding. No plans will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
		If existing bus stops from the arc are to be moved (very good idea), surely the bus station will need to be retained?			
69	resident	Despite the presence of the Triton House and Job-centre Plus, St Andrews St North is still primarily a RESIDENTIAL area. I am a resident of the Guildhall Feoffment flats (formerly Fennall Homes/Quaker flats) just below the Library. I think it would be a huge mistake to do away with the bus station and relocate bus stops along St Andrews St North. Unless you also propose to totally replace Stephenson's and other Bury buses with a fleet of all-electric 'Green' buses, the extra, constant pollution will be intolerable to residents. Bury provides a bus service to many outlying towns and villages the proposed stands will not accommodate passenger numbers, and the usual utilitarian bus shelters will not be comfortable for the many elderly customers of the service. The ensuing extra 'busyness' in the area could be a real nuisance to residents who are at home all day (not all residents are working age commuters!). The main concern is around the additional and unacceptable levels of POLLUTION from traffic (BUSES). A real health hazard already - please we do not need more of it!	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
70	visitor from more than 10 miles away, retired		No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
		Redeveloping the bus station is good if an alternative provision for buses can be found giving access to both parking and pedestrian access to the town centre			
71	visitor from more than 10 miles away		Thank you for your comment.	No change required	
		The walk to the station is not a pretty one at the moment. It has improved over the years.			
72	retired		The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
		ST Andrews st south needs to be one way, bus station should stay, parking enforcement would help too many people taking advantage of no deterrent to illegal parking			

73	resident	<p>1. Essential to keep the bus station and improve the facilities there. As a regular bus/coach user I believe that money should be spent on opening the waiting room earlier and later - even if these means not spending so much money on other 'enhancements' such as tree planting. How can we encourage people to use public transport if the facilities are not attractive? Why have you not offered some inducements to a commercial company to keep the café open? 2. Encourage the arc management to improve the area facing on to St Andrews Street. 3. Improve the two 'links' between the old and new shopping areas with better signage and surely that boring wall along the Market Thoroughfare could be improved by lighter paint and murals [done by local art students who would welcome the opportunity]</p>	<p>Thank you for your suggestions. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.</p>	<p>Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.</p>	
74	resident	<p>Anything which removed cars and dangerous pollution from the heart of the town is beneficial to those living, working and visiting Bury St Edmunds</p>	<p>Agreed.</p>	<p>No change required</p>	
75	resident, retired	<p>So important to address the issue of vehicles in st Andrews St South. It needs to be pedestrians only. In principle I have no strong objection to the loss of the bus station so long as there is plenty of space and shelter for passengers waiting for buses.</p>	<p>There is an aspiration in Character Area 1 to St Andrews Street South next to the arc up to the corner of Risbygate Street - close to through traffic, reroute buses, retain service access.</p>	<p>Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.</p>	
76	resident, retired	<p>I worry about on road bus and coach accommodation in terms of the effect on residents, pedestrians etc</p>	<p>Thank you for your concerns. This issue has been raised and will be fully taken into account.</p>	<p>No change required</p>	
77	resident	<p>We live in St Andrews street and the buses and taxis are noisy all night long. They make lots of noise from having to be in such a low gear and thrashing their engines to go up the hill. The bus station should be removed and the buses should gain access from the back of the Wilco car park opposite the fire station to drop people off at a similar place as now. This would stop the buses coming up the St Andrews street hill and allow it to become a more pedestrianised area and a better environment to walk into town. All the food places should also shut at 12 so not to encourage drunks to hang around and throw rubbish into the gardens. The cafés, car sales showroom, car wash and Job Centre should be all redeveloped as these buildings are looking like they are coming to the end of their design life. There are a lot of drunks and weird people hanging around the top of St Andrews street and with the unsightly buildings it is not a very good impression for any one visiting Bury by bus and train as they walk up this road to the town and these places need to be replaced with new shop frontages and new buildings that will benefit the area. Car sales and Car washing should be on an industrial estate. It is also the worst place to live because of the noise from buses taxis and drunks.</p>	<p>Thank you for your suggestions.</p>	<p>No change required</p>	
78	resident	<p>Current proposals encourage car use and improvement of pedestrian links. There is no reference to improved cycle provision. This is OK for visitors but surely we should be encouraging those living outside the town centre to use their cycles to get into the town centre and try to reduce reliance on cars. provision needs to be made for cyclists to access the town centre across this character area. At present this area is a very scruffy and unwelcoming environment to our lovely town centre. The roads in this area are very wide and the whole area could be redeveloped to include high quality town residences, with wide boulevards with cycle lanes and good quality shopping facilities thereby extending the current offer beyond the town centre. There is also the opportunity to include office provision for town centre businesses. Providing on-street bus facilities will reduce the width of this artery into town and the opportunities for imaginative redevelopment. The current bus station had really good facilities which have been reduced to next to nothing thereby making the experience for bus users very poor. we have a good bus station already which does not need redeveloping but enhancing instead to encourage bus use, perhaps being the stopping place for a park and ride system similar to that provided in Norwich.</p>	<p>Thank you for your comments. Cycle provision across the town centre, including secure parking, is set out in Character Area 9. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.</p>	<p>Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.</p>	

79	visitor from less than 10 miles away		The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.		
		If you want to encourage tourists and visitors to Bury and introduce a park and ride scheme YOU NEED A BUS STATION WHICH IS MANNED AND HAS TOILETS. It is not practical for buses to parallel park on St Andrews Street in terms of access and safety.			
80	resident, worker	I am also very keen on these ideas.	Thank you for your positive comment.	No change required	
81	resident	I feel that the planned redevelopment of the Bus Station is a mistake UNLESS it retains the bus Station. The Bus Station is needed for all the many coaches and Buses that serve our Town. I remember some 20 or so years ago when we used to catch buses in the street and they were either a long walk down St Andrews Street North or we missed spotting them altogether. The existing Station should be maintained but with better links to Town and surface car park. Plus the Government offices/Triton house etc could all be joined at first floor level to the Bus Station and the new Building could be a combination of Town Centre Budget Hotel plus sheltered housing. I do not feel we need a lot more shops there perhaps just a couple such as a newsagent or a small Boots. Internet shopping will not decrease and so more shops may be superfluous.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
82	resident	See above	Thank you for your response. Please see response to earlier comments.	No change required	
83	resident	Currently a bit of a disaster area. The dangerous traffic that crosses between the Arc and the rest of town, the dark alleys between the shops for access. At one time an access arcade through the old Woolworths was mooted, a shame it was never acted upon. Can anything be done to mask/improve the rear access area to the Apex? Currently a very dead and unsightly area. The nice public art trees were vandalised and removed, a shame. The linkspace between Arc and town still looks and feels like a road! Can anything be done to mitigate this? Could some more market stalls be placed there on Market days to make it feel like a living part of town?	There is an aspiration in Character Area 1 to St Andrews Street South next to the arc up to the corner of Risbygate Street - close to through traffic, reroute buses, retain service access.	No change required	
84	resident, retired	To re-route buses around the Arc and close the purpose-built bus station will serious affect bus and coach users, who are often less mobile and less likely to have the option of using their car. Others, such as free bus pass holders, use the bus to help reduce car journeys - surely a helpful factor for the town. Bus transport should be encouraged to and around the town, not reduced and made more difficult for users. It is impractical to seek to replace the bus station with on-street stops, particularly where many rural routes have a 10-20 minute lay-over between arrival and departure (sometimes longer) and currently use the parking area of the bus station. Bus travellers need toilets and shelter while waiting for the buses - where will these be sited to avoid cluttering up pavements and avoiding pedestrian and cycle routes? Less mobile people and parents with young children need to be able to get from one stop to another: at the bus station all the stops are conveniently close together. That will not be the case with on-street stops. Unfortunately, those relying on the bus to get to town for shops and (often with a change of bus) to hospital or doctors are the least likely to make a fuss and respond to consultation. The Council should avoid listening to car drivers who do not rely on buses when deciding what is best for bus passengers.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
85	resident, worker, retired		The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
		It will get very congested if busses and coaches are all stopping on St Andrew's Street North and if one's bus or coach stops at the bottom of the road it is a long up hill walk to the centre.			
86	resident	See previous comments about keeping the bus station.	Thank you for your response. Please see response to earlier comments.	No change required	

87	resident	Bury St Edmunds Town Council should be included as a project lead for each of the Character Areas in the masterplan. The proposal to redevelop the site of the current bus station is seriously misguided. Firstly, the current bus station provides a good place for buses and coaches to station, drop off and pick up. I remember when we had on-street facilities for buses on St. Andrews Street North and it caused traffic mayhem while buses competed with other motor vehicles to set down. The present system of buses turning round by going through the bus station and behind Triton House is a much better approach to traffic management. I approve of the idea for more on-street parking on St Andrews Street North but not with the idea to redevelop the bus station. It would be more sensible to consider how to link the existing bus station to the railway station.	Bury St Edmunds Town Council is a member of the masterplan working group and will be included in all key decisions relating to the masterplan as well as numerous individual projects. Thank you for your comments and suggestions.	No change required	
88	resident, worker	concern about the closure of the bus station - at the moment coaches are supposed to stop off at Mustow street, but cars park there, would it not be better to have all coaches dropping off at the bus station?	The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
89	resident, worker	I work in this area and I'm not sure on the idea of having on street bus bays rather than the bus station. However, if it would get rid of the people hanging around the bus station drinking and doing drugs all through the day then it would be a good idea	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
90	resident	The areas between the Arc and the rear of the old post office is the a blot on our beautiful town, it just looks and feels like a service area. It should be pedestrianised , apart from supply lorries for the arc , which should only be able to access the area after 5pm. Automated raising bollards, to allow lorry/van access can be used to stop this area being a short cut for cars in the evenings.	There is an aspiration in Character Area 1 to St Andrews Street South next to the arc up to the corner of Risbygate Street - close to through traffic, reroute buses, retain service access.	No change required	
91	resident, retired	agree bus station is underused	Thank you for your comment.	No change required	
92	resident	Removal of bus station not an option. Suggest building housing/flats on opposite side of road, replacing garage premises, etc. Buses on side of road in St Andrews North will narrow the width for traffic. Buses will need to be routed round Tayfen and into Risbygate so that they pull up on correct side of road and not open their doors for passengers to alight into the road.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
93	visitor from less than 10 miles away	Very Difficult to comment without details.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward.	No change required	

94	visitor from less than 10 miles away	Lacks detail.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward.	No change required	
95	resident	As we are supposed to leave our cars at home. The idea of closing the bus station should not happen. We need to keep the bus station and re-open the information office with toilet facilities. The person who thought of this closure needs sacking. he obviously dose not or never will use public transport. "Keep Bus station."	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
96	resident, retired	The removing of the bus station is the most stupid idea ever. The office needs to be reopened and made more of a hub for information for the visitors coming into the town. All surrounding towns have good working stations allowing people to feel wanted (knock down Triton house and St. Andrews and build a new multistory Car Park)	There is an aspiration to consider provision of additional parking with new access in this Character Area. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
97	resident, worker	Care needs to be taken over the bus station issue, but the current half-abandoned stage of things clearly needs attention.	Agreed.	No change required	
98	resident	The raised crossing of Tayfen Rd. is obvious Will the facilities at the Bus station be re-installed? It is a mess without it.	This is entirely the responsibility of the service provider.	No change required	
99	resident, other	Current mixed use is dangerous/ ugly but concerned about bus access being moved out of the town too far.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
100	resident, retired	Can not see how "On-street bus facilities" can accommodate the amount of buses that are used. Also toilet facilities?? The need for more shops are falling. These shops will remain empty.	Any new retail or service provision will be market led.The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	

101	resident, other	The removal of the 'old' bus information services has been intolerable. The election alternatives completely inadequate. This does not seem to be an aspect planned to be connected in the new "objectives". The "ON STREET BUSS FACILITIES ON ST. ANDREWS STREET AND TAYFEN ROAD," sounds like a nightmare for the future.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
102	resident	We need a proper bus station with information, shelter and facilities for locals and visitors. I don't see how on-street bays will be in any way adequate for the volume of coaches and buses currently using the present limited facilities. Elderly and disabled people will have a long walk to get into the centre of town and the Abbey gardens.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
103	resident	ON street buss facilities could cause major traffic issues/pollution - this is going back in time! Underground/multi storey car parking in existing St. Andrew's St. North car park. The area at top of St. Andrew's North definetly needs improving - not a pretty site!	There is an aspiration to consider provision of additional parking with new access in this Character Area. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
104	resident	The only possible option regarding the bus and coach station, would be to turn St. Andrews St(N) car park into a multi-storey version and include a proper Bus station complete with info desk, and open all week, 7AM-10.00PM.	There is an aspiration to consider provision of additional parking with new access in this Character Area. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
105	resident	Reopen the public library café.	The Library café falls under the remit of the Library Services.	No change required	
106	resident	With the relocation of the bus station to 'on street' bus stops there is potential to increase parking to make up for the loss of Cornhill	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. There is an aspiration to consider provision of additional parking with new access in this Character Area.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	

107	resident	I am very concerned about the proposal to close the bus station and to have on-street bus parking on St Andrews Street North. The citizens of Bury waited a long time for a proper bus station and we are proud to have one that is an asset to the town. Any concerns of the public about 'social problems' ('feeling unsafe' in the bus station) should be addressed by providing proper management (the cost of which many citizens would be happy to support through our community charge). The proposed 'on-street bus facilities' would be environmentally vary harmful to the residents of St Andrew's Street North. I was a Trustee of the Fennell Homes almshouses (on the south side of the Library) when the present bus station was being built and it was very distressing to the almshouse residents when buses were parking outside their homes, whilst the bus station being completed - noise, fumes and queues of people just outside their windows.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
108	resident, retired	Moving the buses to park in St Andrews Street North will add to Congestion there unless it is made access only for buses and residents in that area.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
109	resident	To REMOVE A POINT FOR BUSES AND COACHES TO PULL OFF THE ROAD AND A PLACE FOR PASSAGE TO WAIT SAFTLY AND IN THE DRY SEEMS MADNESS. How CONGESTED WOULD THE ROAD AND PAVEMENTS BECOME IN ST ANDREWS STREET? WHAT A MUDDLE IT WOULD BE!	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
110	worker	I do not believe that increased bus parking in this street could compensate for the loss of the bus station	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
111	resident, retired	Where all the buses going to park. Who are all the new business/shops we struggle to fill existing shops	Bury St Edmunds has a low vacancy rate compared to the national average. Any new retail or service provision will be market-led.	No change required	
112	resident, worker	This are is definitely worth investing in and improving	Agreed.	No change required	
113	worker	More parking available in this area would be beneficial	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. There is an aspiration to consider provision of additional parking with new access in this Character Area.	No change required	

114	resident, retired		The bus station should not be shut. When I moved to Bury, buses stopped in St Andrew's Street and it looked a mess. The bus station keeps all the buses tidy and out of sight when they are not actually on their route. It is much safer than stopping on the road when passengers are tempted to cross the road between buses and possibly be knocked down. I am appalled by this proposal.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
115	resident		Too general	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	No change required	
116	resident, worker		Please, no more of those horrendous wooden clad buildings like the one at the corner of parkway/kings road. What an eyesore, and to think it is only a few years old. I think we may need another multistorey car park to fit enough spaces close to the centre. The park and ride option will help enormously though. I hope the park and ride will be really well subsidised to encourage its use.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. There is an aspiration to consider provision of additional parking with new access in this Character Area. Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9.	No change required	
117	resident		I think if we are to lose the Bus station then there should be a dedicated street for buses/coaches use to pick up and drop off passengers for the town centre.	Thank you for your suggestion. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre. .	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
118	resident, worker, visitor from less than 10 miles away, visitor from more than 10 miles away, retired, student, other, prefer not to say		WE NEED OUR BUS STATION	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
119	resident, retired		I am totally opposed to closing the bus station. A town of this size needs a place for people to wait undercover in one place. Many old people use the bus station and it should be properly run. We are asked not to use our cars so much, but with no-one to ask about routes times it does not encourage you to take a bus.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	

120	visitor from less than 10 miles away, retired	A town the size of, and still, expanding Bury St Edmunds needs a good sized Bus Station with toilet facilities and information desk. On street parking for buses is definitely not suitable for all the town and country bus services that currently use the present site. Surely the use of buses will increase as car use becomes less desirable.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding. No plans will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
121	resident, retired	Losing the bus station is ridiculous	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
122	resident, retired	Retain the bus station!!	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
123	resident, worker	I think it is a very bad idea to do away with the purpose built bus station. For people using day trip coaches coming in from outside the town , the present car park is very convenient. The toilets are a must have also if your going on a long journey. If living on St Andrews north, I would object to bus shelters and pickup points outside my house. We recently joined a Newmarket Holiday bus from the bus station and was surprised at how many coaches came and went early in the morning with no trouble pulling in.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
124	resident	I am astonished that you want to do away with the bus station and bring buses back onto St. Andrews St. I lived there in the 90s and remember the fumes and noise from the buses. Surely a retrograde stop!	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
125	resident, worker	Government buildings are ugly but not owned by occupiers. How will finances stack up. Not well thought through.	Funding will come from a range of sources including private investment as well as funding by public bodies.	No change required	
126	resident, worker	it will create even more traffic congestion by re-routing	This would not necessarily be the case.	No change required	
127	resident	Baffled by how removing the Bus Station helps provide car free options to anyone.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
128	resident, worker	If a car park is provided here could this also feature a bus turning point if required?	Thank you for your suggestion.	No change required	

129	resident, retired	I am unhappy about the loss of the bus station. It is a necessary facility which any sizeable town should have and it's an obvious centralised place for people to go for travel information. More people should be encouraged to use the bus services available and the loss of the bus station will only discourage bus use and encourage more cars. I wonder if bus and coach companies have been canvassed for their opinions?	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
130	resident	It is total folly to close a busy bus station. St. Andrews Street North would not be able to cope with the number of buses and coaches that currently use this facility. Where would people wait for coaches and surely the loading off loading of luggage would be a nightmare.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
131	resident, worker	Keep the bus station etc. This Town is Expanding and needs a bus station.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
132	visitor from less than 10 miles away, retired	Don't touch the bus station its very convenient where it is especially for pick ups or coaches etc. Use part of it for taxi rank.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
133	resident, worker	Looks good but I can't see that there are going to be 100 odd more parking spaces there, when you take them away from the Buttermarket and the Cornhill !	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. There is an aspiration to consider provision of additional parking with new access in this Character Area.	No change required	
134	resident	I feel we need a large and improved Bus station with better facilities for travellers and visitors. Toilets available 24hrs and a more pleasant atmosphere - plants, trees etc.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
135	worker, visitor from less than 10 miles away	Why demolish a perfectly useful bus station to then block the narrow road with buses? It makes no sense whatsoever. The Wilko/bus station car park can have an upper floor added and a hotel with parking and retail on the old gas works but I really can't see how putting buses along that road is a good idea, especially where there are no facilities at all!	There is an aspiration to consider provision of additional parking with new access in this Character Area. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	

136	worker	Providing taxis and private hire vehicles can access	Taxi provision will be accommodated in all relevant projects.	No change required
137	resident	Moving the bus station will be controversial particularly for long distance coaches. Alternate provision, perhaps at the Station needs to be considered	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.
138	resident	I am concerned about the idea of redeveloping the bus station. A town the size of Bury needs to have a good modern bus handling facility which is attractive to visitors and resident alike. Public transport should be being encouraged rather than downgraded. The existing bus station appears to have been allowed to be run down by the Council to the point where they say that there is no alternative but to close it. Public transport has a much higher priority in European towns and cities, some lessons could be learned. The type of buses used in Bury should reviewed with bus companies maybe using smaller more economical buses, (electric maybe ?).	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.
139	resident, worker	Please make sure that bus stops on St Andrews St are practical and not just lining the road edge which would block one lane.	Thank you for your suggestion.	No change required
140	visitor from less than 10 miles away, retired	The area should be part of the Northern Gateway to secure a truly integrated improvement to this key area of the town centre. A piecemeal approach will fail given the degree of change needed here.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required
141	resident, worker	On-street bus facilities sounds like an accident waiting to happen.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.
142	resident, worker	Open up opportunity for business/commercial development	Agreed.	No change required
143	resident, retired	This area currently has a neglected feel , and there is undoubted potential to improve both the streetscape and the standard of new design in the area. What the introduction of on-street bus facilities will contribute to this is doubtful.	Thank you for your comments.	
144	worker	Really think the loss of the bus station is rubbish, I have concerns of pollution, appearance of the area and how practical the area would become. The Bus station I agree is a large site, which would by selling would bring in extra money, but it current works well. The same issues that effect the situation of buses in the highstreet in Northampton I fear would occur here	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.

145	resident, worker	More specific and clearly defined proposals for the suggested redevelopment and car parking provision are needed. The town centre needs a better bus station and St Andrews Street North is already busy. A shuttle bus that runs at busy times could link the town centre with car parks outside the town centre.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan. The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of	No change required	
146	resident, worker	again in part - looks shabby at the moment and give poor initial impression to visitors and needs to feel more joined up with the town - better directions	Agreed.	No change required	
147	resident, retired	Please note that my 'yes' to Q12 above is a qualified 'yes'	Thank you for your response.	No change required	
148	resident	A definite NO - the bus station must remain and become a hub for arriving visitors	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
149	resident	Why close a bus station and have buses standing at the roadside, that doesn't improve the area, I assume that each bus stop will have a shelter, where will the seats go for passengers waiting for non town route buses and long distance coach passengers, where will the buses park that are between service, further down St Andrews Street N? and where will the toilets be?	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
150	resident	As someone who lives in one of the villages near BSE where there is no reliable bus service, my major concern is that adequate and inexpensive parking is provided for those who have to travel into town by car. Removing the bus station is just silly.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. There is an aspiration to consider provision of additional parking with new access in this Character Area. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
151	resident	1) Renovate the existing bus station. You cannot move the bus facilities onto the street, because you will not provide even basic shelters for people to use in inclement weather. There is still no bus shelter heading West on Hardwick Lane.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	

152	resident	To maximise car parking spaces and minimise visual impact any new car parks should have underground levels and not dominate nearby buildings of architectural interest.	Thank you for your suggestion. All options around providing additional parking will be considered.	No change required	
153	worker	A definite NO - the bus station must remain and become a hub for arriving visitors	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
154	resident	Why close a bus station and have buses standing at the roadside, that doesn't improve the area, I assume that each bus stop will have a shelter, where will the seats go for passengers waiting for non town route buses and long distance coach passengers, where will the buses park that are between service, further down St Andrews Street N? and where will the toilets be?	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
155	visitor from less than 10 miles away	As someone who lives in one of the villages near BSE where there is no reliable bus service, my major concern is that adequate and inexpensive parking is provided for those who have to travel into town by car. Removing the bus station is just silly.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. There is an aspiration to consider provision of additional parking with new access in this Character Area. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
156	resident	1) Renovate the existing bus station. You cannot move the bus facilities onto the street, because you will not provide even basic shelters for people to use in inclement weather. There is still no bus shelter heading West on Hardwick Lane.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
157	resident, retired	To maximise car parking spaces and minimise visual impact any new car parks should have underground levels and not dominate nearby buildings of architectural interest.	Thank you for your suggestion. All options around providing additional parking will be considered.	No change required	
158	resident, worker	Bury Masterplan Whose idea to lose bus station? What 'brains' decided we no longer need a bus station? We need a larger bus station, with tourist information facilities for locals and visitors. I wonder how often the 'brains' travel on public transport and use the station for local buses and holiday coaches. Would they like to stand in St Andrew's Street with shopping, push chairs, suitcases, etc, in all weather? I think not. Perhaps they should try using public transport and then they would realise what a bad idea this is. Pat McGoochan Do not "free up" the existing bus station We need to keep the bus station most definitely. Arrivals and departures some where comfortable and out of the weather to wait and chat especially for country people. National Express etc. Think of those who are unable to drive.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	

159	resident	To redevelop the bus station and put the traffic onto the road is a ridiculous suggestion. The bus station is very well used and keeps the buses off the road whilst picking up and dropping off passengers in safety. The idea that excursion buses will not have a bus station to pick up their passengers with their luggage can only make the on-street pick ups a disaster waiting to happen. Why spend on all that money on providing a bus station then demolish it 15-20 years later is a total waste of tax payers money. It makes you wonder who has thought of this. Do they live in Bury St Edmunds?	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
160	resident	Retain existing bus station to include information area for visitors to town. Government Offices Can Still be demolished with retail shops in place	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
161	worker	The bus station needs to be developed to take in all transport including coaches, the provision of on street bus stops would be ridiculous and dangerous	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
162	resident	There is a need for a Bus Station with Toilets and information on bus timetables for residents and visitors (Not everyone has a smart phone ) When long distant coaches arrive in evenings or Sunday no Comfort Stop facilities. Thought we were trying to encourage tourists? Needs Bus Stop near Arc for Handicapped and Elderly	If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
163	prefer not to say	<ul style="list-style-type: none"> <li>As already mentioned, we would not support the development of an on-street bus facility – this would create chaos and confusion. The existing bus station should be developed as a bus/coach/P&amp;R drop and not redeveloped for any other use.</li> <li>Retain the parking out toward parkway and consider multi-storey and P&amp;R hub. Surface parking is very inefficient.</li> <li>Other development proposals (excluding bus station and car park redevelopment) would be supported.</li> </ul>	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
164	worker, visitor from less than 10 miles away	Student accommodation needs to be carefully managed and the area needs to be in keeping with the architecture and design to maintain a feeling of pride and ownership	Agreed.	No change required	

165	resident, retired	This must be the worst idea in the whole scheme. How can you "improve the pedestrian environment" whilst moving loads of people on to those self same pavements. At certain times there are scores of passengers waiting. They will be blocking the passage of other people using the pavements. Holiday coaches leave from the bus station. Passengers have to have luggage taking up more space. Where are the buses going to be parked whilst their drivers have to take legally required breaks? What "facilities" are you proposing to supply? Waiting room for the winter months? Toilets? I can foresee the library being busy. As new shops and housing is proposed for this location it doesn't seem sensible to fill the space outside with queues of people. Stupid suggestion. KEEP THE BUS STATION!	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
166	resident, retired		The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
167	resident				
		The bus station should stay where it is and be given proper facilities.			
167	resident		The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
		Move bus station to near railway station and have circulating shuttle vehicles. Keep big buses out of the centre.			
168	resident	Improvement of St Andrews Quarter is essential. For many, this area has always been considered the 'back of town', before the arc was installed and even since. Therefore, ensuring it is a welcoming area linking the arc to the market, would sustain and enhance both these areas.	Agreed. Thank you for your positive comments.	No change required	
169	resident, worker	Do you really want to put a bus station on the main street? How is this supposed to address congestion? What about the increased risk of pedestrian accidents? Surely retaining the station and improving it is the best option here. Re. Student accommodation. Proceed with caution. Many is the residential area across the country that has been ruined by the insensitive addition of student housing over the last 15 years. You risk planning blight here. Students now come with cars (where to park them?) and they always come with noise. Student accommodation is best sited immediately adjacent to the institution concerned (i.e. the former NHS stores building near Beetons Way).	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
170	resident, worker, other		The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
		Why move the bus station? It fulfils a useful role and works for the drivers as they can access the A14 quite quickly.			
171	other		The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding. No plans will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
		Not totally sure the plan for the buses has been thought through. The current, fairly new, bus terminal seems to fit the bill exactly whereas the new plan is a bit fuzzy.			

172	resident, retired	I do not agree with removal of bus station. It seems to me that this may be being proposed on the grounds of financial gain to the Borough Council from sale of the site rather than to encourage more use of public transport and to make life easier for citizens without cars. Why is more development needed on this site? If offices, this will lead to more traffic being brought into town and need for more car parking. If for shops, then they are not needed. If for housing, then environmentally this is not a very attractive area with car park at rear and busy street in front next to an existing office block.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
173	worker	make parking the priority ahead of anything else	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. There is an aspiration to consider provision of additional parking with new access in this Character Area.	No change required	
174	worker, visitor from less than 10 miles away	Is there sufficient demand to extend retail into this area. Appears a cosmetic exercise. On-street bus parking should not be allowed	Any new retail or service provision will be market led.	No change required	
175	resident	Our Bus Station needs investment, improvement and expansion.parking buses on the street and putting passengers and bus shelters on the pavement would cause obstructions. Adding more car park spaces would encourage more cars into the town centre, which we should avoid doing. SOCIAL HOUSING must be the priority.	Social housing is already a priority in the adopted Local Plan. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
176	resident, retired	We need the bus and coach station to remain - they will clog up St Andrew's St & they are ugly. Fennel House residents would not want traffic, loading, unloading & queues outside	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
177	resident	This might be considered many years in the future; not needed now. Ridiculous to sugest doing away with the bus station	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
178	resident, retired	The bus station is important for waiting and information. The loss of the information desk and bus timetables was not helpful. The London coach needs time for unloading luggage and loading up on stops. We end up using our car more than we hoped when we moved here 2yrs ago becuae of lack of information (no computer)	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	

179	resident, retired	If Bury truly wishes to encourage more visitors it must stop treating visitors/residents/andworkers who travel by bus and coach as second class citizens, the suggestion of on-street bus facilities in St Andrews St (N) would result in more traffic congestion, increased air pollution and the sight of people waiting for buses is not a street scene that enhances any town. What "facilities" would they have - usually minimal shelter and seating - a poor option for long distance travel with luggage.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
180	resident, retired	People generally have grave concerns about closing the bus station. I think a better option is to develop a better bus station & make attractive shop & business opportunities in conjunction with that at sensible affordable rents e.g. a good café etc.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
181	resident	Yes - smarten it up but it would be rubbish to lose the bus station	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
182	prefer not to say	Bus station to remain, and to be open & staffed	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
183	prefer not to say	I read the proposed plans for Bury St Edmunds in this morning's Bury Free Press with interest. In the main I agree with the proposals, but I feel that the lack of a bus station per se is a mistake. We should be making public transport as easy and comfortable to use as possible in order to reduce the use of the private car with all the congestion and pollution which that entails. The plans show new on-street bus facilities. What does that mean? Does it include somewhere warm and sheltered for people to wait, with toilet facilities and bus and tourist information? I have used buses regularly over the last 40 years to get to and from Bury and the current bus station when fully open and staffed was exemplary. Please remember that bus users include the elderly, the disabled and parents with young children, all of whom may have long bus journeys ahead of them in order to get to their villages/country towns. I often catch the bus from Stowmarket which has no bus station/shelter and waiting for a bus in cold wet weather is no joke. Has any thought been given to a park and ride system particularly with reference to West Suffolk Hospital or at least on market days?	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	received by email

184	resident	I have read with interest the proposals outlined in the Town Plan for Bury St Edmunds. I am encouraged by some of the new and exciting concepts – however I am appalled by the suggestion of building on the site of the existing Bus Station. I do not see anywhere in your plan a site for its replacement. At present the Bus Station provides a service for the community to access the rest of Suffolk, to London and beyond. For obvious reasons bus timetables are adversely affected by other road problems and arrival and departure times of buses need to be displayed as they are at the existing Bus Station. Persons waiting patiently for buses or waiting to pick-up passengers expected to arrive must have suitable accommodation for their waiting and especially somewhere nearby, to park their own car after dropping off or collecting passengers. There is a basic necessity for a Bus Station and any proposal to dispense with the existing Bus Station is to be abhorred. Rather than demolish a public facility it should be improved to cater for future passenger needs	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	received by email
185	other	I write to comment on the proposals as they affect the Fennell Memorial Homes, St Andrew's Street. This property is owned and administered by the Guildhall Feoffment, and is currently the home of 4 residents over the age of 60. The Feoffees are very concerned about the effect of closing the bus station and relocating the bus stops to the road. Looking back to the archives, we note that for approximately 2 years in the 1980's the buses stopped on the East side of the street. I am attaching a photo taken during this time which shows the impact the busses had on the property which is situated directly by the stop. The Trustees at that time pointed out that this usage brought with it engine noise and fumes, obstruction to access of the property, litter thrown into the garden, and sometimes numerous and noisy groups of people waiting for the buses from early morning to after dark in the evening. The residents are rightly worried that this will again become the situation. As you can see, at busy times buses lined up along this pavement, thus obstructing movement across the street and in the case of double decker buses blocking the outlook from both upstairs and downstairs flats. As traffic movement is unpredictable there is no method of smoothing out the arrival and departure of buses and this may well happen again. With the closure of the public lavatories there is also the concern of people entering the garden of the property for that purpose. The Guildhall Feoffment wishes to register its strong objections to this proposal	Thank you for this information relating to on street bus parking and the problems therein. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	Guildhall Feoffment response. Letter received by email
186	other	<i>Highways and Transport</i> - While the County Council is not against the principle of on street bus facilities on St Andrews Street North, the scheme needs careful consideration and work to assess the deliverability of the aspiration. A number of questions need to be addressed to ascertain if this aspiration is achievable; • Would changing to on street bus facilities affect bus routes and frequency of services? • Are significant alterations to footpath widths required to accommodate on street bus facilities, such as bus shelters? • Can the road width accommodate buses stopping and allow traffic to flow? • Will facilities for extended bus layover still be available? • Can on street bus facilities and current on street parking both be accommodated? <i>Archaeology</i> - The Aspiration 'improve information about the town centres heritage and areas of interest for visitors and residents alike' in the 'Across the Town Centre' Character Area is welcome, but in the St Andrew Quarter the town gates stood in the main area that is a focus for people entering the town centre. Improving information about his below ground feature has the potential to be its own aspiration in this Character Area. The feature could be used to inform design, or worked into development in other ways.	Thank you for your response and suggestions. All the considerations you mention will be fully taken into account in partnership with yourselves.	No change required	SCC questionnaire response. Received by email
187	resident, retired	To add car parking on the St. Andrews St. North will make the road more dangerous. They will have to back out in the path of oncoming traffic and buses. St. Andrew's St. North is already a slow moving road. The idea of moving the bus stops from the station to the road side of St. Andrews St. North will only aggravate the situation. Waiting buses park round the back of government buildings at present where will they go? The bus station is essential to visitors and locals to get into the centre of town.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
188	visitor from less than 10 miles away	Another motorway	Thank you for your response, but comment not understood.	No change required	

189	visitor from less than 10 miles away, retired	We don't the bus station closed as a lot of people including older people need to sit down in the dry waiting for their buses. Don't stop the busses inbetween boots and the Arc.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
190	resident, worker	Looks better	Thank you for your positive comment.	No change required	
191	visitor from less than 10 miles away, retired	Getting rid of the bus station and dropping people off in the street is the most ridiculous idea I have ever heard look at your parents who cannot drive and see what you would expect them to do. We can't all afford chauffeurs	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
192	resident	Bus station should remain in the same place as it is now. Could be more bury in the future - 'hopper buses'/ more buses serving more areas in town summoning areas - of people are being annoyed from bringing cars into town centre	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
193	resident, worker	Redevelop Bus station and associated building into large multi storey car park with associated shops to the front and possibly flats incorporated into site. Relocate bus station to Arc car park.	Thank you for your suggestions.	No change required	
194	prefer not to say	4) The planners are trying to conjure up a picture of some sort of pseudo sub-tropical utopia where young happy shoppers relax drinking coffee at open air cafes. In reality shoppers are just as likely to be OAPs struggling in the pouring rain. -> 15	This is an artistic impression and is just to give an impression rather than detail.	No change required	
195	resident, retired	ANY INTENTION TO SELL OFF THE BUS STATION IS TOTALLY REGRESSIVE TO THE ASPIRATIONS OF IMPROVING FACILITIES FOR PUBLIC TRANSPORT	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
196	resident, retired	Bus passengers are happy with the facilities of the existing bus station and do not want "new on street bus facilities" further from the town centre instead. The planned review of Traffic Movement needs to be done immediately.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding. No plans will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
197	visitor from more than 10 miles away, prefer not to say	No	Thank you for your response.	No change required	

198	resident, retired		The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
		How will the bus station be redeveloped? Needs well organised, clean (and staffed information office) with good facilities - To include information for visitors.			
199	resident, visitor from more than 10 miles away, retired		The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
		Getting rid of the bus station and parking buses in the street is a ridiculous idea. We need a bigger, more attractive bus and coach station to welcome visitors to the town. NOT drop people off in the street and leave them to find necessary facilities wherever they might be, This is the most ridiculous idea you have ever come up with.			
200	resident, retired		The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
		Regarding the Bus station and "on-street bus facilities". PLEASE DO NOT CLOSE THE BUS STATION. If Bury truly wishes to encourage more visitors and ease traffic congestion it must stop treating visitors/residents/and worker who travel by bus and coach as second class citizens. The suggestion of on-street bus facilities in St Andrews St (N) would result in more traffic congestion, increased air pollution and the sight of people waiting for buses is not a street scene that enhances any town. What "facilities" would they have - usually minimal shelter and seating, - a poor option for long distance travellers with luggage.			
201	resident, student		Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9. The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre. This includes consideration of a 'shuttle bus' facility. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
		Lots of work to do here, *RETAIN THE BUS STATION we need a well informed hub; with an excellently managed and cost effective Bus service/ Shuttle bus/ park and Ride. Crossing points, cycle lanes, Make car park more efficient *under ground??			
	prefer not to say		The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre. Closure of St Andrews Street South to through traffic would not necessarily deprive people of convenient bus stops, but they may need to be relocated in similarly convenient locations.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
		A key objective of the MAP is to promote sustainable modes of transport. Nevertheless there are clear statements in the document that are contrary to this fundamental aim. One of these is the redevelopment of the bus station and its replacement with on-street bus facilities. This is a very poor alternative to retaining a purpose-built bus station with facilities available for use by passengers. The Borough Council has already shown its lack of commitment to public transport by recent changes to the bus station; this lack of commitment is now being exacerbated by the proposal to redevelop the bus station. Also, closing St Andrews Street South to through traffic and rerouting buses would deprive the public of bus stops that are conveniently located in close proximity to both the Arc and Cornhill/Buttermarket shopping areas. These proposals must be rethought if there is to be a clear commitment to accessibility by public transport in the future.			

