

# Cabinet



*St Edmundsbury*  
BOROUGH COUNCIL

<b>Title:</b>	<b>Agenda</b>																
<b>Date:</b>	<b>Tuesday 27 June 2017</b>																
<b>Time:</b>	<b>5.00 pm</b>																
<b>Venue:</b>	<b>Conference Chamber West (F1R09)</b> <b>West Suffolk House</b> Western Way Bury St Edmunds IP33 3YU																
<b>Membership:</b>	<p style="text-align: center;"><b>Leader</b> John Griffiths</p> <p style="text-align: center;"><b>Deputy Leader</b> Sara Mildmay-White</p> <table border="0"> <thead> <tr> <th style="text-align: left;"><b><u>Councillor</u></b></th> <th style="text-align: left;"><b><u>Portfolio</u></b></th> </tr> </thead> <tbody> <tr> <td>Robert Everitt</td> <td>Families and Communities</td> </tr> <tr> <td>Sara Mildmay-White</td> <td>Housing</td> </tr> <tr> <td>John Griffiths</td> <td>Leader</td> </tr> <tr> <td>Ian Houlder</td> <td>Resources and Performance</td> </tr> <tr> <td>Alaric Pugh</td> <td>Planning and Growth</td> </tr> <tr> <td>Jo Rayner</td> <td>Leisure and Culture</td> </tr> <tr> <td>Peter Stevens</td> <td>Operations</td> </tr> </tbody> </table>	<b><u>Councillor</u></b>	<b><u>Portfolio</u></b>	Robert Everitt	Families and Communities	Sara Mildmay-White	Housing	John Griffiths	Leader	Ian Houlder	Resources and Performance	Alaric Pugh	Planning and Growth	Jo Rayner	Leisure and Culture	Peter Stevens	Operations
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<b>Interests – Declaration and Restriction on Participation:</b>	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.																
<b>Quorum:</b>	Three Members																
<b>Committee administrator:</b>	<b>Claire Skoyles</b> Democratic Services Officer <b>Tel:</b> 01284 757176 <b>Email:</b> <a href="mailto:claire.skoyles@westsuffolk.gov.uk">claire.skoyles@westsuffolk.gov.uk</a>																

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# Public Information



*St Edmundsbury*  
BOROUGH COUNCIL

<b>Venue:</b>	<b>West Suffolk House</b> Western Way Bury St Edmunds Suffolk IP33 3YU	Tel: 01284 757176 Email: <a href="mailto:democratic.services@westsuffolk.gov.uk">democratic.services@westsuffolk.gov.uk</a> Web: <a href="http://www.westsuffolk.gov.uk">www.westsuffolk.gov.uk</a>
<b>Access to agenda and reports before the meeting:</b>	Copies of the agenda and reports are open for public inspection at the above address at least five clear days before the meeting. They are also available to view on our website.	
<b>Attendance at meetings:</b>	The Borough Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public.	
<b>Public participation:</b>	Members of the public who live or work in the Borough are invited to put one question or statement of not more than three minutes duration relating to items to be discussed in Part 1 of the agenda only. If a question is asked and answered within three minutes, the person who asked the question may ask a supplementary question that arises from the reply. A person who wishes to speak must register at least 15 minutes before the time the meeting is scheduled to start. There is an overall time limit of 15 minutes for public speaking, which may be extended at the Chairman's discretion.	
<b>Disabled access:</b>	West Suffolk House has facilities for people with mobility impairments including a lift and wheelchair accessible WCs. However in the event of an emergency use of the lift is restricted for health and safety reasons.  Visitor parking is at the car park at the front of the building and there are a number of accessible spaces.	
<b>Induction loop:</b>	An Induction loop is available for meetings held in the Conference Chamber.	
<b>Recording of meetings:</b>	The Council may record this meeting and permits members of the public and media to record or broadcast it as well (when the media and public are not lawfully excluded).  Any member of the public who attends a meeting and objects to being filmed should advise the Committee Administrator who will instruct that they are not included in the filming.	

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# Agenda

## Procedural Matters

**1. Apologies for Absence**

**2. Minutes**

**1 - 16**

To confirm the minutes of the meetings held on 30 May 2017 (Extraordinary meeting) and 31 May 2017 (copies attached).

## Part 1 - Public

**3. Open Forum**

At each Cabinet meeting, up to 15 minutes shall be allocated for questions from and discussion with, non-Cabinet members. Members wishing to speak during this session should if possible, give notice in advance. Who speaks and for how long will be at the complete discretion of the person presiding.

**4. Public Participation**

Members of the public who live or work in the Borough are invited to put one question or statement of not more than three minutes duration relating to items to be discussed in Part 1 of the agenda only. If a question is asked and answered within three minutes, the person who asked the question may ask a supplementary question that arises from the reply.

A person who wishes to speak must register at least 15 minutes before the time the meeting is scheduled to start.

There is an overall time limit of 15 minutes for public speaking, which may be extended at the Chairman's discretion.

**5. Report of the Performance and Audit Scrutiny Committee: 25 May 2017**

**17 - 22**

Report No: **CAB/SE/17/031**

Chairman: Sarah Broughton

Lead Officer: Christine Brain

**6. Report of the Overview and Scrutiny Committee: 7 June 2017**

**23 - 28**

Report No: **CAB/SE/17/032**

Chairman: Diane Hind

Lead Officer: Christine Brain

- 7. Report of the West Suffolk Joint Growth Steering Group: 6 June 2017** **29 - 36**  
Report No: **CAB/SE/17/033**  
Portfolio Holder and Chairman of the Steering Group: Alaric Pugh  
Lead Officer: Julie Baird
- NON-KEY DECISIONS
- 8. Draft West Suffolk Annual Report 2016/2017** **37 - 108**  
Report No: **CAB/SE/17/034**  
Portfolio Holder: John Griffiths Lead Officer: Davina Howes
- 9. Bury St Edmunds Town Centre Masterplan Progress** **109 - 428**  
Report No: **CAB/SE/17/035**  
Portfolio Holder: Alaric Pugh Lead Officer: Amy Leader  
*(Due to the length of the document, pages 123 – 426 (Appendix A) are only available in printed form upon request. Please see website for this document)*
- 10. West Suffolk Community Energy Plan – Investing in New Opportunities** **429 - 434**  
Report No: **CAB/SE/17/036**  
Portfolio Holder: Alaric Pugh Lead Officer: Peter Gudde
- 11. Discretionary Rate Relief Following Revaluation – Development of a Local Scheme 2017/2018** **435 - 450**  
Report No: **CAB/SE/17/037**  
Portfolio Holder: Ian Houlder Lead Officer: Rachael Mann
- 12. West Suffolk Joint Pay Policy Statement 2017/2018** **451 - 464**  
Report No: **CAB/SE/17/038**  
Portfolio Holder: Ian Houlder Lead Officer: Karen Points
- 13. Modern Slavery and Anti-Trafficking Statement** **465 - 476**  
Report No: **CAB/SE/17/039**  
Portfolio Holder: John Griffiths Lead Officer: Karen Points
- 14. Decisions Plan: June 2017 to May 2018** **477 - 494**  
To consider the most recently published version of the Cabinet’s Decisions Plan  
Report No: **CAB/SE/17/040**  
Portfolio Holder: John Griffiths Lead Officer: Ian Gallin

**Part 2 – Exempt**  
**NONE**

# Extraordinary (Informal Joint) Cabinet



*St Edmundsbury*  
BOROUGH COUNCIL

**Notes** of informal discussions of the SEBC/FHDC **Cabinets** held on  
**Tuesday 30 May 2017 at 4.38 pm** in the **Council Chamber,**  
**District Offices,** College Heath Road, Mildenhall IP28 7EY

**Present: Councillors**

Forest Heath District Council (FHDC)

James Waters (in the Chair for the informal discussions)

David Bowman	Stephen Edwards
Andy Drummond	Robin Millar

St Edmundsbury Borough Council (SEBC)

John Griffiths

Robert Everitt	Alaric Pugh
Sara Mildmay-White	Jo Rayner
Ian Houlder	Peter Stevens

**In attendance:** Ruth Bowman (FHDC) Carol Bull (SEBC)

Prior to the formal meeting, informal discussions took place on the following substantive item:

(1) The Future of Local Government in West Suffolk

All Members of St Edmundsbury Borough Council's Cabinet had been invited to attend Forest Heath District Council's Offices at College Heath Road, Mildenhall to enable joint informal discussions on the report to take place between the two authorities, prior to seeking formal approval at their respective separate Cabinet meetings, immediately following the informal discussions.

The Chairman/Leader of Forest Heath District Council, welcomed all those present to the District Offices. He firstly requested that a minute's silence be observed in remembrance of those affected by the tragic events in Manchester as a result of an atrocious act of terrorism. The Service Manager (Democratic Services) and Monitoring Officer subsequently advised on the

format of the proceedings for the informal discussions and subsequent separate meetings of each authority.

Under their Constitutions, both Cabinets listed as standing agenda items: an 'Open Forum', which provided the opportunity for non-Cabinet Members to discuss issues with Cabinet and also 'Public Participation', which provided the opportunity for members of the public to speak. Therefore, as any matters arising from the discussions held during these agenda items may have some bearing on the decisions taking during the separate formal meetings, non-Cabinet Members and members of the public were invited to put their questions/statements prior to the start of the joint informal discussions.

**1. Open Forum**

No non-Cabinet Members in attendance wished to speak.

**2. Public Participation**

There were no members of the public in attendance.

**3. The Future of Local Government in West Suffolk  
(Report Nos: CAB/SE/17/022 and CAB/FH/17/026)**

The Cabinets considered the above report, which sought approval for a number of recommendations to enable further work to be undertaken on testing potential suitable future governance options for west Suffolk. This would specifically include the development of a draft business case on the option of a single council for west Suffolk, for presenting to each Council on 13/14 June 2017.

Councillors James Waters and John Griffiths, FHDC's and SEBC's respective Leaders, drew relevant issues to the attention of both Cabinets, including that in recognition of the significant changes in the UK economy, society and demographics, alongside financial and governmental changes, it was timely for all local councils to consider their role, form and structure, in order to ensure they were fit for purpose for the next decade. Many of these challenges were new and more complex than those previously faced by local government.

FHDC and SEBC had taken the opportunity to reflect on their arrangements to secure future financial and structural resilience so that a strong base from which to invest in could continue in order to support communities and businesses, and enable the delivery of services to customers into the next decade.

The Cabinets considered each of the following issues, as detailed in the report:

- (a) the changing context for local government in west Suffolk;
- (b) the options for future governance that were available to the councils, including the option of a single council for west Suffolk;
- (c) the proposed approach to exploring these options;
- (d) the longer-term process; and
- (e) the immediate next steps.

As part of deliberation of the above, the Cabinets considered the immediate establishment of a 'Future Governance Member Steering Group', the proposed terms of reference for which were contained in Appendix A. This Group would be tasked with advising and supporting the Leaders of the Councils on the technical requirements involved with moving forward the proposals set out in the draft business case due to be presented to both authorities' full Councils meetings on 13/14 June 2017. Should the final business case be approved by both Councils in September 2017, this Group would also support the ultimate decision making processes.

In response to a question, Members were informed that the officer team for the proposed new Future Governance Member Steering Group would be led by the Service Manager (Democratic Services) and Monitoring Officer. Other officers would provide support, knowledge and expertise at meetings depending on the nature and subject matter under consideration.

The recommendations set out on pages 1 and 2 of the report were unanimously supported by both Cabinets.

On the conclusion of the informal joint discussions at 4.46 pm and Forest Heath District Council's Cabinet meeting, the Chairman then formally opened the meeting of St Edmundsbury Borough Council's Cabinet at 4.47 pm in the Council Chamber.

Minutes of Cabinet overleaf.....

# Extraordinary Cabinet



*St Edmundsbury*  
BOROUGH COUNCIL

**Minutes** of an extraordinary meeting of the **Cabinet** held on **Tuesday 30 May 2017** at **4.47 pm** in the **Council Chamber, District Offices**, College Heath Road, Mildenhall, IP28 7EY

Present: **Councillors**

**Chairman** John Griffiths (Leader of the Council) (in the Chair)  
**Vice Chairman** Sara Mildmay-White (Deputy Leader)

Robert Everitt  
Ian Houlder  
Alaric Pugh

Joanna Rayner  
Peter Stevens

**In attendance:**  
Carol Bull

## 324. **Apologies for Absence**

No apologies for absence were received.

## 325. **Open Forum**

This item had already been considered during the informal discussions in relation to Item 4. on the agenda (Item 1. above within the notes of the informal discussions refers).

## 326. **Public Participation**

This item had already been considered during the informal discussions in relation to Item 4. on the agenda (Item 2. above within the notes of the informal discussions refers).

## 327. **The Future of Local Government in West Suffolk**

**(Report No: CAB/SE/17/022)**

Further to the joint informal discussions held prior to the meeting with Forest Heath District Council's Cabinet on Report No: CAB/SE/17/022, it was proposed, seconded and



RESOLVED:

That:

- (1) the changing context for local government in West Suffolk, be noted;
- (2) recognition be given to the need to continue to assess whether the current governance structures are the most effective they can be, particularly in regard to future role/challenges for communities;
- (3) further work from Officers be commissioned, to test the option of a single council for West Suffolk against the alternative options outlined in Report No: CAB/SE/17/022, through the production of a business case, for consideration by Council on 13 June 2017; and
- (4) the establishment of a Future Governance Member Steering Group be agreed, on the basis set out in Section 4.6 of Report No: CAB/SE/17/022 and the Terms of Reference set out in Appendix A to Report No: CAB/SE/17/022.

The meeting concluded at 4.48 pm

**Signed by:**

**Chairman**

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# Cabinet



*St Edmundsbury*  
BOROUGH COUNCIL

**Minutes** of a meeting of the **Cabinet** held on  
**Wednesday 31 May 2017** at **5.10 pm** in the **Conference Chamber West,**  
**West Suffolk House,** Western Way, Bury St Edmunds IP33 3YU

Present: **Councillors**

**Chairman** John Griffiths (Leader of the Council) (in the Chair)  
**Vice Chairman** Sara Mildmay-White (Deputy Leader)

Robert Everitt  
Ian Houlder  
Alaric Pugh

Joanna Rayner  
Peter Stevens

**By Invitation:**

Diane Hind

(Chairman of the Overview and Scrutiny  
Committee)

**In attendance:**

Carol Bull  
Susan Glossop

Clive Pollington  
David Roach

328. **Remembrance**

The Chairman stated that a minute's silence had been observed at the extraordinary meeting of Cabinet jointly held with Forest Heath District Council's Cabinet on 30 May 2017, in remembrance of those affected by the tragic events in Manchester as a result of an atrocious act of terrorism.

He wished to however, place on record at this meeting, that their thoughts and condolences were with all those involved.

329. **Apologies for Absence**

No apologies for absence had been received.

330. **Minutes**

The minutes of the meeting held on 28 March 2017 were confirmed as a correct record and signed by the Chairman.

331. **Open Forum**

No non-Cabinet Members in attendance wished to speak under this item.

**332. Public Participation**

There were no members of the public in attendance.

**333. Report of the Overview and Scrutiny Committee: 19 April 2017**

The Cabinet received and noted Report No: CAB/SE/17/023, which informed the Cabinet of the following items discussed by the Overview and Scrutiny Committee on 19 April 2017:

- (1) Annual Presentation by the Portfolio Holder for Families and Communities;
- (2) Monitoring Community Safety Activities including Western Suffolk Community Safety Partnership;
- (3) West Suffolk Housing Strategy: Update on Progress Against Action Points;
- (4) Review and Revision of the Constitution (Quarter 4);
- (5) Directed Surveillance Authorised Applications (Quarter 4); and
- (6) Work Programme Update, Formation of a West Suffolk Information Strategy Joint Task and Finish Group and Suggestion for Scrutiny.

Councillor Diane Hind, Chairman of the Committee, drew relevant issues to the attention of Cabinet.

Congratulations were given to Councillor Hind on her re-election as Chairman of the Committee, and also to Councillor Susan Glossop, who was in attendance, on her appointment as Vice-Chairman.

**334. Report of the Anglia Revenues and Benefits Partnership Joint Committee: 28 March 2017**

The Cabinet received and noted Report No: CAB/SE/17/024, which informed the Cabinet of the following items discussed by the Anglia Revenues and Benefits Partnership Joint Committee on 28 March 2017:

- (1) Performance Report;
- (2) Welfare Reform Update;
- (3) Transformation Programme Update;
- (4) Forthcoming Issues;
- (5) Exempt Item: Risk Based Verification Policy Review Report – March 2017; and
- (6) Exempt Item: Partnership Working through Section 101 Agreement.

Councillor Ian Houlder, Portfolio Holder for Resources and Performance, drew relevant issues to the attention of Cabinet, including that the Joint Committee had decided not to pursue a proposal to deliver revenues and benefits services for another district council through a Section 101 Agreement. The Cabinet concurred with this decision, particularly in light of the challenges faced by the partnership regarding the introduction of Universal Credit and other welfare reforms.

A discussion was also held on progress regarding the trading arm of the Anglia Revenues and Benefits Partnership.

**335. Restructure Proposal for the Housing Options and Homelessness Team**

The Cabinet considered Report No: CAB/SE/17/025, which sought approval for additional staffing resources to enable a restructure of the Housing Options and Homelessness Team in order to meet the requirements of the new Homelessness Reduction Act and the impact of other welfare reforms.

Councillor Sara Mildmay-White, Portfolio Holder for Housing, drew relevant issues to the attention of Cabinet, including that the proposed restructure had been prompted by a number of factors, such as:

- (a) a number of staff changes and the urgent requirement to fill vacant posts;
- (b) the need to have a robust service which could respond to forthcoming significant legislative changes, particularly the Homelessness Reduction Act;
- (c) recognition that changes to Universal Credit (UC) would have a real impact on tenants and landlords across West Suffolk;
- (d) reduction in the number of Housing Related Support funded beds, anticipated changes to housing support funding from 2018 and continual changes to the welfare system;
- (e) a review of the councils' landlord liaison activities; and
- (f) feedback from the Housing Peer Review.

Section 1.2 of the report provided further details on the factors outlined above, as noted by the Cabinet.

Members then noted that the additional staffing costs to deliver the restructure across the two West Suffolk Councils was estimated at £230,354, which included all employer costs but was subject to final job evaluation of the posts. These costs would be funded from a new government Flexible Homelessness Support Grant, which was ringfenced for an initial two year period and during that time, may only be used to prevent or deal with homelessness. Section 3 of the report provided further details on the amounts awarded to St Edmundsbury and Forest Heath in 2017/18 and 2018/19, and how the grant was proposed to be used to fund the restructure.

Members were pleased to note that the restructure proposal would be funded from the new government grant, which led to a discussion on the responsibilities of landlords and letting agents regarding their respective roles in trying to mitigate homelessness.

RESOLVED:

That:

- (1) the additional statutory duties which will be in place as a result of the Homelessness Reduction Act, be noted;

- (2) the service be restructured and that an additional 6.8 FTE staff are required to meet the new statutory duties, as set out in Section 2.2 of Report No: CAB/SE/17/025; and
- (3) the funding of the additional posts be secured from the Flexible Homelessness Reduction Grant, as set out in Section 3.

### **336. Public Space Protection Orders**

The Cabinet considered Report No: CAB/SE/17/026, which sought approval for the adoption of proposed Public Space Protection Orders (PSPO) in the borough.

On 7 February 2017, the Cabinet had considered recommendations of the Overview and Scrutiny Committee, which proposed the continuation of the Bury St Edmunds alcohol related PSPO with the addition of a condition in relation to street begging. This proposed extension to the PSPO was at the direct request of the local Police as well as responding to feedback received from local businesses in the town. The Cabinet had agreed that the additional condition relating to street begging should be included.

In addition, the Cabinet had considered the Committee's recommendations regarding the adoption of certain dog controls across St Edmundsbury, which included dog fouling and exclusion of dogs from certain specific children's play areas and fenced football pitch areas.

The Cabinet had been satisfied that, subject to the outcome of public consultation, the proposed changes to the PSPOs were acceptable and proportionate to mitigate potential nuisance or problems in an area that may be detrimental to the local community's quality of life.

As one of the Portfolio Holders responsible for this matter, Councillor Robert Everitt, Portfolio Holder for Families and Communities, drew relevant issues to the attention of Cabinet, including that the proposed PSPOs had now been subject to consultation. Members were now required to reconsider the proposals in light of the representations received and the responses given to those, as set out in the report, before making a decision on whether to formally adopt the PSPOs.

Councillor Joanna Rayner, Portfolio Holder for Leisure and Culture, and the other portfolio holder responsible for this matter, particularly expressed her support for the dog related orders, which allowed the Council to proactively implement enforcement measures and promote responsible dog ownership.

A discussion was held on the consultation process, which then led to Members expressing their support for the proposed PSPOs and agreeing to their formal adoption, as set out in the recommendations contained in the report.

RESOLVED:

That, as set out in Report No: CAB/SE/17/026:

- (1) the results of the consultations associated with the proposed Public Space Protection Orders (PSPO), be noted;
- (2) the inclusion of street begging in the Bury St Edmunds alcohol related PSPO, be approved;
- (3) the PSPO relating to dog fouling, be approved; and
- (4) the PSPO relating to banning dogs from certain specific children's play areas and certain specific fenced football pitch areas, be approved.

**337. Annual Review and Appointment of the Cabinet's Working Parties, Joint Committees/Panels and Other Groups**

The Cabinet considered Report No: CAB/SE/17/027, which presented the annual review and appointment of Cabinet Working Parties, Joint Committee/Panels and Other Groups: 2017/2018.

Councillor John Griffiths, Leader of the Council, drew relevant issues to the attention of the Cabinet, including that the Cabinet was required to review the membership and Terms of Reference of its Working Parties, Joint Committees/Panels and Other Groups for 2017/2018.

The existing Terms of Reference for the relevant bodies were attached as Appendix A to F inclusive.

No changes were recommended to the majority of the existing arrangements, with the exception of the following:

- (a) The Sustainable Development Working Party was proposed to be disbanded as its responsibilities would be incorporated into the work of the West Suffolk Joint Growth Steering Group, which would include the development of a new local plan for West Suffolk. Forest Heath District Council's equivalent Local Plan Working Group would be disbanded upon adoption of its local plan later this year.
- (b) The Terms of Reference for the West Suffolk Joint Growth Steering Group had been proposed to be widened to cover the consideration of a range of strategic matters that would contribute towards the growth of West Suffolk, as shown in Appendix C. As a non-decision making body, it would continue to make recommendations on such issues to Cabinet, as appropriate.
- (c) The West Suffolk Joint Emergency Planning Panel was proposed to be disbanded as its principal work was already covered by the Suffolk-wide Joint Emergency Planning Unit. Further details regarding this proposal was provided in 1.3.8 to 1.3.10 of the report.

Together with the other recommendations contained in the report, the Cabinet supported the above proposals. The Grant Working Party was

particularly acknowledged for its sterling work in considering applications for grant funding under the Rural Initiatives Grant Scheme and for bringing forward its recommendations to Cabinet for Community Chest funding each autumn. The late Councillor Angela Rushen was commended for her excellent chairmanship of this Working Party, a role she had successfully undertaken for a number of years.

Appointments and re-appointments of Members to the various bodies would be made under delegated authority on the basis of political balance requirements, where applicable.

RESOLVED:

That:

- (1) the Grant Working Party continues to operate in accordance with its Terms of Reference, as detailed in Appendix A of Report No: CAB/SE/17/027.
- (2) Given the diminished workload of the Sustainable Development Working Party in 2016/2017 and the continuing significance of the West Suffolk Joint Growth Steering Group (WSJGSG) in the context of its close association with the West Suffolk strategic priorities, the Sustainable Development Working Party be disbanded, and its responsibilities set out in its Terms of Reference (ToR) at Appendix B, be incorporated into the ToR for the WSJGSG.
- (3) The West Suffolk Joint Growth Steering Group continues to operate in accordance with its amended Terms of Reference contained in Appendix C.
- (4)
  - (a) the West Suffolk Joint Emergency Planning Panel, be disbanded; but
  - (b) relevant updates be provided to all councillors on emergency planning matters via the intranet and email as required, and to use normal Cabinet or scrutiny mechanisms to input to, and adopt, any work by the Suffolk Joint Emergency Planning Policy Panel.
- (5)
  - (a) The West Suffolk Joint Health and Safety Panel and the West Suffolk Joint Staff Consultative Panel continue to operate in accordance with their current Terms of Reference contained in Appendices E and F respectively; and
  - (b) periodical meetings of the Joint Panels continue to be scheduled as and when required but with regard to the discussion outlined in Section 1.3.15.
- (6)
  - (a) The Service Manager (Democratic Services) be requested to exercise their existing delegated authority to re-appoint or appoint as applicable, Members and substitute Members to the Grant Working Party, West Suffolk Joint Growth Steering Group, West Suffolk Joint



Health and Safety Panel and the West Suffolk Joint Staff Consultative Panel for 2017/2018, on the nominations of Group Leaders; and

- (b) such re-appointments/appointments be made on the basis of political balance requirements, where applicable and identified in Report No: CAB/SE/17/027.
- (7) The Service Manager (Democratic Services) be requested to exercise their existing delegated authority to re-appoint or appoint as applicable, one full Cabinet Member and two substitute Cabinet Members to the Anglia Revenues and Benefits Partnership Joint Committee for 2017/2018, on the nomination of the Leader of the Council.
- (8)
  - (a) The Cabinet's existing informal Working Groups be retained as indicated in Section 1.6.2; and
  - (b) provided that resources are available to support them, further informal task-and-finish working groups continue to be established to consider specific issues as required throughout 2017/2018.
- (9) The Members stated in Section 1.7.2 be re-appointed as observers to the respective outside bodies listed, and to NOTE the Leader or ex-officio appointments to the project or partnership groups listed in Section 1.7.3 and 1.7.4.

### **338. Decisions Plan: May 2017 to May 2018**

The Cabinet considered Report No: CAB/SE/17/028, which was the executive Decisions Plan covering the period May 2017 to May 2018.

Members took the opportunity to review the intended forthcoming decisions of the Cabinet; however, no further information or amendments were requested on this occasion.

### **339. Revenues Collection Performance and Write Offs**

The Cabinet considered Report No: CAB/SE/17/029, which provided the collection data in respect of Council Tax and National Non-Domestic Rates and sought approval for the write-off of debts as contained in the Exempt Appendices.

Councillor Ian Houlder, Portfolio Holder for Resources and Performance, drew relevant issues to the attention of the Cabinet, including the current collection performance, as set out in Section 3 of the report. He added that in the event that a written-off debt became recoverable, the amount would be written back on, and enforcement procedures would be re-established. For example, this might happen if someone had gone away with no trace, but was unexpectedly 'found' again through whatever route.

RESOLVED:

That the write-off of the amounts detailed in the exempt appendices to Report No: CAB/SE/17/029, be approved, as follows:

- (1) Exempt Appendix 1: Business Rates totalling £385,637.48; and
- (2) Exempt Appendix 2: Overpayment of Housing Benefit totalling £8,590.96.

**340. Exclusion of Press and Public**

See minute 341 below.

**341. Exempt Appendices: Revenues Collection Performance and Write-Offs (paras 1 and 2)**

The Cabinet considered Exempt Appendices 1 and 2 to Report No: CAB/SE/17/029 under Agenda Item 11, however no reference was made to specific detail and therefore this item was not held in private session.

**342. Exempt: Use of Chief Executive's Urgency Powers: Reporting of a Settlement (paras 1, 2 and 5)**

The Cabinet received and noted an exempt narrative item, which was the reporting of a decision taken through exercising the Chief Executive's urgency powers, in respect of a settlement agreed in the Council's favour.

As required by the Constitution, the Cabinet was required to note the use of the Chief Executive's urgency powers, which had been exercised for the reasons set out in the exempt narrative item. No reference was made to specific detail and therefore this item was not held in private session.

Members noted that the settlement had been reached as a result of negotiation between the parties involved. Prior to the decision being taken, the Leader of the Council, and the Portfolio Holders for Resources and Performance, and Operations had been consulted and all had endorsed the decision being made. The matter had also been reported to the Chairman of the Overview and Scrutiny Committee prior to it being included on this Cabinet agenda.

The Cabinet commended the Service Manager (Strategic Property) for his work in negotiating a settlement that was of considerable benefit to the Council.

The meeting concluded at 5.41 pm

**Signed by:**

**Chairman**

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# Cabinet



St Edmundsbury  
BOROUGH COUNCIL

<b>Title of Report:</b>	<b>Report of the Performance and Audit Scrutiny Committee: 25 May 2017</b>	
<b>Report No:</b>	<b>CAB/SE/17/031</b>	
<b>Report to and date:</b>	<b>Cabinet</b>	27 June 2017
<b>Portfolio Holder:</b>	Ian Houlder Portfolio Holder for Resources and Performance <b>Tel:</b> 01284 810074 <b>Email:</b> <a href="mailto:ian.houlder@stedsbc.gov.uk">ian.houlder@stedsbc.gov.uk</a>	
<b>Chairman of the Committee:</b>	Sarah Broughton Chairman of the Performance and Audit Scrutiny Committee <b>Tel:</b> 01284 787327 <b>Email:</b> <a href="mailto:sarah.broughton@stedsbc.gov.uk">sarah.broughton@stedsbc.gov.uk</a>	
<b>Lead Officer:</b>	Christine Brain Democratic Services Officer (Scrutiny) <b>Tel:</b> 01638 719729 <b>Email:</b> <a href="mailto:Christine.brain@westsuffolk.gov.uk">Christine.brain@westsuffolk.gov.uk</a>	
<b>Purpose of report:</b>	On 25 May 2017, the Performance and Audit Scrutiny Committee held an informal joint meeting with Members of Forest Heath's Performance and Audit Scrutiny Committee, and <u>considered the first six items jointly</u> :  (1) Internal Audit Charter;  (2) Internal Audit Annual Report (2016-2017) and Outline Internal Audit Plan (2017-2018);  (3) Balanced Scorecards and Quarter 4 Performance Report 2016-2017  (4) Balanced Scorecard Indicators and Targets for 2017-2018	

	<p>(5) West Suffolk Strategic Risk Register Quarterly Monitoring Report – March 2017;</p> <p>(6) Work Programme Update;</p> <p>(7) Ernst and Young – Certification of Claims and Returns Annual Report (2015-2016);</p> <p>(8) Ernst and Young – External Audit Plan and Fees 2016-2017 and 2017-2018 Indicative Fees; and</p> <p>(9) Financial Performance Report (Revenue and Capital) Outturn 2016-2017.</p>
<b>Recommendation:</b>	<b>The Cabinet is requested to <u>NOTE</u> the contents of Report No: CAB/SE/17/031, being the report of the Performance and Audit Scrutiny Committee.</b>
<b>Key Decision:</b> <i>(Check the appropriate box and delete all those that <b>do not</b> apply.)</i>	<p><i>Is this a Key Decision and, if so, under which definition?</i></p> <p>Yes, it is a Key Decision - <input type="checkbox"/></p> <p>No, it is not a Key Decision - <input checked="" type="checkbox"/></p> <p>Report for information only.</p>
<b>Consultation:</b>	<ul style="list-style-type: none"> <li>• See reports listed in Section 2 below.</li> </ul>
<b>Alternative option(s):</b>	<ul style="list-style-type: none"> <li>• See reports listed in Section 2 below</li> </ul>
<b>Implications:</b>	
Are there any <b>financial</b> implications? <i>If yes, please give details</i>	Yes <input type="checkbox"/> No <input type="checkbox"/> Please see background papers.
Are there any <b>staffing</b> implications? <i>If yes, please give details</i>	Yes <input type="checkbox"/> No <input type="checkbox"/> Please see background papers.
Are there any <b>ICT</b> implications? <i>If yes, please give details</i>	Yes <input type="checkbox"/> No <input type="checkbox"/> Please see background papers
Are there any <b>legal and/or policy</b> implications?	Yes <input type="checkbox"/> No <input type="checkbox"/> Please see background papers.
Are there any <b>equality</b> implications? <i>If yes, please give details</i>	Yes <input type="checkbox"/> No <input type="checkbox"/> Please see background papers.
<b>Risk/opportunity assessment:</b>	Please see background papers.
<b>Ward(s) affected:</b>	Please see background papers.
<b>Background papers:</b>	Please see background papers, which are listed at the end of the report.
<b>Documents attached:</b>	None

## **1. Key issues and reasons for recommendation**

### **1.1 Internal Audit Charter (Report No: PAS/SE/17/006)**

- 1.1.1 The Committee received Report No: PAS/SE/17/006, which asked Members to scrutinise and approve an updated version of the Internal Audit Charter, attached at Appendix A to the report.
- 1.1.2 The Charter had been revised to take into account recent revisions to the Public Sector Internal Audit Standards, and now included a 'Mission' for the Internal Audit Section and 'Core Principles' for the professional practice of internal auditing.
- 1.1.3 Members scrutinised the revised Charter and asked questions to which officers responded and **Resolved** that the Internal Audit Charter attached as Appendix A to Report No: PAS/SE/17/006, be **approved**.

### **1.2 Internal Audit Annual Report (2016-2017) and Outline Internal Audit Plan (2017-2018) (Report No: PAS/SE/17/007)**

- 1.2.1 This report summarised the work undertaken by Internal Audit during the year and provided details of the Outline Internal Audit Plan for 2017-2018. It also showed progress made during the year in developing and maintaining an anti-fraud and anti-corruption culture and actions taken where fraud or misconduct had been identified. Finally, the report showed the work undertaken to fulfil the requirement for an annual review of the effectiveness of internal audit.
- 1.2.2 The Committee considered the report, and **endorsed** the conclusion drawn in respect of the annual review of the effectiveness of internal audit. Finally, Members **approved** the Internal Audit Plan for 2017-2018 (Appendix C), and **noted** the content of the Annual Internal Audit Report for 2016-2017 (Appendix A) and the Managing the Risk of Fraud, Theft and Corruption Report (Appendix D).

### **1.3 Balanced Scorecards and Quarter 4 Performance Report 2016-2017 (Report No: PAS/SE/17/008)**

- 1.3.1 The Committee received and **noted** Report No: PAS/SE/17/008, which set out the West Suffolk Balanced Scorecards being used to measure the Council's performance for 2016-2017 and an overview of performance against those indicators for the fourth quarter of 2016-2017. The six current balanced scorecards (attached at Appendices A to F to Report No: PAS/SE/17/008) were linked to the Assistant Director Service areas, which presented the final quarter performance.
- 1.3.2 Most indicators reported performance against an agreed target using a traffic light system with additional commentary provided for performance indicators below optimum performance.
- 1.3.3 In Quarters 1 and 2, performance indicator against the "% telephone calls answered" had been below target across all service areas. However, during Quarters 3 and 4, performance had increased and now exceeded target levels.

Since Quarter 3, there had been a slight increase corporately in the performance against the target indicator “% of non-disputed invoices paid within 30 days”. There had also been a slight decrease corporately in the performance indicator against “% of total debt over 90 days”. Although the figure had risen, the total level of debt over 90 days had reduced from £631,000 to £487,000.

1.3.4 Officers took the Committee through each of the Balanced Scorecards one by one and highlighted some key successes and some which were below optimum performance where the Council’s attention may be required to address those not meeting specified targets.

1.3.5 No issues were required to be brought to the attention of Cabinet.

1.4 **Balanced Scorecard Indicators and Targets for 2017-2018 (Report No: PAS/SE/17/009)**

1.4.1 The Committee received and **noted** Report No: PAS/SE/17/009, which set out the proposed West Suffolk Balanced Scorecards indicators and targets to be used to measure the Council’s performance for 2017-2018. The proposed five balanced scorecards were attached at Appendices A to E, and were linked to the Assistant Director Service areas.

1.4.2 Members were asked to scrutinise the proposed balanced scorecard indicators and targets for 2017-2018, and identify any further information required for their use commencing in Quarter 1, which would be presented to the Committee in July 2017.

1.4.3 Members scrutinised the report and there were no issues to be brought to the attention of Cabinet.

1.5 **West Suffolk Strategic Risk Register Quarterly Monitoring Report – March 2017 (Report No: PAS/SE/17/010)**

1.5.1 The Committee received and **noted** the fourth quarterly risk register monitoring report in respect of the West Suffolk Strategic Risk Register. The Register was updated regularly by the Risk Management Group and at its recent meeting the Group reviewed the target risk, the risk level where the Council aimed to be, and agreed a current risk assessment. These assessments formed the revised West Suffolk Risk Register (Appendix 1).

1.5.2 Since the last assessment report presented to the Committee on 25 January 2017, there had been no new risks or amendments made to any existing risks and no existing risks had been closed. Some individual controls and actions had been updated and those which were not ongoing and had been completed by March 2017 had been removed from the Register.

1.5.3 Members scrutinised the report and there were no issues to be brought to the attention of Cabinet.



1.6 **Work Programme Update (Report No: PAS/SE/17/011)**

1.6.1 The Committee received and **noted** its Work Programme which provided items scheduled to be presented to the Committee during 2017-2018.

1.7 **Ernst and Young – Certification of Claims and Returns Annual Report (2015-2016) (Report No: PAS/SE/17/012)**

1.7.1 The Committee received and **noted** a report from the Council's external auditor, Ernst and Young (EY), which updated Members on the outcome of the annual audit of grant claims, as detailed in their Annual Certification Report for 2015/2016 (Appendix A).

1.7.2 Mark Hodgson (External Director) from EY attended the meeting and presented this report, which summarised the results of the certification work which had been undertaken as part of the annual audit of grant claims to government departments and also set out the scale fee for carrying out this work. He drew relevant details from the report to Members' attention, and explained the one claim relating to the Housing Benefits Subsidy Claim. He also informed Members that the Public Sector Audit Appointments Limited (PSAA) had determined an indicative scale fee for 2015-2016 for the audit of the Housing benefits subsidy claim of £30,822.

However, EY were proposing a reduction of £6,100 to the fee to reflect the reduced amount of audit work that needed to be completed resulting in an actual fee of £24,722 (subject to PSAA agreement).

1.8 **Ernst and Young – External Audit Plan and Fees 2016-2017 and 2017-2018 Indicative Fees (Report No: PAS/SE/17/013)**

1.8.1 The Committee received and **noted** a further report from EY, which provided the basis to review EY's proposed audit approach and scope for the 2016/2017 audit, along with the planned fees to complete the work.

1.8.2 Mark Hodgson from EY presented this report, which summarised EY's assessment of the key risks which drive the development of an effective audit for the Council, and outlined their planned audit strategy in response to those risks. EY aimed to issue its audit opinion to Members by September 2017. He also drew Members' attention to the indicative audit fee for 2017/2018 and how the scale fee was based.

1.9 **Financial Performance Report (Revenue and Capital) Outturn 2016-2017 (Report No: PAS/SE/17/014)**

1.9.1 The Committee received the financial outturn report, which updated Members on the outturn revenue and capital position for 2016-2017.

1.9.2 Attached at Appendix A to the report was the revenue outturn position as at 31 March 2017, which showed an overall underspend of £160,000. In accordance with the recommendations from report COU/SE/17/004 (Budget and Council Tax Setting: 2017-2018 and Medium Term Financial Strategy 2017-2021) the underspend of £160,000 had been transferred to the Council's Invest to Save Reserve, included in Appendix D.

An analysis of revenue variances for 2016-2017 was attached as Appendix B. The Council's capital outturn position for the year end 2016-2017 was attached at Appendix C, which showed expenditure of £3,802,446. Appendix D to the report summarised the earmarked reserves for the year end position for 2016-2017.

1.9.3 The Committee scrutinised the report in detail and asked questions to which officers duly responded.

1.9.4 There being no decision required, the Committee **noted** the 2016-2017 outturn revenue and capital outturn positions as set out in Appendices A and C to Report No: PAS/SE/17/014.

## **2. Background Papers**

2.1.1 Report [PAS/SE/17/006](#) and [Appendix A](#) to the Performance and Audit Scrutiny Committee: Internal Audit Charter

2.1.2 Report [PAS/SE/17/007](#) to the Performance and Audit Scrutiny Committee: Internal Audit Annual Report (2016-2017) and Outline Internal Audit Plan (2017-2018)

2.1.3 Report [PAS/SE/17/008](#) to the Performance and Audit Scrutiny Committee: Balanced Scorecards and Quarter 4 Performance Report 2016-2017

2.1.4 Report [PAS/SE/17/009](#) to the Performance and Audit Scrutiny Committee: Balanced Scorecard Indicators and Targets for 2017-2018

2.1.5 Report [PAS/SE/17/010](#) and [Appendix 1](#) to the Performance and Audit Scrutiny Committee: West Suffolk Strategic Risk Register Quarterly Monitoring Report – March 2017

2.1.6 Report [PAS/SE/17/011](#) to the Performance and Audit Scrutiny Committee: Work Programme Update

2.1.7 Report [PAS/SE/17/012](#) and [Appendix A](#) to the Performance and Audit Scrutiny Committee: Ernst and Young – Certifications of Claims and Returns Annual Report (2015-2016)

2.1.8 Report [PAS/SE/17/013](#) and [Appendix A](#) and [Appendix B](#) to the Performance and Audit Scrutiny Committee: Ernst and Young – External Audit Plan and Fees 2016-2017 and 2017-2018 Indicative Fees

2.1.9 Report [PAS/SE/17/014](#) to the Performance and Audit Scrutiny Committee: Financial Performance Report (Revenue and Capital) Outturn 2016-2017

# Cabinet



St Edmundsbury  
BOROUGH COUNCIL

<b>Title of Report:</b>	<b>Report of the Overview and Scrutiny Committee: 7 June 2017</b>	
<b>Report No:</b>	<b>CAB/SE/17/032</b>	
<b>Report to and date:</b>	<b>Cabinet</b>	27 June 2017
<b>Chairman of the Committee:</b>	Diane Hind Chairman of the Overview and Scrutiny Committee <b>Tel:</b> 01284 706542 <b>Email:</b> <a href="mailto:diane.hind@stedsbc.gov.uk">diane.hind@stedsbc.gov.uk</a>	
<b>Lead Officer:</b>	Christine Brain Democratic Services Officer (Scrutiny) <b>Tel:</b> 01638 719729 <b>Email:</b> <a href="mailto:christine.brain@westsuffolk.gov.uk">christine.brain@westsuffolk.gov.uk</a>	
<b>Purpose of report:</b>	On 7 June 2017, the Overview and Scrutiny Committee considered the following items:  (1) Draft West Suffolk Annual Report (2016-2017);  (2) Annual Presentation by the Leader of the Council on his Portfolio Holder responsibilities;  (3) Decisions Plan: June 2017 to May 2018; and  (4) Work Programme and Re-Appointments to SCC Health Scrutiny.	
<b>Recommendation:</b>	<b>The Cabinet is requested to <u>NOTE</u> the contents of Report No: CAB/SE/17/032, being the report of the Overview and Scrutiny Committee.</b>	
<b>Key Decision:</b>  (Check the appropriate box and delete all those that <b><u>do not</u></b> apply.)	<p><i>Is this a Key Decision and, if so, under which definition?</i></p> <p>Yes, it is a Key Decision - <input type="checkbox"/></p> <p>No, it is not a Key Decision - <input checked="" type="checkbox"/></p> <p>Report for information only.</p>	

<b>Consultation:</b>		<ul style="list-style-type: none"> <li>See Reports listed under background papers below</li> </ul>	
<b>Alternative option(s):</b>		<ul style="list-style-type: none"> <li>See Reports listed under background papers below</li> </ul>	
<b>Implications:</b>			
Are there any <b>financial</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input type="checkbox"/> <ul style="list-style-type: none"> <li>See Reports listed under background papers below</li> </ul>	
Are there any <b>staffing</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input type="checkbox"/> <ul style="list-style-type: none"> <li>See Reports listed under background papers below</li> </ul>	
Are there any <b>ICT</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input type="checkbox"/> <ul style="list-style-type: none"> <li>See Reports listed under background papers below</li> </ul>	
Are there any <b>legal and/or policy</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input type="checkbox"/> <ul style="list-style-type: none"> <li>See Reports listed under background papers below</li> </ul>	
Are there any <b>equality</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input type="checkbox"/> <ul style="list-style-type: none"> <li>See Reports listed under background papers below</li> </ul>	
<b>Risk/opportunity assessment:</b>		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
<b>Risk area</b>	<b>Inherent level of risk</b> (before controls)	<b>Controls</b>	<b>Residual risk</b> (after controls)
See Reports listed under background papers below			
<b>Wards affected:</b>		All Wards	
<b>Background papers:</b>		Please see background papers, which are listed at the end of the report.	
<b>Documents attached:</b>		None	

## **1. Key issues and reasons for recommendation**

### **1.1 Draft West Suffolk Annual Report 2016-2017 (Report No: OAS/SE/17/016)**

1.1.1 The Leader of the Council attended the meeting of the Overview and Scrutiny Committee and presented the Draft West Suffolk Annual Report (2016-2017), which was before the St Edmundsbury and Forest Heath Overview and Scrutiny Committees to seek their comments.

1.1.2 The draft Annual Report highlighted the key activities and developments which had been achieved over the financial year 2016-2017, with regard to the priorities set out the West Suffolk Strategic Plan. The draft report contained a number of case studies and examples from West Suffolk to illustrate the achievements described. The Leader highlighted relevant issues to the attention of the Committee.

1.1.3 Members examined the document in detail and asked a number of questions of the Leader and officers, to which comprehensive responses were provided. Discussions were held on the Bury St Edmunds Town Centre Masterplan; West Suffolk Operational Hub; Camps Road Recreation Ground; Haverhill Town Council Handyman; Haverhill Youth Survey and the Dementia Action Alliance.

### **1.2 Presentation by the Leader of the Council on his Portfolio Holder Responsibilities (Report No: OAS/SE/17/017 and Verbal)**

1.2.1 On 8 June 2016, the Committee had received a presentation from the Leader of the Council, setting out responsibilities covered under his portfolio.

1.2.2 At this meeting, the Leader, Councillor John Griffiths, had been invited back to provide a follow-up presentation on his portfolio. Report No: OAS/SE/17/017, set out the focus for the follow-up presentation, which was to:

- Outline the main challenges faced since during the first year within your portfolio;
- Outline some key successes and any failures during the first year and any lessons learned;
- Set out the vision for the Leader's Portfolio through to 2019 and were you on target to meet that vision.

1.2.3 Members discussed the presentation in detail and asked questions of the Leader and officers, to which comprehensive responses were provided. Discussions were held on the forthcoming Civil Parking Enforcement scheme and whether it would be "cost neutral"; the future of West Suffolk (Single Council); the disbandment of Western Area Highways; and progress on the proposed works at Bury St Edmunds Train Station. In particular, discussions were held on Suffolk County Council's (SCC) performance with regards to highways. Reference was made to concerns raised by members of the public and parish councillors at four parish council AGMs, where they had expressed disappointment with the lack of response from SCC regarding the apparent poor quality pothole repairs; no repairs at all; and the perceived general lack of care and performance.

- 1.2.4 The Committee felt that this was an issue of concern and Councillors Susan Glossop and Diane Hind agreed to complete the relevant work programme suggestion form, which would be submitted for further consideration by the Committee at its July 2017 meeting.
- 1.2.5 There being no decision required, the Committee **noted** the contents of the presentation.
- 1.4 **Decisions Plan: June 2017 to May 2018 (Report No: OAS/SE/17/018)**
- 1.4.1 The Committee considered the latest Decisions Plan, covering the period June 2017 to May 2018. Members reviewed the Decisions Plan in detail and asked questions to which the Leader of the Council provided responses.
- 1.4.2 There being no decision required, the Committee **noted** the contents of the Decisions Plan.
- 1.5 **Work Programme Update and Re-Appointments to Suffolk County Council Health Scrutiny (Report No: OAS/SE/17/019)**
- 1.5.1 Work Programme Update
- The Committee received and **noted** Report No: OAS/SE/17/019, which provided an update on the current status of the Committee's Work Programme for 2017-2018.
- Following earlier discussions held under the "Leader's Annual Presentation", relating to Suffolk County Council Highways, it was agreed that Councillors Susan Glossop and Diane Hind would complete and submit a work programme suggestion form inviting Suffolk County Council Highways to a future meeting of the Committee, which was supported by the Leader of the Council.
- 1.5.3 Suffolk County Council Health Scrutiny
- Members were made aware of Suffolk County Council's reinstatement of its Health Scrutiny Committee. This body included a representative from each of the County's districts and boroughs.
- 1.5.4 The Committee considered the report and re-nominated Councillor Paul Hopfensperger as the Borough Council's nominated representative and Councillor Margaret Marks as the nominated substitute on the Suffolk Health Scrutiny Committee for 2017-2018. The Committee **RECOMMENDS that full Council be asked to confirm the appointment of Councillor Paul Hopfensperger as the representative and Councillor Margaret Marks as the Substitute representative to the Suffolk Health Scrutiny Committee for 2017-2018.**
- 1.5.5 Councillor Paul Hopfensperger gave a brief summary of the work Suffolk County Council Health Scrutiny Committee had done over the past year.
- 1.5.6 The Committee suggested that from June 2018 the Council might wish to consider receiving an annual update on "outside bodies", which was a view shared by the Leader of the Council.

## **2. Background Papers**

- 2.1.1 Report No: [OAS/SE/17/016](#) and [Appendix A](#) to the Overview and Scrutiny Committee: Draft West Suffolk Annual Report 2016-2017
- 2.1.2 Report No: [OAS/SE/17/017](#) to the Overview and Scrutiny Committee: Annual Presentation by the Leader of the Council on his Portfolio Holder Responsibilities
- 2.1.3 Report No: [OAS/SE/17/018](#) and [Appendix 1](#) to the Overview and Scrutiny Committee: Decisions Plan: June 2017 to May 2018
- 2.1.4 Report No: [OAS/SE/17/019](#) to the Overview and Scrutiny Committee: Work Programme and Re-Appointments to SCC Health Scrutiny

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# Cabinet



*St Edmundsbury*  
BOROUGH COUNCIL

<b>Title of Report:</b>	<b>Report of the West Suffolk Joint Growth Steering Group: 6 June 2017</b>	
<b>Report No:</b>	<b>CAB/SE/17/033</b>	
<b>Report to and date:</b>	<b>Cabinet</b>	27 June 2017
<b>Portfolio Holder and Chairman of the Steering Group:</b>	Alaric Pugh Portfolio Holder for Planning and Growth and Chairman of the West Suffolk Joint Growth Steering Group <b>Tel:</b> 07930 460899 <b>Email:</b> <a href="mailto:alaric.pugh@stedsbc.gov.uk">alaric.pugh@stedsbc.gov.uk</a>	
<b>Lead Officer:</b>	Julie Baird Assistant Director (Growth) <b>Tel:</b> 01284 757613 <b>Email:</b> <a href="mailto:julie.baird@westsuffolk.gov.uk">julie.baird@westsuffolk.gov.uk</a>	
<b>Purpose of report:</b>	On 6 June 2017, the West Suffolk Joint Growth Steering Group considered the following items: <ol style="list-style-type: none"> <li>(1) Rail and Rail Infrastructure and Transport Infrastructure for West Suffolk.</li> <li>(2) Presentation from the Assistant Director (Growth) on Futures Issues and Challenges.</li> <li>(3) Destination Management Organisation (DMO).</li> <li>(4) West Suffolk Community Energy Plan – Update.</li> <li>(5) Work Programme 2017/2018 and Revised Terms of Reference.</li> <li>(6) Dates of Future Meetings.</li> </ol>	

<b>Recommendation:</b>	<b>The Cabinet is requested to <u>NOTE</u> the contents of Report No: CAB/SE/17/033, being the report of the West Suffolk Joint Growth Steering Group.</b>		
<b>Key Decision:</b> <i>(Check the appropriate box and delete all those that <b>do not</b> apply.)</i>	<i>Is this a Key Decision and, if so, under which definition?</i> Yes, it is a Key Decision - <input type="checkbox"/> No, it is not a Key Decision - <input checked="" type="checkbox"/>  <i>Report for information only.</i>		
<b>Consultation:</b>	See Reports listed under background papers below		
<b>Alternative option(s):</b>	See Reports listed under background papers below		
<b>Implications:</b>			
<i>Are there any <b>financial</b> implications? If yes, please give details</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	See Reports listed under background papers below
<i>Are there any <b>staffing</b> implications? If yes, please give details</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	See Reports listed under background papers below
<i>Are there any <b>ICT</b> implications? If yes, please give details</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	See Reports listed under background papers below
<i>Are there any <b>legal and/or policy</b> implications?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	See Reports listed under background papers below
<i>Are there any <b>equality</b> implications? If yes, please give details</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	See Reports listed under background papers below
<b>Risk/opportunity assessment:</b>		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
<b>Risk area</b>	<b>Inherent level of risk</b> (before controls)	<b>Controls</b>	<b>Residual risk</b> (after controls)
See Reports listed under background papers below			
<b>Background papers:</b>		Please see background papers, which are listed at the end of the report.	
<b>Documents attached:</b>		None	

## 1.1 **Road and Rail Infrastructure and Transport Infrastructure for West Suffolk (Presentation)**

1.1.1 Peter Grimm, Strategic Traffic Manager, Suffolk County Council was also in attendance for this item, where the Steering Group was provided with an update on the following:

- Projects which had been included in Suffolk County Council's Road Investment Strategy 2 (RIS2) funding bid for the period 2020 to 2025, this being:
  - A14/A142 Junction 37 (Exning)
  - A14 Junctions 43 (St Saviours) and 44 (Moreton Hall), Bury St Edmunds
  - A11 Mildenhall (Fiveways Grade Separation; Tuddenham Road at Grade Crossing; Herringswell Road at Grade Crossing)
- The activity which was underway for projects which were linked to the strategic road network, but which were not in the scope for RIS2 (A14/A11 Junction 38, A1307).
- A review of rail priorities from a West Suffolk perspective, including the rail network infrastructure; the key rail service improvements; West Suffolk rail issues and the East/West rail route.

1.1.2 Whilst discussing this item, Members also identified the following proposed **actions**:

- (a) Whether there was also a plan for the improvement/upgrade of railway stations. Officers replied that the railway stations were separate to the rail track and rail service network, but would consider as to whether this could be accommodated within the development of the new West Suffolk Local Plan.
- (b) An item be presented to a future meeting of the Steering Group on how public transport integrated together. It was also considered that the Steering Group could also act as a Forum to bring all forms of public transport together which could be held as a Rural Transport Summit. It was also suggested that further discussions should also be held with the private rail/bus operators and with Highways England on their future transport planning processes.
- (c) A further item be provided to the next meeting of the Steering Group on how the FHDC/SEBC Cabinets could be best supported when lobbying for road/rail infrastructure improvements.

1.1.6 There being no decision required, the Steering Group **noted** the presentation, along with the proposed actions.

## 1.2 **Presentation from the Assistant Director (Growth) on Future Issues and Challenges (Presentation)**

1.2.1 The new Assistant Director (Growth) provided a presentation to the Steering Group which set out the future issues and challenges for growth. Members were provided with background information on population, skills and wages and housing choices and affordability.

1.2.2 Discussion was held on where the specific focus should be for West Suffolk and based on what was known in relation to:-

- the location of West Suffolk and its existing places.
- the people who live here, or want to live here, their history, culture and aspirations.
- the national resources we have
- the challenges and opportunities we face

the Steering Group were asked for their initial ideas/topics about what should be the 'right kind of growth' for West Suffolk.

1.2.3 The initial ideas/topics from the Group centred around:

- the provision of improved housing for Brandon
- the provision of better designed industrial units in Brandon
- promoting potential tourism in Brandon
- strengthening of the rural economy/tourism
- increased usage of mobile phones/internet
- any potential impact of Brexit on the local area (ie migration)
- quick solutions to the housing shortage (ie self build)
- continued sustainability of smaller settlements/communities, recognising the contribution which they make to the area

1.2.4 To allow Members further opportunity to consider this, they were asked to inform the Assistant Director (Growth) outside of the meeting, of any further ideas/topics.

1.2.5 The Group also agreed that it would be useful for the Assistant Director (Growth) to be able to provide an update on these issues/challenges at each meeting of the Steering Group.

1.2.6 There being no decision required, the Steering Group **noted** the presentation, along with the initial ideas/topics on the 'right kind of growth' for West Suffolk.

## 1.3 **Destination Management Organisation (DMO) (Presentation)**

1.3.1 The Group received a presentation on the Bury St Edmunds Destination Management Organisation (DMO). A DMO was a coalition of local businesses and organisations which represented a particular destination. A DMO drives and co-ordinates tourism activities, bringing together resources and expertise within the destination and provides a long-term strategic direction.

- 1.3.2 The Group were provided with the background to the development of the Bury St Edmunds DMO, of which its overall aim was to increase the economic impact of tourism to the local economy by encouraging visitors encouraged to increase the duration of their stay.
- 1.3.3 In 2015, AECOM had been commissioned by St Edmundsbury Borough Council, Bury St Edmunds Town Council, Bury St Edmunds Town Council and OurBuryStEdmunds BID, to produce a Visitor Destination Plan for Bury St Edmunds. This report was produced by partnership with Ipswich Central BID and Mid Suffolk and Babergh District Councils.
- 1.3.4 The report produced an action plan focussing on the following key target outcomes:
- A stronger core offer of Bury St Edmunds as a destination
  - More visitors to the town who also engage with different elements of Suffolk's countryside and vice versa
  - Attracting different market audiences to the town, including younger groups and family groups
  - Encouraging visitors to stay longer within the town and, therefore, maximise the contribution of all types of visitors to the local economy
- 1.3.5 In early 2017, a Brand and Marketing Manager had also been recruited, whose role was to develop the brand of the new Bury St Edmunds DMO entitled 'Visiting Bury St Edmunds and Beyond', which was hoped to be completed by September 2017.
- 1.3.6 Whilst discussing this item, Members also identified the following proposed **actions**:
- The newly appointed Brand and Marketing Manager of the Bury St Edmunds DMO, be invited to attend a future meeting of the Steering Group, to have a wider debate on the role of tourism in West Suffolk.
  - During the presentation, Members were provided with information (as at 2015) on the current trends on day/overnight trips for Bury St Edmunds. Officers explained that this trend information was also available for Brandon, Claire, Haverhill, Mildenhall and Newmarket. Members requested for this trend information to be circulated to them, as they would find this useful as background information. Officers also confirmed that the trend information for 2016, would be available in September 2017 and this would also be made available to Members accordingly.
- 1.3.7 There being no decision required, the Steering Group **noted** the presentation, along with the proposed actions.
- 1.4 **West Suffolk Community Energy Plan – Update (Report No: JGG/JT/17/002)**
- 1.4.1 This report (which was also supported by a presentation) provided an update to the Steering Group on progress, both strategically and operationally, towards delivering the West Suffolk Community Energy Plan, as approved by the West Suffolk Councils in December 2014 (and as amended in Spring 2016).

1.4.2 The progress of the strategic delivery was set out in Section 2 of the report, as summarised below:

- Ensuring that UK Power Networks (UKPN) were part of key stakeholder discussions during strategic planning proposals and more generally, as part planning strategic growth for the long term.
- In discussion with those with an interest in energy supply, distribution and use in the area to explore opportunities where strategic growth could help to address some of the existing constraints on the grid.
- Taking into consideration emerging Central Government policy, in particular, the Housing White Paper, "Fixing the Broken Housing Market" and the consultation on the Green Paper, " Building our Industrial Strategy".
- Working to develop ambitious new facilities as part of the approach to asset management, linked to the Government's One Public Estate Programme, to rationalise and improve the public estate in West Suffolk for the benefit of local people (ie the Mildenhall Hub, Western Way Masterplan and the West Suffolk Operational Hub).
- Built relationships with both the energy regulator Ofgem and the Government department responsible for energy policy, BEIS, to be better placed to provide them with local, practical knowledge and experience about the challenge that local authorities, communities and businesses face with respect to energy pricing and local supply.

1.4.3 The progress on operational delivery was set out in Section 3 of the report, as summarised below:

- Continue to work to enable households, communities and businesses to help themselves to improve energy efficiency and develop renewable energy generation to their benefit.
- It is estimated that through the energy efficiency work, participating households, businesses and communities, are likely to save in excess of £199,000 annually off their energy bills.
- The energy generation initiatives during the year included investment in solar photovoltaics (PV) and biomass heating which generated £203,000 of income and offset 432 tonnes of the greenhouse gas, Carbon Dioxide (CO<sub>2</sub>).
- Toggam Solar Farm (purchased by Forest Heath District Council in July 2016) had generated around 11 million kWh, which was enough energy to power 3,000 homes and offset CO<sub>2</sub> emissions from 2,000 cars.
- The expansion of opportunities for investing in energy-related initiatives (ie electric vehicle charging infrastructure in West Suffolk and use of electric vehicles; combining solar and batter storage to increase use of power; renewable heat and power generation).

1.4.4 Whilst discussing this item, Members also identified the following proposed **actions**:

- During the presentation, reference was made with regard to delivery of the Community Energy Plan and to the lobbying of government in the securing of energy improvement. Officers were asked to produce a short lobby sheet for MPs which set out what would be needed to achieve this.
- Within the development of the new West Suffolk Local Plan, consideration be given to the emphasis on the use of energy efficiencies in local developments.

1.4.5 There being no decision required, the Steering Group **noted** the report and presentation, along with the proposed actions.

#### 1.5 **Work Programme 2017/2018 and Revised Terms of Reference (Report No: JGG/JT/17/003)**

1.5.1 The Steering Group received the current version of the Work Programme for 2017/2018. Also circulated with the agenda papers was a revised Terms of Reference for the Steering Group, which had subsequently been approved by FHDC Cabinet on 16 May 2017 and by the SEBC Cabinet on 31 May 2017.

1.5.2 The Chairman explained that it was considered that further development work was required with both the Work Programme and the Terms of Reference and that this would be undertaken by the new Assistant Director (Growth), in consultation with both the Chairman and Vice Chairman of the Steering Group. Once completed, this would be brought back to the Steering Group and both Cabinets for further consideration.

1.5.3 There being no decision required, the Steering Group **noted** the current status and future development of the Work Programme for 2017/2018 and of the Terms of Reference.

#### 1.6 **Dates of Future Meetings**

1.6.1 Following on from the discussions which had been held on the future development of the Work Programme and of the Terms of Reference of the Steering Group, it was **noted** that future meetings of the Group would also need to be reviewed accordingly, in line with this.