203	other	As a resident in a Grade 2 historic house, and there are a great many in the town centre, I am very concerned about the use of Risbygate Street as a bus route. My house, in common with others, has a cellar and the foundations of old houses are fragile. My house is six hundred years old. The pounding of bus traffic may well cause considerable vibration and consequently damage. I request that English Heritage and the Conservation officer are involved in this process and provide a report.	Prior to the construction of the A14 (formerly A45), Risbygate Street formed part of the trunk route network carrying all of the heavy traffic through Bury St Edmunds and its many historic buildings. By comparison, a modern double decker bus weighs about 12 tonnes.	No change required	
-----	-------	--	---	--------------------	--

ID	Stakeholder group	Representation	Response	How it was addressed	Notes
1	resident, visitor from less than 10 miles away	Basically yes, but please don't restrict car access, same comment as for Cornhill/Buttermarket question.	We are not seeking to reduce car access we are looking to limit through traffic to discourage 'rat running' through the predominantly residential streets in this Character Area.	No change required	
2	resident, worker	Strongly agree with an additional pedestrian crossing / raised area on Crown Street.	Thank you for your positive comment.	No change required	
3	retired	Restricting and slowing traffic on Angel Hill will only push traffic onto Northgate Street and Parkway. Think about it!	We are not seeking to introduce additional traffic reduction or calming measures on Angel Hill, recognising this as a vital north-south link through the town. This aspiration relates to the predominantly residential streets in this Character Area.	No change required	
4	resident	Limiting vehicle access through the Churchgate area and increasing restrictions on vehicles in Abbeygate Street is again forcing cars onto the ring road, increasing congestion. How can people expect to live in the town centre and not have cars driving along their street or parking there?	We are not seeking to reduce car access we are looking to limit through traffic to discourage 'rat running' through the predominantly residential streets in this Character Area.	No change required	
5	resident	Some areas are made less attractive by allowing for car parking whilst the area only benefits from providing spaces for a few cars - for example Chequer Square. This could be a pedestrianized area where people could sit and appreciate the views.	We are not looking to remove car parking on Chequer Square as this is a valuable amenity for local residents and was not raised as an issue in the Issues and Options consultation,	No change required	
6	resident, student	There are no issues the areas just need upgrading	Issues in this Character Area were identified during the Issues and Options stage.	No change required	
7	resident	Please leave this area alone.	There are no aspirations to undertake any changes in this Character Area above those raised as issues during the Issues and Options stage.	No change required	
8	resident	I agree to continue the use Angel hill as an event space but feel the car parking round the war memorial could be done away with and have this part of angel hill and a social area with seating and planting. Extra parking could be found on ram meadow when this area is developed.	Thank you for your suggestion. All options will be considered before any changes to parking provisions are made.	No change required	
9	worker, visitor from less than 10 miles away	key to this is the retention of the areas character any developments should be carefully controlled to ensure that change is managed in line with this ambition.	Agreed.	No change required	
10	resident	With the presence of Premier inn, there is a considerable shortage of parking spaces for St Marys church, and the Theatre Royal. Somehow a parking solution needs to be found to increase the parking spaces in that area. The significance of the theatre performances mainly in the evening and the services for St. Marys on Sundays.	During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby.	No change required	
11	visitor from more than 10 miles away, retired	Please see comments for Q7	Thank you for your response. Please see response to previous comments.	No change required	
12	resident, worker	Don't agree that traffic should be limited in the way proposed. A better solution would be a 20mph speed limit along Churchgate Street.	A 20mph limit is in place throughout much of the Churchgate Character Area. Efforts to reinforce this limit have proved ineffective and alternative solutions are needed.	No change required	

13	resident	Don't spoil	There are no aspirations to undertake any changes in this Character Area above those raised as issues during the Issues and Options stage.	No change required	
14	worker, visitor from less than 10 miles away	Churchgate street is a vital access street for me and my disabled parents into the town by car. Limiting access to prevent a 'rat run' (depending on what 'limiting access is) would cause many people access problems.	It is acknowledged that one person's solution is another's problem, which is why more work will be required to establish an appropriate solution to the problem.	No change required	
15	resident	See earlier note about clearing the cars from Angel Hill.	Thank you for your response. Please see response to previous comments.	No change required	
16	resident	Stop worrying about tourists and look after the locals who are having to pay for this rubbish	73% of respondents to the issues and Options questionnaire described themselves as residents of Bury St Edmunds. The aspirations for this area have received significant support from local residents.	No change required	
17	resident	Providing a crossing at the bottom end of Churchgate Street is a good idea, as is making the whole area safer for pedestrians.	Thank you for your positive comment.	No change required	
18	resident	angel hill roadway is rubbish - it is, and always will be, a main route through the town - raised crossings cause more problems than they solve - if you put more pedestrian crossing features in all sections, as you seem to be proposing then you will put people off coming to the town as it will be at absolute gridlock and only suitable to walk in	We are not seeking to introduce additional traffic reduction or calming measures on Angel Hill. This aspiration relates to the predominantly residential streets in this Character Area. There is one additional pedestrian crossing proposed to provide safer access in the Churchgate St / Norman Tower area. this received strong support in the Issues and Options stage.	No change required	
19	resident, worker	In part. The council would do well to making Abbeygate St a fully pedestrian road, and to making the Angel Hill crossing at Abbey Gardens a clearly-identified pedestrian crossing point. Deliveries to Abbeygate premises should be out-of-hours using small, environmentally friendly vehicles.	There is an aspiration in this Character Area to review the hours of vehicle restriction on Abbeygate Street.	No change required	
20	resident	Car parking will for some time be a problem. Speeding also a challenge. Road alterations to slow traffic may help provided that the nature of the area is not affected. Parking should be limited to house-holds with additional parking provided elsewhere. Again availability of suitable areas with reasonable access could be a challenge. In the future, in communal use car rental might be desirable.	Thank you for your comments.	No change required	
21	resident	This "Divide and rule" Policy is counter-productive, unhelpful and misguided. The Artists impression of the Cornhill is dishonest. It should be accompanied by an Impression of the same prospect at 3pm on a Thursday in January with a north wind blowing up St. Johns Street.	Thank you for your response. Please see response to previous comments.	No change required	
22	resident, prefer not to say	Extend public square on Angel hill. remove parking except disabled.	During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby.	No change required	
23	resident	More electric car charging points needed	Agreed.	No change required	
24	resident	it should be an access only area for motorised vehicles.	Thank you for your suggestion. All options will be considered before any changes are made.	No change required	
25	resident, retired	Improve pavement, arrange parking to allow regular street cleaning.	There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials. There is also a priority in this area to carry out a programme of enhancement and repair to streets, spaces and pavements raising the overall quality of the environment appropriate with its historic identity	No change required	

26	resident, worker		The masterplan seeks to balance the needs of all users of the town centre. There are aspirations to increase priority for pedestrians throughout the masterplan, including key areas of pedestrianisation or part pedestrianisation. During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby.	No change required	
27	worker	aah the Medieval Grid Mafia!! Here's a classic case of Nimbyism! improve and change everywhere else but not where we live! The Churchgate Area needs to be looked after but there is a mix of residential and business premises there and the needs of both need to be considered carefully. The on street parking is used by customers of many businesses located nearby and these facilities shouldn't be removed. My view is that this area is currently quite "protected" and the balance in regards of residential and commercial premises is about right. In the "activities" section there is reference to maintaining businesses, particularly to the North of Churchgate St. Throughout Churchgate St there is a wonderful mix of individual independent businesses, including two award winning restaurants and they shouldn't feel under any pressure to be relocated!!	Thank you for your comments, We are aware of the need to fully take into account and balance the needs of businesses and residents, particularly the need for the individual businesses.	No change required	
28	resident, retired		During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby. There is an aspiration in this Character Area to review the hours of vehicle restriction on Abbeygate Street. We are not seeking to introduce additional traffic reduction or calming measures on Angel Hill, recognising this as a vital north-south link through the town. This aspiration relates to the predominantly residential streets in this Character Area. We are looking to limit through traffic to discourage 'rat running' through the predominantly residential streets in this Character Area.	No change required	
29	resident, worker		We are not seeking to introduce additional traffic reduction or calming measures on Angel Hill. This aspiration relates to the predominantly residential streets in this Character Area where there is a record of speeding vehicles.	No change required	
30	resident	Why have such a lovely area as Angel Hill as a car park? Why allow cars to drive down Abbeygate Street at any time? Why allow on street parking in the Churchgate area when there are too few parking spaces for residents? Why allow two way traffic to go right past the Cathedral door? Why allow Churchgate/Guildhall St to be used as a rat run?	More traffic calming in this area will create more traffic jams and congestion. I never have a problem crossing these roads and vehicles already drive quite slowly in this area.	No change required	
31	resident	Angel Hill is a real gem and should be protected from any increased traffic. If, as I would like, the Market Square becomes pedestrianised then Abbeygate St should also be permanently pedestrianised, only permitting delivery vehicles at designated out of hours.	Thank you for your comments. There is an aspiration in this Character Area to review the hours of vehicle restriction on Abbeygate Street.	No change required	
31	resident	TRAFFIC-CALMING AND RAISED CROSSINGS ARE LAST CENTURY'S FAILED SOLUTIONS. A PEDESTRIAN CROSSING OUTSIDE ABBEY GATE WOULD SOLVE PROBLEMS IF 20 MPH LIMIT WAS ENFORCED. ABBEYGATE STREET SHOULD BE CLOSED TO ALL VEHICLES FROM 8.00AM TO MIDNIGHT. WEIGHT RESTRICTION ON LORRY WEIGHT.	Thank you for your comments.	No change required	

32	resident, retired	A review of the one-way system is essential so as to prevent the rat-running from Angel Hill onto Churchgate Street and out through Whiting Street and Guildhall street southern end to Westgate street. Acknowledging that residents' parking is preferred necessary it does need to be reutilised, too often the streetscape is dominated by cars, the southern part of Guildhall street suffers badly often to the detriment of pedestrians .	Thank you for your comments.	No change required	
33	resident	Why not ask the people who live there,!!!	73% of respondents to the issues and Options questionnaire described themselves as residents of Bury St Edmunds. The aspirations for this area have received significant support from local residents. The Churchgate Area Association and the Bury Society have held two open meetings to discuss the masterplan and gather the views of residents and businesses in the area, with an average attendance of over 100 people.	No change required	
34	resident, worker	The "design and detailing" on Angel Hill is not the best option. Government and RoSPA have provided guidance on how to do this properly to control the speed of vehicles. The Highways (Road Humps) Regulations 1999, The Highways (Traffic Calming) Regulations 1999, and Direction 16 of TSRGD 2002 (as amended) give details of the traffic calming measures that meet the requirements for a 20 mph zone - these should be used rather than try to re-invent something based on the street-scape of the town. Better still, ban vehicles from the town centre between certain times. Deal with the traffic problems created by the schools in the area. Deal with the pollution problem that blights the lives and affects the health of those living and working in the area.	All relevant guidance will be taken into account before progressing any design changes in this Character Area. Thank you for your comments and suggestions.	No change required	
35	resident	I can't see what is wrong with it as it currently stands	Issues were raised at the Issues and Options stage, with strong support for aspirations that tackle pedestrian safety and 'rat running'.	No change required	
36	resident, retired	So many of your MAP comments are pious waffle but using the Abbey Gardens > town crossing is excellent and works a treat. No need for extra crossing point on Crown St/ Angel Hill. I regularly cross there, either for The Gt. Churchyard down by the Athenaeum, on the Abbey Gardens. Why, a fourth crossing? no need at all.	There was strong support for an additional crossing to improve pedestrian safety at Churchgate Street/Norman Gate during the Issues and Options consultation.	No change required	
37	visitor from more than 10 miles away, retired	To some extent, and this as pointed out is a very important historical area, which should be maintained and improved. Reference to rat runs should be addressed by considering why they are needed and used. To remove the streets from being rat runs alternative clearer and faster routes should be provided.	Thank you for your comments. All options and potential effects will be fully considered prior to any changes being implemented.	No change required	
38	resident	The historic grid is core to the character of Bury St Edmunds. Inconsiderate on street/pavement parking detracts from this and inadequate investment by SCC on maintenance and poor choice/low quality materials is disappointing - a clear lack of urban design is becoming evident throughout this area. Very disappointed about the lack of aspirations for Angel Hill - potentially one of the finest squares in the country. Very keen to see hours of pedestrian priority extended in Abbeygate Street - a quick win?	The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019. During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby.	No change required	
39	resident, worker	Plant tree's on Angel Hill, lots.	There is an aspiration in Character Area 9 to Include provision of additional tree planting, planters and displays in all schemes where appropriate and possible.	No change required	

40	prefer not to say	The Open Meeting agreed that traffic should be limited in the Churchgate Area and the one-way system should be reviewed. Car parking for residents, businesses and visitors should also be reviewed. The problems of drop of and pick up of children at the three schools in the area remains an issue. The suggested raised pedestrian crossing between the bottom of Churchgate Street and the Cathedral was welcomed. But more "build outs", "chicanes" and "raised pedestrian crossings" are needed to slow traffic down and improve pedestrian safety within the medieval grid. Large lorries should be banned from some areas to reduce health and safety risks and damage to roads and pavements while smaller vans should bring deliveries in from depots outside the town centre. A car sharing scheme should be considered including pick up, drop off and depot facilities (more details are available).	Thank you for your comments.	No change required	
41	worker, visitor from less than 10 miles away	Traffic needs to move through Angel Hill otherwise we'll have the Christmas Fayre chaos all year round.	We are not seeking to introduce additional traffic reduction or calming measures on Angel Hill, recognising this as a vital north-south link through the town.	No change required	
42	resident	a. I feel that the 'Characterful Properties' statement and principles should be expanded to cover Well Street, Orchard Street, Northgate Street and similar residential areas/conservation areas. b. I like these proposals and agree with the sentiment that covers the 'strong historic heart'	We are very aware that many areas of the town have strong historic value and this will be protected.	No change required	
43	resident, worker	Angel Hill is spoilt by the car park. It is too prominent an area of the town to be used in this way.	During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby.	No change required	
44	resident	There is no reference to cycle provision. It may be possible to limit vehicle access through the area but there needs to be good provision for cyclists to pass through this part of the town in all directions. Failure to provide designated cycle lanes/routes would result in poorer and less safe pedestrian experiences since cyclists need to traverse this (and other) part of the town. The often saturated use of the bike racks in the town centre demonstrates how numerous cyclists are in the town and they must be accommodated in the 'Movement' focus of this area. It is imperative to provide a crossing at Crown St/Angel Hill. Many people emerge from the Great Churchyard and need to cross there. Narrowing the carriageway (like the one that exists extremely effectively at Angel Hill) would be the best way. It would help to lane the approach to the Grid just before the junction with Crown St and Honey Hill. Pedestrians have to 'second guess' whether a vehicle is going to continue into town along Crown St or turn right into Honey Hill. A simple lining of the road for a few yards here before the metal arches would help enormously.	Thank you for your suggestions. The need to improve cycling access and facilities across the town centre is recognised in Character Area 9.	No change required	
45	resident	Traffic calming in the Churchgate Street area, rather than completely limiting traffic flow I feel would be the best option.	We are not seeking to reduce car access we are looking to limit through traffic to discourage 'rat running' through the predominantly residential streets in this Character Area.	No change required	
46	resident	Needs more seating areas, permanent greenery not just boxes. Also more permanent spaces for outdoor cafes/restaurants/bars.	There is an aspiration to provide more public seating across the town centre in Character Area 9. There is also an aspiration in Character Area 9 to include provision of additional tree planting, planters and displays in all schemes where appropriate and possible. The masterplan includes aspirations for key areas of pedestrianisation or part pedestrianisation.	No change required	

47	resident	As a resident in this area and frequent user as driver for community transport, I do not want to restrict car access. I am aware of the proposed changes to the one way system and do not think it is better. Enforcing parking is welcome and more parking spaces for residents. Make Hatter street and Guildhall Street mixed pay&display/permit parking. Pavements need to be repaired, especially in Whiting Street. Encourage school children to walk to the Guildhall school and catholic school.	We are not seeking to reduce car access we are looking to limit through traffic to discourage 'rat running' through the predominantly residential streets in this Character Area. There are no current proposed changes for the one way system but there is an aspiration to review its operation. The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019. There is an aspiration in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials. There is also a priority in this area to carry out a programme of enhancement and repair to streets, spaces and pavements raising the overall quality of the environment appropriate with its historic identity	No change required	
48	resident, retired	The main way to reduce rat-running in this area would be to close Angel Hill to through traffic, plus some judicious reorganisation of the one way system. As endless speed surveys have demonstrated there is no speed problem in this area, obscene waste of public money to introduce any further TC measures compared to many other parts of the town which do have a speed issue.	We are not seeking to introduce additional traffic reduction or calming measures on Angel Hill, recognising this as a vital north-south link through the town.	No change required	
49	resident	On the whole I agree with the proposals. I think the Shared Space works well on Angel Hill - crossing points are urgently needed at Crown Street by the Norman Tower. Could the very ugly 'gates' be removed from the top of Crown St - they have had their 20 mile speed limit removed so what is their purpose? Angel Hill is a beautiful square and historic area spoilt by cars - if there was a better provision for 'Hoppa buses' from car parks and systems established with a park and ride scheme - this situation could be improved. The traffic system on Abbeygate St needs to be reviewed - there is confusion and it is dangerous for pedestrians.	Thank you for your comments. During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby. Consideration of shuttle buses and a park and ride/walk/cycle scheme are included in Character Areas 5 and 9.	No change required	
50	resident, worker	More restrictions only further isolate the old town centre and businesses there in	Disagree.	No change required	
51	resident, worker	Pedestrian crossing on Crown Street as referred to in the plan is essential, there are many school children attempting to cross the road in the mornings especially and drivers often do not slow down along that street. Please don't forget that there are town centre residents who currently pay for parking permits and already struggle to or are unable to find parking spaces within their zone (D) which incorporates this area. Any proposal to limit parking for residents within the town centre is a terrible idea, more spaces are needed not less. Also, these spaces should NOT be available to 'pay and park' customers (ie Chequer Square) when the council has already taken residents parking permit money for these oversubscribed spaces. Has any consideration been given to a dedicated electric car charging parking area within the town centre which can't be used by non-electric cars? Also increased electric car park charging points in all town centre car parks? Please also remember that there are business people who need to use their cars to run their businesses as well as residents. Painting vehicles in the town centre as entirely bad can make life very difficult, especially for those who live and work in the vicinity.	Thank you for your comments. Electric car charging points are an important facility. The masterplan seeks to balance the needs of users of all forms of transport including motorists. We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required	
52	visitor from more than 10 miles away	There is a lot of traffic around Bury and restricting access here will contribute to further congestion elsewhere.	Localised limitations to reduce traffic speeds are unlikely to have any significant impact on copngestion elsewhere.	No change required	

53	resident	Please enforce the residents/disabled parking so that these are not abused. Priority should be given to repairing the broken pavements - as well as repairing the inevitable subsidence of the cobbled streets such as in Hatter Street and Angel Hill, which is the consequence of allowing heavy goods vehicles through these narrow streets often mounting the pavements to continue their journeys. Some residents in the older houses are also concerned about the damage to the structure of their homes when such traffic is allowed in the town's historic core.	The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019. There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials. There is also a priority in this area to carry out a programme of enhancement and repair to streets, spaces and pavements raising the overall quality of the environment appropriate with its historic identity.	No change required	
54	resident	The statement under Movement says 'Limit vehicle access through the Churchgate area to minimise rat-running, improve safety and enhance the character of the area' is to be heartily commended. Enjoyable life in this historic part of Bury St Edmunds is blighted by the rat-running of thousands of cars brought into the Town Centre trying to park as near to the shops as possible. It is essential that the problem of unnecessary numbers of cars and the subsequent danger levels of pollution is dealt with. Traffic slowing is not the answer. It is acknowledged that this merely increases pollution for those living close to humps and zig zagging of traffic. The way to preserve this historic part of Bury St Edmunds is to limit the number of cars entering the centre and therefore exiting via it.	Within the masterplan there are aspirations to significantly reduce vehicle movement within the town centre and increase additional convenient parking as well as encouraging and maker safer alternative means of transport.	No change required	
55	resident, retired	Churchgate is a useful road for getting from one side of town to the other .I don't feel that pedestrianising it would be appropriate	We are not seeking to pedestrianise car access we are looking to limit through traffic to discourage 'rat running' through the predominantly residential streets in this Character Area, where there are alternative routes across the town.	No change required	
56	resident	Again no consideration given to cycle provision. If you want to reduce rat runs you need to provide good arterial access or reduce the number of vehicles by encouraging walking, cycling and bus use. This can only be done if the provision for these are good. The aspiration to reduce vehicular access is a good one so the masterplan should not solely be focussed on encouraging people to bring their cars into the town centre but consider providing parking on the outskirts with associated Park and Ride facilities for visitors. Additional crossing at Crown Street/Angel Hill is imperative. To cycle in this area is currently very difficult because you hold up following traffic and the current cycle lanes are not joined up effectively. It is very difficult to cycle safely around the Angel Hill area. I see no reason why the current prohibition of cycling in Abbey Gardens should not be lifted. The paths within the gardens are plenty wide enough for both pedestrians and cyclists. new cycle lanes could be provided or lanes marked out for cyclists on current footpaths. When entering the this area along Crown Street the road is wide enough to create two marked lanes, one for those going straight on to Angel Hill and those turning right onto Honey Hill. At present vehicles using Crown Street do not make it clear which way they are going until the very last moment. This is both dangerous and frustrating for pedestrians trying to cross the road at the Metal Gates.	Thank you for your suggestions. The need to improve cycling access and facilities across the town centre is recognised in Character Area 9.	No change required	
57	resident, worker	Churchgate is an area which really struggles with access and parking. The parking needs a resolution.	The provision of additional parking is addressed within the masterplan. Modern car ownership levels and parking demands will inevitable cause a degree of conflict within a Medieval street layout.	No change required	
58	worker, visitor from less than 10 miles away	To avoid rat running of vehicles the traffic needs to flow and have minimal queuing in the other areas otherwise drivers will continue to rat run	Agree to an extent, but a solution needs to be found to this issue alongside working with Suffolk County Council to seek solution to traffic flow.	No change required	

59	resident	We would like this area to be for access only and creating a cul de sac at the abbey arch. Also car parking outside the Angel should at least be reduced to temporary drop off if not removed.	During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby.	No change required	
60	resident, retired	A lovely part of town. Best left alone.	There are no aspirations to undertake any changes in this Character Area above those raised as issues during the Issues and Options stage.	No change required	
61	worker, visitor from less than 10 miles away, student	I recently read that the government are looking at getting rid of traffic calming as it contributes to air pollution, and so am not sure that this would be a good idea (and may need to be removed if the government do put these plans into place). I work on Abbeygate St and the parking after 4 is useful for 'quick trips' into town to grab a coffee etc, so it would be good if this road does stay open. Pedestrians should be reminded that Lower Baxter St etc cross Abbeygate St and technically have priority though, as many do not seem to be aware of this.	Thank you for your comments. All options and potential effects will be fully considered prior to any changes being implemented.	No change required	
62	resident, retired	I would warn against so-called traffic calming as this is now identified as a factor contributing to air pollution in towns. Narrowing of already narrow streets is particularly counter-productive and often dangerous (e.g. to motor cycles and pushbikes). I believe that blanket 15 - 20 mph zones would be preferable - with proper monitoring to catch offenders, including speed cameras.	A 20mph limit is in place throughout much of the Churchgate Character Area. Efforts to reinforce this limit have proved ineffective and alternative solutions are needed.	No change required	
63	resident, worker	What issues?	Issues were raised at the Issues and Options stage, with strong support for aspirations that tackle pedestrian safety and 'rat running'.	No change required	
64	resident	There is nothing in the plan to address the problems that residents' have with parking. Residents safety could be enhanced by enforcing no cycling on pavements. Where doors open directly onto the street, there is direct danger to residents.	Within the historic grid layout of the town centre there is an inevitable conflict between the demands of a modern day society and a road layout that was not built to manage this. Consideration of all users of these areas will be fully taken into account before any changes are made.	No change required	
65	resident, worker	If possible look at widening the road slightly to ease with vehicles passing on a daily basis.	Thank you for your suggestion, but this could result in faster vehicle speeds.	No change required	
66	resident	Bury St Edmunds Town Council should be included as a project lead for each of the Character Areas in the masterplan.	Bury St Edmunds Town Council is a member of the masterplan working group and will be included in all key decisions relating to the masterplan as well as numerous individual projects.	No change required	
67	resident, retired	make clear pedestrian or car priority. Very confusing outside Abbey gardens. Very limited options re traffic flow as need to respect grid system	Thank you for your suggestions.	No change required	
68	resident, other	No. Don't put in that dreadful mixed use/unclear mess you have on Angel Hill. V. dangerous no clear right of way.	Disagree. The works to Angel Hill have increased pedestrian safety and provided significant environmental improvement.	No change required	
69	resident	Improve signage and links to the Theatre Royal to make the most of this important and well loved asset to our community.	Agree.	No change required	
70	resident	Parking issues for Theatre Royal. Possible partnership with Greene King to use their car park out of hours. Better signage to parking areas for theatre goers.	During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby. Any partnership with Greene King would need to be arranged by the individual parties.	No change required	
71	resident	Close Abbeygate Street completely to all traffic, except deliveries, and improve the signage where traffic crosses this street, emphasising that pedestrians have priority	Thank you for your suggestion.	No change required	
72	resident	Yes, an additional pedestrian crossing on Crown Street is badly needed.	Thank you for your comment.	No change required	

73	resident	WHY KEEP IT FOR CAR PARKING WHEN YOU HAVE RAM MEADOW. MAKING IT ONE WAY WOULD INCREASE MORE CONGESTION IN OTHER PARTS OF TOWN AND MAKE RATRUNS IN SOME PLACES.	During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby. There is no aspiration to make Angel Hill one way.	No change required	
74	resident, worker	Any enhancement of the area such as the suggested improved paving will be great.	Thank you for your positive comment.	No change required	
75	worker	I think the crossing from Angel Hill to Abbey Gardens works well - most cars will stop and allow pedestrians to cross.	Agreed.	No change required	
76	resident	not enough historic protection	We are very aware that many areas of the town have strong historic value and this will be protected.	No change required	
77	resident, worker	I sometimes use the roads to get to places. Not as a rat run. I visit friends in them roads. The only time it's a problem is during school times. Maybe look at access to the schools. There are a lot of cars all arriving at the same short period of time twice a day. The roads cannot handle parents and gaurdians using this area.	We are not seeking to reduce car access we are looking to limit through traffic to discourage 'rat running' through the predominantly residential streets in this Character Area.	No change required	
78	resident, worker	It is hard to tell what these suggestions will actually mean in real terms.	More details will be available in the Delivery Plan.	Introduce a delivery strategy for the aspirations.	
79	resident	Blocksetts have sunk in many places, becoming a hazard to cyclists and uncomfortable for cars too. Either connection them, or so back to smoother.	There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials. There is also a priority in this area to carry out a programme of enhancement and repair to streets, spaces and pavements raising the overall quality of the environment appropriate with its historic identity.	No change required	
80	resident	Aspirations in conflict with no clear criteria for ranking these. Real danger of appealing to such a wide audience that little can be delivered.	Not sure where the conflict is. Priorities will be developed through a delivery programme which will understand the scope, viability, risks, interdependencies and opportunities for each aspiration coming forward.	No change required	
81	resident, worker, visitor from less than 10 miles away, visitor from more than 10 miles away, retired, student, other, prefer not to say	TRY STANDING OUT IN THE COLD AND RAIN IN THE WINTER FOR OAPs	Thank you for your response, but comment not understood in the context of this Character Area.	No change required	
82	resident, retired	I live in the Churchgate area and find the one way system very satisfying. That reduce the speed of cars on Churchgate Street has staggered parking been considered as is College St? It is difficult to go over 20mph in College St. as you have to zig-zag up the street.	Thank you for your observations.	No change required	
83	resident	Please don't use speed bumps! I have never lived in a place with so many speed bumps - its absolutely, ridiculously over the top in my area (Suffolk Road) and the thought of adding them to the town centre as well is depressing! 99.9% of people would not abuse the road if they were not there, they are utterly unnecessary and it is not fair to normal people. Speed bumps are more of a nuisance than the occasional person going faster than they should. Surely you can find a better way of traffic management than this!	Speed bumps are not the only solution, although they are effective for the few people who persistantly drive at inappropriate speeds for the location. However, all management methods should be explored to find the most appropriate for the problem and the situation.	No change required	
84	resident, retired	We really don't need more eateries, perhaps more residential to prevent it being dead at night	Churchgate area is already predominantly residential in character, although it has a more mixed use towards its northern end. Eateries tend to encourage rather than discourage an evening economy.	No change required	

85	resident, retired	Good luck with the one way system! Nightmare!!	All options will be considered as part of a review of the one way system.	No change required	
86	resident, worker	It wont make any difference, infact it will make problems worse with two schools in this area	Not sure how trying to address existing issues will make the matter worse. No explanation is given.	No change required	
87	resident	This is a major way into the town centre (if you leave it as it is now) narrow roads and traffic calming will only drive people away, or this your intention.	Issues were raised at the Issues and Options stage, with strong support for aspirations that tackle pedestrian safety and 'rat running'.	No change required	
88	visitor from less than 10 miles away, retired	Set mid of the awful looking black gates for a start make it a one way street into the Angel Hill area.	We are not seeking to introduce additional traffic reduction or calming measures on Angel Hill, recognising this as a vital north-south link through the town. This aspiration relates to the predominantly residential streets in this Character Area.	No change required	
89	resident, worker	Just don't take any more parking spaces away from the area either - PLEASE	During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby.	No change required	
90	worker, visitor from less than 10 miles away	By alienating traffic from in and around town. You risk killing it. The one-way system is confusing enough now. To narrow even more of angel hill and crown street, really risks collisions between cars/cycles/deliver vans/caravans etc, it's not just small cars that use this area. By all means clean up and repair the roads and pavements but otherwise, just leave it alone.	We are not seeking to introduce additional traffic reduction or calming measures on Angel Hill, recognising this as a vital north-south link through the town. This aspiration relates to the predominantly residential streets in this Character Area.	No change required	
91	worker	Providing taxis and private hire vehicles can access	Taxi provision will be accommodated in all relevant projects.	No change required	
92	resident	I agree with the need to review the times when Abbeygate Street is open/closed to vehicles. The current timings are poor, reopening to pedestrians at the time when school children come out. Not opening until 6.30pm would be better. There also needs to be a review of the number of on street cafe/restaurant tables as these seem to have increased, along with A boards, in recent years resulting in significant obstruction of the pavements. Angel Hill has had quite a lot of attention in recent years and the traffic calming there works well, other areas are probably more of a priority.	Thank you for your comments.	No change required	
93	resident, worker	I would go further with the traffic calming in the area and make the space from Abbeygate St all the way to Westgate St as a shared foot and car space (as used in many Dutch towns). Vehicles do not have right of way and pavement/roads are levelled to accentuate this. Parking is still bay restricted as current.	This is an interesting concept and can work. However, too many examples have been poorly designed and failed, leading to shared space having a reputation for failure.	No change required	
94	resident, retired	Ideally, Angel Hill (and, to a lesser extent, Chequer Square) should be entirely cleared of cars and restored as pedestrianised piazzas, much as they would in many historic market towns elsewhere in Europe. However, given the parking needs of local residents this seems unlikely, at least in the evenings. Abbeygate Street should become fully pedestrianised, and additional pedestrian crossings and traffic-calming measures should be introduced along Crown Street. This Character Area might be renamed 'The medieval grid'.	During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby.	No change required	
95	worker	I don't think this area needs improving much, shouldn't be a top priority	There are no aspirations to undertake any changes in this Character Area above those raised as issues during the Issues and Options stage.	No change required	
96	resident, worker	Traffic should be limited in the Churchgate Area and the one-way system should be reviewed. Car Parking for residents, businesses and visitors should also be reviewed. The suggested raised pedestrian crossing between the bottom of Churchgate Street and the Cathedral is a good idea, however more "build outs", "chicanes" and "raised pedestrian crossings" are needed to slow traffic down and improve pedestrian safety within the medieval grid. Large lorries should be banned from some areas to reduce health and safety risks and damage to roads and pavements while smaller vans should bring deliveries in from depots outside the town centre. There should be a review vehicles turning into Abbeygate Street from High Baxter and Lower Baxter Streets.	Thank you for your comments.	No change required	

97	resident, retired	Please note that my 'yes' to Q14 above is a qualified 'yes' The additional pedestrian crossing to Crown Street/Angel Hill would seem to make most sense where the footpath comes out adjacent to the Norman Tower. Here there could be a raised crossing/traffic calming measure, and the redesign of the Churchgate Street junction should also be considered with the aim of preventing traffic from turning right from Angel Hill up Churchgate Street. This would stop the current use of Churchgate Street/ Guildhall Street south/Whiting Street south as a commuter rat-run, which at present encourages speeding along these unsuitable residential streets. There also needs to be a new raised crossing/traffic calming measure across Westgate Street at the top of Friars Lane. This would slow down traffic along Westgate Street, but more importantly would reinforce the promotion of pedestrian/bicycle traffic coming to the town centre from the south.	Thank you for your suggestions.	No change required
98	resident	".....repair to streets, spaces and pavements" should be ongoing maintenance not just to beautify it. "Recognise the importance of large gardens..." What does this actually mean? How will residents, the school and businesses have regular access if there's limited vehicle access or revision of "current one way operation"? Churchgate is the only road giving vehicle access to the town centre. The roads linking Westgate Street and Churchgate Street re not wide enough for two way traffic.	We are not seeking to reduce car access we are looking to limit through traffic to discourage 'rat running' through the predominantly residential streets in this Character Area.	No change required
99	visitor from less than 10 miles away	As someone who lives in one of the villages near BSE where there is no reliable bus service, my major concern is that adequate and inexpensive parking is provided for those who have to travel into town by car.	Thank you for your response. Please see response to previous comments.	No change required
100	resident	1) Remove vehicular access to Abbeygate. 2) Remove lateral vehicular access to Abbeygate St via High and Lower Baxter St. 3) Replace 20mph signage that has disappeared from The Angel Hill area. 4) Please do provide a pedestrian crossing on Crown St/Angel Hill.	Thank you for your comments.	No change required
101	resident, retired	Restriction of HGV through traffic needed.	Thank you for your suggestion.	No change required
102	resident, worker	Just don't ruin the "jewel" of Bury St. Edmunds.	We are very aware that many areas of the town have strong historic value and this will be protected.	No change required
103	resident	Traffic is a major problem, access to Guildhall Foeffment is an issue, an extra crossing on crown st is needed especially if no traffic crossing abbeygate I find the times vehicles allowed confusing would prefer abbeygate to be pedestrianised permanently	Thank you for your comments.	No change required
104	resident	Coming from the South of the town Churchgate Street is a main route into the town and should remain accessible to traffic.	Thank you for your comment.	No change required
105	worker	Rather than remove traffic, which is necessary for residents and businesses including deliveries to both, make the drivers adhere to legislation ie enforce speed limits by the police being in attendance and issuing fines. Likewise cars parked illegally should be removed. There is no point moaning about bad parking eg cars in the spaces for coaches, do something about it by issuing fines or complete removal. Not everyone flouts the law only the minority so if we encourage those to conform, the traffic won't cause problems. Illegal parking perhaps shows that there is insufficient parking available or else they wouldn't do it.	The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required
106	prefer not to say	<ul style="list-style-type: none"> <li>• Supportive of improved traffic management schemes, pedestrian enhancement, review of one-way, reducing 'rat runs' etc but as said earlier, all of these schemes should be viewed as a whole across the town centre as a solution in one area can create a new problem in another.</li> <li>• Overall supportive of the 'characterful properties' statement and the unique identity of churchgate, but as said previously there are other areas of character within the town.</li> <li>• Increased pedestrianisation in and around the Angel Hill, including Abbeygate Street and its link to Angel Hill and the Abbey Gardens. Address the dangerous anomalies of vehicle access at certain times across or down Abbeygate Street. Other than shop deliveries and emergency access, there is no longer any logical or safe reason to allow general vehicle access down this key street anymore. Pedestrianise and make it beautiful and safe.</li> <li>• Develop Angel Hill and encourage its use as an events space.</li> </ul> Limit further or ban car parking completely – Ram Meadow Car Park isn't far.	Thank you for your comments and suggestions. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to and all proposals will be evaluated in the context of the town centre as a whole. We are very aware that many areas of the town have strong historic value and this will be protected. During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby.	No change required

107	worker, visitor from less than 10 miles away	Traffic calming and any other structural changes need to be in keeping with the age and design of the current architecture.	Agreed.	No change required
108	resident, retired	With some concerns. The raised crossing on Angel Hill can be dangerous as some drivers try to get through here as fast as possible.	Thank you for your comment.	No change required
109	resident, retired	Abbeygate Street should be more fully pedestrianised - deliveries are obviously necessary, but could be strictly limited to certain hours.	Thank you for your comment.	No change required
110	resident	Fully pedestrianise Abbeygate Street.	Thank you for your comment.	No change required
111	resident	I would argue that given the narrowness of streets around the medieval quarter, some of the proposals for Abbeygate could be spread into other areas which suffer from a lack of traffic movement; therefore impinging on air quality in the area. That said however, we wish to free up the centre of town and enable people to move around more freely. That is why enhancement of this area is vital. I would also add that the state of pavements in this area are poor, and their repairs must especially take into consideration the needs of the disabled and anyone wheelchair bound, using a mobility scooter or a parent with a pram.	Thank you for your comments. There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials. There is also a priority in this area to carry out a programme of enhancement and repair to streets, spaces and pavements raising the overall quality of the environment appropriate with its historic identity.	No change required
112	resident, worker	The one-way system in the Medieval grid means that cycle commuters leaving town cannot ride west to east down Churchgate Street, but they have precious few other routes to leave town in this direction. If the grid is to remain as it is, a massive traffic calming is needed (humps, tables, enforceable and enforced 10/15/20 mph zoning). Angel Hill has far too much hard-standing and far too little greenery. Some decent trees could be planted here (not spindles). Even the war memorial could have larger beds surrounding it or even a lawn to help with surface water. At present the whole square resembles an unattractive car park (which, unfortunately, it is).	Thank you for your comments and suggestions.	No change required
113	resident, worker	The car parking and congestion problems are about to rise significantly with the introduction of the new houses being built on the old Greene King/Peatlings site. The pavements in this part of the town are in need of replacement. There are little facilities for the disabled (if any)	There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials. There is also a priority in this area to carry out a programme of enhancement and repair to streets, spaces and pavements raising the overall quality of the environment appropriate with its historic identity.	No change required
114	resident, retired	Again I make the point that raised ramps may reduce traffic speed but increases pollution. This is an out-of-date proposal in the light of recent govt. guidance and should be rethought. Other traffic calming measures should be considered to ensure consistent reduced speeds, not speeding up and then slowing down again. There is inadequate public parking in this area for those going to the Theatre, parents collecting children from St Edmunds School and attending St Edmunds Catholic Church. Alternative options outside Masterplan area should be considered.	Speed bumps are not the only solution, although they are effective for the few people who persistently drive at inappropriate speeds for the location. However, all management methods should be explored to find the most appropriate for the problem and the situation.	No change required
115	worker	Traffic limitation should include a cap on residents parking. Retaining the historic character should limit residents as well as business. One historic building converts into 5 dwellings and potentially 10 owner vehicles (plus visitors/tradesmen/deliveries). This has given residents too much voice and influence. A business in one building doesn't have each employer voicing an opinion.	Resident parking in Churchgate Area is already limited to one parking permit per household, half that of any other part of town.	No change required
116	worker, visitor from less than 10 miles away	Leave as it is	There are no aspirations to undertake any changes in this Character Area above those raised as issues during the Issues and Options stage.	No change required
117	resident, retired	This is a key area of Bury - if possible I think all Angel Hill traffic should be removed & the area pedestrianised. I realise this is difficult to achieve but it really should be considered in the long term. This area is UNIQUE.	During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby.	No change required

118	resident, retired	Traffic flow on Angel Hill is difficult now; narrowig the carriageway will make the situation worse - cars turning into and leaving the 'parking ranks' cause problems, the drivers often cannot see to pull out safely when leaving I think removing the lowest parking space on each rank would improve safety.	Thank you for your suggestion. We are not seeking to introduce additional traffic reduction or calming measures on Angel Hill, recognising this as a vital north-south link through the town. This aspiration relates to the predominantly residential streets in this Character Area.	No change required	
119	resident	Keep Angel Hill multifunctional. Improve standard of paving.	Thank you for your comments. There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials. There is also a priority in this area to carry out a programme of enhancement and repair to streets, spaces and pavements raising the overall quality of the environment appropriate with its historic identity.	No change required	
120	resident, retired	Do not stop traffic in Churchgate Street	We are not seeking to reduce car access we are looking to limit through traffic to discourage 'rat running' through the predominantly residential streets in this Character Area.	No change required	
121	resident	vehicle access is a necessity and must continue. It is the SPEED of cars the must be tackled by making 20mph limit much more widespread over whole town centre. This will improve safety for pedestrians and cyclists.	A 20mph limit is in place throughout much of the Churchgate Character Area. Efforts to reinforce this limit have proved ineffective and alternative solutions are needed.	No change required	
122	resident, student	this residential area is also in need of traffic calming & landscaping though the houses are not as densely packed as the Northgate area & have larger gardens etc.	Thank you for your comment.	No change required	
123	prefer not to say	After all the proposed changes - which will take some time - are you proposing that Angel Hill will still be a car park? Is ther any mention regarding the future use of Angel Hill in your proposal?	During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby. There is an aspiration to reinforce the identity of Angel Hill as a multi-functional space to continue as a car park and events space.	No change required	received by email
125	other	Please see the 'Highways and Transport' comments in question seven.	Thank you for your response.	No change required	SCC questionnaire response. Received by email
126	resident, retired	It depends on how/when/where traffic has limited access to this area. As there is residential areas is it possible to limit in the evening only say after 7pm?	We are not seeking to reduce car access we are looking to limit through traffic to discourage 'rat running' through the predominantly residential streets in this Character Area.	No change required	
127	visitor from less than 10 miles away	Another avenue for motorists	Thank you for your response, but comment not understood.	No change required	
128	visitor from less than 10 miles away, retired	Have to be careful that not all cars are stopped because you need people going to town for the shops.	We are not seeking to reduce car access we are looking to limit through traffic to discourage 'rat running' through the predominantly residential streets in this Character Area.	No change required	
129	resident, worker	Often you are stopping people in cars getting into town	We are not seeking to reduce car access we are looking to limit through traffic to discourage 'rat running' through the predominantly residential streets in this Character Area.	No change required	

130	visitor from less than 10 miles away, retired	Please keep the character of the old buildings and still made them accessible for elderly pedestrians , buggies, wheelchairs.	We are very aware that many areas of the town have strong historic value and this will be protected.	No change required	
131	resident, other	I hope whatever gets changed that the historic buildings like the Abbeygate will stay.	There are no aspirations to undertake any changes in this Character Area above those raised as issues during the Issues and Options stage.	No change required	
132	resident, worker	Parking should be for residents only and disability car parking in this area. or short term 1 hour max for general useage.	Thank you for your suggestion.	No change required	
133	prefer not to say	5) The proposals for St Andrews St N are far too optimistic. How can you eliminate the bus station (a bad idea), have a lengthy row of bus stops on one side, car parking on that other and central traffic in both directions? The road is nowhere near wide enough. -> 17	Thank you for your response, but comment not understood in the context of this Character Area. Please see responses to this issue in Character Area 3.	No change required	
134	resident, worker	I'd rather see a reduction/ removal of parking on Angel Hill. Also a review of Abbeygate St times of vehicle restrictions sounds too passive, only vehs for delivery between certain times should be permitted. Too many pedestrians, too unsafe for regular vehicles.	During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby.	No change required	
135	visitor from more than 10 miles away, prefer not to say	No	Thank you for your response.	No change required	
136	resident, retired	Angel Hill should have been put with Churchgate in the area little; it is a significant land-mark.	The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to	No change required	
137	resident, visitor from more than 10 miles away, retired	Keep the area tasteful and preserve the old part of the town. and lay more level pavements and pedestrian areas than you have done before.	There is a priority in this area to carry out a programme of enhancement and repair to streets, spaces and pavements raising the overall quality of the environment appropriate with its historic identity.	No change required	
138	resident, retired	DO NOT stop traffic in Churchgate Street.	We are not seeking to reduce car access we are looking to limit through traffic to discourage 'rat running' through the predominantly residential streets in this Character Area.	No change required	

ID	Stakeholder group	Representation	Response	How it was addressed	Notes
1	resident, visitor from less than 10 miles away	Better access to the town centre would be good, but this is really far away from the town centre to be a place to increase parking spaces. Also, I can't see any advantage in moving the football club to build more houses - I can't see any advantage in building them here.	The area including the football club is already allocated in Vision 2031 for redevelopment. We are continuing to work closely with Bury Town FC to help them achieve their ambition for further growth.	No change required	
2	retired	So long as Bury Town Football Club is relocated and treated fairly. It is an asset to the Town and should be recognised for all the work they do for all age groups and abilities.	Agreed. We are continuing to work closely with Bury Town FC to help them achieve their ambition for further growth.	No change required	
3	resident, student	There are no issues the areas just need upgrading	There were issues identified in this Character Area during the Issues and Options stage.	No change required	
4	resident	Leave the football club where it is develop the area and current ground	The area including the football club is already allocated in Vision 2031 for redevelopment. We are continuing to work closely with Bury Town FC to help them achieve their ambition for further growth.	No change required	
5	resident	Extra parking could be found here so less car parking on Angel Hill	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area. During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby.	No change required	
6	resident	Wither any of this if the houses get developed?	The area including the football club is already allocated in Vision 2031 for redevelopment. We are continuing to work closely with Bury Town FC to help them achieve their ambition for further growth. There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
7	resident, retired	The Ram meadow could house a mezzanine car park and remove proposed housing from the plan.	The area including the football club is already allocated in Vision 2031 for redevelopment. There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
8	resident	I used to live near the bridge over the Lark in Eastgate Street and it's still very prone to flash flooding there...this issue must be correctly managed and planned for.	Agreed.	No change required	
9	worker, visitor from more than 10 miles away	The strategy looks to be well founded for this area especially the potential relocation of the football club. An out of town centre location for this with redevelopment of the existing site for residential use would be a positive for the town as long as the development is a sustainable mix of homes not all one or two bedroom flats...	Thank you for your positive comments.	No change required	

10	resident	A good look at the Ram meadow to consider tidying and smartening up the general area. Cotton Lane should be retained as a pedestrian/cycle path. This means that I can cycle from Morton Hall to Northgate without riding on the road except around the Fox where the cycle way disappears when you go over the bridge.	Agreed.	No change required
11	resident, worker	Build a multi-story carpark here. Improve road and pedestrian access so it flows with the town centre	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required
12	visitor from more than 10 miles away, retired	Please see comments for Q7	Thank you for your response. Please see response to previous comments.	No change required
13	resident	Move the footie team and redevelop the area. Its too far from the centre for a car park so put that somewhere else.	The area including the football club is already allocated in Vision 2031 for redevelopment. We are continuing to work closely with Bury Town FC to help them achieve their ambition for further growth. There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required
14	visitor from less than 10 miles away	A long way to carry shopping and poor access at busy times. Due to the existing road layout in town a shuttle bus would also be slow.	Thank you for your comments.	No change required
15	resident, worker	The one way systems need to be considered carefully to maintain adequate access and egress on market days	Thank you for your response. There is no intention to create a one way system in this Character Area.	No change required
16	resident, worker	Access to the river needs to be safe - don't want to unnecessarily increase the risks of people drowning/otherwise being injured.	Any increased access to this area will be in line with health and safety regulations and best practice.	No change required
17	resident	Do not know area	Thank you for your response.	No change required
18	worker, visitor from less than 10 miles away	Maintaining the river environment for wild life and the public right of ways should be a priority, riverside redevelopment should be limited if none at all.	There are no proposals to extend development boundaries in to existing riverside or watermeadow areas. The site allocated for redevelopment is the car park, football ground and adjoining business premises.	No change required
19	resident	More houses and no better roads try using these roads at busy times???	A traffic management plan will be developed as part of any proposal for this area.	No change required
20	resident, worker	Yes however feel you would need to extend the parking here to cover those taken out of town centre, Churchgate street and Abbey gate street.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required
21	resident, worker	If the housing plans include removing any car parking where will this be resisted? Any plans for permanent park and ride facility?	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area. Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9.	No change required
22	visitor from more than 10 miles away	Too far out of town parking arrangements hard to understand	The site is well placed to provide long stay car parking for those who work in the town and do not need to very close to the centre. However, the aspirations include improved linkages.	No change required
23	resident, worker	Increasing public access to the riverside areas is a benefit but be mindful of creating an environment where "access" overtakes the existing natural beauty and wilderness.	Agreed, this has been taken into account in Character Area 8 and applies across all areas with valuable habitats and biodiversity. We will be working with local interest groups going forward.	No change required

24	resident	The nature of Ram Meadow and the adjacent meadows should not be lost. Leisure activity may need to be carefully defined.	Agreed, this has been taken into account in Character Area 8 and applies across all areas with valuable habitats and biodiversity. We will be working with local interest groups going forward.	No change required	
25	resident, retired	This "Divide and rule" Policy is counter-productive, unhelpful and misguided. The Artists impression of the Cornhill is dishonest. It should be accompanied by an Impression of the same prospect at 3pm on a Thursday in January with a north wind blowing up St. Johns Street.	Thank you for your response. This is not relevant to this Character Area.	No change required	
26	resident, prefer not to say	"Maintain existing number and potentially increase parking provision" No!	Thank you for your comment.	No change required	
27	resident	Move the football stadium and put a two tier carpark on it, the football stadium was going upto Moreton Hall, why was that shelved?, ideal location	The move to Moreton Hall was found not to be feasible. However, we are working with Bury Town FC to help them achieve their ambition for further growth.	No change required	
28	resident	More electric car charging points needed	Agreed.	No change required	
29	resident	It does not come down hard enough on preventing building of roads or houses on the present green space.	There are no proposals to extend development boundaries in to existing green, riverside or watermeadow areas. The site allocated for redevelopment is the car park, football ground and adjoining business premises.	No change required	
30	resident, retired	Any development in or bordering character areas 5,9 will need to be able accommodate more frequent flash flooding as climate change becomes more extreme and major development is planned in the larch catchment upstream from town, so many supposedly sustainable drainage schemes have proved to be inadequate.	Full flood management plans will be put in place before any redevelopment progresses.	No change required	
31	resident, retired	need direct access for Tesco roundabout.	This has been evaluated and found not to be viable.	No change required	
32	resident, worker	Try to avoid visitor car parking changes to the town. It's a real put-off and deterrent to regular rural shoppers on town. Encourage more people to walk around town.	Car parking charges are necessary to fund the running of the car parks and facilities.	No change required	
33	resident, retired	Don't want to lose this parking area.	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
34	worker	Considering what a lovely town we have it is unbelievable how many horribly visually locations we have where people have to arrive in town! Yet another blot on the landscape and hardly in keeping with this being the nearest car park to our historical and cultural attractions. Get a bulldozer and flatten the football club and relocate it to a more appropriate location within the town boundaries. Then create additional parking spaces (multi story or underground) as the town needs to increase its car parking capacity so any parking changes need to be above what is already there. Maybe a residential development and improved walkways into town, maybe alongside the river, would help. Fundamentally we should be directing tourists to this car park due to its proximity to the Abbey Gardens, Cathedral and St Marys and they should be welcomed by an environment that is in keeping with our historic and cultural offering.	The area including the football club is already allocated in Vision 2031 for redevelopment. We are continuing to work closely with Bury Town FC to help them achieve their ambition for further growth. There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
35	resident, worker	Extra parking at Ram Meadow and better signed links to the town centre would massively help the town centre and ease parking problems elsewhere.	Thank you for your comment.	No change required	
36	resident	Yes, increased parking on this site but also an opportunity to link it with Area 8 and making more of a feature of the riverside, starting in Area 2 right through to the Abbey Gardens and paths beyond to the south. It was a great pity the football club was not relocated to Moreton Hall, particularly given the space available around the new Academy. If this opportunity still exists, I would urge you to look at it again.	The footpath along the lark and linnet will link the two areas. We are still looking at opportunities for the football club in the vicinity of the Academy.	No change required	
37	resident	WE NEED LARGER PARKING AREA NOT HOUSING ON A FLOOD PLAIN.	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	

38	resident, retired	Not wholly addressed: a residential fringe on the East side of Cotton Lane would be beneficial but with the anticipated population increase around the town, especially to the East with the housing developments there is scope to increase the Ram Meadow parking facility by a low rise multi-storey park (Chichester is a good design example)	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area. All options will be explored. Assume reference is being made to Avenue De Chartres Multi Storey Car Park in Chichester.	No change required	
39	resident, retired	I think this is a difficult Area. It needs an identity. if it were to be just housing for example, it could be a 'green lung' type of development - although near industrial parks. A difficult one.	Thank you for your comments.	No change required	
40	resident	No comment	Thank you for your response.	No change required	
41	resident, worker	Protect the green belt/green lungs provided within this area. Avoid building on the green areas and develop them for the relaxation and healthy enjoyment of the town. Keep all the water meadows.	There are no proposals to extend development boundaries in to existing riverside or watermeadow areas. The site allocated for redevelopment is the car park, football ground and adjoining business premises.	No change required	
42	resident, retired	Essential to retain The Leg of Mutton as a lung for the town.	As set out in the vision 2031 there is no intention to develop this area.	No change required	
43	worker	Ram Meadow car park should not be built on. The town cannot afford the loss of any more parking spaces.	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
44	resident	Not really sure this section offers much. It is noted that the relocation of Bury Town has been a long stated aspiration but does not appear to be deliverable. Would have expected the masterplan process to challenge the assumption that this is a desirable proposal for both the club and the town centre to relocate from this site.	The area including the football club is already allocated in Vision 2031 for redevelopment. We are continuing to work closely with Bury Town FC to help them achieve their ambition for further growth.	No change required	
45	prefer not to say	More specific and clearly defined proposals are needed for the suggested mixed use development and associated road access and car parking provision. The scale of existing car parking provision should be retained and increased to meet the needs of suggested development on the allocated housing site and potentially on the football ground. Better pedestrian links with the town centre are clearly needed and a shuttle bus should also be considered. The river environment should be protected (see also Character Area 8).	Thank you for your comments. In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan. There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
46	worker, visitor from less than 10 miles away	Who will pay for the relocation of our football club?	This is likely to come from a variety of sources including national bodies and fundraising	No change required	
47	resident, retired	Why move Football ground it is good we have a readily available recreational facility within walking distance of town centre. We aren't all motorists. Ram Meadow car park is not a convenient place for disabled persons going to town centre - query shuttle bus.	The area including the football club is already allocated in Vision 2031 for redevelopment. We are continuing to work closely with Bury Town FC to help them achieve their ambition for further growth. There is a priority to consider the options for shuttle services in this Character Area.	No change required	
48	resident	a. Not entirely sure what the proposals are for this area, needs more detail. b. Don't sacrifice parking.	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
49	resident, retired	Moving the football pitch is probably a good idea, as long as people can still get to it, wherever it might be located. I don't suppose you could double-deck the existing car park?	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area. All options will be explored.	No change required	

50	resident	Movement - There is no mention of improving the cycle routes and accessibility in this area. Cyclists use Cotton Lane safely but there needs to be a safe route for them from the Cotton Lane and Ram Meadow area into the shopping centre. In addition the existing Cycle Lane on Eastgate St stops dead between the Fox Public House and Cotton Lane. There needs to be a safe dedicated lane along the whole length of Eastgate St and into and along Mustow Street then somehow crossing Angel Hill as far as the Norman Tower where cyclists can then safely access the Great Churchyard. Perhaps a dedicated cycle track around the inner perimeter of the Abbey Gardens would allow a safer route from Mustow Street to The Great Churchyard from where the existing cycle track leads to Moreton Hall and beyond.	The need to improve cycling access and facilities across the town centre is recognised in Character Area 9. Thank you for your suggestions.	No change required	
51	resident	More trees the better, link up with other green areas	Thank you for your suggestion. here is also an aspiration in Character Area 9 to include provision of additional tree planting, planters and displays in all schemes where appropriate and possible	No change required	
52	resident	I am not in favour of more housing along Cotton Lane or re-location of the football club.	Thank you for your objection, however this site has already been allocated for redevelopment in Vision 2031.	No change required	
53	resident	Ram Meadow car park could certainly provide a very useful shuttle service. The Nature Reserve is one of the town's vital 'green lungs' important for the environment. green infrastructure, and natural flood management - this area must be protected. Could there be barriers to reduce the traffic noise from the A14?	There is a priority to consider the options for shuttle services in this Character Area. We are very aware that many areas of the town have strong habitat and biodiversity value and this will be protected.	No change required	
54	resident, worker	See earlier comment re increasing electric car charging points.	Thank you for your response. Please see response to previous comments.	No change required	
55	visitor from less than 10 miles away	Seems like there will be less parking not more	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
56	visitor from more than 10 miles away, retired	signage and safe crossing points are the main issues. The Ram Meadow car park is not very inviting at the moment	Agreed.	No change required	
57	visitor from more than 10 miles away	More car parking is needed here.	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
58	resident	Concerned about suggestions to build on the football pitch which will cut down on the green space in this area and will encroach on the peaceful nature reserve. Better to make the football pitch into a communal open space for all ball games and perhaps tennis courts - replacing those in Abbey Gardens which are deemed to be in the wrong place. Need much better signage leading from the car park to the nature reserve. The redevelopment of the old Northgate House and its car park into a residential home has already done much to improve the look of Cotton Lane.	Thank you for your comments. There are no proposals to extend development boundaries in to existing green, riverside or watermeadow areas. The site allocated for redevelopment is the car park, football ground and adjoining business premises.	No change required	
59	resident	An enlarged parking area is essential but with a connecting form of transport to the Town Centre. It is too long a walk, especially uphill, for a very large number of people. This problem ought to be addressed. A Park and Ride Service would draw vast numbers of visitors to Bury St Edmunds and their cars out of the town area. An entrance to Ram Meadow from the A14 would solve the problems of large numbers of cars coming into the town.	There is a priority to consider the options for shuttle services in this Character Area. Consideration of a park and ride/walk/cycle scheme is included in Character Area 9. An access from the A14 has been assessed but found not to be viable.	No change required	
60	resident, retired	A perfect area for a shuttle bus to and from the town centre. Moving the football club would help to address the issue of parking spaces.	There is a priority to consider the options for shuttle services in this Character Area.	No change required	

61	resident	No mention of cycle provision in this area. The current cycle provision has potential for development and needs to be more clearly marked out and included in the improved accessability proposals for pedestrians. Ram meadow should be considered as one of the main town centre parking places thus extension of this facility should be seriously considered as proposed. Cycling provision within Abbey Gardens would also enhance safe access for cyclists from this area into the town centre. If Cambridge can do it so can Bury St Edmunds. I agree with all of the other suggestions regarding enhancements/improvements and provisions for this area.	Thank you for your suggestions. The need to improve cycling access and facilities across the town centre is recognised in Character Area 9.	No change required	
62	resident, worker	What are you planning for the football ground?	The area including the football club is already allocated in Vision 2031 for redevelopment. We are continuing to work closely with Bury Town FC to help them achieve their ambition for further growth.	No change required	
63	resident	Should not be developed for housing and the traveller site should go. Not a good welcome to Bury	The Traveller site is outside of the master plan area and is temporary pending a permanent site elsewhere.	No change required	
64	resident, retired	Could be quite a town asset if properly enhanced and signed. Currently a bit of a mess. Feels run down.	Agreed.	No change required	
65	worker, visitor from less than 10 miles away, student	I park in Ram Meadow for work and it is often full on weekdays already, therefore may not be able to support people using a park and ride surface as it is already full. A park and ride surface may work better from an outer town place, for instance Moreton Hall near Sainsbury's.	Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9.	No change required	
66	visitor from more than 10 miles away	Shuttle service to/from Ram Meadow would be useful for those visitors/locals who cannot walk so far, but would like to take advantage of long stay parking.	Thank you for your comment.	No change required	
67	resident	The Riverside by the carpark is blighted by concrete and the weir is ugly and often strewn with litter and semi-submerged branches, etc. It needs to be included in regular clean-ups, perhaps with volunteers (such as the Watermeadows Group) but some specialist or boating equipment will be required as the river at this point is too deep for the volunteers who work elsewhere on the river. The banks by the carpark need "re-wilding" where possible. The watermeadows behind the football pitch and stretching up towards Tesco's are much better, but very much neglected and little known, except by some dog walkers. The paths need to be maintained and hopefully some benches could be provided. There will be a risk of littering and some anti-social behaviour because it is secluded and not "patrolled" but greater use would help alleviate this. At the moment, few people know about the entrance behind the football stadium and where the path comes out.	We are very aware that many areas of the town have strong habitat and biodiversity value and this will be protected. We will be working with local interest groups going forward.	No change required	
68	resident, worker	What are the issues? Does Bury Town F C want to move?	The issues are contained in the 'What are the issues and options?' section. The area including the football club is already allocated in Vision 2031 for redevelopment. We are continuing to work closely with Bury Town FC to help them achieve their ambition for further growth.	No change required	
69	resident, worker	Avoid relocating the football ground as it is in a prime location where it currently is.	The area including the football club is already allocated in Vision 2031 for redevelopment. We are continuing to work closely with Bury Town FC to help them achieve their ambition for further growth.	No change required	
70	resident	Bury St Edmunds Town Council should be included as a project lead for each of the Character Areas in the masterplan. I approve of the proposal to re-locate the football club.	Thank you for your positive comment. Bury St Edmunds Town Council is a member of the masterplan working group and will be included in all key decisions relating to the masterplan as well as numerous individual projects.	No change required	
71	resident, worker	this car park is full quite early in the day, it is where most workers park - is there a possibility of enlarging this - maybe multi-storey	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	

72	resident	Need to consider extra parking, but I do agree that with the weather a mixed use development would be beneficial.	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
73	resident, worker	It will be important to ensure that there is parking in Bury with electric charging. The infrastructure requirements for this (very high electric power lines) need to be thought about now when there is an opportunity for change rather than later. The National Grid has issued a report recently on issues with electric car charging: <a href="http://fes.nationalgrid.com/media/1221/forecourt-thoughts-v10.pdf">http://fes.nationalgrid.com/media/1221/forecourt-thoughts-v10.pdf</a> Ram Meadow (and other parking areas) could be future-proofed where even residents could use to park for a short while simply to recharge (there is a major issue with on-street parking and the viability of electric cars). It would be a good idea to get input from the National Grid in any car parking projects.	Agreed. Thank you for the information.	No change required	
74	resident	Car parking needs to be retained and possibly increased if football ground moves. Eastgate and Mustow not ideal for cars to travel now - additional tree planting will make worse ? Surfacing needs to be addressed - cobbles do not stand up to modern traffic volumes and weights.	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
75	visitor from less than 10 miles away, prefer not to say	All words - no detail unlikely to be successful	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	No change required	
76	visitor from less than 10 miles away	unlikely to be successful	Disagree.	No change required	
77	resident	Better for parking later parking at fair price on ram meadow.	Thank you for your comment.	No change required	
78	resident, worker	The riverside is a lost opportunity at present, so good to consider its potential for recreation etc.	Thank you for your positive comment.	No change required	
79	resident	Increased access to the river is a good idea. If housing is going to be increase how will traffic be managed.	A traffic management plan will be developed as part of any proposal for this area.	No change required	
80	resident, other	Needs attention use for better effect.	Thank you for your response, but comment not understood.	No change required	
81	resident	A good idea to provide more access to the riverside. Also better access to the town from Ram Meadow is a good idea.	Thank you for your positive comment.	No change required	
82	visitor from more than 10 miles away, retired	How will additional parking, not only for cars but for coaches be accommodated	The area includes the football ground which it is proposed to relocate.	No change required	
83	resident, retired	Not sure how you going to ehance routes via prowick, crescent, pumphouse, and where is the natural green of town centre.	Pickwick Crescent and Pump Lane provide direct, lightly trafficked routes to parts of the town centre, however, a visitor and many residents of the town have no knowledge of these routes.	No change required	
84	resident, worker	Shuttle service sounds good	Thank you.	No change required	
85	worker	You would not know there was a river when you park at Ram Meadow - if more could be made of this, it would be an improvement.	Agreed.	No change required	
86	resident	Not the biggest issues being addressed	Thank you for your comment.	No change required	
87	resident, worker	I like the car garage. I liked it better as a child when the smelly bus station was there. I feel sad to think some history is being replaced with generic buildings.	Thank you for your comment.	No change required	
88	resident, worker	A shuttle bus from Ram meadow and also from a parking area to the west of the town (near ASDA?) are essential. I think they should be very regular and inexpensive to encourage visitors to park away from the centre. The River Lark from Mustow Street to Tesco, looks like a concrete gully. I am sure it could be as attractive as it is in the Abbey Gardens and residents and wildlife could better enjoy it along the length.	Thank you for your observations. The shuttle bus suggestion fits with the aspirations included in Character Area 9 - Across the Town centre.	No change required	
89	resident	Needs good /pleasant access routes to/from Ram Meadow to Town Centre & Angel Hill. Unfortunately at present the Car park there to some people feels miles away from both, even though it is only a 5 min walk.	Agreed.	No change required	

90	resident		Thank you for your objection, however this site has already been allocated for redevelopment in Vision 2031. There is, however, a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
		This is a vital area for parking. Please do not sell this land to be built on.			
91	resident, worker, visitor from less than 10 miles away, visitor from more than 10 miles away, retired, student, other, prefer not to say	LEAVE WELL ALONE	The town centre will need to adapt to a growth of Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this.	No change required	
92	resident, retired	Better signage needed, more and cheaper parking or park and ride to keep cars out of the centre	Thank you for your comments. Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9.	No change required	
93	resident, worker	No more parking come on. This is an area which has got the potential for great improvement in the natural environment. Why not use this to frame the development for the area. Some sort of Bedzed water meadow with acces to the allotments. Pedestrianised, cycling facilities and linked to out of town parking. That would be my vision.	Thank you for your suggestions.	No change required	
94	resident	The addition of a shuttle service is long overdue	Thank you.	No change required	
95	visitor from less than 10 miles away, retired	?? Flood Risk area This need to be checked thoroughly especially with the recent heavy rainfalls etc. affecting lakes and rivers overflowing.	Full flood management plans will be put in place before any redevelopment progresses.	No change required	
96	resident, worker	More parking here please for people who work 9-5	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
97	worker	I like the idea of including increased tree planting along key approaches into the town centre. In fact I feel this should be undertaken wherever ground suits.	Thank you for your comment.	No change required	
98	resident	Seems a well - thought-out plan.	Thank you for your positive comment.	No change required	
99	worker, visitor from less than 10 miles away	Why does every section include building of something or other, leave at least some open space - or risk claustrophobia of the whole town. Nowhere here do you mention improving the vile toilets at Ram meadow, or the seriously deteriorating toilets in Abbey Gardens! Ram meadow is an awfully long way from town if you have any kind of disability. Or even to carry shopping back to your car!	Ram Meadow is already allocated for development in the adopted Local Plan, but it will require open space. No issue was raised about the condition of the toilets at Issues and Options stage, although much was said about the quantum of provision. The car is well placed to provide long stay car parking for those who work in the town and do not need to very close to the centre. Alternative provision is provided close to the town centre for those who need to be in close proximity.	No change required	
100	worker	Providing taxis and private hire vehicles can access	Taxi provision will be accommodated in all relevant projects.	No change required	
101	resident	Would like walks along Lark improved often walk from Ram Meadow car park to St Saviours.Lots of local people do not know they are there.	Agreed. This is included in Character Area 8.	No change required	
102	resident	Improved access to the riverside area is to be encouraged with a riverside walk which should link into the aspirations for Area 8. The Cotton Lane allotments are a great local asset and should not be threatened with any redevelopment.	Agreed.	No change required	
103	resident, worker	Improve parking capability for all entering town from the East (NE Industrial areas, Barton's, Moreton Hall & Gt Barton) as close to the Town centre as practical - Also include in public transport routes especially to/from Rail station in order to reduce use of Mustow St/Northgate St.	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	

104	resident, retired	There is a need to enhance pedestrian (and cycle) access to the Lark and Linnet river corridor in any new development of this area. The introduction of a shuttle bus service into the town centre might form part of a wider east-west park-and-ride scheme for the town. This Character Area might be renamed 'Eastgate'.	Thank you for you comments. The riversides are covered under Character Area 8. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
105	worker	The area isn't in need of improvement- better signage maybe	Issues were raised during the Issues and Options stage.	No change required	
106	resident, worker	Better pedestrian links and signage into the town centre are needed and a shuttle bus should also be considered for busy days of the year. Ram meadow car park is used by workers in the town, have they had a survey to complete? Concerns about protecting the river environment remain, a walk along the river would be great way to access the town.	There is a priority to consider the options for shuttle services in this Character Area. We are very aware that many areas of the town have strong habitat and biodiversity value and this will be protected.	No change required	
107	resident, worker	again about feeling more joined up and better directions etc	Agreed.	No change required	
108	resident, retired	Please note that my 'yes' to Q16 above is a qualified 'yes'	Thank you for your comment.	No change required	
109	resident	Aspirations very ambiguous. Again "tree planting" - who is installing, providing long term maintenance and the knowledge of the right trees for location? Further residential development will only serve to exacerbate access to Ram Meadow parking and on the only access via Mustow and Eastgate Streets.	All new developments include significant landscaping and tree planting, including long term management arrangements. The existing allocation for the land requires a full traffic assessment to address any traffic concerns.	No change required	
110	worker	Improved parking enforcement on Cotton lane - particularly how it is abused by Drive Vauxhall storing their surplus vehicles on the double yellow lines and never purchasing a parking ticket for their vehicles - relocate Drive Vauxhall and redevelop that !	The Drive Vauxhall site is included in the site allocated for redevelopment in Vision 2031. the site is in private ownership and will need to be negotiated.	No change required	
111	visitor from less than 10 miles away	As someone who lives in one of the villages near BSE where there is no reliable bus service, my major concern is that adequate and inexpensive parking is provided for those who have to travel into town by car.	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
112	resident	1) The green spaces adjoining the River Lark must be considered the highest priority. 2) There must be no further encroachment into the green spaces adjoining the River Lark. 3) A solution to the traffic chaos every day feeding out of Ram Meadow carpark onto Mustow St. 4) Stop building on flood plains!	There are no proposals to extend development boundaries in to existing riverside or watermeadow areas. The site allocated for redevelopment is the car park, football ground and adjoining business premises.	No change required	
113	resident, worker	are you talking about building on green sites? Hope not - no to that. Too near our "jewel"	There are no proposals to extend development boundaries in to existing riverside or watermeadow areas. The site allocated for redevelopment is the car park, football ground and adjoining business premises.	No change required	
114	resident	Traffic in and out of cotton lane is a problem, and crossing cotton lane is dangerous to get to the zebra crossing to get into abbey gardens. Cars swing in through a break in traffic without looking. It would perhaps be worth looking into whether there could be an in and an out, either on north gate street or the other side of the fox on east gate street, to ease traffic flow and make one way. If more houses built traffic going to be worse. With any temporary works the Mustow / north gate /angel hill traffic lights have major impact on bury being a standstill I do not think need more trees on mustow street, hanging baskets adequate	Thank you for your comments and suggestions.	No change required	
115	resident	I think the already existing housing allocation from previous plans needs to be added in here, maybe the known plans for the football club moving and very clear delination lines for the green land there.	The allocation is included and is referred to in the overview.	No change required	
116	worker	There is insufficient 7 days a week all day parking in town so if anything there needs to be more. Thought should also be given if the area is to be redeveloped where the 7 day all day parking will be decanted to during the redevelopment.	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	

117	prefer not to say	<ul style="list-style-type: none"> <li>• Supportive of most aspirations, although fail to understand how parking space can be increased while creating a new residential neighbourhood?</li> <li>• Along with existing car parks in St Andrew's Quarter, the Ram Meadow car park should be improved and retained – not developed.</li> <li>• Developments within the Ram Meadow should recognise the realities of the adjacent flood plain and ensure that minimal 'hard surfacing' building techniques are used so that there is adequate water run off.</li> <li>• Particularly supportive of improved access routes from Ram Meadow car park via Mustow Street and the link along Pump Lane.</li> <li>• The route up Looms Lane to Brentgoval and into the Buttermarket by Moyses Hall is another important gateway and should be improved accordingly with better signage, safer pedestrian areas (and crossings at Well Street/High Baxter) plus additional seating and planting.</li> <li>• The relocation of the football ground would be sensible and would enable the development of some P&amp;R capacity (?)</li> </ul>	Thank you for your comments. The parking provision will be provided through the land released by the relocation of the football club.	No change required	
118	worker, visitor from less than 10 miles away	links to the town centre and improved signage will be helpful. Anything to tidy this area up and be made more comfortable will be good. Link to the Abbey Gardens and Eastgate St should take account of current architecture.	Thank you for your comments and suggestion.	No change required	
119	resident, worker	What are the plans for the enhancement of The Vinefields as a whole?	The Vinefields are outside the masterplan area and are owned and managed by Havebury Housing Partnership.	No change required	
120	resident, worker	Would prefer the Zebra crossing from Cotton Lane to the Abbey Gardens to be controlled by lights.	Thank you for your suggestion.	No change required	
121	resident, retired	Support improved access and signage from Ram Meadow car park to shopping areas	Agreed.	No change required	
122	resident	This area of town is in need of improvement and I would agree with the key priorities highlight and the aspirations of the plan. However the plan, whilst mentioned increased residential and visitor numbers, does not mention the needs of young people living within or around the town centre. For this age group, providing integrated green spaces or safe spaces within which to socialise, is important. On another point, ensuring the enhancement of the water meadows and river corridor is essential but again, must be done with the consideration of all age groups and ranges.	Thank you for your suggestion. The masterplan seeks to balance the needs of all users of the town centre.	No change required	
123	resident, worker	Some good ideas for this area, which I hope to see implemented. I'm particularly pleased to hear that there might be a riverside path along from Eastgate Street northward. Please speak to Tesco and ask if it's possible to re-design their land along the river - Bury is missing out on a riverside walk. Consider the paving on Mustow: it is treacherous for pedestrians and cyclists in both wet and dry weather. Mustow in particular needs a row of Sheffield bike racks - plenty of space for them! Pavement could do with widening on the southern side of Mustow.	Thank you for your positive comments and suggestions.	No change required	
124	other	I understand that housing is key but there is a lot of building on the outskirts of BSE. Ram Meadow provides, cheap local parking and taking that away will not help the town at all. Again from a local business perspective I can see that this will take away a lot of our footfall.	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
125	worker	Enhancement and landscaping/paving always appreciated but all the signage in the world and improvement to pavements( unless they are moving) won't make Ram Meadow an easy entrance to the town. It is an long, uphill struggle and only brings you to the edge of the town rather than the center. How far from the Arc?	Thank you for your comments.	No change required	
126	resident, student	Not sure how parking can be maintained or improved if the site is being built on. Covered parking - 2 layers...needs a shuttle bus for ease of access, flooding risk?	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area. There is a priority to consider the options for shuttle services in this Character Area. Full flood management plans will be put in place before any redevelopment progresses	No change required	
127	resident	Need to plan a park and ride scheme so motorists don't have to drive into town centre. Include tree planting and grass verges alongside roads to make walking more pleasant. Reduce speed to 20mph. Manage riverbanks for WILDLIFE GREEN CORRIDORS, not for public access.	Review options for Park And Ride/Walk/Cycle provision is set out in Character Area 9. We are very aware that many areas of the town have strong habitat and biodiversity value and this will be protected.	No change required	

128	resident, retired	Do we have to have more re-development by moving the football club. There seems to be a fixation with building more and more housing near to the town centre.	The area including the football club is already allocated in Vision 2031 for redevelopment. We are continuing to work closely with Bury Town FC to help them achieve their ambition for further growth.	No change required	
129	other	<i>Rights of Way</i> - The aspiration to create better connectivity between the Abbey Gardens, Ram Meadow, No Man's Meadow and the Crankles is welcome, as is the aspiration to better connect Ram Meadow and the town centre.	Thank you for your positive comments.	No change required	SCC questionnaire response. Received by email
130	resident, retired	The Ram meadow car park is often full to capacity especially on market days. The addition of more parking places would be beneficial. The routes for pedestrians going into town would benefit from enhancements. Please do something about the traffic calming as you leave the car park. It is very noisy and not pleasant to drive over.	Thank you for your comments.	No change required	
131	visitor less than 10 miles away	Another car park	Thank you for your response, but comment not understood.	No change required	
132	resident, worker	We need business parking all day parking- not less parking	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
133	visitor less than 10 miles away, retired	Any paving needs to be laid better than what has been laid in town. I don't think any of the car parks will be large enough to cater for the expected increase in population with 1000 houses proposed for the town.	There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials.	No change required	
134	resident	Of Football club is relocated - will the area be re-developed for parking?	There is a priority to maintain existing number and potentially increase parking provision within any redevelopment in this area.	No change required	
135	resident, worker	Create bus stop over site create a leisure area with associated parking.	Thank you for your suggestions.	No change required	
136	Prefer not to say	6) I am an elderly blue-badge holder with sturdy restricted walking ability, who relies on parking in Cornhill or Buttermarket. Although provisions is made of including BB spaces a very large number will be needed to meet the demand, and these to the 2 locations -----> 19	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.	No change required	
137	resident, worker	Yes in general. No Review of Abbeygate St too passive! It should only be for loading and then during low pedestrian use times.	Thank you for your suggestion.	No change required	
138	vistor from more than 10 miles away, prefer not to say	No.	Thank you for your response.	No change required	
139	resident, other	Unfortunately, not much can be done about the A14 - or is there? It needs resurfacing to be less noisy.	The A14 is outside the area of the masterplan and outside the remit of the local authority, being the responsibility of Highways England.	No change required	
140	resident, retired	It would be more sensible to enlarge and develop the current football ground than to build more houses etc. there. Nearer the town centre as we know it means that the ground is reasonably accessible from all directions be a variety of means. If the clubs moved will there be a guarantee of --- a sport from the town centre or various areas of the town to get there?	The accessibility of the present location is acknowledged, but the potential of the existing site to accommodate all of the facilities required by a community club is severely restricted. The area including the football club is already allocated in Vision 2031 for redevelopment. We are continuing to work closely with Bury Town FC to help them achieve their ambition for further growth.	No change required	
141	resident, visitor from more than 10 miles away, retired	Make sure all paved areas are level and safe for all pedestrians and wheelchair users.	There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials.	No change required	

BSETCMP - Draft MAP Masterplan consultation		Q19 - Character Area 6 - Parkway - Do the aspirations proposed for this area address the issues - Do you have any other comments?		Total Representations: 127	
ID	Stakeholder group	Representation	Response	How it was addressed	Notes
1	resident, visitor from less than 10 miles away	Better linkage of the facilities west of Parkway to the town centre would be good.	Agreed.	No change required	
2	retired	So long as residents have vehicle access to St Andrews Street North.	There are no plans to restrict vehicle access to St Andrews Street North	No change required	
3	resident, student	There are no issues the areas just need upgrading	Issues in this Character Area were identified during the Issues and Options stage.	No change required	
4	resident	I suppose I this is the best of a bad job. The cinema is horrible (hope the Abbeygate expansion goes through ASAP!) but it serves a purpose.....	Thank you for your comments	No change required	
5	resident	"Introduce additional parking to the west of Parkway to serve the town centre" Hopefully that means a Park and Ride scheme using the Newmarket Road.	This aspiration refers to the west of Parkway within the master plan area. However we will be assessing the viability of park and ride/walk/cycle provision as included in Character Area 9.	No change required	
6	resident, worker	It would just be hoped that any further developments for housing might avoid following the style adopted in the Kings Road Flats. Awards aside, this now stands as somewhat of an eyesore.	Design will always be subjective. As a matter of record, the building referred to was refused planning permission by the borough Council, but allowed on appeal by a Government Inspector.	No change required	
7	resident	The only thing is to consider how the traffic moves around the area. If it is possible at all to dual the road from Tayfen road to the Risby gate roundabout	Disagree, this is the approach which created the barrier to movement in the first instance. Dualling of the road would create significant environmental damage including demolition of people's homes and would not address the problems created by the junctions. The option was ruled out by a government inspector.	No change required	
8	resident, worker	safer pedestrian crossing at kings road roundabout, ie move the one at boby way junction north to nearer kings road so its actually used by people walking along kings road	Agree that a safer crossing at Kings road is required, but it should not be provided at the expense of another well used crossing.	No change required	
9	visitor from more than 10 miles away, retired	Please see comments for Q7	Thank you for your response. Please see response to previous comments.	No change required	
10	resident	Duel it from Northgate to southgate rounabouts	Disagree, this is the approach which created the barrier to movement in the first instance. Dualling of the road would create significant environmental damage including demolition of people's homes and the ecology of the water meadow and would not address the problems created by the junctions. The option was ruled out by a government inspector.	No change required	
11	resident	The redirection of the bus route along Risbygate Street, will need to be looked at, as the new road layout at the top of Risbygate Street, going to St Andrew Street is now not wide enough to accommodate a bus. Any large vehicles, now needs to swing out into oncoming traffic in order to negotiate the tight corner, this is the case from both directions and has been the case since the pavement was widened and the mini roundabout removed! There needs to be more car parking available in the town.	All options and effects will be considered before any changes are made.	No change required	

12	worker, visitor from less than 10 miles away	I do believe that parking should be free after 6.00pm to encourage visitors into the town.	The majority of car parks are free after 6pm or have a night charge of just £1.	No change required	
13	resident, worker	Traffic lights on Risbygate Street to help traffic coming out of the B&Q car park would of considerable assistance. They would also be useful at the roundabout joining Risbygate Street with Parkway where the traffic moves very slowly.	This has not been raised as an issue in this Character Area.	No change required	
14	resident	Unfamiliar	Thank you for your response.	No change required	
15	worker, visitor from less than 10 miles away	I like the idea of redirecting the buses along Parkway, St. Andrew's Street South was not designed for buses. Traffic flow should be a priority above pedestrians and cyclists. Traffic bottlenecks at peak times and this would lead to poor air quality for residents; somewhere must prioritise the car user.	The masterplan seeks to balance the needs of all town centre users. We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required	
16	resident	Vehicle movement is joke parkway should have a bigger multi story behind the ark	All options are being considered.	No change required	
17	resident	I like the fact that you are looking to improve pedestrian and cycle access here into town.	Thank you for your positive comment.	No change required	
18	resident	pedestrians already have a subway and traffic lights to cross parkway, so no need to change or try and improve that - only way to put better frontage to risbygate would be to take land from B&Q - would rather see them expand rather than look good small shops with no purpose	Pedestrian access was raised as an issue at the Issues and Options stage.	No change required	
19	resident	I'm finding it hard to imagine how good vehicle movement will be achieved along Parkway, while also enhancing and improving pedestrian access in the same area. This is particularly relevant when you take into account the redirected bus routes along Risbygate and Parkway. Also, enjoying mention of the cattle market!! I thought the cattle market had long gone!! Good idea to redefine the character of Risbygate Street as a key historic gateway into the town centre.	Thank you for your comments. The reference to the Cattlemarket was referring to the car park adjacent to The arc.	No change required	
20	resident, worker	The aspiration to improve traffic movement in the Parkway area and to prioritise pedestrian and cycle routes conflicts with the aspiration to restrict vehicle use within the major part of the town. If the plan is to push more vehicles onto Parkway and away from St Andrews St then this plan needs to clearly deconflict vehicles and cycles to minimise congestion in this area. It is not clear from the aspiration description how the council will achieve this. It is also not clear how or where the council will introduce additional parking to the west of Parkway to serve the town centre as this area is already fully occupied by business and residential property, and the fire station.	The masterplan seeks to balance the needs of all town centre users. We recognise the town serves a large area that requires access by car. Additional parking will be introduced as feasible opportunities arise.	No change required	
21	resident	Linking the Arc to the area west of the parkway needs exploring. Innovative solutions may be needed. Additional growth of the shopping area is not unreasonable, but additional parking must be included. In addition, Parkway could be used as the access route for a repaid transport system linking a station hill transport hub to the main areas of the town linked to Parkway.	Thank you for your suggestions.	No change required	
22	resident, prefer not to say	Narrow widths to 2.7m per lane (ample fire engine width) to reduce vehicles speeds + improve footpaths.	Thank you for your suggestion. The current design does encourage higher traffic speeds.	No change required	
23	resident	Leave it alone	The town centre will need to adapt to a growth of Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this.	No change required	
24	resident	More electric car charging points needed	Agreed.	No change required	
25	resident	Parkway ruins the very town centre - All town residential is essentially outside parkway - Pedestrian and cycle crossway not adequately addressed.	The masterplan area includes a large amount of residential accommodation, particularly the Churchgate, Northern Gateway and Ram Meadow Character Areas. The masterplan is unable to go into details of specific projects but all options will be considered.	No change required	
26	resident, retired	Increase parking by extending underground.	Thank you for your suggestion. All options will be considered.	No change required	

27	worker	I have now spent an hour completing this survey and I am starting to lose the will to live!! Any improvement to Risbygate St would be welcomed and whether this could be combined with the improvements to the St Andrews corridor then that would be even better. I think pedestrian access from Parkway to the arc is ok but accept it could be improved in regards of access from Risbygate St	Thank you for your comments and perseverance.	No change required	
28	resident, worker	I broadly agree with these aspirations although extra cycle routes around the risbygate/parkway junction could create more congestion and possibly accidents.	Thank you for your comment. Any provision of cycle and pedestrian routes will have safety as the key consideration.	No change required	
29	resident	Nothing wrong with the pedestrian part, the flow of traffic is the problem.. two roundabouts, and traffic lights at both ends! Kings road roundabout is quiet dangerous as it's far too small for cars to get around which causes back log of traffic each way round	This comment demonstrates the conflict. The lights benefit pedestrians at the expense of traffic, but take them away to improve traffic movement and you penalise the pedestrian. Kings Road roundabout is not pedestrian friendly, so cannot agree that there is nothing wrong with pedestrian part.	No change required	
30	resident	Much longer green light hold is needed for pedestrians on the crossing across the Parkway. Law enforcing means of reducing traffic speed on the Parkway is needed eg. speed cameras.	Thank you for your suggestions.	No change required	
31	resident	WHERE IS THE TRAFFIC GOING?	Around the town centre. Traffic modelling methods recently adopted by Suffolk County Council will allow us to identify traffic destination information which will better allow us to answer this question and help us address it more meaningfully.	No change required	
32	resident, retired	No because it would be preferable to increase the parking facility on the East side of Parkway (low rise multi-storey see 17), this will better serve the town centre (closer) and any increase to the arc and avoid improving on the outlook from Chalk Road North.	Thank you for your comment.	No change required	
33	resident, retired	See earlier comments. Improved bus station to be near rail station. Yes, on good pedestrian links from all areas of town to central. Think of Cambridge. People cycle everywhere. Why not in Bury? Skateboarders to be included? Different routes for different groups, In and around, under and over.	Thank you for your comments. The masterplan seeks to balance the needs of all town centre users and all options will be explored.	No change required	
34	resident	No comment	Thank you for your response.	No change required	
35	resident, worker	Reduce Parkway from dual carriageway where speed is rarely kept below 30mph. Make better provision for pedestrians who cannot walk along Parkway easily and are limited in the places where they can cross. Pedestrians are treated with contempt by drivers using Parkway - this should change.	Thank you for your suggestion. The current design does encourage higher traffic speeds.	No change required	
36	resident	Not sure how you can improve this area much. It is just a busy junction. Very few pedestrians choose to walk alongside it.	Thank you for your comment. We hope the masterplan will go at least some way to addressing the issues in this area.	No change required	
37	resident, retired	See previous comments.	Thank you for your response. Please see response to previous comments.	No change required	
38	resident	Interesting to note the aspiration to increase car parking in this area and it will be equally interesting to see how this can be delivered without having an adverse impact on neighbouring residential area.	The needs of town centre residents will be taken into account at all stages of every project.	No change required	
39	prefer not to say	The scale of suggested shopping provision should be clarified and justified in this and other character areas. More specific and clearly defined proposals are needed for the suggested pedestrian and cycle links particularly across Parkway and car parking provision in this and adjoining areas (see also Character Area 3). Exchange of existing leisure and car parking uses on either side of Parkway should be considered. Car parking and/or social housing should be considered on the disused Lloyds Bank site on Risbygate.	Thank you for your comments and suggestions. In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. it is likely that the exchange of uses on either side of Parkway would be cost-prohibitive. The Lloyds Bank site is privately owned but we will seek to influence any redevelopment.	No change required	