## 2. **Background Papers**

2.1.1 Road and Rail Infrastructure and Transport Infrastructure for West Suffolk ([Presentation](#))

2.1.2 West Suffolk Community Energy Plan – Update ([Report No: JGG/JT/17/002](#))

2.1.3 Work Programme 2017/2018 and Revised Terms of Reference ([Report No: JGG/JT/17/003](#); & [Revised Terms of Reference](#))

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# Cabinet



*St Edmundsbury*  
BOROUGH COUNCIL

<b>Title of Report:</b>	<b>Draft West Suffolk Annual Report 2016/2017</b>	
<b>Report No:</b>	<b>CAB/SE/17/034</b>	
<b>Report to and date:</b>	<b>Cabinet</b>	27 June 2017
<b>Portfolio Holder:</b>	John Griffiths Leader of the Council, St Edmundsbury Borough Council <b>Tel:</b> 01284 757136 <b>Email:</b> <a href="mailto:john.griffiths@stedsbc.gov.uk">john.griffiths@stedsbc.gov.uk</a>	
<b>Lead Officer:</b>	Davina Howes Head of Families and Communities <b>Tel:</b> 01284 757070 <b>Email:</b> <a href="mailto:davina.howes@westsuffolk.gov.uk">davina.howes@westsuffolk.gov.uk</a>	
<b>Purpose of report:</b>	The draft West Suffolk Annual Report highlights the key activities and developments that have been achieved over the financial year 2016/17, with regard to the priorities set out in the West Suffolk Strategic Plan.	
<b>Recommendation:</b>	<b>It is <u>RECOMMENDED</u> that the draft West Suffolk Annual Report 2016/2017, as contained in Appendix A to Report No: CAB/SE/17/034, be approved.</b>	
<b>Key Decision:</b>  <i>(Check the appropriate box and delete all those that <b>do not</b> apply.)</i>	<p><i>Is this a Key Decision and, if so, under which definition?</i></p> <p>Yes, it is a Key Decision - <input type="checkbox"/></p> <p>No, it is not a Key Decision - <input checked="" type="checkbox"/></p>	
<b>Consultation:</b>	<ul style="list-style-type: none"> <li>The draft Annual Report summarises progress in achieving the priorities set out in the West Suffolk Strategic Plan which was informed by feedback from residents, business and stakeholders.</li> </ul>	

<b>Alternative option(s):</b>		<ul style="list-style-type: none"> <li>It is good practice for councils to report on progress against their priorities in this way and ensures transparency on how they spend public money. Forest Heath and St Edmundsbury could report separately on their work to achieve their priorities. However, this would not reflect some of the excellent work which has been delivered jointly across the whole of West Suffolk. Also, it would not show the continued joint working between Forest Heath and St Edmundsbury.</li> </ul>	
<b>Implications:</b>			
Are there any <b>financial</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Are there any <b>staffing</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Are there any <b>ICT</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Are there any <b>legal and/or policy</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Are there any <b>equality</b> implications? <i>If yes, please give details</i>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> <ul style="list-style-type: none"> <li>The draft Annual Report covers evidence to support the achievement of the equality objectives from the Strategic Plan.</li> </ul>	
<b>Risk/opportunity assessment:</b>		None	
<b>Risk area</b>	<b>Inherent level of risk</b> (before controls)	<b>Controls</b>	<b>Residual risk</b> (after controls)
Misunderstanding of the role of the report (i.e. it can only give highlights of W Suffolk's activities, not every action taken).	very low	Develop a communications plan to clearly explain the role of the report	Negligible
<b>Ward(s) affected:</b>		All wards	
<b>Background papers:</b> <i>(all background papers are to be published on the website and a link included)</i>		West Suffolk Strategic Plan	
<b>Documents attached:</b>		<b>Appendix A:</b> Draft West Suffolk Annual Report 2016/2017	

## **1. Key issues and reasons for recommendation**

### **1.1 Draft West Suffolk Annual Report 2016/2017**

1.1.1 The draft West Suffolk Annual Report highlights the key activities and developments that have been achieved over the financial year 2016/17, with regard to the priorities set out in the West Suffolk Strategic Plan.

1.1.2 The Forest Heath District Council Overview and Scrutiny Committee considered the Annual Report on 6 June 2017 (Report No: OAS/FH/17/016) and the St Edmundsbury Borough Council Overview and Scrutiny Committee considered the Annual Report on 7 June 2017 (Report No: OAS/SE/17/016).

1.1.3 The following amendments were recommended by the Overview and Scrutiny Committees. These amendments have also been reflected in the attached version of the annual report:

- Page 9, under the section 'supporting our markets' include the sentence: *'We are working with Suffolk County Council to improve the offer on the market in Newmarket and look forward to reporting on how this progresses later in the year.'*
- Page 21, under 'locality budgets' include the sentence: *'This webpage is regularly updated with information about the latest projects that we support.'*
- Page 27, under 'promoting physical activity' remove 'Clare'. Therefore the focus will remain on the largest population centres.
- Annex 1, 'Community Chest Funding' include the geographical area the organisation serves and the amount of funding received by each organisation.
- Furthermore, the Community Chest Funding list has changed because the one circulated to the Overview and Scrutiny Committees stated who had been allocated funding in 2016/17, whereas this new correct list states who actually received funding in 2016/17. As a result the following amendments have been made to the annual report:
  - Page 21, remove the sentence: *'In this year there has been a particular focus on how organisations can support people to make positive choices and behaviour change to prevent ill health, supported with funds of £160,000 from Suffolk County Council's Public Health department.'* This is because the funding from Suffolk County Council will be available to support organisations focusing on making behaviour changes to prevent ill health in 2017/18.
  - Page 21, change '£593,263' to '£417,522'.

1.1.4 We are taking a slightly different approach to this year's annual report and have agreed that we should review the format of the report and take a more modern approach that is less resource intensive. Rather than the traditional type-set document, a webpage is being created on which we will present

information about the councils' performance in different formats – the Draft Annual Report 2016/17 (presented as a table of key achievements) and case studies. Our hope is that the new format is more engaging and will provide the opportunity to provide updates on our achievements throughout the year. Once approved, the link to the annual report will be shared with partners and stakeholders such as parish councils.

- 1.1.5 The draft report also contains a number of case studies and examples from West Suffolk to illustrate the achievements described. These have been carefully drawn from a range of localities, urban vs rural locations, and service areas, in order to demonstrate the range of activities undertaken by the councils. In some cases, initiatives were only focused on one specific area, however, so examples are necessarily drawn from these localities.



## **Draft West Suffolk Annual Report 2016/17**

## Foreword from the Leaders

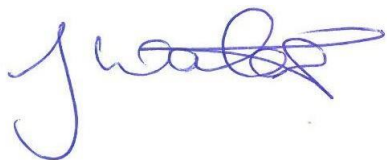
We have a real success story contained in the pages of this annual report. The words on these pages represent real deeds and achievements that directly benefit not only current residents but our future communities and businesses.

There is no doubt that by working together we have seen a step change in how we are delivering services and working with our individual communities. With joint working now as second nature to us, we have been able to give extra focus to the issues that really matter to our residents and businesses. We are now more commercially minded, strategically managing growth and tackling the challenge of providing much needed homes to meet the needs of our communities while delivering high quality services.

But we and our communities have challenges ahead that we must face. We now need to build on these successes and that of sharing services. They give us a golden opportunity to use this stability to look at the next step of our relationship together going forward to reach our ambitions and meet the challenges we face now and in the future, for example, against a backdrop of reducing public finances, we need to find new ways to remain financially resilient, while still improving the quality of the services we provide to an expanding and increasingly ageing population.

To remain democratically accountable to our communities and small enough to work with them on initiatives tailored for our residents in village or town, urban or rural. But large enough to have a strong unified voice to drive strategic change and growth to further bring prosperity and jobs to our area. We are an attractive area to live in and for developers and business to invest in - uniquely positioned with good networks and are an internationally renowned area with a range of industries from racing to agriculture to high-tech.

Now we need to build on those successes outlined in this report and look what that next chapter is for the West Suffolk story.



Councillor James Waters  
Leader  
Forest Heath District Council



Councillor John Griffiths  
Leader  
St Edmundsbury Borough Council

## Introduction

You will notice that we are presenting this year's annual report in a slightly different way. We wanted to create a document that would be easy to use, a quick reference tool for our highlights from the year and easy to update so we can tell you more about what we're doing, and how projects are progressing, after this report is published.

The information in this document will be supported by case studies all available on the following webpage:

[www.westsuffolk.gov.uk](http://www.westsuffolk.gov.uk)

The vision and priorities that we are working towards are set out in the West Suffolk Strategic Plan at:

[www.westsuffolk.gov.uk/strategicplan](http://www.westsuffolk.gov.uk/strategicplan)

The rest of this document describes our achievements in detail, but some of the highlights of 2016/17 are shown below:

- Development of the **Suffolk Business Park and Eastern Relief Road**, a key growth site for Bury St Edmunds, which will help us realise our ambitions for bringing jobs, housing, education and leisure facilities to West Suffolk.
- Working with partners to develop the business case and for alternative uses and preparing an initial masterplan for the **RAF Mildenhall** site.
- Working with schools, colleges and businesses to better understand the **skills young people need for the future**.
- **Building capacity and resilience in local communities** to prevent local issues becoming a significant problem.
- Supporting projects and initiatives across West Suffolk through **community chest and locality budget funding** that will improve the local areas and facilities for residents.
- Working with partners to **reduce the number of empty homes** across West Suffolk and **investing in temporary accommodation** to help ensure individuals and families can be homed appropriately.
- Embarking on a joint venture with Suffolk County Council to set-up **Barley Homes** which will see the development of houses for sale and private rent on a commercial basis, **while also delivering much needed affordable housing**.
- Generating additional income through Forest Heath District Council's purchase of **Toggam Solar Farm**, which is part of our long-term investment strategy.
- Taking a collaborative approach to deliver a **shared legal service** between four councils (Babergh, Forest Heath, Mid Suffolk and St Edmundsbury) to provide a fit for purpose legal service that provides value for money.

## Priority 1 – Increased opportunities for economic growth

What we want to see:

- Beneficial growth that enhances prosperity and quality of life
- Existing businesses that are thriving and new businesses brought to the area
- People with the educational attainment and skills needed to support business growth
- Vibrant, attractive and clean high streets, village centres and markets

### Why was this a priority for 2016/17?

Our first priority of economic growth underpins everything we do across West Suffolk. A thriving and diverse local economy helps support wider improvements in the quality of life for our residents. High levels of business and employment growth in a broad range of economic sectors can both support improvements to the quality of life of our residents and offer larger scale benefits for our communities.

This section of the annual report sets out our key achievements this year and it shows that we have continued our commitment to ensure that the infrastructure, homes, skills and opportunities exist to enable the economic growth for our communities. In this section we highlight our activities under the headings:

- Creating the right conditions for growth
- Skills and education
- Supporting our markets
- Creating prosperous places to live in, work in and visit
- Modernising our approach to regulation

### Creating the right conditions for growth

#### Setting the framework for future growth

- West Suffolk councils have been working together with partners to plan for where future business, housing and infrastructure growth should be located. This includes:
  - Working with our two Local Enterprise Partnerships (LEPs) on the reviews of their Strategic Economic Plans; and
  - Developing with partners across Suffolk a Strategic Planning and Infrastructure Framework (SPIF), that builds on the effective relationships that were forged during the work on Norfolk



	<p>and Suffolk devolution.</p> <ul style="list-style-type: none"> <li>• Preparing the Forest Heath Local Plan. This is covered more fully in the housing section of this document, but is integral to our growth ambitions.</li> </ul>
<b>Campaigning for the right infrastructure</b>	<ul style="list-style-type: none"> <li>• We have continued to campaign for fast, reliable and safe transport connections to and from West Suffolk, for example through lobbying for more regular east-west rail services in East Anglia, the dualling of the A1307 between Cambridge and Haverhill, and investment in key trunk road junctions.</li> <li>• A14 junctions 37, 43, 44, and the A11 at Fiveways have all been included in Suffolk County Council's submission to Highways England for Road Investment Strategy 2 funding. Funding of £400,000 from the Department of Transport has recently been announced to install traffic signals on all or some of the approaches to the A11 Fiveways junction and address safety concerns on the A11 immediately to the south of Fiveways.</li> </ul>
<b>Suffolk Business Park and the Eastern Relief Road</b>	<ul style="list-style-type: none"> <li>• One of our key economic growth sites is to the east of Bury St Edmunds. The first part of the Bury St Edmunds Eastern Relief Road opened in November 2016. It means we are closer to realising our ambition of bringing new jobs and housing to the area while a new school and leisure facilities have already opened.</li> <li>• The 350 metre stretch of road is part of a £15 million scheme and jointly funded by the New Anglia Local Enterprise Partnership, via its Growth Deal with Government, Suffolk County Council and St Edmundsbury Borough Council. It has provided access to the new Sybil Andrews Academy and Skyliner Sports Centre run by our partner Abbeycroft Leisure, and has opened up part of the Suffolk Business Park site. Once completed the road will enable the delivery of 500 homes and unlock the rest of the Suffolk Business Park site which will then be used to create thousands of jobs and generate income for the local economy.</li> <li>• We are pleased to report that a business has already signed up to relocate to the business park.</li> <li>• It is anticipated that the road will be completed by autumn 2017.</li> </ul>
<b>RAF Mildenhall and RAF Lakenheath</b>	<ul style="list-style-type: none"> <li>• RAF Lakenheath and RAF Mildenhall airbases are home to personnel from the United States Visiting Forces (USVF). While both bases are within the Forest Heath district, the economic impact of approximately 8800 US personnel, staff and 1100 UK civilians employed by the airbases goes far wider into Suffolk, Cambridgeshire and Norfolk. Over the next six years we will see substantial changes at both airbases with the withdrawal of all USVF operations from RAF</li> </ul>

	<p>Mildenhall and the deployment of F-35A aircraft at RAF Lakenheath.</p> <ul style="list-style-type: none"> <li>• The USVF is investing a minimum of \$285million in infrastructure construction at RAF Lakenheath to support the deployment of the F-35A by 2021. Other developments on the site such as a new school and hospital, power upgrade and road improvements could bring the total investment to <b>\$1billion</b>.</li> <li>• In November 2016 the Ministry of Defence (MoD), which owns the RAF Mildenhall airbase, confirmed that the 440 hectare airbase will not be required for a British military purpose and so will be released for redevelopment after the USVF depart in 2023. We believe that the release of the RAF Mildenhall site is a once in-a-lifetime opportunity to shape the future of Mildenhall and the surrounding area. We are therefore working with the MOD to deliver a vision that attracts new businesses, creates employment and delivers appropriate housing.</li> <li>• Building on feedback from engagement sessions with local communities and businesses, Forest Heath used One Public Estate funding to commission a study of the potential future uses of the RAF Mildenhall site and to develop a <a href="#">Prospectus</a> outlining a new vision for its future.</li> <li>• In November 2016 Forest Heath approved the Prospectus with an ambition to create:             <ul style="list-style-type: none"> <li>○ <b>2000 jobs</b></li> <li>○ <b>2000 homes</b></li> <li>○ <b>£70-100 million Gross Value Added</b></li> </ul> </li> <li>• Forest Heath and local partners (Local Enterprise Partnerships, Suffolk County Council and Suffolk Chamber of Commerce in Newmarket and District) will work with the MoD and the Homes and Communities Agency to drive the vision forward by developing the business case for future uses and preparing an initial masterplan for the site during 2017/18. The masterplan will be used to identify key infrastructure requirements and to bid for up-front investment to unlock the site for development.</li> <li>• We have information regarding the USVF changes at RAF Mildenhall and RAF Lakenheath which is available here: <a href="http://www.westsuffolk.gov.uk/Business/RAF_Lakenheath_and_Mildenhall/index.cfm">http://www.westsuffolk.gov.uk/Business/RAF_Lakenheath_and_Mildenhall/index.cfm</a></li> </ul>
<p><b>Enterprise zones</b></p>	<ul style="list-style-type: none"> <li>• The Government’s Enterprise Zone programme includes two sites in West Suffolk: Haverhill Research Park and 14 hectares of land at Suffolk Park (which is part of Suffolk Business Park), Bury St Edmunds. Enterprise Zones help to grow the local economy by offering benefits to businesses such as a potential business rates discount.</li> <li>• West Suffolk councils are currently undertaking a Planning Improvement Plan (PIP), more of which is included later within this annual report. The PIP aims to minimise delay in the planning</li> </ul>

	<p>process and will assist applications for the Enterprise Zones.</p> <ul style="list-style-type: none"> <li>• We have been working with Local Enterprise Partnerships and developers to finalise the individual development plans for each site and to consider the support needed to bring forward the Enterprise Zones.</li> <li>• Haverhill Research Park is now also actively being marketed as part of the Greater Cambridge Greater Peterborough's 'Cambridge Compass' Enterprise Zone. Similarly, Suffolk Park is being marketed by New Anglia within its 'Space to Innovate' Enterprise Zone. We will be able to update on this later in 2017.</li> </ul>
<p><b>Investing in our commercial property</b></p>	<ul style="list-style-type: none"> <li>• In August 2016 a new factory extension at <b>Omar Group</b> opened on a site rented from Forest Heath District Council in London Road, Brandon. The district council invested £500,000 in the extension, which will result not only in increased rents to the council, but also in an increase in production capacity of 50%, and an increase in workforce of 80 people. Forest Heath invested in 10 new light industrial units small business units at <b>Sam Alper Court</b> in Newmarket. The site is adjacent to six existing industrial properties owned by Forest Heath and the new units are built on the site of a demolished factory unit. The project budget was £1.85 million. Pentaco, the main contractor, took possession of the site in December 2015 and the site was completed in December 2016.</li> <li>• The units have underfloor heating supplied by air-source heat pumps. Solar panels are fitted on each unit which will benefit occupiers and generate additional income for the Council.</li> <li>• Eight out of ten units are already occupied by new tenants and the remaining two are due to be let shortly. The total rental income is £97,000 each year compared to £84,000 in the business case.</li> <li>• The new tenants include a number of local firms ranging from a cleaning company to a roofing business.</li> </ul>
<p><b>Small business grants</b></p>	<ul style="list-style-type: none"> <li>• The small business grants scheme enables new businesses or those still within their first year (subject to criteria) to apply for a grant of up to £1500.</li> <li>• In 2016/17, 8 grants totalling £12,000 have been awarded across West Suffolk. We have supported a wide variety of businesses including a bakery in Bury St Edmunds, a pre-loved children's clothes business in West Row and a commercial photographer in Tuddenham.</li> </ul>
<p><b>West Suffolk Greener</b></p>	<ul style="list-style-type: none"> <li>• In early 2017 the scheme received its 100<sup>th</sup> grant application. Since its launch in 2011, the grant has supported organisations to reduce their energy expenditure in a wide variety of ways, with</li> </ul>

<b>Business Grant</b>	<p>LED lighting upgrades being the most popular measure.</p> <ul style="list-style-type: none"> <li>To date, the grant has assisted these organisations to make annual savings of £83,763.</li> </ul>
<b>Solar for businesses</b>	<ul style="list-style-type: none"> <li>This service, launched in June 2015, installs solar panels on local businesses, reducing electricity bills and supplying the electricity grid with energy from renewable sources.</li> <li>During 2016/17 we have continued to build on the success of this scheme by increasing the number of buildings benefiting from council-owned solar panel installations to 27, with a further 10 likely to be installed later in 2017.</li> <li>Host businesses receive discounted electricity, usually around 30% cheaper than the existing grid tariff. This is projected to save the host business around £15,500 in one year and £315,000 over the life of the 20 year project.</li> <li>To date, £711,684 has been invested into the scheme generating an annual income of £75,000. In 2016/17, £92,915 was invested into the scheme.</li> </ul>
<b>Business events and inward investment</b>	<ul style="list-style-type: none"> <li>In October this year, West Suffolk councils jointly held the sixth <b>business festival</b> with partners. It was attended by 2000 people who came to events across West Suffolk over 10 days. The event started with the annual Menta Trade Fair with over 100 exhibitors, free training and business funding advice. A total of 24 events were hosted by a range of our partner organisations and the event concluded with the Bury Free Press Business Awards.</li> <li>Businesses from across West Suffolk were invited to attend a <b>Hong Kong Trade Event</b>, a free seminar held in Bury St Edmunds. The aim of the seminar was to boost trade between local firms with Hong Kong and Asia. The seminar in May 2016 followed on from an event held the previous year in partnership with the Hong Kong Trade Development Council. Suffolk companies have already shown huge interest in opportunities in Hong Kong and China and the seminar provided an opportunity to develop that interest, to network and gain insights into how to do business with Asia.</li> </ul>

<b>Skills and education</b>	
<b>Local skills and education needs</b>	<ul style="list-style-type: none"> <li>Two skills surveys for businesses and young people were launched in December 2016. The aim of the business survey was to find out what skills and attributes West Suffolk firms need from their future employees. The young people’s survey, run in partnership with West Suffolk College, aimed to find out about young people’s future job aspirations and their views on the skills and</li> </ul>

	<p>training they need. The survey closed at the end of March 2017 and results will be used to identify where action is needed in the future.</p> <ul style="list-style-type: none"> <li>• In this context, we recognise that recruitment in West Suffolk is challenging at the moment. We live in an area of relatively full employment and there is a strong pull from Cambridge within the local jobs market. This makes the need to grow our own talent through apprenticeships and other training schemes even more important.</li> <li>• Through this work we are contributing towards one of our 2014-16 equality objectives to ensure West Suffolk has 'people with the educational attainment and skills needed in our local economy'.</li> </ul>
<p><b>Developing our staff</b></p>	<ul style="list-style-type: none"> <li>• We currently have <b>18 apprentices</b> in post, working for West Suffolk councils and 12 existing members of staff working towards apprenticeship qualifications. The subjects undertaken range from business administration and finance to arboriculture and mechanical engineering.</li> <li>• West Suffolk also led an initiative to address the national shortfall of planning officers which has been felt in Suffolk. This saw West Suffolk councils work with neighbouring local authorities to take on 10 planning apprentices working across the county. West Suffolk recruited three of those 10. All 10 were recruited with the view to retaining their employment within the public sector and developing their careers.</li> <li>• In the last five years we have employed 54 apprentices, of which 35 have stayed with us in either permanent or temporary jobs. Of our current workforce, 5% started their careers as an apprentice.</li> </ul>

<p><b>Supporting our markets</b></p>	
<p>- Local markets - Developing our markets - Christmas markets</p>	<ul style="list-style-type: none"> <li>• Our commitment to develop the regular markets and introduce special events and additional markets has continued this year. We recognise the importance of a thriving market to local residents but it is also a good way to provide employment and opportunities to new businesses, as well as increasing footfall in our towns by attracting visitors, boosting the local economy.</li> <li>• Bury St Edmunds Christmas fayre attracted its highest visitor numbers so far with 125,000 people visiting over the four days of the fayre.</li> <li>• We are working with Suffolk County Council to improve the offer on the market in Newmarket and look forward to reporting on how this progresses later in the year.</li> <li>• We have increased the number of speciality markets. During the school summer holidays we held</li> </ul>

	<p>six community markets every Tuesday in Newmarket, while special events hosted on the market square in Haverhill included a crafts and gifts market, a motor show, beer festival and a young people’s market. Special events were also organised as part of the Mildenhall Christmas market.</p> <ul style="list-style-type: none"> <li>• Further highlights from this year can be found in the attached case study.</li> <li>• We are also working with a group of businesses and individuals in Clare who have asked St Edmundsbury to consider the possibility of reinstating the town market. The market closed back in the 1990s. A drop-in event was held in the town to ask residents and businesses leaders for their views. We will update you as this initiative progresses.</li> </ul>
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**Creating prosperous places to live in, work in and visit**

<p><b>Bury St Edmunds Town Centre Masterplan</b></p>	<ul style="list-style-type: none"> <li>• We want to ensure that Bury St Edmunds town centre remains a vibrant and interesting place for residents, employees and visitors. In this year, we have begun the process of creating a masterplan for the area in order to address this challenge. The aim of the masterplan is to attract investment, set the guidelines for the future growth and development of Bury St Edmunds town centre and to provide a framework against which individual development proposals can be assessed when they come forward. The masterplan is also about recognising that growth in Bury St Edmunds and the wider area is happening and the need to look at how we accommodate that, as well as changes in technology and changes in shopping patterns.</li> <li>• With Peter Brett Associates and David Lock Associates, we are exploring how the masterplan can address a number of town centre issues such as traffic management (including parking), heritage conservation and accessibility for all users.</li> <li>• This work is being led by a working group of partners including the Business Improvement District, Suffolk Chamber of Commerce in Bury St Edmunds, Bury market traders, the Bury Society, the Bury Town Trust, Bury Town Council, St Edmundsbury Borough Council and Suffolk County Council.</li> <li>• We recognise that co-producing the masterplan with our partners, local people and visitors will help to ensure that we can best shape town centre growth so that it works for people.</li> <li>• Public engagement on an issues and options report during the spring gave residents, town centre workers, shoppers and visitors the opportunity to give their views on the challenges and opportunities for the town centre both now and as we look to the next decade and beyond.</li> <li>• We are now collating the results of this engagement exercise and preparing a draft masterplan which will go back out to public consultation in the summer.</li> </ul>
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<p><b>Haverhill Masterplan</b></p>	<ul style="list-style-type: none"> <li>• Working with the ONE Haverhill partnership, St Edmundsbury developed a masterplan for Haverhill town centre which was adopted in September 2015.</li> <li>• The masterplan is being progressed through five workstreams:             <ul style="list-style-type: none"> <li>○ <i>Workstream 1: Highways and movement</i> – including delivery of highway improvements</li> <li>○ <i>Workstream 2: Marketing</i> – such as advertising Haverhill and specific sites</li> <li>○ <i>Workstream 3: Site assembly</i> – gaining control of sites, investing and influencing to bring sites forward</li> <li>○ <i>Workstream 4: Development briefs</i> – creating briefs from a planning perspective</li> <li>○ <i>Workstream 5: Place management</i> – for example, the town centre work delivered by the town and borough councils</li> </ul> </li> <li>• Some of the projects currently being realised through the delivery of the masterplan include:</li> <li>• <b>Camps Road Recreation Ground</b> (an example of workstream 1) – Work started in February 2017 to upgrade the existing footpath network across the Recreation Ground. This includes widening three existing footpaths to three metres wide to enable pedestrians and cyclists to jointly use it safely.</li> <li>• <b>Jubilee Walk mixed development project</b> (an example of workstream 4) – Within the town centre one of the key sites, Jubilee Walk, has been severely constrained by lease arrangements giving control over existing parking to a single retailer. Although the retailer had vacated the premises, which stood empty, the lease prevented the borough council from implementing any alternative development proposals. The council has since negotiated the surrender of that restrictive lease and has subsequently let the vacant retail unit on new terms. This achieves both an active retail frontage in a key location and unlocks the Jubilee Walk site for redevelopment in accordance with the masterplan.</li> <li>• <b>Town Council handyman</b> (an example of workstream 5) - The Town Council has employed a handyman on a permanent contract, working 22 hours a week. The handyman’s role is to address some of the ‘tidy up’ issues in and around the town that were original identified by The ONE Haverhill Partnership through the masterplan consultation. Work to date has included weeding, washing traffic island bollards and reporting broken ones, cutting verges, cleaning bus stops, painting railings, fixing signs, litter picks and liaising with residents to trim overgrown hedges.</li> </ul>
<p><b>Newmarket Business Improvement</b></p>	<ul style="list-style-type: none"> <li>• At the time of writing last year, Newmarket businesses had just voted to set up a BID for the town. The BID has now employed a manager and they are busy working to deliver events in 2017.</li> </ul>

<p><b>District (BID)</b></p>	<ul style="list-style-type: none"> <li>The BID is also setting up town centre Wi-Fi to provide free internet access to residents and visitors to the town centre and has employed two rangers who provide support to residents and visitors, sign-post to services and report any problems around the town.</li> </ul>
<p><b>Bury St Edmunds Business Improvement District (BID)</b></p>	<ul style="list-style-type: none"> <li>Bury St Edmunds BID (ourburystedmunds) has continued to be the voice of businesses in Bury St Edmunds town centre with St Edmundsbury Borough Council a member of its Board. In 2016/17 the BID organised a number of events including the Whitsun Fayre, Independents Week (as mentioned in the markets case study), the Food and Drink Festival, the Festival of Sport and the Christmas Lights Switch On. These events were highly successful and served to raise the profile of the town and increase footfall to the area and local businesses.</li> <li>More information about the BID is available at: <a href="http://www.ourburystedmunds.com/index.php">http://www.ourburystedmunds.com/index.php</a></li> </ul>
<p><b>Street scene</b></p>	<ul style="list-style-type: none"> <li>We take pride in our local area and know that living, working and visiting an attractive place can enhance wellbeing and improve the overall impression of an area. Alongside our local communities, and invaluable support from volunteers, we work hard to ensure that our localities remain vibrant, clean and safe. Some highlights include:</li> <li>Continuing to promote the highly successful <b>Love Where You Live</b> campaign and the webpage: <a href="http://www.westsuffolk.gov.uk/lwyl">www.westsuffolk.gov.uk/lwyl</a>, which provides a wealth of information for people who want to set up groups or individual litter picks. Information is provided on equipment that's available, how to ensure litter is collected at the end of the pick, risk assessment information and tips for ensuring the litter pick is carried out safely.</li> <li>In 2016/17, approximately 600 people have taken part in litter picks across West Suffolk, collecting 460 bags between them. A further 124 people undertake litter picks on an 'ad-hoc' basis.</li> <li>We supported national events such as Keep Britain Tidy, Keep Clean for the Queen in summer 2016 and the Great British Spring Clean in March 2017.</li> <li>Through the Suffolk Waste Partnership we are part of the <b>Suffolk Fly-Tipping Action Group (STAG)</b>. We contribute to enforcement events, work with Vehicle and Operator Services Agency, the Environment Agency and police.</li> <li>We successfully investigated and prosecuted an incident of fly-tipping on Forestry Commission land, successfully claiming back our full costs. We continue to raise awareness of the issue and the possibility of prosecution to discourage others from fly-tipping.</li> <li>We proactively supported <b>Bury in Bloom</b> after the organisers of the competition gave feedback</li> </ul>



	<p>that they wanted to see more community engagement. As a result we sponsored a leaflet to 20,000 homes to encourage people to get involved with Bury in Bloom and to take more ownership and pride in their local area. Bury St Edmunds was successful in its category, more of which can be found in this report later.</p> <ul style="list-style-type: none"> <li>• In April 2016 we successfully moved to a <b>new garden waste subscription scheme</b> which achieved sign-up of just under 40% by residents across West Suffolk. Due to changes in funding at the county level we needed to make the service self-financing. The result was to run a new scheme where residents are charged £40 for collection of their garden waste throughout the year, with residents who do not wish to sign up encouraged instead to either home compost, take their garden waste to the Household Waste Recycling Centre or to share a bin with neighbours. Indications are that the vast majority of residents are disposing of their garden waste by these methods.</li> <li>• In February 2017 we introduced another payment method making it easier for customers to sign-up. Customers can now order and pay for their garden waste collection by Direct Debit on line. Early indications show that customers are eager to use this option with over 6,860 customers signed up since going live.</li> <li>• With <b>Suffolk Waste Partnership Recycling</b> we took part in a campaign in November 2016 aimed at reducing contamination in blue bins such as food waste, glass, nappies, textiles and electricals. A leaflet was sent to all households across Suffolk and backed up by a social media campaign. The 'Get your recycling right' Youtube video had 52,000 views across Suffolk.</li> </ul>
<p><b>Public Spaces Protection Orders (PSPOs)</b></p>	<ul style="list-style-type: none"> <li>• The Anti-Social Behaviour, Crime and Policing Act 2014 introduced a number of changes to the ways that councils and the police can deal with local anti-social behaviour issues. Among the changes is the replacement of the Designated Public Place Orders, Gating Orders, and Dog Control Orders with Public Spaces Protection Orders (PSPOs).</li> <li>• A PSPO can be used to regulate activities in public places that have a detrimental effect on the local community. They can help by giving local councils and police additional powers to tackle anti-social behaviour in specific locations.</li> <li>• West Suffolk councils have consulted on new offences under the PSPO in relation to dog walkers/ owners. This would mean introducing a heavier fixed penalty for those who fail to pick up after their dog and excluding dogs from certain areas, such as children's play areas and fenced off football pitches.</li> <li>• The aim remains to work with communities to reduce incidents of dog fouling and to target</li> </ul>

	<p>specific problem areas.</p>
<p><b>Bury St Edmunds Destination Management Organisation</b></p>	<ul style="list-style-type: none"> <li>• St Edmundsbury Borough Council is supporting the establishment and operation of a Destination Management Organisation (DMO) in a number of ways including funding. This year the DMO was set-up as a company with board members meeting with local stakeholders who have all expressed an interest in this initiative. It is envisaged that the DMO will become a more active presence in Bury St Edmunds and the surrounding area in the year to come. The DMO will provide long-term strategic direction for tourism in Bury St Edmunds and the surrounding area.</li> <li>• Outcomes from the DMO include creating economic growth across the tourism sector, ensuring a co-ordinated approach to marketing the tourism assets, retaining tourism business and creating a catalyst for other initiatives and events. The main focus will be to increase the value of tourism to the area by encouraging overnight stays and longer visits.</li> </ul>

<b>Modernising our approach to regulation</b>	
<p><b>The environmental health service has adopted new ways of working with local businesses and communities that aim to modernise our approach to regulation. Highlights from this year include:</b></p>	<ul style="list-style-type: none"> <li>• <b>Suffolk Eat Out Eat Well Awards:</b> This scheme recognises the efforts of eligible food businesses to actively promote healthier food choices to their customers as part of their business and menus. West Suffolk has been at the forefront of the scheme which you can learn more about in the attached case study.</li> <li>• <b>Participation in Crucial Crew:</b> Environmental Health took part to promote good food hygiene to year six pupils, including focus on handwashing practices. Throughout 2016/17 we reached nearly 1500 pupils from local schools across West Suffolk.</li> <li>• <b>Simple Cautions:</b> Three Simple Cautions were issued to businesses during the year, two for food hygiene matters and one for health and safety matters. A simple caution is where a person admits to the alleged offence but is not formally prosecuted for the offences.</li> <li>• <b>Use of new technology:</b> Towards the end of 2016, inspectors began using mobile tablet technology during routine food hygiene inspections. In the future this will lead to an improved quality of reports, improved database information and administrative efficiencies.</li> <li>• <b>Bury St Edmunds Christmas Fayre:</b> Our team carried out food hygiene enforcement activities at the fayre and provided advice to businesses. No significant food hygiene issues occurred during the event.</li> </ul>

## Priority 2 – resilient families and communities that are healthy and active

We want to see:

- A thriving voluntary sector and active communities who take the initiative to help the most vulnerable
- People playing a greater role in determining the future of their communities
- Improved wellbeing, physical and mental health
- Accessible countryside and green spaces

### Why was this a priority for 2016/17?

We are actively supporting families and communities to create better links, become more self-sufficient and sustainable and able to deal with the changing landscape in terms of, for example, the ageing population and reduced funding in public services. Our approach is to help prevent problems from developing or even better still, to stop them from happening in the first place. We do this by creating connections throughout our communities, providing assistance through grant funding and working with our partners to provide a holistic approach to empowering communities. This section covers our activities under the headings:

- Making connections in the community
- Community funding
- Parks and green spaces
- Arts, heritage and leisure
- Improved health and wellbeing
- Communicating with our residents

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<b>Making connections in the community</b>	
<p>In line with our Families and Communities strategy, the councils work with local communities to identify and implement initiatives in local areas that help to build community capacity and resilience, as well as improving outcomes for local residents. By building on the strengths of individuals, families and communities, our aim is to support communities in caring for themselves, rather than requiring costly public service interventions. Much of the work detailed in this section contributes to our equality objective to ensure we have 'a thriving voluntary sector who take the initiative to help the most vulnerable'.</p>	
<b>Social Prescribing</b>	<ul style="list-style-type: none"> <li>• This pilot is an innovative new approach where individuals are referred for non-clinical support</li> </ul>

<p><b>Pilot in Haverhill – Life Links</b></p>	<p>to promote wellbeing and resilience, becoming less reliant on primary and statutory services but increasing their use and knowledge of the voluntary and community sector as a means of support. A case study providing further details is attached.</p>
<p><b>Brandon Day Centre</b></p>	<ul style="list-style-type: none"> <li>• In August 2016, we were made aware that the Brandon Day Centre would be closing down as the provider at the time had decided to withdraw services.</li> <li>• The centre was supported by Brandon Community Association (BCA) and residents of the town. It had become an important part of the lives of service users and their families. It provided service users with a safe environment to see friends, enjoy some entertainment and have a meal while it also provided respite and support to families and carers.</li> <li>• In partnership with Suffolk County Council, Forest Heath District Council worked hard to ensure that the day centre should remain open. We formed a steering group which included representatives from BCA, Brandon Town Council and councillors from Suffolk County Council and Forest Heath.</li> <li>• A new provider was found by Suffolk County Council and their approach was focused on delivering services in a sustainable way and becoming part of the local community.</li> <li>• The new provider became a member of the steering group which meant they had the benefit of key information and could make important links and contacts across the town.</li> <li>• There have been positive steps since the new provider took over the day centre in January 2017 with user numbers increasing. Funds are also being raised for a new minibus which will be supported by locality budget money from Forest Heath councillors and funding streams recommended by the two councils.</li> <li>• This is an excellent example of a service being saved through the passion and commitment of the local community, with support from the district and county councils.</li> </ul>
<p><b>The Shed, West Row</b></p>	<ul style="list-style-type: none"> <li>• A piece of land in West Row was identified as having potential for a community garden. A team of community volunteers were formed known as 'The Shed' with the main aim of:             <ul style="list-style-type: none"> <li>- leasing the land from Suffolk County Council;</li> <li>- renovating buildings and the area into a community facility; and</li> <li>- providing a place for communities to enjoy.</li> </ul> </li> <li>• Together with Community Action Suffolk, we became involved with championing the project, assisting with the legalities of transferring the land and assisting with sources of funding for the future.</li> <li>• We are pleased to report that the lease was secured in late 2016 and work has since begun on</li> </ul>

	<p>the area, with volunteers clearing a large piece of the land and uncovering a number of outbuildings.</p> <ul style="list-style-type: none"> <li>• We will report on work as it progresses over the next few months. The main aim will be to provide a multi-use area including toilet facilities, kitchen, tea room, outbuildings, community gardens, sensory gardens, arts and crafts, wildlife areas and conservation.</li> <li>• This project has already provided a valuable opportunity for people in the community to work alongside skilled tradespeople.</li> </ul>
<p><b>Newmarket history and connections</b></p>	<ul style="list-style-type: none"> <li>• This public engagement project involved people living in and around Newmarket to reveal personal histories, stories and legacies of the area and share them with the rest of the community to encourage a sense of belonging and a celebration of the town.</li> <li>• We worked with Spinning Wheel Theatre Company who delivered the project and they created opportunities to encourage participation.</li> <li>• Almost 1200 people took part in the project including 73 children listening to and creating stories and three primary schools were involved in workshops focusing on creating stories and building a family portrait.</li> <li>• This has been a successful and well received project and outcomes have included residents of Newmarket participating in shared activities and creating a sense of common vision for the local area.</li> </ul>
<p><b>Community facilities in Lackford</b></p>	<ul style="list-style-type: none"> <li>• Lackford village is made of up over 100 homes, however, there was no community facility to host the variety of activities, groups and clubs that take place there.</li> <li>• The Parish Council Committee decided to form a working group and fundraise to transform the Church Bell Tower and old boiler room into a community hub.</li> <li>• Over a four year period, the residents of Lackford have raised significant funds towards this much needed project.</li> <li>• In 2016/17, St Edmundsbury Borough Council has supported the project with funding from the Rural Initiatives Grants Scheme and from a ward member Locality Budgets, while the Council has also provided advice and contacts.</li> <li>• This is an excellent example of a community working together, taking ownership of a problem and finding a solution. The building work has commenced and in future we will report on how this progresses and how the facility is used.</li> </ul>
<p><b>St Mary's Church,</b></p>	<ul style="list-style-type: none"> <li>• As well as religious purposes, this church is used for a number of clubs and activities. The</li> </ul>

<p><b>Haverhill</b></p>	<p>church wanted to be able to extend the activities available for a summer children’s club and the weekly mother and toddler group.</p> <ul style="list-style-type: none"> <li>• St Edmundsbury was able to provide advice on the equipment that would be required and licensing for showing films in the community.</li> <li>• New equipment was purchased, with the help of Locality Budget funding, which will provide a new facility for use in the community.</li> </ul>
<p><b>Bury St Edmunds town centre masterplan – Community co-production</b></p>	<ul style="list-style-type: none"> <li>• A section on the Bury St Edmunds town centre masterplan has been included in the economic growth section of this document. There is, however, a community co-production element to this work.</li> <li>• At a very early stage it was decided that the masterplan would be co-produced with the people who live in, work in and visit the town centre. As the population grows we understand that the town centre needs to meet the needs of everyone who uses it.</li> <li>• We arranged for a meeting of the Bury Assembly of Associations (formed of all the residents’ associations working across the town) and an Accessibility Group consisting of ten organisations that support and/or advocate people with additional needs. The discussions and feedback from these meetings was shared with the consultants appointed to the project, and this then helped form the Issues and Options report. The report sets out an analysis of the initial issues and options for Bury St Edmunds town centre. It represents a key stage in the production of the masterplan for the town centre and was subject to a public engagement exercise where we went out to the market, the supermarkets, the leisure centre and The Apex, all with a view of encouraging people to have their say.</li> <li>• The results of this are now being analysed and will be used to inform the draft masterplan which will then be subject to further public engagement in the summer. Updates will be available as this work progresses.</li> </ul>
<p><b>Haverhill Youth survey</b></p>	<ul style="list-style-type: none"> <li>• The Youth Action Group for Haverhill, which is led by the Town Council, wanted to conduct a survey of young people specifically asking about cultural activities that young people want to take part in.</li> <li>• Suffolk County Council was already involved in a schools project and we were able to use that engagement to feed into the Haverhill Youth Survey.</li> <li>• The collaboration resulted in young people from Samuel Ward Academy developing the questionnaire and the partnership between the three councils ensured the survey was widely advertised.</li> </ul>

	<ul style="list-style-type: none"> <li>We gained some excellent feedback from the survey and some key points have already been actioned. One example related to feedback as to why young people were not attending sessions as frequently as had been hoped at the leisure centre. That feedback led to new furniture and charging sockets for IT devices being installed in a 'chill out' area of the leisure centre.</li> <li>The Apex are now working with the Town Council on a variety of projects including film workshops, music heats and spoken word events.</li> </ul>
<b>West Suffolk Parish Conference</b>	<ul style="list-style-type: none"> <li>We held our first West Suffolk Town and Parish Conference for town and parish councils from across west Suffolk to update one another and discuss a range of issues.</li> <li>The conference is interactive, exchanging information, taking part in workshops and networking with each other and partner organisations.</li> <li>In 2016/17 discussions included affordable housing and changes to the Local Government landscape.</li> </ul>
<b>Newbury Community Centre transfer</b>	<ul style="list-style-type: none"> <li>St Edmundsbury Borough Council has continued working with the Newbury Community Association, (NCA), Suffolk County Council, Havebury Housing Partnership and the local community to ensure the replacement of the Newbury Community Centre is designed by the community to meet their requirements. The old community centre has been important for local residents therefore it has been a priority to ensure its design is shaped by the people it serves.</li> <li>In 2016/17, two community consultations have been held which consisted of drop-in sessions and an online survey. Over 100 responses were received. The feedback revealed that there was very strong support for replacing the centre (around 90% of respondents). Many gave additional comments on issues such as design, layout, parking and traffic which the partners are now using to improve the scheme. As a result, the facility on the Howard Estate will be built on part of the former Howard Primary School site, in St Olaves Road. An outline planning application is due to be submitted later in 2017.</li> </ul>

<b>Community funding</b>	
<b>Community Chest</b>	<ul style="list-style-type: none"> <li>The West Suffolk Community Chest has been the main funding mechanism available to voluntary and community sector groups across West Suffolk. It means they can apply for funding to do work that will bring benefits to local people and which will help the West Suffolk councils achieve their priority of supporting families and strengthening communities to enable</li> </ul>



	<p>them to become more resilient and more able to help themselves. In so doing, Community Chest funding has formed a key part of our Families and Communities agenda.</p> <ul style="list-style-type: none"> <li>• In total, £417,522 has been paid to voluntary groups and organisations across West Suffolk in 2016/17 to support their valuable work.</li> <li>• Annex 1 (attached) sets out the organisations that have received Community Chest funding across West Suffolk in 2016/17.</li> </ul>
<b>Locality Budgets</b>	<ul style="list-style-type: none"> <li>• Our locality-based approach to community development is supported by our Locality Budget scheme, where councillors each have an annual budget of £2500 that they can allocate to community groups and activities in their ward. Locality Budgets help residents take ownership of issues that they care about and help councillors ensure that funding gets to the heart of these issues.</li> <li>• In 2016/17 West Suffolk councillors contributed more than £155,000 towards over 300 initiatives and projects in their wards areas. From supporting the Newmarket library to the Discover Moreton Hall walk/run route. A full list of projects funded by councillors, together with information about how the scheme works can be found here: <a href="http://www.westsuffolk.gov.uk/localitybudgets">www.westsuffolk.gov.uk/localitybudgets</a> – this webpage is regularly updated with information about the latest projects that we support.</li> </ul>
<b>Rural Initiatives Grant Scheme</b>	<ul style="list-style-type: none"> <li>• St Edmundsbury offers the Rural Initiatives Grant Scheme to match fund organisations for one-off specific capital projects in rural areas that contribute towards the Council’s priorities.</li> <li>• During 2016/17 £69,501 was committed towards 10 projects for purposes such as the conversion of part of Lackford church into a community facility (as described earlier), Hargrave Parish Council for a play area refurbishment, Bradfield St George Village Hall for heating system improvements and Stradishall Parish Council for the purchase of recreation land.</li> </ul>

## **Parks and green spaces**

We are proud of our parks and open spaces which have again been recognised at a national and local level. This would not be possible without the dedication of volunteers who spent some 7000 hours working in our parks and green spaces during 2016/17.

<b>Achievements in this year across</b>	<ul style="list-style-type: none"> <li>• A management plan for Yellow Brick Road in Newmarket has been prepared, which will see this central walkway regenerated and improved. It has the potential to become an important</li> </ul>
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<p><b>West Suffolk include:</b></p>	<p>wildlife corridor and provide an enjoyable walk for local people to access the town and residential areas.</p> <ul style="list-style-type: none"> <li>• The Beck Row Football changing rooms on Aspal Close Nature Reserve have been replaced, providing smart new facilities for local and visiting teams. This new sports facility was paid for by using section 106 funding from Suffolk County Council.</li> <li>• The Beck Row Community Centre needed to vacate its premises at the local school. A new community hall facility, which will be managed by the parish council, will now be provided in the former Rose and Crown pub. This new community facility is being funded by Suffolk County Council.</li> <li>• Multi-use games areas were upgraded at Warren Close, Brandon; Douglas Place, Mildenhall; and Heathersett Way, Lakenheath.</li> <li>• A series of wildlife audits have been conducted at sites important to nature conservation across West Suffolk.</li> <li>• The Abbey Gardens, East Town Park in Haverhill, Nowton Park and West Stow Country Park have again been awarded green flag status which means they are safe, clean and well looked after.</li> <li>• Bury St Edmunds achieved the gold award in Anglia in Bloom and both Nowton Park and the Abbey Gardens were placed top of their respective categories.</li> <li>• A new play area on Hooper Square in Bury St Edmunds opened in December. We used the community co-production model to deliver the new play area which meant local people were involved throughout. Having voiced their concerns about the previous play area, they helped choose the most appropriate location for the new play area, as well as the equipment to go in it. We worked alongside the Westley Residents' Association to design flyers that were distributed to every household on the Westley Estate and a consultation event was attended by over 50 people. A new multi-use games area is also now open.</li> <li>• The play area at Julian Close in Haverhill was refurbished and pupils from the local school were consulted on how this should look.</li> <li>• New equipment was installed at play parks at St Peter's Pit and the Gainsborough Recreation Ground in Bury St Edmunds.</li> <li>• The play area in East Town Park was also refurbished this year. The visitor centre on site was reconfigured to provide a refreshment kiosk which now overlooks the play area.</li> <li>• In partnership with Abbeycroft Leisure we have established the The Discover Moreton Hall: Run Walk Route which is a sign posted five kilometre route around Moreton Hall to support running and walking activity. The route is marked with small round signs that are fixed on existing lamp</li> </ul>
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	<p>posts slightly above head height. There are also plans for a similar route in Brandon.</p> <ul style="list-style-type: none"> <li>• We have also been assisting the County Council Rights of Way Team and the River Lark Catchment Group in creating a new link path along the River Lark corridor across a site currently owned and managed by British Sugar. St Edmundsbury is about to agree Heads of Terms that will give a 99 year lease for the river corridor.</li> </ul>
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<b>Arts, heritage and leisure</b>	
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<p><b>Maximising our assets</b></p>	<ul style="list-style-type: none"> <li>• The eagerly awaited <b>National Horseracing Centre for Horseracing and Sporting Art at Palace House</b> in Newmarket was officially opened by Her Majesty the Queen in November 2016. This was the culmination of 10 years of partnership work between many individuals and trusts from across the horseracing industry, Suffolk County Council and Forest Heath District Council, with support from the Heritage Lottery Fund.</li> <li>• The <b>Breaking New Ground Partnership</b> obtained Heritage Lottery Funding of £1.5 million over three years to deliver a range of exciting heritage and landscape projects in the heart of the Brecks, including Brandon and West Stow, aimed at promoting the heritage of the Brecks. At Brandon, we delivered the Forest Festival held in June 2016, which gave visitors the opportunity to get involved with a number of wildlife and nature activities. The Enchanted Forest held in August 2016 saw the Country Park transformed with a number of interactive activities, story-telling and arts and crafts.</li> <li>• The partnership also wanted to deliver a unique schools project that would inspire, educate and entertain children, teachers and families with the story of the Brecks. Forest Heath District Council commissioned a new piece of interactive, educational theatre which was targeted at Key Stage 2 children. Nearly 1400 children from 14 schools across Norfolk and Suffolk saw the production. It also played at Brandon Country Park, West Stow and the Latitude Festival where a further 1026 people saw the play. The feedback from those that saw the play was positive with it described as both educational and engaging for children.</li> <li>• Following the success of these events we are considering a second bid for funding next year.</li> <li>• At West Stow, we delivered the Enchanted Heath event where over 2000 visitors could enjoy crafts, music, stories, guided tours and archery amongst other things.</li> <li>• As part of the Enchanted Heath funding, West Stow also gained an added attraction in the form of the Beowulf and Grendel trail. This two kilometre trail winds through key Breckland features in the park and entwines the rich storytelling narrative of the early Anglo-Saxons and the</li> </ul>
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	<p>unique landscape, including the Site of Specific Scientific Interest. An impressive three metre carved Dragon Head and 40 foot mound is the centrepiece on the Heath. The next phase is the installation of interpretation panels followed by a launch event in August 2017.</p> <ul style="list-style-type: none"> <li>• St Edmundsbury obtained an <b>Arts Council Resilience Grant of £108,000 for Moyses Hall Museum and West Stow</b>. The funding will help fund staff and volunteer training, physical adaptations to the museum’s displays, the building of a shelter at West Stow to enable more school children to visit at any one time and display materials for outreach visits.</li> <li>• In 2016, there has been an <b>increase in visitors with Moyses Hall</b> up by 3,624 tickets on last year, while West Stow is up by 4,009.</li> <li>• For the period 2016/17, there were over 26,000 admissions to West Stow and over 20,000 admissions to Moyses Hall. Across both sites over 67,000 school children visited.</li> <li>• We held very successful events at Moyses Hall where 17,263 people visited the Lego events and 3,603 people visited the Sci-fi event.</li> <li>• We were delighted to welcome nearly 15,000 school pupils to West Stow, which made the final five in the National School Trip Awards 2016. West Stow was also used for filming on BBC CBeebies programme ‘Our Story’ which has had multiple showings on the children’s channel. The popular Ring Quest event took place during February half-term in 2017. Visitors could take part in a family trail around the country park, meet creatures from Tolkien’s Middle Earth, and try out archery. February 2017 saw recorded numbers since it started in 2002 with over 327 family packs sold and 1,675 visitors in February half-term week.</li> </ul>
<p><b>Bury St Edmunds Guildhall transfer</b></p>	<ul style="list-style-type: none"> <li>• We have continued working with the Guildhall Feoffment Trust and Bury St Edmunds Heritage Trust Limited to pursue the long-term aim of making the Guildhall an independent and sustainable community enterprise.</li> <li>• In May 2016, the project was awarded a grant of £669,000 from the Heritage Lottery Fund (HLF) for the refurbishment of the building which included repairing the rear roof and strengthening and restoring some of the ancient fabric. Match-funding from the project means that work started in January 2017 and will be completed in 2018.</li> <li>• Once works are completed, the Guildhall will be managed entirely independently of the Borough Council, emphasising our commitment to supporting sustainable community asset transfers.</li> </ul>
<p><b>The Apex</b></p>	<ul style="list-style-type: none"> <li>• The Apex continues to prove itself as one of the region’s leading destinations for live entertainment.</li> <li>• In 2016, the Apex hosted over 200 shows and sold 90,000 tickets, which is an increase of</li> </ul>

	<p>10,000 on the previous year.</p> <ul style="list-style-type: none"><li>• The box office took a total of £1.8 million over 2016/17 which is an increase of 14.5% on the previous year.</li><li>• We have concentrated our efforts on marketing including a successful gift voucher campaign in November and December 2016 which saw sales of over £18,000 (compared with £5,000 for the same period in 2014).</li><li>• The Apex has also continued to be an attractive offer for community use by groups including: baby ballet, post-natal yoga, amateur performances by local organisations, Sunday brunch, chess club and art displays.</li><li>• Our 'reach' on the internet is also expanding with the number of people receiving information about the Apex on Twitter and Facebook increasing with more unique users visiting the website.</li></ul>
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<b>Improved health and wellbeing</b>	
<p><b>Working with Abbeycroft Leisure, we deliver sports and leisure services across West Suffolk. Abbeycroft undertakes outreach work that contributes to our priorities and is in line with the Promoting Physical Activity Framework that was adopted in July 2016</b></p>	<p>Examples of projects that Abbeycroft has run in this year include:</p> <ul style="list-style-type: none"> <li>• Stand tall – a 12 week physical activity and wellbeing programme that targets 14-25 year olds who are both inactive and known to suffer with a mental health condition. The outcome of this was that 78% of the individuals referred showed improved wellbeing.</li> <li>• Monday mums – in partnership with community midwives, antenatal groups are held at Bury St Edmunds and Newmarket leisure centres. The programme seeks to educate and empower pregnant women who are overweight or obese to support them to have a healthy pregnancy and birth experience. This initiative has had both positive results and positive feedback from expectant mums and it is hoped that the programme will be replicated in more locations.</li> <li>• Exercise on referral – this scheme has seen 467 people take part during 2016/17 across West Suffolk. There have been positive results with 57% of those clients who started, going on to complete the scheme. Of those that complete the scheme, 93% continue to remain active. Outcomes have included clients reducing blood pressure, weight and even medication.</li> <li>• Keep active – key projects have been delivered in West Suffolk after £148,000 was secured from the Sport England Community Sport Activation Fund. The funding was secured for a three year period and the initiative will be rolled out to the different communities within Forest Heath over that period. The aim is to engage both the younger and older population with the aim of increasing participation in those target groups. Progress has so far seen:             <ul style="list-style-type: none"> <li>• Community engagement sessions with the over 55 population across Newmarket. Taster sessions including bowls, badminton, short tennis and table tennis were used to generate interest. Successful walking football and walking netball sessions have also been developed. The youngest participants in this are 55 while the oldest is 92.</li> <li>• The programme has also had a focus on the 14-25 population by providing opportunities to take part in sport and dance in an informal environment. Again the aim is to encourage increased physical activity and behaviour change. Sessions have taken place in Newmarket, Brandon and Mildenhall. The Mildenhall project reached its target for individual attendees. The success of this programme is partly due to partnership working between Catch 22, local schools and youth groups.</li> </ul> </li> <li>• The council has agreed to create an investment fund that Abbeycroft Leisure can apply to for capital funding to improve and develop its facilities and reduce operating costs. As such, Abbeycroft Leisure is reviewing the current portfolio of leisure facilities and examining the possibilities for future development on those sites. This work will identify a facility mix that will aid both commercial development, broaden opportunities to co-locate with other stakeholders,</li> </ul>

	<p>engage a broader audience in different forms of physical activity and improve the quality of services to customers. The feasibility work is already underway and will be completed in 2017.</p>
<p><b>Promoting physical activity</b></p>	<ul style="list-style-type: none"> <li>• West Suffolk councils recognise the importance of individuals and communities that are active as it improves health and wellbeing and, in time, can reduce the reliance on some services brought about by inactivity. We committed to our approach to increasing physical activity through our Promoting Physical Activity Framework that was adopted in July 2016.</li> <li>• Through this framework, West Suffolk councils set out the commitment to enable and encourage people to lead active lives thereby increasing activity levels across West Suffolk. This will lead to improved health and wellbeing for our communities resulting in less reliance on health care services. The framework sets out the outcomes we want to see and how, with partners, we can use our role to increase participation in physical activity across West Suffolk.</li> <li>• We also want to see holistic, place-based solutions for our major centres of population, which are: Brandon, Bury St Edmunds, Haverhill, Mildenhall and Newmarket. This work is starting in Bury St Edmunds. We understand from talking to local sports clubs and organisations that there is a need to grow clubs in order to increase capacity, participation and realise their ambitions and potential.</li> <li>• With match funding from St Edmundsbury Borough Council, Sport England provided £10,000 of feasibility study funding. This will be used to look at the possible options for a shared facility in Bury St Edmunds to meet the needs of local clubs. The study is being carried out by consultants and we are working in partnership with the sports clubs, Sport England and Abbeycroft Leisure to create an option for the future. We look forward to updating you on this work later in 2017.</li> </ul>
<p><b>Suffolk Health and Wellbeing Board</b></p>	<ul style="list-style-type: none"> <li>• West Suffolk councils are members of the Suffolk Health and Wellbeing Board along with the county council, local clinical commissioning groups, NHS England, HealthWatch, the police, the voluntary sector and other district and borough councils. Although health outcomes for many people in Suffolk and West Suffolk are good, the board aims to help those groups and communities which experience poorer health and wellbeing than others.</li> <li>• West Suffolk councils are contributing towards the board’s cross-cutting theme of <b>community resilience</b> – preventing issues before they become a problem. Experience shows that this prevention support is most effective when it comes through an established network within the local community.</li> <li>• The Suffolk Community Resilience Steering Group hosted a series of workshops to support the</li> </ul>

	<p>development of a community resilience programme which builds on work already taking place across Suffolk. This engagement has resulted in a focus on four key areas:</p> <ul style="list-style-type: none"> <li>• Personal responsibility</li> <li>• Early help</li> <li>• Community action</li> <li>• Strong voluntary and community sector</li> </ul> <ul style="list-style-type: none"> <li>• The community resilience programme forms part of the community strategies for boroughs and districts across Suffolk, such as West Suffolk’s Families and Communities Strategy. This is about a Suffolk-wide approach to community resilience that aims to eliminate duplication and see the boroughs and districts contributing to the health agenda in a holistic way.</li> <li>• West Suffolk is also a priority lead for the Suffolk-wide Prevention Strategy, the only non-clinical organisation to do so. This illustrates the importance of ensuring that good health and wellbeing starts with individual and community responsibility and resilience.</li> <li>• This work contributes towards our equality objective to improve physical and mental health and wellbeing.</li> </ul>
<p><b>Dementia Action Alliance (DDA)</b></p>	<ul style="list-style-type: none"> <li>• A large group of stakeholders started working together as they wanted to create a Dementia Friendly Community (DFC) for Bury St Edmunds. This involved introducing <b>Dementia Friends</b> sessions to different organisations and the wider community. Dementia Friends sessions focus on what it is like to live with dementia and is used as an awareness raising tool. This enables individuals, businesses and the community to look at what they can do differently to accommodate the needs of someone living with dementia.</li> <li>• We have helped by shaping the steering group and bringing in other successful DAAs to shape the best way to move forward for Bury St Edmunds. We have also supported this both by working to gain funding to be able to advertise and promote the DAA, and by bringing the Clinical Commissioning Group and other organisations on board to help with the roll out and promotion of creating a Dementia Friendly Community for Bury St Edmunds.</li> <li>• The Steering group was formed in January 2017 and has already started to make progress with positive changes within Bury St Edmunds. Examples of this are:             <ul style="list-style-type: none"> <li>- relaxed performances of films at Abbeygate Cinema;</li> <li>- involvement in the Bury St Edmunds town centre masterplan; and</li> <li>- enabling 12 different organisations to register an action plan with the Bury St Edmunds DAA.</li> </ul> </li> </ul>



<b>Communicating with residents</b>	
<b>Customer services</b>	<ul style="list-style-type: none"> <li>• Over the past year we have continued the implementation of our target operating model for customer contact with the councils, meaning that the team is able to handle queries about a range of services. This enables customers to have their questions answered at the first point of contact when at all possible.</li> <li>• Improvements in IT have also reduced the amount of staff time spent on handling routine transactions in the 'back office'.</li> <li>• The list of services and activities now delivered by the Customer Service Team include housing options, elections (extended hours were offered in the run up to and day of the European Union referendum), planning helpdesk, building control, licensing, waste, garden waste collection service sign up, parking permits, The Apex, noise, dogs, complaints and Freedom of Information Act requests.</li> </ul>
<b>Online Success</b>	<ul style="list-style-type: none"> <li>• The availability of online forms has grown since 2013/14 when only a limited number of online forms were available. This means that our customers can enjoy the convenience of completing and submitting a form online when they need to contact us about a range of services, or make payments, including: garden waste, parking permits and noise complaints.</li> <li>• We remain committed to our vision to enable customers to 'self-serve' online when convenient and appropriate and we know that this has been a great success.</li> </ul>
<b>Social media conversations</b>	<ul style="list-style-type: none"> <li>• West Suffolk councils are embracing new methods of communicating, and the councils are proactively using social media to engage with residents. Information is tweeted to over 7000 followers giving other Twitter users the opportunity to share the news with their own followers. Their comments and enquiries are monitored and answered by the Customer Service Team and communications officers.</li> <li>• Tweets are also used to direct residents to more information posted on our website. The communications teams meanwhile have used Facebook to engage with a growing audience of nearly 60 community Facebook groups. Some of these groups have membership levels in excess of 15,000 people. Not only is there the potential for these individuals to share the councils' status with friends, but even more importantly this offers the councils the opportunity to have direct conversations with residents, explain changes in more detail, expanding on the</li> </ul>

	<p>reasons that have led to them and politely correcting residents on statements that are misinformed or untrue.</p> <ul style="list-style-type: none"><li>• A particular success was the launch of the Bury St Edmunds Town Centre Masterplan where we reached 23,189 people through a single post on Facebook alone. Although other posts were made throughout the public engagement stage, this launch post saw 109 shares, 126 likes, 1 dislike and a series of comments from around 50 individuals. While some of these comments were disparaging of the process, each of these types of comments were responded to in a polite and positive manner – the outcome of which led to more people seeing the post and some of the more sceptical of the audience being persuaded to take part online or attend one of our engagement events.</li></ul>
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### Priority 3 – Homes for our communities

We want to see:

- Sufficient housing for current and future generations, including:
  - More affordable homes
  - Improvements to existing housing
- New developments that are fit for the future, properly supported by infrastructure, and that build communities, not just housing
- Homes that are flexible for people’s changing needs

#### Why was this a priority for 2016/17?

Our third priority is to ensure that we have an appropriate and sufficient supply of housing for our communities. Not only are we working hard to raise the standard of housing in the private rented sector and bring empty homes back into use, but we have also established a new company to build homes, in partnership with Suffolk County Council. We know that good housing can play an important role in improving the health and wellbeing of people in our area, and it is vital to realising our ambitions for economic growth. We have seen a significant change in Government legislation and policy on housing in 2016/17 including the Housing White Paper, the Homelessness Reduction Act and further welfare reform, all of which have significant implications for how we plan for, deliver and continuously improve the availability and affordability of housing in West Suffolk.

This section covers our activities under the headings:

- Ensuring a sufficient supply of housing
- Identifying and delivering new funding models for affordable housing
- Homelessness and temporary accommodation

<b>Ensuring a sufficient supply of housing</b>	
<b>Forest Heath Local Plan</b>	The local plan sets out the long-term planning and land use policies for the district. We use our planning policy framework to ensure appropriate business, housing and infrastructure development across the district. <ul style="list-style-type: none"> <li>• It is important to understand that even without a Local Plan, growth happens, but without a</li> </ul>

	<p>Local Plan, it is harder to shape exactly where development should take place and to ensure of the infrastructure benefits to support local development.</p> <ul style="list-style-type: none"> <li>• Responses to the consultation on the Site Allocations Local Plan and the Single Issue Review (SIR) of Core Strategy Policy CS7 (Overall Housing Provision and Distribution) helped inform a further document, which went out for consultation and set out the council's preferred strategy for the allocation of sites across the district.</li> <li>• The final draft is known as the Submission Document and early in 2017 there was a final opportunity for the public to comment before the documents were submitted to the Secretary of State for an independent planning examination.</li> <li>• The number of new dwellings required in Forest Heath for the period 2011 to 2031 is 6,800.</li> <li>• Housing and mixed use sites are being proposed in the market towns and in a number of villages. This will help to ensure that there is certainty around the long-term growth of the district and delivering the level of housing required.</li> <li>• In December 2016, Forest Heath District Council published its assessment of a five year supply of housing land. It sets out the availability of housing land supply for the period 2017-2022.</li> </ul>
<p><b>St Edmundsbury Borough Council Vision 2031 – major development sites</b></p>	<ul style="list-style-type: none"> <li>• <b>Moreton Hall:</b> The development at Moreton Hall of 500 dwelling is currently being built and will be occupied by the end of 2017. The expansion of the Moreton Hall community centre has also been secured as part of this development.</li> <li>• <b>Marham Park:</b> Permission has been granted for a new country park, relief road between Tut Hill and Mildenhall Road (including a new roundabout on Mildenhall Road) and outline planning permission for this residential development in Bury St Edmunds. The finer details of the residential development are currently being considered by the local planning authority and it is hoped that building work will start in summer 2017.</li> <li>• The number of new dwellings required in St Edmundsbury for the period 2012-2031 is 11,480.</li> </ul>
<p><b>Neighbourhood plan</b></p>	<ul style="list-style-type: none"> <li>• A neighbourhood plan is a community led framework for guiding the future development, regeneration and conservation of an area. Neighbourhood plans have a different status to other community led plans. Subject to a few basic conditions they will become legally binding and will become part of the development plan for the area.</li> <li>• Neighbourhood plans are currently in preparation for Newmarket, Great Barton, Hargrave and Barningham.</li> </ul>

<p><b>Bringing empty homes back into use</b></p>	<ul style="list-style-type: none"> <li>• We have continued a pro-active approach to addressing the challenge around the high levels of empty homes in West Suffolk. We adopted the Empty Homes Strategy in 2015 and use a range of tools, including enforcement, which has led to 26 homes returned to use during 2016/17.</li> <li>• Working with partners, we offer support, including a grant, to help owners bring their previously empty properties up to the required standard for occupation in the private sector.</li> <li>• Our commitment to this work will continue in 2017/18 because we know there are families and individuals in need of such accommodation.</li> </ul>
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<p><b>Identifying and delivering new funding models for affordable housing</b></p>	
<p><b>Barley Homes (Group) Ltd</b></p>	<ul style="list-style-type: none"> <li>• Barley Homes was formally incorporated as a company in March 2016 and the business plan approved in December 2016. It is a company limited by shares jointly owned by Suffolk County Council (50% of shares), Forest Heath District Council (25%) and St Edmundsbury Borough Council (25%). The purpose of the company is to develop houses across all tenures, for sale and private rent on a commercial basis, while also delivering much-needed affordable homes.</li> <li>• In 2016/17, four sites have been identified which it is hoped will deliver approximately 100 units with a mix of for sale, private rent and affordable housing. Work has now begun on the detailed development and planning process.</li> <li>• A five year business plan has been developed which contains details of the initial developments, the amount and type of funding required to complete the developments and the expected returns generated for the councils.</li> <li>• Funding of £6 million has been approved by West Suffolk councils and Suffolk County Council put forward a further £6 million, providing £12 million of funding in total.</li> </ul>
<p><b>Continuing the supply of affordable housing</b></p>	<ul style="list-style-type: none"> <li>• The housing and planning services are continuing to work hard to ensure that new private developments provide both affordable housing and contributions to key infrastructure.</li> <li>• In 2016/17 we delivered 141 affordable housing units which is above our target this year of 121 units.</li> <li>• We have continued to work with registered providers who have delivered a number of schemes. Orbit developed schemes at Barrow which delivered 24 units with another 12 on land at Kentford. The Havebury Housing Partnership completed the Priors Avenue development in Bury St Edmunds which delivered 33 units and was formally opened by Princess Anne in December</li> </ul>

	<p>2016.</p> <ul style="list-style-type: none"> <li>We have, and will, continue to work with developers to ensure we achieve 30% affordable housing on new developments. This year we achieved 30% on all schemes apart from Station Hill in Bury St Edmunds which was 10%.</li> </ul>
<p><b>Improving the quality of existing housing</b></p>	<ul style="list-style-type: none"> <li>We understand the importance of individuals and families having homes that are safe and suitable to live in and we continue to work with both owners and landlords in the private sector to ensure this happens. We have utilised our enforcement powers to bring up to standard 71 homes in the private rented sector to ensure these are safe and free from serious hazards.</li> <li>Under our existing programme to improve houses in multiple occupation (HMOs) we inspected 107 one, two and three storey properties in 2016/17 which resulted in 16 properties being licensed, with the remaining properties being brought up to standard. Under current legislation, all three-storey HMOs that are rented to five or more people who form more than one household, must be licensed. We inspect HMOs on a risk basis and the frequency is largely dependent on the confidence we have in the management and the standard of the property. The Government seeks to extend licensing from 2017/18 which means all of the current two-storey HMOs may come under the above regime. We are preparing for these new requirements by surveying areas to identify HMOs across 2017/18.</li> <li>As part of our commitment to drive up housing standards in line with our strategic priority West Suffolk councils took the lead on a Suffolk-wide project with the Fire and Rescue Service in order to reduce the hazards in flats above shops. You can read more information about this in the attached case study.</li> <li>The discretionary housing assistance to help people repair their own homes has been maintained, and we have helped 35 households through grant aid, with a total budget of £142,535.</li> <li>The take-up of this scheme has been relatively low so we are proactively reviewing our policy in 2017/18, to understand how we can reach more residents in need of such assistance.</li> <li>We have undertaken extensive consultation with partners and organisations who represent vulnerable client groups. We are also working with our colleagues, who offer specific funding for energy efficiency; insulation and heating, to pool our resources to reduce the hazard of excess cold in homes.</li> <li>We are expecting new measures under the Housing and Planning Act to tackle rogue landlords with additional sanctions to deal with poor conditions in the private rented sector.</li> </ul>

<p><b>Support through Disabled Facilities Grants (DFG)</b></p>	<ul style="list-style-type: none"> <li>• We worked with Suffolk partners in 2016/17 to procure a new Home Improvement Agency (HIA) to deliver services for our most vulnerable and disabled residents under a new integrated approach that went live in May 2016. The HIA delivers the majority of the Disabled Facilities Grant (DFG) funds that the councils have been allocated through the Better Care Fund for 2016/17. This fund has been able to help 73 residents in West Suffolk. It underpins West Suffolk’s own strategy and aims to ensure that residents can live independently and safely in their homes.</li> <li>• We have promoted the service as well as directing people to other services, advice, minor and major adaptations and a ‘handy person’ scheme.</li> <li>• Only 30% of the total enquiries to the service resulted in the award of a DFG. We have ensured that the funding is suitably spent and residents do not have to suffer unnecessary building works or disruption in their homes. We are working to improve the current HIA and we are developing other potential models to deliver residents essential needs as efficiently as possible.</li> <li>• Under the Public Health Act we are working with social care partners, particularly in terms of vulnerable people with reduced capacity, to ensure that homes remain in a sanitary condition. We are represented, along with other housing colleagues, on a multi-agency group to improve the way that we assess and assist people in their homes which should lead to further improvements in 2017/18.</li> <li>• This work supported our equality objective of providing ‘homes that are flexible to meet people’s changing needs’.</li> </ul>
<p><b>Suffolk co-ordination service</b></p>	<ul style="list-style-type: none"> <li>• The Suffolk Co-ordination service provides a one-stop-shop for adults requiring housing-related support.</li> <li>• West Suffolk councils led on the successful Suffolk co-ordination service pilot, which benefited from funding from Suffolk County Council, and helped to place local people in supported accommodation. Across West Suffolk in 2016/17, a total of 298 people were placed in supported accommodation from a total of 492 assessments.</li> <li>• We will be delivering the new combined gateway service from 1 April 2017, which means people will benefit from single, easier route toward getting help for supported accommodation in Suffolk. This will be combined with the Central Access Referral Agency (CARA). The service will be transferred to Suffolk County Council in autumn 2017.</li> </ul>

<b>Homelessness and temporary accommodation</b>	
<b>Temporary accommodation</b>	<ul style="list-style-type: none"> <li>• We are committed to reducing the use of bed and breakfast accommodation in West Suffolk for those requiring emergency temporary accommodation, as it may be unsuitable for an individual or family's needs and is not a cost-effective solution.</li> <li>• In 2015, St Edmundsbury bought a property on Newmarket Road, Bury St Edmunds and converted the previous bed and breakfast facility into a property that can accommodate up to six families who have become homeless and are in need of temporary accommodation. To learn more about the success of this initiative, please see the attached case study.</li> <li>• We are continuing to work with our partners to identify further units of accommodation that can be used temporarily to provide appropriate accommodation and make additional savings.</li> <li>• We are pleased to report that our spending on bed and breakfast accommodation has continued to fall. We spent £86,677 on bed and breakfast accommodation in 2016/17 which is down from £98,200 in 2015/16 and £208,600 in 2014/15. This means that our approach is working because we have reduced spending. Whilst spending on bed and breakfast accommodation has reduced it would have been significantly higher without the proactive decision to purchase the property on Newmarket Road. Ensuring that we have sufficient suitable temporary accommodation remains a challenge with demand continuing to increase.</li> <li>• We set out to ensure that no family would have to spend more than six weeks in bed and breakfast accommodation in 2016/17 and we have achieved this. We have also ensured that 16 and 17 year olds are provided with suitable accommodation and emergency bed spaces have been created for this age group at three locations across West Suffolk.</li> </ul>
<b>Homelessness</b>	<ul style="list-style-type: none"> <li>• Through the West Suffolk Homelessness Strategy, we have committed to do more to combat homelessness and to ensure that those affected by homelessness receive timely advice and assistance.</li> <li>• During 2016/17, we have:             <ul style="list-style-type: none"> <li>- accepted 238 homeless cases compared with 210 in 2015/16. This increase is largely due to changes in welfare reform and continued lack of affordable housing. This increase mirrors the experience across the country;</li> <li>- continued to financially support the Bury Drop In to help ensure that they can provide valuable help to the homeless;</li> <li>- been successful in our bid to the Department for Communities and Local Government (DCLG) domestic abuse accommodation fund. Funding of £516,244 has been granted to partners to</li> </ul> </li> </ul>



	<p>provide accommodation for victims of domestic abuse across Suffolk;</p> <ul style="list-style-type: none"> <li>- been successful in our bid for funding for a rough sleeper outreach worker to work across the areas cover by West Suffolk, Babergh and Mid-Suffolk councils. The outreach worker will help us further achieve our aim to reduce homelessness by providing a point of contact for individuals who are either at risk of becoming homeless or who are at the point of homelessness, whilst also having a role in linking agencies and our partners to develop ways of preventing homelessness. The outreach worker joined the team in early May 2017; and</li> <li>- started ensuring that we have clear pathways in place over the next 12 months for homeless patients being discharged from hospital. Discussions have begun with Wedgewood House at West Suffolk Hospital and with partners, we are in the process of engaging with all hospitals in the region. This is to help ensure we are in line with the statutory protocols in place with the Homelessness Reduction Act. We anticipate that the Homelessness Reduction Act will be in place in early 2018.</li> </ul>
<p><b>Provide advice and support to vulnerable households to alleviate fuel poverty</b></p>	<ul style="list-style-type: none"> <li>• In 2015/16 Warm Homes Healthy People partnership successfully secured funding of £1.6 million from the Department for Energy and Climate Change (DECC) First Time Central Heating Fund and £350,000 from the fuel poverty charity National Energy Action. This funding is being used to deliver a range of energy efficient improvements into vulnerable households across Suffolk.</li> <li>• In 2016/17 we continued to work with all the local authorities in Suffolk to deliver the Warm Homes Healthy People Project. Through a county-wide bid to the DECC’s Green Deal Communities Fund, we are pleased to report that 156 homes across West Suffolk received fully funded external wall insulation. In this year we have also seen our residents benefiting from free central heating systems as a result of the successful county-wide bid to the DECC.</li> <li>• The Business Energy Efficiency (BEE) programme provides free support to eligible organisations in Suffolk and Norfolk to help them become more energy efficient. Support can be provided in three different ways: with free energy reviews, grant funding and carbon charter accreditation.</li> <li>• In 2016/17, 31 West Suffolk businesses have participated in the scheme with combined projected energy bill savings of £47,000.</li> </ul>

## Ways of working

### Why was this important to us in 2016/17?

Changes in the way the Government funds local councils have meant we need a new approach to our finances, becoming less reliant on central budgets and more self-sufficient, including generating our own income streams. Throughout this annual report we have already highlighted ways in which we are focusing on local growth, investing in our assets and 'behaving more commercially' to help make the transition to self-sufficiency. However, we need to take this further by developing our organisation, our estate and our people. All of this will mean new ways of working with public and private sector partners. By working together as West Suffolk councils, we already know that Forest Heath and St Edmundsbury have made significant savings to taxpayers, but we need to become even more flexible and effective in the future.

This section covers our activities under the headings:

- Developing our organisation – transformation, investment and commercial approaches
- Developing the public sector estate in West Suffolk
- Developing the way we work
- Developing our people

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<b>Developing our organisation – transformation, investment and commercial approaches</b>	
<b>Devolution</b>	<ul style="list-style-type: none"> <li>• During the course of 2016/17, West Suffolk councils played a significant role in the development of proposed devolved arrangements in Norfolk and Suffolk. Councillors and officers worked together with colleagues in Suffolk and Norfolk, as well as Cambridgeshire and Peterborough, to develop proposals for a deal with Government that would look to secure additional growth for the region in the future.</li> <li>• While unfortunately, it was not possible to reach agreement between the signatory councils and the process ended in December 2016, the partnerships formed and analysis work carried out has placed us in a good position to consider the best way forward. Councils in Suffolk are continuing to explore with Government how best we can work together in promoting economic growth and the health and wellbeing of our population through greater powers, responsibilities or funding at the local level.</li> </ul>
<b>Suffolk-wide working</b>	<ul style="list-style-type: none"> <li>• In 2014, public authorities in Suffolk were awarded £3.3 million of government funding from the Transformation Challenge Award (TCA) for an ambitious programme of collaboration and</li> </ul>

	<p>integration aimed at reducing costs and improving services for local people. The case study attached provides details of how this initiative is starting to see results in terms of increased collaboration and improved services.</p>
<p><b>Success of working with the Anglia Revenues Partnership</b></p>	<ul style="list-style-type: none"> <li>• West Suffolk councils continue to play a key role in the Anglia Revenues Partnership (ARP), which administers Council Tax and business rates revenues, and benefits, on behalf of the seven partner councils. The partnership continues to develop its role in line with recent changes to local government funding, providing advice and support to partner councils.                     <p>Highlights from ARP in 2016/17 include:</p> <ul style="list-style-type: none"> <li>- <b>2016/17 Financial Performance:</b> Overall income was up at the end of 2016 mainly due to the success of the Bailiff Service (£295,000 higher than budget) with an additional £52,000 rechargeable income achieved. The forecast out-turn for 2016/17 showed a below budget spend of £455,000 as a result of efficiencies achieved earlier than planned (including the Bailiff service) and reduced salary costs.</li> <li>- <b>Enforcement Agency service (bailiffs):</b> ARP provides an enforcement agency (bailiffs) service which was launched in July 2015 for all seven partner councils. Enforcement has continued to perform well in 2016/17; collection for the first half of the year in 2016 was comparable with that collected by external Enforcement Agents before the establishment of the in-house team. ARP has continued to meet the cost of running the service through fees collection and are on target to produce a surplus this financial year. In January 2017, the total efficiencies made were £762,556 compared to a £150,000 target. The surplus will contribute to each partner councils' efficiency targets and help them to fund essential services.</li> <li>- <b>Empty properties:</b> A review of all long term empty domestic properties was completed in December 2016 in order to maximise the New Homes Bonus. West Suffolk councils as well as other ARP partners have seen a reduction in the number of long term empty properties.</li> <li>- <b>Fraud prevention:</b> ARP were tasked with identifying and preventing fraud in the following areas; local Council Tax support, single person discount, Council Tax and business rates and, tenancy fraud, with the aim of this leading to an increase in Council Tax income. ARP have exceeded targets for 2016/17, in total almost £1.5 million has been identified including over £400,000 for West Suffolk. The team are also producing excellent results in identifying incorrect and fraudulent claims for discounts. They are working with housing associations to tackle Right to Buy and subletting abuse and are</li> </ul> </li> </ul>

	<p>having success in this area.</p> <ul style="list-style-type: none"> <li>- <b>Working together:</b> ARP supported the councils' housing options and customer service teams by supplying a scan detailing all of the customers likely to be affected by the benefit cap introduced in November 2016, in order to avoid homelessness and the cost of temporary housing. They also informed landlords and stakeholders. ARP plan to work with housing options and customer service teams to plan for the roll out of Universal Credit, which will commence in October 2017 for St Edmundsbury and September 2018 for Forest Heath.</li> </ul>
<p><b>Civil Parking Enforcement</b></p>	<ul style="list-style-type: none"> <li>• West Suffolk councils are taking over responsibility for enforcing 'on-street' parking restriction from the police. This can include yellow lines, loading bays, taxi rank, bus stops and school 'keep clear' markings.</li> <li>• The benefits of Civil Parking Enforcement (CPE) include:             <ul style="list-style-type: none"> <li>- more local accountability and the ability to be adaptable to local needs;</li> <li>- Safer traffic conditions and improved traffic flow reducing local congestion and supporting the economy; and</li> <li>- a more cost effective operation achieved by a coordinated approach between on and off street (car parks) enforcement.</li> </ul> </li> <li>• Public sector leaders across Suffolk have sponsored this transfer of powers (already devolved to Ipswich Borough Council for over ten years), and now authorities in the East, West, Babergh and Mid Suffolk councils have agreed to the transfer of powers.</li> <li>• The set-up cost for implementing CPE will be approximately £1.1 million, which includes the review of all traffic regulation orders, inspection of all lines and signs on the highway, recruitment of staff to enforce the restrictions, and the purchase of associated new equipment and operating systems. The cost will be met by Suffolk County Council and the police.</li> <li>• West Suffolk councils will manage CPE within their geographical boundary and will assume all financial responsibility.</li> <li>• It is anticipated that CPE powers will be transferred and fully operational in West Suffolk by April 2019.</li> </ul>
<p><b>Managing our finances - 4 year settlement from government</b></p>	<ul style="list-style-type: none"> <li>• The Local Government Finance Settlement for 2017/18 was announced on 15 December 2016. Forest Heath and St Edmundsbury were both successful in being included in the settlement which confirmed our figures from the four year Revenue Support Grant settlement in 2016 and gave details of the revised New Homes Bonus figures and rules.</li> </ul>

	<ul style="list-style-type: none"> <li>• In response to this news, we published an efficiency statement in support of accepting the four year deal. The document set out that West Suffolk councils have plans and strategies in place to make ourselves more self-sufficient and resilient in the medium to long-term.</li> <li>• By introducing the four year funding package for councils, the Government aims to change the relationship between central and local government by enabling local authorities to be financed locally, through Council Tax and business rates rather than central government grants.</li> </ul>
<b>Our approach to investment - Solar Farm</b>	<ul style="list-style-type: none"> <li>• In August 2016, Forest Heath District Council acquired the largest local authority owned solar farm in the UK, which will help protect the future of council services in the district. Read more about this innovative new approach to bridging the funding gap in the attached case study.</li> </ul>
<b>Building control</b>	<p>Our building control service has had a busy year dealing with a range of matters and we are exceeding a number of our performance targets. Some highlights from this year include:</p> <ul style="list-style-type: none"> <li>• Dealing with 24 dangerous structures.</li> <li>• Carrying out over 4250 site inspections.</li> <li>• Increasing our market share by 5%.</li> <li>• Registering 98% of applications within three days.</li> <li>• Checking 96% plans within ten working days.</li> <li>• Carrying out 100% of site inspections on the day of request.</li> </ul>
<b>Tree services</b>	<ul style="list-style-type: none"> <li>• In 2015, we identified an opportunity to extend our offer and introduce a tree maintenance service.</li> <li>• From the beginning this service has been a great success and in 2016 we: <ul style="list-style-type: none"> <li>- expanded the team from two to four arborists (one of which was an apprentice); and</li> <li>- exceeded income target of £40,000 in 2016/17.</li> </ul> </li> <li>• In this year we have proactively promoted our service to local businesses, we have purchased additional equipment and we are looking to recruit a new apprentice.</li> </ul>

<b>Developing the public sector estate in West Suffolk</b>	
<b>Mildenhall Hub</b>	<ul style="list-style-type: none"> <li>• Forest Heath District Council continues to work towards the Mildenhall Hub project which will bring together public services, making them more accessible for local people and reducing the cost of public services to the tax payer.</li> </ul>

	<ul style="list-style-type: none"> <li>• In 2016/17 we undertook a pre-application consultation which included a public exhibition and online survey. We will use the results to help inform the next stage.</li> <li>• As we progress the Mildenhall Hub and Western Way developments (set out below) we are looking to design in energy saving and renewable energy generation to reduce heat and power costs and carbon emissions based on our investment principles.</li> </ul>
<p><b>West Suffolk Operational Hub</b></p>	<ul style="list-style-type: none"> <li>• The West Suffolk Operational Hub (WSOH) in Bury St Edmunds is a project to build a site containing vehicle workshops, depot, waste transfer station, household waste and recycling centre and associated facilities. The project is a partnership between the West Suffolk councils and Suffolk County Council.</li> <li>• By having these facilities on the same site we would increase efficiency, save taxpayers' money, cut our current environmental impact and future-proof waste management for West Suffolk's growing communities. By combining our facilities on a new single site we would also unlock valuable public sector land that could be used for development to create employment and deliver economic benefits.</li> <li>• Developing facilities to deal with the waste that we generate can be of concern to those residents who live near to any proposed site. For the West Suffolk Operational Hub project we have undertaken two public consultations before submitting a planning application and we have listened carefully to the views of local residents whilst developing our plans. This has included working closely with a Community Liaison Group comprised of local residents, parish councillors and neighbouring businesses.</li> </ul>
<p><b>Western Way Development</b></p>	<ul style="list-style-type: none"> <li>• The Western Way Development is an exciting opportunity to build on the Public Service Village ethos that exists on the site in Bury St Edmunds. This ethos has been established by West Suffolk House hosting West Suffolk councils, Suffolk County Council, West Suffolk Clinical Commissioning Group and the East of England Local Government Association, among others.</li> <li>• We took the opportunity to review the Western Way Masterplan which was approved in 2016. We are currently working to develop a design brief and the associated financial modelling. The key to the effective development of the site is balancing the following objectives:             <ul style="list-style-type: none"> <li>- Unlock the value of council held assets;</li> <li>- Support the council's public sector village aspiration;</li> <li>- Strengthen relationships with other public sector organisations;</li> <li>- Drive efficiency, improve customer experience and public service provision; and</li> <li>- Maximise capital and revenue return to support future investment in public sector</li> </ul> </li> </ul>

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<b>Developing the way we work</b>	
<b>Shared legal service</b>	<ul style="list-style-type: none"> <li>In November 2016, four councils (West Suffolk councils and Mid-Suffolk and Babergh councils) established a shared legal service. Please see the attached case study to learn more about this innovative new way of working.</li> </ul>
<b>Improvements to our development management service</b>	<ul style="list-style-type: none"> <li>In 2015/16 we reported on opportunities for improvement that had been identified across the development management service. The service went through extensive internal and external reviews, the results of which were collated in a Planning Improvement Plan. We are now seeing the positive results from the plan as set out below. This is also backed-up by our improved and now sustained performance in 2016/17 which is evident through data in our balanced scorecard. We are now consistently meeting and exceeding our key performance indicators as a result of changing our practices and fine tuning our workflow regimes.</li> </ul>
<b>Planning Improvement Plan: Pre-application advice service</b>	<ul style="list-style-type: none"> <li>In July 2016 we introduced this new paid-for service that enables the delivery of timely advice, at the detail required, according to the type of advice requested and the complexity of the proposals under consideration. It is a good way of our customers receiving advice on a development proposal which can save time and money for customers and the councils alike, before an application has been submitted.</li> <li>The service replaced the previous morning duty service at College Heath Road in Mildenhall and West Suffolk House in Bury St Edmunds and lined up with the very successful Planning Helpdesk Transfer to customer services in June and the newly launched Planning One Stop Shop web pages in May.</li> <li>Officers are still available for pre-booked meetings and walk-in enquiries, which now operates all day and not just in the morning, but there has been a significant reduction in simple duty calls and enquiries. Planning technicians and officers are also receiving less general enquiries as these and the general enquiry email inbox, are now managed by customer services.</li> <li>Customer services handle all enquiries using the Planning One-Stop-Shop webpages and customers are guided to self-serve information and data bases, including Find My Nearest and Public Access.</li> <li>The general principle of self-serve relies on an up-to-date and easy to use website and clearly trained customer service advisors, supplemented with paid for non-statutory services as an alternative.</li> </ul>

	<ul style="list-style-type: none"> <li>The service has been well received and used by agents and residents alike and projected annual income is set to exceed the budgeted income of £50,000.</li> </ul>
<p><b>Planning Improvement Plan: Paperless parishes</b></p>	<ul style="list-style-type: none"> <li>In 2016 we started working with parish councils to look at changing the way we notify them about planning applications. There is no statutory requirement to send parishes hard copies of plans, which was costing the service approximately £19,000 per year, so we wanted to look at options for sending planning applications to parishes electronically.</li> <li>We consulted with parish councils through an online survey and at Parish Forums and Conferences. The results were used to encourage willing and able parishes to pilot this new approach to receiving planning applications. We are pleased to report that 45% of parish notifications are now sent electronically with no paperwork being issued.</li> <li>We are currently in the second phase of the campaign which will target further parishes that are willing to try this new approach and we are looking to use the existing online parishes to 'buddy up' with those still receiving paper copies of planning applications to help demonstrate the benefits. We have worked proactively across the councils, with members and the Suffolk Association of Local Councils to promote this initiative.</li> <li>There are some challenges where broadband provision is poor but we are looking at technical options and funding options to provide equipment that could be utilised for other uses.</li> <li>We have plans to implement a Memorandum of Understanding between Forest Heath District Council and parish and town councils to further increase our working relationship. This is aligned with the work locality officers already do to help communities to help themselves, also with the Planning Improvement Plan which looks to maximise the use of technology and, where appropriate, moving our customers towards accessing services online. In practice this means that effective lines of communication are in place with town and parish councils on all relevant planning activity such as planning applications, major developments, consultations and changes to land use.</li> </ul>
<p><b>Planning Improvement Plan: Planning agents' forum</b></p>	<ul style="list-style-type: none"> <li>We have also been working to improve the quality of applications submitted by agents to avoid 'double-handling' of invalid applications and a quicker processing time for customers.</li> <li>In February 2017, we held our first joint agents' forum which was held with Building Control. This gave us an opportunity to introduce and publicise Local Authority Building Control Services (of which the West Suffolk service is a member organisation), provide information on e-working and what is available for self-serve on the West Suffolk website, discuss with officers about the content of a new e-newsletter and forward programme for the forum.</li> </ul>



	<ul style="list-style-type: none"> <li>• Our plans for the future include publishing agent performance figures and considering an accredited agents scheme, developing the e-newsletter and preparing for the second Agents' Forum that is planned for later in 2017.</li> </ul> <p>We look forward to updating you again later in 2017 on all the future work contributing to the success of the Performance Improvement Plan.</p>
<b>Paperless office</b>	<ul style="list-style-type: none"> <li>• Further work has been carried out during 2016/17 to explore how we could reduce the amount of papers produced for meetings, for example, through the development of our online committee management system.</li> <li>• An element of the Planning Improvement Plan also looked at funding mobile working for all planning officers, who have now each been assigned a tablet computer.</li> <li>• Every new application submitted is made into an electronic file and downloaded. No paper file is created, therefore, creating efficiencies and reducing costs.</li> </ul>

<b>Developing our people</b>	
<b>Supporting our staff through training</b>	<p>In the section on priority 1 (increased opportunities for economic growth), we talked about the success of our apprenticeship scheme across West Suffolk councils. We are committed to the development of our workforce and the learning of new skills, behaviours and competencies. The ways in which we have supported our staff in this year, are set out below:</p> <ul style="list-style-type: none"> <li>• <b>Corporate training:</b> in April 2016 we launched the MiHR Self-service career and development module. MiHR is the online package we use to help staff manage the training requirements, career progression and personal information. Access to the career and development module encourages individuals to build their own personal learning plans. Staff can book themselves on training as required, update their learning records and review their development requirements for the future. Since introducing this module the number of training places being taken has increased. We have 629 staff and during this year there has been a total of 923 attendances of 117 corporate training sessions held throughout the organisation.</li> <li>• Collaborative working with the other councils across Suffolk has continued. The 21<sup>st</sup> century manager programme has been very successful and offered access to classroom and on-line training for those new to management roles and the opportunity to network with managers across the county. Collaborative working is illustrated by the fact that the councils' Families and</li> </ul>

	<p>Communities team includes Suffolk County Council staff and that both organisations had a flexible and open-minded approach to recruitment and management of staff. Other agencies are interested in joining this team which focusses on working for and with a locality and a community, regardless of the employing authority.</p> <ul style="list-style-type: none"> <li>• Linked to the publication of the mental health wellbeing policy, MIND was commissioned to deliver a series of training events for individual staff and a series for managers entitled “Emotional wellbeing – a managers toolkit” (see further information below). To date, 103 staff and managers have accessed this programme.</li> <li>• <b>Professional development:</b> We have had 32 individuals work towards accredited professional qualifications in specialist subject areas. The West Suffolk talent management programme offers access to professional qualifications ranging from Masters degrees and Foundation degrees to Institute of Leadership and Management at level three and five.</li> <li>• This is just part of the continuous professional development offer which runs throughout all the service areas. It is supported with time and resources available to those who take the opportunity to develop themselves.</li> </ul>
<p><b>Improving wellbeing and health - introduced mental health at work policy and working with Suffolk and Norfolk Mind–healthier communities:</b></p>	<ul style="list-style-type: none"> <li>• Four new people policies were introduced in September 2016 in order to support our staff: Mentoring, Mediation, The Workplace Wellbeing Strategy and Mental Health at Work. West Suffolk councils have made a commitment to the Suffolk Workplace Wellbeing Charter which focuses on an organisation’s commitment to the wellbeing of staff. To deliver this we are working with our partners: Suffolk County Council, East of England Local Government Association, occupational health providers, neighbouring local authorities, hospitals including Ipswich and Addenbrooke’s and the Clinical Commissioning Group.</li> <li>• One of the key areas of commitment is mental health. To deliver this commitment we are working closely with both Suffolk and Norfolk MIND to support staff and managers alongside a number of national initiatives such as Mental Health at Work week and Mental Health at Work Day.</li> <li>• The wellbeing of our staff can impact on our communities not only through the roles our staff do but also through their families and wider community links.</li> </ul>

<b>Councillor Learning and Development</b>	<ul style="list-style-type: none"><li>• Through the Joint Member Development Group we have offered a varied programme of events including specialist licensing training and five sessions on development management with internal and external speakers. We are working hard to ensure that councillors have the key information they need to support their communities and work as local ward members. We have offered individual induction advice for those elected in by-elections.</li><li>• In this year a total of 11 development events have been held with 163 attendances.</li></ul>
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## **The future**

You will have seen from this report that we have made significant steps towards achieving our strategic priorities in 2016/17. We also know there are challenging times ahead and that we need to utilise the opportunities available to us in the future.

- Future of local government in west Suffolk [add text here depending on outcome of Cabinet meetings (30 May) and/or council meetings (13/14 June)]
- Changes in local government finance
- Investment
- Strategic Plan refresh
- Inclusive growth
- Universal Credit / Welfare reform
- Partnership working / new forms of delivery

## Community Chest funding

The following organisations have been supported with Community Chest funding in Forest Heath for financial year 2016/17:

<b>Organisation:</b>	<b>Funding provided to support:</b>	<b>Geographical location of delivery:</b>	<b>Amount for 2016/17:</b>
Suffolk West Citizens Advice Bureau	Money Smart	All Wards	£30,000.00
Creative Arts East	Creative Arts Projects	All Wards	£3,000.00
Dance East	Dance Projects	All Wards	£3,500.00
Fresh Start, New Beginnings	Support for victims of Sexual Abuse	All Wards	£8,200.00
HopeStart	Parental and Family Support	All Wards	£13,250.00
Mildenhall High Town Pirates	Basketball Sessions	Mildenhall and surrounding	£1,204.00
Newmarket Citizens Advice Bureau	Advice, Support and Advocacy Services	Newmarket and surrounding	£40,500.00
Our Special Friends	Companion Animals	All Wards	£6,000.00
Relate	Relationship Counselling services	All Wards	£2,000.00
Suffolk West Citizens Advice Bureau	Free Information, Advice and Advocacy	All Wards	£39,650.00
The Voluntary Network (Community Transport)	Community Transport	All Wards	£19,412.00

**The following organisations have been supported with Community Chest funding in St Edmundsbury for financial year 2016/17:**

<b>Organisation</b>	<b>Funding provided to support:</b>	<b>Geographical location of delivery:</b>	<b>Amount for 2016/17</b>
BSEVC	Adult Mental Health Support	Bury St Edmunds and surrounding	£6,586.00
Gatehouse Caring	Home Furnishings for disadvantaged families	Bury St Edmunds and surrounding	£5,000.00
HomeStart	Parental and Family Support	All Wards	£13,250.00
Hopton Day Care Centre	Day Care for older people	Hopton and surrounding	£5,000.00
Mind Tree	Mental Health Counselling Services	All Wards	£9,000.00
REACH	Foodbank and Supported Volunteering	Haverhill and surrounding	£5,000.00
Relate	Relationship Counselling services	All Wards	£5,000.00
Suffolk West Citizens Advice Bureau	Free Information, Advice and Advocacy	All Wards	£182,000.00
The Voluntary Network (Befriending Scheme)	Befriending Scheme	All Wards	£9,860.00
The Voluntary Network (Community Cars)	Community Car Service	All Wards	£5,310.00
Suffolk Rape Crisis	Counselling Services	Bury St Edmunds and surrounding	£4,800.00

## Case study: Markets

### 1) Christmas Fayre

We recognise the importance of a thriving market to local people, providing employment and opportunities for traders, increasing footfall in the towns and improving the offer to visitors.

One particular highlight in 2016/17 was the Bury St Edmunds Christmas Fayre. The annual event achieved national recognition in 2016 by winning HolidayLettings "UK's Best Christmas Market" award with 2016 the first year that we have asked visitors to take part in the poll. The winning market secured over 700 votes, beating off competition from the other 12 renowned Christmas Markets shortlisted for this prestigious award including Manchester, Bath, and Edinburgh Christmas Markets.

The fayre also saw an increase in visitors, with 125,000 in 2016 compared to 120,000 in 2015. Measures such as increasing the opening times and range of parking options contributed to its success. For example, more than 1000 extra car parking spaces were introduced which added to the smooth running of the event.

Success was also owed to increased community participation. More local people than ever got involved in this year's fayre, with children from eight different schools taking part in the opening night parade and West Suffolk College students running two of the stages and performing street theatre. St Benedict's school also ran a stall in the Apex which raised approximately £250 which will be used to fund their existing after school arts, crafts and design clubs. Furthermore, there were around 12 stalls on St John's Street selling arts and crafts made by West Suffolk College carpentry students. The students raised approximately £300 and this money will be used to fund further community projects within the college.

The Christmas market in Queens Street, Haverhill was also a great success with an enhanced regular market and an extension of the opening times, resulting in increased footfall.



## 2) Supporting our markets

Our commitment to developing the regular markets and introducing special events and additional markets has continued this year.

Particular highlights this year include a trial farmers market run in conjunction with the Christmas Fayre in Bury St Edmunds. The market encouraged increased footfall in the area, with both businesses and stalls benefitting. Following this success, we are looking at additional areas for the regular market and options for the Sunday market offer.

Our support of 'Independents Week' continued this year, which is promoted by the Business Improvement District (BID) Ourburystedmunds. The aim is to encourage residents and visitors to shop locally, which means supporting the town centre shops, restaurants, cafes and other businesses, over half of which are independent. We also focus on the range of stalls and traders in the market every Wednesday and Saturday of which there are around 80 permanent stallholders.

During the school summer holidays we held six community markets every Tuesday in Newmarket. Stalls taking part included children's entertainment, a farmers market, community and charity stalls. The market was also involved in the town's music festival with a day of live entertainment and children's activities.

Throughout the year, Haverhill has hosted many special events on the Market Square. These have included six craft and gift markets, a motor show, a beer festival, a food and drink festival and a youth market. We also held a world market in Queen Street for two days during Easter and a two day Christmas market to link with Haverhill Town Council's Christmas Light switch on event. Excellent links have been made with the two local academies and the youth skills manager at ONE Haverhill and as a result, all have been involved in our youth market and other events.

Lastly, Mildenhall market has had a regular column in the Mildenhall Messenger and at Christmas there was entertainment and a free reusable bag giveaway.



### **3) Developing our markets**

In last year's report, we talked about wanting to continue deepening our partnerships in order to support local markets. We therefore announced plans that business students in West Suffolk College would conduct market research to better understand the impact that different stakeholders have on each other.

This market research has now taken place and the students recently presented their findings to the portfolio holders for the economy and growth, the portfolio holders for families and communities, the market development officer and members of the market trader liaison group and the markets team.

The presentation was well received and their valuable findings will be presented in a full report later in 2017. The market development officer will continue to work with the students to look at ways to implement their ideas into the Bury St Edmunds market. This project has also provided an excellent opportunity for the students.

Another way that we have worked to develop the markets has been through utilising the creativity of Year 7 and 8 pupils at St Benedict's Catholic School. The pupils were tasked with designing a bag, logo and strap line for the Bury St Edmunds market. Pupils visited the market to gain ideas and the market development officer, along with market traders, worked with the pupils on the final designs. The winning designs were picked by the Mayor and the bags were launched on the market in January 2017.

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## Case study: Eat Out Eat Well Awards

The Suffolk *Eat Out Eat Well* Awards were launched at Center Parcs, Elveden in January 2016. The scheme recognises the efforts of eligible food businesses to actively promote healthier food choices to their customers as part of their business and menus. West Suffolk has been at the forefront of the scheme, assessing and presenting 32 awards out of a Suffolk-wide total of 58 (by 24/02/17). In addition, promotional events have been organised by West Suffolk, including:

- a presentation of the Suffolk Eat Out Eat Well Award scheme to MPs at the West Suffolk Food Fair held at the Houses of Parliament in April 2016;
- MP Jo Churchill presenting awards to Amigo's and The Place To Eat (Glasswells) in Bury St Edmunds, on 19 August 2016; and
- MP Matthew Hancock presenting awards to the Jockey Club Catering at the Rowley Mile Racecourse and the Rutland Arms Hotel in Newmarket on 14 October 2016.



The associated publicity, including that posted on our West Suffolk Environmental Health Facebook page, and the continued efforts of the commercial environmental health team during their routine food hygiene inspections is helping to develop numerous further leads from businesses interested in being assessed for the award.

A current list of successful businesses can be found at:

<http://www.healthysuffolk.org.uk/projects/EatOutEatWell/awardedbusinesses/>

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### **Case study: Social Prescribing Pilot, Haverhill**

Haverhill is the fourth largest town in Suffolk. GP surgeries are registered to capacity and there are no walk-in surgeries to meet the various health needs of its residents. Access to secondary health care requires travel to West Suffolk Hospital in Bury St Edmunds or Addenbrooke's Hospital in Cambridge; an issue for those on low incomes due to limited and costly public transport.

Health needs assessments have identified issues around depression, obesity, self-harm and alcohol-related harm. Furthermore, data from the Clinical Commissioning Group identifies that the average number of GP visits in Haverhill is three per year compared to one per year in other towns.

It is estimated that one in five visits to the GP are for social needs such as isolation, debt management, low mood and anxiety. The West Suffolk families and communities team noticed that all of these issues could be addressed through support within the community through established agencies, local support groups or involvement in groups for exercise or hobbies.

Through families and communities officer participation in the ONE Haverhill board, within the health working group, it had been identified that action was needed to support residents, address needs and link effectively with support networks and voluntary/community services.

While discussing the community's needs and through exploring various solutions to address them, members of the families and communities team identified the practice of social prescribing. This is a process where members of a community are referred for non-clinical support to promote well-being and resilience, leading to reduced reliance on primary and statutory services and increased use and knowledge of the voluntary and community sector.

A consultation with local agencies and community members to assess if social prescribing would be welcomed in the town was met with a very positive response. The families and communities team also researched examples of social prescribing from across the country as well as visiting local projects to identify best ways of working.

Following the consultation, the families and communities team has secured funding of £69,000 from Suffolk County Council and £63,768 from the Department for Communities and Local Government for a two year pilot which is known as Haverhill LifeLink.

The pilot, which is due to be launched in June 2017, will be co-produced with involvement from primary and secondary agencies, voluntary and community services, town council, borough council, county council and members of the community. We are developing a project that is bespoke to Haverhill which can be embedded within the local community.

### **Case study: Reducing the risk of hazards in flats above shops**

As part of our commitment to drive up housing standards in line with our strategic priority of 'homes for our communities', West Suffolk councils took the lead on a Suffolk-wide project with the Suffolk Fire and Rescue Service in order to reduce the hazards in flats above shops.

We had the opportunity to send an officer on secondment for the project which was initiated after a high profile fire in Sudbury town centre in 2015. We have worked with Babergh and Mid Suffolk District councils and used our own expertise and experience around fire safety in houses of multiple occupation to develop and manage this project.

The project involved visiting over 300 commercial and domestic premises in five towns to look at fire safety and housing standards. We ensured 73% of commercial premises visited had adequate fire separation/additional fire safety works by the end of the project, 28% of which were improvements following direct action by the councils and fire service. Housing and health and safety hazards were identified in 39% of residential premises inspected. Furthermore, 26 Category 1 hazards were found, these are serious hazards where there's a risk of harm to health (48% removed by the end of the project) and 46 Category 2 hazards were found, which are less serious (removed 63% by the end of the project).

The joint working with Suffolk Fire and Rescue Service officers has led to a greater understanding of hazards in flats above shops and greater overall consistency across the county.

We aim to use this as a template to continue the project in West Suffolk to reduce the risk of fire and other hazards. In addition, we have successfully completed two impact days in Newmarket, Haverhill and Ixworth, highlighting a number for fire safety and housing issues at premises in each location.

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### Case study: Newmarket Road

Experiencing homelessness can be one of the most devastating experiences for families. We understand that homelessness can be particularly disruptive for families with children and there is a worry about being distant from friends and family, and children's schools. We therefore think it is important to keep those finding themselves homeless as close to their support networks as possible in order to avoid further disruption to their lives.

Once a family presents to the Council as homeless, they are placed in temporary accommodation. St Edmundsbury Borough Council bought a property on Newmarket Road in 2015 and converted the previous bed and breakfast facility into a seven bedroom property that can accommodate up to six families who have become homeless and are in need of temporary accommodation.

The benefits of the accommodation are twofold; first, it lessens our reliance on expensive bed and breakfast accommodation and second, it means we are less likely to have to place families out of area. The accommodation also gives residents the ability to provide for their families by having access to cooking and washing facilities as well as support provided by Anglia Care Trust.

Since its opening in June 2016, we have accommodated 30 families which has saved on average £350 per week, an estimated £10,000 in savings overall.

This has contributed to our annual savings in our spending on bed and breakfast accommodation for those who are homeless. We spent £86,677 on bed and breakfast accommodation in 2016/17 compared to £98,200 in 2015/16 and £208,600 in 2014/15.

We hope to continue to work with our partners to identify further units of temporary accommodation to ensure homeless individuals have safe and suitable accommodation to meet their needs and to help us make additional savings.

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## Case Study: Transformation Challenge Award (TCA)

Suffolk received £3.3 million from the Department of Communities and Local Government Transformation Challenge Award fund in April 2015. The purpose of this fund is to reduce costs and improve services for local people through a programme of collaboration and integration across the "Suffolk System", made up of county, district and borough councils, police, health, voluntary and community organisations.

Together these organisations face significant challenges in delivering services and supporting families and communities against a backdrop of increasing demand and reducing budgets. Working across boundaries seeking to deliver improved service outcomes can be challenging and complex but we have a high level of ambition to accelerate collaboration and integration across the "Suffolk System". Some of the early TCA funding has been used to build capacity for change and to unblock barriers to collaborative/integrated approaches. This has been achieved through initiatives such as:

- Investing in workforce development across organisations.
- Creating twelve posts across the 'Suffolk System' on the town planning apprentice programme in response to national and regional skills shortage in planning. This will speed up the planning system across the county and unlock sites for growth.
- Employing a system-wide data and insight coordinator, who provides additional capacity for collaborative working around data and analysis to ensure that, as public money gets ever tighter, decision-making and service improvements are based on relevant information and insight.
- Introducing Local Area Co-ordinators to support people to engage with community resources to build local resilience and connections, and to prevent the need for statutory services.
- The families and communities team in West Suffolk councils hosting a Suffolk County Council staff member, creating a more joined-up service offer.
- Rolling out the 'Connect' programme, an approach for place-based, multi-agency working, to nine sites across east and west Suffolk, following successful pilots in Sudbury and East Ipswich.
- Creating a Joint People Strategy across Suffolk, that aligns processes that will make it quicker and cheaper to move staff between organisations and encourage collaboration, for example, through a 'system-wide secondment model'.

The above initiatives have had a range of impacts to improve joined-up working but also directly on local people and places.

A specific example of joint working has been a comprehensive review of the Suffolk Observatory website focussed on the need to improve evidence-based policy across the public sector and provide easy to use information about Suffolk for residents, businesses and communities. As a result of this review, the Suffolk Observatory will be completely redesigned and

relaunched in 2017. Analysis and insight work has also enabled the Suffolk Fire and Rescue Service to prioritise preventative visits to those households with the highest risk of fire.

Another example of collaborative working is Homestart Suffolk, who are commissioned to provide Community Family Support (CFS) service across Suffolk. This service offers early help befriending and practical assistance support to families with children under 12. The service is key in reducing rural and social isolation; improving family relationships; supporting learning and development and supporting school attendance. The service is provided by matching a family with a CFS outreach volunteer, who will visit the family on a weekly basis. Evaluation of Homestart Suffolk found good evidence that it was having a considerable impact and preventing the need for statutory intervention.

## Case study: Toggam Solar Farm

In a quiet field on the edges of Suffolk, more than 47,000 solar panels are silently generating electricity and income to invest in the future of everyday services for our communities in Forest Heath.

Forest Heath District Council bought the solar farm in July 2016 as part of its long term investment strategy. With removal of the revenue support grant and depressed high street equity investment rates, we have had to get creative and develop our commercial approach.

The solar farm will mean that even after Forest Heath's capital outlay of £14.2m has been recouped, based on current assumptions, the Council will still generate an additional income of at least £300,000 in the first year eventually rising to just over £700,000 per annum by around year 10 (of the 25 year project) through selling on generated electricity and claiming renewable energy incentive payments, known as ROCs.

The generated electricity will be enough to power 3,000 homes and offset carbon dioxide emissions equivalent to 2,000 cars.

In the future, as part of our Community Energy Plan, the solar farm could provide energy to our offices and leisure centres, helping us and our partners to save money on energy costs on top of the income it will bring in.



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## Case Study: Legal shared service – working in partnership

Shared services among council partnerships are well established in Suffolk, however last year saw four councils go one step further by setting up a shared legal service which went live on 1 November 2016.

Babergh, Forest Heath, Mid Suffolk and St Edmundsbury councils have similar requirements when it comes to dealing with legal issues. These include working on planning, property, commercial and contract law, land and lease agreements, prosecutions, agreements with developers, and advising on everyday legal matters. Almost every project has a legal aspect to it, whether it is technical legal advice, understanding options and mitigating risk, or ensuring that the councils always keep within the law. There will always be times when councils need specialist advice from external sources but work done by our own legal teams reduces the spend on external law firms.

The new service is based at West Suffolk councils' offices in Bury St Edmunds and Mildenhall, with the use of video and teleconferencing facilities reducing the need to travel for meetings. The team of 10 lawyers as well as legal assistants, specialist business support and trainees, operate a business partner model enabling the lawyers to help the organisations achieve their strategic aims through collaborative working.

Through a successful collaborative approach, the councils have created a sustainable, fit for purpose and high performing in-house legal service which provides value for money. This demonstrates our commitment to being resourceful, resilient, innovative and proactively looking to extend skills to support the new ways that councils need to work in the future.

Although the service is still in the early days of delivery, the team are on track to deliver the core aims of the service; building team resilience, succession planning, increasing capacity through sharing resource, generating greater efficiencies, reducing external spend and creating income opportunities.

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# Cabinet



*St Edmundsbury*  
BOROUGH COUNCIL

<b>Title of Report:</b>	<b>Bury St Edmunds Town Centre Masterplan Progress</b>	
<b>Report No:</b>	<b>CAB/SE/17/035</b>	
<b>Report to and date:</b>	<b>Cabinet</b>	27 June 2017
<b>Portfolio holder:</b>	Alaric Pugh Portfolio Holder for Planning and Growth <b>Tel:</b> 07930460899 <b>Email:</b> <a href="mailto:alaric.pugh@stedsbc.gov.uk">alaric.pugh@stedsbc.gov.uk</a>	
<b>Lead officer:</b>	Amy Leader Principal Growth Officer <b>Tel:</b> 01284 757107 <b>Email:</b> <a href="mailto:amy.leader@westsuffolk.gov.uk">amy.leader@westsuffolk.gov.uk</a>	
<b>Purpose of report:</b>	To inform Members of the progress of the Bury St Edmunds Town Centre Masterplan process; to outline the outcomes of consultation into the issues and options phase for Cabinet to note and offer comments.	
<b>Recommendation:</b>	<p><b>It is <u>RECOMMENDED</u> that:</b></p> <p><b>(1) the outcome of consultation into the Bury St Edmunds Town Centre Masterplan issues and options, as summarised in paragraphs 1.6 and 1.7 of Report No: CAB/SE/17/035, be noted; and</b></p> <p><b>(2) delegated authority be given to the Assistant Director (Growth), in consultation with the Portfolio Holder for Planning and Growth, to approve the draft Masterplan Report for public consultation.</b></p>	
<b>Key Decision:</b>	<p><i>Is this a Key Decision and, if so, under which definition?</i></p> <p>No, it is not a Key Decision - <input checked="" type="checkbox"/></p>	

<p><i>The decisions made as a result of this report will usually be published within <b>48 hours</b> and cannot be actioned until <b>five clear working days of the publication of the decision</b> have elapsed. This item is included on the Decisions Plan.</i></p>	
<p><b>Consultation:</b></p>	<ul style="list-style-type: none"> <li>The Issues and Options consultation took place between 27 February and 21 April 2017 and included nine public events at various locations and static displays at six other locations. Information was also provided and updated on the Council's Facebook page. In addition, public meetings were held by partner groups.</li> </ul>
<p><b>Alternative option(s):</b></p>	<ul style="list-style-type: none"> <li>Not to prepare a masterplan. This option would result in the uncoordinated approach to the development of the town; and many missed opportunities.</li> <li>The masterplan will eventually become a Statutory Planning Document. As such, there is a mandatory process to go through in terms of options appraisals.</li> </ul>
<p><b>Implications:</b></p>	
<p>Are there any <b>financial</b> implications? If yes, please give details</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> <li>None outside the normal resources required.</li> </ul>
<p>Are there any <b>staffing</b> implications? If yes, please give details</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> <li>None outside the normal resources required.</li> </ul>
<p>Are there any <b>ICT</b> implications? If yes, please give details</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> <li>None outside the normal resources required.</li> </ul>
<p>Are there any <b>legal and/or policy</b> implications? If yes, please give details</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <ul style="list-style-type: none"> <li>When the Masterplan is adopted as a Supplementary Planning Document it will become a formal planning policy document.</li> </ul>
<p>Are there any <b>equality</b> implications? If yes, please give details</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <ul style="list-style-type: none"> <li>The process is subject to the council's Statement of Community Involvement.</li> <li>The Council has a duty to consider the needs of all when preparing the Masterplan document. For example, officers have set up an Accessibility Consultation Group in order to hear the views of those people who can sometimes be harder to reach.</li> </ul>

<b>Risk/opportunity assessment:</b>		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
<b>Risk area</b>	<b>Inherent level of risk (before controls)</b>	<b>Controls</b>	<b>Residual risk (after controls)</b>
Members of the public do not feel engaged	Medium	There is a Communication and Public Engagement Plan in place. This includes numerous events targeting town centre users.	Low
Members of the public do not feel that the issues and options raised in the consultation report are correct	Medium	There will be a 6-week public consultation on the Issues and Options where members of the public will be able to explain what they do and do not agree with.	Low
<b>Ward(s) affected:</b>		All Wards	
<b>Background papers:</b> <i>(all background papers are to be published on the website and a link included)</i>		Cabinet Report No: CAB/SE/17/011 <a href="https://democracy.westsuffolk.gov.uk/documents/g3310/Public%20reports%20pack%20Tuesday%2007-Feb-2017%2017.00%20St%20Edmundsbury%20Cabinet.pdf?T=10">https://democracy.westsuffolk.gov.uk/documents/g3310/Public%20reports%20pack%20Tuesday%2007-Feb-2017%2017.00%20St%20Edmundsbury%20Cabinet.pdf?T=10</a>	
<b>Documents attached:</b>		<b>Appendix A</b> – Questionnaire Report <i>(not printed for Members due to the length of document, but available to view on the website at:</i> <a href="https://democracy.westsuffolk.gov.uk/ieListDocuments.aspx?CIId=131&amp;MIId=3594&amp;Ver=4">https://democracy.westsuffolk.gov.uk/ieListDocuments.aspx?CIId=131&amp;MIId=3594&amp;Ver=4</a> <b>Appendix B</b> – Town Centre Masterplan map	

## **1. Key issues and reasons for recommendations**

### **1.1 Background**

- 1.1.1 The Bury St Edmunds Vision 2031 document was adopted by St Edmundsbury Borough Council (SEBC) in September 2014. The preparation of a masterplan for Bury St Edmunds town centre is referred to in Policy BV27 of this document.
- 1.1.2 The masterplan boundary was determined in Policy BV27 (see Appendix B for a map). The boundary covers a wide area of the town centre, broadly defined by Tayfen Road to the north, Parkway and Chalk Road to the west, and the Rivers Lark and Linnet to the south and east. Please note that although there is a defined boundary, the masterplan will consider what lies beyond that boundary and how it relates to the town centre.
- 1.1.3 The aim of the masterplan is to set guidelines for the future growth and development of Bury St Edmunds town centre and to provide the framework for individual development proposals to be assessed when they come forward.
- 1.1.4 The masterplan will also address:
- a) town centre uses (including retail and leisure);
  - b) opportunities for mixed use development;
  - c) town centre traffic management, including car parking and sustainable travel options;
  - d) heritage conservation and the quality of the environment;
  - e) art and the public realm; and
  - f) accessibility for all town centre users (including the influence of the mental health agenda and Families and Communities Strategy).
- 1.1.5 Town Planning experts, David Lock Associates and Peter Brett Associates, were appointed in early November 2016 to deliver the masterplan, working closely with officers and other stakeholders.

### **1.2 Governance**

- 1.2.1 The Council is legally responsible for the masterplan; the final Masterplan will become a formal Supplementary Planning Document.
- 1.2.2 The governance is provided by the councillor representation for Bury St Edmunds, jointly with Cabinet.
- 1.2.3 The masterplan is being co-produced; as such, a Bury St Edmunds Town Centre Masterplan Working Group has been created, which consists of:
- a) Portfolio Holders for Planning and Growth (Chair of the Working Group), and Families and Communities;
  - b) St Edmundsbury Borough councillors;
  - c) Bury St Edmunds Town councillor;
  - d) Suffolk County councillors;
  - e) Business representative groups;
  - f) Trader association representative; and
  - g) Heritage/environment representative groups.

1.2.4 Bury St Edmunds ward members also have a governing role and are invited to attend meetings at strategic points in the process.

### 1.3 **Timescales**

1.3.1 Indicative timescales for the masterplan are outlined below:

- a) **Stage 1**: Analysis and baseline review - w/c 7 November 2016; **Completed**
- b) **Stage 1a**: Presentation of initial findings - w/c 12 December 2016; **Completed**
- c) **Stage 2**: Preparation of issues and options report – w/c 19 December 2016; **Completed**
- d) **Stage 2a**: Issues and options consultation period – w/c 27 February 2017; **Completed**
- e) **Stage 3**: Production of draft masterplan - w/c 24 April 2017; **In Progress**
- f) **Stage 3a**: – Consultation lead-in and preparation – w/c 17 July 2017;
- g) **Stage 3b**: Draft masterplan consultation period – w/c 31 July 2017;
- h) **Stage 4**: Finalise masterplan – w/c 11 September 2017;
- i) **Stage 5**: Handover – Week 50 – w/c 6 November 2017; and
- j) Full Council adoption of Masterplan as Supplementary Planning Guidance – by the end of 2017.

### 1.4 **Communications plan**

1.4.1 There is a dedicated communications officer on the core officer group and a communications plan is in place. The key messages for the masterplan are:

- a) **Ambition** - Bury St Edmunds has one of the best retail, culture and leisure centres in the region and continues to attract people from across Suffolk and neighbouring counties. Our ambition is for our town to continue to be vibrant and prosperous, especially as other centres are looking to increase their offer - so we need to start planning for the future.
- b) **People** - West Suffolk is a desirable place in which to live and Bury St Edmunds will grow by at least another 5,740 homes between 2012 and 2031, meeting the various demands for homes, including affordable housing. We need to look to 2031 and beyond to make sure we have the right mix of town centre, culture and leisure, not just to meet demand for our own increasing number of residents, but also to continue supporting the local economy by promoting Bury St Edmunds as a visitor destination and boosting visitor spend.
- c) **Future investment** - We know that there are current pinch points to the parking and roads infrastructure; a new masterplan gives us the opportunity to tackle these issues, plan for future growth and ensure that the town centre is accessible for people with a range of different needs. We will work with our partners to make it simple and convenient for everybody to walk, cycle, catch the bus or the train and use a mobility scooter. We also recognise that there is limited vehicle capacity in the historic streets of the town centre.

- d) **Track record** – Twelve years ago St Edmundsbury Borough Council drove forward plans for the arc development, which included investing in The Apex. Despite opening during the recession in 2009, the arc has been a huge success story, adding modern architecture to the town’s heritage and playing a major role in the vibrancy of the town which has a shop vacancy rate lower than the national average. St Edmundsbury Borough Council also led on the project to establish a Business Improvement District (BID) for the town. Amongst other things, the BID – Ourburystedmunds - now runs a series of popular town centre events, all designed to increase footfall and spend in the town. All of this has established the town’s strong market position and has seen it win various accolades including being named as one of Britain’s top five high streets (East Anglian Daily Times, October 2015).

## 1.5 **Public engagement/consultation plan**

- 1.5.1 Firstly and foremost, in terms of engagement and consultation this is a co-produced Masterplan.
- 1.5.2 There is a dedicated public engagement/consultation plan in place which is regularly updated.
- 1.5.3 There are two formal six-week public consultation periods during any masterplan process. The first of these was the Issues and Options consultation which has now been completed. The second will be the Draft Masterplan consultation in Summer 2017.
- 1.5.4 Two groups, in particular, have been actively involved in consultation to date (and continue to have an active role throughout):
- a) **Bury Assembly of Associations** – the 11 residents’ associations operating within the Town Council boundary area. The main estates across the town and the medieval grid and Southgate and Eastgate Street areas are represented.
  - b) **Accessibility Working Group** (created specifically for the masterplan) – 10 organisations representing people with additional needs who live, work, shop and visit Bury St Edmunds town centre. The organisations participating in this group are:
    - i. Age UK Suffolk
    - ii. Avenues East
    - iii. Bury Dementia Action Alliance
    - iv. Leading Lives
    - v. SEBC Families and Communities Officer – Vulnerable People specialist
    - vi. St Nicholas Hospice
    - vii. Suffolk Coalition of Disabled People
    - viii. Suffolk Deaf Association
    - ix. Suffolk Family Carers
    - x. Suffolk Mind
    - xi. West Suffolk Blind Association
    - xii. West Suffolk National Autistic Society

- 1.5.5 During the formal consultation periods there will be public displays at several venues, including:
- a) West Suffolk House reception
  - b) Apex
  - c) Library

At each public display there will be information posters, copies of the Issues and Options Report, roller banners, hard copy questionnaires, a ballot box (to post questionnaires), business cards (with a link to the online survey).

There will also be several events taking place throughout the consultation period, for example:

- a) Market stalls;
- b) Evening drop-in following market day in a central location (e.g. Apex);
- c) Sessions at main supermarkets;
- d) Session at key locations; and
- e) Additional community events.

At each event, which will be staffed by the project team and where possible members of the Working Group, there will be hard copy questionnaires, copies of the Issues and Options report, roller banners and business cards.

## 1.6 **Issues and Options consultation**

1.6.1 Consultation took place between Monday 27 February and Friday 21 April 2017.

1.6.2 During the formal consultation periods there were public displays at several venues, as noted in 1.5.5 above.

There were also several events which took place throughout the consultation period, for example:

- a) Market stalls - 2 Wednesday, 1 Saturday;
- b) Evening drop-in following market day in a central location (e.g. Apex);
- c) Sessions at main supermarkets – Waitrose, Sainsbury’s, Tesco and Asda;
- d) Session at Bury Leisure Centre; and
- e) Additional community events.

Each event was staffed by members of the project team and where possible members of the Working Group.

In addition, a public meeting was hosted by The Bury St Edmunds Society in partnership with the Churchgate Area Association. This was attended by members of the project team. In addition, members of the project team were invited to make a presentation to the Moreton Hall Residents Association.

1.6.3 Information was also provided on the Council’s Facebook page, which was constantly monitored and updated. The Facebook engagement reached more than 23,200 people. There were many posts and comments throughout the

eight weeks. The post that launched the consultation saw the greatest level of engagement with 123 likes, 2 loves and one dislike plus more than 180 comments.

## 1.7 **Presentation of initial findings – headline issues**

- 1.7.1 The Issues and Options Report was accompanied by a questionnaire which asked relevant questions around key issues and a range of masterplan options. For each question seeking an opinion, in addition to the options agree/don't know/disagree, there was an opportunity to provide other comments in a free text box.
- 1.7.2 To view the full responses received to the consultation please see Appendix A – Questionnaire Report.
- 1.7.3 In total, 1,143 responses were received. 875 filled out the questionnaire online. Our website analytics suggest that the majority of the visits to our Bury St Edmunds Town Centre Masterplan pages came via Facebook, followed by Google.