40	resident, retired	The roundabout at Risbygate street and light controlled pedestrian crossing so close causes congestion along the two main roads - perhaps a subway similar to parkway car park would be preferable.	Thank you for your suggestion. All options will be considered.	No change required	
41	resident	a. This is currently a bit bleak and improvement is welcome. b. It's a bit of a bottleneck at the moment and the traffic flow needs to be improved. c. Don't sacrifice parking.	Thank you for your comments. There is an aspiration to introduce additional parking to serve the town centre in this Character Area.	No change required	
42	visitor from less than 10 miles away, other	Do not understand how increased parking and redevelopment will be done. Need more details.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	No change required	
43	resident	To increase tree planting and soften the feel of this area would be great	Thank you for your comment.	No change required	
44	resident	Absolutely - access from west for pedestrians is terrible. Both roundabouts at Waitrose and BandQ are terrifying	Thank you for your comment.	No change required	
45	resident	Pedestrians crossing from Risbygate towards the town centre need better facilities. Now that the Lloyds Bank building is empty, can that area be used better?	The Lloyds Bank site is privately owned but we will seek to influence any redevelopment.	No change required	
46	resident, retired	This is a classic example of a ring road built for motor traffic movements developing into a 'street'. It still has too many features of its original purpose to fully work for pedestrians and cyclists. For a start get rid of the pedestrian barriers. No mention of Kings Road junction, another key route from the western residential areas into the town centre. Remove the roundabouts and replace with traffic signals with pedestrian and cycle facilities. Persisting with endless roundabouts in the town is counter to the aspiration to improve facilities for vulnerable road users.	Thank you for your suggestions. All options will be considered.	No change required	
47	resident	Improve visibility around corner of Parkway/Out Risbygate and introduce pedestrian operated traffic light crossing to improve pedestrian safety. Lower the central reservation on the roundabout to improve visibility.	Thank you for your suggestions. All options will be considered.	No change required	
48	resident	Agree there needs to be better crossings and many more trees.	Thank you.	No change required	
49	resident, worker	See earlier comment re increasing electric car charging points.	Agreed.	No change required	
50	visitor from more than 10 miles away	Congestion needs to be addressed. I lived in Bury for 20 years and got fed up of the congestion and knew it would only get worse due to the thousands of houses now being built. I have moved into a village and have escaped the noise and traffic.	It is unlikely that congestion can be removed as long as people are reliant upon the private car to access a historic town and the building of dual carriageways is not the solution as is evidenced by Parkway. Tackling congestion requires an approach which encourages and facilitates alternative modes of travel for those who can make the choice, without penalising those who are reliant upon the car and cannot make that choice.	No change required	
51	resident	I believe the light controlled pedestrian crossings are essential to encourage more people to walk to and fro town, even if it delays motorists for a minute or two. I use these on a regular basis myself and would not be happy to just rely on gaps in the traffic to cross safely.	Thank you for your comment.	No change required	
52	resident	Agree with proposals for this area.	Thank you for your positive comment.	No change required	
53	resident, worker	Risbygate Street seems to have lost some of its oomph of late so the aspirations will greatly enhance the area.	Thanks you for your positive comment.	No change required	
54	worker, visitor from less than 10 miles away	No crossing bleep to alert part sighted or blinded pedestrians at any town crossings, why? Why not different birdsong at each one, thus not offensive to nearby residents and blind persons know where they are by the song being different at each crossing.	Thank you for your suggestion. Light controlled crossings which do not have audible alerts have rotating sections under the request box. Birdsong is a nice idea, but could be hazardous if birds choose to sing nearby.	No change required	

55	resident, retired	Sadly mistakes were made already. The appalling cinema complex really needs to go and be replaced by some decent architecture. Ironically the best looking bit of building in that area is the multistorey carpark! The lovely Handelsbank building is a model for future building - the cinema and ghastly creeper covered box are definitely examples to avoid in the future. The other glaring mistake, not exactly in this area, is the frightful Tesco building. Couldn't we beg Tesco for a new one? Even though it was Bury St Edmunds planners who refused a better design in the first place. A shame the latest building in this area - the flats, are such poor quality architecture (and damp to live in too, I hear!)	Thank you for your comments and suggestions. As this comment demonstrates, design is a very subjective matter.	No change required	
56	worker, visitor from less than 10 miles away, student	Additional parking would be good.	There is an aspiration to introduce additional parking to serve the town centre in this Character Area	No change required	
57	visitor from more than 10 miles away	Improvements to pedestrian/cycle routes should be small bridges over Parkway to allow traffic to move freely. It is the current pedestrian crossings that cause traffic congestion.	Thank you for your suggestion. All options will be considered.	No change required	
58	resident, retired	It has always seemed odd to me that many bus routes use the Parkway past the cinema and restaurants but there is no stop. It would be sensible for there to be one bus stop in a constructed lay-by, where the pavement is wide enough, in each direction. But this should be an ordinary, extra stop, NOT a replacement for the stops outside Boots or Palmers or at the bus station itself.	Thank you for your suggestion. The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre	No change required	
59	resident, worker	The need for a cycle route along Parkway must be addressed	Agreed.	No change required	
60	resident, worker	Would it be possible for some busses to go into the carpark to drop people at the back of the arc?	Thank you for your suggestion. The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre	No change required	
61	worker, visitor from less than 10 miles away	More parking is required	There is an aspiration to introduce additional parking to serve the town centre in this Character Area	No change required	
62	resident	Bury St Edmunds Town Council should be included as a project lead for each of the Character Areas in the masterplan.	Bury St Edmunds Town Council is a member of the masterplan working group and will be included in all key decisions relating to the masterplan as well as numerous individual projects.	No change required	
63	visitor from less than 10 miles away	I agree with use of the area for parking but the steady stream of people then blocks up the cattle market car park as this is the route into town.	There are separate footpaths through the car park, but the nature of car parks is such that as soon as a motorist leaves their car, they become a pedestrian as they access the footpath and get in the way of motorists.	No change required	
64	resident, retired	when installing pedestrian lights please review impact on traffic flow and if necessary put yellow hatchings on road so cars do not prevent cars accessing roundabout	Agreed.	No change required	
65	resident	Be careful regarding all this tree planting and planting roundabouts. Tree roots will undoubtedly cause surface problems in the future and nice as they may be, obscure views and generate leaf fall in autumn which is a skid hazard. Too many roundabouts in Bury have statues/planting which obscure views and make travelling around them dangerous, including Risbygate and especially Northgate.	Thank you for your comments. All additional planting will be assessed for suitability before being installed.	No change required	
66	visitor from less than 10 miles away, prefer not to say	Sounds grand, but will it happen and will it work!	Thank you for your positive comment. All aspirations have been expertly assessed to ensure they are deliverable and the masterplan is flexible to allow for changes, rather than being a rigid blueprint. Many aspirations rely on partnership working and investment, including private landowners and developers.	No change required	
67	visitor from less than 10 miles away	Possibly too ambitious	We aim to be ambitious and we will assess each project carefully for value and deliverability before progressing.	No change required	
68	resident	Totally agree with improve bus links/ stops for this area. Long overdue. This would be a better area for main buses to terminate than St. Andrew's St North from a visitors point of view - for shopping and recreational events.	Thank you for your suggestion. All options will be considered.	No change required	

69	resident	Demolish the 'Wooden Huts' on junction parkway/Kings Road.	These are owned by Havebury Housing Partnership and we do not have the power or inclination to demolish them.	No change required	
70	resident	Parkway is a major through traffic route and care should be taken to ensure that pedestrian and cyclist needs do not increase congestion. Having said that, whilst I believe that roundabouts are far more effective than traffic lights at maintaining traffic flows, the Risbygate/Parkway intersection would be perhaps the only current roundabout in Bury which would be better served by traffic lights. This is because of the volume of pedestrian traffic using the crossing to the north of the roundabout which regularly causes the roundabout to be blocked (I hope this comment makes sense)	Thank you for your suggestion. All options will be considered.	No change required	
71	resident, retired	Leave the Risbygate junction with Parkway as it is. It is attractive now and the crossing there is safe.	Thank you for your comment. Issues were identified with this junction at the Issues and Options stage.	No change required	
72	resident	PROVIDE ACCESS FOR LORRYS TO DELIVER TO AN OFF LOAD POINT TO GET THERE DELIVERIES TO THE ARC AND ST. ANDREW STREET SOUTH.	Thank you for your suggestion. All options will be considered.	No change required	
73	resident, retired	More trees	Thank you.	No change required	
74	resident, worker	Just needs tidying up.	Thank you for your comment. Issues were identified with this Character Area at the Issues and Options stage.	No change required	
75	resident	traffic congestion still o/s and parking Too many vehicles	Thank you for your comments. There is an aspiration to introduce additional parking to serve the town centre in this Character Area.	No change required	
76	resident, worker	It's all good but no more traffic lights and metal trees	Thank you for your comment.	No change required	
77	resident	I have a feeling parkway will become more busier traffic wise. hope your proposals help to ensure that the access to the cinema is enhanced and I agree that the access route from the Multi Storey Car Park needs substantial improvement	Thank you for your comments.	No change required	
78	resident	This is a vital area for parking. Please do not sell this land for building on.	Many sites are not in the council's control however we will work closely with any new development to make sure it meets the towns needs. There is an aspiration to introduce additional parking to serve the town centre in this Character Area.	No change required	
79	resident, retired	The old Lloyds Bank site is empty, any proposals for it?	The Lloyds Bank site is privately owned but we will seek to influence any redevelopment.	No change required	
80	resident, worker	More cars, more parking, more retail?	The growth of Bury St Edmunds is happening. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Any retail growth will be market-led.	No change required	
81	resident, worker	How will mixed use development be delivered? Council doesn't own the land. Not in councils control so why is council suggesting it can make it happen?	That is the purpose of the masterplan. Many sites are not in the council's control however we will work closely with any new development to make sure it meets the towns needs.	No change required	
82	resident, worker	with the other areas re-routing traffic into this area it will be a complete night mare	The removal of traffic from other areas will not necessarily significantly increase traffic on Parkway, as this traffic already uses Parkway to access the town centre in the first instance.	No change required	
83	resident, retired	Only unclear about 'maintain access to the town centre' for cars. Lacks clarity in the light of a pedestrian town centre.	Maintain vehicle movement along Tayfen Road and Parkway to facilitate access to the town centre.' refers to the wider town centre as delineated in the masterplan.	No change required	

84	resident, retired	I accept that some consideration is being given to necessary traffic in this area and that's the first time it seems to me that you have realised that people do want to use their cars and will do despite any efforts to discourage them. Generally I feel that more thought to making driver's lives easier as well as those of pedestrians (often the same people) would be a good idea in the plans generally - not just in Area 6.	The masterplan seeks to balance the needs of all town centre users. We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required	
85	visitor from less than 10 miles away, retired	If installing more trees, make them small areas and more attractive to look at. ?? Bus Station area.	Thank you for your suggestion. Additional planting will be fully assessed for its appropriateness prior to installation.	No change required	
86	resident, worker	Why do we need more crossings it seems to work ok what that would mean is more road works and long term diversions - like now we don't have to change everything	Thank you for your comment. Pedestrian and cycle access in this Character Area was identified as an issue during the Issues and Options stage.	No change required	
87	worker	I fully support the mentioned tree planting in the plans. As mentioned before additional charging infrastructure may be best placed in longer stay parking facilities around the cinema/ multi-storey.	Thank you for your comment and suggestion.	No change required	
88	worker, visitor from more than 10 miles away	Yes, make the roundabout bigger by using some of the area by B&Q and Lloyds bank but why more frontages on to this area too? I have no idea where all these extra customers are going to come from, with restricted access to town via car or bus business will lose out. And, again don't make the mistake of adding a cycle lane by narrowing major just to 'tick a box' a 'cyclist dismount' sign is safer!	This option requires third party land which may not be available and does nothing to improve pedestrian access for the thousands of people who live within walking distance of the town centre on the west side of Parkway. It will encourage them to drive, thus adding to congestion.	No change required	
89	worker	Providing taxis and private hire vehicles can access	Taxi provision will be accommodated in all relevant projects.	No change required	
90	resident	Better provision for cyclists (not on the road) should be a priority. Attention needed to those with disabilities	Cycle provision across the town centre, including secure parking, is set out in Character Area 9. There is an aspiration to improve traffic movement in this area including prioritisation of pedestrian and cycle routes in this Character Area.	No change required	
91	resident	Missed chance to build Multi Storey car park at rear of Arc Shopping Centre visitors to town have asked me on several occasions. Have been told expensive to build to run and to maintain.	The existing multi-storey car park was built originally to serve development on the former cattle market. For many years it was under used, but is now better utilised. A multi story car park at the rear of the arc would prevent any opportunity to expand shopping provision in the future if it is required. The masterplan does make provision for additional car parking in Characetr Area 3.	No change required	
92	resident	There appears to be no thought given to the Kings Road junction with the Parkway roundabout. This is an entrance to the Kings Road/Queens Road/ Victoria Street part of the town and is heavily used as a rat run through to the western side of town. There should be a review of this with the aspiration of restricting traffic to residents and buses only. Taxis are particularly guilty of using is as a rat run. If the Lloyds building is vacated this represents a significant redevelopment opportunity at a gateway point into the town which should carefully considered, maybe a design competition ?	Kings Road roundabout is a key element of the whole character area. Any proposals for Parkway will need to address this particular junction.	No change required	
93	resident, worker	Go further: Put Parkway in a tunnel from just south of Springfield Rd/west of St Andrews St car park to the Bus/Coach area south of St Louis, including tunnel access into car parks for Parkway, Cattle Market and Robert Bobby Way. Remove Kings road roundabout and reduce the remaining ground level road to disabled/bus/deliveries. Make a most of Parkway into a linear park.	Thank you for your suggestions. All options will be considered, although some may be cost-prohibitive.	No change required	

94	worker		The masterplan seeks to balance the needs of all town centre users. Pedestrian and cycle access was identified as an issue in this Character Area during the Issues and Options stage. It is important to improve pedestrian access for the thousands of people who live within walking distance of the town centre on the west side of Parkway. Otherwise it will encourage them to drive, thus adding to congestion.	No change required	
		Why prioritise pedestrians and cyclists ?			
95	resident, retired	The principal need in this area is improved pedestrian and cycle access to the town centre across Parkway, especially at Risbygate Street. Perhaps the historic route of Risbygate Street could be further emphasised by renaming this Character Area 'Risbygate'?	Thank you for your comments. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
96	worker	Good idea of more trees, the encourage of active travel is always welcome	Thank you for your positive comment.	No change required	
97	resident, retired	Please note that my 'yes' to Q18 above is a qualified 'yes'	Thank you for your comment.	No change required	
98	resident	Lack of specific intentions. Again "tree planting" - who is installing, providing long term maintenance and the knowledge of the right trees for location? "Additional parking" where? "Reconfigure or expand the existing...." What does this actually mean?	Thank you for your comment. Please see response to previous comments.	No change required	
99	visitor from less than 10 miles away	As someone who lives in one of the villages near BSE where there is no reliable bus service, my major concern is that adequate and inexpensive parking is provided for those who have to travel into town by car.	Thank you for your comments. There is an aspiration to introduce additional parking to serve the town centre in this Character Area.	No change required	
100	resident	1) Robert Boby Way badly needs resurfacing.	Robert Body Way has recently been resurfaced.	No change required	
101	resident, worker	Messing about with the bus routes again. Does any Councillor use a bus?	Yes	No change required	
102	resident	To improve safety at the Risbygate/Parkway roundabout it needs to restrict pedestrians crossing, especially where the Lloyds Bank building is situated. The roundabout needs to have clearer visibility for traffic coming onto the roundabout as it is difficult to see other vehicles coming round. The roundabout at the Kings Road junction needs to be made smaller as it is very tight and visibility is obstructed.	Thank you for your suggestions. All options will be considered.	No change required	
103	prefer not to say	<ul style="list-style-type: none"> <li>As with proposed developments in St. Andrew's Quarter, the Parkway is in need of major improvements which should be seen in the whole with the Tayfen and St. Andrew's Streets.</li> <li>Parkway is part of a major road route within the town centre and improvements need to be made to traffic flows, but in an integrated manner in conjunction with other main routes.</li> <li>The proposed environmental developments to Risbygate Street can only improve the area, and commitments to increase parking near to Parkway would be supported.</li> </ul>	Agreed. Thank you for your positive comments.	No change required	
104	worker, visitor from less than 10 miles away	I hope the new layout will ensure that Risbygate is not a mishmash of architectural styles and the colours of materials may reflect the historic nature of this area of the town. The cattle Market car park and Park way is a modern mess....	Thank you for your observations. Design is a subjective subject as others have commented that the multi-storey car park is a good design.	No change required	
105	resident, retired	Regarding improved access across Parkway I don't understand where you mean by Cattlemarket. We haven't had the cattle market for years and using this name just causes confusion for any new residents in the town who may not be familiar with our history. If this is opposite to Cineworld this crossing works perfectly well if used correctly.	Apologies for any confusion. The reference was to the car park to the rear of The arc.	No change required	
106	resident, retired	Better pedestrian access across Parkway at King's Road junction essential. A bridge?	Thank you for your suggestion. All options will be considered.	No change required	
107	resident	Elevated pedestrian crossings over Parkway.	Thank you for your suggestion. All options will be considered.	No change required	
108	resident, worker	Your plan says: "Improve traffic movement in this area including prioritisation of pedestrian and cycle routes". This must include the removal and replacement of the shrub on the south western corner of the Parkway/Risbygate roundabout which at present grows so quickly that prevents cyclists and pedestrians from seeing traffic approaching the roundabout when they are standing at the (lowered) crossing point. This is a serious accident waiting to happen. Please replace it with lower-growing greenery. Otherwise, by all means plant more trees, but sightlines must be maintained - at all times of the growing season. Cyclical maintenance of shrubs and trees is a must.	Thank you for your comments.	No change required	

109	resident, worker	This sector is the one which picks up the traffic domination for the town. Yet there are significant problems with the routes, for example for people getting to the hospital and the times of buses for schools to facilitate after school activities. People coming to the hospital from Haverhill find themselves left at the bottom of the hill by the Spread Eagle pub with a long uphill walk to the hospital. This is a matter of great concern as the elderly population are most likely to need to come using public transport.	This matter lays largely outside the remit of the town centre masterplan, but accessibility for public transport is important both within and outside the town centre.	No change required	
110	visitor from less than 10 miles away	Concerned regarding extra traffic caused by buses diverted along parkway. Are you suggesting Bridge Over parkway for pedestrian traffic? I believe there used to be a subway under the road. Concerning about making easier pedestrian access between cinema and Arc will cause more traffic congestion which is already bad in that area.	It is unlikely that diverting bus routes will have a significant impact upon existing congestion. No suggestions have yet been made. There is still a subway under Parkway, but it does not create an inviting environment for many pedestrians.	No change required	
112	resident	The wooden flats need to be smartened up as a priority	The flats belong to Havebury Housing Partnership.	No change required	
113	resident, other	The multi storey is already high and unsightly with the facing. The rubbish is embarrassing and unsightly.	Thank you for your comments.	No change required	
114	resident, retired	Do something to make the eye sore of the wooden building at the Kings Rd roundabout. It lets the area down	The flats belong to Havebury Housing Partnership.	No change required	
115	resident	Build a FOOTWAY over Parkway from multi-storey car park to the 'arc'; it won't interfere with traffic flow and will be safe, quick and dry. If Lloyds Bank building not re-used use the site for desperately needed SOCIAL HOUSING.	Thank you for your suggestion. All options will be considered.	No change required	
116	resident, student	Large buildings, B&Q & cinema etc etc (& council offices) should have solar panels fitted to help town with carbon footprint. Solar energy to be encouraged on any suitable buildings in town e.g. schools, bus station (!) etc. Cycle provision (with advice from somebody who cycles) & storage.	Thank you for your suggestions. Cycle provision across the town centre, including secure parking, is set out in Character Area 9.	No change required	
117	other	<i>Transport and Highways</i> - One of the aspirations for this character area is to 'improve traffic movement in this area including prioritisation of pedestrian and cycle routes'. Improvement of traffic movements, while also giving priority to pedestrians and cyclists have the potential to conflict with one another. The County Council will work with the Borough on how this balance will be achieved.	Thank you for your comment. We look forward to working closely with you to address the issues in this Character Area.	No change required	SCC questionnaire response. Received by email
118	resident, retired	The parkway crossing in front of cineworld does not make it clear when it is safe to cross. You see people dashing across while others wait. There should be a bleeping sound for both sides. The crossing by the back of St. Louis School is difficult too. Solve the problem of Risbygate and Tayfen junction and you solve the majority of Bury's traffic problems.	Thank you for your suggestions.	No change required	
119	visitor from less than 10 miles away	An accommodation for motorists	The masterplan seeks to balance the needs of all town centre users. We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required	
120	visitor from less than 10 miles away, retired	I don't think any road access into town will cope with increased population by 2031.	That was said that about central London in 1900 in the era of horse drawn traffic, yet today, with a greatly increased population and the private motor car, the traffic continues to move. This has been achieved through effective traffic management. Effective traffic management within the town and enabling alternative forms of transport can accommodate growth.	No change required	
121	resident, other	I hope parkway will be more safer for traffic and pedestrians to use.	Thank you for your comment. We hope the masterplan will go at least some way to addressing the issues in this area.	No change required	
122	prefer not to say	7) The convenience of the St Andrews St S bus stops outweighs the benefit of pedestrianising it. This recommendation should be discarded. ->21	Disagree.If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure.	No change required	

123	resident, retired	Re-routing buses along Parkway and Risbygate is unlikely to speed traffic flow along Parkway and will create an unpleasant environment on Risbygate with traffic jams. Illegal parking on Risbygate needs to be stopped.	The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019.	No change required	
124	visitor from more than 10 miles away, prefer not to say	Yes. I prefer to keep them to myself	Thank you for your response.	No change required	
125	resident, retired	The large trees along Parkway are already damaging pavements and property present danger when conkers and leaves fall. Consider equal trees or shrubs and provisions of constant maintenance.	There is a balance to be struck between the environmental benefits of a green environment and maintenance of footpaths.	No change required	
126	resident, visitor from more than 10 miles away, retired	It all depends on what facilities there are on the other side of Parkway.	The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to changes, different levels of growth and changing technologies.	No change required	
127	prefer not to say	Aspirations should not be included in the MAP without a clear understanding of the implications for traffic movements in the Town Centre. BTT is supportive of the laudable intention to improve pedestrian access to the Town Centre by the provision of additional pedestrian crossings on Tayfen Road and Parkway. However, these will inevitably impede and slow down traffic flows creating the possibility for further delays for vehicular movements and traffic congestion at junctions. Without care, these crossings will add to existing problems around the Town Centre and will need to be considered alongside how the road network will cope with the additional growth of the town during the plan period until 2031. Without there being a comprehensive assessment of the capacity and ability of the entire highway to cope, there will inevitably be further problems for being able to access the Town Centre. It is a matter that needs addressing urgently if the prosperity of the Town Centre is not to be harmed. Should there be additional congestion on the roads serving the Town Centre, people will be deterred from using the Town Centre and a reliable public transport system into and out of the Town Centre will not be able to operate. Difficulties already exist for buses on some roads due to parked cars and any additional proposals for on-street parking will need to ensure that they do not add to this problem.	Suffolk County Council is responsible for town wide modelling of highways and highway improvements and this work is already well under way following adoption of the Core Strategy in 2010 and the Bury St Edmunds Vision 2031 in 2014. A joined up approach between that work and the work around the town centre is essential to avoid the potential problems identified.	No change required	

BSETCMP - Draft MAP Masterplan consultation responses		Q21 - Character Area 7 - Kings Road and Robert Bobby Way - Do the aspirations proposed for this area address the issues - Do you have any other comments?		Total Representations: 109	
ID	Stakeholder group	Representation	Response	How it was addressed	Notes
1	resident, visitor from less than 10 miles away	Consolidation of this area with The Arc would be very good.	Thank you for your comment.	No change required	
2	retired	Robert Bobby Way is the strangest entrance to any Town I have ever seen. The 'Shared Space' in Kings Road has never really worked and is dangerous.	Thank you for your observation. Opinions appear divided in respect of the Kings Road crossing, but the opportunity to provide a formal pedestrian crossing will be explored.	No change required	
3	resident	Any help with preventing people parking in Kings Road on the immediate access to the roundabout would be great - as indeed, would enforcement of double yellow lines at junctions throughout that residential area.	The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019.	No change required	
4	resident, student	There are no issues the areas just need upgrading	Issues in this Character Area were identified during the Issues and Options stage.	No change required	
5	resident	Need to link to the Arc and expand Waitrose although Halfords is fine. Car parking is very useful for a quick shop but a nightmare to navigate and with PC World closing it's becoming a joke we don't need a TK Max expansion for sure!	Thank you for your comments.	No change required	
6	resident	The pedestrian crossing over the Parkway adjacent to the entrance of Robert Bobby Way needs to be closer to the roundabout at the intersection of Kings Road because people just run over there anyway, I've seen countless acts of stupidity.	Thank you for your suggestion. However, moving the existing crossing from Robert Bobby Way to Kings Road may just move the problem from Kings Road to Robert Bobby Way. All options will be considered.	No change required	
7	resident, worker	safer pedestrian crossing at kings road roundabout, ie move the one at boby way junction north to nearer kings road so its actually used by people walking along kings road	Thank you for your suggestion. However, moving the existing crossing from Robert Bobby Way to Kings Road may just move the problem from Kings Road to Robert Bobby Way. All options will be considered.	No change required	
8	visitor from more than 10 miles away, retired	Please see comments for Q7	Thank you for your response. Please see response to previous comments.	No change required	
9	resident	Could you fit more parking in here and isn't this a place for a pay as you leave car park.	There has been significant support for 'Pay on Exit' car parking during the masterplan consultation stages. We have passed this to our colleagues in Parking Services, who will consider all options going forward.	No change required	
10	resident	Generally yes but Kings Road is another central location which has not benefitted from the investment elsewhere in the town and deserves better.	Thank you for your comment.	No change required	
11	resident	You think everybody can walk these distances what about the elderly and disabled who park in the town centre for the shops Waitrose is a fair distance when you struggle to walk	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Waitrose has its own car park with Blue Badge spaces.	No change required	
12	resident	why do you need to enhance pedestrians crossing kings road to arc - it's one way and not that busy - most dangerous is bikes going both ways	This issue was identified during the Issues and Options stage.	No change required	

13	resident, worker		Thank you. In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward.	No change required	
		This part of the plan is the only clear and concise proposal, even though there is no real detail.			
14	resident, retired	This "Divide and rule" Policy is counter-productive, unhelpful and misguided. The Artists impression of the Cornhill is dishonest. It should be accompanied by an Impression of the same prospect at 3pm on a Thursday in January with a north wind blowing up St. Johns Street.	Thank you for your response. This is not relevant to this Character Area.	No change required	
15	resident	Thers nothing to be added there, its full	Thank you for your comment.	No change required	
16	resident	More electric car charging points needed	Agreed.	No change required	
17	resident, retired	There are two crossings. People should use them over parkway.	Thank you for your comment.	No change required	
18	worker	In regards of the aspirations I am supportive of points 1&3 but feel that crossing across Kings Rd is currently ok with the majority of that road being one way traffic away from the town centre	Thank you for your comment.	No change required	
19	resident	I would like to see a short cut pedestrian route developed to link Guildhall Street, Churchgate Street and the Waitrose area.	Thank you for your comment.	No change required	
20	resident, retired		Cycle provision across the town centre, including secure parking, is set out in Character Area 9.	No change required	
		No mention is made of provision for cyclists			
21	resident	Better crossing points is a good thing.	Thank you for your positive comment.	No change required	
22	resident	ZEBRA CROSSINGS WOULD SOLVE MOST PROBLEMS.	Thank you for your suggestion. All options will be considered.	No change required	
23	resident	No Comment.	Thank you for your response.	No change required	
24	resident, worker	It is astonishing to learn that the PC World building can only be used for certain retail purposes. Get this changed and get more parking in that area - multi-storey would not be a problem.	The restrictive condition referred to was removed in 2008 (application SE/08/1485).	No change required	
25	resident	Crossing definitely needed here	Thank you for you comment.	No change required	
26	resident, retired	See previous comments.	Thank you for your response. Please see response to previous comments.	No change required	
27	resident, retired	We do not understand the sougning if the Robert Bobby corner road surface. If intended to slow the traffic it does not work.	Robert Bobby Way has recently been resurfaced.	No change required	
28	prefer not to say		Thank you for your comments and suggestions. In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be in the Delivery Plan	Introduce a delivery strategy for the aspirations.	
		The scale of suggested shopping provision should be clarified and justified in this and other character areas. More specific and clearly defined proposals are needed for the suggested pedestrian and cycle links particularly across Parkway between King's Road North and King's Road South. Public realm enhancement is urgently needed in this character area. Car parking provision must be replaced and extended in multi-storey car parks in this and/or adjoining areas if Waitrose is redeveloped on a larger scale. Better signage for pedestrians and vehicles is needed in this and other areas.			
29	worker, visitor from less than 10 miles away	Consider making pedestrian subways to maintain the flow of traffic and make it quicker and easier for pedestrians.	Thank you for your suggestion. All options will be considered.	No change required	
30	resident	Crossing at the junction with Risbygate and Tayfen/Parkway near Lloyds Bank (on the part up-hill from the roundabout) need vast improvement for safety.	Agreed.	No change required	
31	resident	a. Sympathetic development required. b. Don't sacrifice parking.	Agreed.	No change required	

32	visitor from less than 10 miles away, other		The emphasis on retail in this area is primarily to protect and retain that which currently exists. Additional space may be possible through reorganisation of what exists, or partial redevelopment.	No change required	
		Very much in favour of improving look of area. Not sure where further retail space is though?!			
33	resident, retired	I don't suppose it would be possible to recreate Waitrose like the Sainsbury's in Welwyn Garden City, where the car park is underneath, and the supermarket on top, connected by both lifts and a traveller. That way you will get twice as much parking and supermarket. But I know the disruption would be hideous.	It is unlikely that such a facility could be provided retrospectively without complete redevelopment of the site.	No change required	
34	resident	Definitely agree that enhanced pedestrian safety in this area is a must. Maybe tidy up the wooden clad flats on the corner of Kings Road	Thank you for your comments. The flats belong to Havebury Housing Partnership.	No change required	
35	resident		There are aspirations to address the issues in St Andrews Street South in Character Area 1.	No change required	
		the area walking from waitrose past LP into the buttermarket is very scruffy.			
36	resident	I think the car park and multi storey car park is essential in that location and we need more affordable long term parking for employees in this area.	Agreed.	No change required	
37	resident, retired	See comments about Parkway area and Kings Road roundabout	Thank you for your response. Please see response to previous comments.	No change required	
38	visitor from less than 10 miles away	Traffic often backs up here from the roundabout. Better traffic control is needed here.	Thank you for your comment.	No change required	
39	visitor from more than 10 miles away, retired	Better links to the arc would be good	Thank you for your comment.	No change required	
40	visitor from more than 10 miles away	Too much traffic here. A park and ride scheme would reduce traffic.	We will be assessing the viability of park and ride/walk/cycle provision as included in Character Area 9.	No change required	
41	resident	Comments were made at the CAA/Bury Society meeting that change of use of existing shops at Robert Bobby Way was not permitted. This seems short-sighted as in 10-20 years' time totally different shopping needs could arise but there will always be a need for low-cost and social housing close to the town centre. Surely a change of use application could be looked at favourably taking account of this.	At the present time, the site performs an important town centre retailing function, responsible for increasing footfall within the town centre. Opportunities for mixed uses and residential uses close to the town centre are identified in different character areas.	No change required	
42	resident	Need to enhance cycle access and safety across an around this area into and out of the town centre. Vehicular access/parking in this area is already saturated and there is little scope to increase it therefore pedestrian and cycle access to and from this area should be encouraged. Perhaps Park and Ride access to this end of the Arc Centre should be considered too to support and encourage the existing and new retail facilities.	Thank you for your comments. We will be assessing the viability of park and ride/walk/cycle provision as included in Character Area 9.	No change required	
43	resident, worker	Easier access for pedestrians is a very good idea.	Thank you for your comment.	No change required	
44	resident	No further retail is necessary. Crossing required between wait rose and Arc.	Thank you for your comment and suggestion. All options will be considered.	No change required	
45	resident, retired	Difficult to make retail boxes and car parks attractive, but tree planting, planters etc might help a bit.	Agreed.	No change required	
46	visitor from more than 10 miles away	See previous comment about the pedestrian crossings along Parkway.	Thank you for your response. Please see response to previous comments.	No change required	
47	resident, retired	I agree that a crossing is required at the Kings Road/Robert Bobby Way round-about. At present the alternatives are the pelican crossings outside the cinema or in the other direction by Halfords. Safty barriers prevent cutting across before the cinema, and people take a risk trying to cross at the roundabout - traffic arrives rapidly, including the U-turns to enter Robert Bobby Way for the Halfords, etc. car park. Sight lines are not good for pedestrians at the point. I would suggest that Belish crossings are better for traffic flow - pelican crossings are often frustrating for both pedestrians and motorists, as they often take so long to change so that pedestrain cross when a gap occurs, and then motorists have to stop when there is no one waiting to cross. How about the occasional footbridge (accessible)? I appreciate these are costly, but the advantages to traffic flow and reducing stop-start pollution are considerable.	Thank you for your suggestions. All options will be considered.	No change required	
48	resident, worker	Improve retail facilities in the Robert boby area. More variety is required.	Thank you for your comment. Retail provision is market-led.	No change required	

49	resident	Bury St Edmunds Town Council should be included as a project lead for each of the Character Areas in the masterplan. The area around the bottom end of St Andrews Street South and Kings Road is in need of a major facelift. The buildings along St Andrews Street South could be integrated into the Arc as they provide ideal locations for small shops and professional service uses. At the moment, it simply acts as a rat run for vehicles passing through the town centre and down Kings Road towards Parkway. A major improvement to the area would be to pedestrianise the part of Kings Road between St Andrews Street South and Parkway as well as St Andrews Street South between Kings Road and Robert Boby Way. This would provide safer pedestrian access between the Waitrose car park and the Arc as well as maintaining the ability of cars parked at Waitrose to leave by turning right at the end of Robert Boby Way.	Bury St Edmunds Town Council is a member of the masterplan working group and will be included in all key decisions relating to the masterplan as well as numerous individual projects. Thank you for your suggestions, all options will be considered.	No change required	
50	visitor from less than 10 miles away	The pedestrian links with the town centre are not good enough- too narrow and need improvement. Also shops here need to be better and not left empty.	Thank you for your comments.	No change required	
51	resident, worker	It would be awesome for the town to have a primark or something similar as there is a huge lack of clothing shops in town that 'average' people can afford! The arc is great it doesn't cater well for younger people. The old PC World store would be a great home for a store like that	The types of retailers trading in the town centre are outside the remit of the masterplan and the control of public bodies. We work, however, to encourage a wide range of businesses within the town centre.	No change required	
52	resident, retired	need clearer access to stores so easier for non residents	Thank you for your comment.	No change required	
53	resident	Access to Waitrose/Halfords, etc needs to be from and back to Parkway - Now accessed by a separate slip road off Park way which is good - Roundabout needs some modifications - BUT leaving the retail area into St Andrews and via Kings Road is not ideal, cramped/narrow roads. Many similar areas in other towns have dual carriageway acces in and out.	Thank you for your observations. These are suggestions which can be explored further.	No change required	
54	resident	The idea of another crossing is ludicrous.	Disagree. Issues with pedestrian access in this Character Area was identified during the Issues and Options stage.	No change required	
55	resident, retired	Not another crossing, might as well close the road to traffic.	Disagree. Issues with pedestrian access in this Character Area was identified during the Issues and Options stage.	No change required	
56	resident, other	Concerned about traffic management/ noise/ pollution.	Thank you for your comment.	No change required	
57	resident	Illegal/inconsiderate parking on Robert Boby Way needs to be addressed to facilitate the flow of traffic.	The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019.	No change required	
58	resident	At present - if you were an infrequent visitor you probably would not be aware of the Waitrose/Halford's/TK area. It is poorly signposted from the arc area and also underutilised. The old Curry's/ PC world property has stood empty for ages - perhaps because of footfall re above comment.	This is acknowledged. Better signage or wayfinding may be required.	No change required	
59	resident, retired	Do something about the dreadful frontage of the flats at the Kings Road junction.	The flats belong to Havebury Housing Partnership.	No change required	
60	worker	If we were being really bold then there would be a complete reconfiguration of traffic movement and the town centre would be accessed one way down King's Road and back out to Parkway via Robert Boby Way	Thank you for your suggestion. All options will be considered.	No change required	
61	resident, retired	What wrong with the crossing on parkway.	Pedestrian access was identified as an issue in Character Area 6 during the Issues and Options stage.	No change required	
62	resident, worker	Pedestrian link across Parkway and into Robert Way needs addressing	Agreed.	No change required	
63	resident	Will all the traffic to the town centre from that area still have to use Robert Boby way? Is there another configuration? The supermarket traffic impedes traffic flow at peak times.	All options will be considered.	No change required	
64	worker	The roundabout at the top of Kings Road has frequent accidents when two lanes of cars try to go around it. It needs improving.	Thank you for your observations. All options for this junction will need to be considered.	No change required	
65	resident, worker	Ensure pedestrian crossings are carefully thought about.	Agreed.	No change required	
66	resident	traffic access problems	Thank you for your response, but comment not understood.	No change required	
67	resident, worker	The night clubs could do with a clean up. Didn't think there was anything wrong, apart from it should be one way all the way to the roundabout. Crossing is not a problem there.	Thank you for your suggestion. All options will be considered.	No change required	

68	resident	This is also a vital area for parking. Please do not sell this land to be built on.	There are no plans to reduce parking in this Character Area and the council cannot sell that which it does not own.	No change required	
69	resident, retired	Not enough detail to see if the essential vehicular access to this area is being fully considered.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment or details of projects. Rather it provides a framework for individual projects to come forward. Further detail will be in the	Introduce a delivery strategy for the aspirations.	
70	resident	It is best left as it is.	Issues in this Character Area were identified during the Issues and Options stage.	No change required	
71	worker	I particularly like open areas such as the one linking Waitrose to the arc shopping centre. The raised planted areas are a welcome source of greenery. I would also like to mention the further planting works which surround the subway linking the multi-storey car park to the arc. This helps to improve a feeling of safety around such areas.	Agreed. Thank you for your comments.	No change required	
72	worker, visitor from more than 10 miles away	The 'shared space' layout of Kings Road is really not safe for blind people or guide dogs, the bobbly paving is painful to walk on and serves little purpose. If PC world can't survive in that location, who would want to go in there -or expand - has there been any interest already? Put another layer of parking onto parkway surface, and reinstate all day parking.	The opportunity to provide a formal pedestrian crossing on Kings Road will be explored.	No change required	
73	worker	Providing taxis and private hire vehicles can access	Taxi provision will be accommodated in all relevant projects.	No change required	
74	resident	Again attention must be paid to people with disabilities here	There are aspirations in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials and also to optimise access into and around the area for people with disabilities and mobility difficulties. This could be achieved by addressing issues such as dropped kerbs, reducing street 'clutter', surfacing and access to shops and businesses.	No change required	
75	resident	I have made reference in Section 6 to the need to review Kings Road as a rat run. Improved pedestrian links in this area would be welcomed.	Thank you for your comments. Please see response to previous comments.	No change required	
76	visitor from less than 10 miles away,retired	This is an important retail service area that should continue to provide the type of uses found there, as well as parking.	Agreed.	No change required	
77	resident, retired	Again, the principal need in this area is improved pedestrian and cycle access both to the town centre across Parkway, and between Robert Boby Way and the ARC. The car parks and open spaces could be substantially improved with a little landscaping (of course the cinema ought to have been built on the carpark to the east of Parkway, but it is where it is!)	Agreed.	No change required	
78	worker	The area is fine now	Issues in this Character Area were identified during the Issues and Options stage.	No change required	
79	resident, worker	Pedestrian and cycle links particularly across Parkway between King's Road North and King's Road South are needed. Enhancement is urgently needed in this character area. Car parking provision must be replaced and extended in multi-storey car parks in this and/or adjoining areas if Waitrose is redeveloped on a larger scale. Better signage for pedestrians and vehicles is needed in this and other areas.	Thank you for your suggestions. All options will be considered. There is an aspiration to improve signage to key destinations in Character Area 9.	No change required	
80	resident, retired	Please note that my 'yes' to Q20 above is a qualified 'yes'	Thank you for your comment.	No change required	
81	resident	Lack of specific intentions and very ambiguous.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be in the Delivery Plan	Introduce a delivery strategy for the aspirations.	

82	visitor from less than 10 miles away	As someone who lives in one of the villages near BSE where there is no reliable bus service, my major concern is that adequate and inexpensive parking is provided for those who have to travel into town by car.	There is no intention to remove parking in this Character Area.	No change required	
83	resident	1) Robert Bobby Way badly needs resurfacing.	Robert Bobby Way has recently been resurfaced.	No change required	
84	resident, worker	What redevelopment. We'll be swallowed up by bricks and mortar. If its retail, don't a lot a people shop on-line these days?	At the present time, the site performs an important town centre retailing function, responsible for increasing footfall within the town centre. However, land owners often look to achieve a greater return from their investments including redevelopment. If such a situation arises, we wish to ensure the retailing function is retained.	No change required	
85	resident	Improve pavement between back of next/Debenhams, past car hire, and signage to walk through by Waitrose delivery area Get a John Lewis.	There is an aspiration in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials. Bury St Edmunds does not currently meet the criteria John Lewis use to allocate stores.	No change required	
86	resident	As a pedestrian I have not found these areas to give me any concern.	Thank you for your comment.	No change required	
87	prefer not to say	• Supportive of linking the retail activities around the Arc with existing areas such as Waitrose, but the pedestrian access needs to be improved both from an environmental perspective as well as from a safety perspective too. • Protect where possible existing retail parking.	Agreed. Thank you for your positive comments.	No change required	
88	worker, visitor from less than 10 miles away	Pedestrianisation and connectivity is a good thing...just a shame the Arc looks like a spaceship	Thank you for your comment.	No change required	
89	resident, retired	Crossing from the arc to the Waitrose entrance in Kings Road would be easier if drivers understood how to use a shared space. Most think it means to put their foot down to get through as fast as they can even if cars are queuing back from the Parkway roundabout.	The opportunity to provide a formal pedestrian crossing on Kings Road will be explored.	No change required	
90	resident	Improve pedestrian access from the Arc to Waitrose.	Agreed.	No change required	
91	resident	In scoping this area, allocating parking in key locations and potentially widening some of the junctions whilst enhancing the character of the area, would make the flow of traffic better. However, retail outlets around this particular area are very busy and makes parking and/ or pedestrian access, somewhat difficult. Furthermore, the state of the road also, does not support pedestrians. The conflict here between pedestrian measures and parking/ access must be considered closely.	Agreed. Thank you for your comments.	No change required	
92	resident, worker	Some good plans here which I support. Please also consider widening the pavement on Kings Road.	Thank you for your positive comments. All options will be considered.	No change required	
93	resident, retired	However I disagree that any more shops are needed. The answer to everything seems to be "more shops" but why when there is increased shopping online.	Any additional retail provision will be market-led.	No change required	
94	worker, visitor from less than 10 miles away	Are these not stand alone retail units	Yes, but this does not prevent landowners from coming forward with redevelopment aspirations.	No change required	
95	resident, student	Pedestrian & cycle access & storage. Dropped kerbs & crossing points. Planters, landscaping & trees. Solar energy on large roof buildings.	Thank you for your suggestions.	No change required	
96	resident	We need to improve safety for pedestrians by giving them PRIORITY over vehicles in clearly defined SHARED SPACE. Extend 20mph zone to include all of St Andrews street (south) and Kings Road for Eastern end to the Parkway roundabout (and beyond, into residential area).	The opportunity to provide a formal pedestrian crossing on Kings Road will be explored. Extension of the 20mph zone may be considered, but must be enforced to be effective.	No change required	
97	resident, retired	not to expand retail area	At the present time, the site performs an important town centre retailing function, responsible for increasing footfall within the town centre. However, land owners often look to achieve a greater return from their investments including redevelopment. If such a situation arises, we wish to ensure the retailing function is retained.	No change required	

98	resident	Very little alterations needed	Issues were identified in this Character Area during the Issues and Options stage.	No change required	
99	resident, retired	Waitrose needs to be expanded with multi level car parking. The store is too small for the no. of customers it serves.	Thank you for your suggestions.	No change required	
100	resident	The proper curbs need to be reinstated at the crossings	Thank you for your response, but comment not understood.	No change required	
101	other	Please see the 'Highways and Transport' comments in question seven.	Thank you for your response. Please see response to earlier comments.	No change required	SCC questionnaire response. Received by email
102	resident, retired	I often walk this way and I have to say at busy times it is difficult. It is not very clear to new visitors who don't know the area.	Agreed.	No change required	
103	visitor from less than 10 miles away	Further accommodation for motorists	The masterplan seeks to balance the needs of all town centre users. We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required	
104	visitor from less than 10 miles away, retired	Don't destroy anymore of the old building eg St Louis school buildings. They are part of the old town.	We are very aware that many areas of the town have strong historic value and this will be protected.	No change required	
105	resident, other	Hope the flats will stay and they need a double roundabout at kings road with pedestrian traffic lights.	Thank you for your suggestion. All options will be considered.	No change required	
106	prefer not to say	8) I was unaware of the plan until the end of July 2017. Why was so little effort made to communicate with the local population, for example by sending a result of the proposals with the council tax demands in March. Simply relying on the press is not good enough.	The consultations were publicised through local press including the East Anglian Daily Times, social media and via the Borough's and partners' websites. A leaflet was sent to 23,000 Bury St Edmunds households in the Spring. In total, 20 public consultation events were held over the two consultation periods, including at the main supermarkets, library, markets and leisure centre. We are sorry you feel the consultation was not publicised sufficiently but we are pleased you did become aware of it and participated.	No change required	
107	resident, worker	Refinetly agree with need for enhanced crossing facilities for pedestrians at Parkway.	Thank you for your comment.	No change required	
108	visitor from more than 10 miles away, prefer not to say	No.	Thank you for your response.	No change required	
109	resident, visitor from more than 10 miles away, retired	Can we please have a hardware shop, more down to earth shops rather than the Well known big clothing shops etc. that we have now. We have too many cafes and restaurants and charity shops.	The types of retailers trading in the town centre are outside the remit of the masterplan and the control of public bodies. We work, however, to encourage a wide range of businesses within the town centre.	No change required	

**BSETCMP - Draft MAP Masterplan consultation responses**

**Q23 - Character Area 8 - Lark and Linnet Riverside - Do the aspirations proposed for this area address the issues - Do you have any other comments?**

**Total Representations: 106**

ID	Stakeholder group	Representation	Response	How it was addressed	Notes
1	retired	Good idea.	Thank you for your positive comment.	No change required	
2	resident, student	There are no issues the areas just need upgrading	Issues in this Character Area were identified in the Issues and Options stage.	No change required	
3	resident	Lovely area just keep it under control and get that eff'ing Green King chimney down! How they got away with that heavens only knows in a Grade I conservation area. Too much influence and local power me thinks.	Design is subjective. The chimney is an operational requirement for a business which has operated on the site for more than 200 years. If it was removed, it would have to be replaced with another of a design which someone else might not like.	No change required	
4	resident	Perhaps a cycle path through the abbey gardens which do not affect the historical and beautiful nature of the gardens.	Thank you for your suggestion. All options will be considered.	No change required	
5	visitor from more than 10 miles away, retired	Please see comments for Q7	Thank you for your response. Please see response to previous comments.	No change required	
6	resident	Make it a proper nature trail from the Tesco roundabout via the back of the fox/ abbey gardens, no mans meadow through to the Southgate roundabout. It could be a	Thank you for your suggestion. All options will be considered.	No change required	
7	resident, worker	There is a lack of dog bins at the entrance and exit points of the various meadows	Thank you for your comment. This is outside the remit of the masterplan but has been passed to our Operations Team.	No change required	
8	worker, visitor from less than 10 miles away	But the wildlife should be considered - this has not been mentioned. Consultations with such agencies/charities who deal with environmental enhancement in areas of natural beauty should be directly involved.	Agreed. We are very aware that these areas of the town have strong habitat and biodiversity value and this will be protected. We will be working with local and national interest groups going forward.	No change required	
9	resident	Who's paying for this	Costings for individual projects will be worked up as the projects progress. Funding will come from a range of sources including private investment as well as funding by public bodies.	No change required	
10	resident	This is such a beautiful area so anything which improves access for pedestrians and cyclists so that they can enjoy the area will be great.	Thank you for your positive comment.	No change required	
11	resident	Looking forward to the expanded and enhanced riverside pathways. I love walking in the areas that are already developed like the Leg of Mutton path.	Thank you for your positive comment.	No change required	
12	resident, worker	"Expansion of the Abbey Gardens into Eastgate Nursery" - what does this mean? The Eastgate Nursery site is private property, so how can the council expand Abbey Gardens into this area? What does "sensitive development" mean? Doesn't the council already apply rigorous control over development? "Where development or redevelopment is being considered adjoining or close to the riverside areas to ensure public access and flood management is provided and development frontages overlook the river to make it a safer and more attractive environment" - likewise, doesn't his already happen?	Eastgate Nursery is currently owned by the Borough Council, but there is no public access. The Abbey Precinct wall runs through the site and it provides the opportunity to provide a riverside walk with access from the footbridge within the Abbey Gardens to Eastgate Bridge. Development of river frontages does have to provide emergency access for the Environment Agency, but not for public access.	No change required	
13	resident, retired	This is a vital "lung" for the town and the only "area where one is relatively free of fume and vehicle pollution.	Agreed. We are very aware that these areas of the town have strong habitat and biodiversity value and this will be protected. We will be working with local and national interest groups going forward.	No change required	

14	resident	More electric car charging points needed	Disagree. Not relevant for this Character Area.	No change required
15	resident	All present green areas must absolutely remain untouched and remain agricultural/natural wildlife and not be changed to recreational/ sporting areas.	We are very aware that many areas of the town have strong habitat and biodiversity value and this will be protected.	No change required
16	resident, retired	Any development in or bordering character areas 5,9 will need to be able accommodate more frequent flash flooding as climate change becomes more extreme and major development is planned in the larch catchment upstream from town, so many supposedly sustainable drainage schemes have proved to be inadequate.	Full flood management plans will be put in place before any redevelopment progresses in vulnerable areas.	No change required
17	resident, worker	Spend more money managing the beautiful walks along the Lark and Linnet. More green space, please.	Thank you for your comments.	No change required
18	worker	I am supportive of all of the aspirations	Thank you for your positive comment.	No change required
19	resident	It is currently a great shame the riverside does not feature prominently in the town and it would be a huge improvement to benefit the entire town's population to create/improve/widen an accessible path which is family, disabled, cycle and runner friendly starting from Tesco's in Area 2, through Area 8, through Area 5, linking up with the Abbey Gardens and the existing riverside path to the south of the Abbey Gardens. I would go as far as to say this should be the number one recreational priority for the masterplan.	As you correctly acknowledge, this is a key element of the masterplan and work is already under way to achieve it. It will require the cooperation of various landowners along the route. The ambition is greater than suggested though, with the intention to provide a route from Rougham to Fornham.	No change required
20	resident, retired	Desirable to keep the "wild" qualities of the areas, i.e. don't over organise. The value of the areas as flood plains must not be overlooked, the introduction of holding reservoirs could be beneficial both for flood prevention and the enhancement of wildlife.	We are very aware that many areas of the town have strong habitat and biodiversity value and this will be protected.	No change required
21	resident, retired	Yes, let's retain some of the natural beauty of Bury	Thank you for your positive comment.	No change required
22	resident	No comment.	Thank you for your response.	No change required
23	resident, worker	As said earlier, the green spaces are part of the character of the town. Keep them, nurture them, enhance them. But don't lose or diminish them.	We are very aware that many areas of the town have strong habitat and biodiversity value and this will be protected.	No change required
24	worker	Following the recent loss of parking at the old County Offices and the Records Office there is an urgent need to provide new parking in this part of town to serve The Cathedral, St Mary's Church and The Athenaeum.	During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby. it is not proposed to provide parking in this Character Area.	No change required
25	resident	I believe more could be done to make more of a feature of the river.	Agreed.	No change required
26	prefer not to say	The Open Meeting was pleased to see that previous suggestions for an "Arc of Opportunity" in this character area have been dropped because of alarm that a new road through Ram Meadow might be reinstated. But more specific and clearly defined proposals are needed for the suggested pedestrian and cycle links in this character area as well as the on-going work of the Abbey of St Edmund Heritage Partnership, the River Lark Catchment Partnership and the Bury Water Meadows Group. The Open Meeting supported the previous plans to relocate the tennis courts and to extend the Abbey Gardens into the former Eastgate Nursery. There is continuing concern about wildlife and water quality management.	Thank you for your comments. Further details will be provided as projects develop and through the Delivery Plan. We are very aware that these areas of the town have strong habitat and biodiversity value and this will be protected. We will be working with local and national interest groups going forward.	No change required
27	resident	a. I like the proposals	Thank you for your positive comment.	No change required
28	resident, worker	I'm not familiar with the area, but pedestrian access along the riverside is important.	Agreed.	No change required
29	resident, retired	Looking forward to the redevelopment of the tennis court area! We really need a visitor centre there to explain the ruins and the significance of the history of Bury.	Thank you for your suggestion.	No change required
30	resident	Create a cycle track around the inner perimeter of the Abbey Gardens in order for cyclists to cross this part of the town safely and quickly. There needs to be a route for cyclists between The Crankles and the Abbey Gardens whereas currently only pedestrians are permitted to use this tarmac track. In fact currently cyclists are not permitted between The Crankles and Mustow Street. This forces them to cycle to the Norman Tower and then across the busy Angel Hill, a much longer and definitely less safe route and one than frustrates motorists competing with the road space. Cycle provision somehow across 'the back of the Abbey Gardens' and then up Cotton Lane would join up the very well used existing cycle track between Moreton Hall and the town.	Thank you for your suggestions. All options will be considered.	No change required

31	resident	Brilliant, but please do not over landscape - no tarmac or concrete. as rural and natural as possible.	We are very aware that many areas of the town have strong habitat and biodiversity value and this will be protected.	No change required	
32	resident	The Lark and Linnet Rivers have been neglected assets for far too long - they are important ecologically and for the natural and historic background of the development of Bury St Edmunds over centuries. Rare Chalk Streams like these are precious. The water meadows and river areas must be protected providing the essential 'green lungs' of the town crucial to the environment. Careful consideration must be given to the wildlife when proposals being made for improving paths for cyclists - they should be separate from the natural pedestrian paths. Bright lighting is detrimental to the wildlife and natural beauty of these areas. The Leg of Mutton field is very important natural historic landscape for the setting of the town - the area must always be protected from development.	We are very aware that these areas of the town have strong habitat and biodiversity value and this will be protected. We will be working with local and national interest groups going forward. Thank you for your suggestions. There are no proposals to develop on the Leg of Mutton.	No change required	
33	resident, worker	Please consider adding a public toilet facility near the play park in the Abbey Gardens - the existing provision at the front of the Abbey Gardens makes it very difficult for those with small children.	Given the heritage constraints of the site, this is an unrealistic expectation.	No change required	
34	visitor from more than 10 miles away, retired	I think it is important to maintain the character of Abbey gardens. The play area is remarkably open. Most of these are better protected to keep children in and dogs out. The riverside should be made more attractive	It is open to reflect the important historic character of the Abbey Gardens. Whilst it may appear open the features which would cause a safety issue, such as the river are well fenced and the mound forms a natural enclosure enabling natural supervision of children. All dogs in the Abbey Gardens must be kept on a lead.	No change required	
35	resident	Bury Watermeadows Group working with others are making great strides in raising awareness and voluntarily clearing banks, river and walkways in this area. Much more could be done as it is essential for encouraging all wildlife and the health and well-being of the residents and visitors, to keep these green spaces near the town easily accessible. Perhaps more could be done to publicise this and other wildlife/conservation groups. Why is the green space on the far side of the river near the Abbots Bridge not accessible?	We are very aware that these areas of the town have strong habitat and biodiversity value and this will be protected. We will be working with local and national interest groups going forward.	No change required	
36	resident	Expanding and enhancing the riverside pathways past the town centre towards Moreton Hall and the Leg of Mutton needs to be given careful thought if it isn't to become a rat-run for cyclists. Dangerous for those with pushchairs and those walking their dogs.	Full consideration will be given to safety when developing individual projects while accommodating the needs of all users.	No change required	
37	resident	Needs cycle provision in and around the Abbey Gardens and between THE Crankles and the Abbey Gardens in order to access Mustow Street without going across Angel Hill. Additionally Those coming from Morton Hall from Shakers Lane or along the Leg of Mutton have to venture onto the busy Angel Hill/Churchgate Street to access the town. Being able to extend accessibility for cyclists into the Abbey Gardens would enable safer passage, improve access to other parts of town e.g. Ram Meadow and encourage cycle use. I agree with the suggestion to expand the Abbey Gardens into the Eastgate Nursery and promote the recreational use and wild life areas of this character area.	Thank you for your comments and suggestions. All options will be considered.	No change required	
38	resident, worker	Improved signage is a very good idea.	Thank you for your positive comment.	No change required	
39	resident	We also need the river to be enlarged and made more of a town feature.	Agree that the river should be more of a feature, but not sure what is meant by enlarging the river. The size of the river is determined by nature, unless you are suggesting it be enlarged with a dam. This could create serious flood issues.	No change required	
40	worker, visitor from less than 10 miles away, student	Bury is not very bike friendly so the idea of addressing this issue would be good.	Thank you for your positive comment.	No change required	
41	resident, retired	The main problem with the R Lark and Linnet (especially at the confluence at the Nursery School corner of the Abbey Gardens) is lack of flow, leading to silt and problems of stagnation and lack of oxygen. The Council needs to work with the EA, Catchment Groups. etc. to ensure that everything that is done by the various bodies involved contributes to the health of the river first. Only then can the river become alive and flowing again. Although not within the Council's direct remit, they should lobby continuously for reductions in abstraction, and use planning powers to ensure rainfall is captured better both to run into the river and to raise the water-table along the valley.	Thank you for your comments and suggestions. All options will be considered.	No change required	

42	resident, worker	What are the issues?	Issues in this Character Area were identified in the Issues and Options stage and are set out in the 'What are the issues and options' section of the draft masterplan.	No change required	
43	resident, worker, retired	Would it be possible to have a circular bus going past the Abbey Gardens to link with the back of the arc? At the moment it is a long uphill walk to get from that area to the arc and bus stops for elderly or disabled people. Or up Churchgate to the middle?	There is a priority to consider the options for shuttle services in Character Area 5 to serve the Ram Meadow area.	No change required	
44	resident	Bury St Edmunds Town Council should be included as a project lead for each of the Character Areas in the masterplan.	Bury St Edmunds Town Council is a member of the masterplan working group and will be included in all key decisions relating to the masterplan as well as numerous individual projects.	No change required	
45	resident	Yes, the ecology of the area should not be damaged.	We are very aware that many areas of the town have strong habitat and biodiversity value and this will be protected.	No change required	
46	resident, retired	I hope safety features for women walking alone will be considered.	Safety for all users will be a key consideration in all projects.	No change required	
47	resident, other	Stop developing the green spaces for housing e.g. friars house. Just stop doing it. Housing on poor land e.g. by station.	There are no proposals to extend development boundaries in to existing green, riverside or watermeadow areas.	No change required	
48	resident	Outside of this area but worth a comment as it is a main access route into town centre from the east - improve traffic flow from/ to A14 Sainsbury's junction. The roads between A14 and Cullum road roundabout are constantly congested.	Thank you for your comment. This area is outside the masterplan area, however, we are working with Suffolk County Council, who are members of the masterplan working group, to improve safety and convenience of travelling into and around the town centre for all users	No change required	
49	resident	The leg of mutton field should be preserved as an historical part of the abbey of Bury St. Edmunds as well as integral with the Abbey gardens and the Lark & Linnet riverside. IT MUST NEVER, THEREFROE, BE BUILT ON.	There are no proposals to extend development boundaries in to existing green, riverside or watermeadow areas.	No change required	
50	resident, retired	It time something was done to improve some of these areas. Quite ugly after walking through the beautiful Abbey Gardens.	Thank you for your comment.	No change required	
51	resident, retired	How can you expand abbeygardens its defined by the abbey.	The Eastgate Nursery incorporates the Abbey Walls. It is possible to extend the park into the nursery.	No change required	
52	resident, worker	Some good work has been done in this area over recent years - whilst the Abbey Gardens need to retain their formality the other areas need to retain their naturalness. As suggested, any development needs to be 'sensitive' or it will destroy what is has set out to enhance.	Agreed.	No change required	
53	resident	Too limited	Thank you for your comment.	No change required	
54	resident, worker	I would like to see more walls like this and encouragement of nature and wildlife	We are very aware that these areas of the town have strong habitat and biodiversity value and this will be protected.	No change required	
55	resident, worker	I would like to see better public signage and wildlife walks alongside Out Westgate and near to the hospital. We need a coherent wildlife/nature walks strategy, much like the wolf walks, to encourage residents and visitors to explore and appreciate these areas on foot and by bicycle, rather than just using them as means to get from A to B. The concrete walls on the riverside in some areas should be either removed and replaced or mitigated with sensitive planting so they look less ugly and barren.	Thank you for your suggestions. All options will be considered.	No change required	
56	resident	Do not tidy this area too much. It will spoil the "natural" look of it. Some more signage is required.	Agreed. We are very aware that these areas of the town have strong habitat and biodiversity value and this will be protected.	No change required	
57	resident, retired	Very important to the town, keep them clear and clean, encourage easy access	Thank you for your comments.	No change required	
58	resident	Exciting!	Thank you for your positive comment.	No change required	
59	resident, worker	Again, water is the key issue here. The rivers need more of it to thrive and be attractive. Without it we are just painting over the mound.	This is acknowledged. Responsibility for water abstraction rests with the Environment Agency.	No change required	
60	resident, worker	All good and more in council's control	Thank you for your positive comment.	No change required	

61	resident, worker	what about the gypsy camps and the rubbish that is created and that they prevent other users from using this area by their presence	The Traveller site is outside of the master plan area and is temporary pending a permanent site elsewhere.	No change required	
62	resident, retired	I'm all for these areas being enhanced for people to enjoy.	Thank you for your positive comment.	No change required	
63	resident	Cycle and pedestrian routes would be good	Agreed.	No change required	
64	visitor from less than 10 miles away, retired	Check re-Flood Risk area. This really needs to be thoroughly checked and approved before building any more properties.	Full flood management plans will be put in place before any redevelopment progresses in vulnerable areas.	No change required	
65	resident, worker	Brilliant - for once!	Thank you for your positive comment.	No change required	
66	worker	I fully support any work relating to linking green spaces and improving accessibility between sites mentioned in the plan. Its important to use these resources ensuring they are maintained appropriately and do not become susceptible to degradation/ urban sprawl.	Thank you for your positive comment. We are very aware that these areas of the town have strong habitat and biodiversity value and this will be protected.	No change required	
67	worker, visitor from more than 10 miles away	Why does there need to be any development around this area? Why not just open it up for a complete riverside walk? Why plan to use additional signage when other signs aren't cleaned or are covered in foliage - and, why pretend to care about the old churchyard now when the grass isn't maintained. All this money that's available for this work could be much better used.	The only development proposed in this area is within the site already allocated for development within the adopted Local Plan at Ram Meadow. The grass within the Great Churchyard is deliberately managed to maximise biodiversity.	No change required	
68	worker	Providing taxis and private hire vehicles can access	Disagree. This is not appropriate for this Character Area.	No change required	
69	resident	I am concerned by the reference to development, however "sympathetic" There has long been an ambition to develop part of the essential green setting for the town which must not be encouraged in any way.	There are no proposals to extend development boundaries in to existing green, riverside or watermeadow areas.	No change required	
70	resident	Would love to see walks along Linnet, Lark and The Butts joined up and sign posted. Also how about bringing out a leaflet showing walks around Bury. Have taken friends on some of the walks when they have visit Bury said they would of not known they were there.	Thank you for your suggestion. All options will be considered.	No change required	
71	resident	Improvements to pedestrian access to the riverside are is welcomed. There should be a riverside footpath, and possibly cycle a route which leads out of town. The question of the unauthorised 'traveller ' site opposite Tescos at the northern edge of area 8 needs to be looked at. They have been there for a few years now without, as far as I know, any formal authorisation. It is positioned in a sensitive location close to the river and any aspiration to open up this are to greater public access could be limited by the 'travellers' being there. Before too long they will be claiming an 'established use' on the land.	It is intended that the footpath/cycleway would extend beyond the masterplan area beyond the town. The Traveller site is outside of the master plan area and is temporary pending a permanent site elsewhere.	No change required	
72	resident, worker	Improve southern central town parking areas	There are aspirations to provide additional parking in several Character Areas. There is no proposal to provide parking in the riverside Character Area.	No change required	
73	resident, worker	Improve link between this area of town and the residential south-side of town - pedestrian and bike pathways.	Links to the south side of town do already exist, including the recently upgraded cycle route to the hospital. All options will be considered.	No change required	
74	resident, retired	There is a need to enhance pedestrian (and cycle) access to the Lark and Linnet river corridor for leisure and recreation. The expansion of the Abbey Gardens into Eastgate Nursery might allow the tennis courts to be relocated there, thus enhancing the setting of the abbey ruins.	Thank you for your positive comments.	No change required	
75	resident, worker	The Abbey Gardens are jewel in the town, they need better promotion, as many visitors are unsure where they are, the on-going work of the Abbey of St Edmund Heritage Partnership, the River Lark Catchment Partnership and the Bury Water Meadows Group. should help this as well as the new Bury St Edmunds and Beyond organisation. This area includes Greene King one of the towns largest employers and the historic Theatre Royal neither of which are mentioned in the Masterplan This area should also include the rugby club which is used for parking by the West Suffolk Hospital and Greene King staff. The Rugby cub also use some of the fields by the River	Thank you for your comments. The work of these groups is greatly appreciated. No particular issues were raised in respect of Greene King and the Theatre Royal other than the lack of parking for the theatre. This will need to be addressed as part of the overall parking strategy.	No change required	
76	resident, retired	Please note that my 'yes' to Q22 above is a qualified 'yes'	Thank you for your response.	No change required	

77	resident	Lack of specific intentions and very ambiguous.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward.	No change required	
78	visitor from less than 10 miles away	As someone who lives in one of the villages near BSE where there is no reliable bus service, my major concern is that adequate and inexpensive parking is provided for those who have to travel into town by car.	Thank you for your comment. This is not relevant to this Character Area.	No change required	
79	resident	1) No development of any kind in these green spaces. 2) No development of any kind in these green lungs. 3) No development on the Leg of Mutton. 4) No development on the land adjoining the River Lark at Ram Meadow. 5) Stop building on flood plains. 6) Replant the Crankles and stop treating the area as simply a resource that can be replanted and then destroyed purely for the pursuit of profit. 7) Consider the value of the area to the natural World, which will then reward us. 8) Just let nature be in this vital green buffer zone between perpetual development of our beloved town. 9) NO development of any kind in these green areas please.	There are no proposals to extend development boundaries in to existing green, riverside or watermeadow areas. Full flood management plans will be put in place before any redevelopment progresses in vulnerable areas. We are very aware that these areas of the town have strong habitat and biodiversity value and this will be protected.	No change required	
80	resident, worker	Good bout no development or redevelopment on the river meadows these are important for wildlife as you said. There is no room for both.	There are no proposals to extend development boundaries in to existing green, riverside or watermeadow areas. We are very aware that these areas of the town have strong habitat and biodiversity value and this will be protected.	No change required	
81	resident	Just needs more litter picks	Thank you for your suggestion	No change required	
82	prefer not to say	<ul style="list-style-type: none"> <li>Fully supportive of proposals, keen to improve links with the Abbey Gardens, Great Churchyard and beyond – while retaining the natural environment.</li> <li>Important to retain part of the unspoilt, undeveloped 'green lung' within the centre of the town.</li> <li>Not mentioned, but what development options are there for the far side of the River Lark on the redundant St James School site?</li> </ul>	Thank you for your positive comments. The St James School is a church owned school and its future use or development is important to this sensitive part of the town. No proposals have been put forward to date.	No change required	
83	worker, visitor from less than 10 miles away	flood defence work is vital.	Full flood management plans will be put in place before any redevelopment progresses in vulnerable areas.	No change required	
84	resident, worker	What are the plans to ensure the protection of the Abbey Wall (a Grade 1 monument) St James Court & the former St James Middle School site on the boarder of Character Area 8 ie the Vinefields?	The Abbey wall is already fully protected due to its status as an Ancient Monument. St James is owned by the church and St James Court is in private ownership. Any proposals on either of these sites will require careful scrutiny given their sensitive location. No proposals have been put forward to date.	No change required	
85	resident, retired	The Abbey Gardens could be enhanced by removal of the outdated aviary. This space could provide a site for the development of a proper visitors centre. This could include a display to tell the story of the town. Not just the history of St. Edmund and the abbey but the story of the industries such as Greene King, Robert Boby and the sugar factory to name a few. It could also incorporate proper cafe providing inside seating during inclement weather. This would help to promote Bury as an all year destination. I have often wondered if guides should be sited in the gardens who could answer any questions the public came up with. I once overheard a visitor say to her companion " I suppose it was a college of some sort". Can we ask whoever looks after the ruins why the perfectly good fence was removed from around the ruins a few years ago?. We now have people picnicing and leaving litter and playing ball games around some quite fragile flint and stonework. We also need more signs warning of the dangers of climbing on these crumbling structures. Also when are they going to do something to those that have had barrier fencing around for months?	Thank you for your comments and suggestions, they will be shared with our parks team and the Abbey of St Edmund Heritage Partnership.	No change required	
86	resident	I think the plans for this area are excellent. Having recreation areas marked with signage, in keeping with the environment and yet promoting walking/ outdoor exercise and health living, could further enhance these plans. The introduction of a trim-trail and other health indicators in keeping with the green environment, could also be beneficial.	Thank you for your positive comments and suggestions.	No change required	

87	resident, worker	Again, some good ideas here. Please re-paint the pedestrian and cycle markings on paths. Again, a riverside walk from Eastgate Street/Eastgate Nursery along the adjacent properties northward is long overdue and something I support.	Thank you for your positive comments.	No change required	
88	resident, worker	Close to the Riverside character area is British Sugar, which contributes a bleak appearance to the travellers on the A14 going past Bury as well as to local residents. It would be quite a first if the town centre could put together a scheme to bathe the area (principally the 4 silos) with some form of artistic expression. For example, project laser images onto the silos, which could include colours; information about St Edmundsbury, job vacancies, college opportunities, or a changing picture of different issues to highlight (eg Music Festival etc). If it works for Buckingham Palace it can work for Bury 5 years later!	Thank you for this imaginative and creative suggestion.	No change required	
89	resident, retired	I particularly support bullet point no 4 of the proposed actions about increasing/maintaining public access to riverside where there is redevelopment. I understand that the footpath from Minden Close/Vinefields to the rear of the Abbey Gardens which runs down the side of The Martins is not a registered public footpath but a permissive path part owned by the County Council through their ownership of the former St James Middle School site. I hope that when the School site is redeveloped that this footpath which is much used by local residents as well as people walking from Moreton Hall will be maintained and hopefully registered as a public right of way. I also suggest Greene King be encouraged to move its production facilities to one of town's industrial estates to reduce pollution from its vehicles and disruption at top of Maynewater Lane.	Thank you for your comments.	No change required	
90	worker, visitor from less than 10 miles away	Will enhance the area	Thank you for your positive comment.	No change required	
91	resident	But stop cutting down trees which are perfectly healthy	Trees are only removed where there is a serious identified issue either with the health of the tree or a threat to health and safety.	No change required	
92	resident, retired	good ideas	Thank you for your positive comment.	No change required	
93	resident, retired	Long overdue	Thank you for your positive comment.	No change required	
94	resident	Good ideas but are they necessary now.	Thank you for your positive comment. The Masterplan covers the period up to 2031.	No change required	
95	resident	The riverbaks are important GREEN corridors. They - and the meadows - must be preserved and carefully managed to protect and enhance their WILDLIFE. They should not be developed, nor opened up to greater access as that would disturb and disrupt the natural habitat.	Agreed. We are very aware that these areas of the town have strong habitat and biodiversity value and this will be protected.	No change required	
96	resident, student	Amazing 'green lung' excelent leisure facility *Cycle path. Jogging track. Pedestrian access to Ram Meadow & to Tesco - and beyond. Lighting for safety, litter bins. Allotments protected!	Thank you for your comments.	No change required	
97	other	<i>Education</i> - Guildhall Feoffment Community Primary School falls within the Churchgate Character Area and Guildhall Feoffment Nursery is within the Lark and Linnet Character area. The County Council is supportive of aspirations which improve access by sustainable means to schools and early years settings. <i>Archaeology</i> - Consider adding reference to the historic as well as the natural environment.	Thank you for your positive comments.	No change required	SCC questionnaire response. Received by email
98	resident, retired	Good idea to enhance a much underused resource. The possibility of flooding along the river banks towards Fornham is an important issue.	Thank you for your comment. The flood catchment of the river is well documented.	No change required	
99	visitor from less than 10 miles away, retired	If they are done tastefully, respecting the old town, not trying to turn it into a modern town.	Thank you for your positive comment. Character Area 9 includes a priority to preserve and enhance the character and appearance of the town centre.	No change required	
100	resident, other	I think they should have more footpath walks and transport in the area and hope the trees and landscape will not be affected.	Agreed. We are very aware that these areas of the town have strong habitat and biodiversity value and this will be protected.	No change required	
101	resident, worker	Create an outdoor gym's in this area.	Thank you for your suggestion. All options will be considered.	No change required	
102	visitor from more than 10 miles away, prefer not to say	No.	Thank you for your response.	No change required	

103	resident, other	This could be an amazing walk - and encourage healthy lifestyle - but it is hard to get to (especially from A1101, out Northgate) and is then boxed in by fences and rather unattractive for quite away.	Thank you for your comment. We hope the masterplan will go at least some way to addressing the issues you mention.	No change required	
104	resident, other	This needs a lot of work!	Agreed.	No change required	
105	resident, retired	No mention of Cathedral, St. Mary's church (both important visitors' centre (and both in great need parking spaces and at all times, but especially for important events, such as county services, Remembrance day service's large funerals and weddings.	Where areas are not specifically mentioned in the draft masterplan, it is because no issues within the remit of the masterplan have been identified.	No change required	
106	resident, visitor from more than 10 miles away, retired	Please make sure there are more public toilets around the town. It is not fair to make shops provide toilets these should all be available out of shop hours and Sundays.	Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in Character Area 9.	No change required	

**BSETCMP - Draft MAP  
Masterplan consultation  
responses**

**Q25 - Character Area 9 - Across the Town Centre - Do the aspirations proposed for this area address the issues - Do you have any other comments?**

**Total Representations: 182**

ID	Stakeholder group	Representation	Response	How it was addressed	Notes
1	resident, visitor from less than 10 miles away	Better access for cars and increased on-street parking would be good.	We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required	
2	retired	Remind me, what did we do with our award winning Tourist Information Centre? It hasn't sold yet. Let's reopen it.	This is an operational matter which is outside the scope of the masterplan. As a matter of record, the building was sold, but the new owner has since placed it back on the market.	No change required	
3	resident, worker	Removing roads and parking is not a good idea, town access and parking is already limited	There are no proposals to remove any roads. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
4	resident	More public seating, tree planting and increased on-street parking all sound good. Depends how/if they are implemented.	Thank you for your comments.	No change required	
5	resident, student	There are no issues the areas just need upgrading	Issues were identified across the town centre during the Issues and Options stage	No change required	
6	resident	This is probably too detailed but I would like to see high level signage rather than all the a boards we currently have, or some other universal way businesses can promote their wares more appropriately.	Thank you for your suggestion. All options will be considered.	No change required	
7	resident	Why are there constant references to 'safer ' in the brief? Bury is not a gang-ridden and it just plays into the usual tabloid-ridden bigotry that we need to sleep with a shotgun/scythe under out beds and have private security to protect us just in case a liberal person scares the blue-rinse brigade. Bury has changes immeasurably in the 40 years I have lived in the town and for the better. I remember fights and all sorts of issues in the town center when the Cattle Market blocked the town's name and there were large numbers of drinking Denis across the place. It does need better connecting and unifying giving the smaller traders chance to succeed without the inflated ground rents in St Johns and Abbeygate St.	The references to 'Safer' in the context of the masterplan refer predominantly to physical safety when moving around the town which is addressed by seeking to balance the needs of users of all forms of transport.	No change required	
8	resident, worker	Please, please, please can you make sure you consider the needs of everyone and not just the middle class, middle aged majority of the town	Consultees have been broadly representative of the population of Bury St Edmunds and the surrounding area.	No change required	
9	resident, retired	Again everything revolves around finding a good solution to parking, it is crying out to be pedestrianised.	Thank you for your comments. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
10	resident	If there is going to be more seating the "no drinking in public" zone needs to be properly enforced. Also the crackheads/stoners/drunks who continually sleep on benches should be dealt with. The town has had more visitors this year than ever, and what a sight to greet them...someone off their face asleep on the bench outside Poundland. Not acceptable.	The Borough Council works closely with the Police on issues of community safety and anti-social behaviour and is bringing in new Public Space Protection Orders which will provide new powers to tackle anti-social behaviour.	No change required	
11	resident, worker	Prioritise pedestrians more - keep cars to outer roads and car parks	Pedestrianisation or part pedestrianisation of key areas of the town centre is included in Character Area 1.	No change required	

12	resident, worker		The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre. Pedestrianisation or part pedestrianisation of key areas of the town centre is included in Character Area 1.	No change required	
		Better public transport, get cars out of the town centre			
13	worker, visitor from more than 10 miles away	Please remember the long term health of the town is reliant upon both commercial and economic success and the ability to attract local and travelling visitors. Please do not focus too much on pedestrian and cyclist movement about the town to the detriment of motorised vehicular traffic, doing so will alienate visitors of all classes along with many local people who rely upon cars and buses for access to and enjoyment of the town.	We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required	
14	resident	Could be too much emphasis on improving facilities for cyclists and pedestrians, both of whom by their very nature are likely to be town residents anyway. It is difficult to see improvements for central parking for visitors to the town (local visitors, not just tourists). This can only lead to fewer and fewer people wishing to do their shopping in town and more and more resorting to the internet - with the net result of retail outlets closing down. The quality of town centre retail has already diminished over recent years and I see nothing in these plans likely to enhance the appeal of Bury St Edmunds to quality retailers.	We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required	
15	resident, worker		The market will remain in its current location. There is an aspiration in Character Area 1 to support the continued success of the market	No change required	
		To keep remain the market day saturday and wednesday to support who earn a living decently			
16	resident, worker		Thank you for your suggestion. All options will be considered.	No change required	
		use unused floors above shops as affordable housing			
17	visitor from more than 10 miles away, retired	Please see comments for Q7	Thank you for your response. Please see response to previous comments.	No change required	
18	resident	Car drivers are not 2nd class citizens. Provide free/cheap short stay parking in town everywhere (30 mins max) like the 20p 1 hour in Robert Bobby way or I will continue to avoid the town centre unless I need a number of things	We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required	
19	resident	As long as the aspirations do take into account all areas of the town centre and not just market square and Arc.	The aspirations are included in the Character Area 'Across the Town Centre' because it is recognised that these aspirations relate to more than one, and in some cases all, Character Areas.	No change required	
20	resident, worker	Remember the terrorism risk in planning this work - is the risk low enough that litter bins are safe? Plants should be chosen to be low allergen in at least some of the town centre Park & Ride is a very good idea. Remember not all disabilities are visible. In addition to making the ground surface wheelchair/scooter/pushchair friendly, think about the lighting and making good use of lighting to assist visually impaired people. Also remember non-building work needs to be done to accommodate those with invisible disabilities ie. making maps and wayfinding signage dyslexia friendly, encouraging shops to be autism friendly, continuing to run a scheme where shops will assist those with learning difficulties who find themselves in difficulties when shopping unaccompanied.	All risks should be assessed and action taken as appropriate. We will continue to work with groups within the town to ensure that the needs of all residents and visitors are met.	No change required	
21	resident		Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in this Character Area.	No change required	
		What about new public toilets			

22	resident	Before my dad died we took him into town in his wheelchair. After he died I found out that he hated going out in his wheelchair because it was such an unpleasant experience. There were not enough drop kerbs and the pavements were uneven. Each time a wheelchair hits a bump, the person in it is propelled forward. Yes there is a safety belt but that is not the point. Blocked paving looks great but is hopeless for people in wheelchairs. The best surface is smooth tarmac, maybe in a nice colour than black. This is a real opportunity to make Bury St Edmunds a wheelchair friendly town so please, please take this on board. A compromise could be to have a mixture of tarmac and nicer paving which integrates to create a pleasant environment.	Agreed. There are aspirations in this Character Area to repair and maintain pavements and walkways using sympathetic and appropriate materials and also to optimise access into and around the area for people with disabilities and mobility difficulties. This could be achieved by addressing issues such as dropped kerbs, reducing street 'clutter', surfacing and access to shops and businesses.	No change required	
23	resident	as comments on previous pages - better toilets for market - disabled parking near town centre - don't need more on street parking, better to provide good car parks which are free overnight and reasonable during the day	Thank you for your response. Please see response to previous comments.	No change required	
24	resident	I'm pleased to hear that improvements will be made for pedestrians and the additional seating and litter bins in the town centre sounds good too. Looking forward to the repairs of the pavements and walkways. Also, the aspiration to optimise access into and around the area for people with disabilities is excellent too, but it might be difficult to please everyone. For example, wheelchair users find dropped kerbs helpful, while guide dog users need the kerbs to help the guide dogs know when to stop for traffic. Removing street furniture would be high on my list of priorities too. Again, I'm not sure how you are going to keep the car driver (more on street parking but removing traffic and parking in Buttermarket and Cornhill) and the pedestrian (less traffic in town centre) happy. It seems like a conflict of interests here!	Thank you for your positive comments. Every change made will be a compromise between the needs of different users of the town centre. The masterplan seeks to balance these needs, and will be involving representatives from key interest groups as we go forward.	No change required	
25	resident, worker	The aspirations outlined in section 9 all make positive contribution to the future wellbeing of the town	Thank you for your positive comment.	No change required	
26	resident	Where joint use or fully pedestrianised areas are created, the development needs to be suitable for both winter and summer use. Winter can be dreary so though should be given to making the areas interesting and in keeping with the town. Parking and vehicular access seem to remain an almost insoluble problem, unless plenty of parking is provided somewhere nearby combined with cheap rapid transit access. The development of motor vehicles, or other means of transport, over the next 20-30 years needs to be considered alongside any town development.	Thank you for your suggestions. The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to different levels of growth and changing technologies.	No change required	
27	resident, retired	This is a vital "lung" for the town and the only "area where one is relatively free of fume and vehicle pollution.	Thank you for your response. Please see response to previous comment.	No change required	
28	visitor from less than 10 miles away	The word "aspirations" is very much consultant-speak: ordinary people would probably not use this word.	Although some people may not use the word, most would understand its meaning. It is considered entirely appropriate for a land use planning document and avoids any ambiguity which may arise from a more colloquial word.	No change required	
29	resident	If you pedestrianise it, how will you replenish the stores	If pedestrianisation goes ahead, deliveries would be accommodated during restricted hours, as currently in place elsewhere. Any pedestrianisation will take account of this need.	No change required	
30	resident	More electric car charging points needed	Agreed.	No change required	
31	resident	Pedestrianisation must overall all other uses with pedestrian priority at the top, and motorised subservient.	Pedestrianisation or part pedestrianisation of key areas is included in Character Area 1. The masterplan seeks to balance the needs of all town centre users.	No change required	
32	resident, retired	What is planned for skinner street? Please avoid shared space our town is far too crowded and the street not suitable.	There is an aspiration to provide environmental enhancement of Skinner Street including to screen refuse areas and renovate paving. There are no intentions to turn the area into a shared space and the historic value of this area will be protected.	No change required	
33	resident, worker	Fewer shops. More green spaces. Promote local independent traders. Nurture the Wednesday/ Saturday open market.	Thank you for your comments.	No change required	