### Respondents

- 1.7.4 The given gender of respondents was:
- |           |     |
|-----------|-----|
| a) Male   | 42% |
| b) Female | 57% |
| c) Other  | 1%  |
- 1.7.5 The given age range of respondents was:
- |                      |     |
|----------------------|-----|
| a) Under 16          | 1%  |
| b) 16-24             | 5%  |
| c) 25-34             | 11% |
| d) 35-44             | 16% |
| e) 45-54             | 19% |
| f) 55-64             | 20% |
| g) 65-74             | 19% |
| h) 75 and over       | 7%  |
| i) Prefer not to say | 3%  |
- 1.7.6 The occupation/relationship of respondents with the town centre was:
- |                                      |     |
|--------------------------------------|-----|
| a) a Bury St Edmunds resident        | 73% |
| b) working in Bury St Edmunds        | 31% |
| c) a visitor to BSE - <10 miles away | 13% |
| d) a visitor to BSE >10 miles away   | 5%  |
| e) a student                         | 3%  |
| f) retired                           | 20% |
| g) other                             | 3%  |
| h) prefer not to say                 | 2%  |

### Key Objectives and Issues

- 1.7.7 A number of statements were presented setting out the overarching key objectives the masterplan will seek to address. Respondents were asked whether they agreed with each statement. The response was overwhelmingly



positive with approval ranging from 77% to 97% across the eight key objectives.

1.7.8 Respondents were asked to select which of 11 key issues they thought were the most important to address within the town centre, being able to select all that applied. The results were:

- |   |     |
|---|-----|
| i. Preserving the unique local identity and character of the town centre  | 76% |
| ii. Preserving and enhancing the historic buildings and spaces  | 68% |
| iii. Improving the links between the arc shopping centre and the old town   | 55% |
| iv. Making sure the town centre is enjoyed by all sections of the community (including young and older people and people with disabilities) | 52% |
| v. Making sure there is a good mix of uses (i.e. businesses, shops, hotels, housing) in the town centre                                     | 52% |
| vi. Encouraging better access into and around the town centre for pedestrians, cyclists and those with mobility requirements                | 49% |
| vii. Providing enhancements to streets, walkways, squares, parks and public spaces  | 46% |
| viii. Encouraging better access into and out of the town centre for public transport  | 41% |
| ix. Better walking routes and directions from the train station to the town centre  | 41% |
| x. Encouraging better access into and around the town centre for car users  | 39% |
| xi. Identifying spaces for new businesses, services, offices and leisure and cultural facilities as the town's population grows             | 29% |

1.7.9 All age groups agree on the top three issues:

- Preserving the unique local identity/character of the town centre
- Preserving and enhancing the historic buildings and spaces
- Improving the links between the arc and the old town

1.7.10 The 0-34 year olds rank 'Improving the links between the arc and the old town' higher than 'Preserving and enhancing the historic buildings and spaces'

1.7.11 The 65+ age group rank 'Making sure there is a good mix of uses...' at no.7 of 11, but the two younger age groups rank this higher at no.s 4 and 5. Students rank this issue at no.1

#### Key Questions

1.7.12 What you like to see more of in the town centre?

1.7.13 Respondents were asked to select from a list of options they would like to see more of in the town centre.

- |   |     |
|---|-----|
| 1. Independent shops  | 80% |
| 2. Cultural events and facilities (e.g. theatres, cinemas, live music, art galleries) | 54% |
| 3. Independent cafes and restaurants  | 45% |
| 4. Capacity for larger attractions and events   |     |

(e.g. outdoor events, festivals)	36%
5. National retailers	32%
6. Leisure and sports facilities	22%
7. Hotels and guest houses	21%
8. Housing	19%
9. Pubs and bars	15%
10. Other	11%
11. National/international cafes and restaurants	8%
12. Offices	6%

1.7.14 All age groups and both retired and visitor respondents agree on the top three:

1. 'Independent shops'
2. 'Cultural events and facilities'
3. Independent cafes and restaurants

1.7.15 Over 82% of retired respondents and 80% of visitors ticked they would like to see more independent shops

1.7.16 Students rank the 'Capacity for larger attractions and events' at no. 3 rather than 'Independent cafes and restaurants'

1.7.17 The 65+ groups rank 'Housing' at no. 5 while 0-34 yr olds rank it at 10 and students rank it at 8

1.7.18 What additional type of residential accommodation should be developed in the town centre?

1.7.19 Respondents were asked to select from a list of options for what additional types of residential accommodation they would like to see more of in the town centre.

1. Housing that is affordable	58%
2. Flats or apartments for older people	44%
3. Sheltered accommodation for older people	35%
4. Housing for single people	35%
5. Housing for people needing care or support	
6. (e.g. those with additional needs)	30%
7. Housing for families	28%
8. None	16%
9. Other	8%

1.7.20 Housing that is 'affordable' ranks top for all age groups apart from the 65+ and retired respondents where it ranks 2<sup>nd</sup> with 'Flats or apartments for older people' at no.1

1.7.21 'Housing for single people' ranks highly for the 0-34 age group

1.7.22 'Housing for families' ranks at no.3 with the 0-34 age group and students, but at no.s 5 or 6 for other groups

1.7.23 15.6% of all residents ticked that there should not be any additional housing in the town centre, however this figure is much smaller at 3.3% for the student group

- 1.7.24 What changes, if any, would you like to see to parking within the town centre?
- 1.7.25 Respondents were asked to select from a list of options for what changes to parking they would like in the town centre.
- |   |     |
|---|-----|
| 1. Increased number of short stay (up to 3 hours) car parking spaces in town centre | 46% |
| 2. Increased number of long stay (over 3 hours) car parking spaces in town centre   | 47% |
| 3. Other  | 25% |
| 4. Additional car parking spaces for disabled users                                 | 17% |
| 5. None   | 15% |
- 1.7.26 Over 40% of respondents ticked that they would like to see more parking, with an increase in long stay parking slightly more popular than short stay
- 1.7.27 Over 23% of respondents feel we need an increased number of parking spaces in town, both long and short stay
- 1.7.28 Over 25% of those aged 65+ would like to see additional parking for disabled users
- 1.7.29 13.9% of all respondents do not think there needs to be any changes. Ticks from visitors support this figure
- 1.7.30 What changes would you like to make to green spaces in and around the town centre?
- 1.7.31 Respondents were asked to select from a list of options for what changes to green spaces they would like in the town centre.
- |  |     |
|--|-----|
| 1. Improved access to more green and open spaces (e.g. alongside River Lark)                           | 71% |
| 2. Provision of more attractive pedestrian and cycle routes, in and out of, and around the town centre | 60% |
| 3. Enhanced quality of existing green spaces   | 56% |
| 4. Additional tree and shrub planting  | 54% |
| 5. Enhanced provision of wildlife habitat  | 52% |
| 6. provision of better signage and information boards  | 43% |
| 7. Provision of more outdoor health and fitness facilities   | 31% |
| 8. Other   | 12% |
| 9. None  | 2%  |
- All groups ranked 'Improved access to more green and open spaces' at no.1, with over 65% ticking this option
- 1.7.32 The 'provision of more attractive pedestrian and cycle routes...' ranks more highly with the 0-64 age groups than the over 65s
- 1.7.33 Over 65s rank 'Enhanced quality of existing green spaces' and additional planting' more highly, as do visitors

- 1.7.34 20.7% of 65+ year olds selected 'Provision of more outdoor health and fitness facilities' compared with 41.3% of 0-34s
- 1.7.35 'Better signage and information boards ranked highest with over 65s and visitors from more than 10 miles away

Free text responses

- 1.7.36 All free text responses were analysed individually and a total of 5,857 individual comments and suggestions recorded. Of the free text responses analysed, the top ten areas of comment across the entire questionnaire were:

1. Increased/improved provision of seating areas and social spaces
2. Pedestrianisation of town centre/more pedestrian areas and/or discourage vehicles
3. Cyclists/walkers - improved routes into/around town
4. Public spaces - Pavements - improvements/repairs
5. Environment - more trees/planters/floral displays
6. Parking - Park & Ride
7. Toilets - increased provision in town centre
8. Environment - more litter bins/less litter
9. Public transport - Improve bus service into BSE/around centre
10. Accessibility - improve pedestrian safety, especially crossings

- 1.7.37 Other responses of quantitative note across the key objectives were:

- i. Accommodating and supporting growth
  - Increased provision of spaces for and promotion of arts
  - Community facilities including venues and support
- ii. Maintaining a strong historic heart
  - Investment in and preservation of heritage
  - Promote, celebrate and improve information about heritage
  - Historic buildings to be used appropriately, accessible and not left empty
- iii. Identifying and arc of opportunity
  - Provision of affordable/social housing
  - Improved/retained green spaces
- iv. Supporting thriving mixed use neighbourhoods
  - Utilise spaces above shops
  - Mixed housing provision for all ages
- v. Providing welcoming gateways and approaches
  - Cheaper/more affordable parking
  - Pay on Exit parking
- vi. Encouraging vibrant, well designed streets and spaces
  - Improved signage and lighting
  - Outdoor seating, i.e. 'café culture'

- vii. Managing and enabling accessibility for all
  - Improved disabled access around the town centre, especially into shops and venues
  - Increase/improve disabled toilet/change facilities
- viii. Capitalising on green and blue spaces and edges
  - Preserve and improve access to river/water meadow areas
  - Improved habitats

## 1.8 **Next steps**

- 1.8.1 The next stage of the masterplan process is for the consultants to prepare the draft masterplan, informed by the consultation responses to the issues and options report. This will be informed by the Masterplan Working Group prior to the second stage of consultation.

## 1.9 **Draft Masterplan Report for consultation – delegated authority requested**

- 1.9.1 In conclusion, the draft masterplan report will go out for public consultation at the end of July 2017.
- 1.9.2 The Masterplan Working Group will be informed and amendments implemented within the draft masterplan report as part of their lead role in co-producing the masterplan. However, officers have asked that Cabinet gives delegated authority to the Assistant Director Growth, in consultation with the Portfolio Holder for Planning and Growth, to approve the draft Masterplan Report for public consultation.

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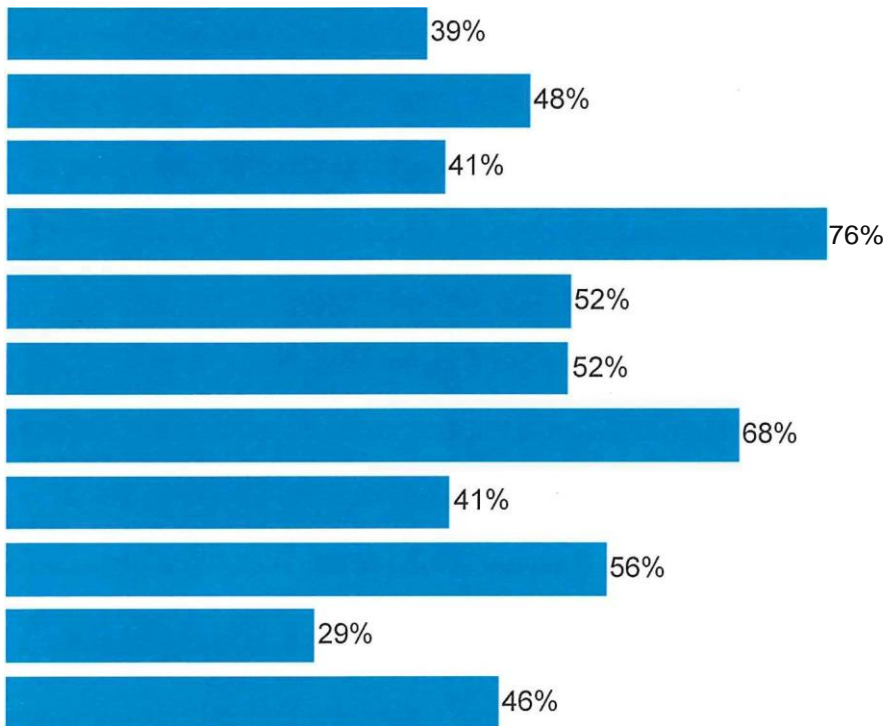
## Phase 1

This report was generated on 28/04/17, giving the results for 1143 respondents. A filter of 'All Respondents' has been applied to the data.

The following charts are restricted to the top 12 codes .

### Masterplan Key Issues

**Which of the following key issues do you think are the most important to address within the town centre? (you can tick more than one)**



### Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

This is a test by Justine 01, 6th option ' (i.e. businesses, ...' – don't use Latin abbreviations ie = 'that is' but I'd be inclined to 'say such as businesses ....'

Could we have park and ride on Market days? Could we have more parking? E.g. when there is a football match at Bury Town Football ground it is hrd to find parking in Ram Meadow car park. Could the be a charge for parking on exit of the car parks?

Reduce cars in the town centre particularly the market square

Train links must be improved. Create a public transport hub at the train station . Pedestrianise the St. Andrews street section behind the Arc and extend the market to this area.

Improved parking as well as another entrance/exit to Ram Meadow car park

Making the drive into BSE more visually appealing from the central interchange particularly. Creating permanent park and ride to attract more visitors whilst not contesting town centre roads. The free parking on one evening a week is a great idea and should remain.

## Phase 1

**Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?**

The traffic is a real issue, especially with the Newmarket Road bridge out of action. We are queuing at the Sainsburys roundabout on the A14 back past the Bury St Edmunds sign. The parking in Bury is now a nightmare. We need a single-storey parking built on the Arc Cattlemarket. This would be fine if only one storey, as it would not significantly alter the skyline. Making more of the cinema parking single-storey would also help. Putting a multi-storey at the current football club parking would help. Limiting parking in the buttermarket to one hour would help. The old chopping centre next to McDonald's needs to either be flattened or regenerated. A department store could move in, or it could be turned into town centre parking, multi-storey. The walkways between the Arc and town are not attractive - can Bury In Bloom pull their finger out? More little car parks in town, using neglected sites would be helpful. They need only hold a few cars - it would all help - you could limit it to low-emissions, or no 4x4s, for example. It could be helpful to see whether a Park and Ride could be introduced from Moreton Hall area - it could run only twice an hour (they do this in Scotland a lot), two buses doing circuits. Parking could be provided next to the Roughan Industrial Estate, there is bare land behind the Audi cars roundabout and to the back of the units. Again, even 50-70 spaces would help. The usual Moreton Hall buses would only need to add a stop to their usual route. Another Park and Ride could permanently be at Risby, or Westley. Lots of us would much rather use public transport - but the times are so stupid outside of town. In Thurston, where lots of people use the bus, the times don't fit with work start times that are before 9am - lots of people start work at 8:30am. It would also be helpful if more buses using the Norton road route into Thurston stopped on their journey at the Oak Road T junction - lots of people want to use that stop, and can't walk into Thurston, as there is no footpath from here to Thurston! The historic buildings need to be looked after, but they also need to be used. With minor alterations, we could have more space for facilities in town. The amount of cyclists that use the road between Thurston and Bury rather than the multi-million cyclepath is insane - they are risking their lives on that road with the now huge amount of traffic we are currently getting, with the A14 restrictions/Sow Lane closed/etc. The traffic on the back road between Norton, Thurston and Bury is becoming dangerous - there are going to be serious accidents - everyone is using the back roads as they try to avoid the main roads in and out of Bury. We need lights, etc. With all the new housing planning developments coming into Thurston, let alone the Taylor Wimpey developments in town, the road simply can't cope now, let alone when they're built.

The station area is a mess - it's the introduction to the town for many and should be beautiful and welcoming. The fact we live nearby but cannot access town by bus in the evenings is poor.

It's really great as it is. The town centres parking is great for people (especially with children) who can just park up for half an hour and do what they need to do.

As Bury expands there needs to be a way to maintain and help independent businesses (retail, leisure, etc.) grown and thrive. Whilst there is a place for chains and large multi-national companies in any town or city, the success and attract ability of a town can normally be measured by its' independent shops, cafes, bars, etc.. As someone living in Bury, but not from Bury, this is one of the attractions of living and shopping in the town.

Tarmac it all and turn it into a car park.

Phase out on-street parking, except for delivery vehicles and blue badge holders. Alter traffic flows in Medieval Grid to make Churchgate Street the fulcrum road. Create a 'Bishop Blomfield Village' which is car free. Run a shuttle bus from train station over Station Hill and up Ipswich Street, St John's Street into Brentgoval Street, St Andrews Street North (bus station) the back to the train station via Tayfen Road.

Reducing the amount of street/surface car parking and allocating elsewhere - particularly important for the Buttermarket and Angel Hill. Providing more outdoor events/markets throughout the week.

Fewer chains. Lower business rates. Fewer betting shops. Stop using the Arc as a car show room and stop banning local organisations like The March Hare Collective from using the space. Tacky.

More individual shops

Would be nice to see parent and child spaces available in car parks. I have two children and getting them out of the car in the town centre can be a real problem. Would also like to see more play facilities available that are all season indoors

No



## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Sort out the St Andrews Street eyesore that is the bit between the Arc and Cornhill and also the bit opposite the Bus Station which is a grotty car wash and an unused business premises. There needs to be a real tidy up opposite the Apex Stage Door, where there is litter, industrial bins and refuse sacks in places. Suggest that it is closed to traffic and buses and taxis rerouted if possible. Needs to be made less like a loading bay and more like a shopping street. Maybe some artwork can be put on the back of some of the business premises to brighten them up. Flower beds/planters and small trees may make it more of a green space than a grotty concrete wilderness. If it could be pedestrianised you could have street food sellers and outdoor seating in the summer.

We need to create a character of this town - with two key offerings 1) More Retail option ; by bringing in more key retailers in this town e.g. John Lewis; Primark as an example - so that this town can be a 'retail destination' will attract a lots of visitors to this town 2) More 'Food/Restaurant/Cafe' option; by bringing in more restaurants offering varied cuisines e.g. Arabian food/ Vietnamese food/ Brazilian Food/ African food (in addition to English/ European/ Turkish/ Thai/ Indian etc) we can add another character of this town which will attract a lot of visitors. We can think of offering 'Food Street' type of usage of Angel Hill car Park in the evening. The idea is that during day time it will be used as a car park but after 4pm the Angel Hill car Park will be taken over by merchants offering Food/ Street Food from all over the world. The merchants will be preparing fresh food from their stalls and serving food/ drink to their customers. There needs to be some seating arrangements for buyers. The merchants will operate between 4pm to 10pm. It may be seasonal.

If we wish to keep businesses in the town center we should allow parking for dropping off and picking up paperwork or items to cleaners etc.

More parent and child parking at the moment the arc has an over kill of disabled spaces most of which sits empty

the road instruction is not adequate for the current occupation in the town, the continual onion ring building is only set to create further issues. there is no point growing if the infrastructure is not in place. the answer is not to encourage more rather, refine what is there already. building the walkway from the new to the old part of the town is a must too, the town has become a version of Ipswich and lessons have not been learnt about building new and leaving the old to plod along and in most cases close completely.

Implement a one way system to create a 'inner ring road' around the town centre

By being forward thinking with regards to traffic and pollution..Particularly looking at main routes into town which are often congested...These routes are historic and significant ..I.e demark and make more of the historict sites of old gates into the town.e.g the old South Gate used to be a the bottom near to the roundabout... Traffic regularly mounts the curb here at peak times

Cornhill Walk could be better used, how about converting it to an indoor recreation facility. Definitely the link between Arc and Market place needs tidying up, maybe some arches above the alleys, renewing the flagstones and rendering or painting the walls of the alley buildings to give a cleaner feel

Make better use of the Abbey Gardens using it for more outside events

Make Parking cheaper, ideally free, as in Ely - a town that actually wants people to use its shops .

Proper cycle routes into town from villages on major routes to Bury. A 1101, A 143, A 134. Most routes are too dangerous for cycling.

Park and ride facility.

Angel Hill - open up for events and markets with no parking at those times

Being a member of the local Muslim community and a minority, we need to provide a space to those of non Christian faith and allow small communities to grow.

Parking needs to be addressed, particularly in town centre so people can just pop in for short visits. Also serious consideration to lack of parking at railway station making it difficult to access public transport.

Place of worship and community centre will be a good idea.

As a Muslim it would be nice to have an islamic cultural/community centre

A Muslim community centre

## Phase 1

**Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?**

Reduce the parking charges and really look at what makes Bury so special! ...it's history! Its a historic market town!! Improve the market by raising visual standards and lowering pitch fees, oh and follow through on the food aisle with its seating and flags that was promised years ago. Raise the standards of the Abbey Gardens-it is no where near as lovely as when Peter Tunner was Parks Manager, attention to detail is slipping. Celebrate the historic buildings! Celebrate our historic importance! And stop building house and protect our trees and green spaces. We need to preserve what we have, keep the charm not turn into a clone city. Affordable housing?? Ha! Ear market more to housing associations!

I would like to see the Saturday and Wednesday market developed further, focusing more on food.

I miss the privilege of on street parking for free. I work on an industrial estate so have to drive into town, the time it takes to find a space, then get a ticket, go back to the car eats into time so I just don't bother anymore.

De-clutter, there's too many things already in the town center. It's a small MARKET town lets not lose that identity! We need to develop but why not build the shopping facilities on the outskirts of town?

Park and Ride the roads are too busy

There should be more affordable accommodation for the homeless. It is becoming an issue, I am witnessing more people sleeping in doorways than ever.

yes indeed... remove ALL unnecessary advertising which does not advertise anything... I DETEST seeing on Angel Hill, dirty laminated sheets tied to railings with cable ties which look disgusting, and are advertising to who? to businesses which are already there.. I hate seeing peeling stickers around saying the same thing.. They mean absolutely nothing to the people of Bury, they are totally unnecessary, and what is more, the money could be far better spent on removing the chewing gum on the pavements which again seems to be talking a hold.

Continuing the use of outdoor space in the evenings to create a vibrant night time economy

Improve infra structure into town (2 lane all the way into and out of town), park & ride with special lanes for buses, improve cycle lanes into town, and cycle safety (appalling at the moment). Make house/land developers contribute to infra structure. Increase council tax to pay for better transport and infra structure.

Better parking for wheelchair users, especially on Market days, I haven't been able to visit the market for some years, as a wheelchair user, my husband who is my pusher, is 79, and all access points are too far away.

An improved cycle network is needed in the town centre. The old fashioned 'cobbled' roads are unsafe for cyclists.

Making sure the town centre is enjoyed by all sections of the community is very important for me. As a MUSLIM member of the community, it is important for me to have a place of worship (Mosque) in this town for the Muslim community member. I would like to see a place (piece of land) is allocated for this purpose, where Muslim community members will be happy to build Mosque and facilities at our own cost.

A large, town centre community venue is required as this doesn't exist since the closure of the Corn Exchange. The Apex is concerned with revenue making events of their own and it has priced out community groups. If Big Society is to work there need to be more hubs for people including youth clubs. More cycle provision is a must especially on the roads coming into town. Preserve all parks and green public spaces and protect green belt. Nature, space and conservation is crucial for well being. Increase the University provision making it more of student town.

Parent and child parking spaces are absolutely essential. I have a 2 year old and 4 month old twins. I cannot get them all safely out of the car and into the pram in a normal parked by space, as there isn't enough room.

litter and dog fouling getting worse.litter and leaves on walkways leading from car park to bus station. more litter bins on main walkways into town.Vehicles parked on yellow lines obstructing bin collections in Bishops Road Blomfield Street an on going problem.Pot holes which take months to repair and general state of roads.Litter and weeds around public builds ie Triton House and St Andrews House.Bury Streets not as clean as other towns we have visited. Bury is nice town but needs cleaning up always feel ashamed when family and friends stay.

Improve transport links. Cars are a blight on the town. Both parking and clogging the streets, but it is so difficult to get into the town because the transport links are so appalling.

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Cheaper parking. Parking charges are way too high. I have chosen to go elsewhere due to the price of parking.

Desperately need more long stay parking. Primarily for people who work in the town but also for visitors, if I went to Cambridge/ Norwich etc for the day I'd want to be able to park for longer than 4 hrs

Increase cultural activities for all generations .

Try to prevent the traffic congestion situation getting out of control before it's too late.

A sensory centre for use by disabled and autistic children

Improve cycle routes from the outskirts to the centre. Bikes should take priority at junctions and roundabouts , cars could be slowed down/restricted to do this. More cycle parking

Given the difficulty of car access in a medieval grid system (and lack of car parking) a Park and Ride facility on Wednesdays and Saturdays and Xmas seems the logical solution.

Utilising the open space in the Arc for 'Pop Up' events, local markets supporting local artists, makers, musicians which are affordable to hire and use. Supporting local farmers markets, holding more cultural events focusing on local talent. Suffolk is full of talented designers , makers, musicians artists etc no there is a real lack of support from Bury St Eds council to nurture and promote home grown talent. Empty shops could be rented on a monthly basis to pop up shops but rates are so expensive it is so difficult to get projects off the ground and makers into retail & exhibition spaces. We have just lost St Edmunds gallery, Smiths Row is still a long way off completion , seems like art and culture is low on priorities, but these are the things that attract new visitors to Bury and sets it apart from other towns. Support local businesses! Tired of seeing the Arc as a car showroom promoting new cars, such a sad waste of space.

Definitely the improvement of the access into town from the railway and bus stations. It looks dismal at the moment. The Victorians were always proud of the access to towns from railway stations, often using wide avenues planted with trees. We have the wide avenue (St Andrews Street North) so why not enhance the view with trees and maybe other planting. That leads on to St Andrews Street South between the arc and the old town - another opportunity for some good landscaping AND pedestrianisation! It's a dreadfully run down looking place linking to two main shopping areas, added to which the traffic makes it difficult at times- particularly as cars other than taxis persist in using that piece of road, totally ignoring the current signs.

Lower business rates, lower parking fees for residents, better bus service, improve area near bus and train station for visitors

More toilets in Abbey Gardens near the play area. Better play equipment for all ages and more of it in the Abbey Gardens. More toilet facilities in and around town as at the moment, especially with disabilities, there is limited toilet facilities.

Council needs to work with Abellio / Network Rail to improve station building and subsequent route into town aesthetically. Return bus station to former usage (as a manned bus station) and improve aesthetics of route out of station. Link route across St Andrews Street between Arc and old Town Centre needs to be totally pedestrianised and aesthetically improved. Dual usage for buses and pedestrians is a nightmare and results in an ugly route. Focus on improving traffic routes before adding more housing. The town is a nightmare to negotiate at the best of times, all you'll succeed in doing by adding more houses without improving traffic infrastructure is causing total gridlock

Cheaper car parking, put activities on for young people, no more phone/unaffordable shops (Dapper Fox - £549 for a 2 piece suit!) big city prices. Shops like that are not right for our town. Facilities for everyone, not just those with deep pockets. utilise Cornhill Walk. , what a waste. Should never have got rid of the Focus cinema. Tourists heard outside moyses hall Saturday "could have been so much better. Disappointing , not worth the money ." Place hasn't really changed in 30 years when I went there as a child.

Short stay parking is too rare and expensive e.g. (Angel Hill) Also as a mum of 2, there are not enough town centre drop off points which allow for buggys. The cutbacks to the bus service is unacceptable. Namely the Breeze 2. How are people supposed to get into town centre and back for work?! Totally unacceptable.

Change parking zone restrictions. We do not need a parking space when we're out at work during the day. Let the shoppers use them - increasing trade. Residents need to park in the evening when they are home from work

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

The traffic situation is a nightmare. The worst parts of town (leaving the hospital after 4:00pm) are now even worse because of the westley bridge issue. Also parts of town look very dated and dirty (near the bus station and the street between the arc). We need a rival department store for debenhams (maybe a john lewis please!)

Bury St. Edmunds needs to address car parking issues urgently. What provision there is, is woefully inadequate, particularly at peak trading times. Whether it means more car parking in the town itself (not ideal) or a park and ride scheme, the current infrastructure simply cannot cope and the town is becoming less attractive and frustrating to visit.

Provide further parking on edge of town - consider multi or two story parking in Ram meadow with hop-on hop-off bus service from there to Town centre.

I would really like to have a Park and Ride facility during rush hour. Better and cheaper long stay parking for people who work in the town centre, especially for people starting pm and working late at night. I work at The Apex and my colleagues have to park at Ram Meadow and walk there in the dark.

The town centre requires more parking; particularly at weekends.

Accidentally clicking re-start when one is near the end automatically deletes one's original answers (rather than leaving them to be amended). I can't be bothered to do it all again!

Since Smiths Row has left we need more space for the arts, whilst the many displays in the apex are very good the the smiths row was a lovely space. Also the link between the cinema/apex and then the town centre proper really needs some work. Bus station area needs a tidy. Love St Johns street but the parking and traffic on it can be a problem.

please please improve public transport provision to west suffolk hospital for those who work there!!

Make more of our heritage and architectural features. Use the old Art Gallery as a venue to bring people into town for performances, theatre, dances. More themed Tea Rooms with atmosphere and drama. Children's activities all year long not just at fair times. Also more shops such as Past Times and Penhaligons who bring a sense of history.

Put the motorist as number 1 priority. Increasing the benefits available to the environment by keeping traffic moving. Accept cars vans are a permanent fact and are not going away to be replaced by cycles or pedestrians. So cater for their needs!

Accessing the city as a pedestrian from the west is a poor experience - entering via Kings road or the A 1302 feels very treacherous. a simple pedestrian crossing would help. As others have said, going from the Arc into town is poor - St Andrews street is very ugly and the two alley ways to access the main town are tiny and ugly. The area in front of the Abby gardens would be better with trees not flower beds. Crossing the road in this area is also uncertain - is it a pedestrian crossing or not?! Abbey gate street needs to be pedestrianised at all times, not just in the day.

Cheaper parking and going bak to all day parking I'm the larger car parks not 4 hour stays which encourage people to get in and out quick not visit other stores or stay for food

I think there should be more seating in the arc area. I also think the road where the buses go that the road is made without any obstructions like there is now they have a lot of trouble getting down that road between the arc and the town area. We don't need anymore coffee shops in bury we need some more bigger shops ie Primark, John Lewis, etc. There needs to be somewhere for older disabled children can go to the toilet and be changed not on the floor that they are currently doing. There needs to be better bus service to out of town supermarkets and DIY centres.

Reverse the ridiculous destruction of a SMALL town...pull down the awful ARC disband the useless unnecessary Town Council and encourage more independent shops. Significantly reduce parking charges.

Pedestrianise the Buttermarket and Cornhill - this could then become the 'town square'. The provision of additional parking spaces elsewhere and maybe a park & ride facility would make up for the loss of spaces - the only current reason for vehicular access to these streets (apart from deliveries) is to park close to the shops! Provision could be made for taxis and disabled drivers - alternatively, make this a shared space with vehicular access limited as is current for Abbeygate Street

The pavements are a disgrace.

Remove the buses from St Andrews street keep them at the bus station

Special business rates for small local businesses to encourage diversity & discourage large chains

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Better/more buses from surrounding villages . Only 1bus/day means you must drive into bury..... The traffic is awful and parking difficult and expensive.

it is important to keep business rates down to encourage small independent shops it is vital to keep market traders rates low to keep the twice weekly market viable

Having traveled widely in Europe and enjoyed visiting and staying in historic towns similar to Bury we seem noticeably poor at managing the transport into and out of town. Is it too radical to think of a well thought out park and ride scheme with a much more efficient bus system in, out and around the town? Or even more radically a light rail system? Small towns in Germany have somehow been able to do it.

To encourage new business's to rent empty shops.

St Andrews Street South between junction with risbygate Street and junction with Woolhall Street needs to be completely pedestrianised and only access to emergency service vehicles, too many taxis and private hire vehicles use it and on a Friday/Saturday night I have seen a lot of near misses between pedestrians and cars.

Tidying up some of the buildings and areas of Bury which are starting to fall into disrepair. Bury is a nice place to live but I feel parts of the town are falling well below the standard which Bury should have in particular between the Arc and old Town

Consolidate bus services in one area rather than have some in St Andrews street, and others in Bus Station. Its only 4 or 5 minutes walk away and makes it much simpler for people to work out, especially visitors who don't know the area well.

Pedestrianise St Andrews St South, provide a better and clearer pathway between the Arc and Old Town Centre. Address the empty buildings particularly that white elephant thats is the Cornhill Walk Centre which is now empty even if to make it residential or for office space but it looks awful being so big and so empty

the bus stops behind boots need moving, maybe to the bus station just a couple of hundred yards away, then that stretch behind boots can be pedestrianised, keeping everyone much safer, and we definatly need a better link between the buttermarket and the arc

Pay on exit car parking

Pedestrianise Abbeygate Street permanently, or at least in summer months so people can sit outside for food/drink without cars driving past. This includes closing off Upper/Lower Baxter Street thoroughfares. Early morning/late night deliveries still allowed of course!

Park & Ride service from outskirts into town.

In the future do not overdevelop and destroy the historic nature of the town.

Make it pedestrian only

Pedestrianise: Butter Market, Cornhill and St Andrews Street South ( from Risbygate St to Burger King ). This would create a better shopping experience . Allowing the businesses in the Historic town centre the same traffic-free, relaxed, safe and clean experience of shopping at the ARC.

Growth should take account that there is a saturation point for the relatively confined medieval town centre.

Pedestrianise Buttermarket and Cornhill and allow seating on paved areas

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

There should be a safe crossing near the roundabout at the bottom of Station Hill and Tayfen Road for pedestrians coming into town from the station. It is very difficult to cross Tayfen Road at busy times especially for pedestrians leaving town from St Johns's Street. Bury St Edmunds is a nightmare for disabled people especially for people in wheelchairs. The pavements are uneven, there are often no dropped curbs and there are no areas apart from maybe parts of the Abbey Gardens where it is easy to push a wheelchair. I recommend that anyone involved in improving disabled access spends a day pushing a wheelchair round Bury St Edmunds to get a taste for what it feels like both to be in or push a wheelchair as I had no idea how bad it was until my Dad became ill and had to use one. Because it was so difficult to get round, he was rarely able to go into Bury. The access between the ARC and the town centre lets Bury down. There should be a wider, more pleasant thoroughfare between the two. Offer more support and compassion for homeless people so that they do not have to beg on the streets. Make more homes available like the new portacabins being used in Colchester to solve the problem of homelessness. Improve the road infrastructure as the road network cannot cope at peak times. Make cycle ways safer by ensuring that they are well marked and clamping down on cars parking on cycle paths (for example outside West Suffolk House). The new bridge over the A14 near Northgate Avenue is wonderful until you reach Tesco and there is no safe route into Bury from there.

Better public transport

No

I think that there needs to be more affordable or subsidised parking for town centre workers on a national living wage. Also I notice there is very little parking at the train station now and hope that any future planning decisions will allow for availability of a sizable parking area for a popular and rapidly growing town. Green spaces are very important too, we need to encourage wildlife and have these places as breathing space for the town, to be "the lungs" of any development, which I hope will be carried out sensitively and with the history of the town in mind. e

Pedestrianize fully Cornhill and Buttermarket and also St Andrews Street South (From Woolhall Street to Risbygate Street). Move all bus stops to the Bus Station in St Andrews Street North.

Cheaper parking for people and cheaper rent for shops especially independent shops (far too many empty shops)

The Market Place/Buttermarket area should be pedestrianised. Traffic spoils this area and the potential for a better public space with cafes, landscaping, seating and public theatre is huge. Service vehicles could be restricted to specific hours and some disabled spaces could still be permitted. This would significantly enhance the centre of the town and improve its attractiveness for shoppers and visitors.

More pedestrian areas.

Ban all traffic from St Andrews Street North

Build a new hospital and ensure care provisions are reflective of need. Le care homes for aging populations. Ensure have a McD or equivalent drive through

It would be fairer if all town car parks had uniformity of charges and rules. At the moment the pricing policy is very confusing for both residents and visitors, especially disabled drivers. It would also be helpful to have more traffic wardens and/or car park attendants to stop indiscriminate and inconsiderate parking that seems to be rife in the town centre and surrounding areas.

Development of the town centre should continue along St Andrews Street North for new developments in shopping and housing. This area should be totally redeveloped. There MUST be a link between the old and new town centres. Both parts of St Andrews Street North and South and shabby in places.

You need to do something about the anarchic car parking. Too many people seem to think they can park on pavements, double yellow lines, etc, and get away with it. Turn Cornhill Walk into a multistorey car park, perhaps aimed at local residents who might access it through a smart card.

How do we get all of Bury's town centre to be as good as Abbey Gate Street? More mixed use areas to reduce traffic speed would make a calmer feel to areas such as the Cornhill / Buttermarket whilst still allowing access to car parking bays would be great. St Andrews Street needs the most work to provide a far better link with the Arc and could be very much narrowed with more flower beds / street architecture to make it far more appealing.

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Any development needs to be carried out with care and thought. We do not want to look back in 20-30 years time and regret the development decisions that we made (eg. 1970s office blocks or the visually uninspiring Parkway cinema development). However, this can occur hand in hand with development. The town is thriving and growing. We should embrace that change, not hold it back. We need more parking, soon. We need to embrace pay on exit in order to encourage dwell time (avoiding that old saying: "I must get back to my car"). The Arc is an enormous asset to the town. If we can genuinely and effectively connect it to the "old" town centre, it will be a major success that will be remembered for generations. This will be a painful and expensive process, but it can be done. If this exercise achieves: - more parking; - a plan for the next retail area; and - an effective connection between the Arc and the "old" town centre, this will be a huge success.

Sign posts/multi storey car parks

Park and ride

Ensuring there is adequate long stay car parking provision within easy walking distance to the Town Centre and that costs are kept to a reasonable and competitive level. As Bury St Edmunds is a rural Town it is not possible for the majority of visitors and workers to cycle, walk or even use public transport, so car users should not be demonised and rising levels of car use must be taken into account for the future.

The leisure centre provides the same facilities as when I was a child growing up in Bury in the 1980s - as the town has grown so much, a new swimming pool on the other side of town would provide relief to the congestion seen at the leisure centre. Councillors should visit the leisure centre on a Saturday afternoon to see the teaching pool full to capacity and closed to further bathers and the hellish congestion experienced by adults and children attending Swim Academy lessons after school on a Tuesday-Thursday! The poolside loos and showers are too small and smell of urine - the facility does not meet the needs of the size of population it now serves. Routes into Bury are often congested, the A14 queue at the Bury east exit on weekday mornings is totally unacceptable. We avoid the town centre on Saturdays after 10am when congestion becomes unbearable and at Christmas time it's a total nightmare! Bury is a wonderful town and it's great to see it thriving - but the size of the population is now spoiling it as the local infrastructure has not kept up with the number of people now living here. It makes me want to cry to imagine what the town will be like when people move into Marham Park and then with the additional planned housing around Moreton Hall - it's very frightening to consider what our lives will be like with even more congestion.

More pedestrian-only areas, where possible.

Incentives (e.g. reducing rent, or rate subsidies) for independent and/or local businesses. These shops offer something which is unique, and it is this combined with the ability to get in to town and park easily which make Bury St Edmunds an attractive alternative to larger shopping centres in East Anglia such as Cambridge, Ipswich Norwich.

Keep open access to the town centre for cars so that shoppers and visitors to offices can make their visit more efficient to support shops and businesses who rely upon customers being able to 'pop in'.

Park and Ride into the town to help cut emissions in the town and to make the town a greener place.

Better all round access to the town for all modes of transport. Better choice and better balanced parking. Better linkage between developments and spaces. The whole town can be linked. The town centre and arc developments are a prime identification where the opportunity for a coherent town centre was lost when the Borough Council had an ability to create this and did not listen or act.

Make it affordable and attractive to all not just the well off. Make attractions affordable, stop trying to please the rich. The Bury Festival is good but too expensive. Need more free events on the programme

Encourage local shops to open. Bring the nicer streets closer to town.

Protection of the 'market town' atmosphere. People come here because it is unique to the area, don't spoil it by becoming yet another faceless shopping place. Stricter restrictions on shop facials, make them fit in with us, not the other way round.

Improving the night life, improving parking, improving station hill (the whole road gives a bad impression of bury st edmunds as you walk off the train)

I would like to see Pay on Exit parking in town to enable visitors to stay longer than you need to

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

As Ipswich has deteriorated as a town centre, so Bury has become very attractive to many more people, both for shops (but where is our John Lewis and a decent Marks & Spencers???) and its many restaurants. The consequence of this is the fact that the A14 becomes clogged and for local people to get from one side of the town to the other (eg to visit family) on certain days, including weekends, is virtually impossible. How do you hope to address this important issue, bearing in mind that many new developments are planned (and even underway) on the countryside surrounding the Town? Unfortunately, Bury St Edmunds is a victim of its own success.

I would like to see more use made of charter square maybe tables and chairs and a bar in summer like some of the fantastic town squares in Europe.

Ban ALL buses through the rat run behind Boots. Make it ONE WAY traffic, North to south, narrow that street for pedestrians plus proper crossings. Could a rising bollard system as in Cambridge be used for lorries/Taxis along this stretch? All buses could be boarded/disembarked at the top of St. Andrew's St. North then turn down Risbygate St or St. Andrew's St. North. Cover the arc shopping area as much as possible.

Include a day centre/cafe for elderly to meet in the town centre - growing older population, do not seem to have this facility anywhere in the town. Better signage to toilets. Toilets on the far side of Abbey Gardens, near the children's play area. 10 minute drop off/pick up parking spots. Seated areas with trees/flower holders at other areas in the town e.g. St Andrews Street, near bus station which is a bit of an eyesore - highlight floral town etc. Band stand in Abbey Gardens.

Better lighting, improved maintenance of pavements and roads. Improve public transport and discourage cars in the town centre. Improve the general cleanliness of the whole of the town centre and not just concentrate on the Arc. Improve traffic control especially in St Andrews Street North, a street which has also become completely run down and dirty with rubbish, drivers constantly exceed the speed limit. I would strongly suggest improving the environment for people who actually live in the town centre, who, it seems to me are constantly ignored. For example there is not enough residents parking for the number of permits given out and we are unable to use the car park for the same hours as our resident parking permits. The general state of the roads and pavements in the centre and surrounding residential areas are a health hazard.

Car parking options, and prices/length of town centre parking.

Discouraging cars from entering the historic core.

I would like as a young man. Would like to see more affordable flats being placed around town center or relatively close. The place where Index use to be (that big shopping complex) near McDonald's needs to be revamped into something. It has great potential. This could be hard though as with the Arc taking the spot light. Business's within the town center struggle. The problem about the connection between town center and the Arc is the fact those buildings there so there are those little paths that connect the two. Also the road that goes through the Arc (with the tesco express on) is quite ugly unfortunately due to it being the back end of the shops so has this industrial feel about it with all the lorries going in and dustbins around. But that is something you can't really change. One thing I would love to see is more festivals around the town. It's always an amazing atmosphere when walking around. This would also bring more people to Bury and thus improve the economy. - Take Bristol for example. I know it's a massive place, but there is always something going on there. Would be nice to see that in Bury. Bury is a jewel in Suffolk as pretty much every other town nearby are just awful. So maybe create more festivals. Maybe an outdoor music festival where people can set up bands to play. I saw this in New Orleans. Just little stages with blues and jazz music playing. A chilled but very fun day. Nothing over the top. Maybe food festivals where people come put up stalls up off different global foods. Would be very fun for all ages.

More public art in the town centre on the housing estates.

Pedestrianisation of the market area every day, not just on market days.



## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

**TOURIST INFORMATION CENTRE.** A better one stop shop TIC is a necessity for our town. The present fragmented arrangements where the 'TIC' is shared by several well-meaning organisations is nothing like as good as it used to be. The most central one at the APEX has lots of publications but the 'enquiry agents' are, in reality tickets sales people, who it is less easy to engage in casual conversation. The Cathedral TIC has restricted opening hours. We need one TI centre, situated centrally (unlike there used to be), managed by a professional, maybe manned by volunteers. It should have lengthy opening hours and perhaps even be able to arrange hotel reservations. A good TIC makes a town truly welcoming. **ART SPACE.** We have lost Smiths Row and it looks like we will definitely also lose the Cathedral art gallery, so places for art events and displays is now much more limited than it once was. It would be nice if a gallery could somehow be provided. This could be a gathering place, a place for local clubs and artists to display and sell their work and, it might actually attract visitors to the town. Do you know how much footfall has been / will be lost because of the closures with possible visitors choosing to go elsewhere instead? Maybe the council could make a vacant shop / premise available for this purpose even if on temporary basis and the art space has to move around. **PARK AND RIDE.** Perhaps Bury could benefit from the installation of a permanent Park & Ride system. If parking were easier we might attract more people. If it is this too big an issue and not considered necessary every day, then why not start and have one that operates on market and event days. It seems almost certain we will need one, one day. Why not start planning it now? It will not be a quick fix. **ST ANDREWS STREET SOUTH.** This is a mess, both visually and from a safety perspective, and because it splits the town centre into two halves. It needs sorting out, but I have no real best idea to offer for this. One thing that might be considered (to improve safety) would be to restrict all lorry movements forcing early morning, evening or overnight deliveries only. This would reduce some of the danger and congestion. Wherever they end up, it is good that busses can come right into the centre of town. I would also like the through central cycle route this road provides to be maintained. **COFFEE SHOPS.** Lovely though they are, we are almost swimming in coffee shops / outlets. Please bear this in mind as you try to maintain a reasonable balance of traders. Shoppers need more than coffee! **SELF TOUR LEAFLET.** Why not produce a self-guided tour leaflet, widely available in the TIC(s) and all shops, so that visitors may be tempted to take a self-guided walk around our interesting and historical spots? There is a lot to see of interest. Word of mouth satisfaction may then attract others.

I avoid town most of the time as the costs of parking are very expensive. I am a Tuesday night shopper when it is free to park.

Permit parking would make it better to live in town. At the moment permits only run 10-4pm. So before 10 or after 4 anybody can park in the permit bays. Most people do not arrive home before 4 so therefore when they return from work they have nowhere to park. Also, there are not enough bays provided for residents. In my street there are only 4 bays for 18 houses. This makes living in town difficult.

Make St. Andrews street behind boots pedestrian only

Keep developing it and making sure we have a future town

.. Make pavements safe to walk on

It is the independent businesses and organisations that attract people to live and visit in Bury but they are often overlooked in favour of the multiples - who ride roughshod over the regulations everyone else has to adhere to. The roads and pavements are in a very poor state of repair and the holes are dangerous to cyclists, drivers and pedestrians. The Council needs to be listening more to its residents and to understand why people choose to live in the town. The town has flourished because it has attracted highly skilled people, often from London, who have the time and money to work voluntarily for their community be it on charity, heritage or community projects. They moved to Bury because of the high quality housing stock, historic buildings and arts provision, but this has been unnecessarily cut and this will drive people to move elsewhere. Mid-Suffolk understand the importance of a strong cultural offer, have better rail links and cheaper but equally good housing stock.

Park and ride into town. Installing static mobile charger units in the town.

Make angel hill a plaza with no cars, seating fountains etc no through rd

1. Toilet facilities for BOTH able-bodied and disabled WITHIN the Cornhill/Buttermarket area which are of similar size to the Abbey Gardens and ARC facilities. 2. Ban delivery vehicles from St Andrews Street (South) between 08.00 and 18.00 EVERY DAY. 3. St Andrews Street (South) remove metal trees and encroachment areas and replace them with real pedestrian crossings.

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Residents parking for Raingate Street please> It is a nightmare for us to park> Yes, we do need it during the day too. If you look at the demographics of the street, many people are retired or disabled so we need day time parking too. A large ice cream parlour would be of great benefit to the town for pulling in tourists. Somewhere for local artists to display their art now that the cathedral gallery is closing. Market traders are feeling fed up and disillusioned. It would help if people given the job of managing the market had experience of running a business and treated all market traders equally, instead of showing bias to their friends. Also they feel they are not treated well.

Respect our heritage and resist lovely historic buildings and facilities like the Cornhill Post Office to be allowed to close and stand empty..shameful.

A toilet more central for all especially the elderly and disabled it's a long walk to the ones in the Abbey Garden's and the Arc. Please

Restrict late licensing (alcohol and takeaway food outlets) in areas where people live.

A regular hoppla bus going round the town centre linking the station, the bus station, Rams Meadow and other car parks, the cathedral and stops at positions at the north, east, south and west of the town centre

The current parking situation needs looking at, last Saturday I came into town and the only place to park was ram meadow & behind wilco. I wanted to spend all day in town, a bit shopping, a bit of lunch, a dental appointment and visit to park with daughter, as I could only find a space to park for 3 hours max we rush about, had dental appointment then quickly popped into a shop and Burger King for lunch. Ended up doing shopping on line when I got home and took daughter to our village park. Please stop dictating where and how long we can park for. I'm a local to bury but if I was on holiday I wouldn't have been happy. Please allow us to park where we want and for how long, and often the machines are not working,

Make better use of the Cornhill centre - a John Lewis or similar department store would be good

I think there should be better cycle paths into town

The only way to connect the town is to demolish the post office building to make a wide walkway bring town centre up to date, close off traffic in town centre.unloading at certain hours for business lorries and vans. more toilet in town centre.

It is not just about the town centre. The plan talks about "pinch points" but there is congestion on every entry and exit to the town. This is present nearly all day, everyday. This needs to be fixed before progress can be made.

Bury St Edmunds is ALREADY a beautiful place to work, live, shop and play. Personally I find any further growth and change quite threatening and any changes need to be made with the most enormous sensitivity. As the town grows, it is already beginning to lose its beauty and that "historic country town feel" that I love so much.

A 20mph speed limit [or less] across the whole town. Re-routing of the A14 before it is too late, a better ring road system further out. More pedestrianisation of the centre.

Consider issues arising around traffic and constant congestion. Make parking cheaper so students can park easier or give a scheme like a parking card to get discounts on parking for students.

I am not a huge fan of allowing the volume of traffic through the town centre, and I maintain that strategically placed Park and Ride facilities are desperately required if Bury St Edmunds is to become the business and tourist centre that the Masterplan aspires to.

A bigger department store would ensure Bury wasn't really lacking for anything in terms of shopping

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Provision of permanent park and ride facilities as provided by The Christmas Fayre...these have improved immensely over the years. Retain our market within the Buttermarket but improve it cosmetically. I would disagree if it were relocated, to the Angel Hill for example...as The Market should be our central focal point and remain the link to the rest of the town. Limit the use of 'For sale and To Let signs' replace with something more pleasing to the eye. Local artists can promote themselves with hoardings to cover empty businesses/buildings. Regenerate The Post Office building into a communal meeting point - I remember the upper floor over 40 years ago as The Post office club! it could incorporate all manner of uses including private hire bookings. Bury Town is very limited in offering any social hub for the over 50's...it appears we only drink coffee and eat cake? More toilet facilities...as there are never enough and at least this is the one thing we can all agree is not a luxury but a necessity. A covered and large cycle park...a portion of the arc parking, to the rear of Debenhams would be ideally placed.

Make the mediaeval grid car free, access for deliveries etc at specified times.....like in Montpellier, France.

Pedestrianise centre and abbeygate street everyday. Turn old centre into square with street cafes. Covent Garden style.

Better signage, more information point for visitors, making sure people do not park on double yellow lines which in turn make for dangerous trigger points. more litter bins and smoke butts.

Restrict the number of coffee shops / restaurants in the town centre & encourage a greater variety of shops.

Provide a bus station that actually works! Nowhere to get tickets. People keep trying to buy tickets at the Library. Not everyone has the ability to buy tickets on line. The space was there. Why is it now up for sale? Waste of time and very inconvenient. Cornhill Walk is just a White Elephant. I realise it is not owned by the council but surely it could be purchased and converted to something more useful. I believe they are in liquidation.

Pay on Exit parking, tidy up the St Andrews Street South behind Boots/Apex etc Stop using shared space road/paths as guide dogs aren't able to differentiate

### PARK & RIDE FROM THE EDGE OF TOWN TO A CENTRAL POINT IN TOWN

1.ANGEL HILL is possibly the focal point of the town yet it is a car park. 2.Create a transport hub near the station for trains,busees, taxis, bikes and link to the town centre with a shuttle service, ideally electric or a tram. 3.Extend the Abbey gardens to include an adventure play area ( like high lodge Thetford) + a walking jogging circuit training fitness area.

Better cycling access and parking areas for bikes

Sort out the traffic. Dread to think what it's going to be like in future. Poor infrastructure

St Andrews Street should be pedestrianised between the Arc and the old town, this area is not policed so it is a free for all for any vehicle in any direction and is always really busy. It looks scruffy too and isn't very welcoming to people coming from the Arc to the old town. Also, it provides a haven for taxi drivers to tout illegally for business

More variety of shops

It would be fantastic if the town centre could become a car-free zone.

More Toilets available in town

One of the biggest complaints among ladies in particular is the small cramped Marks and Spencers. This store lets Bury down. The first and second floors are very claustrophobic and unpleasant for shopping, particularly in summer when it is also hot. Maybe separating the food into another building where it would be nearer to car parking would be the answer.

Short term parking (1/2 to 1 hour) is very expensive and deters use but Tuesday and Sunday morning very popular. Halve the price and double the use to present a busy and vibrant town centre. Ban the use of pavement space to increase "shop floor" area.

better signing for existing cycle routes (e.g. one which comes in behind guildhall feoffment school which is lovely but I didn't know existed for a while!!!)

More live events (music, arts, festivals). A Book festival and a Buskers Festival (similar to Halifax Nova Scotia).

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

I think we need toilets in the middle of town. I have colitis and when shopping in town have to decide whether to walk to the Ark or down Abbeygate street to the cathedral. I have arthritis in both knees and walk with a stick. I have spoken to many people (including people visiting) and they feel the same way. I also think there should be more seats in the town and especially in the Ark where there is only two seats. I think the Ark should have more trees. What about cherry trees which would look lovely in the spring. I feel it is too bare.

Pay on exit car-parking so visitors don't need to hurry back to their cars when the time on their pay-and-display ticket has expired Cheaper Sunday parking More seating in The Arc - potentially at the rear of Next, Clarks, Monsoon, Byron etc.

More trees and green spaces. Town centre is full of hard surfaces and hard angles

With the endless reductions in public sector budgets it is increasingly difficult to maintain the street enhancements already achieved. Protecting these should be the focus before looking a further enhancements. Events such as the Christmas Fayre draw people to the town from further afield who may then return at other times. Other events dedicated to different themes, such as the mooted Literary Festival might do the same. I'm not convinced children and young people are well served by the town centre and more events aimed at them is another possibility.

More live music for younger people at the apex. Norwich UEA / Waterfront / Epic studios etc all vastly out perform the apex. Take a look at the bands and acts they put on to give you some inspiration. Who ever books acts for the apex needs to gee up!

Less reliance on high street chains. It's sad to see the Arc and a majority of restaurants opening are chains. It doesn't give Bury anything to distinguish itself as a place for eating that makes it stand out from any other town. Parking prices are too high across the whole of town and the lack of quick spot parking near the town centre makes it less enticing to pop into town quickly to pop to a shop or the market as it can takes too long to find a parking space. This is the same in the evenings. It can take doing circuits for 20 minutes to find a spot in town.

This is a questionnaire based on an appallingly verbose set of documents. No doubt to put up their prices the consultants felt the need to say everything three times. This question is about key issues but you can't have key issues unless you have a vision of what you want the town to be like. Otherwise, the issues are pretty meaningless. Everybody wants all of these things and no one is likely to say any of them are rubbish. There is not one that says preserving and building on the historic market town is what matters most or creating a place that people like to use. There is nothing to suggest that shopping centres in 2031 might need to be significantly different from shopping centres today given the rise of online shopping and out-of-town shopping. I think a bit of imagination here would have been really useful. What is my vision? An old market town centre where people like to walk and shop, with lots more residential use and the development of residential flats above existing shops, connected by a wide walkway and easy access to the modern end of the shopping centre around the Arc. I think that covers it rather better than all this flatulence!

Make the centre of town a vehicle free zone.

I am working on a project to provide a multiple services enterpriser- nd wellbeing venue for young people and there is a current lack of suitable buildings. So i am very interested in spaces near to the town centre that may be developed with a new build for this venue

I do think that cyclists need to adhere to the cycle lanes etc, as they are a danger to pedestrians all around BurySt Edmunds.

In line with major cities, look at air pollution. A major cause of air pollution is traffic congestion. Causes of traffic congestion includes: 1. Over complicated and unnecessary traffic management schemes - the one way system around Robert Boby Way and Kings Road. The lights control pedestrian crossing on parkway that changes for pedestrian crossing to frequently - should be longer between changes, 2. Illegal parking - in loading bays in St Andrews Street, St John's Street, The Traverse, Whiting Street and Hatter Street causing delivery vehicles to stop in the road, bring traffic to a stand still. Parking in bus stops on feeder and non-town centre roads creates similar problems. 3. Car Parks need to be prioritised. Ram Meadow is a poor location because there are no good routes to it. The brownfield site to the west of Tayfen Road could have been a much better site.

## Phase 1

**Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?**

Rethink parking. Pay on exit, 4 hours is not enough for a day shopping/eating/and other activities . Zone A Permit Parking, is often full, and should be extended to 9 - 5pm. We find people lost in our area trying to find the way from or to the Railway Station. Ditto for Bus Station. Visitors love the Abbey Gardens, and our Bury in Bloom. Maps in a few streets with "you are here" would be helpful, they work well in Ipswich. Signage to long stay car parks should be better.

Central area should ensure engines are turned on on stationary vehicles, e.g.delivery vans, cars waiting for passangers

St Andrews Street ( Between the Grapes Pub & Kings Road )

1 - Install Raising bollards at iether end, only let Bus's and Taxi's to use this area, Arc Concert dates to be built in, could be run by Arc staff . 2 - Ban all delivery's by any form of transport between the hours of Sam and 6pm 3 - Ban all cars using this short cut, by installing perminent CCTV cameras at either end, fine anyone who breaks this offence with a hefty fine. 4 - Complete resurface and upgrade of the complete area, at the moment this is a disgrace due to over use and bad drivers. 5 - Make Zebra crossings at 2 areas between the Arc and the back of Boots and the back of the old Post Office. 6 - Build enclosures to hide all dustbins. 7 - Totally Clean the two bus shelters on a regular basis, these are becoming a health risk, due to food, butt ends and other rubbish 8 - Install the two damaged trees and add more features to make the Arc Area more interesting and user friendly . Angel Hill, Mustow St and Eastgate St, Cobbled areas. 1 - Complete overhaul of areas, relaying of all cobbles and replacement of all Tarmac areas that have become a quick fix. 2 - 20 mph speed limit for hole area. Recently some friends of mine from Australia visited Bury for a few days and commented to me on how tatty the Town Centre and Angel Hill looked, saying that it lacked a Buzz feeling , with to many cars, to many Coffee houses and a cheap look in certain areas. Eastgate Street, Hollow Road and Eastern Way, 1 - Complete Double Yellow Lines everywhere, to many drivers are now parking in these areas and clogging up the hole area, it will only get worse when more houses are built at Moreton Hall. 2 - Move Bury Town Football Club out of Ram Meadow, and up to the Moreton Hall. 3 - Build a large Multi-Storey Car Park on Ram Meadow, for more than 3000 cars 4 - More Council Wardens to patrol these areas Bus Station 1 - Needs a complete overhaul, shelters are filthy and tatty, they could do with cleaning now and then 2 - Complete ban on Smoking in the whole area, to many times people who tell some one off are subjected to verbal abuse 3 - Ban the local gangs of Drunks and Druggies who are always present, this gives the area a drop out look.

Making better use of the train station route into town is a key to opening up a new approach to the heart of the old town . In addition by making the access to the new shopping area will encourage a better use of the train with hopefully more services being run. A lot of land is available to greatly enhance this part of the town without affecting the residential housing that already exists. We do not necessarily need lots of apartments but eating/drinking outlets with some mixed retail would open up this area along with better/safer footways and crossings. The round a bout outside the Beer House is a dangerous crossing point but the most direct route into town on foot from the station and a way to access one of the key approaches to the town.

Enforce illegal Car Parking on single & double Yellow Lines in St Andrews Street South & other areas

Reduce the number of charity shops qnd phone shops in the town. Many friends travel to Ca.[!|bridge and Norwich simply because Bury town centre just lacks variety of shops, and it seems to be getting worse . We also seem to have an over-abundance of restaurants for the size of the town. Increasing the rates for smaller shops is a very bad idea. 7 days a week Park & Ride. Getting in and out of the town, particularly during rush hour, is very frustrating . A free park and ride to be used by people working in town or at West Suffolk Hospital, as well as shoppers , would encourage less traffic . Reduce the size of the roundabout at the junction of the Parkway and Kings Road. There is just not enough room for two lanes to travel safely around it. Evidenced by the number of collisions and damaged railings and signs. Taking about 3ft off the radius would allow for two lanes. Create a southern by-pass for traffic coming from Sudbury and Haverhill to the A14, similar to that created to the north of the town.. The number of heavy lorries negotiating the double mini roundabout on Westgate Street is getting ridiculous. Traffic is currently using the Southgate Green roundabout. Combined with the traffic coming from the hospital road, and the town via Southgate Street, then all getting stuck along the bottleneck (with pedestrian crossings) in front of the BP station, brings commuting during the rush hour to a virtual standstill. With the increase in housing at Moreton Hall, this route is only going to get worse . The Parkway was never intended to be a ring road, as each end puts drivers in a bottleneck. Create a better car park for the rail station.

An array of colourful benches in and the town. People want to sit and watch the goings on, not anywhere apart from a few to sit comfortably and wait.

## **Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?**

Need a larger venue to attract bigger named artists and cult bands. The BSE Festival needs to cater for different tastes in music, it's the same each year with an overdose of Jazz and blues and nothing original.

allowing more outdoor seating for cafes/restaurants and using Angel Hill for this and not an unsightly car park

less charity shops in the center

Bury per head of population has a higher ratio of car parking to neighbouring towns. With V2031 and planning for growth of another 5900 homes x 2.7 persons/household = 15930 then an attraction for Bury is the ease to park, bar the Christmas Fair Days. This aspect should not be overlooked and if necessary provide on busy shopping days support to park and ride. There is a need for a multi-storey car park in the east of the historic core of Bury. Consider the removal of Drive Car Dealership and the surrounding area to promote economic growth

Better routes for people with Learning disabilities.. maybe with easy read signs. Identify safe road crossing points and show where they are with signs

Less traffic, Park&Ride Facilities,

Offering safe routes with user friendly signposts to support people with learning disabilities and mobility issues To ensure that there is disability access into shops

Enforce laws on parking on double yellow lines and pavements. Selfish parking makes it very difficult for cyclists and pedestrians to get about.

The roads need improving as the morning and evening rush hours are so busy in Bury. To get across town from Moreton Hall can take me up to 30 mins in the morning. It would be great to see the main town centre have more shops in it as Bury is a growing town and I am sure retailers would take the opportunity to open up business as there are plenty of customers. Maybe the town centre needs modernising a little, whilst keeping the heritage of the town. As geographically the arc and the main town centre are so close but there seems to be such a divide. Signs to the town centre from the arc may be helpful for visitors as there is not an obvious walkway, just 2 narrow lanes between shops. Maybe the walkways from the Arc to the town should be modernised and brightened up to make them appealing. A decent nightclub in the town centre is needed. We have so many lovely restaurants, pubs and bars but a main large nightclub is missing in Bury.

It Is hard to disagree with any of they key issues, they are all common sense.

Quirky places are more interesting recognise the importance of promoting the Arts and the joys of reading/ literature

We need more attractions for tourists other than shops. We have lost two major museums in the last few years. That is the clock museum and the Manor House.