34	resident, retired		The move of the Post Office was a commercial decision taken by the Post Office over which the Borough Council had no control.	No change required	
		losing the post office was a tragedy.			
35	worker	Difficult to disagree with any of the aspirations but there are associated issues to be considered. More public seating could mean more areas for people to congregate and not necessarily the type of people we want to be visible in the town centre. It is for this reason that some previously existing seating was removed as on street drinkers and beggars used to congregate and made the public feel at best uncomfortable and at worse unsafe. Signage needs to have a greater emphasis upon content and less on appearance. Currently our signs look pretty but don't provide enough information. This approach needs to change and if done appropriately should lead to a huge reduction in the number of A boards. Improved cycle storage facilities need to also contain some provision for shoppers to store purchases and headgear. The use of technology needs to be considered in regards of the provision of information. Digital visitor kiosks/ terminals both in the public realm and within some businesses should be the way forward. More trees sounds like a great idea but if planted in the ground, will, lead in due course, to damage to pathways and roads. These should only be planted in planters to prevent this problem. Maybe the way to look at on street parking is to provide a very short term facility i.e first 30 mins free next 30 mins at a reasonable rate and same with 1.5 hours. Anything else at an extortionate rate to encourage anyone staying more than 90 minutes to park in a car park. Additional toilets (in the Cornhill/Buttermarket area) would be welcomed but public toilets in Ram Meadow, Abbey Gardens, the apex and the arc seems a pretty good provision to me. Personally I am not supportive currently of a park & ride scheme as to make this work effectively would require dedicated bus lanes which I just don't find is feasible. Additionally to make a scheme successful requires the ability to change personal behaviours and how would we get people to use this scheme? The usual (and lazy) way this is done is by hiking up the town centre car park prices and this would be wholly counterproductive and hugely detrimental to town centre businesses.	Thank you for your comments. The Borough Council works closely with the Police on issues of community safety and anti-social behaviour and is bringing in new Public Space Protection Orders which will provide new powers to tackle anti-social behaviour. There is an aspiration to improve signage to key locations and this will include content as well as appearance. The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to different levels of growth and changing technologies. All options will be considered when looking at parking provision.	No change required	
36	resident, retired	I suggest that councillors get on their bikes and see what woefully inadequate provision is made for cyclists across the town	The need to improve cycling access and facilities across the town centre is recognised in this Character Area.	No change required	
37	resident, worker	Public toilets and increasing parking should be the priority. The emphasis on cycle access/pedestrianisation in and around the town centre is misguided. For obvious practical reasons (customer age and distance from town centre) cars and public transport are the main way people visit Bury, particularly the shops. These customers should be helped not discouraged.	Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in this Character Area. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre.	No change required	
38	resident	Improved cycling amenities, more parking and consideration of a park and ride from the A14 junctions are all worthy considerations.	Thank you for your positive comments.	No change required	
39	resident	THIS WILL REQUIRE INVOLVEMENT OF COUNTY HIGHWAYS WHO HAVE PROVED THEMSELVES INCOMPETENT. 1. THEY EMPLOY KIER WHO ARE INCAPABLE OF DOING GOOD WORK WITH EMPLOYEES ACTIVELY WORKING FOR LESS THAN HALF TIME. 2. THEY HAVE OFFICERS WHO THINK THAT RAISED HUMPS AND TRAFFIC LIGHTS ARE ACCEPTABLE SOLUTIONS TO A PROBLEM. 3 THEY ARE FAILING TO MAINTAIN PAVEMENTS, ROADWAYS, AND POTHoles SO WHY SHOULD WE BELIEVE THEY WILL BE ANY BETTER IN THE FUTURE?	Thank you for your comments.	No change required	
40	resident, retired	In respect of street parking be mindful of the streetscape - see the comment at 15.	Agreed.	No change required	

41	resident, retired	More or less. the Masterplan team has a gargantuan task. But thankfully thinking and planning have started early. The challenge - how to allow the necessary expansion of housing, commerce, retail and recreational activities to say nothing of traffic (delivery vehicles as well as private cars) in the town and it's immediate surroundings while at the same time preserving it's historical nature and strong sense of community. At the moment, Bury is a wonderful place to live. We have every convenience: historical features of note, good shops, cinemas, theatre, a good hospital, a wonderful park, and a strong sense of community. People know each other, meet in the street. The shop staff are friendly and know their customers as do the coffee shops, restaurants and the cinema. With the considerable increase in residents, will this last? Hmmm	Thank you for your comments. The masterplan and its delivery are indeed a sizeable challenge but essential if the town centre is to remain relevant and meet the needs of its users.	No change required	
42	resident	As my wife has disabilities and mobility problems I agree for once	Thank you for your positive comment.	No change required	
43	resident, worker	Introduce innovative transport solutions such as electric car charging bays (to reduce pollution), car clubs (to reduce car ownership in the town centre). Look at other places (Greenwich, Milton Keynes) where innovative ideas on autonomous vehicles are being considered and think about whether such solutions could provide transport solutions where out-of-town parking becomes attractive and realistic for Bury. Provide a web-based information service that can be accessed from any part of town, and within a 5 mile radius of town. It would inform people coming into town either of where to park, or where to go, or what to see - and would also be able to recommend things they would not have considered otherwise. We live in a smart-phone age, but Bury is still using techniques used for Magna Carta. Get more affordable, mixed use, properties in town. Retail rents need to attract independent retailers in ways that keep them in town, and residential properties should be affordable so we have a mixture of people during the day and night. We need more retail to cope with the growth of the town - this needs to stay in the town centre and should be both big names and small independents.	Thank you for your suggestions. The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to different levels of growth and changing technologies. All options will be considered.	No change required	
44	resident	The plan should place more emphasis on facilitating combined residential and commercial use of property throughout the town centre. This is a healthy trend, helping to create more accommodation without extra traffic flow, as well as improving town centre life and security. In particular, more secure car-parking for town-centre residents will be needed within easy walking distance, which will probably be best provided by multi-storey design.	This is a key element of existing planning policy within the town centre. However, it is not always easy to retrofit within a historic town grid containing many historic buildings which do not lend themselves to mixed use, providing the necessary independent access and means of escape.	No change required	
45	resident	Need more information about green transport and how the historic centre can be reconfigured to maximise green travel to prevent damage, pollution and erosion to Bury's historic fabric.	The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to different levels of growth and changing technologies. Further details will be available as individual projects progress.	No change required	
46	resident, retired	Yes more loos would help. You betrayed our trust by failing to ensure that the developers provided a proper, wide connection between The Arc and the Buttermarket.	Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in this Character Area.	No change required	
47	visitor from less than 10 miles away, retired	This is a generalisation for the area, and to some extent the aspirations do address the issues. My concern is the overwhelming aspiration for pedestrians and cyclists without consideration for vehicle users. This then raises the issue of car parking. The cost of car parking is the greatest disincentive for using the town centre. It is acknowledged that the provision of car parking is not without a cost. However the amounts charged would appear to bear no relation to the cost of providing parking areas and the motorist appears a very soft target. On the other hand on street car parking can be provided for very little cost.	Thank you for your comments. We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required	
48	visitor from less than 10 miles away	Yes I agree certain parts of Bury need tidying up BUT IS it wise to spend money on this with council service costs going up, ie having to pay for brown bins.	Funding will come from a range of sources including private investment as well as funding by public bodies	No change required	
49	resident	Generally very supportive but some concerns about the realism of Park and Ride, very concerned about increased signage - would have expected a proposal to reduce urban clutter wherever possible, and very keen to see existing infrastructure maintained to a high standard.	There is an aspiration to review the feasibility of a Park and Ride/Walk/Cycle provision, but no option will progress unless it is valuable, affordable and deliverable.	No change required	

50	resident, worker	Where are the plans for toilets, anywhere in this plan? Where do visitors go to the loo?	Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in this Character Area.	No change required	
51	prefer not to say	The Open Meeting supported the suggestions for public realm improvements and the provision of pedestrian and cycle links across the town centre. But it was concerned that the potential growth of shopping, tourism and associated traffic volumes and car parking needs should be balanced with the need to conserve the special heritage value of many parts of the town centre. Again, more specific and clearly defined proposals are needed.	We are very aware that many areas of the town have strong historic value and this will be protected. As set out previously, in order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	Introduce a delivery strategy for the aspirations.	
52	resident	Look forward to much better cycle paths around town - visit Belgium to see how it's done! Also, please please a park and ride!	Thank you for your comments.	No change required	
53	visitor from less than 10 miles away	TOO MANY CARS	We recognise the town serves a large area that requires access by car. Pedestrianisation or part pedestrianisation of key areas of the town centre is included in Character Area 1.	No change required	
54	resident, retired	Ban 'A' Boards!	The reduction of street 'clutter' is included in an aspiration for this Character Area. All options will be considered, whilst taking the needs of businesses and all users of the town centre into account.	No change required	
55	resident	a. The proposals are a good thing for the town, further detail required in some areas. b. Well Street sits in Zone 1 and should have the same principles as Zone 4 applied. c. All development should be sympathetic to the historic heart of Bury St Edmunds. d. Improving the attractiveness of streets is most welcome/well designed streets and spaces – this is key to maintaining the character of the town. e. Concerned that parking will be reduced, it is already an issue in town (especially for residents). f. Traffic control/management/reduction is most welcome. Safety is an issue. g. The preference for 'Mixed Generation' housing is most welcome, houses in addition to flats (especially at Cornhill Walk).	Thank you for your comments. Well Street sits partly within Zone 1, but mostly within Zone 2. These zones are indicative and it is acknowledged that Zone 2 has some of the same qualities as Zone 4.	No change required	
56	visitor from less than 10 miles away, other	We have a lovely, historic town. Please do not turn areas into bland modern fronted retail and residential buildings. We must include characters in to the architectural plans.	Agreed.	No change required	
57	resident, worker	I would like to limit the amount of cars in the town centre area. There is good parking at the Arc, Ram Meadows and Parkway.	Thank you for your comment.	No change required	
58	resident	Turn the redundant shopping centre into a multi storey car park, perhaps for residents only, leaving the streets around there available for parking (paid for)	Cornhill Walk has been purchased by a private developer and is in the process of being transformed.	No change required	
59	resident	There is reference to enhanced movement for cyclists but no reference to a plan for a comprehensive joined up cycle network across the town. This is an essential requirement for the future of the town, particularly in view of the additional extensive housing development on the periphery of the town and potential additional movement of residents into and out of town.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment or detail for individual projects. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan and as projects progress.	No change required	
60	resident	Yes, please preserve the character that is Bury St Edmunds	Thank you and agreed.	No change required	

61	resident	Electric car charge points needed - maybe in street lights? the town is a bit dead a nights, need more trendy bars	Agree electric car charging provision required.	No change required
62	resident, retired	Fien aspirations, but lack of detail makes this difficult to comment upon. There are a number of existing policies, design strategies and other initiatives which address many of the issues raised. These should be reviewed rather than reinventing the wheel. Efforts should be put into looking at which elements of these previous initiatives have not been implemented and why.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment or detail for individual projects. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan and as projects progress. The policies within which the masterplan will be delivered are set out in the 'Delivering the MAP' section.	No change required
63	resident	Consistent pavement across the town to unify the different areas. Provide a coloured brick path within the pavement for town visitors to follow, connecting the places of interest and encouraging pedestrian traffic (Boston, MA has an excellent example of this in The Freedom Trail).	Thank you for your suggestion. All options will be considered.	No change required
64	resident	It is essential that the town has a Park and Ride system. With the growth of the town under the Vision 31 developments, the population and increased traffic, with need for shopping access, and increasing tourism, are making key factors to address otherwise the historic town of Bury St Edmunds will grind to a halt. It is a sad fact, that despite the growth of the town, its amenities are diminished. Post Office, Magistrates Court, Art Gallery and now possibly the Bus Station.	Thank you for your comment. The feasibility of Park and Ride/Walk/Cycle schemes are included in the aspirations for this Character Area.	No change required
65	resident	Cyclists are probably the lesser of two evils so we will have to put up with them.	Thank you for your comment.	No change required
66	resident, worker	New opportunities for on street parking as flagged in the plan is very positive.	Thank you for your positive comment.	No change required
67	resident	We are in danger of changing the whole character of BSE from a traditional market town, into a mini-metropolis, I imagine the next step will be to challenge Ipswich for County Town status!!!	This Character Area includes a priority to preserve and enhance the character and appearance of the town centre.	No change required
68	visitor from more than 10 miles away, retired	In many places there are drop kerbs but on street parking often obscures them making them ineffective	Thank you for your comment.	No change required
69	resident	The entrance to St John's Street - one of our most interesting shopping areas and leading to the station - is often cluttered with signboards. Would it be better to have one large signboard at the beginning advertising all the services/shops in the street? Also, please can we have a sign at the St John's Street end of Sergeants Walk indicating the Library? The St John's Street association do a great job with their street fair and I hope this continues to be supported by Council.	There are aspirations to improve signage to key destinations and reduce street 'clutter' in this Character Area. Thank you for your suggestion, all options will be considered.	No change required
70	resident	STOP THE CENTRE OF BURY ST EDMUNDS BEING A CAR PARK - WHICH IS CURRENTLY IS. It destroys it's character and ultimately it's longevity because of damage to the environment through vibrations and dangerous levels of pollution. The wonderful character of Bury St Edmunds is currently undermined by the deluge of cars allowed into it's heart. We who live in the Grid are often in danger from cyclists riding at speed illegally on the pavements next to houses. Coming out of my house one day my granddaughter aged 3 narrowly missed being badly hurt or even killed by a cyclist riding at speed past the step outside our front door. Fortunately she did as she was told and didn't move while I closed the door. Something has to be done about the dangerous and illegal practice of cyclists using the pavements.	Thank you for your support. This is one of the key aspirations for the masterplan.	No change required
71	resident, retired	Most important to provide public toilets in the town centre. If this is not possible perhaps there could be some financial help for shops in town to make their toilets available to shoppers.	Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in this Character Area.	No change required
72	resident, retired	Keep it simple!	Thank you for your suggestion.	No change required

73	resident, retired		Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. This Character Area includes an aspiration to to optimise access into and around the area for people with disabilities and mobility difficulties. This could be achieved by addressing issues such as dropped kerbs, reducing street 'clutter', surfacing and access to shops and businesses.	No change required	
		very concerned about any consideration for the disabled			
74	resident		Thank you for your comments. The town centre will be considered as a whole when evaluating and progressing projects. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
		All very good but the proposals need to link up with the others in terms of accessibility to and from the other areas. There needs to be an overarching network of linked cycle lanes. Park and ride provision should be seriously considered as the town grows and vehicular access naturally becomes more difficult.			
75	resident, worker		Thank you for your suggestion. This is outside the remit of the masterplan. There is a process for requesting changes to resident parking through Suffolk County Council.	No change required	
		Parking needs addressing all over the town. It is not good enough to have permit restrictions during the day. I don't want my space while I am at work. Let the disabled use it. I need it at night. I think Bury needs a park and ride. Either a traditional park and ride with buses or some sort of system with the train. Increase our rail and bus links and boost the towns economy. People want to visit, make it easy for them.			
76	worker, visitor from less than 10 miles away		Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in this Character Area.	No change required	
		More public w.c s			
77	resident, retired, other		Thank you for your response. Please see response to previous comments.	No change required	
		Please see previous comments!			
78	worker, visitor from less than 10 miles away		Thank you for your suggestion. This is outside the remit of the masterplan. There is a process for requesting changes to resident parking through Suffolk County Council.	No change required	
		Change resident parking so that it is for visitors during the day and residents at night when they are home from work?			
79	visitor from more than 10 miles away		Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in this Character Area.	No change required	
		The Cornhill and Butter Market area needs public toilets. There is a long way to walk to either the arc or Abbey Gardens facilities at present which is difficult if you cannot walk far, suffer from a medical condition or (like myself) have a toddler who is still potty training!			
80	resident, retired		Thank you for your suggestions. All options will be considered.	No change required	
		There is an inconsistency in the "aspirations" re on-street parking. It is difficult to see (i) how there can be more places provided for on-street parking and (ii) how on-street parking can "enhance" the environment or improve facilities for pedestrians and cyclists. There is already too much on-street parking spoiling the look of the town. It would be better to improve public transport, look at permanent park-and-ride options, and discourage car journeys - including more car-sharing schemes. I note that our French twin town, Compiègne, has free bus transport, paid for by the businesses in the town. So people of all ages use it.			
81	resident, worker		Thank you for your positive comment.	No change required	
		All these seem to be improvements that can only enhance the town centre			
82	resident		Pedestrian priority and provision is addressed in all Character Areas including pedestrianisation of key areas included in Character Area 1.	No change required	
		Provision for pedestrians is not adequately addressed.			

83	resident		Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in this Character Area.	No change required	
		There is no mention of toilets in this area and they are badly needed.			
84	visitor from less than 10 miles away		Thank you for your comments. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
		I agree with the intention to review/improve the public toilet provision. currently there are no facilities central to the town centre i.e. the buttermarket. Parking needs to be considered; one of the benefits of the current parking in the buttermarket area is the ability to 'pop into town' when you only need to visit one or two shops and can do everything you need to within 30 minutes. In these instances I don't want to have to park away from the centre and pay £3 for 2 hours parking.			
85	resident		Bury St Edmunds Town Council is a member of the masterplan working group and will be included in all key decisions relating to the masterplan as well as numerous individual projects.	No change required	
		Bury St Edmunds Town Council should be included as a project lead for each of the Character Areas in the masterplan.			
86	resident, worker		There is an aspiration in this Character Area to to repair and maintain pavements and walkways using sympathetic and appropriate materials and also to optimise access into and around the area for people with disabilities and mobility difficulties. The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019.	No change required	
		pavements are a hazard for anyone disabled and the roadways especially bad for wheelchair and motorbility scooter users. Parking is not policed so cars park all over pavements making it impossible to pass			
87	visitor from less than 10 miles away		The Borough Council works closely with the Police on issues of community safety and anti-social behaviour and is bringing in new Public Space Protection Orders which will provide new powers to tackle anti-social behaviour.	No change required	
		With increased seating you haven't addressed how you will ensure these are used appropriately and not by large groups of youths or homeless.			
88	resident, retired		Thank you for your comments. Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station.	No change required	
		If you want more visitors/ local residents to spend money in Bury , more car parking is urgently needed with a free shuttle into the town centre. Can West Suffolk college or Greene King be persuaded to make parking available at weekends. More parking options needed for railway station as such poor public transport.			
89	resident		Thank you for your comments. The provision of additional planting, trees and displays has strong support in the Issues and Options stage.	No change required	
		Additional toilets are needed nearer the town centre, and in the bus station area - think about the number of National Express/holiday coaches that pick up in Bury. Using practical path and road surfaces is preferable to using those that look old and good, but aren't actually hard wearing! What is the obsession with tree planting - metal or otherwise?			
90	visitor from less than 10 miles away, prefer not to say		Thank you for your comments.	No change required	
		The pavements and walkways are currently bad in many places. Hope the councils well instead.			
91	visitor from less than 10 miles away		Thank you for your comments.	No change required	
		This is a priority. Pavements etc. bad to the point of dangerous. Urgent in my opinion.			
92	resident		The day to day operation of facilities such as the bus station is outside the scope of the masterplan.	No change required	
		More common sense to be used better bus station with a rection. Real people to help.			
93	resident		Thank you for your comments.	No change required	
		Park and ride access important A much more impressive footpath from one part of town to the other.			

94	resident, other	Overall find the plan confusing. Too vague. Framed in terms no-one can object to. Less 'aspirations' more specific suggestions.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment or detail for individual projects. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan and as projects progress.	Introduce a delivery strategy for the aspirations.	
95	resident, other	Area 3's development will have an effect on the other areas.	The town centre will be considered as a whole when evaluating and progressing projects. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required	
96	resident	That's fine once people are in town, but we need to make it easier for people with limited mobility to be able to get into town and as far as the town centre. Bus services to some areas of town are very poor, and we need stops near the town centre and not further away.	The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre.	No change required	
97	resident	We bought our 1st home in BSE town centre in 1973 - moving from N. London. We fell in love with the town then, had our family and watched them and the town grow together. We still absolutely love our town and our family have remained as residents raising their families. So well done Bury St. Edmunds!	Thank you for your positive comments.	No change required	
98	resident	Clamp down on cyclists, who use pavements, and travel wrong way in one-way streets.	This is a matter for enforcement by the police.	No change required	
99	resident	With the volume of houses planned between now and 2031 the demand for parking in the town will continue to rise. Recognising this and making provision to accommodate it has to be a key part of the MAP. Will there be sufficient demand to support a Park and Ride scheme, or should public transport be improved to better serve the large new developments on the outskirts of the town? On the other hand, should parking charges be reduced to encourage more shoppers into the town?...difficult questions, but for a town which is the focus of a large rural hinterland with inadequate public transport serving (or not) many villages finding the balance will be difficult but addressing it will be the key to success. Don't forget, for many people who rely on Bury the car is their only means of getting here	The masterplan seeks to balance the needs of users of all forms of transport including motorists. We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9. The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to different levels of growth and changing technologies.	No change required	
100	resident	Yes, more easily accessible public toilets in the town centre are desperately needed. The ones in the Arc are very poorly sign-posted and are tucked away, some distance from the Cornhill / Buttermarket area. Yes, more public seating would be a great asset.	Thank you for your comments.	No change required	
101	visitor from more than 10 miles away, retired	Not clear how links will be provided	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment or detail for individual projects. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan and as projects progress.	No change required	
102	resident	MORE PUBLIC TOILETS - PEOPLE WITHOUT BLUE BADGE NEED TO BE ABLE TO GET INTO TOWN CENTRE, IF THE HEALTH OR MOBILITY IS POOR - ZEBRA CROSSING FROM ARC TO TOWN CENTRE ACROSS ST ANDREW STREET.	Thank you for your comments.	No change required	

103	worker	Provision of more public lavatories has been discussed in the past and agreed that current provision is satisfactory. This aspiration will just increase expectation but not be delivered.	Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in this Character Area.	No change required	
104	resident, retired	How are you preserving the character and appearance, of town centre. When the artist picture, completely changes that. the town is a pleasurable xperience for all just because of ots age and character	This is an artistic impression and is just to give an impression rather than detail. We are very aware that many areas of the town have strong historic value and this will be protected.	No change required	
105	resident, worker	A huge amount of work has gone into this plan - as I indicated in the earlier consultation. retaining what is unique about BSE is crucial. If we can enhance that, great, if not best leave well alone.	Thank you for your comments.	No change required	
106	resident	Where are disabled drivers able to park?	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby	No change required	
107	resident, retired	The lack of public toilets in Bury is a disgrace. There should be adequate facilities (at least the size of those in the Abbey Gardens) in the Cornhill / Buttermarket area.	Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in this Character Area.	No change required	
108	resident	The historic grid is the most valuable	We are very aware that many areas of the town have strong historic value and this will be protected.	No change required	
109	resident, worker	affordable letting a for small independent business. No more chains. It's more individual with one off shops. Maybe a craft market area too	The council has no control or influence over the rent of private property. The masterplan cannot influence who occupies shops, this is a matter of market demand. However, a healthy town centre should be capable of attracting a wide range of shops and other facilities.	No change required	
110	resident, worker	It is hard to tell at this stage, they are good aspirations but it will depend on the detail. There will be a lot of public resistance to change as we are a very conservative town. Parking and movement are key issues, where we need imaginative and generous provision.	Thank you for your comments. More detail will be provided in the Delivery Plan and as individual projects come forward.	No change required	
111	resident	It is good to see that the future of Bury is being planned, it needs to be a combination of the old and new to keep it an interesting place to visit and live	Agreed. Thank you for your comment.	No change required	
112	resident	Both local and visitors often say they think we have a lovely town. Let's be careful to keep it that way. A lot of its beauty is that it is accessible. This attracts locals and visitors. We must keep it easily accessible.	Agreed. Thank you for your comment.	No change required	
113	resident, retired	More car parking. Car parked on pavements not enough rom for push chairs or mobility scooters.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019.	No change required	
114	resident	I like the idea of extra seating and tree planting.	Thank you for your comment.	No change required	

115	resident, worker	I feel this vision is selling the town short and missing taking any real, tough, steps to make a vision for the future happen. I can see why you have taken this approach but for me it is too grounded in the current and past with too little view for what could be and needs to be in the future. Conventional, adequate, quaint, lets hope these will all be useful in 10-15 years time.	The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to different levels of growth and changing technologies.	No change required	
116	resident, worker	Park and ride unaffordable More public toilets unaffordable	There is an aspiration to review the feasibility of a Park and Ride/Walk/Cycle provision, but no option will progress unless it is valuable, affordable and deliverable. The Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets.	No change required	
117	resident, worker	thousands of pounds will be spent and the town will be no further forward. with all the disruption visitors to the area will be put off	Disagree.	No change required	
118	resident, worker	need to consider the need for extra parking availability very close to shopping areas. I wonder also how far bus stops will be from shops bearing in mind that the vast majority of bus users tend to be older or people carrying heavy shopping so would not want to walk too far to catch a bus	If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure. .Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
119	resident	While I accept that it is a legal requirement I think there is a moral for argument for having parent and toddler bays as is it very difficult getting a baby/toddler in and out of a car parked in the normal tight spaces. Has any consideration been given to providing a town centre click and collect service if the pedestrianisation go ahead as I think this could be the best solution..	Thank you for your suggestions. All options will be considered.	No change required	
120	resident	In the main the aspirations in this section are among the best in the plan. I would not however like to see more residential property in the town centre unless it was for people who for various reasons do not use cars. The whole plan seems to point to the town needing another bypass to take traffic around the town to get to their required access point and also a park and ride facility - possibly from two parking locations. I am also concerned about walkways being open to pedestrians and cyclists. Much thought should be given to keeping cyclists apart from pedestrians in some way because many cyclists cycle at full tilt and many do not have audible warning systems such as a simple bell. I'm amazed that more people are not being injured by thoughtless cyclists. The walkways around Moreton Hall are at least a reasonable attempt to do this.	Thank you for your positive comments.	No change required	
121	resident	I think too much emphasis is being put on the provision of cycle ways we really need more parking facilities but at much reduced rates than currently required.	Thank you for your comment.	No change required	
122	resident, worker	This is a historic town, and not a new town like Milton Keynes etc Some upgrade maybe desirable but not on this stupid scale!	We are very aware that many areas of the town have strong historic value and this will be protected.	No change required	
123	visitor from less than 10 miles away, retired	What will happen to the market Wed an Sat? We certainly welcome and need these hard working folk in the town centre.	The market will remain in its current location. There is an aspiration in Character Area 1 to support the continued success of the market	No change required	
124	resident, worker	Good, just don't take the car parking away	Thank you for your comment.	No change required	
125	worker	Energy is a topic which impacts all those who live and work in the town. I feel there should be more emphasis on increasing the level of renewable energy consumed as a proportion of total energy use. I appreciate with many listed buildings and perhaps limited space this may be a challenge but this should be something we are not afraid of pursuing. Perhaps we can install local energy networks in each of the identified areas. Businesses should be encouraged to share energy generated from RE sources. Not only can they benefit from lower energy bills but there are obvious carbon savings to be made too. This all helps to improve corporate image.	The use of renewable energy is to be encouraged.	No change required	
126	resident	Don't banish cars or change too much. Can means shoppers and trade is important to Bury St. Edmunds.	Thank you for your comment.	No change required	

127	worker, visitor from more than 10 miles away	Three times I've come within a whisker of being hit by a racing cyclist in the town centre - I suggest it's a cycle free lane too as they pay no heed to the highway code! Yes, more seating is very much needed, as are bins. Planting trees will just cause the pavement to crack. These figures you quote are not the be all, as they just represent the very few people that were aware of the survey, and who had access to the on-line questions, they do not represent a true cross section.	There is a responsibility on cyclist to ride sensibly and obey the highway code. The planting of trees need not cause pavements to crack if adequate root deflectors are fitted when they are first planted. Any survey will only reflect the views of those who take part, but analysis of those who did respond did reflect favourably upon the age structure of the Borough, except for the lower age groups.	No change required	
128	worker	Providing taxis and private hire vehicles can access	Taxi provision will be accommodated in all relevant projects.	No change required	
129	visitor from more than 10 miles away, retired	Where is wildlife addressed? Native wildflower planting for example?	We are very aware that areas of the town have strong habitat and biodiversity value and this will be protected. We will be working with local and national interest groups going forward.	No change required	
130	resident	Cannot understand why a tree was planted outside the Museum the clock is not seen from the Buttermarket. The trees in the Traverse, outside Poundland and Greggs are much too big need to be trimmed back or replaced with Silver Birch.	Opinion is divided in respect of this tree and the clock can be seen by taking a step to one side. Trees do need to be appropriate to their setting.	No change required	
131	resident	Overall the aspirations are positive if they can be achieved. The appearance and accessibility of the town centre would be immediately enhanced by a clamp down on A boards which have mushroomed in recent years, as well as the use of pavements to display goods. This is particularly apparent at the top of St Johns Street at the junction with Brentgovel Street. Some more greenery in the town centre with the planting of trees along St Andrews Street would be welcomed. The planting and sculptures on roundabouts on the approach to the town centre are a great success and should be maintained.	Thank you for your positive comments.	No change required	
132	resident, worker	Especially more public seating.	Thank you for your comment.	No change required	
133	visitor from less than 10 miles away, retired	Easy access to the town centre will be impaired	Disagree.	No change required	
134	worker	The issues are here and now but no one is prepared to maintain paths and roads before all this starts so why would it be different after.	Maintenance is a key issue which needs to be addressed and is included in the masterplan.	No change required	
135	resident, retired	Improved pedestrian and cycle access into and within the town centre are very much to be welcomed. I welcome the emphasis on the historic environment and heritage assets of the town, though i would like to see greater emphasis placed on the improved access, management and interpretation of the abbey and its gardens. This would not only boost tourism but would also strengthen the case for funding from external organisations like the HLF.	Thank you for your comments and suggestion. Improving signage to key locations is an aspiration in this Character Area.	No change required	
136	resident, worker	The town should look it's best to attract more visitors, planting schemes should be part of every development and grey areas around the town should be enhanced Litter picking is vital and this should extend into the car parks and along the rivers. The potential growth of shopping, tourism and associated traffic volumes and car parking needs should be balanced with the need to conserve the special heritage value of many parts of the town centre. More shopping is going online and it is restaurants, coffee shops and leisure facilities that are increasing around the town. If cycling is the way forward then we will see an increase in electric bikes and so charging points should be incorporated in the town. There will also be an increase in electric cars which will also need to be charged	Agreed. Thank you for your comments.	No change required	
137	resident	as previously mentioned	Thank you for your response. Please see response to previous comments.	No change required	

138	resident, worker	<p>Please note that my 'yes' to Q24 above is a qualified 'yes' Whilst I can sympathize with many of the broad issues/aims of your survey, I don't find the format very helpful. The Yes/Don't know/No boxes can't really represent ones thoughts about the whole, nor individual areas, I think that it's much more complicated than this, which is why I have put a qualified 'yes' in each case. One fears that like the ubiquitous surveys that one is asked to complete with almost every enquiry/transaction these days, that they are going to be used by simply totting up the number of yes's, no's, and don't knows. If one is trying to forecast a future for this town, it seems to me to be quite questionable that the the growth of shopping and of car use as we know it now, should be so central to your vision for the way forward. As we now know, excessive car use and dependence is bad for our health, bad for the wellbeing and gentle enjoyment of pedestrians, and represents a terrible visual intrusion on attractive environments both urban and rural. There are many examples in Europe where in beautiful places they have put residents parking underground, and one thinks of the telephone exchange building as a possible future location. The medieval grid in Bury is a rightly acclaimed beacon of modest historical domestic architecture, and every effort should be made to ensure that new infill developments represent the highest standards of well-proportioned, well-mannered design incorporating exceptional standards of energy efficiency, and are not allowed to become yet another example of mundane, skimpy developer's pastiche. Also it would be good to see the provision of different models of housing in the town centre to encourage a mix of residents. These to include mixed-age accommodation, types of self-help housing co-operatives, as well as live/work units. It's slightly ironic that the great response from town centre residents comes mainly from us more elderly people who won't be around to see this future, and I suspect that many will have great difficulty in envisaging what this future might bring. So it is vitally important that this town attracts young people to live in the centre, and that every effort should be made to find meaningful sources of work as close as possible. It would be a tragedy if it became just a chocolate-box town full of old people and tourists, with the next generation priced out as it already is. If one could see a future in which there was a rich interdependence between younger and older generations, and there was a good range of venues where people could socialise and learn new skills, independent of mega-chains, and there was perhaps every encouragement given to small-scale local food producers, this could I think provide rather a bright and optimistic view of the future.</p>	<p>Thank you for your comprehensive response. Your comments in respect of the questionnaire are acknowledged. It is difficult to maintain a simple structure which is user friendly with one which is too complex and off-putting. This is why we provide the free text for each comment, although we may be able to improve the format in the future by offering more options such as largely agree/disagree.</p>	No change required	
139	resident	<p>"enhancing pavements" - these should come under regular maintenance and not be an aspiration or beautifying an area. "Sympathetic and appropriate materials" - visual or practical? ie: level, non slip, different levels easily identified. Cycle and pedestrian routes to be easily identified by all using them and regularly maintained. How will access be optimised? If those with disabilities and impairments/caring for those with disabilities and impairments access the town if close town centre parking / public transport is not readily available? More provision of publicly accessible toilets to be achieved and not be an aspiration.</p>	<p>The reference to visual and appropriate materials relates to both visual and practical. There need not be any conflict between the two, just an understanding of what the needs are nd minimising potential conflict between users.</p>	No change required	
140	visitor from less than 10 miles away	<p>More needs to be done to assess servicing options so that alternative arrangements are made for premises that are affected by pedestrianisation.</p>	<p>If pedestrianisation goes ahead, deliveries would be accommodated during restricted hours, as currently in place elsewhere. Any pedestrianisation will take account of this need.</p>	No change required	
141	resident	<p>You mention Park and Ride , most towns have a park and ride to the town centre, you are closing the bus stops which are in the town centre , and moving them several hundred yards away , ok if you are able bodied but St Andrew Street N is on a hill , be it slight</p>	<p>If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure.</p>	No change required	
142	visitor from less than 10 miles away	<p>As someone who lives in one of the villages near BSE where there is no reliable bus service, my major concern is that adequate and inexpensive parking is provided for those who have to travel into town by car.</p>	<p>Thank you for your response. Please see response to previous comments.</p>	No change required	
143	resident	<p>1) Fast track parking enforcement to the local/borough council. Then please end the scourge of single yellow and double yellow line parking. Parking in resident's parking zones with a permit. Daily illegal parking that takes places on Short Brackland, Well St and Westgate St just as three examples of streets where Urban Clearways are continually flouted.</p>	<p>The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019.</p>	No change required	

144	resident	More recycle bins	Thank you for your suggestion.	No change required
145	resident	The town centre certainly needs more toilet facilities.	Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in this Character Area.	No change required
146	resident	People are concerned about losing parking in the middle although they realistically need to get over that, even though it's only a potential issue work needs to be done to get people away from their crazy expectations especially those who think £2.30 for a days parking is too much!	Thank you for your comment.	No change required
147	resident	Use the knowledge of local Residents and their Councilors	73% of respondents to the issues and Options questionnaire described themselves as residents of Bury St Edmunds. The aspirations for this area have received significant support from local residents. Borough, Town and County Councillors are represented on the masterplan working group and all St Edmundsbury and Forest Heath Councillors received individual communications. the masterplan will be adopted through the political process.	No change required
148	worker	Don't forget that Motorists bring shoppers into town, how much shopping can someone on a bike carry - very little, so don't criminalise the drivers.	We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required
149	prefer not to say	• Supportive of broad overall developments proposed. • In particular; improvements to the town environment, greater pedestrianisation, introduction of cycle routes, disabled access, road safety – all good • An integrated approach to people movement and vehicle access needs has to be adopted. Cycles routes, paths, parking and public transport are all integral and related, and cannot be seen in isolation • Park & Ride is a must	Thank you for your positive comments.	No change required
150	worker, visitor from less than 10 miles away	Please please don't spoil our lovely town centre with concrete ..... please ensure that the plan reflects the beautiful architecture and design of our lovely town	Agreed.	No change required
151	resident	If more trees are to be planted can someone take a look at the ones we already have first. The ones in the Traverse are far too large for their siting. They both fill the full width at eaves level and encroach on roof lines. During autumn the leaves become quite hazardous in wet weather. No one seems to clear these up. Roots can also disrupt paving. The trees on Cornhill are also far too large now. Who thought it a good idea to plant one so it blocks the view of Moyse's Hall? The retaining wall of this tree has already had to be repaired. The paving used in town is not suitable for the heavy delivery vehicles which have to use it. Take good look at the paving in the Traverse and St. Andrews St. (S) . Both areas need attention. If you are proposing to use similar elsewhere it MUST be looked after regularly.	Opinion is divided in respect of the tree outside Moyse's Hall. Trees do need to be appropriate to their setting. The planting of trees need not cause pavements to crack if adequate root deflectors are fitted when they are first planted. Similarly, the specification of paving needs to be appropriate for its function.	No change required
152	resident	The movement of people and vehicles need to be considered in holistic fashion across the whole town centre, not piecemeal.	The town centre will be considered as a whole when evaluating and progressing projects. The structure, map and Character Areas are for reference only to enable people to identify the areas of the town centre the aspirations relate to.	No change required
153	resident	More pedestrianisation and better parking enforcement	Thank you for your comment. The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019.	No change required

154	resident	I agree with the objectives raised however throughout the masterplan and the plans for the central areas, there should perhaps be a greater commitment made to recognise and develop measures which take into account the needs of the less abled e.g. partially sighted, those with a pram or anyone in a wheelchair or mobility scooter. It would be great to take these sorts of needs into account, to develop at the planning stage, a town which facilities all needs. Also, to ensure that children and young adults are given due consideration as part of the plans; to provide sufficient leisure and points of engagement around the town.	The masterplan seeks to balance the needs of all users of the town centre. There is an aspiration across the town centre to optimise access into and around the area for people with disabilities and mobility difficulties. This could be achieved by addressing issues such as dropped kerbs, reducing street 'clutter', surfacing and access to shops and businesses. Organisations working with people with additional needs have been involved in the development of the masterplan from the earliest stage.	No change required	
155	resident, worker	Park and Ride - yes please. Dropped kerbs - yes please. Dedicated, covered, cycle parking - yes please. Provide seating on level surfaces where possible. Sitting on a seat on sloped surfaces isn't much fun (or good for you). Trees. Please don't follow Cambridge Station's example and install weedy spindle trees. We need good specimens for Bury. Even some evergreens for the winter months. Please don't alter the Abbey Gardens toilets too much - they are excellent. If they are refurbished, cubicle sizes might be reduced and modern partitions and locks are often of a lower quality - you only have to experience the shoddiness of the materials used in the Arc loos to see this. Town centre maps require the words 'you are here'!	Thank you for your positive comments and suggestions.	No change required	
156	resident	I hope that a centrally located designated area for visiting coaches to drop off visitors will be maintained and enhanced and illegal parking by cars etc in this area on Angel Hill will be stopped.	The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019.	No change required	
157	visitor from less than 10 miles away	Concern of the emphasis on pedestrians will make it harder for the elderly and infirm to visit. There has been no mention of new toilet facilities in the town centre which is sorely needed. I am not elderly but have elderly relatives that feel like they are being forgotten, I will be elderly one day and am aware of how these changes will affect them.	Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in this Character Area.	No change required	
158	worker	Especially if new possibilities for street parking are identified	Thank you for your positive comment.	No change required	
159	worker, visitor from less than 10 miles away	Disappointed that no improvements are suggested for the area of Upper and Lower Baxter Streets which is a dead area of the town and would benefit from Retail to improve the link between Town Centre, Abbey Gardens and Looms Lane.	There were no issues identified for these areas during the Issues and Options stage. There will, however, be positive effects from neighbouring improvements.	No change required	
160	resident, student	facilities for children and parents. Places to be/to play safely. Safe for children around their homes i.e. no fast cars. Wider pavements, good crossing points. Open spaces to be greened and treed with seats and play equipment/climbable sculpture. Good for elderly & disabled & HEALTH.	Thank you for your comments and suggestions.	No change required	
161	resident	Our plan must encourage movement by walking, cycling and busses. Bus use must be aided by improving our bus station, not selling it off to developers. Pedestrians and cyclists must be aided by reducing dominance of cars and adding more street trees. charging points for electric cars.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding. No plans will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
162	visitor from less than 10 miles away, retired	The historical heart and soul are being eroded from this fine town, however as in the past you take no notice even with petitions	We are very aware that many areas of the town have strong historic value and this will be protected	No change required	
163	resident, retired	I regret that the "tree" sculptures in St Andrew's St. were ever commissioned and paid for. They did nothing for the street. I have suggested before that some appropriate street art would improve the grey blocks of the buildings of the ARC on St Andrews St North	The tree sculptures were commissioned and paid for by BID for Bury.	No change required	

164	resident, retired	All these suggestions are badly needed apart from "more on-street parking". At least one Park & Ride (with smaller shuttle buses) should be urgently considered and/or a 3 to 4 level multi-storey car park should be built as close to the town centre as possible.	Thank you for your comments. All options will be considered.	No change required	
165	resident	Bury has been unique - please keep it's character and don't destroy it - i.e. the arc could've been built to look like the old town, sensitively and not like everywhere else	The arc could have been pastiche or just another indoor shopping arcade. What we have replicates the form of the town utilising the medieval street grid and open square, with a mixed scheme of shops, residential accomodation and performance space. It is unique to Bury St Edmunds, but is not to everyone's taste.	No change required	
166	other	<i>Highways and Transport</i> - The County Council recognises that greater parking capacity is recommended by a car parking and capacity and management study undertaken in 2015 (as stated in the Masterplan issues and options report). The County Council will work with the Borough Council in order to support use of sustainable modes transport to make access easy for people who visit the town for shopping, tourism, or to access services. Any residual demand to access the town centre, after encouraging use of sustainable transport, should then be taken up by car parks, whether that is through increasing capacity in the town, or through a park and ride scheme. <i>Public Health</i> - An aspiration across the town centre to increase access and information about community spaces would be welcome and contribute to objective 4, 'Supporting Thriving Mixed-Use Neighbourhoods'. Increased access and information to community spaces would help to tackle the impacts of social isolation and loneliness amongst residents of the town centre, particularly elderly residents who live alone. Evidence related to this issue can be found in the County Council's issues and options response. <i>Flood Management and Sustainable Drainage</i> - Flood risk could also be included in the 'Across the Town Centre' Aspirations. This way aspirations to reduce flood risk can be matched up with aspirations to make a greener town centre through the use of water gardens, green roofs tree sumps and other features that can contribute to reducing flood risk.	Thank you for your comments. We look forward to working with you to deliver the masterplan.	No change required	SCC questionnaire response. Received by email
167	resident, retired	Public seating is welcome, litter bins too if regularly emptied. Make more of the two art galleries that have closed in the Apex is not suitable.	Thank you for your comments.	No change required	
168	visitor from less than 10 miles away	Stop the march if the motor car.	The masterplan seeks to balance the needs of users of all forms of transport. For example, pedestrian priority and provision is addressed in all Character Areas including pedestrianisation of key areas is included in Character Area 1.	No change required	
169	visitor from less than 10 miles away, retired	Some if the pavements are uneven so sorting that out. Improve toilets facilities in the centre of town.	Thank you for your comments.	No change required	
170	resident, worker	No you are taking parking away and making it more difficult for people to go about their business and shopping - easy way to kill the town.	Disagree. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
171	visitor from less than 10 miles away, retired	If you want more tourists to visit Bury you need a much bigger bus station. Not everyone can or will want to walk from further out car parks. Remember there is a large proportion of non-motorists as well.	Thank you for your comments. The masterplan seeks to balance the needs of users of all forms of transport.	No change required	
172	resident, other	I hope there will be an improved town centre with everywhere being pedestrianised	Thank you for your comment.	No change required	
173	prefer not to say	This merely states the obvious. In my comment 6 I wasn't told enough about my situation. If you wish you contact me my name is ----- and my T.N. is ----- I do not think it necessary to answer question 27-36.	Thank you for your comments.	No change required	
174	resident	Because of inadequate parking visitors from other tours (e.g. Haverhill, Sudbury, Newmarket) go to Cambridge.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	