Deal with traffic and parking issues as a priority

The traffic in town during school term time is far too much in the mornings and mid afternoon. The coritrast when it is school holidays could not be overstated. Whether it is children attending schools out of catchment and having to travel further, parents not willing to lift share or lack of public transport to get to schools, the pressure on traffic and therefore commuters in the mornings is too great. With a lot of residential areas expanding and new ones being created, new schools will be required or as demographics change, some of the existing ones need to be relocated.

As above

It all comes down to what we can afford. The town centre is looking 'scruffy'. Most shop fronts look like something out of the 1950's or 60's. Lets try and enhance the look of our town centre - a more consistent colour scheme, use of awnings to provide a nicer look, repairing pavements to make the area safer. Another enhancement would be the strategic placement of trees; remove half a dozen parking spaces and plant trees. We have got to solve the problem of cars in the town centre, park and ride is the obvious is the solution. The town simply cannot continue to grow without a comprehensive plan for cars and their parking. New housing is being constructed without adequate provision for modern family use of motor vehicles, as a result more and more vehicles are being parked on the streets, often illegally. You cant continue to build more housing in, or close to the town centre when there is simply no spaces for parking.

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

A very practical idea - Please can we have public toilets in the centre of town, not just abbey gardens and the arc. Always lots of moans from ladies queuing at M&S etc. Cornhill would be ideal and good disabled access.

A long term vision needs to be agreed that does not preclude future expansion as a result of shore term needs

Take away the cars Make it easy to access for the most disadvantaged/low incomes/ poorest of our local community. No more traffic within central grid, we will corrode the fabric and history of this town otherwise. I wish for easier access - walking, pathways, cyclists.

I love my town but I would dearly love to see the flag of St Edmund flying and more attention given to history. The Magna Carta and St Edmund Patron Saint of England. I would love to see more posters at bus and rail stations letting people know what a great town we are.

Get rid of shared path/cycle lanes, as unless they are very wide and clearly marked, they don't work. Pedestrians always look surprised to see cyclists using a shared cycle/footpath lane - even if it is marked! They don't look out for cyclists, so we might as well both walk, or cycle fast with the traffic.

Have a public bus service that actually serves the public. Some services don't start until 9.30am and finish by 5.15pm - how are we supposed to get into town before these times, if we don't have access to a car. You cannot encourage people to leave the car behind, if there is no alternative.

Pedestrianise the town centre, market square and shopping areas.

Traffic management to ensure you can get across town easily, at a good time I can get from Moreton Hall to Asda in just over 5 mins. On a bad run at peak time this can be half an hour or more - surely something can be done to ease this?

Many families live in and visit the Abbey Gardens. I think this is a missed opportunity to encourage families to visit the town. The play area is poor compared to other towns of a similar size. The Abbey Gardens are a beautiful place to visit and children of all ages love a play area that the parents feel safe using. The current facilities are not enough for a town of this size with a central play area and the facilities are only suitable for children up to the age of 7. My daughter is 9 and no longer wants to go to the park as the facilities available are not suitable for her age group, this is a great shame when we have a beautiful green space within our town centre.

Relieve the congestion, especially by providing affordable parking and buses that run to regular timetables.

I think that the town centre should be for general public access and not include much housing development. Such housing as there is should be aimed at less able non car owning people who cannot walk very far thus allowing them to enjoy the town centre as well as everyone else. There are plenty of places outside the town centre where 'normal' housing should be placed. My wife and I moved here less than 2 years ago because we thought that the town was excellent the way it is now. We hope that future 'development' will not turn into future 'ruination' as it is doing in Cambridge. Keeping the 2 halves of the town centre (the old and the new) reasonably separate may not be a bad thing. The half of the street which divides the Arc from the older town (St Andrews Street South) from say King's Road down to Risbygate needs tidying up as it is the one blot on the landscape separating the two halves of town. If that area was made more inviting looking with more shops perhaps and also styled in the manner of the Arc itself, I think that that would bring the two halves of the town centre together more and look more deliberate rather than 'accidental' as it does at present.

Stop All Parking Along The Buttermarket Apart From Disabled, Taxi Or Deliveries, I Think Its A Miracle That A Pedestrian Hasn't Been Hit Already, & No I Don't Think You Should Put In Pedestrian Crossings, Look At The Two On Market Hill In Sudbury They Just Cause Pollution, And Traffic To Back Up, There's Parking Behind The ARC & In Front Of Cathedral, People Can Walk, Take Out The Parking That's There And Put In Planting And Seating Instead, There's Already Several Restaurants In The Town Centre, Like Harriets, Bills & Starbucks That Put Tables Out On The Paths, Let Them Increase These Spaces, You'd Get Your Cafe Culture.

More consideration should be given to pedestrians with mobility problems. As a guide dog user, I find it increasingly hard to get round town because of pavement parking. St Johns Street is a serious example of this - the amount of cars parked on the pavement make it a stressful place to go, which means it's best avoided. And that's bad for business.

I would like to see Abbeygate Street pedestrianized.

free parking

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

The town is quiet during some weekdays. It would be a good idea to extend the "Free after Three" idea to Mondays and Thursdays too. It does encourage more people into the town. St Johns Street and some of the side streets have some lovely and interesting shops but don't have the footfall - especially from those outside the area. This could be encouraged somehow? PLEASE PLEASE PLEASE do something about the little shopping Mall - the Cornhill (?) stuck in a little corner - haven't been there for ages - could it be taken over by a large concern like Primark who could make brilliant use of the space - we very rarely go there as it is boring and uninspired. I don't think I have bought anything there for at least 5 years. Its a shame because its an attractive venue and a total waste of space.

Extend pedestrian areas and limit access for supply vehicles to before 7am.

Cut down tree outside Moyses Hall so the clock can be seen Make more all day parking spaces behind bus station and not just increase prices to encourage people to come to the town for the day

Make a cycle and walking route along the river into Ickworth Park - enhance activity and improve safety Traffic lights at St Andrews St South could be more efficient - reduce congestion and pollution

I think the Market Square should be partially pedestrianised - from the War Memorial to Thornton's cafe, Superdrug and Moyses Hall. This area could be a lovely outdoor area in the summer months - flowers beds and trees - with cafes (Thornton's, Adnam's) allowed to have outdoor seating. Traffic could still travel through along the existing road. Yes parking spaces will be lost but would create a much nicer central area to Bury. It would also make the War Memorial more accessible for those wishing to pay their respects.

Ensure that the essential nature of a traditional market town is not lost through overzealous application of "new and ideas" that do not stand the test of time.

The main routes/junctions into town are often clogged up - improving access would be good. To continue to preserve the market town feel of the town, whilst attracting new businesses. Relocation of the hospital to A14 site, attracting a large department store (John Lewis) to the hospital site.

Allowing change of use from retail to residential with the medieval grid where competition from the arc and other retail formats (i.e. internet based shopping) has reunited traditional retail premises non-viable.

Ensure adequate policing and/or effective stewarding - to make sure people feel safe.

Have more diverse bands / performances at the Apex, use the space to hold conventions like comic cons or farmers markets e.g. Traffic and parking is always a problem during the mornings and evenings in Bury, parking during the weekend or summer can be a nightmare.

Develop 'flow' from train station into town (signed walkways) Bus station to be higher profile More parking at the entry to town in A134 area

Paths in car parks - risk of danger to people

Have some consistency with new builds and let things merge together. Whoever decided that the arc should be completely separated to the rest of the town must be mad. Nothing flows. Look at parkway, eyesore havebury housing. Eyesore of a cinema then a lovely looking building in handlesbanken

The only decent walk way from the arc is down by Boots and Sneezums. The rest are rather dirty and disgusting.

Please make the roadway between the Arc and the town centre a safer place for pedestrians. Erect bigger signs prohibiting private cars AND taxis from using it as a thoroughfare. What about installing rise up bollards in the road so only local buses and delivery vehicles can access it? Ensure delivery vehicles have unloaded by 10.00 am or done after 5.00 pm.

Get rid of "loading and unloading Only" spaces, eg opposite Bury Free Press offices and all up to one hour parking, do this in all town centre parking bays for loading. Reduce parking charges, it just puts people off shopping in town, who benefits from that. Make the WSH build a Multi story car park for staff and dont charge, they will just continue to block up local streets otherwise. Treat locals with same priority as Tourists. Free parking on Sunday Mornings, to assist Church Attendance. DO NOT WASTE MONEY ON STAINLESS STEEL TREES, not a single person I know reckons that was a good use of money. Enforce RESTRICTIONS ON ROAD BETWEEN ARC and TOWN ( rear of apex ). It is so often ignored. Traffic Control at roundabout at top of Cullum road, especially at rush hour, to equal out priority between Cullum Rd and Hardwick Lane



## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Better control of parking i.e. More ticketing of cars parked wrongly in resident only zones. Dispersal of groups of youths. Get MacDonalds to get their staff to pick up their fast food wrappers from the streets

Is it feasible to make the centre a car free zone with parking on the outskirts of town but easily accessed by walkways? (giving due consideration to those who are not fully mobile. Perhaps out of town parking with small shuttle buses would free up the centre. I would be happy to pay a small amount for this kind of service.

Build local communities who can then contribute to the whole

Public Toilets .....in centre of town, please

There is at present far too much through traffic passing through the town centre and historic grid of streets, much of it unnecessary. This detracts from a stroll in the town centre and makes it difficult for visitors to appreciate the beauty and character of the town centre.

A more cohesive plan of maintenance for all paved areas, not the badly supported current miss mash, broken cobbled areas, poorly maintained York stone, badly broken areas of St Andrews street south, lack of enforcement of current parking laws. Its pointless putting yellow dots on broken areas if equally badly broken items are a few feet away, seems a total lack of integrated thinking. Consider banning large trailer trucks delivering from ?am to ?pm. Making trucks use the streets that can take the loads, not just roaming around willy nilly

More public toilets for the disabled

a permanant market, maybe on the angel hill.

Have just returned from a visit to Blackburn in Lancashire. It has alot of useful ideas we could bring to out town.

Remove all parking from the town square. Remove all parking from towncentre roads except for taxis and disabled. Request shops and other businesses in town centre roads to keep their trade waste disposal bins out of sight. Develop the town square into a place of beauty - a pedestrianised area with trees and seating, perhaps a fountain or central clock and pavement cafes. A place where people can enjoy walking and meeting friends. Develop the road between the Arc and the old town by opening up/tidying up the backs of the shops lining this road, planting trees and flower containers , pedestrianising the road apart from buses and taxis.

Safe and direct pedestrian link to town centre from train station needs to be established. There is no safe way to cross the busy Tayfen road, have to rely on vehicles stopping to give way , as there is no crossing. Need to have either a foot bridge or pelican crossing installed at or just west of the roundabout at bottom of station hill as this the the way most pedestrians walk to and from the the train station . ie via St Johns Street or St Andrews St North.

Primark!

Stop the short stay option at the multi storey car park. Encourage shops to trade later- until 8pm

To provide cheaper short stay parking for when you need to just pop into town to do a few jobs . Free parking on Tuesdays after 3pm is great but it gets very busy, maybe extend this to another day also?

Make a feature of the "gates" into town. Move the sugar factory!

More walkways, less cars.

More housing in town centre. Increased pedestrianisation of town centre. Park and ride on market days to reduce traffic congestion. Enhance Angel Hill as piazza by closing to through traffic and thus allowing fully pedestrianised link from the Abbey Gardens through to the Arc shopping centre. Clearly marked and safe cycle routes.(Cycle lanes at present are not consistent, often petering out or directing to busy roads alongside heavy traffic). Specific side roads could be designated for bicycles only.

More living areas in the town centre Pedestrianisation of the whole of the town centre park and ride on market days Blocking off of Angel Square for through traffic and developing the area as a tourist feature with through pedestrian link from the Abbey Park to the Arc Safer cycle routes (Cycle routes, at present, not consistent, often petering out or they are directed to busy roads alongside heavy traffic .

Specific side roads could be designated for cycling only)

Clearer speed limit signs in the buttermarket/abbeygate street area - 10 or 15 would be a good idea

More seating and green spaces , less access for cars

Park and ride would be good

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Cheaper car parking in the town centre.

Providing decent toilet facilities in main car parks around the town. Providing seating areas both outside and inside larger shops.

Keeping the streets clean and providing more on street bins, especially along Risbygate street where students walk (this area has got really scruffy recently).

Make sure that 17-18 Cornhill, the old Crown Post Office is preserved. Maybe the tourist information office could be housed there.

as a lateral thought it could be good to make BSE 'Pet Friendly' as it has many advantages ...there are health and social benefits, pets are social catalysts and people could linger longer.... Parking is an issue: better to pay on exit with option of cash or cards as in Cambridge so that people aren't limiting their time and rushing back

1. Park and ride services to be available from Moreton Hall area 2. Bus service for school children who are otherwise driven into town causing traffic congestion at peak times.

More long term parking

Needs more bars/social places for younger people. Bury seems to focus on their older demographic more than us in their 20's, we do exist! Unfortunately Bury lacks any sort of vibrancy in the evenings and we have to go to Cambridge or Norwich instead.

Speeding cars at back of boots in St Andrews Street.

More locally owned stalls, bigger farmer markets which I love going round. More Fayres like the Christmas Fayre perhaps during the summer months.

Discourage down and outs from begging in the old town - Arc walkways.

St Andrews Street south, between the Arc and town centre needs radical re- development for the following reasons: 1. It is ugly, being the backs of shops on either side. 2. The night club on the corner is horrible, and a frightening place late at night. 3. It is used illegally by constant traffic, and dangerous .

Redevelopment of the empty Cornhill Walk Shopping Centre

remove the ex post office, the facade can be saved and rebuilt anywhere , then create a fantastic link between old and new bury, its what we were promised in the begining of the creation of the ARC . many of the buildings/shops in the market square appear empty and unkempt above ground level, maybe these could be turned into a useable space/offices/studios/flats etc.

A cycle route between the train station and the town centre

Slow down the amount of developments, too many going on at once

Ensure the Wednesday and Saturday Markets continue to provide for local people and are promoted as an additional attraction for visitors. An up-to-date market stall website would be good. The Market must continue as an open-air market in its current site. Moving to a covered market will not work - for it to thrive people need to move through the..market in the street on their way to other places, not be required to enter the market for that specific purpose. The Market must not become a 6 or 7 day a week market as this will eliminate the "special day for visiting ," spread the spending too thinly and the market will decline. Encourage shoppers to use independent shops as well as the chains. More information, signage, support for small retailers in areas such as St Johns Street.

Dant whatever you do consider building another shopping centre. The Arc is fine I guess although I never go there as the attraction of Bury are the individual shops.

Whatever you do, leave the modern crap to the Apex , and don't ruin the town centre with horrible modern architecture.

Maintain and enhance the unique charm - not just another town centre

Enhance St Andrews Street North from old gas works to the bus station . Place an architectural hotel on Tayfern Road to compliment the historic and architectural beauty of Bury. A hotel here would allow easy access to the town and the railway station. and will blend in with the re development of the railway station area. Don't miss this opportunity/

Permanent market such as that in Norwich, in recent years parts of the market appear to look more like a bring and buy.

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

LET'S HAVE NO MORE 'EMPTY' SHOPS ! NO MORE 'CHEAP' POPUPS AS A RESIDENT LIVING IN THE CENTRE OF BURY I FEEL VERY STRONGLY ABOUT RESIDENTS PARKING - THERE ISN'T ENOUGH ! STOP PEOPLE USING PERMITS FOR THEIR WORK !

I understand that I have ticked most of the boxes above but my reason for this is that this should be done from a sustainability point of view, as for Bury St Edmunds to achieve this then as the tourism increases then so will the economy of the area, however, the environment impacts should be considered such as locals will expect better road access along with preserving the environment then this should keep some of the cultural aspects of Bury St Edmunds as well as allow for development within these areas, such as Bury St Edmunds is known for its independent shops well as its high street shops, however, if offering shops of St John's Street more stalls outside their shops then will see more local independent shops gain an increased income which can see gain more people on board with the master plan of Bury.

1. Provide the link between the Arc and Shopping centre. Purchase the old post office using money from developers and create a decent link. This should have been done at the start! 2. Sort out the paving in existing areas. 3. Make St. Andrews Street North an attractive area. 4. Re-instate staff at the Bus Station to make people feel welcome.

By not expanding to accommodate a larger community. Bury is a friendly and attractive town expansion will only bring morale down because of overcrowding and loss of identity.

I live within the Grid in Church Row. It suffers from a common problem – lack of resident parking spaces and regular parking on the yellow line by visitors to the town as well as permit holders who can't find a space. Pressure for spaces has increased as older home owners are replaced by young couples and families. We also have to contend with visitors to the local pub and restaurant. It is a regular problem that trucks can't get past parked cars in the narrow end of Church Row. They hoot for ages, and then have to back out and go round. The trash trucks occasionally have to back all the way up Church Row because they can't get through. I would like to see some more resident spaces introduced in the wider part of the street and more regular monitoring of the permit spaces. I have also made this point to the Police and requested more regular checks on illegal parking. To reduce the pressure of visitor parking, as well as general traffic, a Park and Ride scheme would make a big difference. Late night revellers are the other problem. High spirits are one thing, but we get seriously drunk people in the church yard and street hanging around. These houses have no cavity wall insulation, so the noise is very intrusive and upsetting for all of us.

More pedestrianisation is the answer. Abbeygate Street, The Buttermarket & Cornhill should be permanently closed to vehicles other than service vehicles, bicycles, & mobility scooters. Half of The Angel Hill (the half between Abbeygate Street & the Athenaeum) should cease to be a car park & used as an open area with some seating & possibly a regular craft market could be encouraged. Cycle routes from the outskirts of town into the centre need to be dramatically improved with secure cycle parking in the town centre. To compensate for less car parking in the town centre there needs to be more out of town parking with regular cheap public transport (preferably electric) into the town centre. I believe these measures would make the town centre a much more pleasant environment for residents, visitors & help preserve the historic character of Bury.

Some cycle sheds, toilets in the centre of town near to the Market Square

More CCTV. More foot patrol officers. Better public toilet facilities. Longer opening times for the bus station and better facilities. Stricter controls on the traffic on the road outside the arc (it is dangerous)

We need lots more edge of town parking and better traffic flow through town for getting around by car.

A problem already besetting the town centre is the volume of traffic both entering and seeking to park in the heart of the town, this will become an increasing difficulty as housing on the periphery of Bury St. Edmunds is extended; comments on the possible alleviations of the problem follow in the appropriate sections of the questionnaire [see especially 34 page 15].

Open the Bus information office again. The digital signs cannot answer visitors' questions. Public transport into the centre of town on congestion especially at peak times. Later buses please.

Reduce parking prices or leave pay on exit.

Improve the connection between the arc and Cornhill by fulfilling the original 'promise' and creating an open space where the ghastly bookmaker and beauty salon now stands.

Make the town center pedestrian only. Reduce all speed limits to 20mph within Bury St Edmunds, and enforce it. Create cycle routes with physical barriers between cars & cycles.

## Phase 1

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

There is trend to develop at satellite site with little thought about a combined entity. The "new town" concept was not taken advantage of, but it is essential that the separate sites are thought through as a whole.

Cleaner pavements Level pavements Front of 'Poundland' Homeless 'evicted' from inside bus station  
Cultural facilities aimed at the younger generation.

I feel that there are not enough, if any, public toilets available for the elderly, disabled and young families. I know for a fact that several families, young and old, are put off of coming to the old town because they are unable to find a toilet quick enough. Also I think the parking cost is way too high and puts people off of coming because they don't want to pay a fortune just for maybe a few hours. Perhaps a park and ride would be useful all year round and not just for the Christmas Fayre.

Better integration of the education facilities in town with town centre and getting pupils around various locations without using cars. perhaps need to consider highways issues outside the confines of SCC, do not see lined up with our borough council (re SCC proposals to tarmac all pavements)

Good quality housing for local shop workers i.e. flats above shops. Encouraging small businesses without punitive rates demands bigger corporations to share the load more equally. Public seating is in short supply. Appalling lack of public conveniences. Poor condition of paved areas i.e. Abbeygate Street. Proper through roads for traffic to avoid congestions. Post Office and Public Services. Proper tourist information centre.

As I work in the town center, I do find that at lunch times, the volume of traffic that comes in is very high and no vehicle tends to allow any pedestrians to cross presumably because they are only there for 1 hour maximum. Although a very big ask, but feel the whole of the town center should be a no go zone for cars permanently.

Ensure that the black metal signs pointing to places of interest are not interfered with and therefore point the wrong way! Plant trees along St Andrews (South) behind the Arc to the line that street with greenery. They could be in huge pots.

It is time that the Council accepted, and planned for the fact, that the car is part of all our lives and this will not change. With the addition of 5000+ houses around BSE this will give, at a very conservative estimate, 10,000 more cars. More parking is essential and, in particular, long term parking, a lot of which needs to be in easy access of the train and bus stations. In view of the extra 5000 + houses, the BC needs to consider re-instating the bus station to a PROPER bus station. The last alteration has been an expensive fiasco - not a person on duty to deal with passenger queries, the installation of a cafe which was soon closed and the construction of a shop which has failed to be occupied.

The town centre needs to be vibrant for all sectors of the community. That includes residential occupiers, business users, visitors, shoppers etc. Residents (C3 Uses) must be taken in to consideration in respect of planning uses vehicular access etc but not at the expense of diverse town centre we will need to keep our town vibrant. The local businesses need to be able to function with as little constraint as possible so need deliveries access to car parking and public transport. Business should have rights to permit parking - day time only perhaps?

I would like to pay tribute to all those connected to Bid4Bury and our Bury St. Edmunds. they have worked hard over the past few years and I have noticed improvements continuing. When you look at other towns which are struggling, we can be proud, but cannot let our guard down.

I FEEL LIKE THE IRISHMAN WHO WHEN ASKED FOR DIRECTION STARTS OFF BY SAYING I WOULD NOT START FROM HERE. TO ANSWER THE QUESTION ABOVE I WOULD SUGGEST THAT YOU HAVE A SURVEY OF THE PUBLIC THAT ASKES THEM WHAT THEIR PRIORITIES ARE AND ENSURES THAT YOU GET A REAL INDICATION OF THOSE PRIORITIES BY, FOR EXAMPLE, RESTRICTING THE NUMBER OF BOXED YOU CAN TICK TO SAY 5. ALL THE ABOVE ARE DESIREABLE AND IF YOU ALLOW THE PUBLIC TO TICK EVERY BOX THATS WHAT LARGE NUMBERS OF PEOPLE WILL DO - SO WHATS THE POINT I.E. YOU DO NOT GET ANYWHERE IN YOUR STATED AIM OF FINDING OUT WHAT THE PUBLIC PRIORITIES REALLY ARE.

The need to build another multi story car park, the town is already full at the weekend, with all the extra housing going on around the town this has to be a top priority, else trade will go else where

For Shopping more locally produced products and stalls for local stuff. A fair for the summer fair like the xmas one but for local products and shop owners

More outside seating in cafes and pubs. **Page 144**

## Phase 1

**Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?**

All shops made to have disabled access or a ramp. More drop kerbs and zebra crossing at top of Risbygate street. Motorists who persist in parking over existing drop kerbs, penalised more car parking will be needed soon.

Better parking. More parking near town centre. More long-term parking. More free parking afternoons. Like free after 3 on Tuesdays.

I know space is limited, but it would be nice to have more green spaces to sit within town. I enjoy going to market every Saturday and sometimes I like to sit and rest for a bit and just enjoy the scenery of our bustling market. I like to cycle into town sometimes, as well. Would be nice to have more cycling/footpaths outside of the town centre - taking you in. I really don't want to see the town grow any larger, and I'm worried about all these new houses and apartments going up. Especially near the train station. Would be nice to build a hotel near train station and NOT more housing.

Better access to London - e.g. direct trains and coaches (which now take nearly 4 hrs and returns after the streetlights are turned off!) Better public transport, to other large towns too - e.g. Norwich!

Zoo, more Hotels, Better walkways

Please could the town centre streets be cleansed with soap and or detergent and water on a regular basis. Please could chewing gum be removed on a regular basis. Thank you. Visitors often don't return visit to a dirty town. This loss of revenue offsets the cost of cleansing.

With the medieval grid pattern it is hard to improve on it, but please protect thre original shop frontages and building fronts, this is part of the appeal of Bury to the Tourist. Please put in the plans for a real access to the ARC from the old town - my visitors have complained that we have two town centres, the old and the new. The tourist signs are excellent in pointing out where things are.

Car parking issues

More Leisure Activities and street events Better range of shops Better Rail Links Free Parking

Using Charter Square outside the Apex as a proper "Town Square" with benches and plants, not a car showroom as it is currently used as.

Restrict access of large lorries to the town centre. Assign set times of entry. Stop people from parking on single and yellow double lines - repaint lines to make them clearer (ie St Andrews Street South and Robert Baby Way)

We should learn from the mistakes of the Arc. I happened to visit Bath soon after the Arc was opened . They were doing a similar development but, whereas the Arc looks like a wild west town and is not in keeping with the town centre in either style or materials, Bath's new development was in keeping with the history of the city- no Debenham's futuristic blob or concrete pillars there. I travel the country and see many towns and cities. Although Bury needs to evolve, we should ensure we don't repeat the mistakes made elsewhere. Small infill developments, whether for housing or commerce, are better than expansive Moreton Hall type estates. We should not do a deal with one developer, who has more resources than the Town to challenge planning decisions, but with several smaller- and, ideally, local, ones.

Car parking is so expensive a reduction would encourage more visitors

Cut rates. Cut Rents. Free Parking.

Lower Rates to encourage more small independent shops. Lower car parking fees, to encourage more visitors. Instead of putting them up. As this only drives (No pun intended) more where people with brains have cheaper parking.

Currently we have two town centres! Locals go to one or the other tourists are just confused! They are separated by three funnels that smell of urine, do something.

bigger and cheaper car parks

1) Car Parking should be paid for upon exiting. 2) Reopen the bus station with a cafe and install more visiting coach areas. 3) Enhance the railway station with more waiting rooms a bigger cafe and more planters. 4) Provide a dedicated bus service to the bus station and town centre points, at frequent intervals, linked to the train timetable. 5) Signage for pedestrians leaving the bus station to pay the library and walk up St. John's street passed the specialist shops, towards the town centre. 6) much more and better cleaning of the bus station. 7) Police should crack down on people racing cars around the town centre in the evening. 8) Business rates should be kept low, together with rents, so that shops do not stay empty for too long.

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Providing more clarity online and on signage about disabled parking charges and including disabled parking symbols on town maps and the maps of local attractions. More availability for local people to display posters for local events. A complete rethink of the decision to stop manning the bus station. More Availability of bus timetables.

More parking especially for people that work in the centre of town i.e. long term parking (low cost!). Clamp down on cars parking on yellow lines, at functions etc. i.e. where they should not park - making road use unsafe and blocking pavements. More seats in shopping areas (for less able people to take a breath whilst shopping) . letting numbers of squirrels in bury gardens - becoming a nuisance. Sopping the Christmas fayre - All that live and work in bury hate the disruption to the town, speaking to local traders they get little extra business from it. If it does have to stay then concentrate on much more 'up market' sections and attractions , danger of turning in to a downmarket event.

I think the limited access caused by the Christmas market needs to be addressed. It is a wonderful event but the impact on traffic in the town is unnecessary.

To have a water park in the abbey gardens to play. To have shops like Primark and CEF. To make the pavements safe to walk on.

More Indian takeaways . Thank you.

Revitalise Brentgovel street including Cornhill walk .

Less eateries/ Coffee shops etc. more variousness to properties to bring a bigger mix of people from other town centres! A large department store, to compete with Debenhams, to encourage competition .

Yes Cornhill walk I feel be should be taken over by a large company and the building used as one retail outlet e.g. John Lewis. This would be a major assist to the town. The road between the Arc and rear of boots is still an eyesore sadly. It is the one area of the town centre that really lets BSE down.

Have free parking after 3pm every Thursday as well as Tuesday.

better sitting space, allowing cafe and restaurants to have terraces, lower rates to encourage independent shops

Provide more facilities for young people - the population appears primarily middle aged and older (look at the photos chosen to discuss the master plan)

Cornhill Walk needs to be utilised it looks derelict

Strongly support independent businesses and market

To encourage people out of the car you need have public transport more affordable and running from ALL estates to town in time for work. Also to the hospital to enable hospital staff to not use the car. We need a super multi-storey car park.

Encourage individuality with independent traders, we do not need to be a mini Cambridge/Ipswich/Norwich clone

Take the politics out of planning. Encourage the silent majority to express its self.

All the above cover comprehensively what is needed to enhance Bury St Edmunds town centre. However, some aspects of transport movement around key areas seem to us to be a problem which may need addressing as follows. The area of Abbeygate Street is open after 5.p.m. and even before then there appear to be times when vehicles are parked on the pavements . As this is a vibrant, lively area into the evening, particularly for young people, this appears to be dangerous not least because of speeding vehicles into Angel Hill. Traffic entering Angel Hill from both directions , where there is a 20mph zone, often ignore this sign, maybe a signage, particularly from Mustow Street needs to be in place before entering this zone. Perhaps these issues need to be taken into account when the question of transport movement around this area is raised.

Sort out the NIMBYs

Stop Coaches and Lorries entering the Town Centre around the Angle Hill area.

Try and encourage better use of outdoor cafe society, especially within the Apex square area, instead of using for motor vehicle showroom displays. There is never enough seats for taking a break in the sunshine (when it's out) to enjoy a coffee or ice cream. Would suggest also that greater pride is taken by the likes of Costa Coffee to keep the area around its premises clean and tidy . Appreciate it does get very busy there, but more could be done to make it more conducive to taking a coffee outside.

if there is a plan from a developer, follow it through and do not let them off from not completing it. the walk ways between town and arc were not done as the plans

## Phase 1

**Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?**

Many evenings in the streets there are too many cars speeding around the town.

Improving the appearance of the walkways between the Cornhill and the Arc shopping centre. Pedestrianise, Cornhill, Buttermarket, Traverse and St Andrews Street and then develop street cafe's with out door seating.

It is very important to include TOILETS WITHIN THE TOWN CENTRE elderly and disabled people should be considered as top priority to be allowed this. Buses should not be allowed in the area between the town centre and the arc, it is far to dangerous for people crossing between those two places.

Not yet!

Keep bespoke shopping .

Please prioritise improving the links between the arc shopping centre and the old town

Be bold and introduce wider permanent pedestrian areas

I appreciate the independent shops are how you market the town as "unique" but the people that live here would appreciate some well known branded shops

Better signage around the town, taken from the idea of 'Legible London'

Bury St Edmunds needs a park and ride system as the problems with parking and congestion are getting worse and even putting up the car parking charges doesn't seem to reduce the amount of people wanting to park in the town centre.

Indoor, all-year round water park Cycle path Coffee shops that are open in the evenings (after 5.30pm) Bigger and better play areas

If cars did not come all the way into the centre because it would cause traffic and it would be better for pedestrians if there were no cars

Better signage for visitors to Bury. It is rubbish at the moment. Improvement of the links between the arc and the old town centre. Public toilets in the old town centre to encourage visitors to stay. Maybe in the Cornhill? The whole area of station Hill is currently devoid of buildings, with the exception of the old Burlinghams Mill and the horrendous flats. The whole skyline from the railway station into the town centre is therefore completely different and is a blank canvas at the moment. I sincerely hope that a great deal of thought has been given to what the skyline will look like after it is developed. It is the first thing that visitors see coming out the station, or coming off the A14 towards town. It is the most important area to be developed at the moment and it's vital it is done right. No blocks of flats please!, we don't need a housing estate there! or a retail park!. Want to see plenty publicity ahead of planning applications for this area please. Don't think that more houses should be built in the Town centre - there are 6000 being built on the outskirts of Bury at the moment!. More housing will mean more vehicles and more traffic congestion, no matter how much or few parking places are provided. Access to the town centre by car should be discouraged which means that movement round the town between the current car parks needs to be improved. Public transport gets caught up in traffic jams too, so to encourage workers and residents to use more public transport , there needs to be a way of reducing congestion or at least to make public transport more attractive. Perhaps some key "bus only" access points to the centre, some bus only lanes?, and closing off some streets to cars?. I have commented on Abbey Gardens in 06. There should be no more commercial development in the Abbey Gardens other than what is there now. I do not think an entrance fee for the gardens should be introduced. The Tennis courts should be kept, but improved, with better signage to say how and where you can book the courts. ( unless it has changed from last summer , there isn't even a sign to say that they should be booked for a small fee). As an alternative to keeping all 3 courts, 2 could be kept and the other one could be converted into a basketball court?. I think this would be an excellent use of what is already down to tarmac. It would certainly improve the facilities in the Abbey gardens without any new buildings, it would make the Abbey Gardens more attractive to all ages (not just older people or those with toddlers) and it helps that the family orientated area is all in one area.

More affordable car parking

we put to much effort into letting the general public park in the centre of town. we need to prioritise pedestrian access rather than cars by making the town centre an area only for those needing to park next to their own property or access for shops or for blue badge owners. the council seems to spend a lot of money repairing pavements . by having no go areas for cars we can reduce damage to paths. there is also a large amount of the public that seems to think its ok to park on paths all over town. (especially large 4x4 's ) a town parking fine deterrent for all paths should be inforced.

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Don't think making the Post Office smaller was a good idea, with increasing population and difficult access for some people, and the closing of the Howard Estate one.

Much better links between arc and Cornhill. Enhance St Andrews St Sth as very ugly

Bury St Edmunds is a very special town that has a clear role as a sub regional centre but also as a tourism destination. To ensure that it continues to play these important roles we need to ensure that the characteristics that make it special are not eroded. It is also possible to make more of the fact that there are so many food and drink related businesses around the town. This could become the USP for the town maybe like Ludlow in Shropshire.

I proposed a traffic management strategy some 10/12 years ago which would have eradicated many of the current and future vehicle congestions for the town. This (then) idea was excluded as ludicrous and extreme. Maybe that should have been the way forward - it is still not too late to address if action can be taken.

Increase the width of the narrow links between old and new parts of the town. This has been discussed at length in the past but the narrow smelly alleys connecting the areas are an embarrassment to the beautiful town and do not assist in creating an all inclusive 'centre'

Bury needs to preserve the city centre that has been home to the residents for the last 1,000 years. Although parking is an issue, it would spoil the town to encourage increased traffic. However, without new shops and dining facilities people in surrounding villages may decide to go to Newmarket or Cambridge and the revenue to Bury would be lost. If there was a free 'trolley' that could provide transport from a car park located on the outskirts I believe that would alleviate some of the concerns for those residents that cannot walk a long distance.

, more visible policing presence in town centre all day to also curb youth asb and street drinkers/drug users

Car parking on the Honey Hill side of town.

A better link between the old and new parts of the town. I have often spoken to visitors in one or the other 'sections' of town who don't know the other section exists.

More outdoor seating. The Arc central square is a barren mess, filled with cars for sale and cheap stalls. Trees in planters and more attractive benches, arranged in such a way as to break the space up is desperately needed. More outdoor seating for cafes and businesses in the main part of town. If necessary reduce access by cars to the Buttermarket and Cornhill. It's ridiculous to restrict businesses from putting out chairs and tables when there is so much concrete and paved open space in the town. Less chains!

planting more trees. less use of signs

better parking facilities and a pedestrian crossing between the Arc and the old town.

I would love to see a permanent market on part of the centre of town - perhaps the parking spaces outside Moyses Hall up towards Barclays and keep the road so cars can still access and go round centre.

Making cycle path access in old historic towns and cities IS possible. Towns and Cities in Europe with older buildings, narrower roads can and do accommodate cycle paths without detriment to the surroundings. Why we cannot do this in UK, and in particular Bury I do not know as you only have to look across the North Sea to see how it is done Street Architecture and Road Markings. These should be removed where ever possible. It has been proven that removing road markings makes motor vehicle drivers take more care and consequently drive more slowly. Again our cousins across the North Sea have demonstrated how this can be done. Keep and enhance GREEN PUBLIC SPACES. Another proven fact is towns and cities with open green public spaces are considered more desirable places to live and work and visit than those that build on every inch. Don't let Bury lose any more GREEN SPACES. In fact when ever possible make including NEW green spaces in any redevelopment a mandatory requirement.

A low cost eg £2 per child In door play area in the town center to allow children to enjoy a day in town

Cheaper carparking: more long term parking: more benches for people to rest: get rid of car parking fee in the evening as it makes for bad feeling when coming into BSE at night.



## Phase 1

**Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?**

I think the like between the arc shopping centre and the old town could be improved. The walkway between the old post office and the shops offer a long tall brick wall - it would be lovely to see this painted with a mural depicting some of the interesting and historical sites of the town [a bit like they have done at the Greene King water tower area when doing the brewery tour]. The local schools and colleges could participate as I remember some wonderful artwork done by them previously exhibited in the Cornhill Walk.

I think there would be a massive benefit in joining up with Babergh's talks for the new Sudbury Western Bypass - this has potential to make links with Braintree and if it were to link the other side to Bury, it would reduce through traffic/lorries using the rural roads, make access a lot quicker and smoother for commuters and make it easier for London side tourists to visit Bury St Edmunds and Sudbury without having to encounter slow, congested country roads.

Large upmarket department store such as John Lewis

Rail Station - Not at all welcoming to visitors. Very difficult to pick visitors up as virtually no parking space at all. Pick up and drop off area is so small and needs to be made bigger. Taxis need to stop parking on this area and use their designated areas. A large illuminated map should be on display so visitors can get 'their bearings' and know which way to go to get into the town centre. I think the town centre should be completely pedestrianised which would make it easier for visitors to shop in complete safety. Disabled parking would need to be catered for in the local car parks. Traffic from Moreton Hall using Mount Road cannot get onto Eastgate Street at peak times due to traffic coming from Barton Road and Hollow Road this need to be addressed as the situation will become unbearable once the several hundred new homes are built at Lark Grange on Mount Road.

Improve cycle paths in general, and links to/from the railway station in particular. Have a zero-tolerance attitude to people who selfishly park in cycle lanes and on double yellow lines. Change driving habits. Why do people prefer to sit for half an hour in a polluting queue of traffic when walking/cycling would be quicker? Reducing car usage would have beneficial effects to health and well-being of everyone in the town.

Need to link the ARC to the town centre

Cheaper parking

Reduce/limit the number of cars in town centre. The pollution has become unbearable at times and there is no point in any "improvements" if residents and visitors alike are being poisoned. Make the market square pedestrian only. This is an absolute necessity on health grounds as you just see people driving round and round in stead of parking.

Q.2. Some miscellaneous suggestions: Hotels: We need a Travelodge to provide competition for the extortionate Premier Inn. Also one or two small budget hotels would be welcome, or a well-run YHA. Existing bed and breakfasts are very expensive given that most commercial visitors (those attending for interviews or house-hunting) require only basic accommodation - these customers don't require rooms that look like something from an interiors magazine. Xmas Market: More traditional, non-amplified music and Morris Dancing, Christmas Carols at more frequent intervals, expand the cyclists' discounts/rewards, and retain the road closures (St John's Street etc) as this encourages trade and allows people to relax on the streets witho1:1t cars whizzing past. Customer Service standards: Please ask the excellent staff at Palmer's Department Store to offer staff training to the shops in the Arc Shopping Centre. Many of the shops in the Arc have appalling customer service (and this includes Debenhams!).

Living on Moreton Hall we already have traffic gridlock so two fundamental questions 1. who needs to access town centre? 2. transport options. Are people intending to spend a full day in Bury either for business or leisure? Is parking so limited that they do not have a meal in Bury? If shopping is it easy to take purchases back to car or home?

yes when you put down pavements . have them done strong enough so they can take vehicle weight s not like in front of boots wh smith and the old post office half of them are cracked needs to look at all of this town when you have the market vehicles are the big user and cause a lot of problem with pavements also a few more seating areas and trees of limit size not costing £2000-00 each and are a poor imitation of proper live trees

Keep housing in town so it doesn't go dead at night. Extend lighting until 1am on "popular nights"to encourage people to walk home

Don't break what's already working. Any effort to make it better has the potential to make it worse.

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

More desirable high street shops in the town centre. E.g. John Lewis/zara - to encourage people to go into the town centre

Clear streets, of A frames. half of the shop on the footpath outside kitchenkave it's a real eyesore! So called Buskers are a nuisance deafening walking through town

St Andrews street is the link between the old town and the new. The look and appearance of St Andrews street is honestly becoming one of the worst looking streets in the country. In order for the old side to flourish the council need to make the commitment to remove one of the buildings in order to create a large walkway between the Arc and the market. The building that currently houses the betting shop at one end and the Mountain shop at the other I think is the best building to remove. St Andrews street by the small Tesco is a joke. It is becoming unsafe to walk there. Cars are not permitted to be driven down there but this rule is flouted almost every few minutes of the day. Cars mount the kerb early in order to get into a space near to Tesco but people leaving Tesco are sometimes immediately faced with a car. It is becoming dangerous. The fronts of the buildings of Palmers, Tesco and several other of these buildings are ugly. There is a real opportunity to mix the new with the old and merge the two. I put this in last years survey also.

All the above key issues are inter-related and this one-off strategic opportunity must be taken to properly integrate all the elements in an holistic and joined up plan. The lack of a proper link between the arc and the 'old centre' on the town remains a lasting commentary on the failure of the Borough to extract the obligation to provide the link from the developers as part of the original development.

More encouragement for activities or business's which would encourage younger people to go out and up town other then wandering around and more areas to sit down as it get very overwhelmed on the very limited seating areas

I sincerely suggest having a Primark in q great location also making g more of the town as a whole

A park and ride scheme always have difficulty parking

Dealing with anti-social behaviour (begging, drunks, unruly people outside of norrmal opening hours)

Preservation of "green" spaces a priority.

Car users need to be able to park easily and walk to the town centre. The limited spaces in the town centre are fine for less able drivers. Access to the car parks needs to be such that it doesn't take an inordinate amount of time park before walking into town. The problem is that the car parks need to be reasonably close - walking distance there (and back with shopping) - but accessible from a road system that doesn't mean you are almost in the centre before you can park. Ram Meadow is often difficult to access with heavy traffic and traffic lights (Mustow and Eastgate) and the Ark if you enter from Out Risbygate and Parkway. Lanes for the car parks only might help if there's room.

Transport is a difficult issue. It seems we have to make better provision for residents to access the town centre - lay the Olympic logo over the town and its immediate environments and it will become immediately apparent that a series of bus links could be created readily supporting identified parts of the residential, industrial areas and town centre, all interlinked with points to change /move into the next ara - and so on. Small buses for say 10 people, electric powered and with wheelchair access, running at 10 minute intervals in each direction will create a quick, efficient way of moving people effectively from residential, car parking (central or peripheral) to places of work, the town centre and conversely the outer residential areas. All financed by a charge added to the Council Tax per residence, with free travel for students/OAPs (whilst free bus passes exist?) and visitors paying, or buying an annualised bus pass - this would encourage use of public transport at the expense of using the car to 'go to work' or 'come into town', particularly during the hours of 6am to 8pm. Likewise the railway service should be expanded to increase the number of passenger train arrivals and length of trains, their frequency, with an additional station at Moreton Hall; adequate and more car parking at the stations would also be helpful.

Safe pedestrian walkways are crucial, especially for elderly and disabled people. At present the pavements are unacceptably uneven and not sufficiently maintained. The older style paving slabs are a much safer option, BUT THEY MUST BE MAINTAINED. Cosmetic options to attract tourism are not safe, nor necessary, concentrate on the residents who need to use the town regularly, not once or twice a year.

Fair charges in car parks. Keeping residents' parking bays for residents. (At the moment charges in the car parks are double at weekends (fair enough on Saturdays) but shoppers can park for free in residents' bays on Sundays.)

## Phase 1

**Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?**

make Abbeygate traffic free and convert Angel Hill into a pedestrian area. Reduce parking (other than for residents) in the centre and impose speed reducing measures.

Re create the CBD. The arc has taken away from the historical town center making it feel redundant.

Pedestrians St Andrews St between The arc and the old town centre, only allowing delivery vehicles before 9am and after 4pm. Encourage train passengers to walk up via St John's St and encourage St John's St shops to open on Sundays. Redevelop the bus station area and instead have a series of bus shelters in areas near such as Risbygate st. Flats above existing shops brought into residential use. Increase parking charges, introduce a permit scheme for town centre workers, then put in a park and ride. Also encourage more bus use by effectively marketing it as cheaper than the car.

More green spaces

Public transport 7 days a week, that lets you get home to bury after 11.30pm. More music and cultural events

Better train routes, street lights that don't turn off at midnight, more night life for teenagers and leisure activities for children, An art gallery or place to show art, a better diverse music showcase for bury festival not just cover bands and music for the over sixties.

Reduce the car parking charges which will encourage more shoppers. Maybe the first half hour free? If the cost was reduced people would spend more time shopping, stay longer and spend more.

Bring down the larking fees, maybe also a free car park now we have it that option near the station.

Reduce the car parking charges

Yes, don't rely on Ram Meadow as the only long stay car park. One is needed to the west of the town and not just Ram meadow.

Despite efforts and a national and local level to encourage people to walk or cycle instead of using their cars, the reality of Bury St Edmunds Town Centre is that it is a hub for people who live in the outlying villages. For many people coming to Bury St Edmunds, it is impractical to walk or cycle to the town centre. Therefore, we need more parking provision and improvements to the key road access points around the town. Unfortunately, parts of the town centre still have an air of exclusivity around them. There are lots of venues and 'hubs' for people with specialist tastes, but comparatively few places where people can enjoy mainstream popular culture. Even venues with an 'edgy' atmosphere still end up seeming quite exclusive (e.g. the Hunter Club). Particularly for young people, the town desperately needs a venue with a bar where users can stand rather than sit. Bury is already starting to become attractive to big names, however venues need to be adapted to suit all tastes. Many people respond to the modernisation of the town centre thinking that it will destroy its historic heart. You don't have to look very far afield for other towns which have successfully managed to combine social and economic change with conservation: St Albans and Colchester both have centres which are steeped in history, but have been able to integrate that with growth. Many residents have complained about the lack of signage from the town's arrival points (e.g. the railway station) to the town centre. This is clearly an important priority and I would definitely support the proposals for better walking routes and improving links.

Cheaper parking/preferential parking for cars with multiple occupancy ( as adopted in rush hour across bridges serving New York ) Negotiate with Waitrose to put another "deck" or two on the car park with prices which aim to serve non-waitrose visitors ) Open St Andrews Street South to "normal"vehicles to improve cross Town traffic flow

Improve the look of St Andrews Street South with street furniture and soft planting schemes

Many more inexpensive car parks....park and ride

More leisure facilities, but no more coffee shops and restaurants!

Stop all traffic between the arc and the back boots. Move the bus stop to the bus depot or back to where it was originally in St. Andrews street. Another option would be to buy the old garage site in top of St Andrews street and convert this to a bus deport..

**BETTER PROVISION OF PUBLIC TOILETS NEEDED IN TOWN CENTRE** Please improve provision for public toilets in the centre of town, along with facilities for disabled people and baby changing. At the moment the public toilets hidden behind Debenhams are about 7 minutes walk from the market square, longer if you are disabled, elderly or with a toddler. The Abbey Gardens toilets are even further away. If you want shoppers and visitors to stay for a reasonable time in the town centre, you must provide adequate toilet facilities

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Pavements are currently often unsafe. Work needed. The route between Arc & old town is a disaster – just a few really scruffy passages. A larger route is a necessity. Council should be ashamed it misled taxpayers into believing this was a certainty previously. St Andrews St abutting the Arc is seriously unpleasant to look at. Just a few murals etc. is not enough to correct this. Some imagination and finance is needed to correct this, and it should be made accessible to busses only AND such restrictions enforced.

Bury is a very special place and I feel fortunate to live here. Present "younger" generations no doubt have different priorities = but i hoe they will never destroy what makes BSE such a pleasant town in which to live ..\!! .....

Restrict car access, especially by limiting car parking in the Buttermarket (on non market days) to disabled drivers and taxis.

Masterplan is naive and parochial and does not look at the holistic needs of the area:- Should include Health and Care provision; access to hospital, surgeries, health and exercise / leisure hubs and needs for wellbeing. Should include policing, fire service and safety. Should include education, training and development for all sectors of the community. Should include facilities for young people. Should include mention of the Butter Market, Athenaeum, Guildhall, Abbeygate, Cathedral, St John's Street, River Lark and Linnet and Water meadows and Theatre Royal. Should mention a commitment to improve access and use of public transport. No need for buses to use St Andrews Street as could use access opposite fire station Should mention a commitment to improve hard surfaces and improve paving and kerbs which are currently hazardous. Should include partnership working between BO, County Council, Health, Social Care, Education, Training and Development, Industry, Ecclesiastical, Voluntary and Charitable sectors. Increase car parking and improve one way system to reduce bottlenecks. Do not build more flats but build terraced and small housing units. Transport links listed are very parochial and should include A 14, within town, Rail, Bus, Car Parking, routes to Airports, Europe

Park and ride. Traffic congestion will kill the town centre

The cycle routes need to be joined up and clearly marked out and signed. There are currently places where the cycle lanes suddenly stop (eg Eastgate Street into Mustow St). The town needs to be comprehensively served with cycle ways in order to encourage more people to cycle into and across town rather than drive. Provision could also be made for cyclists to use the Abbey Gardens to cross this part of the town rather than using Angel Hill which is narrow and uneven due to collapsing drains. Cycle lanes could be created within the Abbey Gardens alongside the pedestrian routes. This would be safer for both cars and cyclists on Mustow St, Angel Hill and Crown Street. Similarly a cycle lane could be created at the back of the Arc, safely linking King's Rd with Risbygate St. To retain the unique charater of the hisoric centre repair work should retain the current cobbles and paving rather than infilled with tarmacadam.

More visible police/PCSOs

More pedestrian only areas, no passing traffic through the historic grid. Residential parking, and more beautication of the central streets, with quality street furniture and planting

The way I see it is this: BSE is one of those rare and special places which has by an accident of history and geography continued to (by and large) function in the way it has for the best part of a 1000 years- it is a market town which accommodates the whole variety of uses which are emblematic of such a location. BSE' has: commerce; retail; residential; ecclesiastical; hotels; entertainment and the arts; restaurants and bars and even industry and light manufacturing functions all within its central Medieval core. These uses are both appropriate for the built fabric and (because they are largely those for which the infrastructure was created) are a major contributor to both its viability and to the character of the town. Another key characteristic is the relationship of the town centre to the countryside. I live in Crown Street 2 minutes from excellent coffee but also 2 minutes from fields and the river. BSE benefits from its geography and, by and large, from the sensitivity of our predecessors including many of you good people who have striven to ensure it hasn't been compromised but rather supported by such developments as Moreton Hall estate. As I see it it is the primary function of the proposed plan is to help ensure that this special interest is 'protected and enhanced' (and not just by the legislative process which demands this} by helping to ensure that any issues which threaten this special interest are addressed and by supporting the factors (such as uses) which are such a major contribution to this quality.

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Develop a proper solution to the St Andrews Street debacle. It really cannot be that difficult to pedestrianise it or allow access only to buses. The same could be said of the Buttermarket/Cornhill. Cars/Drivers cope just fine on market days, consideration should be given to pedestrianising the whole of the town centre.

Making more parks.

Assistance for homeless people / nicer market stall structures / classy Christmas lights

Road between Apex and shops needs to become more user friendly with 10 mph speed limit signs and some evergreen planting either in the pavement or in tubs. Street waste bins need to be reinstalled on Angel Hill in front of dental surgery and top end of Mustow Street in front of Mustow House. 20 mph speed limit needs to be enforced in Mustow Street and Eastgate Street.

After bad decision to shut manor house museum, may come up with good ideas for post office, magistrates court and art gallery (on Cornhill) Demolish Cornhill walk (should never have been built) and put block of flats in-keeping with Moyses hall. More people living in town centre can keep an eye on "night life". Encourage people living over shops (instead of neglected, badly maintained empty windows).

There is a definite need for making the link between the Arc and old town more attractive. A large square (such as those found in European cities like Madrid, Lyon. Paris etc.) should form the link with a cafe culture and independent shops being the backdrop. Trees, water feature, flower beds should create the environment that makes the centre a 'must go to' venue. It would also support the market being more together. The buildings housing Pound Land, Barclays, Sports Direct should be demolished to support this idea. A further improvement to support the cutting of traffic in the centre is to create a Park & Ride facility. This has to be a priority.

The link between the market square and the arc shopping centre needs to be put in narrow alleyways are insufficient. The building that houses mountain warehouse and Barclays and through to St. Andrews street south needs to be demolished so that the original plan can be fulfilled. A large open space would link the two parts of the town and provide an area that could be used in a similar way to charter square, or to extend market stalls from the centre towards the arc on market days. More seating could be installed and trees (real ones not metal ones!) like those outside Moyses hall and Poundland. Is it worth considering the feasibility of a permanent Park and Ride car park? There probably isn't the facility for priority access systems like in Cambridge, but pressure on parking is intense and will only get worse as the new housing develops on Moreton Hall and Farnham areas. Tayten Roas needs to be wider as it leads into parkway.

Ban chewing gum and restrict the number of 'chuggers', people collecting money for charitable causes

Road crossings need to allow those with pushchairs/wheelchairs to have ramps on both sides of the road clear of parked cars. e.g. not like body shop to Marks and Spencers. Keep signage of shops/offices in-keeping with historic look of town. Removal of all sandwich/ "A" boards littering the pavements and causing obstructions. Prohibiting all vehicles from parking an pedestrian. Pavements (hazard for those with small children, and the visually impaired) clearly defined on street parking areas.

Better jobs

Please don't lose sight of Bury's Special identity in the pursuit of raising tax revenues. Don't overcrowd, don't all design poor developments, don't cut back on service and maintenance. Remember, the council is meant to serve the people of Bury. It is not the people serving the Council. You receive a massive tax income and you do not spend it properly. It is embarrassing that the biggest and grandest buildings, built in recent years is the Council offices.

Local buses stopping on Angel Hill like the coaches do, use ideas from Suffolk wildlife trust

Designated walking routes with distance markers. make area in the centre (no parking) Prevent through traffic past Abbey Gardens main entrance Fitness area in Abbey Gardens for adults Improve the water flow of the river through Bury. Create an open water swimming lake!

Paving the area between the Boer war memorial and Superdrug to create a permanent cafe culture area, apart from market days with planters, seats and perhaps a Bovee court as per French town centres. Making as the town centre non-traffic apart from deliveries.

Need extra public conveniences more central than the Arc. Pavements in many places in poor and uneven condition.

## Phase 1

**Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?**

Provide a Park & Ride to keep more cars out of the town centre. Provide more regular bus services from all out-lying areas which will also encourage more people to leave their cars at home. Keep pavements repaired to prevent more falls in the town and do not put down any more Cobbles.

Has Park and Ride been considered. I know this is a difficult one and Chelmsford thought that as well but now has two schemes working well. Priority must be given to traffic management including ensuring any new build within the subject area has adequate off road parking.

Ensure that all shops and businesses observe the legal requirement to provide access for people with disabilities.

It is of paramount importance to provide car parking at the Railway Station for the people of Bury and its surrounding villages. With all the new homes being built many of the people coming to live in Bury and its surrounding villages will need to use the railway to commute to jobs outside of Bury. It is a scandal that there are only 23 parking spaces at the Railway Station and seemingly no immediate plans to alleviate a major problem for people needing to leave Bury to visit or travel for work or pleasure!

More varied cultural offering is needed. There are plenty of mainstream events scheduled at Theatre Royal and Apex but less space and support for local artists and small scale organisations (particularly visual artists) to develop and showcase their work. This type of cultural activity in alternative and temporary spaces adds more to the vibrancy and attractiveness of the town than big name bookings. Norwich is a great example of this and its worth looking at how the city's cultural calendar is disseminated through 'The Shift's publications. Manchester and Glasgow, although much larger cities, publicise themselves brilliantly through 'The Skinny' what's on paper. More specifically we need spaces for contemporary art where we can explore ideas and places where people can sell their art. These don't necessarily need to be dedicated buildings: disused spaces are just as good but support and funding is required to help this to happen.

Better roads that can handle more cars, the roads are too congested most of the day every day

A park & ride from the edge of the town on to a circular route that runs round the town centre

Reduce the number of cars coming into the town centre and trying to park. The increasing number of cars is damaging both life for residents, visitors and businesses, and is damaging the ambience of the town centre. A 20 mph speed limit - enforced by cameras - should be imposed throughout the town centre. A limit to times of access for delivery vehicles can help reduce air pollution. Like many other large towns in the region, Bury should have a Park and Ride scheme (the rugby ground already provides a weekday Park and Ride).

Ensuring business rates are reasonable to help smaller shops to thrive.

Change the direction of traffic from Guildhall Street to Woolhall Street to save vehicles having to drive all the way around Buttermarket and Cornhill Street and thence to St. Andrews Street South and Parkway.

More pedestrian only areas Better link better arc and old town cheaper car parking resolve the st andrews st issue permanent market stalls

## Phase 1

**Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?**

I am a Borough Councillor and a Town councillor and in my capacity as A Town Cllr I am working on a project to both boost economic growth, and assist with encouraging more use of rail, bus and long stay car parks. In the small town of Aix En Provence (very similar to Bury) electric buses (a cross between a milk float and a golf buggy) run which accommodate 6/8 people and can be hailed by anyone, and stop on demand. A small charge is made, and the 'Bus' runs up and down a route from the old town to the new town. In bury it occurred to me that we could run this service from Ram Meadow up Looms Lane, through to the Market Place and the ARC, and then on to the Bus Station and Railway Station. The vehicles could carry advertisements which would help pay part of the running costs. They obviously need all weather covers. I've attached a photo of a 'bus' used in Aix, these vehicles were made by Ransomes. Unfortunately Ransomes do not appear to still manufacture them, and do not have any used or available second hand for sale. However I am working with a vehicle procurer to see what alternative vehicle might be used, having gained agreement from an Insurer to provide the necessary cover. These small electric buses would be great for people (especially the elderly) with heavy shopping and would make it easier for people with mobility issues to travel on public transport. They would provide a huge boost to tourism and generate a lot of positive comment in the media. I really believe that electric buses are the way forward. They would not generate pollution and would provide a feature for us to promote Bury, even more, as a haven for shoppers and tourists. Park and ride. Large Electric Buses might also have a part to play in conjunction with a park and ride service which I believe could work very well here in Bury. I would situate it out near the Crematorium and I would use it to run two services. One to the hospital and another in to town. I calculate it could provide 1500 spaces and the only cost to the Councils need be the hard standing and a small building to house toilets, waiting area and an office. Bury in Bloom could source the funding for flower and shrub beds. It would be low maintenance and provide a welcome service. This would solve some of the parking issues at the hospital and as an example I would drive from Moreton Hall to the park and ride rather than attempt to go to the hospital by car as it can be very stressful trying to find a parking space, especially negotiating vehicles illegally parked. One of the downsides would be that some people would not use the bus and just use the park and ride to park their car so there would have to be a penalty payment for people car sharing. £2 per car with purchase of a bus ticket or £4 per car if a bus ticket not purchased. Only bus tickets from the machine could be used on the bus. My point is that it is easy to put obstacles in the way of park and ride but it is attractive to most residents that I speak to, and would encourage people not to drive into the centre of town. This has got to be beneficial for health reasons as anything to stop pollutants must be welcome.

Remove parking from Butter market/ market square. Enlarge available green space by upgrading Ram Meadow nature reserve and defending public access to green areas on reduce of town centre - butts and leg of mutton,

Turn Wilko's car park into an underground car park with apartments at ground level and perhaps 3 stories above, with balconies. This way you create extra parking and extra housing in the centre without it being an eyesore for people, only some on Bishops Road, but then I know some people on Bishops Road who would be very happy with this plan.

There are no signs to the marketplace. People think that the market is in the ARC. we need signage desperately.

More events involving the market for e.g. British Market week. To teach people about history Bury St. Edmunds market and markets in general.

No.

A free park and ride system would free up traffic and congestion in the town.

Maintain and improve access for all users. Access for car users should be maintained. Full pedestrianisation of the town centre would kill the market town atmosphere and benefits unique to BSE. Full pedestrianisation would also kill the night time economy and atmosphere as approved with the Arc and other cities/towns e.g. Norwich. Offer park and ride options.

Develop parking areas on the edges of the town and provide clear walking/cycle routes to the town to reduce congestion and improve health and wellbeing. Preserve the market. Encourage more special events like the Christmas market Provide more long-term parking areas but keep the costs down Improve walking routes between car parks - the link from the multi-storey is not pleasant Review business rates to avoid loss of small businesses and maximise full occupancy by a variety of uses - St John's Road is being hit badly Consider one-way traffic movements to allow pavements to be widened Provide more seating areas

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

I'd like to see a pedicab scheme for tourists and locals (perfect way to see the sights/get home with the shopping)

Becoming a sustainable food town. A Community Hub-Social centre.

Advertise the market. Cheaper parking on market day.

The sign is terrible for parking and finding the market and never improving.

Good walkways not fancy stones that come loose.

Town centre parking is the important thing.

More litter bins.

Close Abbeygate Street to traffic permanently.

More litter bins More seats More toilets

I have worked on Bury St. Edmunds market for the past 10 years and I listen to what the general public say about Bury compared to other town's. Bury St. Edmunds is a much loved town by all who visit so I would say strongly. "If it's not broken, don't try to fix it." Lots of Town centres have been ruined by "improvements".

Encouraging people to use the market more.

All of the above are important. My own specific requests would be as follows: More central and easily accessible public TOILETS More clearly demarcated CYCLE routes The easing of TRAFFIC CONGESTION (particularly CULLUM RD)

Preserve and encourage Bury St Edmunds market. Prefer practical stalls to tourist tatt

I think cars should be able to access the town centre down Kings road (as it used to be) rather than having to go up Churchgate street.

Pedestrianise town centre. Encourage better quality design and build of new buildings. Enforce 'parking' rules

(1) Something needs to be done to improve transport in & out of the town. There are several points just out of town i.e. the roundabouts Cullum Rd, Wilks Rd, Southgate St, Rougham Rd, Sicklesmere Rd - where traffic is so often at a standstill. most days it is a problem and is getting worse (2) We need an Art Gallery. there are many artists who now can't display their work. Smith Walk has not been available for a long time to non-professional artists and sadly St Edmunds has closed Clamp down on parking in St Andrews St - Buses have terrible time trying to negotiate illegally parked cars More Public Toilets needed

Car parking is bad so why bring more people into town

Extending speed limit of 20mph Extending pedestrian zones

There must be adequate facilities next to & amongst the new housing estates so the new people are not reliant on their cars

As Bury St. Edmunds is often referred to as a 'destination' town, due prominence should be given to the provision of facilities for visitors. This means far-sighted provision of conveniently located parking spaces for cars, buses and coaches, priced to encourage long-term stays so as to maximise the financial yield from each visitor. However, this must not be at the expense of the unique nature of the 'old town' - suitable spaces for such facilities need to be identified NOW, within easy walking distance (bearing in mind the needs of the majority of visitors) of the 'main attractions' before they are lost to other uses, which might be more attractive commercially in the short term, but will strangle the town if left unchecked.

I'd particularly like to emphasise the current problems with access from the railway station to the town centre. There's no safe, direct pedestrian exit from the station so travellers have to take their chances with vehicles driving into the station forecourt. And with no pedestrian crossing at all over the very busy Tayfen Road, this is another point where a walk between the station and the town centre is very dangerous.

1) More PCSOs to enforce parking regulations, protect the public and prevent vandalism 2) Re-open the art gallery in the town centre 3) Set up and maintain a volunteer host/guide service in addition to the 'blue badge' guides. A friendly face for visitors and residents alike



Phase 1

**Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?**

The provision of art display and exhibition is extremely poor for a town the size of Bury St Edmunds with its heritage. the beautiful Robert Adam 'Market Cross' is now empty. The town has been given many fine paintings & important historic items over many years - the public see so little of them. How sad for past and current artists and the culture provision in Bury St Edmunds

The town centre should be traffic free, with only buses, bicycles and delivery vehicles allowed in. Cycle routes should be improved and prioritised across the whole town.

lots more TREES SHRUBS and green areas for people and wildlife to enjoy Many more seating areas more toilets in town centre. better improved cycle paths WEST END OF TOWN ie Westley area Many more trees WESTLEY END OF TOWN BetterCLEANING OF OLD TOWN CENTRE i.e, shop fronts POUNDLAND BANK etc are FILTHY areas???perhaps all shop fronts could keep their own area clean ? Also for children Paveing with water spouts fountains in them as in other towns for children???

You must improve the towns main roads for cars and buses. More multi-storey car parks should be built. There is need for inner and outer ring road systems before its too late.If that can be achieved then the actual center, the Buttermarket ect. could be fully turned over to pedestrians People need to be able to traverse the town easily and quickly by car and then be able to park in a sensible location to either walk or get public transport to the center. The Council must recognise that car ownership is something that will not go away, no matter how much they wish it. There is no sensible alternative to it and they should stop penalising car owners who are continually "fleeced" of money by charges of one sort or another because they are made out to be some sort of villains!

Secure cycle storage , people won't cycle in if bikes are damaged or stole once in town. Also some proper cycle ways Eastgate street cyclepath provision is awful

An overall strategy for the town - might be difficult to negotiate - but worth having the Master plan as the foundation for some aspirational thinking. Set out a vision for how we would like SSE to be - say what we would really like and then work out how to get there. The Masterplan starts but perhaps could go further. Altogether wanting to be best. Perhaps we could include some developments to our leisure facilities/activities to improve the health and well being of the people and to develop the town with the local communities who help themselves to develop their relationships with neighbours. We could aspire to be the most welcoming, friendly town for residents and visitors, whilst combining the glorious heritage of the historic heart with the cutting edge thinking now possible, some beautiful new architecture, a thriving economy, growing to meet the demographic changes - we could become a Dementia friendly town and promote the excellent facilities we have (whilst improving). We could invest to build or maintain local business. We might market our wares better - I still favour getting a laser show of adverts/promotional material to be projected onto the British Sugar silos so they can be seen from the A14. Need to get that Danny Boyle to help. He was born in Bury (Manchester, not St Eds)

Preserving the cultural and historic significance of the town centre isn't at all acted on to any visible level and should be a priority. The concept of an 'Old Town' or distinct 'Historic Centre' and 'New Town' would allow for not only an obvious boost to the appeal of the town for locals and tourists (which is something that should certainly be focused on more than it is simply for the reason that our town has so much potential for a historic tourist location but it simply isn't exploited in the way it should be) but also allow for there to be a mix of traditional shops and high street shops without the risk of polarising the entire 'town to one - by removing its history or dragging it intothe past - but also so there is a mix of the two. There is also one area in a town of 40,000 for people to sit down, relax and eat - The Abbey Gardens. A sociable, green and appealing area is needed to provide for this and also for the growing food side of the market.

To encourage/help smaller independent shops to open and stay open within the town centre, over the last few years many have come and gone.

Parking

A mosque, worshipping place for Muslim Community

Better links between Arc & town centre are key

Better car parking facilities Better motorcycle facilities Pay on exit Park and Ride Free car parking @ weekends

Skinner Street is our last cobbled street needs mending and no traffic.

Bury St Edmunds is being ruined by too much expansion, too many houses being built is causing gridlock, eventually it will ruin a truly beautiful town

Sort out the illegal parking. We are being choked by too many cars parked where they want.

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Bury needs a park and ride, also because of so much short stay parking it gives the impression that you don't want visitors to come and stay for the day.

The traffic is horrendous in the mornings due to the school run

Yes, establish 4 car parks - N, S, E and W (or thereabouts) and have a continually operating cable car service going North-South and East-West. A major insertment but essentially major returns. - keep cars away from the town, proper transport service for residents, green, major tourist attraction, innovative (what Bury St. Edmunds!) and brave! But fortune favours the brave.

Better paths and variety of shops

Better signage for streets out of the town square where smaller local businesses are.

Get rid of all cycle paths!

1) Pedestrianise St John's street from the grapes to the bushel on Wednesdays, Saturdays and Sundays 2) Remove all vehicular access down and across Abbeygate Street on Wednesdays, Saturdays and Sunday. Truly Pedestrianise it. 3) Remove all vehicular access on St Andrew's street south, behind the Arc/ old town centre. 4) Rationalise the king road/ St. Andrew's street south and Risbygate/ St Andrews Street North interchanges. They are currently unsafe. 5) Provide the much promised pedestrian link from the Arc to the Cornhill (new town into old town). 6) Provide a safe pedestrian environment from the train station into the town centre. 7) Provide proper parking at the train station. 8) Re-organise the Mustow street/ cotton lane interchange. Mini-Roundabout?

Encourage small local businesses as these will provide unique diversity, something most towns lack as they all seem to be clones of each other.

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1) would it be possible to route the buses and taxi's around the back of the Arc instead of between the Arc and Buttermarket. The access space between could then be developed and made more attractive including more shops and cafes, a pedestrian are only outside seating and entertainment. Bushers, Morris dancers etc. 2) The environment around the railway station needs great attention or renewal. A direct safe walking route signposted from the station into town is vital for tourists and residents alike. 3) Public transport needs to be enhanced including smart bus stops that tell you when the next bus is due and where it goes! 4) Bus stops need larger signage for visually impaired people to find them. Most are hidden in bushes.

Every time we have one of these surveys the issue with the link between teh town and the arc comes up, originaly there was supposed to be a wide link square just get it sorted.

We love our town and live anciwork in the grid. Traffic is a problem but isn't it everywh re now-a-days? Parking is a major problem and a solution need to be found. We suggest that resident permits should be from 4:30pm- 9:30am as more often that not there are many vacant spots in the zones during the day which could be used by shoppers and visitors.

Mosques and places of worship. Better access to buses.

It was wrong to have got rid of the cattle market entirely. It could have been allocated a space twice a week. You have tried to copy other towns the Arc is not attractive, due to all the drab concrete. It needs to be improved, by being more colourful. Either with plants, or added decor. The old part of town, the Arc should be better sign posted. Directions to each, easily displayed. Pavements, and road surfaces made safe.

Provide an art centre.

Greatly reduce car parking in Buttermarket and Angel Hill and create more relaxed pedestrian or seating and enhanced view and use of key spaces

## Phase 1

**Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, hop and play?**

Yes. conversion of empty properties above shops into living spaces at affordable rents (or sale). yes, proper social housing projects such as modern modular pre-fabricated living spaces - again at real affordable rents (or sale). Yes, the town now has no dedicated Art gallery - establish a new central art gallery for all Artists. Crafts people and visitors to use. This town is culturally 'dead' as far as visual arts are concerned!

Reduce the number of cafes and eating houses in the town centre to enhance the high street environment for retail shopping.

The town centre masterplan should include specific objectives for: \* Meeting the Council ambition for managing and reducing greenhouse gas emissions - These are consistent with the Suffolk wide target to facilitate a reduction in absolute carbon emissions in Suffolk of 35% on 2010 levels by 2025 and 75% by 2050, in line with the UK Climate Change Act 2008. \* Energy conservation and renewable energy generation, as set out in section 2.2 of the Sustainability Strategy. These objectives should exceed the minimum requirements set by Part L building regulations for new and existing developments and develop an Low Carbon Energy Strategy for the town that will specifically aim to bridge the gap between the reduction of greenhouse gas emissions achieved by incremental improvements in energy conservation, the growth of the town and its energy use and the required progress needed to achieve the 2035 target. \* Managing air quality given population and traffic growth to ensure clean and healthy environment is maintained \* Addressing the water resource impacts for a growing population \* Resource efficiency and waste management to enable the town to grow into the middle of the century without causing a significant increase in waste handling and transportation. \* Being a car free town, an exemplar for sustainable travel that links transport modes and channels visitors towards the town and the green spaces encapsulated and linked to it.

Restore bus station enquiries desk and police bicycle patrols, enforce no smoking and alcohol laws.

Direct and regular train and coach station to town. Pedestrianising the Market area and providing improved link to Abbeygate Street. As a long time resident, I am pleased with the overall thought given to this questionnaire. Residents, visitors, business people and others employed have been considered and given an opportunity to express a personal reaction to its questions. My few disappointment is the term 'Town centre masterplan.' The town's expansionism seems certain. In view I think there is no mention of ratepayers living beyond the 'red' boundary multimedia which will inevitably be subject to any developments regarding 'their' town ... viz. West Suffolk Hospital, the individual areas along the A14, the former Pax factory, Milestream road, etc. all of which use the town centre and use, or transit from the issues and option suggests.

Help identify the various areas and then give them an identity. Provide maps to those areas e.g. St Johns street for a mix of different retailers; Arc for modern brands; Old centre for traditional shops; etc.

Definitely link Arc to main town with more exciting passages

Leave some open spaces / mini parks with benches for rest (N.B. aging population). Bear in mind at all times that a quart cannot be squeezed onto a pint pot.

Arc link not at council tax payers expense.

Above all else I consider the roads to be the major problem that needs addressing before expanding any more. Please improve/change the one way system so traffic flows more freely in the centre - St Johns Street in effect acts as a barrier for crossing between St Andrews Street North area and the rest of the Brackland area (eg Wells Street etc). Provide more parking for residents. It is a major problem right now, never mind in future when 1/3 more homes are being built!! Consider widening the resident zone areas. Blomfield Street can no longer park in Springfield Road because it has been allocated a different parking zone and yet it is very close by. Brackland is part of zone A, but we cannot access it easily because of the one way system and is further to walk - not a good idea as a woman on my own walking in the dark at night! Could an equal radius from resident's streets be applied for each zone so it is far for all concerned? If we can be specific, I'd like to see a dressmaking fabric shop (the others provide for patchwork, home furnishings) and at least one art gallery and one space for local artists to hire for exhibitions or even better an arts centre. As we are supposed to be a cultural centre it seems bizarre we have no arts centre or gallery. It would be good to have more music venues or pubs able to offer this service. I think it would make sense to expand the parking at the railway station - it is tiny and no where near adequate for an expanding town which is supposed to be encouraging use of public transport

## **Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?**

Bury St Edmunds is a lovely town and enjoy shopping in the town centre but find the lack of public toilets and disabled toilets in the old part a problem. It is a long way to walk to the Arc and also down to the Abbey Gardens. Perhaps it would be a good idea when the Cornhill area is revamped to put some in there. Hope this will be considered during planning.

All Issues are important, those ticked seem to us to need addressing most urgently. A Park and Ride system, seemingly so successful at Christmas, doesn't seem to have been considered (or perhaps has been discounted) but must surely have considerable merit if we want to reduce traffic into the town. It is very successful in Norwich and Cambridge and, priced sensibly (as opposed to merely a profit making enterprise), could achieve the same goal in Bury. Many cycling plans in other towns/cities, whilst provided with all the best intentions, are often poorly used or, as in London, ignored as cyclists continue to use the public highways. Rather than go ahead with a total cycling plan I would suggest considering putting it in, say, four stages, selecting the most likely popular route first. If successful other stages could be completed, but if poorly used then subsequent stages could be delayed or cancelled.

I'm concerned that the town will seize up and its infrastructure collapse as a result of the vast new housing estates, and where will all these new residents work? Will they have to drive into clogged-up Cambridge?

Less A frame boards cluttering up pavements. An attractive bronze sculpture in Charter Square that pays homage to the former livestock market, such as the Jersey Cow sculpture in St Helier, Jersey - Paid for by fund raising/ public subscription.

-Eliminating as fast as possible through traffic particularly from the medieval grid. It is noticeable that a lot of commuter traffic is taking a short cut through this area. -Rigorously enforcing a blanket 20mph limit for traffic -Prioritising the centre for the use of people not in cars. -Giving top priority to issues affecting the environment such as clean air i.e. reducing the number of cars/ vans and favouring electric instead of fossil fuel. -Redesigning the Churchgate/ Crown Street junction by the Norman tower, with raised and traffic - lit crossing coming out from the great Churchyard, and no right turn from traffic coming from Angel Hill. This to prevent the considerable number of commuters using the medieval grid as a rat-run.

Scrap parking fees, it deters people from using the town

Vision 50 years ahead. Angel hill no longer a through way. I believe the New Building around Bury deserves out of town shopping centres with underground parking. The centre of the old Town, should be gradually feint to domestic dwellings ensuring security and safety rather than a gathering place for inebriated and discontents. Park and ride passengers could be carried between shopping areas by cable car (Tram/Bus/Mono-car. Elevated through ways e.g. Hammersmith flyover. People need to connect without the car.

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Bury is growing fast. It will be able to support more shops both independent and national. Empty shops need to be filled! To support these, better parking facilities are needed without spoiling the character of the town pedestrian areas.

Make all major routes in and around town clearways. This will allow traffic to flow freely and help reduce air pollution. Make Ram meadow a double or even triple self car park with park and ride service provided to angle hill with electric vehicles.

Please provide adequate infrastructure that reflects the growth BSE is facing and has faced. A 14 pinch points are ridiculous to commute through and impact the town as a while. It is an amazing town and a key attractor for investment in Suffolk - it has to reflect modern needs if it will continue to grow.

more free parking days

Better crossing facilities across the roads from the train station.

## Phase 1

**Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?**

To value, even expand, the street market on Wednesday and Saturday, if necessary by lowering rates for the pitches. To work with landlords in centre to keep full occupancy of commercial premises. At present some landlords think only in terms of maximising rents and charging "market rents" even if that means some units remain unoccupied until tenants can be found, chains find it easier to pay rents, move than independents, get the latter bring character and attractiveness. Put up graffiti walls, not necessarily in town centre. Cllr Wakeham has supported this, near Beetous way perhaps. More things for young people - big thank you to the Hunter Club. There are way too many estate agents and charity shops: these are like sick canaries, in that they show the town's economy is not as robust as it seems. Charity shops contribute little to the council in tax and estate agents make no contribution to shopping or recreation. Sort out St. Andrews Street, including the junction with Risbygate/ Brentgovel Street. Neither pedestrians nor vehicles know what is going on there's no safe crossing for pedestrians.

Design and maintain public areas, including bus stn/stops/staion so that they are clean, litter-free and well sign-posted (e.g. arrival by bus or train). Encourage fewer cars in the central area - park and ride/walk at really affordable prices (with more free disabled parking in town centre only)

Get rid of weatherspoons. Bad for independent bars and pubs. Such a historic building in the center of town could have been used for something everyone can enjoy.

I think traffic should be prevented from driving the medieval grid as a short cut. I think there should be no right turn from Angel Hill into Churchgate street. Parking should be better regulated in the town centre properly enforce. No parking on pavements. 20 mph should be signed on road surfaces and clearly visible.

Consider the need to introduce some larger retail spaces where the opportunity presents itself in redevelopment schemes as large scale units can be limited given the extent of historic buildings within the town centre.

Removing the new cars for sale parked in Charter Square as this is not attractive. This area could be made more attractive with plants, trees and seating for visitors to relax. If car parks were pay on exit visitors would probably stay longer and spend more money? A cycle route is needed through the town as well as into town only. Stop vehicles parking on footpaths. Less pedestrian crossings, more underpasses or footbridges to help traffic flow.

Pedestrian crossings or zebra crossings between the arc and the old town. Many people forget that they are leaving a pedestrian area when crossing St Andrews street.

Make town centre traffic free, ie Buttermarket and Cornhill.

More free parking to encourage people into town

Local public transport to and from the estates in bury that might be provided for slightly longer hours

Have more pedestrianised areas - outside M&S, old Post Office and Iceland etc

The square in Arc needs to be better utilised. At the moment it appears to just be a car park. The proposed redesign of Cornhill Walk shopping centre needs to be rejected. The idea of that is just hideous and going back to a "street style" instead. >f modern is just going backwards.

toilets near the Abbey gardens play area

Most issues I would like to see addressed are above; what matters is that they are properly addressed. For example, I would like the needs of young people actually thought about and efforts made to establish what they are

Reduce traffic and traffic speeds in the town centre. Provide an Art Gallery - unbelievable that there isn't one in a town of this size.

1) Cut speed of traffic to 20mph on many more roads 2) Pedestrianize more streets - Abbeygate is a good example 3) Plant more trees - REAL trees, NOT artificial ones

yes to repair the very uneven so called cobbles that are very dangerous especially Angel hill are and also paving slabs

shelter at bus stop for town centre located at train station and signing to same better facilities for bus stops in st Andrews street with extra shelters.

Abbeygate (& Churchgate) are very important parts of the historical town. There should be no vehicle access to Abbeygate (apart from deliveries to the businesses) - it is shut for long periods already so why not extend this? The 20mph zone through the medieval grid also needs to be more strictly policed

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

keep the town clean re-instate the bus station

one day a year - Sunday? - when no traffic on angel hill, market square etc - a summer event.

We need to keep out 2 weekly market- many visitors and tourist come on market days to see and visit our market. We need more facilities for the youth in the town. We need to sort out the traffic bottle necks in St. Andrews Street South and out Risbygate (in college term times).

Cars and traffic management already overloaded, will be the overriding issue to town centre growth. Car parking is part of this and must be central. therefore multi storey underground car park under the angel Hill will be essential and urgent!

1) Make St. Andrews Street (Between Arc and old town a diesel free zone, i.e. Electric buses or no buses.) Buses sit for long periods of time puffing out noxious diesel fumes . 2) Make town centre traffic free apart from maybe 20 disabled spaces (i.e. Buttermarket and Cornhill.) During the day. 3) More all day parking areas allocated (e.g. Behind cinema where all day parking used to be allowed) 4) Harmonise car park charges, everywhere is different, including night charges (some areas free, others currently £1) - currently a mess. 5) proper traffic and car park information on screens - again current system is a mess 6) regular shuttle bus service between town and rail station (preferably a non - diesel option). 7) All round weekend park and ride system, or park and walk.

Improvement to the St. Andrews Street south area where buses stop (and where pedestrians cross from the Arc to the centre of town). Potentially dangerous . Street looks unattractive and bus shelters in poor state of repair. Improvement to the bus station, cleanliness poor. Need information centre regularly opened.

We must ensure that we create a balance for those of us residents of the town as well as to encourage tourists and visitors to use all of the town's facilities . The medieval must be preserved and maintained by employing more people to ensure this happens whilst enabling all people of all ages to enjoy our town, more green spaces, green transport (electric buses and computer controlled buses) as well as improving facilities for the disabled, young people, elderly etc. More free facilities e.g. an Arts space, housing that is sensitively built with good quality materials and 24 hour lighting (including in residential areas) - I do not enjoy walking home in the dark after midnight for example, as this limits my enjoyment of my town.

Improving cycle paths/ walking routes from surrounding villages into Bury, reducing congestion and encouraging a healthy lifestyle. Put electric car charge points in the centre of Bury for example in the existing low emission car park.

More industry to sustain the growing population and not just housing which seems to be the focus. e.g. Centre for expertise in ... research etc. Better transport links - The train station is poor. Coherent with transport plans and reducing vehicles on the roads. We need to encourage people to come and go. Multi storey at the train station like other cathedral towns of historic interest.

Improve traffic at peak times.

The Abbey gardens , I'm sure are a delight to many people but in the 9 years I've lived here I've seen few wild pollinators i.e. bumble bees and butterflies. Would you consider giving over an area to wildflowers? Once established it just required the plants will produce viable seed year after year.

Pedestrianise as much as possible. Reduces pollution, noise, danger from traffic etc. We need art galleries and a wider cultural offer, not just for performers, but for visual artists too .

Keep on top of pavements that are in a state of disrepair.

Remove the imbalance the planning and development approach between residential and commercial property across the town in the various conservation areas. It makes no sense to allow modern steel and glass structures for commercial development while placing an unnecessary burden on residents to maintain a perception of a historic view of parts of the town.

More long stay car parks for workers . More drop down curbs and shop access for wheel chair and mobility scooter users.

Reinstate a manned bus station , to help with enquires of people visiting the town from outside. It would also help with the problems that have been created by an unmanned bus station drunks, litter dropping etc. Now there are rumours that the sitting area is to be closed where do old people who come in to the town perhaps once a week sit while they wait for their buses. This does not encourage people who use public transport to come into the town.

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

When one travels on the continent, you frequently see more attractive squares or plazas. One feature that is so common is fountains, A fountain in Charter square would really enhance the area.

Less traffic - make walking round town easier. Improve walking routes and cycle paths into town from outside ares - e.g. be able to walk to station etc. across and through town without traffic problems affecting walk.

space for the visual arts

I would like to see a wide walkway from the Arc to market square, the buildings to the right of the old post office. (outdoor shop and bank) 70s buildings of no note.) removed and replaced with a wide walkway. small market typ pop up shops and seating/ coffee shops. giving a continental feel.

1. Close Angel hill to "through" traffic.

st Andrews st (north and south) is bleak and unwelcoming ..parked vehicles on st Andrews st south are a hazard to cyclists and other road users. some strategically placed trees might obscure the ugly buildings such as Tesco and palmers homestore.

have less on street parking esp on the small streets south of corn hill, more traffic calming "sleeping policemen" Have a proper crossing at the corner of risbygate/st Andrews st/brentgovel st maybe close st johns st on Saturday for shoppers improve the bus station - very dirty maybe have tourist info point in cornhill walk/bus station much better access to the arc shopping centre from cornhill (maybe close completely st Andrews st south

parking: for those who need to work in the town it's often just short stay or with long stay it only goes up to 6pm and then an evening charge has to be paid. this is difficult for those working later

We desperately need an art gallery now that Smith's Row is moving out to the edge of town. Gallery visiting is growing all over the country, to both public and private galleries. We currently have more. Access to the arts in B.S.E is very neglected. (Although the Apex, Theatre Royal and Hunter Club are excellent).

Active promotion of the town's unique identity and greater promotion of its 'local' produce through farmer's markets and events.

We have lived in Bury down St Adrews street for a year now, and we love Bury, but I am afraid to walk in town at night due to people sleeping in doorways and asking of fags and money, we would like to see St. Adrews street cleaned up more, I am embarrassed when I meet my friends from the Bus station walking up town and seeing car wash place and that cafe and cash converters. always unpleasant people hanging around, we are pleased the night club has gone as they use to walk pass out house 2/3/4 am and we could never have our windows open. Town need to be open u as one big town, bury is a great town Rubbish down St Adrews street is real bad only one in very small? Should be one inbetween the seats as that as people seat and leave there rubbish!! When I told someone where we were moving they said the worst street in Bury I wasn't happy as we had gone to far to pull out, but I can see what they mean which is a shame so lets hope St Adrews street can be in your plans?

lower the buskers rates and rents. Make more of the heritage. We need a proper Art Gallery. Encourage unique independent and creative businesses. a vegetarian cafe, we are the only town. near here without one! The rented market is out of many of the populations reach. Adults are having to live with their parents. There are a lot of people living on minimum wage in this town but not the property to match this. Too much traffic - interesting to check the pollution levels.

maintain size and diversity of markets Encourage small independent businesses stop parking of vehicles on grass verges and pavements - often lazy drivers churned up verges don't look attractive.

Make access to the town, later buses and more buses around the town and villages. Better road signs.

More green spaces. No more flats.

Ask driving instructors not to take learners on already dangerous roads i.e. Victoria street/ Kings road / Princes street. These roads are highly congested due to the doctors surgery and with learner drivers added to the mix it is mayhem at times and dangerous to vehicles and pedestrians alike. The top of Victoria street junction with Kings Road is an accident waiting to happen Cars are parked illegally and legally but you cannot see traffic coming either way when you want to pull out. The refuse collectors and other lorries often have to back down Victoria street because they cannot turn into Kings Rd, I believe the refuse lorries have now changed their route to alleviate this problem. I know tis is not the town centre but it does cause problems right up to the parkway and thus into the town.

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Reduce town centre parking - increase bike parking (300 car parking spaces currently - too many)  
Pedestrianise Angel hill and Abbey gate create cycle routes across the town centre linking with existing routes from edge of town e.g. Cullum Rd. Cycle route through Abbey gardens. Reinstate direct walking/ cycling route through parkway car park below wilkos.

A town of two centres (the different is to stack) People either stay in the Arc of the Market, the divide is largely on generational lines, so geographical or physical links are unimportant. More independents in the Arc area. More National is the Market area.

Pedestrian only streets i.e. St Johns street especially Saturdays.

Alongside better access between the Arc shopping centre and the marketplace, St Andrew street should be made to look like a shopping street, rather than a back street as it looks now. Many people (especially visitors to the town) do not realise that this street is a shared space/ road - it is a dangerous crossing point to get in / out of the Arc.

Traffic and parking population are properly enforced.

avoid overdevelopment. the danger is the town will be changed beyond all recognition do we need more shops?

1) Set up a volunteer welcoming service with guides walking around the town helping people find their way - suggesting places of interest to visitor (as in other towns) 2) Better/ More direction signs especially top of St Johns street to avoid so many a-boards so people know what shops are there.

Enforce parking restrictions, more zebra crossings.

Links between the arc shopping centre and old town definitely need improving. Maintaining a balance of uses: e.g. shops restaurants, cultural facilities.

We think the town centre should be pedestrianized. People cope OK on Wednesdays and Saturdays when the market is there so why not the rest of the time? St. Andrews strong south need improving, perhaps and a clampdown on cars driving through. It is supposed to be for buses, taxis and delivery vehicles - also the traverse which is supposed to be a pedestrian area apart from taxis.

High police profile. (less begging and drug use.)

More diversification in types of business. Currently too many of same type.

The historic grid should be prioritised, roads enhanced, the pavements and road surfaces improved with special street furniture, lighting etc. Some very historic streets (Churchgate St., Skinner St.) are mere "access" not cherished in their own right. The historic core is special because of its streetscape which should be enhanced. Currently the pavements are a hazard for many residents who are elderly. Promote the St. Edmunds Way long distance trail.

Bury id currently surrounded with housing projects - the town is already full - car parks, road system etc. we will certainly lose the feeling that Bury is lovely market town - it is soon to seem as an urban sprall. The waste Hub will not improve matters - the will of the people was totally ignored re. this, why was it presented as an option when the decision was already made?

Improye the pavements .

Support the smaller, individual businesses with lower rates e.g. camps, Toy box two, blackthorne Designs - just 3 businesses that I know have had to close due to the cost of rent.

All the Masterplan key issues should hinge on the basic concept of pedestrianisation from the Arc. To the Abbey Gardens. Making the town centre a place for people which logistically, if people are to be encouraged to use, has no room for cars. All subsequent parking plans, traffic - flow strategies, access etc. Commercial and public transport facilitation is the subsequently geared for this basic intention. All surrounding residential streets should only allow residential parking. The existing car parks of Ram meadow, Parkway (North and South) would be geared purely for shoppers and workers coming in from the immediate Urban and Rural areas. Decking in these car parks should be considered and built, constructed with another storey as a possibility. For visitors and others coming from further a field, the establishment of park and ride facilities, situated close to the east and west A 14 interchanges, are necessary. These should all be linked by an efficient, frequent and viable public transport system, preferably low - level, electric 'Hopper' buses paid for by parking fees, free to access and circulating the town centre, station, hospital and college. For delivery vehicles and access to residential parking there should be an approximate North/South configuration; East/West being predominately pedestrianised.



## Phase 1

**Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?**

All the Masterplan key issues should hinge on the basic concept of pedestrianisation from the Arc. To the Abbey Gardens. Making the town centre a place for people which logistically, if people are to be encouraged to use, has no room for cars. All subsequent parking plans, traffic - flow strategies, access etc. Commercial and public transport facilitation is the subsequently geared for this basic intention. All surrounding residential streets should only allow residential parking. The existing car parks of Ram meadow, Parkway (North and South) would be geared purely for shoppers and workers coming in from the immediate Urban and Rural areas. Decking in these car parks should be considered and built, constructed with another storey as a possibility. For visitors and others coming from further a field, the establishment of park and ride facilities, situated close to the east and west A14 interchanges, are necessary. These should all be linked by an efficient, frequent and viable public transport system, preferably low - level, electric 'Hopper' buses paid for by parking fees, free to access and circulating the town centre, station, hospital and college. For delivery vehicles and access to residential parking there should be an approximate North/South configuration; East/West being predominately pedestrianised.

## Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Comments on 'the Bury St Edmunds Town Centre Masterplan Issues and Options Report' The Bury St Edmunds Town Trust ('BTT') was founded in 1979. It is a registered charity with the object of conserving the architectural heritage of Bury St Edmunds. Most of the work undertaken by BTT has been within the historic core of the town centre where there is a wealth of listed buildings which contribute to a townscape of considerable quality. Much of the area to which the Town Centre Masterplan will relate has been designated as a Conservation Area in recognition of the attractiveness of the historic environment. A principal objective of the Masterplan has to be the preservation and enhancement of the character and appearance of this historic area which is fundamental to the appeal and marketability of the Town Centre. Therefore, BTT is pleased to note that Objective 2 identified in the Report is to 'Maintain a Strong Historic Heart for Bury St Edmunds' thereby placing the protection of heritage assets and historic character to the fore as the town centre inevitably changes, grows and adapts in the period when the aspirations of Vision 2031 are delivered. Bury St Edmunds has a vibrant and pleasant Town Centre. There are many reasons for that including the architecture, heritage, a varied and viable range of uses, a significant residential presence and open spaces. BTT acknowledges that the Issues and Options Report has detailed the assets and strengths of the Town Centre and that the Masterplan will build upon these and seek to ensure that future growth and change will not diminish their importance. The Issues and Options Report has also sought to identify the present weaknesses of the Town Centre so that they may be improved when the Masterplan emerges. However, there are other weaknesses that exist and which have not been identified. These items are of concern to BTT and it would ask that the following issues be addressed when the Masterplan is prepared:

1. Much of the public realm, including street furniture, is suffering from lack of maintenance. Where investment has been made on enhancing the public realm in the town centre in the past (e.g. the Historic Core Zone initiatives in various locations around the town centre), these have not been routinely maintained. Block paved surfaces have moved (e.g. the Traverse), surfacing on Angel Hill has dropped especially around drainage gullies, and cobbles on the Cornhill outside Iceland have become displaced. There are many other examples throughout the Town Centre of instances where the paucity of maintenance is detracting from the appearance of the environment. When repairs have been carried out, these are often shoddily and cheaply done using non-matching materials and little care. Although a lack of general maintenance to all highways is now a common complaint, it is particularly frustrating where public money has been spent on enhancing the surface treatment in an historic environment but this is then allowed to deteriorate. Enhancing the public realm is to be an objective of the Masterplan. Whilst that is a laudable aim, there also needs to be a commitment to having a strategy for the regular maintenance of the public realm in the Town Centre including the provision of adequate funding that is ring-fenced specifically for that purpose;
2. There has been a reluctance for action to be taken to use statutory powers to enforce transgressions that detract from the historic environment. There are instances when the Borough Council could have used 'Urgent Repairs Notices' e.g. in respect of the Railway Station. Unauthorised alterations to properties that are the subject of Article 4 Directions have not been vigorously pursued. A-boards and large commercial waste bins when placed on the public highway are not challenged by the Highway Authority. Failure to take action on these matters devalues historic assets and harms the appearance of the town centre. Consequently, there needs to be a commitment to routinely monitor the Town Centre and for enforcement action to be taken when unauthorised events are found;
3. There is at present no one authority responsible for overseeing all aspects of the Town Centre. The Borough Council may see itself as the lead in securing the implementation of the Masterplan as it is the Local Planning Authority. However, there are many aspects of the Masterplan which will not be delivered through the planning process alone. Implementation of the Masterplan in its entirety may therefore need a comprehensive and multi-disciplinary approach being taken. To bring this about, a Portfolio Holder and team with executive responsibility for securing a coordinated delivery of the Masterplan could be considered. The role will include the need for the proactive promotion and delivery of redevelopment sites;
4. The Town Centre must be fully accessible from the wider town not only by car but also by public transport, cycling and walking. Being able to reach the Town Centre other than by car will give people options and help to improve the viability and environment of the central area, but having a well connected Town Centre will involve looking beyond the area of the Masterplan in order to address accessibility issues. Considerable congestion already occurs on the roads around the town. This needs to be resolved if the problems are not to be exacerbated by future developments in the Town Centre and by the 5 new urban extensions planned on the periphery of the town for the period unto 2031. New development will bring additional pressures on the Town Centre and there will need to be a comprehensive access and parking strategy to alleviate these pressures. Part of the parking strategy should be to ensure that the electronic parking space signs around the town are maintained and operational - the fact that they are often not working at present is another indication of the lack of investment in the maintenance of the

## Phase 1

Do you have other ideas for making Bury St Edmunds town centre a better place to work, live, shop and play?

Better parking is a huge issue. Encouraging more shops Better links between Arc and town.

## Masterplan Options

### Accommodating and supporting growth

The town centre currently performs strongly economically due to the attraction of its range of uses and retail offer.

It will be important to ensure that any future development maximises the needs of the town's increasing population and flourishing economy, and supports Bury St Edmunds' status for business and leisure.

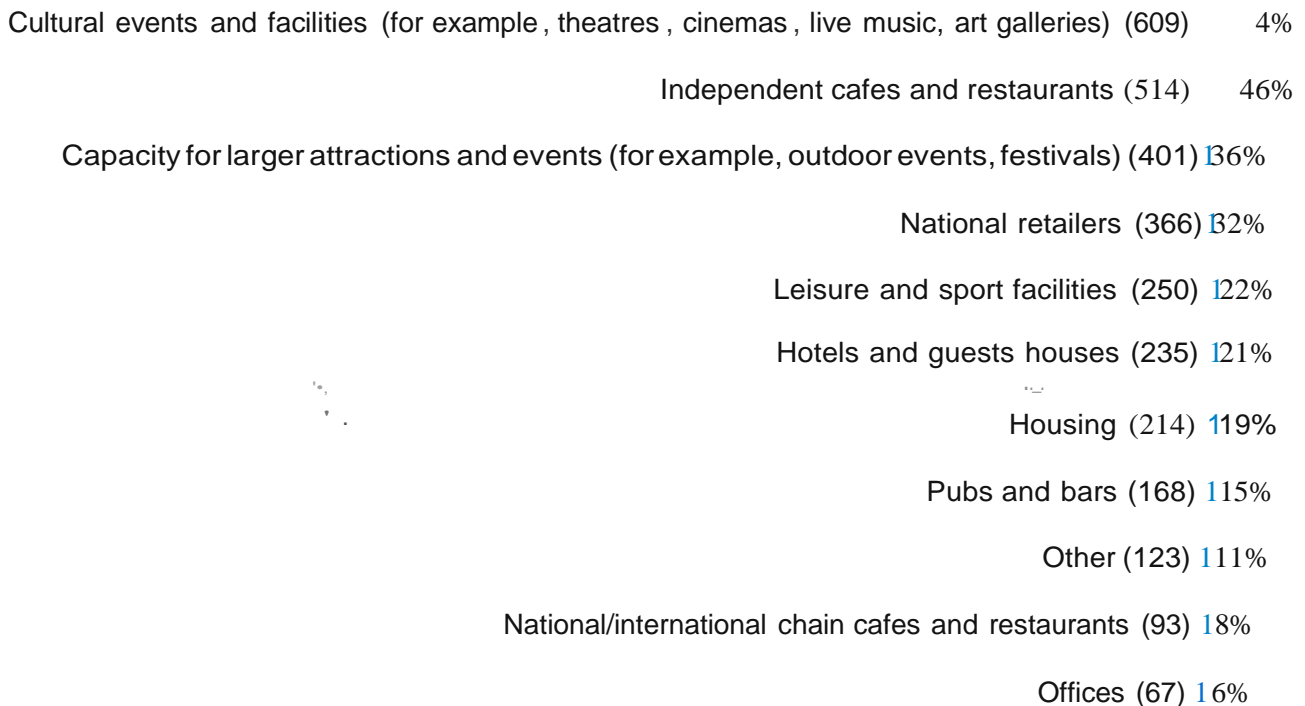
Do you agree with this statement?



Independent shops (901)

What would you like to see more of within the town centre? (you can tick more than one)

%



## Phase 1

**Other (please say what here) (If other please state in the space provided below:)**

There is very little in the town for babies and families. Mothercare left, ELC centre left and no baby friendly places to eat {which aren't micro meals or mass produced}. It would be great - and a great attraction to see the cornhill walk out to great use... an indoor play for babies and toddlers... and bring all retail shops back... mamas and papas, etc, mother are, move mojo maman Bebe maybe, and other big names... yes we have toy master, but it's ridiculously small and you can't go in and test out the toys like you could in the elc. At the moment we go to Ipswich which is a trek in itself, but some go to Peterborough. There are many families in Bury being forced to shop online or go elsewhere. We do not need another coffee shop for the Saturday folks! Or a curve motion. Look up the nurture barn in Essex... this is what many of the parents want in Bury along with more place to shop for and try out products. Stephanie Holland is a good person to talk to about this.

Better provision market - eg French market rather than the "car boot type" stalls as at the moment.

We can think of offering 'Food Street' type of usage of Angel Hill car Park in the evening. The idea is that during day time it will be used as a car park but after 4pm the Angel Hill car Park will be taken over by merchants offering Food/ Street Food from all over the world. The merchants will be preparing fresh food from their stalls and serving food/ drink to their customers. There needs to be some seating arrangements for buyers. The merchants will operate between 4pm to 10pm. It may need to be seasonal.

Places where people can park in order to use the shops and offices. Short-term parking, say 30 minutes, to allow clients to come to see us.

Parent and child parking

An Art Gallery

Muslim community centre and events

Repair all roads as they are terrible potholes every where and get all work done with all the responsibilities of the same hole instead of closing that hole then three or four weeks later the next lot come and dig the same hole ridiculous would like to see rates cut for the smaller shops so we can keep them open no more house building as we have enough plus the medieval road can't take it Bury is an old town keep it like a old town instead of putting modern like the arc make it old looking could say more but you won't take any notice of what we say as like always you will do the opposite

Toilets Play Equipment

The current mix is about right and the aim should be to maintain this

I would like there to be a centre to provide more care and advice for homeless and disadvantaged people. Also a place where young people could go that is safe and possibly offers advice or training in the evening so that they are not hanging around on the streets - build good community spirit first and foremost, I would love to be involved.

The Council cannot dictate what kind of retailer operates in the town so there is no point pretending that it can. Concentrate on change that is feasible.

Hospital and care home provisions Drive through food (for workers /parents who cant get into or want to go to town) Activities based close to town but not in the town itself as traffic awful

More furniture, domestic appliances, including white goods, and household goods retailers. More china, glass and crockery retailers. There are far too many fashion and clothes retailers!

A building for business hubs and community activities to take place, perhaps the old Cornhill Shopping Centre

The actual town centre is not large enough to support many of the items shown on previous page

An extra attraction would be A BANDSTAND & A SEATING AREA IN BURY GARDENS

better facilities in parks (e.g. abbey gardens cafe)

I would also like to see the market nurtured and enhanced

Updated Street names visually. Create a beautiful signage scheme for all independent streets. Try looking for St John's Street, churchgate, Hatter etc if you a visitor.

trees and flowers; seats; rails to chain bicycles to

At least one large nightclub

It is essential to have private ownership of flats and houses in the centre if there is to be money to pay for independent retailers.

Restrictions on the number of businesses being turned into houses in the medieval grid.

**Other (please say what here) (If other please state in the space provided below:)**

Toilets, not enough of them at present.

Removal of unused/architecturally unsympathetic buildings e.g. small shopping centre near McDonalds Cornhill.

Bigger and busier is not necessarily better.

Make the Cornhill Walk into a Food Mall as in Blackburn

Bury has I believe a good mix of all the above although John Lewis would be good. Making more of the beautiful architecture by taking care over planning permission for shop-fronts and signage.

A clearly marked and well resourced tourist information Centre. Clearly marked and regular public transport. Clearly marked and safe cycle routes.

A clearly marked and well resourced Tourist Information Centre Clearly marked and regular public transport Clearly marked and safe cycle routes

want to ensure that our market is sustainable as it is very much a part of the whole BSE experience

Small green spaces at regular intervals

Live music

Park and ride

Ground level Post office Please

Preserve and improve what we have

Less litter.

Whereas the art gallery planned for the train station buildings may serve broader needs it is important that there should be a gallery in the centre of town.

Huge increase in population should be taken into consideration for leisure facilities.

Lack of art galleries and provision i.e. small row gone cathedral gallery - going

Cleaner central area with more seating.

No more Super stores

We have so many lovely shops now; but please, please can't you get Primark into the town.

Art galleries and museums and skating.

More shelter for homeless people.

Central Tourist information hub e.g. at Council offices on Angel Hill.

John Lewis, John Lewis, John Lewis, but I'd settle for a House of Fraser if needs must.

**PARKING SPACES**

As previously mentioned in this submission cycle paths and green spaces.

I think Bury has a very eclectic mix of facilities but the issues isn't that there isn't enough of it, its just difficult to access and the congestion in the town is very off-putting

It does not need a\_MacDonalds drive thru

Wargaming shops, technology shops(not in the modlie tech sense)

A small Market Place open 5 or 6 days a week to complement the Wednesday & Saturday markets . A French style point of interest for meeting peoples wish to source fresh supply from trusted independent retailers. Suggestions - The Butter market or Angel Hill

Improved parking facilities & easy access into the town & park & ride to ease congestion

More public toilets needed in town centre

**Other (please say what here) (If other please state in the space provided below:)**

Better access and more provision for centres for Health and Wellbeing; better access and improvements to the Hospital, larger GP surgeries and Health hubs and clinics, better leisure, sport and wellbeing facilities. More for younger people. We do not want noisy outdoor events in our town centre as they are disruptive and adversely affect the wellbeing of the local residents. Use Nowton Park more. Improved facilities for education, training and lifetime development linking in with industry and offering apprenticeships. Better rail, bus, air and shipping links and improved access for cars and parking. Too much emphasis on the "arc" which is only a part of BSE's offer. (Confusing use of the term 'arc' within the document which is used in 2 contexts.) Protect and enhance the Ancient Monument of the Abbey of St Edmund" and stop calling it "Ruins" - work in partnership with Historic England and improve and protect. Too much money spent on Moreton Hall area to the detriment of the other estates - I suppose lots of councillors live there. Better facilities for young people.

Encourage market traders to both markets all year round.

seating

Business rates need to be set at a rate that is affordable for small/ independent businesses.

Don't destroy Moyses Hall. Keep at least one museum.

Use one of the tennis courts in abbey gardens for wheelchair sports. Bring back bandstand in Abbey Gardens. We can't cope with more people look at Saturdays now.

Increased development to provide additional community.

Live music bar, community hub for talks, health walk-in.

Street entertainment zone near Boer Memorial, as per Covent garden.

public toilets IN CENTRE eg Buttermarket/ Cornhill

Better utilisation of vacant properties above retail units, e.g. as residential

Moyses's Hall Museum and Theatre Royal must be protected from adverse effects of changes. In particular removing parking on Angel Hill would have a catastrophic effect on the theatre. Ram Meadow would be too far especially for those less mobile.

The market on Saturdays and Wednesdays need to be promoted. It is one of the oldest in.

Sort out the illegal parking.

Community spaces especially community run spaces.

Public toilets nearer the Market Cornhill area. it is a long way to the Arc and Abbey Gardens for many older people or very young or disabled. everyone uses shops - who must find it difficult too. maybe make access to existing toilets from St Andrews Street thro passage which is blocked off

More public houses More seating

More public toilets in the town centre e.g. open up those that used to be in The Traverse or find somewhere else near the market place

Make use of empty space over shops in town centre Le.living accommodation

Pubs that aren't owned by Greene king

Late night shopping once a week all year round to make it more of a hub

Making sure small businesses aren't driven away by ridiculous rates

Better cafe in Abbey Gardens

Extending the Apex centre to accommodate more than 500 people

Maintaining the market on Wednesdays and Saturdays where it is now is our absolute mark.

Have housing in all the empty spaces above shops and businesses.

Trees!

Trees!

Mosque

Green businesses walking the talk and contributing towards the vision of the council and the objectives for environmental management and greenhouse gas reduction.

An additional Doctors; surgery.

A bandstand in the Abbey Gardens.

Maybe another museum! Why did the clock museum have to close?

**Other (please say what here) (If other please state in the space provided below:)**

Craft workshops.

More personal services eg health care

Traffic free areas.

Social housing - Council homes (NOT so-called "affordable" ones)

public toilets in more suitable location that at present.

do not drive our youth away

art galleries/art shops

a dedicated space to have the extensive council art and artefacts collection for everyone to access

More seating.

Generally Bury does well. Balance between independents and larger chains goods.

Free arts spaces.

Toilets

Opportunity for 'pop up' shops. celebrating 'St Edmunds' association/ special days.

Affordable housing is hard to come by. Rents are extortionate.

More art gallery spaces.

Wildlife areas/ zones

art gallery for local artists and visiting exhibitions

Housing for young people starting out and older people.

public art - sculptures

ART GALLERIES

More regulations as to number of cafes and restaurants - too many causing an imbalance in some central streets.

Outdoor cafes and outdoor seating bring back the benches outrode. Better displays in the Arc area. The car companies area make it a depressing place.

Good safe pavements

More green.

More ordinary day - to day grocery shopping.

the nature of retailing is changing

It is important to have a gallery where local artist. Can be encouraged that work displayed. Also featuring the community.

Greater frequency of larger culture events/ entertainment.

The town no longer has an art gallery and this is a great loss.

Less Litter!

Large offices and industry are no longer a prerequisite for a thriving modern town centre. However, estate agents, legal advisors and small architectural practices are necessary. Likewise C.A.B and Council outreach centre.

Large offices and industry are no longer a prerequisite for a thriving modern town centre. However, estate agents, legal advisors and small architectural practices are necessary. Likewise C.A.B and Council outreach centre.

Clubs for young people!

## Maintaining a strong historic heart for Bury St Edmunds

**Bury St Edmunds is a tourist destination with a historic medieval core containing a wealth of visitor attractions and listed buildings.**

**It is important for its historic status and character to be maintained and reinforced in supporting the vitality and character of the town centre.**

**Do you agree with this statement?**



## How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?

preserved in aspic (or is that showing my age?)

The TIC should promote this more.

Well maintained. To be used and not left empty. Not to have too many restrictions of who can use what and when.

Transfer publicly owned buildings to a trust so that they are protected and not affected by your budget cuts. Use community links to run public buildings.

By working with Historic England, The Bury Society and other relevant 'bodies'. Providing more accessible and regular transport/buses from surrounding villages to reduce dependance on vehicles .

Make the buildings a prominent feature. Historic information could be displayed on the buildings or certain streets for visitors to read and create an historic pathway. Even a museum or information centre specifically covering the history of BSE.

By good work between the public, 'Enabling Officers', and the Council and Trusts. We all know that the Government is letting almost everything through currently in order to increase housing - which in theory is good - however, the historic side of Bury needs to be protected. We have amazing history, 'Shrine of a King, Cradle of the Law.' Alteration to buildings should be allowed when it is appropriate and justified, and for good use. Vast amounts of Bury's historic buildings were lost in the 1970s - this can't happen again. Risbygate Street used to be full of such buildings until the developers got in there. The very centre of the town, I'd argue, should be protected. The outskirts are not as much of a concern. However - if the choice is between a historic building going into disrepair, or being slightly altered and being used again for the community, or business, then I'm in favour of the second option.

Looking after and fixing the paving for one! I don't think you can enhance them, otherwise you lose their original character, it's just about preserving what you have.

Control parking

I think it's about matching up appropriate businesses with each location. For example, it will be interesting, and potentially pivotal to that area, to see who takes over the old Post Office building. For me, the opposite building that houses 'BET FRED' is not a good match for that building. That's a beautiful historic building in a central part of the town that is housing a bookmakers. I've got no gripe with bookmakers and they have a place in any town but it doesn't feel a good match for that particular building/location. I know this might be something out of local authorities control but it's key to attract the right business to the right building/location so that each part of the town has the right balance of shops. Just to add, I think what is done to maintain Abbey Gardens and Cathedral grounds is brilliant and a great way to attract out of town visitors. As well as attracting businesses and investing gin the necessary infrastructure to support a growing town, I think we need to maintain and enhance these historical features. It's Abbey Gardens etc. that make Bury different from other towns and what will attract people to come back and visit on numerous occasions.



## Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

Compile a list of iconic buildings and other structures, examples: The Abbeygate, Pillar of Salt. Look down at the carriageways and footways with a view to improving the standard. Minor improvements to Abbey Gardens. Keep the aviary: remove grey squirrels and pigeons by following expert advice.

Their setting needs to be improved - I would like to see the amount of car parking limited and allocated elsewhere, particularly around Angel Hill and the Buttermarket, with "shared space" introduced. It should also be a priority to enhance public space/public realm: new paving, shared surfaces, benches, trees. This would really enhance setting of historic buildings like the Athenaeum, Guildhall and Moyse's Hall - three notable buildings currently spoiled by car parking.

Remove cars

Private Events within parks should be charged. I went to nowton park last year after a colour run had been and the toilets and immediate facilities were in such a mess afterwards. A few should have been charged so a cleaner could have been on site after the event - it spoiled the park for everyone else

Local by-laws. Scheduling. Funding.

Funding must be in place to protect the Abbey Gardens, and provide enough employees to maintain and enhance this "big draw" to the town. Promotion of all of Bury's historic buildings needs to be maintained, so that visitors to the town are aware of them, visit them and donate money to them. There needs to be due consideration given to the "look" of the historic streets, when planning applications are received from retailers who wish to locate themselves in Bury - no gaudy signs, unsympathetic conversions of shopfronts etc...

By allowing businesses to function within the core of the town center which means allowing cars to circulate freely.

Huge improvements needed to Abbey Gardens play area. Looks great but hardly anything actually there (compared to 6+ years ago). More for the older (9-14yr olds) to play on.

As above. I believe that the lead routes into bury should be enhanced. Whilst the core centre is important the historic 'gate' roads are part of the whole city and more attention needs to be paid to paving; greenery; ensuring conservation guidelines in private renovations are adhered to, and to reduce traffic where possible. Look more to non polluting electric shuttle buses, and affordable park&ride schemes. I and my husband lived in Montpellier where no cars enter the city centre. It works and is a delight.

Traffic is the biggest problem for historic and tourist side of the town - streets not designed for today's traffic levels and people can't walk freely around the main town - if you improve walkways, car parking and disabled access then you could probably ban traffic from town centre during normal business hours

I think that the shops leading down Abbey Gate street should be in keeping with the surroundings. Some of the signage is garish and spoils the charm. Abbey Gardens are lovely but could use improved catering facilities

Alleviate the horrendous illegal parking issues in the town, freeing up our streets and pavements. Linking St Johns Street to the Town in a much better way than at the moment. it would be great to see Angel Hill free of cars.

Avoid any more architectural disasters like the Parkway Cinema, the wooden box near it, the appalling Cornhill (now almost empty anyway), the ugly lump that now spoils the view of the Town Hall by glowering over it . . . . the instances are legion (Bury St Edmunds even manages to have the ugliest Tesco style too). More buildings like the gorgeous Handelsbanken building! I don't even mind the Parkway multistorey, it is a good effort. Obviously the Market redevelopment was unfortunate in its style, even if the expansion of the shopping area is accepted as necessary - in what way does it relate to the existing architecture?? I do not object to new buildings, as such, but please, please, can they be sympathetically designed!

Better/cheaper parking and access. Pedestrianisation of town centre. Encourage businesses to maintain historic environment in building and interior design

By using high quality materials, having a cohesive plan with continuity of longevity in mind and consulting with visual artists before adding artworks and sculpture to the historic town centre which is of inferior quality with no consideration to the historical buildings and existing artworks (ie the metal wolf which stand next to an Elizabeth Frink statue and which is out of keeping and the wrong scale).

Better paving to enhance the buildings which line the streets better lighting of buildings, less car parking within the core

## Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

By not letting any new developments and height restriction with any new development. Core town center should be excluded with any further development with higher buildings.. If you look at the old council building at Angel Hill & see the colorful building just behind it - you will see what I mean.. That's absolutely an architectural/town planning disaster.

I think a more proactive approach is required in maintaining what we have and allowing the town to grow and this will hopefully enhance this going it going forward, we do need to look towards the future and that means business, homes and community centres to grow as well as allow other faith groups to prosper and allow them to have their own space, all this will enhance our small town.

I think they are already well looked after.

STOP BUILDING! You are wrecking our beautiful town.

Increase council tax.

Create a dog park. Events to showcase historic buildings and outdoor spaces.

Leave them alone and don't build anything else in the town center! We are a SMALL MARKET TOWN!

Using hatter street as an example, it would look ridiculous if there was a newly built modern shop surrounded by old fashioned buildings. To preserve the history, keep it separate from the newer parts of Bury.

there needs to be trail around town which takes visitors and residents along a historical journey through the town.. This has already been suggested and prepared by Alex McWhirter of Moyses Hall, but has previously been rejected..

Continued preservation through planning, but also ensuring these buildings are used on a regular basis - encouraging change of use where it protects the buildings for the longer term

Regular maintenance.

Plant more trees and make the town centre 'greener' by banning cars, increase planting and encourage shoppers to use park and ride (free) funded by increased council tax and grants available from central government. Close the hideous bus lane through the centre of town (St. Andrews Street) which businesses insisted on many years ago. Knock down buildings to improve linkage from old to new town with market stall, independent coffee stalls, ice cream stalls etc. (take a look at Boston USA town centre)

Good maintenance is needed at all times, my husband worked in Historic Building conservation, so always comments when things need doing.

I had read of a proposal to pedestrianise Angel Hill right down to the Abbey Gate and Cathedral. This is an excellent suggestion.

The traffic passing the ancient, precious Cathedral needs to be curtailed or greatly limited to only 1 or 2 hours a day. We are causing irreparable damage from traffic fumes.

Bury already looks afer the historic side of the town improves each year. My paughter often brings friends to Bury and they have made return visits as they like the shops and hi\_storic buildings.

Moyse's hall does a wonderful job, but not enough is made of it. The central butter market square should be pedestrianised and have seating so that people can stop to admire the towns important architecture. Why is the Market Cross building still empty? This magnificent Robert Adam building (despite the fact that a bookies has been allowed some space in it) should be a local treasure. Other towns balance commercial interests with their heritage so much better.

Planning law enforcement and ongoing investment in parks and public spaces

Cracking down on bad behaviour. Too many people ruin it for others.

Any new buildings should be sensitive to the look and feel of the older buildings to compliment them rather than stand out against them. Public areas should be made more entertaining, more to do for adults etc in parks and better descriptions of historic town events to provide visitors, and locals with information. Continue with market, encourage more local stores to get involved with special markets (e.g. Christmas market, its great but predominately companies who are not local and will not be in bury the rest of the year)

## How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?

Placing 'donation points' around the town in areas of special tourist interest along with suggestion boxes for ideas on what the donated money should be spent on. This way there would not be a 'set' admission fee to view particular areas (e.g. The Abbey Gardens) but instead, a voluntary contribution if desired.

To be wherever possible traffic free or restricted zones.

Making more areas pedestrianised so that locals/visitors have space to move around our town without having to look out for cars wherever they go

By providing a Park and Ride facility-which needs to be priced so that it encourages customers to use it (the Xmas Park and Ride at Saxham was too expensive)

By actually protecting them and not allowing them to be changed by new shops and restaurants .

I think the majority of the historic environment, buildings etc in Bury are well protected already. If they are privately owned, the residents should be responsible for their upkeep. I would guess the Cathedral is looked after in part by donations and funds. The Abbey Gardens could become more community focused, maybe with a Friends of The Abbey Garden trust? There should be a community garden where volunteers could help out, vegetables, fruits and flowers grown in a shared communal garden, could be used to teach and educate people on how to grow, what to grow, etc inspire younger people and children to get an interest in growing your own produce and healthy eating. Could be linked to local schools, west Suffolk college etc.

Keep a very close watch on planning applications. Modern design can work in these areas but does need to be sympathetic to surroundings .

Park & ride facilities

To tackle at long last the Skinner Street being so untidy

Don't turn them into pubs and betting shops. Use them for community and family spaces, cultural and historical events and attractions

Stop people climbing over the Abbey ruins and destroying them. More play areas for all ages to enjoy as there is little green space

Don't cut funding to them. Simple

Wardens to stop teens climbing on Abbey Ruins. Stop homeless sleeping in Lloyds bank and other areas by giving them shelter elsewhere .

Reduced traffic. Caretaker monitoring

there should be more historic details outside of the abbey gardens like plates detailing history about buildings such as cupola house, guildhall, moyses hall, etc

Remove traffic from the town centre by providing substantial park and ride schemes that operate 365 days a year

Involvement of all local/national groups committed to maintaining our heritage.

if at all possible remove large HGV from town centre.

Historic buildings are often neglected until they become dangerous and require emergency restoration. The Abbey Gate is looking a bit tired of late.

Less traffic fumes damaging them, careful use of planning/building control to protect us from unsympathetic development, too many indentikit same looking boring red brick new homes, surely we can do better with new housing design within our lovely town? Also not to pack too much in, space is important. The abbey gardens is also unique and must not be changed, in a rapidly changing world (careful sounding like my mum) it's a nice touch of nostalgia with it traditional planting and layout. More of the public art projects like the wolf trail, that was awesome the kids loved it and it was uniquely Bury. Berlin has its bears we have our wolves!

By using the historic buildings for leisure, entertainment and education the population will cherish the history of the town

By safeguarding their existence by creating laws if required.

More trees, more street cafe's, more pedestrian zones, better pedestrian/cycle access from the outskirts

By a having properly resourced Local authority

## How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?

As aforementioned reverse the destruction

By being used.

Promote the Abbey Gardens and Cathedral

A free park & ride on the outskirts of town would encourage visitors to leave their cars & walk around the town centre, thus reducing the need for parking in town & the number of cars clogging the historic (narrow) streets in the town centre.

By creation of a master plan! And by careful scrutiny by the council and involving at all stages the good work of the Bury Society.

Focusing on the preservation of important landmarks like the Abbey gardens and ensuring they stay attractive and are not just there because they are historic.

reallocating road space to give more car free areas and give fewer but simpler traffic routes through/across town would keep the historic centre cleaner and safer for pedestrians and cyclists. Similar zones and systems have been used in many other historic towns and cities, and the relatively compact town centre area would mean only very short walking times even right across town.

Pedestrians St Andrews St Sth and the Buttermarket and Abbeygate permanently however that will require more and cheaper parking closer to the town centre and may involve the need for a park and ride service

less car access

By maintaining the medieval quarter's oldest buildings to a high standard, including the cobbled streets, the town maintains its character. Dependant on cost, an app or website could overlay older photographs to a smartphone when the user's phone is held up to a current building. This would help bring the town centre's history to life and provide many talking points. Even locals could enjoy how the town used to look!

Pedestrianise Abbeygate st permanently (at least in summer) to protect the cobbled roads and encourage a summer cafe culture. More park and ride options to prevent as much traffic passing through the town, especially along Angle Hill.

Careful and sympathetic redevelopment where appropriate. Strong management of all these assets.

Adequately looked after and maintained at the moment. Visitors expect adequate car parking, good signage and good facilities. You have to strike a happy medium between what the local community is happy with and what local infrastructure will cope with versus a large influx of visitors who may visit bury and its attractions but make access difficult and life uncomfortable for local residents.

Only allowing public transport, pedestrians and cyclists in the town centre

Reducing the amount of traffic, especially HGV's. Create a new multi-story car park, opposite the existing one. 52.246343, 0.707270

It is ironic that some of the areas now highlighted for improvement are those recently developed by this Borough's "experts" after the customary consultation process. Perhaps more credence should be attached to the views of the public and local societies rather than careerist planners.

Reduce the number of cars and lorries using Bury St Edmunds

I love the Abbey Gardens and historic parts of Bury St Edmunds. Reducing the number of cars in the town centre would improve the environment provided this is well thought out and alternative routes/car parks are made available to make it easy to get into the centre. There is a need for some sort of parking on the eastern side of Bury. Clamp down on illegal parking to make it easier for cars, cyclists and pedestrians to get around safely.

Keep out dross shops, mobile phone accessories etc. Ensure verges are trimmed back to edge of paths

Environmental sustainability should be encouraged at every possible opportunity in order to effectively preserve the historic environment.

I feel that traffic needs to be limited in the town as it is growing so quickly now. I live 6 mins out of town and have a parking permit but I can never park where I live and it's getting worse.

More advertising on the history of them and importance of them to Bury St Edmunds

Creating a larger pedestrian/cycle zone

## How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?

The little streets should be filled with boutique/independent/unusual shops as well as a good mixture of high street chain shops to keep visitor and locals happy!

Greater pedestrianisation and more restrictions on parking. Grants for enhancement of buildings via business rates and more street planting opportunities. Control of A boards is required as this is getting out of hand.

List the historic buildings to prevent damage and thoroughly examine any planning applications. Engage public and property owners in the history of the buildings/town perhaps something within Moyses Hall or the Abbey Gardens maybe an outdoor display with history and photographs on each property or roadside or Abbey gardens. Enlist the help of the Record Office and/or Bury Guides, Bury Society etc.

Not commercialise too much, or introduce car parking charges at public parks where people should be allowed to enjoy the surroundings. Ensure areas such as Compeigne Way is cleared and replanted or grassed verges look awful if come in from Thetford way to sugar beat...make eco friendly, welcoming and pretty. Ensure character of town is kept by ensuring town houses have grants etc provided to help with upkeep.

It would enhance Bury St Edmunds as a tourist destination if there were more museums such as the Manor House museum that was unfortunately closed some years ago. Also we have world class collection of clocks and time pieces that should be accessible to all who wish to view them. Where are they now? I understand that they were left to the town by a benefactor called Jankyns with that wish in mind.

On street car parking must be enforced so everyone visitors and residents can see what Bury has to offer at times Angel Hill looks like one huge car park. There could be special dog walking and play area inside our parks (eg abbey garden) where dogs can run free and there mess is controlled away from the rest of the park. This idea is big in the US. They would then be on the lead in the rest of the park. Litter needs to be cleaned away twice a day and the ban on drinking in the town centre needs enforcing.

Declutter streets by removing unnecessary signs. Deal with parking issues. Demolish nasty modern developments (eg Barclays Bank, Poundland, Sports Direct buildings, and the old telephone exchange) and replace with green spaces and sympathetic building for public use

More street art which is in keeping with the town's history would provide some real interest a common theme going through the town such as historical sculptures, structures, etc and would help link in the harder areas to deal with such as St Andrews St. How about putting some columns in a 'folly' style which match those in the Arc in this street to link in the visitor journey?

By sensitive planning decisions. Incentivising property owners to maintain and revitalise historic buildings. This does not mean that we cannot have modern architecture alongside traditional buildings, but being bold (eg. Debenhams) or using traditional methods (eg. Linden Square) will ensure that the town centre remains attractive and preserves its historic core.

Walks/talks about the town

The area around the Abbey Gardens must be preserved as a historic area, the rest of the Town Centre should be allowed to grow without imposing "memories of the past" ideologies on expansion as many older residents seem to prefer.

By using them as much as possible to generate the income to maintain them.

By continued to make town centre pedestrianised

I think the town does a good job of protecting its historical aspects. As long as conservation standards are maintained and development proposals carefully monitored then this should be sufficient.

Speaking as someone who lives in the medieval grid, there is a major issue with the enforcement of speed limits within this historic area, plus a lot of very large goods vehicles seem to travel through it when alternative routes could be used.