175	resident, retired		NOT BOLD ENOUGH IN TACKLING THE NEED FOR A BETTER TRAFFIC PLAN COMBINED WITH PUBLIC TRANSPRT POLICY.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to provide such detail. Rather it provides a framework for individual projects to come forward.	No change required	
177	visitor from less than 10 miles away, prefer not to say	No.		Thank you for your response.	No change required	
178	resident, retired		Need to address: Toilet facilities. Cycle facilities which are not on pavements.	Thank you for your comments. Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in this Character Area. There is an aspiration to improve cycle access and facilities including secure parking in this Character Area.	No change required	
179	resident, retired		Great need for more public toilets and in all areas. Also rubbish bins (but not close to residential windows as in Risbygate street now), which need frequent emptying. The historical character of Bury will undoubtedly be lost in all this development.	We are very aware that many areas of the town have strong historic value and this will be protected. There is a priority in this Character Area to preserve and enhance the character and appearance of the town centre.	No change required	
180	resident		It is important to have a bus station, not only for local buses but for coaches too. you can't have coaches queuing up to unload and load passengers half way down St. Andrews street north. What a Bad impression that would give the tourists.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
181	resident, visitor from more than 10 miles away, retired		Why didn't you put the Tourist Board Office in the bus station. That would have made the bus station much more attractive and helpful for visitors. It is pathetic as it is.	This is an operational matter which is outside the scope of the masterplan.	No change required	
182	other		To ensure that cars are removed from the town centre. To ensure that illegal and inconsiderate parking is dealt with firmly. To provide a park and ride system. To provide safe and secure cycle parking. To provide proper cycle lanes separated from vehicular traffic. Ensure safer and better access for disabled people. Ensure that the night time economy does not suffer by looking at allowing cars in to the centre in the evenings. Ensure that if any areas are pedestrianised fully they do not become a magnet for anti social behaviour. We question the need for any more retail space bearing in mind the substantial increase in on line shopping. If development does take place and car parking is displaced then the replacement car parking must be provided first.	Thank you for your comments.	No change required	

ID	Stakeholder group	Representation	Response	How it was addressed	Notes
1	resident	Couldn't the contaminated land in Tayfen Road be turned into Car Parks. This would mean traffic could get off Parkway sooner and there would be parking for any new/old housing in the area, also for people using the Railway Station, where there is never enough parking.	Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station.	No change required	
2	resident, worker	repaving skinner street would most likely anger many people as it is part of burys history and heritage. the old cobbled stones attract alot of people	There are no proposals to remove the historic paving of Skinner Street, merely to renovate it.	No change required	
3	prefer not to say	Unless you are going to sort out public transport then people will still need their cars to visit Bury, people need buses to ruin at peak times for commuting to work and also during the day for those who wish to visit. Without a cheap, reliable public transport system you just push people away if you make parking difficult. The market and independent shopping is what attracts me to the town centre. If you remove them then I won't bother coming, if you make it difficult for me to get into town I won't bother coming. With all the building on Moprtion Hall and the proposed building in Thurston I dont see any mention of improving access from that side of the town. Also remember people live in these areas, from memory there are quite a lot of houses along St Andrews St North I doubt they want a bus stops all outside their front doors. Sad that yet again no proper link between the centre and the arc is likely to be delivered.	We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9. The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
4	resident, student	Keep it the same just upgrade it	Thank you for your comment. Please see response to previous comments	No change required	
5	worker, visitor from less than 10 miles away	Yes, the link to the ARC needs improving. Bury is an ancient town and needs to be preserved as is.Let's stay the same to be different!	We are very aware that many areas of the town have strong historic value and this will be protected.	No change required	
6	resident	Parent and child parking would be great, better road surfaces, better pavements, focus on the market and the Abbey it's what this TOWN is known for.	Thank you for your comments. There is a priority in Character Area 9 to preserve and enhance the character and appearance of the town centre.	No change required	
7	resident	Should the bus station be demolished, where will the service be relocated. There remains a need for a central point for bus departures and arrivals.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
8	resident	Get rid of 'spoons and demolish the eyesore that is Cornhill walk and put something useful and public utility there instead.	Cornhill Walk has been purchased by a private developer and is in the process of being transformed.	No change required	
9	resident, retired	Just sit down and look at car parking, bus routes and cycle routes FIRST, then see what can be enhanced after finding suitable increase in the number of spaces.	These requirements will be given full consideration.	No change required	
10	resident, retired	Said it all at the start,dont expect it will make any difference.	Disagree.	No change required	
11	resident, worker	Just pedestrianisation, pedestrianisation, pedestrianisation! Air quality, footfall, the nighttime economy - they will all benefit!	Thank you for your positive comments.	No change required	
12	resident	My main concerns are expressed elsewhere in the questionnaire.	Thank you for your response. Please see response to previous comments.	No change required	

13	resident, worker	Park and ride, out of town car parks, more walking routes, car free market square and butter market	Thank you for your comments.	No change required	
14	resident	Improve the public seating in the open area outside the Apex, it should have more benches, water features, more colour!	Thank you for your suggestion.	No change required	
15	visitor from less than 10 miles away	Please refer to earlier comments on the changes and opportunities available to town planners by virtue of the emergence of 'mobility as a service'.	Thank you for your response. Please see response to previous comments.	No change required	
16	worker, visitor from more than 10 miles away	The town has existed in its current form for many years, fashions come and go - especially in town planning and architecture - care needs to be taken to ensure that the overall results of the change programme are those which will persist and prove to have long term benefit to those people who both live within and visit the town. Short term gains at the expense of the longer term goals should be avoided.	Agreed.	No change required	
17	visitor from less than 10 miles away, retired	Helping with the problem of beggars who demand small change from people leaving the Apex theatre in the evenings. They are always there at the entrance to the car park.	The Borough Council works closely with the Police on issues of community safety and anti-social behaviour and is bringing in new Public Space Protection Orders which will provide new powers to tackle anti-social behaviour.	No change required	
18	resident, retired	The anticipated increase in traffic due to the town housing expansion seems to be ignored. Central Parking is key, unless alternative expensive shuttle buses operate which are unpopular. Central parking could be provided with multistorey underground parking below the Angel Hill, leaving the surface area to be used in a more attractive way than ongoing car parking. Most other Parking areas will be rather far from the town centre. I suspect the area is chalk which does not create huge excavating & waterproofing costs, & any history buried there cannot be enjoyed should it even exist!	Thank you for your comments.	No change required	
19	resident	The extension of Residents' Parking to 6.00, or even 7.00 pm. Those of us who have to travel to work rarely return home by 5.00, with the result that too many of the parking spaces are, by then, occupied by non holders of parking permits. This is becoming an increasing problem in Zone H.	Thank you for your suggestion. This is outside the remit of the masterplan. There is a process for requesting changes to resident parking through Suffolk County Council.	No change required	
20	resident	You need to seriously address the flow of traffic around Bury. There are particular problems around the Southgate roundabout where there are four roundabouts from the hospital direction to the Sainburys roundabout. There is too much traffic coming off the Nowton estate and from the hospital and the flow is seriously restricted at certain times. Also the public transport is not effective. For example. People find buses which run from Morton hall very inconvenient and the bus takes over 40 minutes to go round Morton hall before it goes into Bury. The only people who use the bus service are the people with bus passes. Other people use their cars which jam up space in town. You really need to reroute the buses, and make them more frequent and you might like to consider a smart card system as they do in Tallinn where you can go any way through the town city by tram, bus or trolleybus for 6 euros for 5 day travel. You will have to look at the pricing carefully. You need to think very carefully in the routing where the buses go in straight lines rather than go round and round the mulberry bush several times. It is quicker to go to Cambridge than to go to Stowmarket as the bus spends so much time in Thurston. The best service is the 11 to Cambridge which goes straight. The problem is how to gather people up when they are spread out and increase the frequency to encourage people to use the bus. Types of transport are changing fast with driverless cars, electric cars and new electric type vehicles. Also car sharing.	The areas referred to are all outside the Town Centre Masterplan area. However, the issues referred to do have an impact on how people access the town centre. Traffic flows around the town are being addressed by Suffolk County Council to accommodate the growth of the town and the surrounding area. Bus services are operated by individual providers and local public bodies have very limited control, in most cases none at all. The Borough will, however, work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre.	No change required	
21	resident, worker	Aldi at old Lloyds bank building at risbygate?. marketing of old cooperative bank unit opposite corn exchange, better pedestrian sign posting. widening of pavements in woolhall street	Thank you for your suggestions. The Lloyds Bank site is privately owned but we will seek to influence any redevelopment.	No change required	
22	visitor from more than 10 miles away, retired	Please see comments made for question 7 regarding disabled access and paving etc.	Thank you for your response. Please see response to earlier comments.	No change required	

23	resident, worker	I feel that the town council are only concerned about visitors - they need to start looking at making the town a more practical place to get around for the people that have to live here day to day. They are currently doing a wonderful job with nearly every access route to and from town being dug up at the same time! Bravo Council!! If complete chaos was your aim then i would score you a perfect 10 out of 10 on achievement!!!!	The masterplan seeks to address the needs of residents and visitors alike. The highway works are currently being carried out by UK Power Networks (new gas supply) and Suffolk County Council. There is a balance to be struck between a greater level of disturbance over a shorter period of time or less disturbance, but over a longer period.	No change required	
24	resident	Resident chose to live there, they need to accept the noise/parking restriction etc that goes with this. The Arc curfew should be 11.30pm not the 10pm it is after some shows.	Thank you for your comments.	No change required	
25	resident	Please ensure that more car parking is provided and at a reasonable price, ensure that all areas within the town centre benefit from the master-plan!	Thank you for your comments.	No change required	
26	resident	All the roads that lead in to town should be considered. There are many roads that could be doubled in size by reducing the size of the paths	All roads are being looked at as part of the Bury St Edmunds Vision 2031. However, increasing the size of the road at the expense of the pedestrian is not the answer and will only make the problem worse as pedestrians who live within the town resort to the car.	No change required	
27	resident	More disabled parking, not less.	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision.Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby	No change required	
28	worker, visitor from less than 10 miles away	The reduction of traffic in the town centre by means of pedestrianisation is fine in principal, but this should NOT be at the expense of reducing the available parking spaces available. We need more parking, and Pay on Exit Parking, as we need both regular users and visitors and tourists to come and visit our town. If we place more restricted parking on these people we will reduce the footfall into the town, which will impact on businesses in the town. We need profitable businesses in the town. The alternative is empty shops, lack of business rates being paid, less taxes being paid to the treasury. We need to make it easy for people to visit our town centre not make it difficult, otherwise the regular users will not visit as often, or will visit somewhere that is more accessible.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. There has been significant support for 'Pay on Exit' car parking during the masterplan consultation stages. We have passed this to our colleagues in Parking Services, who will consider all options going forward.	No change required	
29	resident	Everything sounds lovely we do need a better selection of shops, I live in James School flats and there is no where to park our cars only public parking if you think removing parking from town centre is good you clearly feel there is ample parking so would you consider parking spaces for residence in our flats in the school yard car park.	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. St James School site is privately owned and not controlled by the Borough Council.	No change required	
30	resident	Need more rest areas ie seats also waste bins plus doggy doo bins and as stated much more disabled parking, Why do bikes need space in the town centre? if they are capable of cycling they are capable of walking into town, they tend to ignore road safety and signs, shoot over traffic lights, cycle on pavements and can be a danger to children and older persons surely they can be accomodated at Ram meadow?	Additional seating is proposed. The needs of all users should be accomodated. There is a responsibility on cyclist to ride sensibly and obey the highway code. The majority should not be penalised for the actions of the minority.	No change required	
31	resident, worker	Don't reduce the availability of residents' only parking to accommodate increased visitor numbers. Encourage more town centre events to do as the Christmas market does and open on a Thursday evening with a focus on local people enjoying the event before the town is descended upon by large numbers of visitors.	There is no proposal to increase visitor parking at the expense of residents' parking.	No change required	

32	resident		The night clubs may appeal to everyone, but they fulfill an important function for a section of the town's population. The format of tourist information provision is an operational matter and not one for the masterplan. Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in Character Area 9.	No change required	
		Need to get rid of some of the awful looking night clubs and cheap eating places. Tourist information an absolute must More public toilet facilities please			
33	worker, visitor from less than 10 miles away	I think too much priority has been made for pedestrians and cyclists and not enough has been mentioned about keeping the traffic flowing. Whilst it is good to have safe crossings and a cycle way, (cyclist also cause an issue with pedestrians), the flow of traffic round the town must be addressed, if this is allowed to build up (like it does EVERY morning and evening) it inconveniences road users and reduces the air quality of residents, pedestrians, cyclists and anyone in the vicinity.	The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre for users of all forms of transport.	No change required	
34	resident, worker	Apart from parking and toilets mentioned previously, the traffic calming measures need to be such that they do not damage the cars, I have already had to have new springs because of the calming measure around my estate and on the other estates when I go to visit friends, and while I agree that these measures are needed, I feel they should be such that they don't damage the cars, after all the drivers and passengers also bring money to the town as well.	All forms of traffic calming will need to be explored to find the most appropriate for the situation which needs addressing.	No change required	
35	resident	No, only that Bury St Edmunds is a lovely place to live and the proposed improvements will make it even better, especially if they make it for people to walk and cycle into town and reduce dependency on cars. This will also lead to increased health benefits and reduced air pollution. Frome in Somerset has started renting out electric bikes for people to use as the area is so hilly. Maybe this would be a possibility in Bury? If people could try out a bike and be given a safe route to cycle on, this would hopefully encourage people to become more active. There would need to be secure bike storage though.	Thank you for your positive comments and suggestions. All options will be explored.	No change required	
36	visitor from more than 10 miles away	Remember that more people will shop on line and not go through the hassle of parking and there are other towns.	Agree.	No change required	
37	resident	Don't try these cycle routes that take part of the road and run for a few yards - dangerous for all concerned - all cycle routes should be cycles only with their own traffic lights and made an offence to ignore them - don't suddenly join cycle paths to roads as that's when collisions occur and keep traffic lights away from exits at roundabouts	Thank you for your comments.	No change required	
38	resident, worker	The masterplan should also consider the impact of these proposals and enhancements on the wider town. If the council proposes to discourage vehicles from the town centre, which I support, then it must consider where those vehicles will subsequently be, and provide suitable and effective traffic management and traffic flow routes to minimise congestion and disruption to the town. It would be folly to develop a well-managed and attractive town centre, only to find that the edge-of-town traffic disruption discourages visitors.	The wider area is already being addressed by Suffolk County Council to accommodate the growth of the town as identified in the adopted Local Plan.	No change required	
39	resident	The town has a good and ancient identity. This should be retained for as long as possible. The town remains and will continue to be a place of destination. Access to the town, car parking and alternative access to the town centre, will also continue to be very challenging items. New ideas for providing access will be essential if the current form of getting to the town - the car - continues as now. I think that changes to the car as a means of transport will be far-reaching, but they are as yet unknown! Alternatives need to be thought about.	Agreed.	No change required	
40	resident, worker	Working with landlords and tenants to maintain the outside of shops/signage/buildings so that they don't become dirty or damaged and enforcing this standard.	Agreed.	No change required	
41	visitor from less than 10 miles away	See comments above	Thank you for your response. Please see response to previous comments.	No change required	
42	resident, prefer not to say	The information needs more pictures - lots of descriptions are hard to understand.	Thank you for your suggestion. Images and models will be developed as individual projects progress.	No change required	

43	resident		The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre. The format of tourist information provision is an operational matter and not one for the masterplan.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
		Bring back the bus station and capitalise it with reintroducing a tourist information centre again.			
44	resident	Park & Ride is the only option, to allow more cars into an already congested town center, is complete madness, it just will not work	Thank you for your comment.	No change required	
45	resident	More electric car charging points needed	Agreed.	No change required	
46	resident		We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
		It is essential that a Park and ride scheme should be provided for out of town visitors and that you do not drive "locals" away by reducing town centre parking			
47	resident	Any development in or bordering character areas 5,9 will need to be able accommodate more frequent flash flooding as climate change becomes more extreme and major development is planned in the larch catchment upstream from town, so many supposedly sustainable drainage schemes have proved to be inadequate.	Full flood management plans will be put in place before any redevelopment progresses in vulnerable areas.	No change required	
48	resident	Increase pedestrianisation, preserve and encourage the market at all costs.	Thank you for your comments.	No change required	
49	resident, worker		If you are referring to Smiths Row, it vacated The Market Cross to relocate at the former Stationmaster's House at the railway station. To the best of our knowledge, that is still their intention. The gallery at Angel Hill, operated by the cathedral closed due to financial constraints.	No change required	
		Where is our main art gallery??			
50	resident		The types of retailers trading in the town centre are outside the remit of the masterplan and the control of public bodies. We work, however, to encourage a wide range of businesses within the town centre.	No change required	
		We should try and increase the number of shop trading in different goods.			
51	worker	Firstly I want to see some activity coming out of this process rather than it just being an exercise in discussions, meetings and consultation but with no positive outcomes. Bury currently has a lovely town centre and one that is thriving so I am delighted that the Council (and other partners) want to work together to ensure this remains the case for the foreseeable future. There, of course needs to be some give and take and commercial partners need to be identified to deliver on some of our ambitions but there is a lot we have got right but additionally there are some key issues we need to address sooner rather than later if we are to maintain our position as having one of the loveliest town centres in East Anglia	Agreed.	No change required	
52	resident, retired		Pedestrian priority and provision is addressed in all Character Areas including pedestrianisation of key areas included in Character Area 1.	No change required	
		Please concentrate on people (i.e. pedestrians and cyclists) instead of cars			
53	resident, working		The town centre will need to adapt to a growth of Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this.	No change required	
		Leave it alone as it has already been ruined enough			
54	visitor from less than 10 miles away, retired		The draft masterplan has been produced based on the issues and priorities identified during the Issues and Options public consultation.	No change required	
		I hope you will take notice of what the public would like as most councils ignore the public's views and only take vested interests into account especially when money is involved			

55	resident	Better flow of traffic needs to be sorted out, more parking areas, cheaper parking	Thank you for your comments.	No change required
56	resident	A good start, however, the thinking should be a bit more innovative. SCC could lead the way with a bit more courage. Some suggestions are on other questions I filled out.	Thank you for your response. Please see response to previous comments.	No change required
57	resident	WHERE ARE THE NEW PARKING, PARK AND RIDE, TRAFFIC FLOW?TO MAINTAIN LET ALONE MAINTAIN	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward.Further detail will be contained in the Delivery Plan.	No change required
58	resident	Only to emphasise the need to remove clutter, A-boards etc. (as mentioned under movement issues and options) Important both aesthetically and to prevent obstruction - as a user of a mobility scooter A-boards and obstructions at dropped curbs are a real problem.	Thank you for your comment.	No change required
59	resident	No.	Thank you for your response.	No change required
60	resident, worker	Reduce pollution and traffic - both rat runs and those who circle round town trying to find parking. Provide more public toilets - close to good tourist information centres. Better cycle parking provision - not just random cycle spaces where you lock up your bike, but a place that minimises the 'footprint' of the stored bike. We're short of space, use it intelligently. Bring the information about the town into the smart-phone age - have a fast, wide area (5 miles around the town) network that informs people about the town and the facilities available - and is relevant to each particular visitor/user/resident.	The Borough will work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre for users of all forms of transport. Whilst the Borough does not intend to create more toilet facilities within the town centre, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in Character Area 9. Character Area 9 also includes an aspiration to improve cycle access and facilities, including secure parking.	No change required
61	resident, retired	Just about everything I mentioned during the consultation appears to have been covered somewhere or the other, so I'm feeling quite satisfied at present. The language presently used in all of the 'aspirations' is (necessarily, I have to admit) in pretty general / non specific language so commenting further about finer points is probably not helpful. The plan, which I think is well put together and very well presented (congratulations to all involved) is very ambitious and will be difficult to attain whilst funding is so tight. That said, a plan with ambitions like this is very necessary to drive forward and maintain our thriving town trying to maintain its looks and 'feel' whilst incorporating development and lifestyle changes. I always feel proud when I tell people where I live (in the centre of Bury) and I have never heard anything other than a very positive response. Our town is held in high regard by others. We must maintain this.	Thank you for your positive comments.	No change required
62	resident, worker	im just a bit suprised that nowhere do i see anything regarding parking and access . several areas are to have parking reduced or limited , but there is no mention of any type of shuttle service , or increase in parking .	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Consideration of a shuttle service is an aspiration under Character Area 4 and across the town centre.	No change required
63	resident	- Cycle network planning for the town - Better bus network and possible relocation of the St Andrew's Street station to the Train Station to create a transport hub.	Thank you for your comments.	No change required

64	resident, retired	Yes more loos would help. You betrayed our trust by failing to ensure that the developers provided a proper, wide connection between The Arc and the Buttermarket. It is furtive and shameful to use those nasty, narrow alleys.	Thank you for your suggestion, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in Character Area 9. It is unfortunate that the developers of the arc were unable to reach agreement with all adjoining landowners to improve Market Thoroughfare (which has existed in this form for over 100 years), but Central Walk is neither nasty nor narrow.	No change required	
65	worker	Much has been made of the needs of pedestrians and cyclists but not enough about those of the motorist. With the town having much additional housing, there will be increased traffic congestion which has not been addressed in this plan. With a park and ride likely to be unviable and surrounding villages expanding considerably, traffic issues will become more significant and should have been dealt with more seriously in this document.	We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required	
66	resident, worker	Many more trees ans toliets. Both these will disproportionately affect visitor number and happiness.	Thank you for your positive comments.	No change required	
67	resident	Stop the mania of emphasis on cyclists. Enforce parking restrictions.	The masterplan seeks to balance the needs of all users of the town centre. The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019.	No change required	
68	prefer not to say	The Street Market is the heart and soul of the town centre. The recent relocation of the town centre Post Office into the WH Smith building is lamented by many people. Improvements to signage across the town centre are needed but should avoid cluttering the street scene so perhaps smart phone and other high technology alternatives should be considered. The Open Meeting on 26 July concluded that the Town Centre Masterplan is generally moving in the right direction but concerns remain about traffic and car parking. Most people think the need for growth and development should be carefully balanced with the need to value people and conserve our historic environment. People now want to see some more specific and clearly defined proposals for the town centre.	Thank you for your comments. The market will remain in its current location. There is an aspiration in Character Area 1 to support the continued success of the market. As previously mentioned, more details will be provided in the Delivery Plan and as individual projects progress.	Introduce a delivery strategy for the aspirations.	
69	resident	It is vital that car parking in Bury is all Pay on Exit. I hear conversations all the time between visitors "oh, we could have stayed for lunch but the ticket is nearly up" or " well we only have time for one more shop before the car park ticket runs out." Imagine how much more time and money people would spend without worrying about a predetermined time limit!! Hard copy input by AP.	There has been significant support for 'Pay on Exit' car parking during the masterplan consultation stages. We have passed this to our colleagues in Parking Services, who will consider all options going forward.	No change required	
70	visitor from less than 10 miles away	MORE GREEN.	Thank you for your comment.	No change required	
71	prefer not to say	Stop daytime deliveries in St Andrews st.	If pedestrianisation goes ahead, deliveries would be accommodated during restricted hours, as currently in place elsewhere. Any pedestrianisation will take account of this need.	No change required	
72	resident	Bury St Edmunds is a wonderful town to live in, all development should be done sympathetically. Too many towns have been ruined by poor town planning and building design. The Master Plan will hopefully avoid our town suffering this fate.	Agreed.	No change required	
73	resident	Thank you for all the hard work which has so obviously gone into this plan.	Thank you for your positive comment.	No change required	
74	resident, retired	Leave it alone!	The town centre will need to adapt to a growth of Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this.	No change required	

75	resident	It isn't 'cool' enough - very behind the times with regard to fashionable bars/cafe's/restaurants etc. The planning laws around shop signage is an outrage - eg in the market the red garish post office sign is totally at odds with the buildings. Need to get rid of budget stores like Iceland/sportsdirect from the centre - they do not enhance the area at all (bit of a snob comment I know). anything to attract higher end shops like Reiss etc would be great.	The types of retailers trading in the town centre are outside the remit of the masterplan and the control of public bodies. We work, however, to encourage a wide range of businesses within the town centre.	No change required	
76	resident, retired	More about this consultation. I realise that for ease of analysis you have requested Yes/No answers to each group of ideas, but in many cases my support is qualified and no option for partial approval is provided.	Thank you for your comment. There was the opportunity to provide comments with each question, all of which have been analysed and taken into account.	No change required	
77	visitor from more than 10 miles away, retired	Park and drive please as soon as possible. I find it a contradiction that the Council has allowed local people to block the road outside their own houses for between 50p and £1.50 a week and yet I have to pay pounds for a few hours visit. There used to be residential areas with available parking which have now been allocated to only those with permits and yet there are many of these spaces free most of the time. I agree with the general principle of moving cars out of town centres but this has to be matched with park and ride schemes operating at sensible times. If necessary this to be funded by those who want to keep cars in the town - this is the principle used in many previously congested European cities.	Options for Park And Ride/Walk/Cycle provision is set out in Character Area 9.	No change required	
78	resident	Just to get it right this time and keep the bus station where it already is and make all buses use it.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
79	resident	Once the tendering process is complete, provide details of the project management team. This will put a face to the project, encouraging public buy-in and supply a clear point of contact for feedback.	Thank you for your suggestion. The masterplan project team, including consultants, organised and staffed 20 public consultation events over the masterplan process, including at the main supermarkets, market, leisure centre and The arc.	No change required	
80	resident	Bring back traffic wardens!	The Borough have taken the first steps to decriminalise parking enforcement, which currently sits with the Police. This is a two year process as it has to go through an Act of Parliament. We expect this to be in place during 2019.	No change required	
81	visitor from less than 10 miles away, visitor from more than 10 miles away	Parking, capacity, pricing (unless it is cheap or free you can not compete with the internet), location of parking. I rarely venture in to BSE town, it is generally over crowded, expensive to park, if you can find a space, thoroughfares have cars to avoid, parked and moving, ban motor vehicles for all retail areas, during shopping hours. Encourage late night shopping through out the year, not just Christmas? I work in the week, leaving Saturday only, when it is manically busy, you need to work to even out the shoppers. there is never a queue at Amazon, There are no parking charges at Amazon. I do not risk getting a parking ticket at Amazon, I am afraid this is who you are up against, the world is changing and if you want to compete you need to offer something that they do not, there is a lag as a technology (The Internet) really starts to make a difference to peoples lives we have only had 20 years so far, there is more to come yet. You need to make the shopping experience appealing and I am afraid it is not. In your plan you mention signage, can I suggest you indicate on these signs how long it would take people to walk there, it has a surprisingly physiological effect knowing how long it will take to get to a different Character Area.	Thank you for your suggestions. The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to different levels of growth and changing technologies. Thank you for your suggestion.	No change required	
82	visitor from less than 10 miles away	Morqe parking and easier access for ambulatory disabled people	Thank you for your comment.	No change required	

83	resident	Leave the bus station as a working bus station, upgrade the shelters & invest in a new fleet of buses. Currently the worst service and filthiest buses of any town I have lived in in the UK. (have a look at Nottigham for examples of good practice).	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding. No plans will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
84	retired	pedestrianising of Angel hill is a huge mistake, taking away bus station ditto, Market Square etc does need help, we need more long term car parks, with electronic signs that actually work, coach parking on angel hill is a mess, St Andrews St South needs to be one way enforced, provision for blue badge holders etc needs to be looked at for access for the elderly if pedestrianised areas, its a good start but needs more detailed input. We have to start somewhere, but banning all cars deliveries has not been taken into proper consideration, just banning cars and pedestrianised everthings wont work, is not a workable solution we need a solution for Bury St Edmunds not modeled on Manchester or Holland or anywhere else, we need to look at other town with medieval centres and what will it all cost will it enhance the town or stop lucrative tourists from coming to this great Town	There is no aspiration to pedestrianise Angel Hill. During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby. If pedestrianisation goes ahead, deliveries would be accommodated during restricted hours, as currently in place elsewhere. Any pedestrianisation will take account of this need. Other successful examples of pedestrianisation in a historic centre include York and Norwich.	No change required	
85	resident	It is important to encourage visitors who bring money into our town. There is also no doubt that the street markets are a vibrant attraction for both visitors and residents. Please continue to support the market traders - especially those regulars who come every week of the year regardless of the weather. Whilst agreeing that Bury St Edmunds is primarily a tourist town, don't lose sight of what makes it unique ie that it is a medium size historic market town. Don't try to emulate Cambridge or other large cities or we will lose our essential character. Most visitors comment that they love the fact they can walk around the whole town visiting our historic sites, green spaces and shops. It is also important to provide services and a safe, pleasant environment for the residents. Too many late-night entertainment venues and extension of licensing hours can destroy our peace, and cause litter and anti-social behaviour. Whilst catering for the young and those who may be moving into town, please don't forget those who have lived and worked here for 50 years or more.	Thank you for your comments.	No change required	
86	resident	Essential to remove the current damaging numbers of cars who are permitted to use the centre of Bury St Edmunds as a car park. The town has reached saturation point. Pollution was at unacceptable levels in 2010 and by now it must be much worse. Something must be done AND QUICKLY. We can taste the pollution on our tongues so what is it doing to our health?	Pedestrianisation of key areas is included in Character Area 1.	No change required	
87	resident	We live in a beautiful town and though I understand and agree that we must move forward, it is important that we maintain that unique quality that makes our town different.	Agreed.	No change required	
88	resident	Please dont penalise drivers in this scheme. Bus services are so intermittent that some of us need to use our cars and have access to inexpensive, central parking	We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required	
89	resident, worker	Please do not completely jeopardise the flow of traffic just to accomodate bicycles. Also please do not introduce any more 20mph zones.	The masterplan seeks to balnce the needs of users of all forms of transport.	No change required	
90	resident	To not have a bus station in St Andrews Street only a bus stop as its not used.	Thank you for your comment.	No change required	
91	resident, retired	very concerned about any consideration for the disabled	Thank you for your response. Please see response to previous comments.	No change required	

92	visitor from less than 10 miles away	Yes don't build on the football club.	The area including the football club is already allocated in Vision 2031 for redevelopment. We are continuing to work closely with Bury Town FC to help them achieve their ambition for further growth.	No change required	
93	resident, worker	I meant to click yes to all the questions, I think I got carried away and forgot.	Thank you for your response. All your comments will be taken into account.	No change required	
94	resident	Yes, please don't overlook Moyses Hall Museum, The Theatre Royal, and the need for an Art Gallery.	Thank you for your comments. Neither Moyses Hall, nor The Theatre Royal have been overlooked, but no particular issues have been raised in respect of either. It is understood that Smiths Row Gallery which vacated The Market Cross intends to relocate in the former Stationmaster's House at the railway station.	No change required	
95	worker, visitor from less than 10 miles away	While cutting traffic access to the centre it must reflect on better easier traffic movement throughout the town in all other areas, if visitors have to queue or get held up they won't come into the town in the first place	The wider area is already being addressed by Suffolk County Council to accommodate the growth of the town as identified in the adopted Local Plan.	No change required	
96	resident, retired, other	Don't pedestrianise it - or it will end up a ghost town!	Disagree. Abbeygate Street is one of the most popular streets in the town centre. Other successful examples of pedestrianisation in a historic centre include York and Norwich. There was strong support for pedestrianisation from the Issues and Options consultation.	No change required	
97	resident, retired	It seems laudable to improve the town centre, but ultimately rather pointless if the approaches to the town are left in the litter strewn condition they currently are. Compiègne Way and the Fornham Bypass are consistently left in a disgusting state - as they are as I write. Visitors will have formed an opinion of Bury St Edmunds before they even get to the town centre!	The wider area is already being addressed by Suffolk County Council to accommodate the growth of the town as identified in the adopted Local Plan.	No change required	
98	worker, visitor from less than 10 miles away, student	Most of the ideas are good but do not stop Bury from being a town that you can briefly pop into to run errands.	Thank you for your comment.	No change required	
99	visitor from more than 10 miles away	When extending the retail area of the town, please can we encourage independents by creating small units which are available to rent at sensible prices. At present, Bury is not a complete identikit of every other town; let's keep it that way. It will encourage more visitors if there is something different to see. Please can you also give consideration to the fact that Bury is a market town located in a rural area. Many of us have no option but to travel to Bury by car because it is too far to cycle or walk and the bus services are not adequate. We need an adequate number of parking spaces and at sensible prices. A park and ride would be an excellent idea too. Please can we also have "pay on exit" so that we can stay as long as we like, without getting to the other end of town and then realising we need to rush back to avoid getting a fine. Sometimes you come into town for an errand putting an hour on the car and then decide you'd like to stop longer to browse or eat, but you are the other end of town and will have to walk all the way back to put another ticket on and then return. At that point, I stick to my original plan and go home; which is custom lost. All in all, a great town centre masterplan though. Keep up the good work.	Thank you for your comments. It is recognised that a vibrant town centre relies upon a variety and mix of uses and retail opportunities. The need to accommodate cars within a large rural hinterland is acknowledged and the emphasis has been on improving alternative modes of travel for those who have a choice. This includes the thousands of people who live within walking or cycling distance of the centre, but currently use a car. We do not wish to penalise those who do not have this choice. There has been significant support for 'Pay on Exit' car parking during the masterplan consultation stages. We have passed this to our colleagues in Parking Services, who will consider all options going forward.	No change required	

100	resident, retired	The government has published plans to phase out Diesel and petrol cars. The town needs to start providing straight away more charging points - there will need to be many more, and very soon. This should include a cluster of charging points at a park and ride - a double encouragement for motorists to stay out of the centre of town. Cycle routes must be continuous. At the moment, too many stop short, particularly at danger points such as junctions and roundabouts, just where extra protection is required. There is often confusion as to whether the cycle route goes onto the pavement. There are also places where some cyclists use cycle tracks on the "wrong side" of the road - particularly where these use pavements. Direction arrows would help.	Thank you for your suggestions. All options will be considered.	No change required	
101	resident, worker	Please, in the desire to 'make a difference' to the town centre area do not lose sight of the very thing that everyone loves about the town. That people live, shop, work, take time out cheek by jowl with each other in a harmonious way. As far as I can recollect there are not large numbers of people being injured by traffic in the town centre, or needing to sit on a cafe table in the middle of the pavement which would warrant its pedestrianisation. Within a frighteningly short space of time the area would look cheap and ratty. It is the quirky nature of the town centre that people love- the mismatch, the different character of each part- good and less good that make it a living, viable town. We should be preserving what we have rather than developing it into something it never should be. WE have already trashed the iconic Post Office building- what will be next.	Pedestrianisation of key areas of the town centre received strong support at the Issues and Options stage. There is a priority in Character Area 9 to preserve and enhance the character and appearance of the town centre.	No change required	
102	resident	Residents' parking is being ignored. Consider allowing free use of car parks with residents' permit.	Resident parking is outside the remit of the masterplan.	No change required	
103	resident, worker, retired	At the moment there is only difficult access from the Southgate area and no parking that side of town. Could this be included?	The boundary of the masterplan is set by the policy in Vision 2031. Surrounding areas will be fully taken into account when taking projects forward.	No change required	
104	resident	More access for cars. More shops dose not mean more customers !!!!	Thank you for your comment.	No change required	
105	resident	There is no ention of where the buses are going, I hope they will still go behind Boots, so shopping will not have to be carried far.	If St Andrews street south is pedestrianised then alternative locations for bus stops will be sought that are equally convenient prior to closure.	No change required	
106	worker, visitor from less than 10 miles away	Parking is vital, we lack the parking, and whether this is through a park and ride system or through adding more parking, it needs to be addressed. A park and ride system should be located in town, not in barrow or next to the council office. We need somewhere like Moretonhall, or westley, just off the a14, so once you come into bury you park there and take the park and ride. This should drastically reduce traffic, providing it's not overpriced.	Thank you for your suggestions. All options will be considered.	No change required	
107	resident, worker	See my Word document on Facebook when I post it in September. David	Thank you for your response.	No change required	
108	resident	Bury St Edmunds Town Council should be included as a project lead in all of the Character Areas in the master plan. Although BSETC has been included as part of the Working Group on the MAP, we should be able to join our local authority partners as project leads. In particular, BSETC is both manager and leaseholder of allotment sites across the town, so any development that occurs within the vicinity of these sites should include BSETC as a project lead. BSETC represents the town and parish of Bury St Edmunds only and therefore its primary focus is the town itself. This is not the same for SEBC and Suffolk County Council.	Bury St Edmunds Town Council is a member of the masterplan working group and will be included in all key decisions relating to the masterplan as well as numerous individual projects.	No change required	
109	resident	disabled facilities e.g. Parking and toilets in cornhill/buttermarket. The arc is too far away for elderly/disabled.	Thank you for your comments.	No change required	
110	visitor from less than 10 miles away	How you will encourage a variety of shops including larger shops.	Maintaining a healthy town centre should assist in attracting a variety of shops.	No change required	
111	resident	I couldn't be bothered to read through the many pages of council-speak that comprises this plan, but in summary: - Don't lose the character of the town - Ensure adequate parking. It's a serious problem already - Access into town needs to be improved from various directions - Get some non-council people do sort this process properly. Get experts in and don't rely on people called Graham and Nigel just because they know where the Sharpies are and already have Word installed.	Thank you for your comments. Your suggestions are included in the draft masterplan.	No change required	
112	resident, retired	Increased frequency of train and coach links to eg Cambridge and airports important good mix of residential and retail options but must be a limit to how many coffee shops can be successful!!	The improved links suggested would be beneficial. The limit to the number of coffee shops will be determined by market demand.	No change required	

113	resident	As previously mentioned, more toilet provision. How about a plan, as in other towns, where the cafes and pubs don't restrict their toilets to customers only?	Thank you for your suggestion, we will be examining initiatives including working with businesses and developers to seek opportunities to improve provision of publicly accessible toilets, as set out in Character Area 9.	No change required	
114	visitor from less than 10 miles away, prefer not to say	No plan to improve traffic from on and out of town. This problem seriously affect visitors and business. Action now before other improvements. Hard Copy input by AP.	The wider area is already being addressed by Suffolk County Council to accommodate the growth of the town as identified in the adopted Local Plan.	No change required	
115	visitor from less than 10 miles away	You have not addressed the access in and out of the town for cars. Already queuing is unacceptable and at times a nightmare.	The emphasis has been on improving alternative modes of travel for those who have a choice. This includes the thousands of people who live within walking or cycling distance of the centre, but currently use a car. If we can change the behaviour of these people, it will free up space for those who do not have this choice. However, the wider area is already being addressed by Suffolk County Council to accommodate the growth of the town as identified in the adopted Local Plan.	No change required	
116	resident	We need better Bus service from estate to town.	Bus services are operated by individual providers and local public bodies have very limited control, in most cases none at all. The Borough will, however, work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre.	No change required	
117	resident, retired	Completely Pedestrianise Angel Hill and add more outside café seating area.	During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby.	No change required	
118	resident	If the town centre is going to be pedestrianised, perhaps we could have regular bus/minibus services from say, the station along Northgate St., Mustow St., Angel Hill, Westgate St., St Andrews St South and North and back to the station, with frequent well marked stops. Out of town bus services and coaches could also use this circuit for dropping off.	Consideration of a shuttle service is an aspiration under Character Area 4 and across the town centre. All options will be considered.	No change required	
119	resident	I notice that after 6pm many disabled parking spots remain empty- yet other visitors (evening) are frustrated by lack of parking spaces in Core area's (Angel Hill in particular). Is it possible to introduce scheme to release these spaces between certain hours? (Or some of them.)	Thank you for your suggestion. There are no plans to limit exclusive use of these spaces by Blue Badge holders	No change required	
120	resident	Basically - leave it alone If it ain't broke Don't mend it.	The town centre will need to adapt to a growth of Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this.	No change required	
121	resident	Better post office facilities, in a dedicated building, with seating, and writing surfaces. Better access for the disabled too. Proper access and crossings from the old to the new shopping centre.	Thank you for your comments. The move of the Post Office was a commercial decision taken by the Post Office over which the Borough Council had no control.	No change required	

122	resident	The MAP is an excellent plan which demonstrates a desire to develop and improve the town, whilst welcoming an increasing population over the next few years. Having developed the plan, it is essential that the delivery of the plan is managed and coordinated and developments do not occur in a piecemeal way. It would be good to see, as part of the MAP, the vision for managing delivery and the ideas of the steering group regarding which authority will overview the process - will it be the Town Council, St Eds District Council, Suffolk County Council or even a new Development Corporation? So many good strategies fail through bad implementation and different vested interests of various bodies	Thank you for your positive comments. Although the MAP will form part of the Borough Council's official planning guidance, the delivery of the priorities and aspirations within it will be led by a range of partners. These will include Suffolk County Council, developers and other organisations with a stake in the town centre, alongside the Borough Council and landowners. The roles of these organisations will be to assess each aspiration to ensure it can be delivered and work together to progress individual projects.	Introduce a delivery strategy for the aspirations.	
123	resident	With the huge increase in housing developments on the outskirts of the town, there will be a big increase in the number of people wanting to get into the centre of town (especially in the weekends). Unless some kind of effective park-and-ride scheme is developed, the roads into the town could become gridlocked.	There is an aspiration to review the feasibility of a Park and Ride/Walk/Cycle provision under Character Area 9.	No change required	
124	resident	Less pay and display parking. More pay on departure parking would result in people spending longer in the town centre and in doing so spending more money in the town centres shops and restaurants. A splash pad or water park somewhere would also be a huge attraction for families within Suffolk and beyond. A John Lewis store where the old Cornhill shopping centre is would really enable BSE to become a day out/shopping place to rival Cambridge and Ipswich!	There has been significant support for 'Pay on Exit' car parking during the masterplan consultation stages. We have passed this to our colleagues in Parking Services, who will consider all options going forward. Thank you for your suggestions. Bury St Edmunds does not meet the criteria for a John Lewis store.	No change required	
125	resident	THE SMALL BRICKS USED FOR ROAD SURFACES AND PAVING ARE A HEALTH HAZARD. THEY MIGHT LOOK NICE WHEN FIRST PUT DOWN BUT THEY ARE NOT PRACTICAL FOR LONG TERM USE.	There is an aspiration in Character Area 9 to repair and maintain pavements and walkways using sympathetic and appropriate materials.	No change required	
126	worker	Redevelopment of St Andrew Street car park with decked parking should be considered as a priority. New housing is coming forward fast not only in St Edmundsbury but also in Mid Suffolk more car parking in Bury is becoming essential.	Thank you for your suggestion. All options will be considered.	No change required	
127	resident	Leave it alone.	The town centre will need to adapt to a growth of Bury St Edmunds and the surrounding areas. Even if we do nothing, the town centre will still change in response to market forces but we will have no influence over this.	No change required	
128	resident, worker	Any more major roadworks will need careful management. We have had the inconvenience of the Cullum Rd roundabout works for the last three months and now we have the Spread Eagle work to contend with. By the time all is completed it will be 9 months in essentially the same part of town - difficult for residents in the area. When the real issue of cars is being addressed as part of the masterplan can the knock on for parking in residential areas please be considered. As the centre has become more restricted and resident only areas implemented, the next sphere out is quite badly affected. If people are coming into the town, either for work or leisure they need to be encouraged to use designated parking facilities, not just park outside people's houses.	The highway works are currently being carried out by Suffolk County Council. There is a balance to be struck between a greater level of disturbance over a shorter period of time or less disturbance, but over a longer period. We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
129	resident	Where are disabled drivers able to park?	Blue badge parking is a key requirement that will be considered when carrying out a viability study of all aspirations that affect or influence parking provision. Character Area 1 includes an aspiration to accommodate Blue Badge and other parking nearby.	No change required	
130	resident, worker	Clear and accurate location of pedestrianised walk and cycle routes. Ensure good seating areas around the main hub of the town. Make sure there is a good amount of waste litter bins to help keep the town clean and tidy.	Thank you for your comments.	No change required	

131	resident	All weather areas for the public are not in your plan .seating for the public? better access for disable people	There is an aspiration to provide more public seating in Character Area 9. There are also aspirations in this Character Area to repair and maintain pavements and walkways using sympathetic and appropriate materials and also to optimise access into and around the area for people with disabilities and mobility difficulties. This could be achieved by addressing issues such as dropped kerbs, reducing street 'clutter', surfacing and access to shops and businesses.	No change required	
132	resident, worker	No more traffic lights. Zebra crossings are much better	All options need to be considered.	No change required	
133	resident, worker	Pedestrian crossings from the railway to st John's street and at the grapes end of st Andrews street are essential both are hazardous at the moment	Both these junctions need improved pedestrian crossings. All options should be considered.	No change required	
134	resident	Rather than Park & Ride, how about a circular town bus route - Ram Meadow- Angel Hill- Churchgate Street - Traverse- Parkway - Railway Station - Ram Meadow	Consideration of a shuttle service is an aspiration under Character Area 4 and across the town centre.	No change required	
135	resident	A little train (not on rails) could run busy times from Ram Meadow Angel Hill, Churchgate, Cornhill and back down Looms Lane. This would add "charm" and also be useful to the many elderly folk who live here. Hard copy input by AP.	Consideration of a shuttle service is an aspiration under Character Area 4 and across the town centre.	No change required	
136	resident	It seems much of the focus and ideas have come from a strong section of the population mainly the elderly. This has its place however need to understand different needs for all sections of society.	Consultees have been broadly representative of the population of Bury St Edmunds and the surrounding area.	No change required	
137	resident, retired	Make sure there is enough reasonably priced parking the ensure people help coming to Bury St. Edmunds.	Thank you for your comment.	No change required	
138	resident, retired	Yes more dropped kerbs to help people with Mobility scooters.	Thank you for your comment.	No change required	
139	resident	Love the new plans, joining up the different areas is a fantastic way to improve things. The town centre is already lovely but the parts in-between the nice areas are a bit scruffy and disjointed. This is great!	Thank you for your positive comments.	No change required	
140	resident, retired	Park and ride to keep visitors coming and not price them out with high and unsatisfactory parking	Thank you for your comment.	No change required	
141	resident, worker	As per above comments. I do like they way you have done this but these is nothing exciting here, nothing that gives a confidence that anything will actually change or improve. Well except for some more hanging baskets. ;)	This is explained in the introductory text and the explanation of the MAP. In addition, a delivery plan (the who, what, how and when) will take the masterplan to the next stage of delivery. There is no reference to hanging baskets in the document.	Introduce a delivery strategy for the aspirations.	
142	resident, worker	How is this going to be funded? What capacity to deliver this is there with other priorities? This is stoking up unfulfillable expectation.	Disagree. Funding will come from a range of sources including private investment as well as funding by public bodies. No projects will proceed without being fully assessed for value and deliverability, but the masterplan has been developed with expert advice that all aspirations are realistic and deliverable.	No change required	
143	resident, worker	More parking for people working in the town centre needs to be provided, more long term parking needed on both sides of the town. Access to the town centre needs to be address. Rush hour traffic from the surrounding villages crossing from one side to the other needs to be addressed. building more houses with no proper solution to the town centre parking is not good. Telling the public to use buses and trains isnot a viable option. Cost of trains too expensive, buses do not run frequent enough to make them an option either.	We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required	
144	resident, worker	How about pulling down the building between the arc (top shop end) and the buttermarket, which is dated and ugly and in its space create a paved area with outside cafes,seating and planters, making it a place to sit and relax in the centre of town. This would also create a wide and very obvious link between the arc and the town centre.	This buiding belongs to a private third party and it is not within the gift of the council to remove it.	No change required	
145	resident	General maintenance and enhancement for access and leisure - pavements, benches, traffic limitation and serious control	Thank you for your comments.	No change required	

146	resident, worker	Think cycle storage like the type at the railway station should be placed on the edge of car parks and be made available for free as a way of encouraging people to cycle instead of driving. Plus here it would be less of an eyesore. Would also like to see hopper style bus service running from Railway station and Ram Meadow. Also think park and ride feasibility/ trigger point at which it would be feasible needs spellings out.	There is an aspiration to improve cycle access and facilities including secure parking in Character Area 9. There is also an aspiration to review the feasibility of a Park and Ride/Walk/Cycle provision under Character Area 9 and this review, when completed, will provide full information which will be publicly available. Consideration of a shuttle service is an aspiration under Character Area 4 and across the town centre.	No change required	
147	resident, retired	Make sure that you keep the medieval parts of the town well in evidence as they give the town a unique character. In short do not ruin the town with the new plans. Do give thought to parking at the railway station and keeping some form of centralised bus station. You want to bring people into the town and many of them will want to leave again so this should be made possible by all forms of transport - public and private. The town benefits from Moyses Hall museum, Abbey Gardens, Cinemas and concert and theatre venues.. Could a space be found in the new plans for an art gallery as well? Please note that I have used the 'don't know' buttons only because there was not enough detail for me to say whether I was fully satisfied with the plans or not.	We are very aware that many areas of the town have strong historic value and this will be protected. Borough Council colleagues are working with Network Rail and train service providers to seek to address the issue of parking at the rail station. In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	No change required	
148	resident	I personally feel that the main priority should be to continually maintain the state of footpaths with the town. These should be constructed of a material that will last and not selected for what may have been there in the past. A typical example being the Angel Hill, a main thoroughfare which at present is fast falling into disrepair and becoming very dangerous. Also consideration should be given to providing larger parking facilities on the edge of town with shuttle buses. Paving over large areas and narrowing roads with not enhance our town one bit.	Thank you for your comments.	No change required	
149	resident, worker	As stated, a bus station is relevant to B.S.E and can be of significance if improved etc.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	

150	resident, worker	Please stop comparing our lovely town to other towns we are not like other towns this is a working town, not a Harry Potter town which is just for tourists - we need help to go about our business and get our lunch don't push everyone out to the satellite areas, the shop keepers will fold you need to listen to the shop keepers, they are not happy, in fact in St. John's Street I found 3 shopkeepers who had never heard of the new town plan speak to the shopkeepers about the pedestrianisation of the Cornhill, they are not happy - they know they will lose business thank you for listening	Disagree. Pedestrianisation of Cornhill and Buttermarket was strongly supported in the Issues and Options stage, to which 73% of respondents described themselves as residents of Bury St Edmunds. Abbeygate Street is one of the most popular streets in the town centre. Other successful examples of pedestrianisation in a historic centre include York and Norwich. The consultations were publicised through local press including the East Anglian Daily Times, social media, local radio and via the Borough's and partners' websites. Our Bury St Edmunds, the BID, are members of the working group and publicised the consultations to all its member businesses. A leaflet was distributed to all 23,000 addresses within Bury St Edmunds in the Spring. In total, 20 public consultation events were held over the two consultation periods, including at the main supermarkets, library, markets and leisure centre. We are sorry you feel the consultation was not publicised sufficiently.	No change required	
151	resident	Don't let the old post office stand empty for too long. It's a lovely building and it should be used again soon.	It is hoped that a new occupier can be found soon.	No change required	
152	worker, visitor from more than 10 miles away	To ensure you base your plans on 100% accurate figures I suggest you send out a questionnaire with every council tax statement, to every household in the whole of the Bury St. Edmunds area. It's then the residents choice whether to respond or not, but they will have had a proper chance to have their say, and not just a select few.	A leaflet was delivered to all 23,000 addresses in Bury St Edmunds in the Spring, giving people information about the masterplan consultation periods and inviting them to access the questionnaires either online or at the information points and consultation events across the town.	No change required	
153	worker	Providing taxis and private hire vehicles can access The plan is acceptable	Thank you for your comment. Please see response to previous comments	No change required	
154	resident	the planning should be preceded by improvements to traffic flow and parking	This is just one element required for the town centre to thrive.	No change required	
155	visitor from more than 10 miles away, retired	Reduced/peppercorn rents to attract more independent shops and less estate agents.	The council has no control over the rents charged by the owners of property to their tenants.	No change required	
156	resident	There seems to be no reference to young people and their needs in the Masterplan, which is a significant omission. I would like to see the provision of more green/open spaces as an aspiration	Thank you for your comment. The masterplan does not mention any specific age range as it is a high level document and will aim to balance the needs of all town centre users.	No change required	
157	resident	Think town needs a good clean up roads are dirty round road crossings , A lot of paths are restricted by garden hedges growing over the paths, making access difficult. Why is a tree growing in the middle of the path on corner of Highbury Crescent Westley Road.	Thank you for your comments. Westley Road is outside the masterplan area.	No change required	
158	resident	The ideas in this plan are generally welcomed. It is hoped that they will not come up against obstacles raised by the County Council who manage Highways and at present appear to be on a campaign to close the town down with the work they are undertaking. Why they need to be doing anything to the Spread Eagle junction is a mystery, and I'm not convinced that the removal of the double mini roundabouts on Parkway was totally necessary for the disruption it caused. Good Luck !	Thank you for your comments. We are working closely Suffolk County Council to improve the convenience of getting in to, out of and around the town centre for users of all forms of transport.	No change required	
159	resident, worker	You have to think of how people are going to access the areas from across the whole town where you are reducing car access. The bus routes are complex and very long/doubling back on selfs (e.g. from Appledown Drive to Town centre). Currently it feels like the town want to separate Moreton Hall from the centre, south and west. I am sure Mildenhall estates feel similar. Town access is appalling, restricted and congested from these 2 areas	Thank you for your comments.	No change required	

160	visitor from less than 10 miles away, retired	If you want to grow business in the town centre, plan for road capacity improvements. Ideally the Parkway dual carriageway should extend to the A14 junction. Whilst you rightly look to improve pedestrian access, such provisions will adversely effect ease of car access. Plans must ensure the current ease of vehicular access is also maintain by investing in highways.	Disagree, this is the approach which created the barrier to movement in the first instance. Dualling of the road would create significant environmental damage including demolition of people's homes and the ecology of the water meadow and would not address the problems created by the junctions. The option was ruled out by a government inspector.	No change required	
161	worker	We need bus and taxi access especially in St. Andrews st and it needs to be policed also more taxi ranks.	Thank you for your suggestions.	No change required	
162	resident, retired	An east-west park and ride/shuttle service should be reconsidered. This could run from the proposed West Suffolk Hospital site at Newmarket Road, via the College (alleviating some of the local parking issues), via Risbygate St and the ARC, St Andrews St North, the railway station, Angel Hill and thence to a terminus in the Rougham Road area, and return. There is also a need for clearer branding for the town (a job for the DMO?), more toilets, a properly-policed coach stop on Angel Hill, and (in my dreams) a reinstated Tourist Information Centre.	Consideration of a shuttle service is an aspiration under Character Area 4 and across the town centre. All options will be considered.	No change required	
163	worker	No	Thank you for your response.	No change required	
164	resident, worker	Improvements to signage across the town centre are needed but should avoid cluttering the street scene so perhaps smart phone and other high technology alternatives should be considered and encouraged. The Tourist information points are vital, both at the modern side of town at The Apex and on Angel Hill Bury St Edmunds should be viewed through the year as the town is very different in the summer to the winter Brexit should also be considered as many retailers are finding the rising costs are making them close their doors Bury St Edmunds has a great reputation for music and the arts and this could be further developed The car parking signage should be renamed ling term, medium and short term and not by the names of the car parks as that is confusing (could be as well) Hard copy input by AP.	Thank you for your suggestions.	No change required	
165	resident, retired	Please see my comments above Also I feel rather taken aback to see the questions nos. 34, 35, and 36 in your survey, and feel that you absolutely should not be asking for this kind of information in this context.	Thank you for your response. Please see response to previous comments. The personal information requested is so we can check we are reaching a true representation of the residents of Bury St Edmunds and surrounding areas, and amend our approach accordingly should we not be doing so. All information and comments provided are anonymous and cannot be attributed to any individual.	No change required	
166	resident	There is no mention/aspiration to assist anyone working in the town. Retail/leisure opportunities also means people working in them. How do they access "retail opportunities" safely at all times? The Masterplan has no specific detail, except for removing the bus station, to give considered opinion on. Recognising that Bury has to progress but it would appear that this Masterplan sees Bury only as a retail opportunity, not retaining its historical and independent individuality. There is no provision for art galleries or open art spaces. No mention of encouraging, supporting or sustaining independent businesses or provision for. How will residents in and around Bury and visitors access Bury's inspirational expanding retail empire if close by vehicle access is not provided for? Accessing the town on foot or by cycle is not accessible to all.	In order for the masterplan to meet the requirements to be a Supplementary Planning Document and therefore become part of the Borough Council's official planning guidance, it is unable to specify sites for development or redevelopment. Rather it provides a framework for individual projects to come forward. Further detail will be contained in the Delivery Plan.	No change required	
167	visitor from less than 10 miles away	Resources are critical and yet do not feature in this document. What scale of resources are being made available to ensure that positive change can be achieved? Many of the improvements that are needed are very costly. If substantial resources are not provided the Masterplan will fail. Are significant resources being provided by partners? Are developers contributing to the cost of improvement through S.106 agreements, CIL etc? Unless dramatic change takes place, such as pedestrianisation in key areas (ie Buttermarket, Abbeygate St.) and improvements to the public realm, the vision will not succeed.	Funding will come from a range of sources including private investment as well as funding by public bodies. This is set out in the 'Delivering the MAP' section. CIL is not applicable in St Edmundsbury.	No change required	
168	worker	Better signage in the centre of town often people can't find the abbey gate or they cant find Ram Meadow carpark as there are insufficient signs once in the town centre	Thank you for your comment.	No change required	

169	visitor from less than 10 miles away	Please think about the needs of those who cannot access the town by public transport - we need accessible, adequate and inexpensive parking facilities.	We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required	
170	resident	1) Absolutely no development in our green spaces adjoining our ancient waterways. 2) Increase and improve pedestrianised areas to include St John's St. 3) Remove lateral vehicular access to Abbeygate St from High and Lower Baxter St. 4) Fastrack parking enforcement to local authorities immediately. 5) Provide parking at our train station through a CPA if necessary. 6) Listen to what we are telling you and then act upon our wishes please and not vested interests.	Thank you for your suggestions.	No change required	
171	resident, retired	Residents and visitors find Bury St Edmunds attractive because it has a unique character which is appealing. The fact that most of the buildings within the town centre are low level is a major contributing factor in my opinion. There should be a policy to restrict the height of new buildings in the town centre.	Existing policies contained within the Local Plan require all new development to recognise and respect local characteristics (Policy DM2 Joint Development Management Policies Document).	No change required	
172	resident, worker	I like it mostly, as it is. Skinner St is an issue which you are taking up and arc to main shopping centre.	Thank you for your comment.	No change required	
173	resident	The plan seems to suggest an attack on the motorist.	Disagree. We recognise the town serves a large area that requires access by car. Provision for car users is mentioned in Character Areas 1,3,5,6 and 9.	No change required	
174	resident	RETAIN BUS STATION ENTIRELY!	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
175	worker	The car parking spaces machines have not worked correctly for years. It is sad that something like the bollard that has been pushed over near Palmers on Abbeygate street has not been repaired and has been that way for weeks making the town look shoddy. Yet we are contemplating major expenditure on the Masterplan. Fix the small things that don't cost a lot of money first and people would have faith in the ability of the council to take on large projects.	Thank you for your comments.	No change required	

176	prefer not to say	<p>Park &amp; Ride. An innovative and imaginative approach to P&amp;R needs to be taken, one which recognises that it forms only part of the environmental and town centre living experience for all of us. Safe pedestrian routes, cycle lanes, reduced car access, controlled shop deliveries and electric or low emission vehicles are all part of the broader issue. • P&amp;R is not just about moving visitors from an out of town car park to the town centre in a big bus (diesel?). We would need more than one park. The bus(s) should not only take visitors to the town centre, but there needs to be other routes to places of work - factory workers or shop workers are an obvious group. • The buses can be a variety of sizes and this would reflect on the usual or expected passenger numbers. In Reykjavik, the central P&amp;R site acts as a bus hub to distribute people across the city. • P&amp;R buses must be reliable and operate to a timetable which meets the needs of users, not just bus companies. The sites and the buses must be clean, safe and accessible to all. • From an environmental perspective, the buses or mini-buses should be electric or at least initially low emission. • P&amp;R sites should incorporate safe and well signed paths to enable people to walk, not just use the bus. Cycle routes as well as safe and secure cycle parks provided on the P&amp;R site. • Allow and encourage businesses to access the P&amp;R facilities with their own vehicles and bus their own workers in and out of town. For example Greene King might have its own mini-bus, the list is endless. In Cambridge local building firms collect their workers (plus tools) from the P&amp;R sites and take them into the town centre. • Reduce the congestion outside school gates by encouraging schools to have their own mini-buses and collect (and return) children from the P&amp;R. Recognise that we are a rural area and parents have to drive in from the surrounding villages, but they only need to go as far as the P&amp;R. This happens already with the P&amp;R sites and schools in Cambridge. The lack of congestion and environmental improvement would encourage more children to walk etc • School or business mini-buses would have legal access to bus lanes and sensors to operate automated rising bollards or security gates. Every school or business bus could be 12 – 15 car journeys saved or prevented. • Retail outlets within the town centre should be authorised to offer shopping pick up areas within the P&amp;R, so that shoppers can bus or walk into town, buy items and have their purchases delivered back to their car.</p>	<p>Thank you for your comments and suggestions. There is an aspiration to review the feasibility of a Park and Ride/Walk/Cycle provision. All options will be explored, but no option will progress unless it is valuable, affordable and deliverable.</p>	No change required	
177	resident, retired	<p>KEEP THE BUS STATION. DON'T PLANT TOO MANY TREES. USE THE RIGHT PAVING.</p>	<p>Thank you for your comments. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding. No plans will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to the town centre.</p>	<p>Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.</p>	
178	resident, retired	<p>Intelligent Park &amp; Ride would make some of the traffic and parking issues much easier to handle. Please think sufficiently far ahead, including the impact of moving to all electric vehicles in the next couple of decades.</p>	<p>Thank you for your suggestions. The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to different levels of growth and changing technologies. Thank you for your suggestion.</p>	No change required	
179	resident	<p>Park &amp; Ride essential - electric vehicles please. Signage around the town currently rather poor. A big effort is needed on this.</p>	<p>Thank you for your comments.</p>	No change required	
180	resident	<p>Due to Bury's success we know parking is at a premium and needs to be addressed in the short and long term. Ideas around paying on exit, could be a helpful measure to consider. Further to this, the plan commits to improving the pedestrianisation of the town whilst seeking to manage the access/ parking and flow of traffic. There is perhaps a conflict between these two points within the plan, with the hope of greater pedestrianisation of the town resulting in the disincentivisation of cars. This and the two needs may be something worth reconsidering. For future redesigns, to maintain the town's attraction to visitors the use of softer materials and vernacular, particularly around St John's Street, could help to enhance the area.</p>	<p>There has been significant support for 'Pay on Exit' car parking during the masterplan consultation stages. We have passed this to our colleagues in Parking Services, who will consider all options going forward. The masterplan seeks to balance the needs of all users of the town centre, recognising that compromise will be required to achieve this.</p>	No change required	

181	resident, worker	It looks like you have put the local pedestrian and cyclist at the heart of these plans, which is thoroughly commendable. Holland did this in the 1970s on the principle that if a five year-old and a ninety-five year-old can both access areas safely, then everyone else will be able to manage. It worked for the Dutch and should work similarly here if you hold your nerve and stick to your principles. Good luck.	Thank you for your positive comments.	No change required	
182	resident, worker, other	The plans do not include the health services nor the educational services presumably as their locations are outside of the town centre area. But the strategic developments of those major services may have significant impact on the town centre. Nor have we built in consideration of the strategy for retail development (eg the impact of IT on the purchasing online services). For example, the schools reorganisation must result in some premises becoming available. The development of integrated locality services of health and social care may need changes to support. Lighting at night is not sufficient for public safety.	Thank you for your suggestions. The masterplan is designed to be a flexible framework rather than a rigid blueprint, able to respond to different levels of growth and changing technologies. The boundary of the masterplan is set by the policy in Vision 2031. Effects and influences on and from surrounding areas will be fully taken into account when taking projects forward.	No change required	
183	other	As already stated we are a local business in Abbeygate Street that employs 10 local people on full and part time contracts. We rely on passing footfall to bring in new customers who we hope will visit again. The plans main emphasis seems to be on the ARC and town centre which I am sure will be extremely nice. I am also sure that this may encourage visitors to the town centre and the ARC. However, I am worried that we, at this end of town, could well suffer. That can have a knock-on effect on jobs. We already pay a premium to be in the grid and the associated high rates that go with it. The closure of Ram Meadow will also impact as I am sure that new passing footfall will decrease (has any impact statement to that effect been commissioned?). I have also heard that the car charging will be conducted on a vehicle recognition idea and you pay for the time spent in the town. That would impact on my suppliers (who will no doubt pass the cost on), my staff (who may then want more money or just move on so leaving me with employing new staff and an associated training bill, and also myself and my wife being charged when we just come in to drop off supplies. All this would affect our costs whilst we are trying to compete with the big chains. What car parking facilities are going to replace Ram meadow and the Town Centre. One of our customers also mentioned that on a weekly basis she brings a disabled person into BSE town centre to the bank. If pedestrianised where will they park	There are no proposals to close Ram Meadow Car Park. Any redevelopment must maintain at least the existing number of parking spaces. In addition, new development in the area will increase footfall at this side of town. There has been significant support for 'Pay on Exit' car parking during the masterplan consultation stages. This has come from shoppers and retailers alike who support the concept of paying for the actual time used rather than anticipating the time required. There is no suggestion that suppliers will be charged for making deliveries.	No change required	
184	resident, retired	I think that one problem with examining the town centre in isolation is that possible solutions to some of the issues by considering locations/sites outside the town centre is not possible e.g. need to additional parking, a park and ride scheme etc.	The boundary of the masterplan is set by the policy in Vision 2031. Effects and influences on and from surrounding areas will be fully taken into account when taking projects forward. There is an aspiration to review the feasibility of a Park and Ride/Walk/Cycle provision in Character Area 9.	No change required	
185	worker	I would like to see parking remaining in the Buttermarket. Pedestrian use is light other than on market days and short term parking is important to many using town sevices.	Thank you for your comment.	No change required	
186	worker, visitor from less than 10 miles away	Please see previous notes	Thank you for your response. Please see response to previous comments.	No change required	

187	resident, retired	Please seriously consider PARK & RIDE outside the town this will be essential for the future. Traffic along parkway etc. is a nightmare & drivers drive far too fast especially at the roundabouts. I think that on the whole the proposals in this document are sensible except for bus station and football ground. Please be aware that more & more people from the Cambridge area are shopping in Bury they say it is a cheaper, pleasant environment & they can get there by bus - but say parking & traffic are a nightmare	There is an aspiration to review the feasibility of a Park and Ride/Walk/Cycle provision in Character Area 9. The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding. No plans will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to the town centre. The area including the football club is already allocated in Vision 2031 for redevelopment. We are continuing to work closely with Bury Town FC to help them achieve their ambition for further growth.	No change required	
188	resident, retired	If Bury is to maintain its attractiveness to residents and visitors much can be achieved by the simple common-sense measures outlined in your MAP Section "Place Issues and Options" e.g. improving signage and lighting, centrally located toilets, repairing and maintaining pavement surfaces and additional seating.	Thank you for your positive comments.	No change required	
189	resident	Good accessible public toilets, situated in town centre. If you want to attract visitors and provide facilities for residents this is essential	Thank you for your comments.	No change required	
190	resident	It is a great pity that these excellent aspirations exist, yet the same people responsible are quite content for the Waste Hub to be dumped 2 miles from "The Jewel in the crown of Suffolk", and for people in the nearby villages to be subjected to vast increases in congestion and pollution. Do you really think the WSOH will be a tourist attraction?	The WSOH is outside the remit of the masterplan.	No change required	
191	resident	Our HISTORY must be protected and preserved. The very special cobbled surface of SKINNER STREET must be preserved as it is, with all its ups and downs. Repairs must use original materials - not cement mortar. It should not be "improved", just carefully restored where it is damaged.	Thank you for your comments. The aspiration in relation to Skinner Street relates to renovation rather than removal of the historic surfacing.	No change required	
192	resident, student	DO NOT CLOSE THE BUS STATION. Reinstate the information office and the electronic signs. Smarten it up, Park & Ride/shuttle bus linking stations & car parks. Joined up thinking. An Arts Centre for Visual Arts, exhibitions etc & a chance to show the council art collection & clocks... This town needs an Arts centre. Education, leisure, prestige, culture, health.	Thank you for your comments.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
193	other	Thank you for your consultation on the above dated 28 July 2017 which was received by Natural England on 28 July 2017. Natural England is a non-departmental public body. Our statutory purpose is to ensure that the natural environment is conserved, enhanced, and managed for the benefit of present and future generations, thereby contributing to sustainable development. <b>Natural England does not consider that this Town Centre Masterplan poses any likely risk or opportunity in relation to our statutory purpose, and so does not wish to comment on this consultation.</b> The lack of comment from Natural England should not be interpreted as a statement that there are no impacts on the natural environment. Other bodies and individuals may wish to make comments that might help the Local Planning Authority (LPA) to fully take account of any environmental risks and opportunities relating to this document. If you disagree with our assessment of this proposal as low risk, or should the proposal be amended in a way which significantly affects its impact on the natural environment, then in accordance with Section 4 of the Natural Environment and Rural Communities Act 2006, please consult Natural England again.	Thank you for your comments.	No change required	Natural England response - received by email

194	other	We wish to make the following comments on the draft plan. 1-To ensure that cars are removed from the town centre. 2-To ensure that illegal and inconsiderate parking is dealt with firmly. 3-To provide a park and ride system. 4-To provide safe and secure cycle parking. 5-To provide proper cycle lanes separated from vehicular traffic. 6-Keep the Bus Station where it is. 7-Ensure safer and better access for disabled people. 8-Ensure that the night time economy does not suffer by looking at allowing cars in to the centre in the evenings. 9-Ensure that if any areas are pedestrianised fully they do not become a magnet for anti social behaviour. 10-We question the need for any more retail space bearing in mind the substantial increase in on line shopping. 11-If development does take place and car parking is displaced then the replacement car parking must be provided first. 12-We feel that the areas as described do accurately reflect the various areas of the Town.	Thank you for your comments and suggestions.	No change required	Moreton Hall Residents Association response - received by email
195	prefer not to say	I'm sure the planning means well and has been well thought out. I'm also sure that I am not qualified to criticise nor complain, especially as I'm not able to spend the time to consider the whole picture. I recognise that this is a very difficult task, and trust that those that have, are locals as well as outside consultants whom I fear may not have a feel for the magnificent city of Bury St Edmunds. I'm glad there has been an option for local people to look at and be involved in the plans. I'm sure there has been many mad ideas, as well as many good. A couple of observations if I may: We are lucky as BSE is a fabulous place to live, and consequently, only going to expand. One of the problems is, we are a very old town, designed originally with walls to keep people out, and gates to collect taxes. Thus, now not a modern road system, nor room for much expansion within. If planning was as simple as drawing lines, I would suggest a pedestrian only centre, cafe culture, covered areas for year round outside dining, market, shows, and tourism. All bringing revenue in. I would open up the tunnels and towers, and most importantly, make much out of Magna Carta. I'd like to see a "town trail" incorporating these and other landmarks. Almost every American tourist, and any that understand why MC created the ability for them to be tourists, should want to see the birthplace of the laws that allows them to be. This includes the Abbey Gardens, St Edmunds shrine etc. They are magnificent and need to be preserved, enjoyed and part of the "town trail". In return, I would create out of town park and ride, and in town, make Ram Meadow an underground and overground car park, with reduced parking rates for the town's shop workers. We have fabulous pubs, restaurants and buildings. We should show these off and facilitate people to travel in, park easily and cheaply, walk about safely and spend their £. We don't need more modern Arc shops with homogenised stores. Bury needs to look old and historic, clean and tidy, be welcoming and safe. Not a hodge Podge of trying to maximise parking charges from those come to spend money and at the same time trying to collect large rates from big chain stores. Bury needs lots of eclectic, small, independent stores to attract uniqueness and character. At the moment, a visitor looks around and could be in Guildford or Stoke on Trent, or almost anywhere... Empty shop fronts, of which there are few, do not convey excitement, anticipation, enthusiasm for the experience. Let's not drive small innovative shops away to be replaced by another Costa, McDonalds et al. In short, I think Bury needs to embrace our history. Maximise it. Make it simple & cheap for people to enjoy it. The revenues will follow and grow.	Thank you for your positive comments and suggestions.	No change required	received by email
196	other	3 page document sent seperately	It is not possible to respond without the information.		Bury Town Trust response, Word document received by email.
197	other	please could you take into consideration the provision of taxi ranks in the town. We have over 60 hackney vehicles but only one rank for ten vehicles ,members of the public are always expressing concern at the long walk from angel hill to the rank. The newly formed taxi and private hire council forum would like our opinions heard and I would suggest a rank on angel hill would be easily accommodated	Yes, all options including Angel Hill should be considered in consultation with the operators.	No change required	Taxi and private Hire Forum response. Received by email.
198	other	3 page letter sent seperately	It is not possible to respond without the information.		Pigeon Investment management response. Letter sent by email.
199	other	5 page letter sent seperately - also questionnaire response which has been input.	It is not possible to respond without the information.		Suffolk County Council response

203	other	<i>Economic Development</i> - The measures identified in the Masterplan should encourage employment growth in Bury St Edmunds, as the town centre becomes a more attractive retail centre and a more desirable location for B1 development. The Borough Council should consider how the Masterplan could be used to promote investment in the town centre. If the measures and investment proposed can be developed into a coherent narrative, they should encourage investor confidence and thus could be used to support inward investment narratives. <i>Archaeology</i> - Development and redevelopment in the Masterplan areas would require archaeological work as set out in Aspiration 26 of the Bury St Edmunds Vision 2031 and paragraph 128 of the NPPF and provide an opportunity to engage with the public on heritage and archaeology. <i>Rights of Way</i> - It may also be beneficial for the masterplan to include aspirations to increase connectivity with residential areas to the east of the town centre. This could include better connectivity for pedestrians and cyclists to current routes which cross the A14 to and from the town centre. <i>Public Health</i> - From a public health perspective, there are some concerns about objective 7, 'Managing and Enabling Access for All', which has few aspirations or proposed actions for any of the areas to make changes to improve access for residents and/or visitors with, dementia, or learning disabilities. The County Council can offer support as to how to best take account for these issues in the masterplan	Thank you for this informative contribution.		SCC questionnaire response. Sent by email
204	resident, retired	You can see the railway being on the edge of town is an issue. The Bus centre in the centre of town is an asset. The Bus service into town is a life line to many people. The bus station should be enhanced rather than moved out onto the street. It should be staffed to give directions to visitors and to deter drunks and people smoking in the shelters. It is also safer for traffic and helps traffic flow where it is.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding. No plans will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
205	visitor from less than 10 miles away	Include character and amenity. Exclude the motor car.	Character Area 9 includes a priority to preserve and enhance the character and appearance of the town centre.	No change required	
206	resident, worker	We need more easy access parking - not less - the shops will die and the crime rate will increase - (that is documented, pedestrianised areas increase crime at night).	We recognise there is a need to both replace any displaced parking and provide additional parking. This is addressed under Character Areas 1, 3, 5, 6 and 9.	No change required	
207	visitor from less than 10 miles away, retired	Doing away with the bus station is a ridiculous idea. We need a larger bus station as we need more buses to cover a larger area because of a growing population, in the villages of Suffolk no well as the town. Villages don't have enough shopping facilities, so we need to go to town many of us by bus.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding. No plans will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to the town centre.	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
208	resident, worker	Overall view of Masterplan is excellent, keeping people bikes and cars separate is excellent. New links from Buttermarket to the Arc should be a priority.	Thank you for your positive comments.	No change required	
209	prefer not to say	Bury has an excellent opportunity with the Masterplan to create a new and exciting town centre and surrounding area. They must listen to the people of the town. Buses should be redeployed to the car park at the ARC and the old station redeveloped to a multi-storey car park with associated shops to the front.	Thank you for your suggestions. The draft masterplan was developed from the outcome of the Issues and Options public consultation.	No change required	
210	resident, retired	Some of the proposals for getting developers to pay for our aspirations seem a bit optimistic - or pie in the sky?	Not all aspirations will be funded by developers, some will need alternative sources of funding.	No change required	
211	visitor from more than 10 miles away, prefer not to say	Can we have a fountain?	Thank you for your suggestion. All options will be considered.	No change required	
212	resident, other	Quite road surface on A14 - this is disgraceful, and could surely be resurfaced to reduce noise.	The A14 is outside the area of the masterplan and outside the remit of the local authority, being the responsibility of Highways England.	No change required	

213	resident, other	PLEASE LET US KEEP THE VICTORIAN TRAIN STATION. ART GALLERY BADLY NEEDED. PREF. IN TOWN CENTRE A14 ALL AROUND BURY NEEDS RE-SURFACING IMMEDIATELY!	There are no plans to remove the train station. The A14 is outside the area of the masterplan and outside the remit of the local authority, being the responsibility of Highways England.	No change required	
214	resident, retired	A park and ride scheme (a park and walk) is definitely need. This to prevent overload as parking facilities in town.	Thank you for your comment.	No change required	
215	resident, retired	What provision will be mode of facilities for young people? New dwellings to have garages/carports to avoid parking in streets, which should be totally forbidden streets/ residential roads are too narrow.	Thank you for your comment. The masterplan does not mention any specific age range as it is a high level document and will aim to balance the needs of all town centre users.	No change required	
216	resident, visitor from more than 10 miles away, retired	The bus station as it is now is disgusting (it vey bad outlook for visitors. Nobody to help, provide timetables or information. It was much better when it was manned by staff who were invaluable. I was born and bred in Bury and loved the town for many years but now I do not like it anymore and if you close the bus station I will go elsewhere to shop and visit. To the People involved with the Bus station. I have been using the bust station for the last fifty years, travelling in from Shepherd Grove Park, station on Sermonds buses. In the early days we had enough buses at useful times to be able to travel to other towns as well as Bury. e.g. Newmarket, Cambridge, Sudbury, Colchester, Stowmarket, Thetford Mildenhall, Brendon. Over the years the number of Buses coming to Bury from shepherds Grove park has slowly deteriorated till now we have no chance of going anywhere rather than Bury. Our timetable has been decimated. The bus station is empty when we arrive in Bury at 11am. Personally I now hate going to Bury now. My husband has been in Ashmore Nursing home for 14 months for end of life care. It is only 2 and a half miles from shepherds Grove on the other side of the A143. When he first went there I use to catch a bus at 11 -15am, arrive in Bury 12noon stay on the bus and go straight back via Bardwell, get off at the home at 12-40. This was acceptable as there were no buses going directly past there. Now I have to catch 10-25am to Bury, wait in town until 12-45pm to get there at 1-25pm. It is very tiring now, I used to wait in the libray café with coffee and snacks. Now that is closed, there is nowhere comfortable nearby. The bus station rest there since you took the staff away. It is not a very pleasant place for tourists coaches and any visitor to Bury. There is nobody to tell tem where places are to visit, or where and when to get buses. I thought the council wanted to Welcome visitors. This not the way to do it. If I was a visitor I would never come again or recommend it to anybody else. We need a larger bus station, a larger pleasant rest room with staff to help, refreshments available, pleasant toilets, notice boards, computer screens that can be read by everybody, not just young people with good eyesight. The present boards are useless to most of elderly people. If you get rid of the bus station and park buses in the street, where are the public expected to wait especially in the winter and bad weather. It will be very unpleasant and will drive people away. They will go elsewhere. This is going back to the 1930s. I am designated with the whole idea.	The masterplan does not propose the removal of the bus station, but it does mention opportunities for its redevelopment. This has led to misunderstanding and needs to be amended. No proposals will be progressed without comprehensive solutions for providing the fullest possible bus, car, bike and pedestrian access to meet the needs of the town centre. The timescale is set by the Vision 2031 policy and the masterplan will become part of the council's official planning guidance. Bus services are operated by individual providers and local public bodies have very limited control, in most cases none at all. The Borough will, however, work with Suffolk County Council and public transport service providers to improve the convenience of getting in to, out of and around the town centre	Amend aspiration to delete reference to redeveloping the bus station and replace with a positive aspiration to provide bus facilities to meet the needs of the town.	
217	prefer not to say	The MAP contains a series of aspirations for the Town Centre. However, whether these objectives result in successful change or not will depend very much on the detail of each initiative and on how they will be delivered. Although it is stated that a Delivery Strategy is to be produced, this should emerge and be made the subject of public consultation before the MAP is adopted. Without such a strategy being in place prior to adoption, there is no way of knowing if the adopted aspirations are possible, viable and deliverable. If the aspirations cannot be achieved, there will be no certainty that the future needs of the Town Centre will be met and the worth of the MAP will be questioned.	A detailed delivery plan capable of being updated and reviewed will be required to follow on from the masterplan. However, a high level delivery strategy for the aspirations as currently identified would be beneficial.	Introduce a delivery strategy for the aspirations.	

218	other	<p>once chartered cattle market. What happened to those deeds? Now the Market Trader Stall's rents are too high, "Holders are moving to other realistic markets. So much has been sold off, pulled down on Historic Buildings renamed, and what a disaster a murder in the backyard and a building burnt down. Rising Sun and Cuppa House. The only family stone left seems to be "Palmer's" Our Town Post Office, will it come down, as of no use, not sold to make way for a walk through for the "Arc". Doesn't surprise me sadly. Were already over loaded and grid locked and not enough parking. Has no one noticed all the houses being council are executive houses... More are being build for the local younger generation, to be able to afford to buy?? Our Country side Heritage Land is being sold off on confiscated. Like "Rougham Town and Tut Hill. Once it's gone, its' gone forever." That's lot good farm land for growing food on and for animals to graze on – the natural way. Believe you me, when all our farm land has been taken over – we'll be having to buy more from abroad for food, which might be cheaper now. But look out "England" as soon They'd have over a barrel, and food will then go sky high and not cheap. "Animal Welfare," abroad is treated so much more with Cruelty! I've seen it when abroad, so distressing. Example: a chickens tied with string one leg each together at a Market in the scorching heat, panting lying on they're sides unable to move. Leave our "Bus station" alone. It's already heavy in usage. With buses coming in from London, Stanstead, county buses etc. As its close to Town for the elderly to be able to walk. Have "Triton House" down, a filthy looking place is a disgrace to the lovely built 'library' across the road. A building so in keeping with the architecture of Bury St Edmunds Town centre . A pity the "Arc" didn't follow suit So out of keeping. Too tall, too overpowering, Its already had its problem and at what cost. How long will it last? It was sneaky how the lovely "Odeon" got pulled down and replaced with the Cornhill wall a glass House. And that horrendo use wooden shack, top of Kings Road. And I understand the scaffolding on top of Kentucky building was to enhance the building....! Outsiders, must be coming it, to mess ovr "lovely old town". So sad. And the Suffolk Regiment Barracks 1878 fantly standing, what a joy it was to see and hear they're band and walking down Risbygate Street going to the Church. And them coming back and people lining the street to watch and cheer. "Always" a crowd to watch it. The Regimental Sargent Majors, were a force to be reckoned with, if and when any soldier misbehaved. Don't even remember a hearing on Murder in our Town. There were several fist fights. Especially when the Americans first cane W.W.II Now look whats happening, so awful and so distressing. I wouldn't walk in "Bury Town" at night on my own. Lastly "Toilet facilities are appalling to find especially for the elderly with part of the Bus station, partly sealed to let. Don't know who wrote this: But it just about sums</p>	<p>Opinions differ, but the general consensus is that the town has seen significant improvement. Risbygate Street, once boarded up and semi derelict is nearly fully occupied. The Cattle Market closed as a result of changing retail arrangements with farmers and has been replaced with a modern shops, homes and performance space arranged on the historic medieval grid. The Cuppola House has been sympathetically rebuilt/restored following a tragic fire. The town is not grid locked, but it is busy and it needs to be able to respond to any future demands placed upon it. Growth is inevitable and cannot be prevented. We have the choice of sitting back and responding to whatever is thrown our way, or we can be proactive and try to shape our own destiny. This is the role of the masterplan.</p>	No change required	
219	other	<p>Question After all the proposed changes - which will take some time - are you proposing that Angel Hill will still be a car park? Is ther any mention regarding the future use of Angel Hill in your proposal?</p>	<p>There is an aspiration in Character Area 4 to reinforce the identity of Angel Hill as a multi-functional space to continue as a car park and events space. During the Issues and Options stage there was some support for pedestrianising Angel Hill. We have not taken this forward as we recognise Angel Hill is a valuable car park on the east side of town to allow the public to make use of the facilities available nearby.</p>	No change required	