Maintaining the existing historic buildings to a high standard; ensuring that new developments are in keeping with the town.

There is a need to preserve and protect such facilities only if they are used by people, so their being open to the public for viewing or entry must be a major priority. Building a larger coterie of tour or town guides who have a full knowledge of the history and interest in these attractions would enhance the visitor experience. The town has to be a living thing, so don't do anything that upsets the mix of retail, offices and residential premises that make the town what it is.

## How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?

The viability and character needs to be built on. You protect the best not everything. An opportunity for new and contrast to give the town a vibrancy. It is a living and breathing environment not a museum.

The Abbey Gardens is grossely under-used for cultural events. Why no bandstand ? Local musicians could be offered slots through the summer, allow collections. Cater for all 'reasonable' taste in music. Puppet Theatres for the young, outdoor theatre.

Notices so people appreciate what they are seeing.

Not sure.

Unfortunately, you have already missed out on a big opportunity in this respect: namely the relatively new and hideous shopping complex (?the Arc/Apex). Whoever designed and passed the plans for this utter monstrosity, totally out of keeping with our lovely old Town, needs shooting! What was the designer of the Debenham's building on?? A hideous 'carbuncle' which should never have been allowed in our lovely old Town. The rest of it looks like Swiss chalets on stilts. Shame on you! No, I don't expect pastiche buildings, nor do I wish to see monstrosities.

Ensuring appropriate funding is available. Encouraging a sense of pride in the town and its history, calling on volunteers to assist wherever possible to keep costs down and engender a community spirit.

Ban Parking on the Angel Hill except for coaches & disabled cars. Have lovely seating areas around the hill. Open Tourist Information Office.

Use the spaces for activities and events to ensure people are aware of them. Revamp trails from time to time.

Well first of all I think the planning department should be considerably more concerned with new build planning permission. As I understand it the station hill development will include a six storey block of flats which looks like student accommodation and I don't think this is the sort of building that should be carried out in Bury St Edmunds right next to a Victorian railway station. I don't particularly want Bury St Edmunds to look like a generic town that you see anywhere in England. Also there is far too much buy to let property and not enough for local people on low income. West Suffolk might want to take a look at Cambridge where all new build is low rise therefore maintaining the historic look of the city. There is a great deal of traffic pollution in Bury St Edmunds s there are too many cars in the town centre and the "ring road" is totally congested and with all the additional housing proposed not enough consideration has been given to parking and the health of the population from pollution from car exhausts. The council should give more consideration to residents living in the designated town centre improvement area that you are considering and I think that an improvement to the general environment should be the number one priority and not simply looking at how to increase the number of visitors. If the general environment is improved then it will be an improvement to everyone including retailers and visitors.

I think they are all ready very well protected, would be nice to entice more people to the historic parts with walking tours etc... Anyway of opening up the old tunnels too?

There are adequate regulatory arrangements in place to protect the historic environment. What is eviden is that underinvestment in the public realm is undermir:iing the quality of this environment. More than anything else this issue needs to be addressed.

make them accessible for residents/visitors alike so there are utilised as assets not seen as museum pieces

Yes! Actually one of the most beautiful streets is all cobbled paving but it's the back end of the shops in the town center so it's just filled with bins. A waste but again. That can't be helped.

They should be preserved and any future improvements should be in keeping and not detract from the character of the town.

More local awareness of the history of the town by encouraging locals be a 'Tourist in their own town' Use social media and other modern communication to tell locals and visitors about the relevance of the Abbey ruins and other historic buildings in and around the town

Ensure that shops or businesses that go in to a building keep the building as it should be. I dread to think what is going to happen to the beautiful Post Office building in time. The big ugly bright colours of some of the shop fronts distract from some of the old buildings fascias.

A park and ride to free up town parking and better enforcement of street parking/pavement parking infringements.

Keep talking to the public and listen!

## How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?

I think that there has been continual improvement in the way historic buildings, houses, parks and public spaces are cared for, but the footpaths in and around the town have been sadly neglected. There is also no enforcement of cycling bans in places like the Arc and the Abbey Gardens.

The council needs to work with local residents, community groups and organisations as well as with English Heritage on practical solutions to protect them. Historic buildings need to be occupied to ensure they are regularly maintained. The old art gallery in the town centre is still empty after a year, the area around the station looks a mess, Cornhill Walk shopping centre is now closed, the tatty house behind M&S is now boarded up and there are old shops next to Denny Bros which have been empty for years.

Reduce cars in the town, St Andrews St (between Arc and the Old Town), Cornhill and Buttermarket, Angel Hill both parking and driving through and around spoil visually and is not safe for pedestrians. Angel Hill could be an extension of Abbeygate Street and the Abbey Gardens Cathedral not a tower and St Mary's Church if it were a plaza with no cars, only drop off coaches or limited disabled parking.

Ensure that the County, Borough and Town Councils give priority in funding for protection and maintenance of this very important aspect of the town. Make full use of external funding applications including the Lottery Heritage Funds. Give it much greater priority than promoting concerts and music/drama activities at the public venues.

Stop allowing historic buildings and facilities like the Cornhill Post Office to stand empty and unused. This has been a huge loss to our town centre which is lost FOREVER !!!

Stop the climbing on the ruins down the Abbey Garden's. Build a better car park not big enough.

By careful control of developments to ensure they enhance the appearance of the town.

Pedestrianising more of the central grid and reducing car parking except for essential/disabled access in Buttermarket/Cornhill and Angel Hill.

Attention to detail, BSE is so good at conserving and enhancing individual character. Engaging residents and businesses to care for their own street/vicinity. Plant more trees or planters. Probably need more staff and money. The sculptures on roundabouts etc are so good at telling the history of BSE.

I think the Angel Hill should be shut up to cars driving through it.

Sensitive planning, managed growth. B St Edmunds is growing too quickly as the infrastructure is having difficulty coping with the extra numbers.

Cordon off areas from traffic pollution to safeguard historic buildings.

Increase the car free zone to around the Abbey area.

By bringing historic buildings back into use or preserving use by using them as housing or work places. More continuity of building materials, signage and building heights and styles.

Employing at least two (1 male, 1 female) Town Centre Rangers dressed in an appropriate uniform and radio linked to CCTV to circulate as protective eyes & ears and to give public information, monitor street littering / begging / drinking / anti social activities / nuisance chuggers, etc.

More awareness around them, maybe little placards to give small amounts of information to visitors also raising awareness to the historic buildings.

Please see the above suggestion. There is a huge issue with the road infrastructure in Bury St Edmunds, and the fact is that this Masterplan does not extend far enough beyond the town centre to make a tangible difference, as the traffic jams are generally on the outskirts of the town. I have heard many examples of people coming to visit the town only to be disappointed at the lack of parking, volumes of traffic and the time it took to get to any point in the town, so they turned round and left. Park and Ride or a ring road to keep cars away from the centre.

With a go fund me page! if our council can't provide funds. I am certain, that after a little cynicism... the residents would support this.

## How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?

Good planning controls for building and maintenance and use of beautiful buildings e.g. The market cross, (empty upstairs and blighted by window displays at the bottom.....and restricting cars etc, making it safer for pedestrians and cyclists, mobility users. A circular bus route would be needed linking the car parks, the railway station and bus station. Safe cycle routes and parking would enable more people to use this form of transport, cutting pollution, promoting health and encouraging young people to travel independently to schools and activities, again cutting car use. The topography is ideal for this. At the moment the cycle paths are dangerous and badly planned.....all planners need to get on their bikes and then they will see the problems. Paths which stop, forcing cyclists to either use pavements or walk e.g. Risbygate. parked cars on marked lanes e.g. Sports centre. Narrow lanes forcing cyclists into gutters which are potholed and cracked, e.g. Out north gate. Cycling across the centre means competing with cars and pedestrians, easier to walk and push.

Currently the historic stuff seems well protected. This is important. Not sure how to improve on this.

Perhaps local business could sponsor a local lead project. Ring fence a portion of the council tax we pay just for the town centre use.

maintain roads & pavements, have useable & affordable car parks close to centre

no idea

They should be free as far as is possible and should offer unique access to towers and tunnels on a regular basis. Also, the sandpit in Abbey Gardens should be covered at lock-up times so it's not used as a cat litter tray.

Easier access with a park & ride facility, especially on market days & when special events are held.

By being used and carefully maintained. Freezing everything in time can only breed stagnation .

Therefore well designed modern buildings that respect existing scale and materials should be encouraged .

By making them more of a feature within the town. Making sure they can be seen and not blocked by cars

Good maintenance, investment and community activities held in and around them so the public can explore and enjoy them.

Fierce protection from inappropriate development and from mediocre development. Encouragement for radical solutions to preserve the ancient but ensure the town is not just a museum piece but has fantastic distinctive modern design and architecture too.

limiting car access to the centre and or slowing cars down when they are in the centre. Enforcing parking restrictions ( no more cars parked on Pavements.

By the Council having enough money ring fenced to pay for the care needed to preserve our historic environment. It is most important that we continue the high standard of flowers in the streets and Abbey Gardens and the roads and pavements are kept in good repair and cleanliness.

More in the way of tourist activities (guided walks, signage, historical events/reenactments .

Keeping beggars and ruffians off the streets would be better.

Sympathetic street furniture and signage. Wider consideration of the surrounding buildings - for example, enhancing an ugly building adjacent to a beautiful historic building where possible

Ensuring that funds are always available to keep these building and areas well maintained, Abbey Gardens are a prime example of how beautiful an area can be made with time and money, stunning displays of flowers last summer.

Proper use must be found for historic buildings. Not every building can be a Wetherspoons , but it would good if more of the town centre buildings, particularly above the shops, could be used for offices and flats. I know that this has been tried in the past, but I think a greater commitment to this, maybe particularly aiming the office space at start-up (non-retail) businesses. Flats need to have allocated parking, separate entrances and good quality finishing. These would be particularly good for single people and young couples. If access could be improved, town centre living for older people could be a valid option. My aunt lived in sheltered accommodation in the middle of Buckingham and loved the easy access to shops and cafes.



## Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

As mentioned earlier the existing enhancements need to be protected first before adding any more. Angel Hill is one of the most important public squares in East Anglia and closing it to through traffic beside the Athenaeum would be an excellent starting point to enhance the space. Parking can be maintained during the quieter periods, but turn the space of to other attractions such as fun fairs, outdoor cinema would be a great addition to the town centre.

Green space is crucial within the town in order to attract visitors and provide spaces for well being for people. Areas of green spaces seem to have had a very low priority in new developments in town, such as the Arc shopping centre, and yet these types of spaces offer advantages for health, leisure, flexible uses e.g. cultural events. Diverse cultures need flexible spaces and not a single minded focus on retail space which only serves large commercial enterprises. We have a good town market which is thriving and exploits an area of open space and yet the new areas of development in town give little encouragement for community opportunities. Our parks are exceptional and help the town in many ways but as the town grows we need provision for more town centre green spaces. This kind of investment is crucial and should take equal priority with retail investment or Bury risks losing its sense of community and one of the ways in which it differentiates itself.

Make sure the external fixtures of building do not change. E.g., when the old post office is changed, that the statues etc remain. Re the pavements, the cobbles need to go. With no ice gritting to keep pedestrians safe, they now prove to be terribly unsafe and dangerous, including when wet. They're not easy to push a buggy along and I've seen those in disability scooters struggle too.

Better considered architecture, use of design & brickwork.

get as many cars out of town centre as possible including stopping parking on Angel Hill

Well, I expect you'll get quite a majority in favour of this absurd question. What you really want to know about is how to match the historic past with a largely as yet unknown present in 2031. That is a much more interesting question.

Good husbandry of historical resources.

New building kept to a minimum and in keeping with the historic buildings in the town.

Sympathetic and more cultural use of such buildings, with independent retail and entertainment/cultural use rather than national shops. More use of buildings for the local community rather than an over-emphasis on tourism

The people that own buildings in the town should be responsible for making sure they are in good condition. The parks need more staff to make sure you do not have people causing damage, that where it says no cyclists, dogs to be kept on the lead that these signs are adhered to.

Remove 'A-boards' opposite top of St John's Street, they create an obstacle. Better maintenance of pavements and cobbled areas, particularly, but not solely, after work by utility companies. Control 'take-over' of pavements by certain retailers - Tudor Rose in Hatter Street for instance. Better management of seating areas such as outside Moyes Hall and Thorntons/Poundland

The historic centre is protected and enhanced by Bury in Bloom. It is in danger of becoming a small historic area in a large town of modern housing estates.

Most importantly, reducing the number of betting and charity shops in historic buildings. Take betfred for example on the square, the facilities it provides do not enhance or exhibit the structure of the building. Shops should be designed around the structure internally

By looking at the entrance to the Abbey Gardens. the crossing to Angel Hill could be made a pedestrianised area opening up the space in front of the Angel Hotel for more seating etc. Parking kept for the hotel but a different approach as traffic can be diverted away from this area.

More Public Toilets More Seating for Visitors & Townsfolk Better Visitor Signage

By creating more car parking or park and ride possibilities outside the town.

They are currently well maintained and well presented and preserved

By not allowing huge office blocks to tower over the historic buildings. See Angel Hill for an example.

Maintaining the beauty by employing the correct staff.

More bins provided for rubbish

There is a problem with dogs or rather their owners in not clearing up after them, this seems to be getting worse which obviously impacts on the local environment in Bury. Buildings need to be kept clean and smart and Streets such as St Andrews St need to be made more attractive.

Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

pedestrianisation and cycle ways information boards/plaques

strong control of planning in the historic center

A Bury Town Consultation should be a priority leading to a Development Plan. Do not allow periphery development outside the current area under review to degrade the central historic core. The outer areas to the Bury area under consideration should compliment and encourage the visitor to seek and even better experience when they come into the heart of Bury St Edmunds. The current development considered at Edna Road/Compienge Way by way of a Travelodge needs to compliment the vernacular of Bury St Edmunds and not represent a posh cardboard box. Bury can develop along St Andrews Street North and St Johns Street in parallel with a hotel and car park at the old gas works area on Tavern Road. The Town's bus station is well located but the ambience from there towards St Andrews Street North/Risbygate Street requires attention.

A volunteer group that can assist... that includes opportunities for those with mental health issues and learning disabilities to help

The return of the kiosk which used to be in the Cattle Market area and turn it back into the Information Centre, it doesn't work in the Apex.

Raising money for the town rather than spending huge amounts on other things such as Firework displays. This does bring others into the town but does not have to be such a huge display with such a waste of money

Less clutter of signs on streets; careful preservation of historic buildings; enforcement of parking regulations

I think they need to be preserved and but very well kept so they stand up as equally appealing as the more modern areas of the town but just in a different style.

Use them for their intended purpose... Relocating the post office to next door was stupid.

Personally, I'd have no car parking in Market Square and Angel Hill (except residential) and turn them into proper municipal public squares with seating, planting, public art etc. Bury's addiction to private car usage will make sure that never happens though.

One of my favourite aspects of Bury is the fact that many stores and other businesses make a feature of the heritage of the building they occupy e.g Cotswolds or six menswear. Other than the current legal protection for listed buildings, buildings of specific interest / character for Bury that are currently unlisted may need additional protection.

By not selling off government offices which are in historic or character buildings to private developers

Above all preserve the timber framed buildings. No more junk in the street, unwanted street furniture.

Promote education and pride in the town and what it has to offer.....more walking tours...get all ages and abilities involved ...paintings photos..oral history....

We need an information centre for the history of the town. The old outdated aviary in the Abbey Gardens could be redeveloped as a large cafe and information centre. I would like to see guides in the garden who could give information to visitors whilst they are enjoying viewing the ruins. (Not every one will take an organised walk.) Recently I heard visitors talking and one said "I suppose it was some sort of college." Obviously they had not read the signs.

Stop them being overwhelmed by traffic and uncontrolled parking.

Any new buildings or developments within the town centre need to be sympathetic to the surroundings. Also, by not allowing owners of mostly Grade II listed homes to update their homes sympathetically but with modern materials is alienating the residents. Examples would be the Suffolk House on Lower Baxter Street which is a monstrosity, some of the architecture at the McCarthy and Stone building on Cotton Lane looks like the back of an out of town supermarket with no recourse or recrimination. Compare that with some residents in the mediaeval grid who would like to put double glazing in or build a garden room/conservatory in modern materials and they're treated like pariahs.

More pedestrian access, reduce vehicles

By building an underground car park in Angel Hill.

The removal of VAT relief on listed buildings has resulted in a reduction in maintenance of these old buildings. To maintain the 'look' of an historic town we must encourage such maintenance - even council planning (and their rules) must reflect this.

Tourist information office back on Angel Hill.

## How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?

Encouraging uses to adapt buildings in the same way that they have over the centuries. Reducing the impact of the motor car through redressing the balance of space towards pedestrians and improving the quality of the streets and squares through the use of high quality materials as in the exemplar Historic Core Zone project

Take away the cars and parking. Make or create easier paths to walk . Encourage people to visit the vital historic sites - Moyses Hall, St Johns, The Guildhall

Carry out proper repairs (not patching up) and things should improve, especially road repairs. Regular cleaning of some buildings (The station looks great)

Encouraging full public use and economic viability.

Take the cars out of the centre, pollution damages the buildings

Ensure plenty of green space in the centre of town is protected - the river heading away from the Abbey Gardens, nature walk at the back of the police station, allotments etc it would be such a shame to lose any of these.

Ensure that they are all used. Unused places become derelict. Allow old buildings to be adapted sensitively.

As before improve the play area facilities within Abbey Gardens for both residents and to attract visiting families. Ensure listed buildings are preserved and alterations and new buildings are built to enhance what we already have. Pedestrianise the area between the Arc and the town centre or at the least install a zebra crossing at both crossing points.

Have an overall plan covering all areas, and set up a park and ride scheme.

By having information displayed in, on or around specific points of historical interest, informing visitors of former uses & events that took place. We often admire buildings, etc., but have no idea of when or why they were created.

By keeping a tight grip on plans for development - that it does not encroach upon the medieval part of the town which should be preserved at all costs. The older parts are what makes Bury St Edmunds unique and we don't want to lose that by concreting it over. Development can be done sympathetically and I think that you have done quote well already in that respect.

Most Of The Area Your Covering Is In The Conservation Area Anyway So By Definition It Is Being Protected, The Town Is A Town First & A Tourist Destination Second, I'm Concerned By Some Of The Statements In Your Plan That You Think It's Best To Rip Up All The Pavements & Replace With Cobblestones As There More "Inkeeping" You Also Make Comments About The Chaotic Nature Of The Street Fittings, I'm Not A Fan Of Gentrification. The Mix Of Buildings In Bury From The Medieval To The Modern Are What Makes It Work So Well, It's Evolved Naturally, Please Don't Over Think It To Much Or Start Replacing Things Just For The Sake Of It.

As Bury St Edmunds has so much to offer, which in it's self gives a sense of wellbeing, St Edmundsbury Borough Council and Suffolk County Council should always allocate enough funds to maintain all of the above, while identifying other streams of funding.

Better maintena'ce

Good quality wooden signage. It is important to keep the character of the town - and we would like it to be a unique market town with lots of independent retailers and outdoor markets highlighting our local products and services .in particular . Please don't encourage many more large retailers as they are boring and generic with identical corporate shops with naff piped music where you feel like a commodity rather than an individual - you could be anywhere in the country. We should invest in our difference to particularly encourage out -of -towners' to come here rather than Ipswich, Norwich and Cambridge. We should build on our unique historic environment- perhaps some wooden signs like the one on Angel Hill - in the Arc - indicating the way to the Abbey Gardens Moyses Hall etc. A cheap way of adding character and show where our places of interest are.

More pedestrianisation

Existing controls seem adequate

Investment. Sensible rent and rates for independent shops in historic buildings. Encouragement and support for businesses to re-instate medieval parts of their buildings such as Cotswolds have done.

## Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

By ensuring their built environment is not impinged upon by developments that are not in keeping. In particular short term low cost development aimed at enticing certain types of retail or leisure uses. These, may be popular for a very short time but leave a legacy of high maintenance and eventually replacement all at great cost.

Ensuring that any modern and futuristic developments or building do not upset those areas.

Investment in and sponsorship of spaces by local businesses and charities. Making them accessible to the public. Pedestrianized centre of town - no vehicle access.

By planning controls properly administered.

Pedestrianisation within the town centre and identifying appropriate car parking facilities to accommodate this.

The Abbey Gardens ruins need to be showcased better, with updated history and information about the ruins, making it child friendly and interesting for adults.

Offer to national trust or developed as 'living museums'

By finding a use for historic buildings, maintaining old Street scape. Helping owners of historic properties conserve them.

No cars. Bury is now the right size to get a park and ride

The medieval grid is a glorified car park and in my opinion is ruined by the traffic.

Need to keep encouraging all visitors to take their litter home or use bins provided.

Its not protection thats needed, its affordable and better access and parking so people local and tourists can use it, or we will end up with all out of town shopping and a dead centre.

Vibrant local community use, active maintenance, more greenery

improving the look of streets so doing something about all the overflowing biffs bins. More listed buildings. More help and advice for restoring and maintaining the towns listed buildings. Get someone to clean the bird mess off the town park benches. Don't grant licences for night clubs in the town.

Park and ride

protection could be a volunteer role of B S E "town rangers". A group of people willing to give some time to look after there town. they could talk to people, give advice and information, directions and generally encourage visitors and residents to keep spaces clean and tidy. I also feel that the butter market and surrounds would look better is shop signage was improved and toned down.

not let properties stand empty but equally don't fill with cheap alternatives let local organisations have project opportunities

More pedestrianised area.and cycle paths

By reducing traffic flow through the historic streets. By improving pavement surfaces and maintenance. By enforcing Listed Building and Conservation Area protection.

Make the largest trucks only to have access on designated streets, not to allow them to roam freely, no more parking on the pavement, consider park & ride to cut down car movement,better signage to car parks. Make better use of Angel Hill, the coaches only area, is past its sell by date, move coaches to bus station, easier access to Arc & town with the hill of abbeygate st.allow paid car parking, nose or back in, a good 20 spaces and much needed revenue. Consider plan to keep Abbeygate St pedestrian at all times, access for delivery only. Also insist that storefrontage be well maintained many stores really tatty, windows above some stores disgusting takes away from the old buildings doesnt cost muhc for blinds, curtains or works of art, their is more to the town than groundfloor

By not building mediocre / bland buildings within the town centre, these tend to look old very quickly

a lot more care in the design and look of new buildings in town. some buildings on the parkway and in the arc look just hideous.

By being very careful with the design, structure and capacity of any new developments. Make sure we do not overdevelop the town or build modern monstrosities that we can't get rid of. Be sympathetic to the unique historic environment that people want to live near and visit, without becoming too big or too ambitious. By preserving and investing in the public spaces, parks and green areas that make our town part of our immediate countryside.

## How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?

By changes I have already suggested especially improving the town square. It is just a carpark at the moment.

get the upper floors of town centre building used for low cost housing, as many are vacant

Virtual walk with apps. Improved signage pointing out the places of interest. Photography competitions/exhibitions . Discounted restoration (only for light works such as cleaning, painting etc).

More pedestrian access

Volunteers that will protect these places

To make sure there is enough money in the budget for such things

You guys know best, but it is important to do it.

Block off Angel Hill to remove through traffic from the town centre. Develop Angel Hill as a tourist centre, acting as a hub to direct tourists and visitors to places of interest. Less or no traffic on the historic streets. Direct traffic towards ring roads e.g. Cullum Road, Tayfen Road, Parkway.

Block off Angel Square to remove through traffic to the town centre. Develop Angel Hill as a tourist centre and so act as a hub to direct tourists to places of interest. Less or no traffic on the historic streets, with directions for traffic towards ring roads. E.g. Cullum Way, Parkway

I don't know

Pedestrianise sections of the old town

More National publicity and Official Guides

Up to the present, Bury has retained much of its historical charm due to sympathetic shop fronts and signage. In my opinion this needs to be continued, with new shops being encouraged to use traditional wooden signs that are infitting with the nature of the town (e.g Marks & Spencer/Greggs) rather than some of the plasticity tacky signs that stores opening recently have used (e.g. the mobile phone case shop near Argos/behind Toymaster). It would also be nice to see more new homes in the town centre being built in a traditional style - the relatively modern town houses on Out Risbygare are a good example of this.

Employing more people to maintain and clean. Making visitors aware of the historic importance of the town by using volunteer or paid guides. Maybe using enactors too to bring certain areas to life.

Providing booklets as people alight from buses and trains. Setting history trails for children both in and out of school terms. Finding St Edmund mystery tour - is he under a car park or in a local field!

Get rid of the Tory government. The Tories self interest and greed would come before protecting our heritage.

Well maintained, litter management . I think the Bury In Bloom team does an amazing role in enhancing the town. try and control shop front signage

The appearance of the key historic buildings/areas is already very good (abbey gardens, butter market ect) what lets the impression of the town as a whole down is the approach to these sites from either the train station or long stay parking. Improving the routes used to get to the areas of interest is what would improve the experience of visitors and make them more likely to return/recommend

Reduce through traffic with park and ride facilities Disallow new buildings which are out of character with medieval core

Leave as they are.

The historic part already feels more protected and seems to dominate attention from the council already.

Good signage and lots of historical information and content.

Stop Vandalism

Using the historic buildings for independent retailers and not multi nationals.

Park and ride

Limit the pressure on town centre shops and services by reducing the growth of housing, both in the town and surrounding villages.

warden/guides . reduce town center fossil fuel traffic.

## How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?

Make sure new developments / redevelopments fit in well with the historic design (unlike like the Arc's giant square of grey). More colour, more green areas.

Encourage volunteering to maintain and promote these areas.

Apply for world heritage site, surely there is a case for Bury

Attracting tourists to historic sites and making them as accessible as possible, is open them widely.

do not build another horrible looking shopping centre!

At present the historic buildings dominate the area. This is as it should be. Don't let them get submerged in mediocrity.

Optimising access and visibility

Access and events - such as Bury in Bloom

Don't let the gateways to the town detract from Burys beautiful core. Don't let a square, brown, institutionally ?O's building at Etna Road be the first impression for our people and visitors to Bury when they use junc 43. The approaches to Bury central need to be more distinct from the A14 specifically but equally from the A143 north and south plus the A134.

Maintain and encourage use, do not price cars out and encourage drivers to go to places with better shopping and free of cheaper parking.

LIMIT THE TYPES OF BUSINESSES USING OUR BEAUTIFUL HISTORIC BUILDINGS - NO MORE BETTING SHOPS - POPUPS - CHEAP £ STORES IN LISTED BUILDINGS ! SORRY .....BUT THERE IT IS !

a well resourced heritage team and appointment of a dedicated urban design officer

Give public back a proper bus station, with far more seats (not prop up benches) a counter staff no one can find out what bus times are. Some people can't understand some of them (not be able read them. they are for too small.

By noting their condition in good time (we the TownTrust perhaps?) this saving costly repair.

think the use of events should be used to build o the historical elements of bury st Edmunds along with the promotions on more tour guides, bury st Edmunds could possible use title dark tourism to promote areas of the town.

Get rid of unnecessary signage. Ban 'A' boards and remove unauthorised signs .

More understanding of how to look after them. What is needed. Asking for help from people of Bury.

Not expanding. More people = more destruction.

don't build on them

Maintaining a vigorous policy for planning control to encourage sympathetic and imaginative architecture for building updates and new builds. Protecting our heritage is vital of course ...but that said, we can't live in a bubble. Modern architecture has its place ... let's see some really breath-taking statements, not bland blocks-ef flats. The station building, for example could inspire some really interesting architectural echoes in the developments planned for the surroundings.

The general environment of the town centre can best be protected & enhanced by making more car free areas . This not only de clutterers the streets & squares but also improves air quality & adds to a quieter environment. Cafes , bars & restaurants could be encouraged to provide more outside drinking & eating areas. The Abbey Gardens are a gem & really don,t need much improvement ,fund permitting perhaps a vast hothouse with exotic plants would be a good draw.

Ensure the routes into Bury centre are in keeping with the character of the core and resist development that will detract from this.

Keeping them cleaner.

By providing edge of town car parking and removing front of angel hotel parking. This vastly improves the view and flow via Abbeygate street, Abbeygate street looks hugely better with no parked cars.

The removal of street clutter namely 'A' boards; visually unsatisfactory they also cause obstruction to buggy pushers and the disabled. The introduction of a water feature in Charter Square, and the removal of the use as a car sales pitch. Tree planting, semi mature trees can be placed in planters thus avoiding services.

## Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

Open to the public so that people can appreciate them for their historical importance but also their relevance to modern life today e.g. The Guildhall Smiths Row Building (but not another estate agent!)

Encourage independent to improve streets. Ensure parks have adequate facilities. More events such as the wolf trail.

Greatly reduce street parking in these selected areas BUT ON THE FAIR BASIS that to compensate for this the cost parking in the town car parks is greatly (more than 50%) reduced

By allowing those who have bought and are investing in historic properties to renovate and keep them alive. Not allowing historic buildings to be sympathetically modernised to allow for modern day use will result in buildings of poor quality. A firm planning policy on shop frontages and store branding will have the most immediate visual effect on the town center. For example the Champs-Elysees in Paris has very strict rules on what companies can put on their signs. Even MacDonald's had to make their golden arches white! A similar approach would maintain the historic status and character of the town center and make it a more appealing place for visitors. If more people visit, there's more customers for the businesses, so good for all.

Stand back and look at what needs to be there. Use Newcastle as a good example.

Physically maintained and kept in use.

I think that there can't be much improvement.

More car - free zones and limited access

Careful planning grants. Public accessibility.

The crossing to get to the Abbey Gardens needs reviewing as is both busy with pedestrians and vehicles and maybe raising the crossing will make the vehicles slow down allowing for easier crossing. As many independent shops are located away from the center, is it worth advertising what shops we have and where they are located to encourage footfall to other parts.

What are you trying to achieve?

Keeping sight lines. Ensuring appropriate use of the buildings area.

The whole of SSE can be improved and protected by an improvement in the pavement quality. At the moment they are dangerous as they are so uneven.

They are best protected and enhanced through enforcement of planning policies but historic buildings need to be functional so they need to be conserved and not preserved unless they are Grade 1 Listed. Buildings have changed over many years, SSE would not be what it is without such change, so we must allow buildings to adapt (in keeping) with modern business requirements. Shop front policy should continue and no external lighting.

Offering initial incentives to businesses to take on empty historical buildings as they need a lot of money for upkeep - and we want them protected.

All these things cost money so the funding should be certain and maintainable into the foreseeable future.

8Y. using the historic buildings for independent retails an9 not the big multi nationals.

need more bins in Town centre.

For one, keep the Travellers away!!!! They have destroyed more beautiful green spaces than our troublesome teenagers. If we had some of the schools volunteer their time to upkeep some of the spaces (more of a day out - field trip), the younger generation might respect these spaces more as they have invested their time. I'm allowed 2 days of volunteer service per year, and I would enjoy using these days to help maintain the beauty of our town.

No more modern buildings!? Renovate the old ones sympathetically.

Put security at entrances if there is something VERY important inside or around

Keeping the historic sites as welcome and family orientated as they already are.

Preservation of old shop fronts and the original building designs.

to be used

to be used

Restrict traffic entering the town

## How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?

03 & 05 are very poorly phrased, and leading, questions and should be disregarded. Who could sensibly say "no", that Bury shouldn't meet the needs of an increasing population and flourishing economy, or that the historic character shouldn't be maintained? I'm surprised these got through even the most basic checking system, unless you already have an answer that you want confirmed? You need to give alternatives or options. This isn't valid consultation.

I feel we have got it right

You could always rebuild the Abbey! (not a joke actually!)

By spending money looking after them.

Control rates especially to market traders.

restrict public access to some buildings/places

The council should stop selling off the towns assets such as the mayors parlour, the manor house museum and the Abbey gardens cafe!!! it should be actively working to protect special buildings such as the post office. A programme should be implemented to safeguard the unique beauty and history of Bury, which encourages people to visit.

Stop trying to make them look like every other town in the country.

By not cutting leisure and culture services. Supporting arts and art galleries!

Stop putting on events in bury gardens - ruins the lawns, bring back the 'old' litter bins new wooden wheelie bin holders look horrid Ensure retail and business facilities are in-keeping with historic environments.

I think that so far the historic environment is maintained well and that it has a good reputation.

To have more care be taken on the ground and historical marks.

Development of the abbey ruins to enhance visitors experience and knowledge of its history.

Clearance of litter, drink cans, take away trays etc. gum on pavements.

Continued use is important it is better to allow businesses to make minor changes to an old building to enable its viable maintenance rather than trying to just preserve exactly "as was" i.e. as a museum piece.

Close co-operation between town council bury society and residents - an open forum of debate and sharing of resources and ideas.

Restricted in local laws

Allow green space and sitting, lighting, make sure you do give permission for hugly national chains to put hugly frontage signs. encourage blending of area.

planning restrictions in key areas to limit development of new housing. continued investment in public spaces to maintain the high standards they currently enjoy. long term planning so that roads like St Johns Street can be maintained in their current form instead of just being tarmacked over.

Development which is sensitive to the historic core - no high-rise buildings. More comprehensive links between the different areas of the town.

1. By not blighting the visual impact - e.g. the view of Angel Hill from Mustow St is ruined by the flats built above the rear of the Borough Offices. 2. By not closing the tourist Info Centre on Angel Hill - the replacements are inadequate. 3. By maintaining road surfaces - St Andrew's St between Woolhall St and Brentgoval St is in a bad and dangerous state, as is Angel Hill from Mustow St to The Churchyard, if you are a cyclist. (Likewise Eastgate St). 4. By not giving over public spaces to retail - eg the bus station waiting room. 5. By not allowing tourist attraction to override needs of residents.

Less cars in the centre, better parking provision just outside the centre with easy inward access. Better bus services later into the evening

As above try to encourage people out of cars and into public transport which needs to be affordable and run at the right times.

Reducing the flow of traffic through the centre of town

Encourage the use of the town as an attractive destination. A lot has already been done but parking is already a problem and this will deter visitors from outside as it becomes a bigger problem with the planned expansion. If people find it hard to access the town they will go to places that make it easier.

Give more information about the places



## Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

Stressing to visitors/residents the importance of maintaining the unique combination of historical buildings with sympathetic modern additions. In Italy they do this very well!. Innovative yet sympathetic additions would really enhance the town centre. Incidentally, given the piazza area around the Apex, why was this area not better enhanced by allowing food/coffee outlets around this area with outside seating. This would have meant that the area would have become a hub instead of a car sales area or a walk-through.

Ensure they are used, particularly public spaces, the area outside Market Cross and the Traverse should be all out door seating as seen in Europe.

Stricter traffic enforcement rules i.e. no parking means no parking (St John's Street for example on the pavement). Traffic enforcement cameras for one way streets or no traffic i.e. opposite Palmers Homeware Store and Tesco. If insufficient Parking Officers put up cameras and capture some revenue. Traffic violation is becoming a joke. Stop heavy lorries from parking on pavements and kerb stones and causing damage

At the moment the road system within the centre protects it.

I am a visitor to the town so I am not sure

Reducing the traffic going through the town.

I think the town would benefit from making the town centre off limits to vehicles during the day. It would then be more pedestrian friendly and encourage out door dining, cafes and bars.

Making sure that all pavements are looked after and kept safe.

Spread the word to politicians, local authorities, more info to the general public.

By keeping independent shops that will fit in rather than chains who have garish signage.

Preventing large built up areas (either domestic or commercial), publicising the area and attractions, providing quality refreshment areas for the attractions, improving parking / access to the town for visitors.

That planning applications are reviewed and respect/preserve the history and cultural significance of the old town

They need to be maintained to a higher standard than they are at the moment, the Abbey Gardens seats are always covered in bird mess this is never cleaned, the paving blocks down Abbeygate Street and Angel Hill are very uneven, these were not laid properly in the first place, so we the taxpayer will be paying twice for this, due to bad management by the council.

Continue to add innovative, contemporary buildings whilst providing a sympathetic balance between old and new

Take out the cars from the town centre and make these areas pedestrian and cycle friendly

Improved cleaning, repairs to pavements etc and enforce littering penalties. Promote brownfield development and be pragmatic with planning applications for listed building repairs or improvements - not everything in the centre should be frozen in time. The town is a dynamic and constantly evolving environment - let it breathe!

More parking spaces. Easier parking. Park and ride facilities for visitors is Essential. Widening of roads. More stringent punishment for parking in the street. Pedestrian walkways. No cars allowed in town Center and surrounding streets, i.e. More pedestrianised areas but only if arrangements are in place for adequate parking and park and ride.

A smooth mix between the modern and old, such as in the city of London

Encourage people to visit them more and then perhaps they will realise the importance of protecting them and help support the protection projects with sponsorship.

## How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?

Obviously any new developments should compliment the surrounding historic buildings and spaces e.g building heights should not be higher or block out the view of, the surrounding historic buildings. The choice of names for new streets, squares etc could be put out to public vote. Names of streets and areas can be very powerful influences to the feel of an area and should help instill the sense of history of Bury, both to visitors and residents. e.g Boederic Square is more relevant to Bury than e.g Hillside walk. The Abbey gardens is a historic jewel of Bury St Edmunds and I would not want to see any further developments in the gardens of a commercial nature. So there definitely should be NO more permanent cafes, ice cream vans, or buildings in the gardens. There are toilets at the edge of the gardens, there are more than enough cafes/ restaurants/ bars/ shops in the town center. There is a little ice cream/ coffee kiosk in the gardens already and I think it is important that the Abbey Gardens should remain as gardens, not as an extension of the shopping center. One area which does need attention is the tennis courts. I think they should be kept. The fencing, surface and nets need to be improved and also some signage as to how to book and pay for hire of them. Clearer information will generate more income from them.

we need to protect what we already have. too often planners do not take in the practical aspects of traffic flow, walking routes, litter issues, enviromental impact of buildings and the lack of greenery / trees bushes ect.

Visitor friendly historical information available i.e. St Edmund, Magna Carta, History of the Town, Buildings and Industries, famous people connected and associated with the Town, and any interesting Folklore Stories. Make a bit more interest out of the lesser known places and features.

a joined up thinking around tourism .. with the OMO in place everyone should be able to work together and share information and resources .Bury is fortunate to retain its historic townscape but provide modern day facilities

Not sure

Again, my proposal would incorporate all aspects to retain and develop the heritage of the town, its resources - together with the Airfield and its Control Tower Museum.

Take buses away from St Andrew's Street South. Pedestrianise (even if only part time like Abbeygate Street) Buttermarket/Cornhill

By ensuring that they are properly protected in case of a fire. To enhance the buildings, it is important that they don't become restaurants, but rather retail and social facilities.

Better signage and promotion of their qualities locally and nationally. Start advertising bury st Edmunds on a bigger stage in the media. And get a direct train to London back on! This will bring people in as well as give bury st Edmunds people a chance to link with the city. Makes us more open to a bigger national picture. People avoid day trips to and from London as there are too many changes to make on the train.

Financial support especially for the Abbey Gardens

Major problems occur when there is not a regular maintenance programme in place. By not maintaining/decorating buildings, streets etc the cost and disruption becomes greater, often needing replacement rather than repair.

Not too much developemnt. Planning given consideration to the existing environment. Upkeep of the parks, Abbey Gardens and other public spaces

By not fossilising them. The past needs to be engaged with in a dynamic way rather than turning the town into a museum.

I would like better tourist information and the wolf trail was a huge success doing a yearly thing like that would be great. Also we don't really celebrate St Edmund's day (20th November I think?!) this would be a great chance to promote the changing face of Bury while retaining it's roots.

Knowledge - I think the history of the town should be encouraged for all ages to access. Encourage more local school projects, voluntary projects for teenagers to be involved in.

Remove street furniture and road markings to improve safety and enhance/retain character of town.

Use the historic environment to hold events eg I went on an escape room challenge which is normally in a room but was held around bury town center and abbey gardens it could be related to the history of bury and in certain areas

## Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

The public are generally aware of the historical buildings and public spaces but more plaques or information boards, signed walking trails would be useful. There has to be an awareness of the town planners to consider Bury's heritage and attractiveness as a Georgian Jewel in the Crown of Suffolk. I was very disappointed to see the new addition to the Guildhall Feoffment school in the historic centre of the town - the new build completely overwhelms and detracts from the existing Victorian school hall building. What a shame!

Better ring-roads/bypasses to ensure town traffic is reduced

With increased maintenance .

Publicise the special places more

They should all be put under a 'protection' order to ensure no alterations can be made without going through strict controls. I feel that 'modern shop faces' greatly detract from the beauty and history of the old town centre and should blend in with the surroundings rather than sticking out like a sore thumb. I would also stop people walking, running and jumping on the Abbey Ruins, as these are being destroyed and once flattened cannot be rebuilt. The ruins should be protected and maybe flood lit to enhance their beauty.

Abbey ruins should be made more of, looked after and shown respect. It's sad to see people climbing all over them. In Reading there is a major plan and a grant, to look after their abbey ruins at the moment. They could be an amazing attraction.

Restrict further car access in the main centre.

Fewer people climbing on the ruins and damaging them. There's a fine balance between restricting the accessibility and protecting the historic environment.

Developments should be sympathetic to the towns history. New buildings should be designed so they blend in and not stand out.

Attractive heritage arrow signage throughout the town, maybe with different coloured text or background colours, which would enable visitors to EASILY identify specific routes. For example, yellow for a tour around town of historic buildings, green for parks and public spaces and blue for historic shopping streets. Seasonal decoration should be upkept and improved such as Floral displays and hanging baskets in the Spring and Summer and excellent Christmas lights and lit trees in the Winter.

By limiting traffic access. Disallowing modern architectural styles which generally clash and do not enhance the locality. Shop fronts should be fairly uniform and be in keeping with the style of the buildings they occupy. There are too many plate glass/tatty/garish frontages which destroy the appearance of the town. Roll down shutters on shops should be BANNED ( eg Cafe Kotani) they give the town a neglected run down look at night and encourage graffiti etc. They are generally seen in run down city centre areas. If shops, eg. jewellers feel in need of security then internal honeycomb style shutters are more traditional and suitable. The numbers of dustbins littering the streets is unsightly and we need original ways of storing them invisibly 6 days a week. Encourage/allow residents to "guerilla garden" small unused public spots eg as someone has done round a tree on Risbygate street...looks very nice! People need to \_have a sense of ownership of their public space.

06. Historic Environment. No more plastic signage! Some towns in the Home Counties insist on painted wooden signs or enamel. This should be the case in the old centre of Bury. Signage in the Abbey Gardens should be kept to an absolute minimum (i.e. small wooden or metal signs clustered together). We don't want to follow the example of the National Trust with their vulgar plastic banners shouting the obvious every ten yards. No more expensive 'public art'! We need functional, natural enhancements, i.e. real trees, not metal ones! 'Temporary' public art should come with a contractual requirement that it is auctioned or sold off within three months and the funds ploughed back into the Town Council budget. Please do not penalise businesses for using sandwich boards. Shoppers need to know where things are if tucked away on side streets.

Limit street parking in parts of town. Enforce traffic regulations eg St Andrews st Clear pedestrian areas Delivery times limited Electric free shuttle

do like they do in dare suffolk great metal signs with bit of history about the building outside or on the wall not just say the name like moyes hal is one of the oldest building in the country don't keep it hidden tell people without charging for ever thing .

Clear backing of Bury Society and Trust. Litter clearance More trees Enhancement of Rivers Linnet and Lark

## How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?

Any developments should be sympathetic on every level, be that architecture (there is little sense in trying to be vogue when we have the heritage we have and do just fine with that, besides we need things that last); the category of development (be that restaurants, shops, events etc.). Whilst the recent developments in the centre are sympathetic byinlarge there have been a few short-sighted attempts to accommodate faddish ideas. Bury just doesn't need to take that approach. It can rely on its heritage to carry developments if it is sympathetic to its heritage in those developments.

New buildings should be well designed so as to compliment and enhance the historic buildings.

More information points around the town, stating the history of the buildings and what you can see if you just look

No new buildings spoiling the look of the town centre, while it's good to have the arc Debenhams is out of keeping with the rest of the town centre. The historic buildings need protecting for future generations! We don't need carbuncles that stand out like a sore thumb.

Don't touch them. Use the existing newer/60's style building as the platform to develop. These buildings are ugly; in need of modernising. The Whsmith building (which the signage needs to change as it looks terrible); Moyses Hall, Art Gallery etc are wonderful buildings; mixing them in with new modern buildings to replace the ugly Barclays Bank, Pound Land etc could create a vibrant mix of old and new

There will come a point at which vehicle access to the historic core has to be further restricted - but that is only achievable after proper infrastructure and public transport provision is improved to enable access by other modes.

By charity events to help the buildings funds/renovations and more events publicly advertised instead of being very hush hush and kept to a small group or individuals

I think that all the old buildings needs to be preserved.

Keep the museum s stop closing them down

good access, car parks to town and good roads in and out. improve access arc to marketplace

Stop additional development in the town centre, don't try squeezing more in, we have space now, don't lose that as it can never come back. Keep the footprints

By not building on "green" spaces.

By improving the gateways to the town and the signage within.

Stronger planning rules governing shop fronts. Tree planting and flower planters in pedestrian areas. More reference to the Historic in town signage, (have often been asked Who was St Edmund? as visitors cannot easily find this referred to in the town centre) I think the town looks good at present, more would make it fantastic.

Access by pedestrian, wheelchair use or cycling should be encouraged; more pedestrianisation? A periferique system for cars and small vans would be very useful round the core town centre all travelling in the same direction, with defined ingress/egress points into the town centre/grid for residents/servicing shops. A nice idea to convert the Angel Hill to a piazza but why not run a road and make" car park under the piazza; if you were in France, Italy or Spain this would be their very practical and sensible idea - not impossible with current civil engineering techniques. Beside, another good access point to the centre. The use of large articulated lorries should be banned from the centre; we have to bite the bullet and supply shops must be from warehouse points on the town periphery.

Protection orders so as to avoid future development ruining them

Continue with the local policy on planning and listed building consents. Maintain places like Abbey Gardens and Nowton Park with all the flowers and well managed gardens to keep Bury's open spaces with the wow factor allowing visitors to feel welcome. Would not really like to see parking charges increased though as it might put people off. Could be a supplement on coach day out parking though. (Admittedly I don't personally know what charges they have to pay at present).

As stated previously, ensure the streets and pedestrian areas are safe, level and well maintained. The historic environment does not need cobbles and meandering roads - just keep it simple. The parks and public spaces are well cared for, but charging for parking in Nowton Park is unacceptable, it was rate payers' money which paid for this initially and it should be freely accessible to the public by car.

Limiting access for non-essential heavy goods vehicles

Reduce through vehicle traffic. Impose speed reducing measures like sleeping policemen.

## Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

Keep the abbey gardens free to access but charge for more commercial events. Town centre app could be used not only to tell story of abbey and St Edmund and to direct visitors to independent shops.

It is already protected, let's not be precious...if you want to protect it then don't make the town any bigger.

Tourist information would be good, no details for people arriving in town via bus or trains on where to go or what to see! Bus station information should not have been closed this was very short sighted by council!!

More floral displays and keeping the abbey gardens professionally maintained.

Perhaps permanently pedestrianising the Cornhill, Buttermarket and top of Abbeygate Street would help preserve the buildings and streets.

By not pursuing economic growth as the priority if it compromises the character of the town. Especially in terms of improving access for cars. This will only encourage more traffic, more congestion and more pollution. Instead better pedestrian provision should be provided as well as better public transport from satellite villages.

Better car parking, enforce street parking regulations & provide more (& enforced) residents' parking places

By adding adding a long stay car park to the west of the town, but still in walking distance.

I would like to see the Conservation Area extended to include the area around Bury St Edmunds station. I think it is important to preserve the railway station as a listed building, however the area around it should also be protected (including the Abbey ruin on Farnham Road between the station and Tesco's rear car park).

Isn't this the role of St Edmundsbury BC or DC

Removing traffic from these areas is not the answer.

More information at various sites about what the person is looking at

Careful planning permission.

Some footpaths need repairing.

Leave it alone apart from maintaining

Highlight the historic environment through the tourist office and encouraging people to discover more about the listed buildings, their background and history.

By halting the ridiculous & unwanted expansion of the town [2013 Expansion], beyond the infrastructure that is in place (which probably cannot be enhanced due to the historic medieval core building/streets etc.)

By restricting car access, except for electric cars.

Protect and enhance the Ancient Monument of the Abbey of St Edmund and stop referring to it as the "Ruins". Act quickly to protect this historic monument before it falls down and is lost forever; you are just the caretakers for future generations. Work in partnership with the Community, the church and Historic English etc to protect this wonderful monument. Give grants to help individuals maintain listed buildings. Value and invest in the parks and public spaces as areas for health and wellbeing. Use some of the money currently used to subsidise the Apex. Raise awareness of the value of the historic areas, parks and open spaces.

Encourage visitors to leave cars outside the town centre while maintaining sufficient parking in the town for those that need access

More should be done to highlight the history of the prominent landmarks around the town centre. Having visually attractive and interesting information panels/signs outside each building, thereby potentially enticing people to visit (Moyses Hall!), would highlight the amount of history within the town.

Extend the pedestrianised area to include Angel Hill to discourage the historic centre becoming a 'rat run'. The lovely cobbled and flagged roads and pavements should be repaired with like for like rather than just infilling with tarmacadam or concrete.

Stop takeover of historic buildings by commercial enterprises. Betting shop should never have been allowed to take over the Market Cross and especially allowed to put up such garish hoardings. Please don't let the old Post Office go the same way.

## Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

Ensuring any development is in keeping with the historic nature of the town. Ensuring the market continues by not pricing out stall holders. Keeping up the floral tradition

Modern signage replaced with antique styled alternatives. Wheelie bins etc, to be hidden, road signs made more in keeping with the street, neater paving and road surfaces. Less traffic in the town centre, limited delivery slots, close more of the town centre streets to traffic.

By supporting their viability and ensuring those who wish to live, work and visit can do so conveniently and successfully.

Signs to tell you what it is and fences around delicate historic objects so they are not destroyed.

Yes

Stay true to origins, keep signs in the same style, more recycling bins

Any building restoration works should be worked on as soon as the problem occurs on as soon as the problem occurs to lessen the impact on the rest of the building and keep the cost down.

Abbey gardens need a visible presence in charge especially to stop cyclists (even going through children's play area!)

The historic buildings seem to be looked after by independent retailers but not by the larger chains of lower end retailing. Greater control of shop front care, should be considered. Our streets and park areas are looked after well at the moment by the team of street cleaners, park workers. We have an increasing amount of tourists visiting the town for both a mix of shopping and historic sightseeing so it is very important to carry on looking after these areas.

more of what we are doing

Employ staff who are really interested in such matters!

By having open wider walkways, improved surfaces and better signage. More sophisticated lighting and seating en route. More information signs that explain the history of the building outside of the destinations.

More could be made of St. John's Street as an area which has traditionally been the home of independent traders, visitors to the town need to have this area pointed out or they could easily miss it.

Reduce air pollution. Green areas and places of historical importance must be budgeted for correctly and maintained as a priority above retail and housing development.

Banning large delivery lorries. Signage in-keeping with historic nature (on all buildings) examples - shoezone - fone shop between to Marks and Spencers and Waterstones

Because it is a bit of important history

Don't close Moyses museum. Value the wealth of historic buildings. Maintain the churchyard. The current tourist information facilities are poor.

Better Mobility Access, Millions have been spent on cupola house if you can't climb steps you can't go in.

Policies aiming to protect and enhance the quality of the built environment.

Stopped through traffic develop walk routes with clear instructions. Covent garden style market Square.

Creation of a traffic cul-de-sac in front of the Abbey Arch, so vehicle access is restricted to just angel hill car parks.

More pedestrian areas. Better link the arc and old town centre.

Keeping them well maintained with litter-free, clean areas and good access.

Put in the Park & Ride and a better bus service both of which will help to protect the streets and buildings. The Abbey Gardens are a great facility, don't try to alter them. Keep up the number of people working to maintain the gardens instead of reducing the number

By continuing with the way they are protected at present

By allowing them to be used in a modern way but still being respectful to their age/historic importance, e.g. The Corn Exchange, The Cupola House, Moyses Hall, etc.

Ensure green areas within the Borough are protected from development, eg Ram Meadows, Leg of Mutton, allotment areas, and focus on improving brownfield sites. Ensure any redevelopment of the telephone exchange site for example is done sympathetically.

## Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

Not allowing cars into the medieval grid unless residents, or linked to them visitors or deliveries

Making sure pavements are replaced with quality materials that enhance the area and in keeping with the town. The abbey gate gardens are beautifully maintained...public toilets needed down by the play area .

By taking care to identify those historic buildings etc and protect them in accordance with the advice of bodies such as English Heritage and Suffolk Preservation Society.

By campaigning to raise public interest and awareness . So often, history is sidelined in the town in preference to shops and eating places. Bury St Edmunds should be celebrating its history and wealth of beautiful buildings. More events please to promote interest in the history of Bury. ie historical reenactments in the Abbey of local events, promotion of Bury's historical characters, ie Stephen Gardiner, Mary Tudor more information in the churches to promote tourism . This could also raise much needed funds to preserve them.

I agree that the historic character needs to be protected to a certain extent but in truth there is a lot of ridiculous over-protection in Bury St Edmunds that impedes improvements to the town. Some old things were badly designed in the first place and don't need to be preserved. The town is not a museum, its a place to live and work .

Keep investing on the abbey gardens to make it stay a great place in the town centre. Keep the amazing buildings in the town the same and not over run with retail signage to keep the character in the town.

Investment and promotion - not just nationally or internationally but locally

Remove density of traffic Reduce air pollution - visitors and residents do not want to walk and live in polluted conditions. A healthy environment needs to be controlled for the the well-being for residents, visitors , and the historic buildings in the historic heart.

Protected by looking after the buildings roads and pavements . Enhanced by removing some of the uglier shop fronts/signage. Example - the newly fitted Post Office sign on the beautiful WH Smith building. For that matter, the building would be improved if the WH Smith sign was also removed.

By spending money

Sensitive planning & development

more pedestrian only areas

The centre and its historic environment appears to be quite well protected with almost car-free streets and areas. The buildings can be enhanced with special lighting in the evenings .

More lights and CCTV cameras .

Things such as the statues on the roundabouts , the wolf trail etc. are very good!

Not sure about the protection of them but clearer signage of routes and landmarks.

Limit modernisation of the area.

Make the town centre/medieval square and environs entirely pedestrian , cycle access , mobility and public transport only . Much like Bruges(Belgium) model where car traffic is forced to park outside the town centre but a decent , regular including outside working hours bus services are available to ferry people in and out.

It's already looking pretty good. Review business rates to ensure maximum occupancy. Remove opportunity to drive across Abbeygate Street during the day. Provide more areas of soft landscaping and seating areas. Consider opportunities for grants to existing occupiers to undertake improvements . Better signage to help people move around the town. Consider highlighting walking routes to take in elements of the historic environment and parks through to the rivers. Things like the wolf trail could be a permanent feature.

Don't alter the town centre.

Keeping cars out as far as possible

Finding innovative ways of using them . Subsidise and support community run uses of the spaces .

A small fun to Easter This Abbey Gardens.

Used more for events.

its what Bury is famous for , keep it as it is.

## Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

Reduce town centre traffic. Improve/ revamp centres paving to fit in with historical character. Pedestrianise? Cobbled paving? Historic Markets? Quality street vender

Park Rangers Town Ambassador scheme Education

Replacing cobbles with cobbles after road works Regulation of shop frontages Replacing old and worn frontages

Pedestrianise the medieval grid.

Upgrade the paving around the centre of town to reflect the quality of the historic buildings of stone instead of concrete.

They are fine as they are.

Preserve physical environment, e.g. shop fronts

By not putting huge stores in the town centre, encouraging independent shops. Keeping Bury's character. Encouraging shop owners/ building owners to up-keep their properties. Retaining parks and green areas.

Maintenance, open to public with onsite facilities for all.

Continue to care for them as they are already - esp. floral displays Be tough on litter, graffiti Be careful with the choice of stonework for pavements - some are very uneven though they are meant to look 'old' and attractive. they are a hazard to people with difficulty walking

Less people in town. We don't want people walking over our history

Christmas Fayre is very popular but becoming so crowded that it is less attractive to visit - a difficult problem to solve!

Better explanatory literature, of greater range and quality. Baffling the noise of the A14, which is increasingly audible from the town centre

Clean the pavements frequently. Around McDonalds is disgusting. I have never seen so much chewing gum & dog mess. But it's everywhere.

By working closely with existing groups such as the Bury Society who have the knowledge and experience to prevent ill-judged 'improvements' taking place.

1) Ban heavy lorries altogether except deliveries and those should be between 6pm and 11pm and before 8am 2) Ban parking on Angle Hill except for disabled around the war memorial and a few by the Athanaeum to help those visiting the surgery 3) Extra planters & seating could then be provided

Continued investment and protection of the area and continuous maintenance

Skinner Street (Skynner Row) is one of the oldest medieval streets in the historic centre of the town. Over recent years it has become sadly neglected and just used as a 'waste bin' storage facility. Urgently needs review for a better waste system. Street should be enhanced including better lighting especially now Cupola House restored after fire

Get rid of cars! The town centre would seem much more attractive, relaxing and spacious without cars. pedestrianisation of more town centre. more seating areas ,more bins toilets in town centre Covered walkways from old town to Ark Many more trees and shrubs flowers .

They should be found practical uses as restaurants, shops and venues for events. They must not be preserved like a dead specimen for only a select few to enjoy.

The promotion of the town locally and nationally - a campaign that is ongoing but refreshes itself regularly - perhaps it could develop a new corporate ID which could be extended to become the 'brand' for the town] Explore the potential of increasing the pedestrianisation of more areas around the historical parts. Try and build leisure activities alongside -- for young people and old



## How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?

It isn't obvious when driving into Bury, or when looking it up that the town has such wonderful historical value. Our town has got one thing missing and that is the idea that we need to broadcast, 'exploit' and act upon this to not just preserve but to enhance our history. More guided walks, an easy to locate and inviting tourist office, more blue plaques, more information about the town's history within the core, more art in the streets, more 'old fashioned' sign posts. If we were to look in at any historic town in the US, it would be clear from a mile off of its importance and value - we too should make it clear and make it a huge part of who we are as a town. Having charity shops and chains open on the Buttermarket drags us away from this, having no where to sit and enjoy the history other than The Abbey Gardens takes away from this. There is so much that could be done for our town; a specialist in tourism or advertising is needed to bring us to our full potential.

Encouraging larger vehicles away from smaller streets .

Leave them alone!

Pedestrianising the town centre. Promoting local independent businesses

Any new buildings should be sympathetic to the historic buildings around them not to outlandish  
What?

A good park and ride facility would be a big benefit to the town to reduce town centre traffic .

Perhaps more historic guided tours for the enhanced . Protected, I think keeping the outside look of the building X lens and nest and tidy. Freshened paintwork etc. Still keeping to the original colours and look, but keeping modern too, rather than looking slightly tatty..

Maintenance, more awareness for young population. Talks, tours and involvement of school children .

Conservation Area Shopfront design guidelines Design & Conservation policy Enforcement resources  
C:Act buildings

Not over-developing the area

By being used, and not closed i.e. Post Office

Don't over develop. when use of building is being changed like the old post office keep the frontage and be sympathetic to the old buildings

Make it easier for mobility scooters

Limit the change of buildings, eg; stop letting property go from large family homes or large retail being turned into flats.

Pull down the horrible grey Arc shopping centre and build an under-cover warm-looking new centre (like Cambridge)

With investment

Incentives for the owners to repair and protect them , keeping any new buildings very sympathetic to the style of the buildings already there and not allowing major changes

By ensuring all public property is maintained in tip top condition . i.e. Buildings, roads, pavements, and parks.

Put money in to maintaining what we have

The town and media must keep singing its praise. If people don't understand the buildings how can they be respected. Keep boasting how unique BSt Eds is. Get all of the town's street name signs cleaned and repainted. Have plenty of waste bins. Clear away any unnecessary signage. Keep up with the colourful flower baskets. Would you look at the seating around town? Is it function , smart enough, in the right place? Peole are sitting on the PO steps, in doorways , on planters etc. Encourage shopkeepers to clear rubbish out the front of their shops. In old Bacalona there is a shop/business rubbish bagged collection at 19:30 each evening . Then there is no need for the ugly bins as in Skinner Street.

More peso's on the street. Fund raising

By introducing laws to ensure mis use and neglect cant occur

- Finally provide the pedestrian link from the historic old town centre to the new shopping area of the Arc . - Display boards indicating how the town centre has developed from the 11th/12th century through to the 21st century indicating where the gates were, town walks, important buildings etc.

## Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

- Finally provide the pedestrian link from the historic old town centre to the new shopping area of the Arc. - Display boards indicating how the town centre has developed from the 11th/12th century through to the 21st century indicating where the gates were, town walks, important buildings etc.

Planning and cash. Don't sell off anymore public buildings.

make sure shop owners maintain their buildings in the historic core, clean the benches in the abby gardens so people can use them, advertise properly what is on and stop selling ogff our public buildings

Tourist industry is a great bonus for town and we must ensure the upkeep of our historic buildings is always top priority.

The Abbey gardens, cathedral are main attractions to visitors, people in bury. Clean streets, and lots of flowers are a delight to all who see it. Roads, nd all walking areas need to be kept decent.

More pedestrianised areas.

Limit traffic flow.

By not allowing new developments.

Cut car parking and hgv access near ancient buildings to help to preserve them from pollution and movement created by vibration

By using historic older buildings by sympathetic modernising for use as housing or retail use - i.e. not demolishing but conserving to re use practically and retaining their historical significance for future generations to enjoy. Don't demolish! use what we have!

Maintain and increase park and garden areas whilst keeping wildlife conservation high on the agenda. Continue to repair and conservative the historic heart of Bury St Edmunds and ensure any future building projects complement this historic environment.

We would like to see a vision for the town that preserves the historic environment by integrating appropriate energy efficiency and renewable energy technologies. Technologies should help these buildings and spaces to be resilient to future climate changes - extreme weather events, heat stresses, volumes and densities of rainfall - and be sympathetic to the very nature of the built environment and spaces.

Keep them clean, focus on them, list the (for example) Big 5 things to visit, make them a focal point and have the shops and restaurants focus on them as well.

When new developments are suggested, see whether the historic buildings can be preserved without stopping new development. Where possible, allow history to be 'lived' by the population of the town.

Grants to keep them looking good, for repairs etc.

Buildings kept in good state of repair, streets kept clean and free of litter and also of dog fouling.

Do not allow the historic core to be modified as it is a very important tourist area and unique to Bury.

Leave alone no more pedestrianisation. This is where this survey is leading.

Smarten up Skinner Street get rid Of ugly bins A Bandstand in Abbey Gardens implemenfthe Governments new anti litter policies and provide dog wardens to stop soiling of residential streets

As they currently are????

Yes

- Remove vehicular traffic from Angel Hill between the town hall and cathedral - Ensure new buildings within the centre are designed sympathetically using traditional materials, rather than the bright red building behind the town hall - Post-war buildings which do not fit in with the character of the historic core should be redeveloped (the BT depot on Whiting St is a prime example and also the Job centre on St Andrews St North) - A shift of more industrial businesses to the new business park on the fringe of the town would allow for more brownfield redevelopment within the town centre for attractive residential/retail. This comment particuraily relates to a number of car garages along Tayfen Road, Farnham Road and St Andrews St North which reflect poorly on the town, particuraily as this is the first part of the town visitors see coming from the train station.

Maintain and promote the upkeep of the historic character of the old town, through tourist promotion and ensuring the shop space is affordable to independent shops.- Promote the market and grow the events in town such as Xmas Fayre and w... etc.

## Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

Aesthetically it would be nice to remove parking from the older narrower streets, both retail (e.g. St Johns) and residential (e.g. Whiting Street) but we appreciate that, particularly in residential streets, there is a need for residential parking. Suppose we can't have both. Continue to maintain the high quality of the Abbey Gardens and other planters around the town. I'm happy to pay my council tax for this.

Better liaison with local relevant organisation such as; The bury society, Bury past and present and the Bury water Meadows group (a new and worth while body).

Close involvement with the splendid voluntary groups like the BWMG, Bury society etcetera.

By making the environment more people friendly more pedestrianisation, and not just housing, shops, and offices, but small gallery spaces, community workshops, and another museum.

Stop putting up space ship buildings and keep buildings that look and fit in with the historic style of the town. Acknowledge and promote the farming legacy of this town which has been lost in the last 20 years.

Park and ride, Mass transit transport - monorail, trams, bus keep cars out.

Park and ride, Mass transit transport - monorail, trams, bus keep cars out.

Keep traffic to a minimum especially heavy traffic like buses and lorries which damage old buildings and spew out diesel fumes.

Ban all large delivery vehicles from Cornhill, Buttermarket, Abbeygate street and Churchgate street. These vehicles so a lot of damage to the infrastructure and buildings.

Strict controls on road use and parking.

Agee to a point. The attitude that can prevent growth due to a fear of modernity prevents progress, and ventures that rejuvenate a disused space (like the Ounce House/Northgate saga) should be encouraged, not delayed or stopped because of Nimby- style behaviour. Feel the council should be stronger and more commercial in its approach to such concern. However, growth needs to be within and for sustainable communities, and preserving spaces and facilities for those communities is part of that. with proactive growth, impact studies should be undertaken and considered. Of course it is a balancing act, but the local authorities should set the parameters and priorities and stand by them - you won't please everyone but who is it most important to please?

by making all of the town centre a pedestrianised area

Perhaps make more of the Georgian architecture/ heritage. New buildings to use traditional materials (as some already do). Stop charging for Moyses Hall.

Strict planning controls re. demolition, adaptation, re-building, etc. and design of new build Roads: new link roads are required to by-pass the historic centre. Some re-think on historic Skinner Street to make it accessible to tourists, etc. Must find another way of dealing with rubbish so that the street is not perpetually cluttered with large refuse bins.

Be restricting vehicle access, making more pedestrian areas. protecting and planting trees. providing places to sit.

A more efficient use of the road network and parking spaces should be considered.

Get rid of the aviary in the Abbey Gardens and use the space to develop an information centre. The story of the town could be told here. Not just the history of Edmund and the abbey but the story of industries. We have Greene King, the Sugar factory and once we had Robert Boby. These are all part of our story. The building could also incorporate an expanded catering facility rather than the vending window we now have.

Financial incentives to encourage businesses to move into unused premises. Am not convinced the historic environment is worth protecting / enhancing, particularly at the expense of modern facilities and accessibility. Attention so that all areas appear well maintained and building materials chosen for longevity.

Making them usable with a purpose e.g. The corn exchange was given a new lease of life when Wetherspoons took it over, whilst being sympathetic to its historical status.

Make it traffic free.

it can be enhanced with even more flower displays/baskets

They need support and investment

## Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

Historic building and the environment need to be restored carefully. Like Cupola House after the fire.. the work they did there was fantastic. Generally that's a nice part of town as the streets are well created and not ruined by traffic. Other areas such as behind Boots are a mess as the paved area hasn't been done very well at all and it is so uneven it is unsafe in places. If we're going to have historic areas, they need to be done well. Using quality materials and workmanship will result in a better quality finish and something which will last longer.. this in turn will also get better respect from town people. Nice things are looked after more as people will take pride in them (well, that's the theory anyway!).

Remove cars from the street scene where possible. Provide an (electric) shuttle bus to carry those with mobility issues/heavy shopping around. This should be cheaper for residents

Reduce through traffic, particularly heavy vehicles in narrow Grid streets. Preserve all the existing open spaces including Ram Meadow and the Water Meadows

Apply strict planning rules, not the lax 'build whatever you like, as long as it's commercially profitable' attitude

Keep cars out of the grid area. Angel Hill & the Market area are fantastic when closed to cars for events, this should be done more often.

keep the pavements and streets level. those blocksetts in angel hill are dangerous! I often cycle there and the uneven blocksetts are unsteady especially near drains and they're getting worse...help!

more car parking in area surrounding town centre

clear information displayed about age, history etc.

employ specialist planning officers and park attendants

Grant support from council! Bury in Bloom helps.

Enhanced by sympathetic newer builds in proximity when other buildings are developed nearby. Maintaining a low-rise skyline so that the cathedral tower confines to dominate.

Keep Abbey garden as it is - no changes required. No restaurants, extra cafes etc. in this area. Keep large vehicles (lorries, coaches etc. away from Angel hill area.

Sufficient funding. Commitment by citizens to protects (voluntary group etc.) Activities for leisure/ education/ culture arranged during the year.

By bringing pride from the residents - something to encourage everyone to own that pride, and the privilege of all we have.

High quality materials - for paving. No traffic through the medieval grid. Public electric park and ride buses on the edge of town e.g. By Ramada hotel near Sainsburys for one park and ride.

History is important.

By continuing to protect conservation area.

Keep space around them. Events. Public buy -in and community engagement - youth.

Strict regulation to continue.: Sufficient financial support for maintenance/ litter picklghg / graffiti removal etc.

More seating areas and rubbish bins.

Please see previous comment regarding wild flower patches.

By reducing pollution from traffic.

It is important for the historic status and character to remain, but not at the detriment or exudation of other development within the town centre.

Park rangers.

Stop people climbing on the ruins (protect them by having wardens on school holidays) don't fence off.

Less traffic pollution.

take a look at advertising boards and notices. the big chain stores are rather imposing

On our local new today 11/4 Bedford have launched bar code readers positioned around the town on statues of inters that tell their history.

needs to be a living town not a museum. There needs to be people need to be in front of preserving buildings so use the buildings to house people

## Phase 1

**How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?**

Priority to be given to Abbey ruins - in an appalling state. Pedestrianise Angel hill making a public square. Incorporate area haberden no mans meadows into the plan.

the loss of historic buildings cannot be reversed

investment both public and private

Historic buildings should be preserved, but modern buildings should not be designed to look old. Where new builds are set next to old, they should not harm the old, but not imitate them either. Traffic should be very limited to stop pollution damaging old buildings.

By the borough paying more than just 'lip service' to its history. A genuine appreciation of its real history and avoidance of 'fakes'. More attention paid to caring for the town's historic buildings. including monuments in Great Churchyard and care of mat area, which appears to be neglected.

Less historic buildings sold off to multi nationals.

Less garish shop signs.

More history about them. Maintained better.

Establish legal trust.

Banning traffic from town centre.

Improved walkways and signs.

More 'specials' from the police force.

Reclaim public spaces like Angel hill from car parking. Stop encouraging people to drive into the town centre.

Continued support from the Borough Council and it working with other other groups e.g. The Bury society, The Guildhall project, Cathedral, etc. to ensure the best way forward. Good communication between 'agencies' is required.

Make it less accessible to cars.

by ensuring protection and enhancement is adequately resourced.

planning policy look at cars and parking should cars be allowed in the town centre

By not permitting such monstrosities as has been constructed behind the former town hall on Angel Hill, ...!

Stop inappropriate development in historic buildings e.g. Betting shop in market cross! Open up and enhance skinner street - get rid of unsightly bins. Enhance St Andrews street from the arc to the marketplace.

Introduce park and ride.

Sufficient funds should be allocated for protection and enhancement. Heavy traffic should not be allowed in the historic centre .

Make it traffic free.

Encourage local populace to take pride in what the town has to offer. Less of "Not my problem"

Improve streetscape in historic core, Road surface and pavements are a disgrace, decorate the area with special lighting and pavements/ shared spaces. Facilitate parking outside town centre or at least out of sight. Better signage.

It's historic status and character will be overruled by huge numbers of people all trying to find somewhere to park.

Take parking away from the town centre.

By interesting in their up keep so that they are made full use of especially those that were built for a specific purpose such as the Post Office!

Through user awareness in all age groups - involve all schools in awareness of the history.

During the procurement process, in particular for all public facility projects, urban environment maintenance and historic building preservation, the priority of quality in materials and workmanship provided should be determining consideration and weighted accordingly .

During the procurement process, in particular for all public facility projects, urban environment maintenance and historic building preservation, the priority of quality in materials and workmanship provided should be determining consideration and weighted accordingly.

### How do you think the historic environment, buildings, streets, parks and public spaces can be best protected and enhanced?

Keep clean. That little road which runs behind between the shops from market to Nutshell is a little gem. That could be made more of: I often think it could be hired out as a film set/location.

More education on the importance of historic part of Bury.

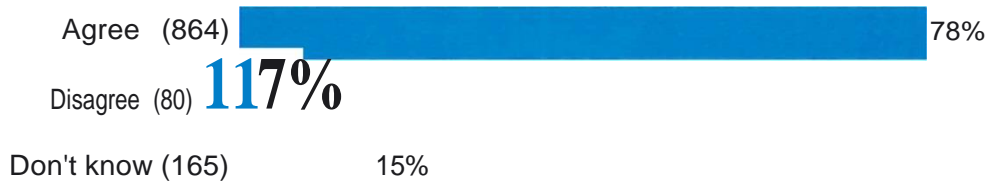
Careful planning and maintenance of existing buildings.

### Identifying an arc of opportunity

Much work has already been undertaken in developing masterplans for key sites that adjoin the town centre. These include land at Tayfen Road and, importantly, Station Hill.

As part of considering the wider context of the town centre these and other locations should be considered as an interlinked arc of opportunity both within and closely related to the town centre masterplan area.

### Do you agree with this statement?



### Do you agree with the principle of redeveloping potentially underused sites around the town centre, assuming existing facilities are retained?



### Do you have any additional comments?

nope I am a happy bunny

The questions in this survey are very leading. Nothing new is being said here and you're caveating everything to stop negative responses to your questions.

Depends what you are referring to as potentially underused, and how these would be developed. I would not want to see any more concrete structures.

Considering that BSE is a beautiful town, the entrances to the town via car are particularly unappealing for visitors.

I think this is sensible - but please, more parking also. You can't just fill up the town with facilities and homes if no one can get in or out! Infrastructure is our problem - Bury is growing and thriving faster than we can keep up with it infrastructure wise.

Cornhill shopping center is nasty and needs to change or go. Get the main areas nice before spreading.

It depends what you intend to do with redeveloping and which sites!

I think this is a good idea. However, I've seen some small cities or towns grow their centre too much and dilute the visitor numbers considerably across the town. An expansion seriously needs to consider the impact on other parts of the town. The same number of visitors spread across a wider town centre wouldn't be a good thing IMHO.

## Do you have any additional comments?

Those who don't live in this area should listen to those of us who do.

Very important to maximise redevelopment opportunities within the town centre to ensure a compact, lively and walkable centre. I would like to see more apartments/housing for young people and young professionals, and more office space.

Turn Cornhill Walk into an Arts Centre. Some excellent studio spaces available for community use.

Traffic needs to be heavily considered within this. The current strategies employed are lacking for traffic management. Town centre roads and the routes that lead to them are heavily congested at a number of times during the day. It can take me 30 minutes to get from Moreton hall to the town centre during the morning when normally this journey should take 5 minutes. Tayfen road is particularly bad, as is Cullum road and the roundabout near sainsburys leading to rougham road

No

The Station Hill area has been due redevelopment for many years, and it is to be welcomed. It must be well looked after to provide an attractive corridor for visitors to the town. I would make sure that litter collection is prioritised in this area to make it welcoming. Signposting towards the historic centre of Bury and the Arc should be well provided, with St Johns Street and St Andrews Street North being the preferred walking routes. Tayfen Road redevelopment should improve the look of the area around the former gas holder, housing would be best here. It would improve the aspect for visitors driving to the car parks off Parkway. A proper means of crossing Tayfen Road from Station Hill is urgently required - a pedestrian crossing is best although this would stop the flow of traffic. Needs some thought .....

Don't turn everything into flats. Some houses within the town center must be retained.

NO MORE FLATS! Station Hill could thrive with new businesses/facilities, especially being so close to train station and being a connection to town centre.

enhance what we have before building more

Providing green space and well thought out spacing of buildings can be enhancing...avoiding high density tall 'flats'.

Station is a fair way from town centre - area is being redeveloped, mainly into residential use, but will improve initial impact of those arriving by train - however needs an integrated shuttle bus service into town for tourists using train for travel

Agree on condition that the infrastructure will support any redevelopment and it does not become overdeveloped. If using the land as housing more social housing needs to be considered.

As above, don't ruin the town with ugly architecture. What are those ghastly flats opposite the station? We can do better than this!

Station Hill desperately needs overhaul. Station desperately needs better parking short and long term. Improved rail links.

i think with all the online shopping and empty retail units that domestic properties could be incorporated, turning empty retail properties into houses for people. A community focus is needed for the town, a venue that is available for small towns centre community activities which is affordable for non-profit making groups.

Dont forget GREEN areas the Abbey Gardens are wonderful but not on the right side of town and more green spaces should be integrated into the new developments

I think one of the most important issues Bury facing is the poor public transport. Considering the number of car parks and still heaving congested streets in the rush hours is not a way forward. The links between the outskirts of Bury St Edmunds to town centre should definitely be improved.

But there must be sufficient parking.

Stop. Building. You are wrecking our beautiful town. Respect what you have before it loses its charm.

Encouraging businesses with empty flats to let them out.

Implement a commemorative plaque stating "Club Brasilia was here"

It saddens me to see old buildings demolished I.e. the maltngs in Tayfen Road. That whole area {Tayfen Rd/Station Hill} is having a facelift I know, but it would've been good to hold on to some history. Also that's another venue no longer available. Have been to some great gigs at Lucky Break and The Venue over the years.

Bury St Edmunds is a SMALL MARKET TOWN, leave the town center alone!

## Do you have any additional comments?

Redeveloping underused builds hardly preserves history does it, and how do you expect the shop owner to find a new job after you tear their shop down? You're focusing too much on the town itself and not the people.

More leisure facilities - Rollerbury was an extremely popular venue for children encouraging them to spend time away from computer games/tv, take some exercise and have fun with their friends in a relatively safe environment. It was also a competitive pastime attracting outsiders when National competitions were held in Bury St Edmunds. Adults enjoyed it too. A sad day and a big loss for Bury St Edmunds when it closed. There are not enough indoor soft play facilities with adequate parking for the younger children. An outdoor play scheme similar to Go Ape for the older children and adults. Another skate park on the Moreton Hall side of Bury .

No more houses more play area d social status

Although the Council allows developers to improve underused sites, nothing is done about infrastructure and the coping of additional traffic to the town. Councillors and developers are sticking their heads in the sand when it comes to facing realities. Once a project has finished, Councillors have buggered off to a nice job in business. Typical politicians.

The forthcoming rises in business rates will affect independent traders The Council should be aware of this and take steps to mitigate the damage the rises will do to small businesses

Need to sort out roads around Bury increase housing means increase traffic with roads already grid locked.

Too many cafes. Too many empty buildings. Again prices way to high for any buisness to survive.

More affordable housing should be built and also better leisure facilities and social centres

Lots of redevelopment is 'residential'. We need to make sure that with the increase of population, basic infrastructure, services, cultural activities, jobs are also increased to ease the demand. There is so much pressure on our Hospital, Norwich has an amazing 'Drop in health care centre' which would be a great way to divert people who need help. Provide affordable housing, stop building homes that are out of reach of the younger generation. Bury is very fast becoming a town with no culture, its great if you want a coffee or a bite to eat. What else does it offer??

Businesses in and around the town that have premises that are less well kept and looked after could be offered a small grant to help business owners make changes to their shopfront/land to make them look more attractive.

More social housing

I agree with redevelopment that is forward thinking, environmentally sound, sustainably designed and blends old with new. The new uses for land should be beneficial to the community and accessible to all. There is a huge lack of resources for people suffering mental illness in Suffolk and I would really like to see some money put into redeveloping a fully funded community training/education/social enterprise centre, such as we lost when Workwise Papworth Trust shut last March due to lack of funding. We need to invest in services which care for members of our local community who leave primary care and are left to cope in the community with little to no support.

We need IT]Ore baby friendly activities

I feel very strongly that the area on station hill and tayfen road ought to be used as a park and ride and not for more housing. There should be a better link into the town as people arrive by train or coach, and a better system for people who drive in to use public transport and park outside the centre.

The land at Tayfen Road should be exclusively utilised as a car park. There is nowhere near enough parking in the town, and given the lack of a park & ride (which I'm sure would be a success if priced correctly) another large car park (500 spaces minimum) would solve a lot of problems at peak times.

The link to railway station could be improved and certain run down areas improved.

Those areas are too far from centre to be interlinked

I love being part of the community in bury st edmunds, its a wonderful town. The current biggest problem is the desire to attract more out of town visitors but the basic road infrastructure can't cope with this desire. Lots of work needs to be done to improve the roads and parking so that people can get in and out easily. I would love to see a permanent affordable park and ride which could be used by workers from out of town and also visitors. the current christmas solution feels cheap as it is temporary signs and not really out of town.

One has to be careful about the extra traffic these developments creates.



## Phase 1

**Do you have any additional comments?**

Congratulations on commencing the Station Hill development. Another example of buildings (the former 'Rollerbury' and 'Club Brazilia') becoming an eyesore due to neglect. The site has so much potential, now that they have been demolished.

Need to be careful not too over develop, what makes Bury unique could be lost under a sea of concrete, or create unneeded retail space which may lay empty and look awful. Not every space needs to be filled. Keep the water meadows.

Concentrate your resources finish the work you have started

Public infrastructure must be upgraded contemporaneously to service all new development.

I wish that not all the land is used for housing

Given the ridiculous nature of previous development I wouldn't trust the council at all to make the right decisions

Station Hill and Tayfen Road is an important gateway to the town and the redevelopment which has commenced recently will greatly improve the first impression of visitors arriving through here. It is important to ensure that the route from the station to the town centre is well signposted and a pleasant experience

People are always complaining about parking - and rightly so! Our town has expensive car parks, but poor public transport alternatives so visitors have no choice but to drive & pay a small fortune to park (mostly in out-of-the-way car parks with poor access to the town centre). This really needs to be addressed as a priority issue!

although I accept that houses need to be built we don't have the infrastructure to cope with increased cars and educational needs

As a resident of Springfield Road I regret the time that it has taken to move forward with the Tayfen Road land. It seems that we have had a large piece of brownfield land grossly underused (and with a developer waiting for the price to be right to begin work) for a long time. Plans seem to come and go for it.

The road network in Bury is terrible in and especially around the town. With the number of developments which are on-going and about to go on site the road network needs to be improved drastically to cope with the increased number of vehicles on the road. The current design is poor especially in areas like Tollgate Lane and make travel often difficult at peak times.

Thoroughly agree with both development areas stated above.

Absolutely.

Any residential development should be outside of the town centre.

The station is poorly connected to the town centre. Dedicated cycle paths would be one way to improve this.

Offices could become flats. What is the future of offices with the growth of technology. Is there a future in retail with the growth of online shopping. A large degree of flexibility will be required allowing other uses without being hindered by planning restrictions. Make

The development need to dovetail into the town as a whole.

Under utilised space, in any growing urban area, creates problems. But, at the same time, any expansion of said space MUST take into consideration the impact of increased traffic. Off-setting the traffic to the out-skirts of the town ONLY works if there are rapid, efficient and CHEAP public transport.

7 is phrased in a strange bureaucratic language which I cannot understand, despite being a linguist. Could redevelopment of the vast Greene King land holdings within the town centre be effected by compulsory purchase? This would provide valuable space for mixed uses which is currently used inefficiently.

The road network, especially Tayfen Road, Outnorthgate and Compiegne Way, needs to be redesigned to accommodate the increased traffic flowing through it.

As there is a desperate shortage of affordable housing/starter homes/shared ownership homes in Bury all possible sites should be used to improve this otherwise young people will be forced out of Bury.

Improve infrastructure

No

As I have already mentioned, I hope that a sizable parking area is planned for the train station.

## Do you have any additional comments?

Yes. The plans for the area around the station are very poor. This area should be enhanced with more public space to accommodate rail users, public transport, landscaping, pedestrian movement and temporary -meet and greet- parking. Future increased usage should be planned for now or the opportunity will be lost

More affordable houses need to be available for first time buyers. Instead of park homes just being available for those over a certain age there should be sights for younger people

Playarea, skating arena and nightclub....become what?? Housing?? How is that replacing like with like. We need more to attract people to town. Jump Street in Colchester etc are what attract families to the town. Housing just clogs the town up and our small hospital!!

Station Hill is a gateway into the town for tourists and visitors. It must be clean and tidy as well as welcoming. First impressions are important if we are to welcome people. Good signage and information points are also essential.

As I ave already said St Andrews Street north and south need development.

What is going to be done with the former Post Office? The redevelopment of Tayfen Road and the station area cannot come quickly enough. There are some good plans there. The useful travel information and ticket point at the bus station should never have been closed: its reopening should be urgently considered.

This is vital to the growth of the town. However, we must be careful not to shift the town centre's focus away from the current town centre. This regularly happens in town and city centres. For example, Nottingham - whenever a shopping centre is redeveloped, the retailers move there and abandon the previous shopping centre, which then falls into disrepair and then gets redeveloped 10 years later. A similar issues has occurred in Ipswich with Tower Ramparts (Sailmakers) and the Buttermarket. Hopefully, the recent investment into both sites will work in Ipswich. The Arc risked this occurring, but the proximity, the small size of the town and its economic strength protected it. Any development should seek to provide additionality and a point of difference, not an alternative shopping, leisure or entertainment space that goes into direct competition.

There appears to be a number of developments of low cost and housing association properties in close proximity to town centres could this not be located outside of the town centre area, e.g. St. Andrews car park houses and risbygate street apartments.

But only if infrastructure is put in place to support the additional cars and people that this type of development will bring. It's no good to keep building houses (and raising additional Council Tax), if facilities don't increase too.

As long as they are not all housing, more housing is needed for the elderly near the town to free existing family homes

I agree that the Tayfen and Station areas need serious attention but whatever is developed on these sites should be sympathetically linked to the historic centre, with attractive, traffic-free pedestrian routes (particularly to the railway station).

Make sure that suitable road access is developed alongside these sites so that we allow cars to come into town yet stop 'ridlock' at busy times.

Not sure examples you indicate above appear as well developed masterplans. Need to understand and develop the town in a co-ordinated whole not with these isolated mini masterplans. All should interlink as far as possible.

I definitely think that some areas have been missed opportunities. I feel we are missing some retailers also, such as Primark, Toys R us, B&M, Lidl and Morrisons. These are all shops I personally will travel to another town or city to visit.

Yes, provided it is done sympathetically and in keeping with the existing historic and attractive buildings within the Town - and no more buildings covered in ill-weathered, grubby-looking wood planks as in the housing block on the roundabout adjacent to the cinema/restaurant complex on the ring road.

When is the bus station going to be completed? Why close both sides when no one was available to fill the space. Where is there info on buses? How can I find a timetable? Not all travellers have online convenience & the drivers don't have timetables to hand. Not forgetting Westley Est buses. Why can't the west/south side of town have a circular route with the Moreton Hall est? It's not fair that Nowton/Howard/Mildenhall estates get 3 an hour!

## Do you have any additional comments?

Tayfen Road and St Andrews Street (around the bus station) are ripe for improvements and I know some are planned for Tayfen Road. These need to be expanded to include the area between there and the town centre.

With regard to 07 & 8 I have already stated that I believe these sites should be developed and are indeed part of the town centre, however, the plans for the development of station hill are wholly inappropriate for an historic market town. I believe that the council is putting money before any other factor and I do wonder what visitors who think they are coming to an historic market town will think when the first thing they see on leaving the railway station is a huge block of grotty flats! Further development in and around the centre of Bury St Edmunds needs to be considered in light of many different factors. Firstly the built environment and infrastructure is very poor here especially at the station hill and Tayfen side of town where there is very limited open recreational space for people to use safely. I do not consider Tayfen Meadow to be an appropriate open air site for most residents to use except for the occasional dog walker and those with drink and drug problems. There are no facilities there for families with young children for example.

No.

In terms of the town centre the arc of opportunity is on the periphery. Much more important is a clear direction for the key sites within the town - most of which are used for surface car parking.

Ensure there is sufficient car parking within any new developments. Ensure there is green space, trees and planting schemes.

Sites developed must have adequate residents parking to avoid illegal parking.

Yes, it would be good to see some good quality development of suitable retirement homes. Not blocks of tiny expensive unsuitable flats. One or two bedrooms, but something spacious!

It depends on what you mean by "redeveloping" that is fine to replace buildings of little architectural merit or use with environmentally sustainable well designed buildings.

But not redeveloping land for more housing - station hill site - a selection of retail, for visitors walking from the station to town would be beneficial to the economy and a much welcoming visitor experience.

Underground parking or multi-storey or most important a park and ride facility 7 days per week to reduce cars coming into the town. Encourage cycling and public transport.

Relocate the bus station to be adjacent to the rail station and have it staffed every day and be of a decent size with good toilets and ADEQUATE SIZED waiting area. The current bus station is a disgrace and does very little to enhance the experience of local bus users and visitors alike.

Parking charges are far too high and must discourage visitors. It is a huge disappointment to many Burians that our Crown Post Office was allowed to close...it was the jewel in the crown of our town centre...lost forever.

A park and ride bus would be a great idea, and more play equipment at the park, it gets so busy! And I don't like the hedge round the edge. When you get kids are running about, you can't keep an eye on them as they go behind hedge. Also the bark is dirty and gets in shoes. On a damp day in the summer.

I would like to see Bury St Edmunds demand higher standards from our house builders and perhaps the re-imposition of the Parker Morris standards in public housing. Let us realise that this town has been here for hundreds of years and we all hope it will be here in hundreds of years time. Let us not be short-termist about our town improvements.

More variety of shops which are affordable for everyone, like a primark. It is also important to have a mixed area with different members of the community, areas like the arc with Pandora and River Island appeal much more to the more middle class people whereas the area outside Poundland is very much a lower class area with all the smokers, less segregation would be nice. Another thing which would be nice is to see more police officers walking around and connecting to the community more once again reducing the divide between people and the police especially seeing some of the news about the Corrie case, I think people are forming opinions which will not be helpful to anyone.

Whilst I agree broadly with the statement, it is worthwhile investigating individual issues; for example the proposed development in Rushbrooke Lane. 1200 new homes, in a fairly inaccessible area (just consider the congestion around Southgate Green, A14 at Sainsbury's and A134 Sudbury Road). Has it been considered that Bury St Edmunds is becoming an overspill for Cambridge, as property prices continue to rise there at an exponential rate?

Have previously covered in some part

## Do you have any additional comments?

I feel that land is being readily given over to developers for housing and not encouraging retail and or leisure facilities

BUT green spaces are a priority, Bury has very little green space in the centre streets, the Arc was a wasted opportunity. The Cornhill walk site opens potential for a green area on that side of the centre, enhancing Moses hall. If parked cars were taken from the Cornhill and landscaping done, this could be a beautiful square with world class buildings and increased use of markets and outdoor seating.....and no pollution!

We must always bear in mind that we have a beautiful town which always need care and attention, its an on going project. We must look after the old building but at the same time adding new exciting building to add to the on going story of our wonderful town. Today new building will become the "old" buildings of the future and show the history of how our wonderful town has grown.

What is meant by 8? Compulsory purchase? 'Potentially underused' - sounds like a potential land grab by the 'great & the good' who will make a lot of money & produce a white elephant.

Yes - The bus station but increase and improve existing facilities. I read online that people are using the toilet facilities in the grapes pub!!

Yes, but stop building as many homes in the town centre, they're too expensive and parking is an issue

Attempt to remove as much traffic as possible within the town centre during daytime hours especially considering future growth around the town.

They need to be properly linked, for pedestrians and cyclists

More housing required for those in need

Cornhill walk especially is ripe for complete redevelopment.

I am very proud of Bury but there is still room for improvement.

Tayfen Road site is an eyesore that needs immediate development given its proximity to the railway station.

We have a lot of empty stores. More could be done to encourage trade - i.e. pop up stores, short tenancy, displays, crafts, masterclasses etc... I would like to see fewer betting shops. More public seating space would be helpful for picnics etc..

If you put up the rents for shops many will close and there will be lots of empty shops

Parking at the railway station needs to be extended. It is so obvious and I don't think I need to labour the point.

Redevelopment of Cornhill Walk would be welcomed

As long as the developments do not detract from the beauty of the old buildings and the character of the town.

I agree with the above statement but I would strongly argue that any new development reflects the character and culture of Bury. Too many town centres develop in ways which are homogenous and take no account of indigenous cultures, communities and heritage. Bury is unique and that should not be compromised for short term commercial gain. Current massive developments of large scale homogenous housing, dominant flats do not sit comfortably with the scale of a market town. Any linking development must genuinely consider local feelings, culture and history or Bury may become just another messed up town with little regional identity and appeal.

The old Cornhill should become a retail centre again, but not for a bad or housing. St James' Middle School's green area should be made open to all and kept as a green. Please don't build on there.

Property owners should be penalised for keeping premises empty, eg. The Ivory bar.

It is about time Bury St Edmunds did some building on brownfield sites instead of kowtowing to developers in the green belt. It would be good to see a large amount of this development echoing the look of the centre and being affordable. If new housing in these areas is part of a master plan why shouldn't it be affordable and social? Think about something different. What about a development built to appeal to pensioners from outside the town who would like to live centrally and give up their cars? The answer to this question is not ring up some ghastly housing company and invite them in...

## Phase 1

**Do you have any additional comments?**

I have said previously that I do not think there are enough local community facilities in the town, especially for young people. I think that there should be an emphasis on such building projects offering opportunities for local community enterprise and activities. I think that the council should allow local groups to position their activities nearer to or in the town centre and there is a good opportunity to combine such rebuilding with commercial and enterprise aspects. For example, part of our young people venue proposal includes a social cafe and events centre for young people and also an enterprise venue, so that young people can start micro retail businesses within a single shop/market environment. If done in the right way, such a venue would not only give opportunities to the young people in the local community, but would also attract tourists to the area for commercial purchase. In the same way as there are such popular sets ups in places like Brighton

no

A great opportunity has been lost in not providing adequate parking. Tayfen Road would have been a sensible location for a substantial car park - close to the town, and close to feeder roads. A low cost shuttle bus could have been utilised to assist the less mobile to the St Andrews Street South bus stops.

The roads have be a priority with the development. Since the development of the arc and cinema complex, no thought was put towards the massive increase of traffic leading to huge congestion's EVERY day. Maybe time to consider a ring road for Bury

The whole of the Tayfen Road area needs a complete overhaul, Roads updated, less traffic, install a one way system.

A way to attract more retail into the center is important as shopping for clothes etc is limited.

Do not pedestrianise the town centre

The rail station and surrounding area needs improvement. All brownfield sites need redevelopment. A new tourist office should be created in a prominent location.

i feel question 7 is long winded and its meaning is unclear

A good start would be additional cheaper parking. The large swampy area by Cullum Road could be utilized. The only reason this area floods is inadequate drainage. Dredging the waterways would allow this kind of use. The current parking rates in the town do not encourage people to stay for any length of time. This is why the shopping areas out of town are becoming more popular, and ultimately why town centres die.

Ensuring that Landlords maintain their properties to the good of the tenants as well as to the town.

no

The town centre does not want to be overwhelmed with lots of housing developments, it has to be carefully managed so as not to ruin the overall look and feel of the town.

brownfield development should be a priority over greenfield

no more mega malls like the arc or it will kill the independent center.

Although these properties should also be built for homeless houses and hostels

Design of new buildings: hat do not conflict with historic buildings. More car parRjng near Station.

Cornhill Walk needs changing from retail use to something else (even with the expansion of the population, we have over-provision of shops).

I am supportive of development of underused sites provided it has a minimum environmental impact. Better still if part of the redevelopment can add more green space to the town and encourage wildlife that habit the edges of town.

It depends what the sites would be turned in to.

Misused housing stock essential

Please don't make Bury too squeaky clean keep some quirky places.....the character of a Town should not be lost.

I agree with 08 on the basis that existing facilities are retained and improved. There is planning and outline planning on some 3000 houses at the moment which could be an additional 12000 people in the community. More doctors, schools and road access needs to be created as a result.

Provided they are developed to enhance the 'historic town' concept. Empty buildings do nothing to promote the perception of a vibrant, progressive town. Any development must take into account parking.

## Do you have any additional comments?

The circle needs completing by giving serious consideration to expanding the town centre uses onto St Andrew's Street North car park and providing good quality and barrier free linkages between the arc, this site and St John's Street

Brown land - conserve. Create pathways. Please no more nasty housing blocks.

Great to see Tayfen Road developed. Redesign the road at Station Hill/Fornham Road as it seems dangerous.

Would be good to include small open spaces with benching. Somewhere to go for a sandwich and short rest just away from the main central hub.

High design standards are necessary for redevelopment, sympathetic in scale but not just more neo-Georgian.

Make sure that there is a bus service from the station area into the town centre.

There is so much unused space around the town - from the old gas tower to the houses near kegs / old Masons Yard behind the cinema etc which should no longer be left as waste land. Also, businesses which do not need to be located in the town centre to thrive (car dealers etc) would be a prime option for relocation to free up more space within the town centre for additional housing/ more open spaces etc.

As before. It is important to allow developers to use older buildings and not restrict them too much. There needs to be flexibility.

Ensure that adequate car parking is provided. Yes people living in town will use their car less as they are able to access facilities easier however people still have cars and need these to commute or travel around so providing housing without parking is just increasing the problems of illegal parking

Ensure the developments are suitable for an historic town. No more eyesores like the flats near the station.

I moved to Bury St Edmunds from a busy area of Surrey, not far from Heathrow Airport, & looked forward to a less hectic environment. However, at rush-hour times the town is virtually grid-locked & equally as hectic as the place from whence I came. What is worse, is the parking problem! Bury's parking facilities are totally inadequate & fail to cater for those who do not qualify for a disabled sticker. Although we may be lucky enough to be able-bodied, we do get older & are not as fit as we once were. Carrying heavy shopping bags to car parks well out of the town centre (ie. Ram Meadow), is not funny! And, the cost of parking is horrendous - I am appalled.

There should be a car park at the railway station. There is a tiny parking area at present and the ad hoc car park next door has now gone. This is a matter of amazement to me that the station should not have adequate parking. I use the trains regularly and now have to park up near the bus station. That's great if you want a bus but not if you want a train.

If You Put Parking On These Sites It Needs To Be Long Term & Not Short, In Your Report You Say You Want To Encourage People To Stay Longer In Town, They Need Longer Parking Then, We Need Affordable Housing, Affordable By Local Wages & Not The National Definition Of Affordable ( 20% Under Market Value ) Your Own Surveys Showed That 70% Of Local People Who Are Employed Work In The Town, So Housing Being Build Needs To Match What People In Town Are Paid. Watch The 100k House On BBC2 It Is Possible To Build Affordable Housing.

There is a lack of affordable housing in town. As long as the infrastructure can support it, consideration should be given to affordable housing for residents.

St Andrews Street North lends itself to redevelopment, along with Kings Road, this would lift this area that is under used, and looks very shabby. Also redeveloping Cornhill walk into mixed Residential and retail.

The empty old pickle factory site on the A1101 near to Gladwells the pet place. It is a massive underused area and should be used for businesses or a medium sized housing estate. It has been empty for years and a disgrace to the area. Whoever owns the land should be forced to either sell or develop. It must have been empty for at least 10 maybe 15 years and is a total waste of space - probably 100 houses could be built there it really is a massive brown field space that should be used.

The use of under- used sites to allow for relationship action of some retail outlets, thus allowing a wider and open corridor between the market and the arc would be welcome. This wider corridor (25-50 metres wide) would be an ideal setting for leisure or entertainment uses.

Many of the underused sites should be used for local housing opportunities but with improved transport links especially regarding public transport.

## Phase 1

**Do you have any additional comments?**

Explore park and ride/walk Under developed spaces

Relocate industrial buildings to outside the ring road on to industrial/shopping estates.

To assist regarding 5 and 6 above - building another multi storey car park near the town centre.

Ensure residents are aware of their responsibly to maintain their curtilage and environment, particular rented accommodation .

more low cost housing is needed

Affordable housing or vulnerable adults

All brown field sites should be developed before any new build on green sites takes place.

People have to have the foresight to think what things are going to look like in years to come. I use the forum for example. It's an utter eyesore for anyone coming into bury by train or from Tesco roundabout

I thin that Bury needs a ring road and have often thought that Bury is bisected by Parkway.

No

Improve the two BAD alys between Arc/Apex and Buttermarket. Reduce business rates to encourage more and different shops, If shops close because they cannot afford the excessive business rates, you lose revenus and the public lose amenities

bettter public transport for those on our estates to get into and out of town centre, perhaps consider staggering working hours, school start & finish timesas well as loading & unloading. some streets are blocked almost all day.

in a small market town like ours the roads are too small for much more traffic and cannot be made any better so sensible expansion outside the main town centre would be good IF it could be done aesthetically,and sensibly.

Make sure the design is in keeping with the heritage. Protect existing residential areas maintain these areas. Don't squeeze extensive developments into restricted spaces.

Make the area beside Macdonalds a place to sit with flower beds.

People getting off a train will think at the moment that Bury St Edmunds is a dump! But work is being done here I believe. the train station could be greatly improved, although I know improvements have been made recently. The gap between the two sets of train lines is currently full of weeds. I wonder how difficult it would be to sow meadow flowers in this gap or at least to use weed killer on the weeds.

You only need to be ruthless once. Knock down and redevelop whatever you need to in order to make something better. If the majority of the people prefer the new option, the old (worse!) one will soon be forgotten.

Depends on what they are used for

Build shops not houses

The biggest issue for me is the connection between the Arc and the Market square - appalling at the moment, tiny dirty alleyways connect the two

Public Toilets are a necessity

I absolutely think underused sites should be redeveloped, but we should be wary of a repeat of what has happened with the Cornhill.- any future developments should have their future longevity thoroughly assessed before the project is committed to.

Don't need more houses on Station Hill - better to develop shopping facilities

No, I don't know enough about the surrounding areas of BSE for development

We used to live in Colchester and are HORRIFIED at the vast amount of houses being built there currently - especially to the north of the town. There just isn't the infrastructure to support so many people moving to the town and traffic pollution is spoiling the historic nature of such a special place. We'd hate to see this happening here.

Keep the profiteers out of out town centre.

Please keep in mind that companion animals are important to many people and they need to be exercised in areas that are safe and accessible. The pet industry is estimated to save the NHS £2.45 billion annually so we cannot afford to overlook the needs of these companions/exercise motivators/social catalysts as they can bind communities together and provide a valuable supportive network. Need enhanced subjective wellbeing in our residents!

## Phase 1

**Do you have any additional comments?**

Redeveloping Station Hill and Tayfen Road will provide a much better first impression of the town when arriving via train. However care must be taken not to 'over crowd' the area with high intensity housing as otherwise we'll be back where we started with a poor approach from the train station to the main town

developments should preserve towns character - the modern very basic design of buildings near train station do not enhance the environment

Old gas works enhanced.

Whilst agreeing with this principle, it is vital to maintain green open spaces and create new ones in any proposed areas of dense development e.g. housing.

Out of town parking off A 14 for park and ride.

Essential that the train station is developed as car parking for 100-200 vehicles.

two large out of town car parks ,east and west, to encourage walk, cycle and bus into town.

Possibly some small scale development, but if it is too large, will be too many issues with developments, such as traffic

I never use the station, and yes it is slightly remote from the main town centre, but not that far? There is a taxi rank - assume?

Any new developement need to be careful - we have a superb town centre, but if the Apey had been planked down in the middle of it, it would have been ruined like so many other town centres.

Redevelopment MUST be quality architecture

Need for a better pedestrian walk from the station to the centre. Also helpful for residents of the Forum and Maltings Way to be able to cross the rail line

Look at Harrogate, Ilkley and Northallerton etc, aim high not low.

I HAVE SAID 'DON'T KNOW' AS 08 IS TOO WIDE AND TOO SWEEPING A STATEMENT - OUR TOWN IS PRECIOUS AND EACH AND EVERY DEVELOPEMENT HAS TO BE CONSIDERED ON ITS OWN MERIT

we welcome the re-use of brownfield sites and redevelopment of low grade post war schemes that detract from the quality of the urban envirnment

In response to question 7, care needed that the historic town centre is not swamped, as in Norwich.

do think that the site should possibly be used for so more high street end shops and eating places such s the likes as Hollister, tgi fridays and possible a themed bury st Edmunds restaurant take the theme idea of hard rock cafe but st bury st Edmonds historic aspect on it, do think a hotel on the site would possible work fo tourists and possible open up to the business tourism market.

To keep all changes appropriate to Bury.

Maximise what exists.

more parking is require for working in the town that need to park for more than 4 hours at a reasonable price. Public transport is not practical for everyone with in a set time scale. ie drop children at school and still get to work on time. buildirrg additional houses on the moreton hall development is not a problem to me, but the additional traffic into town/or to the A 14 is making all the routes into the town centre or A 14 a real issue

As a resident of a street that will potentially carry a lot more footfall from the Tayfen / Station developments, I would like to see some very robust measures taken to manage the impact on existing householders. I have a big concern that there will be an increase in traffic congestion on the main Northgate Street roundabout. It is already very difficult getting out of the blind corner at the end of Cannon Street onto Northgate Street by car.

Redeveloped sites should provide good cycling and pedestrian access to town.

No

Car parking will become much more important the more houses get built - two cars per house will generally ensue.

Relevant to 7) and 8) subject to the retention of the green areas around the town. (Some of which act as flood plains).

Build homes on brownfield spaces not green.



## Do you have any additional comments?

What is an underused site? There are many eyesores around the station and Tayfen Road, but this is already dealt with in the report. Tayfen Road should, where possible, be WIDENED as part of any redevelopment. You only get one chance in a generation to do this. An overused site is West Suffolk Hospital, which needs to be moved to a 'sensible' location close to rail, bus and road connections (Westley). This would substantially reduce the congestion around the town

I agree with the statement so long as redeveloping isn't just selling council land for private developers to build houses for large profits. Bury St Edmunds would greatly benefit from additional sports facilities and would bring visitors to the town. This is a huge growth area and would reduce the strain on NHS by increased health benefits. Where can we build an Olympic size swimming pool or lido? Similar towns benefit greatly from these facilities. <http://www.sandfordparkslido.org.uk/>

Communication is essential - walking/cycling public transport. Discourage new cars.

But "maintaining the historical identity!"

I agree with this statement as long as no historic buildings or areas are affected by the construction.

Gas works site not it is redundant.

With all this extra development will stretch our parking issues even further and consideration of more parking facilities needs to be addressed as a priority. Another multi-storey car park is required but wherever this is considered will probably cause issues

Why does it take so long? We need to be quicker off the mark in Bury. Its not a sleepy backwater these days.

Arc of opportunity for what? I assume you are talking about the train station becoming more closely linked to the town centre. That certainly needs to be addressed and access to bus and pedestrian links into town need to be improved. The train service is an under used facility and perhaps some research needs to be undertaken to understand why. But the lack of parking spaces must be a factor as well as a lack of a dedicated town link bus service. The closest town centre shops to the train station for a pedestrian would be those in St John Street but to access them from the train station you have to first go up and down Station Hill and then take the perilous crossing over Tayfen Road. That is a very unattractive prospect particularly for our less mobile citizens and certainly needs to be addressed within these plans.

Yes not all sites to be solely housing. Bigger independent retailers.

More cheap housing for younger people.

Some of these areas will need their own facilities to prevent town centre becoming overcrowded. Maybe cycle lanes would be a good idea.

Would be nice to turn these underused sites around town into natural habitats for our hedgehogs, or even a butterfly garden, or a strawberry patch. How about a Japanese tea garden?

Housing for less well off people.

The ideas put forward so far look reasonable, but please not so modernistic as the ARC.

Lots of expensive shops and independent shops. Not so much 'normal' shops

Again, poor questions in that it's hard to disagree with them without knowing details or consequences of saying either yes or no. I'm losing faith in the integrity of this exercise.

trees. I have already completed the survey, but forgot to mention trees. Is there a policy for replanting our big trees. These include the London Plane and European Lime. Some of these trees have maybe 50 years more life and some sort of masterplan is needed. These trees trap particulates and help to clean our air. This does not happen with the smaller ornamental trees planted.

A park and ride facility would help at peak times

Yes - you seem determined to destroy the character of our town and surrounding area ... town profit - all that nice Council tax can remain VAT from the Government thieves.

Sorry but your plans for all the extra traffic. Like the council is rather floundering and in a bit of a state

No more high rise, high density buildings and developments.

Paragraph 1) I have been to several displays in the Quaker meeting house but no practical result yet.

More affordable housing.

As long as underused sites are redeveloped effectively then it is a good idea.

No

## Do you have any additional comments?

Include some landscaping in plans for station hill/ tailfen Rd. At present it looks dismal and uninviting and yet it is a main route to town centre and car parks.

As above I love and want to retain and protect the old buildings and architecture, but best to retain as a 'living building' e.g. Weatherspoons using the old wool market side.

Fine but additional car parking will be needed for these areas.

This seems a vague, woolly, meandering statement.

There are so many empty flats on top of shops in the centre. Surely incentive for business who allow these to be used for lodging. The centre of town is dead during the week. Ake examples of town on the continent where retail businesses and accommodation balance are kept in the centre.

Its important to strike a balance with development that there is an element of commercial development. I run my own business and when making the first out of home step into the first office I couldn't afford any space in Bury St Edmunds. Housing should also be that of high quality build and not just farmed out to the builder who will pay the most yet stick the most, low quality units on a site as possible. These developments also need to have an element of character built in or there is a danger the town centre just becomes like that of many of towns.

Lobby to improve the train service between Bury and London - late night trains both ways.

Yes roads around the town need to have the extended curbs taken out to allow for better traffic flow making use of 2 lanes where possible. A multi-storey car park would help and free parking for an hour would be brilliant.

Q7 and Q8 are impossible to answer without more details .....

Making use of brownfield sites no longer in use for low-cost housing for key-workers. Again innovative and low-cost design should be considered.

I think there is too much building work going on in Bury. To make Bury a larger town takes away its charm.

Unused above retail premises space should be converted to useful accommodation/housing. Also consider development of retail units now deemed to big for viable economic benefit.

As long as research has been done, and when development has been done to those areas unused areas, it does become used, as sometimes for people who work and only have 1 hour lunch usually stays in the main areas.

I think Station Hill and Tayfen Road should have their own individuality. Maybe these areas would be better for parking and then areas on the outskirts of the town centre would benefit from higher footfall and increase custom to areas away from the town centre.

No.

Development has to be tastefully considered, some of the current town housing developments are not appealing to look at.

These sites should also be considered for more affordable homes to fill the gap of those that cannot get social housing, however, will never manage to achieve home ownership and are, therefore forced to rent privately at very high costs

Any redevelopment will need to consider access arrangements and also impact on current facilities already offering those services/products

House's in Tayfen road were purchased by the council over 30 years ago to make way for a ring road, once again this council talks but no action.

Actively encourage brownfield development, support social housing and try to restrict buy to let landlords

As long as this is done with the actual residents of the town in mind and not the "tourists" that are Council seem so constantly concerned about above all else

Better use of Cornhill walk, made into a mixed use development

Please give plenty of publicity when planning applications are submitted for all the developments in the town centre.

Any planned changes to the town centre should seriously consider how best to improve roadways & parking facilities in order that people can access the town without getting caught in congestion or having to cue for a parking space.

## Do you have any additional comments?

open areas are underused and are in need of cultural opportunities such as more festivals that champion diversity and achievements. Bury should be made available to everyone to use its public spaces.

People visiting the Town, Abbey Gardens etc. may find that the proposed new sites may be too much to take in without some form of easy access to them, tourist shuttle or electric road train, 'St Edmund Special.'

Brownfield sites could provide excellent housing/business space.

It is important to recognise that some parts of the town centre or adjoining areas may appear underused, when actually they are sites that preserve views into and out of the town. These areas should not be over developed. All redevelopment should be appropriate in scale and design.

Traffic management must be a high priority.

Get a direct train to London back on! This will bring people in as well as give Bury St Edmunds people a chance to link with the city. Makes us more open to a bigger national picture. People avoid day trips to and from London as there are too many changes to make on the train. Development of the train station area (like Cambridge just did) will have that thriving.

The increasing developments (especially of housing) in and around the town centre should be in keeping with the existing housing stock, the prevalence of blocks of flats will not enhance the town centre.

As long as no more horrifically ugly blocks of flats are built without decent green spaces and public areas, and the provision of local shops to help the community living in them.

Interlinked is good but not in the usual monotonous same use of hard surfacing and landscaping. Each area should have its own identity but be unified by a high quality design.

The main routes into the town center need to be protected more traffic needs to flow freely with increase in population.

If the redevelopment is housing then there needs to be the infrastructure to support these new residents. Parking including implementing restrictions in certain areas but supporting this with a park and ride scheme. Development of GP facilities and perhaps consideration to re-locating or second site the hospital to the outskirts of the town.

It has been proven that towns with the most GREEN spaces in the center are considered better by locals and visitors alike. DO NOT just see redevelopment as a building/profit but always consider if a NEW GREEN PUBLIC space would be more beneficial, particularly if the surrounding area is built up.

Redeveloping these underused sites around the town centre is commendable and sensible but only if they are aesthetically consistent and complement the historical character of Bury St Edmunds. I fear some of the modern structures are a short-sighted travesty and make Bury look like it's taken second rate and cheap choices which in the long run will detract from the all the existing perception of Bury St Edmunds as a desirable, interesting, historical, vibrant and successful market town.

the Bus Station and Court area could be much better utilised - why does the Bus Station need to be in town?

Totally agree that the Station and its surrounding areas need to be improved, as this is the area most train visitors first see and it is a very depressing and run down view.

There must be a safe pedestrian crossing to get from the station over to the town centre before there is an accident! It is so busy sometimes with people running in between cars.

No additional comments.

You still need to leave some green space for nature.

I think the initial emphasis and budget should be directed towards improving the existing town centre rather than trying to build other separate areas in the hope people will frequent them. People go to a particular area for its attractiveness, buzz and vibrant atmosphere and at the moment there are areas of the town which look run down, cheap and ugly. Cornhill Walk and Risbygate street are two which need complete revamping and redevelopment. Pretty them up so people will want to go there.

Smaller local builders should be encouraged to develop town centre sites rather than large companies who do not generally stick to agreed plans. Care that much about the location.

## Do you have any additional comments?

09. Key sites adjoining the town centre (e.g. Station Hill):- Please apply pressure on Greater Anglia/the Network Rail Property Board/whomever owns the rail station to:- 1. Install more cycling parking. The recent/new stacking racks are a poor choice: they do not allow bikes in and out easily when full. Moreover there is still so much demand that there is overflow at peak times onto lampposts/railings etc. which is not ideal. We need at least forty more Sheffield-style racks under cover outside the station (on the LHS forecourt, on a levelled part of the lawn, wherever it takes). More Sheffield racks on the platforms would be an alternative: currently there are only three per platform...! Ely Rail station manages this issue - Bury should follow its lead. 2. If the Station can justify taking in a new art gallery (!) then surely it can justify attracting a small kiosk-style shop. There is nowhere at the station or nearby to buy small but important items. A new shop could be a joint commercial and Tourist Information/Town Council venture (town guides, maps, newspapers, drinks, postcards, stamps etc). This would complement the ATM and the post-box already in situ. Is there room on the ground floor of the station currently unused, for such a shop? If a shop is to be sited on the nearby Station Hill redevelopment, then it needs bike racks outside it for bike commuters to park up on their way to the station, obviously.

yes were is the planning in over the next year or two 5500 homes are to be build around bury st edmunds so in my maths that could be 15000--to 25000 people so why has the PARKING AT THE STATION SO LIMITED i.e. sudbury station has more parking than bury

Infrastructure also has to be considered along with traffic flow and access to the A14

Shuttle bus to and from Bus and Rail Stations More parking at Rail Station Better and more frequent buses in from the villages and between Suffolk towns

Depends what the use of this land would be for

In the wider developments being planned beyond the town centre, care needs to be taken to extend the centre without undermining the definition of the 'centre' such that the town centre space becomes nebulous and/or overarching itself. There is the potential for the centre to become a victim of its own success if it undermines the belonging established it areas currently sitting outside the centre.

I think people are too lazy to walk to the station from town if developments were made of shops in that direction

Cornhill walk needs investment a soft play area for children would be great. Something for children other than just toddlers -10 even the Abbey Gardens doesn't cater for teens they can be a pain in the playground the rangers don't turf them off the equipment. We have often asked them to get off so our granddaughter can play safely. Some are polite and oblige others are rude and mouthy

Station Hill is a critically important issue ... and permitting over development of the immediate area around the station, effectively making the station inaccessible to travelers other than on foot, bicycle or taxi is a massive mistake.

Please do not make more housing in the center of Bury, Bury need more business and events to be held as the housing can be built around the town in areas where it would be appropriate and logical from a logistical prospective such as this example, Say station hill was changed to more house ing you would have the problem of people having to many cars or their cars being blocked by other town goers looking for a car parking space, Or it could cause a higher chance of a acient on station hill as there is poor veiwing angles for looking ether way rasing the possibility of a acident on the hill

Depends on the definition of underused, some places (namely the medieval centre) need to be left alone, other areas (like around the bus station) are prime places for development. Biggest problem is that places, like the station hill is outside the town centre and is being developed seperately with no link to the town centre. Also that is happening now, these ideas are for the future. By the time that development is built there will already be many more people living in the town (let alone the new developments to the north and east of BSE) and the junction between town and the station is a massive problem.

Simply make sure the architecture doesn't represent a "new idea in design" that will soon become an eyesore. Ensure the new development caters for itself re parking and access to eliminate further congestion brought about by increased use of the area.

The arc development has been a great success; should this be extended, even in part, towards Parkway, within the new development, a new Theatre Royal please capable of seating 500-600 would be a great addition to our cultural life, able to accommodate the growing population of Bury and its environments and, bigger and better shows to attract a bigger audience. The existing theatre to remain as a historic venue in the care of the National Trust with appropriate events, etc. Alternatively, redevelop the Cornhill Shopping Mall to a theatre venue!

## Do you have any additional comments?

Redevelopment is OK providing it isn't overdevelopment to maximise return, thus altering the essential style of the town centre

It really depends what redevelopment will be undertaken on these underused sites. They should be in keeping with the town's historic heritage.

Preservation is Key.

Personally think you could redevelop bus station which is a hotspot for anti social behaviour, and not replace it with a single bus drop off/ pick up. Why not have a series of bus shelters/stops in areas such as Risbygate st.

I feel more green spaces interlinking areas in the town would be beneficial. Thinking of some of the small squares dotted in Cambridge with leafy areas and places to sit. Obviously Bury is on a smaller scale, but more green space closer to shops, with the potential for "pop-up" cafes etc could be beneficial for visitors and shoppers, whilst providing opportunity for small local businesses starting out to promote their products and/or produce.

Affordable RENTED housing for those unable to buy. Affordable housing to buy is only affordable for ONE household and does not remain affordable for future owners. Efficient subsidised public transport and street lighting after 12pm.. we are not children and like to stay up late.. make it safe for people to walk home.

Better affordable rented accommodation for younger people to afford

Redevelopment should reflect the historical look of the town and not build modern looking building. They look out if place and don't age well.

Bury requires better shopping. I'd rather drive to Norwich (45mins) than walk into town to shop. No variety and shops are not well stocked

Not if it will encourage more traffic to the town centre. Bearing in mind we are on the cusp of the advent of the driverless car. Creation of extra parking spaces - is atavistic, short termist and will divert land use away from people in favour of boxes and ultimately leads to loss of amenity for people.

Provided the architecture fits in with the historic town. Pre fab business facilities should not be considered as is currently seen around station hill. Preferential treatment should be given to independent retailers and hoteliers so Bury doesn't become a clone town.

We should not aim to improve the Town's attractiveness to merely expand it. Otherwise we will be "forever chasing our tails" and merely end up with a large Town like many others. The principal aim should be to enhance the life experience of the current residents

The first impression from alighting a train must be welcoming and in character with the historic town. The development must not be like Debenhams, but more like the flint and stone new build of the bank building near the arc.

As the Town is growing it must ease congestion at rush hour on Cullum road & between Southgate roundabout & Cullum road/Wilkes Road/Nowton Road roundabout. I suggest you look at creating 3 lanes on Cullum road & the middle lane to alternate between in & out directions to ease congestion & also have 3 lanes between Cullum road roundabout to Southgate roundabout so that for example Cullum road leaving from the town centre direction could have priority turning left towards the Southgate roundabout & hospital traffic could merge left between Cullum & Southgate roundabouts if heading to the A14. In my opinion there is sufficient space on Cullum road & also between the 2 roundabouts just mentioned to create a 3rd lane. You could also reduce the size of the cycle paths & footpaths. If you think about the green house gases emitted caused by the daily congestion this should be a top priority for the town master plan as the Town will inevitably grow.

Flats over the top of shops

As long as the character of bury are not compromised

A free park and ride service from external car parks to the centre of town on market days would encourage more visitors and improve spend.

Any unused sites should be turned into open spaces for enjoyment of the townsfolk & visitors, NOT turned into further expansion of shops/offices etc.

## Do you have any additional comments?

The "Masterplan" is poorly researched and written and is not holistic in its approach and needs to expand its horizons to include Health and Wellbeing for all ages, Schooling / Education / Training and Development, Access and broader Transport links, Policing and Safety, Industry, Housing, Leisure / Open Spaces and Sport, Industry, Trade and the Market and Culture. SEBC needs to work in closer partnership with SCC, Health and Care providers, Education and Training, Police and Fire Services, Housing providers, all Public and Private Sector Providers, Industry, Leisure providers and the Voluntary and Charitable Sectors etc to take BSE forward to create a vibrant and healthy community.

These areas should be linked carefully with the town centre and whatever is done with them there should be strong supporting transport and parking considerations

Consideration should be given to a park and ride facility. For visitors and other parking facilities to provide access to the town centre. Any new housing should include adequate parking as part of the design.

Infill should be encouraged, but with a historical look, not over modern, like the Arc, which is truly ugly, as is the new cinema and housing on the parkway. Give us beautiful developments, not vanity architecture, which dates quickly and looks like every other bland town in the UK

There is a concern that green sites are not compromised by such proposals and I support this view.

No.

Move industrial businesses (car wash / MOT / car dealership) on Tayfen Road to a separate site so these areas can be redeveloped into more user friendly spaces to link the town to the station and provide company for The Beerhouse and Direct Furniture.

Disagree with question 7 because I am worried about impact on Ram Meadow (otherwise I agree). Agree with question 8 but riot green spaces.

yes empty houses and buildings should not be left to fall into disrepair

I believe the Bury railway station to be an iconic building. Much more should be done to embrace the station area and build squares, shops, and a really attractive walkway into the town centre. I think Bury is currently missing a trick here. Hotel accommodation should also be a key priority in this area.

But only if the infrastructure is improved to cope with the resultant increased weight of traffic e.g. Tayfen Road

Park and Ride should be implemented and the transport links to our neighbouring towns and cities drastically need improving

No

Be thoughtful as to what you allow to be built, don't fixate just on money.

Flood risk due to climate change is our biggest problem hundreds of homes are at risk if we keep on building upstream by the lark/linnet, heed government guidelines.

Enhanced protection of historic and natural features.

There are some pieces of land that could be utilised as walking areas linked to the centre. Better safer crossing over parkway required.

An improved pedestrian/ bicycle route from station to centre of town.

Risbygate Street and St Andrews Street North need to be better integrated into the town. The appalling area behind the Arc with grey walls and businesses rubbish piled up is a barrier to footfall. The illegal parking on Risbygate in particular has the effect of making to road look like an arterial road rather than part of the shopping area. Equally the link for m the cattle market car park down the side of Lacy Scott looks like a service road.

Development needs to be in keeping with the surroundings. Only develop where absolutely necessary as the town will soon be over loaded.

We need to encourage tourists to visit and develop interesting venues e.g. Christmas Fayre, and Pageants. Our historic structure has a lot to offer. When you have knowledge that a building is going to close ensure that good publicity is in place to prevent it being empty for a long time.

Some of the town approaches need to be smartened up in a similar way to Station Hill, e.g. Tayfen Road, St Andrew's Street (South).

What about infrastructure, so often development ploughs ahead without getting this planned from the outset.

Park and ride should be considered as there are too many cars in Bury St Edmunds

## Do you have any additional comments?

Housing for disabilities not just retirement as a great deal of the later exists however there is virtually no social housing for younger people with complex disabilities in Bury - they ship them out to 'cheaper' towns and this is not safe or person centred.

St Andrews street south...new facial needed at least just to make it look a bit nicer!

It is very important to address the problems of the lack of parking space at the Railway Station. Planning permission was granted for the building of apartments on Station Hill with no thought to the many people who need to park at the station, be it for commuting to work, visiting friends and family by rail or a day out in one of the many towns and cities linked to Bury by rail. There are only 23 parking spaces at present which is scandalous for a town the size of Bury and its surrounding villages. Why was this major problem not envisaged by the Planning Department before they gave building consent for Station Hill. A large car park needs to be very near the station as walking over Station Hill at night is not a pleasant experience for the elderly or lone women at night.

As long as developing underused sites doesn't just mean building houses on them! Towns need open spaces too and we cannot rely solely on the Abbey gardens to provide this open space

It would be good to have a retail park outside of the town centre so you don't always have to have the traffic going to town for shopping, you can go to places out of town like in other towns.

I feel that it is probably MORE important to redevelop these sites before considering new builds

The phrase "arc of opportunity" is jargon that makes no sense, so we cannot answer these questions.

Priority should be given to improving Cornhill Walk and St Andrews St. South at the back of Boots, and the bus station. All need re-enhancement.

I think this must be done sensitively with consideration for aesthetics and functionality of all relevant parties, i.e. Residents, businesses, visitors.

more public toilets more parking for the train station

For example the Cornhill walk area.

I believe it adds to the town when underused sites are developed, it creates a better atmosphere as long as there are interesting places for young people to go.

Listen to public opinion.

Providing it's not too far spread away from the town centre. That's why a town centre is so called.

Better facilities for station parking must be provided. The station also provides an important entrance to the town and it is not very welcoming at present. The whole area needs significant improvement balancing the needs of commuters (currently poorly served) and those visiting the town.

I agree underused sites should be developed, but not at the expense of our green spaces, which are an essential ingredient in Bury's success as a great place to live.

Intelligent development. Considering community concession, overall populations equality, biodiversity, climate change, mitigation, cycling and walking access, plastic free.

Excessive development puts strain on services and erodes the environment

there is a risk - overdevelopment could spoil the character of the town.

Needs to be done carefully and sympathetically to existing structures

Depends crucially on the character of these sites

We don't want these people bringing their cars into the town centre

Sites which are immediately adjacent to the Masterplan Area should be developed to add as much additional parking space as possible - including 2 or 3-storey car parks where possible, without obstructing the view of any of the main attractions. Sites around the fringe could be used for sporting venues with associated shopping / entertainment facilities with shared parking spaces and care homes and the like. There is also the need for additional 'dormitory' housing for the workers needed to staff the facilities the town should be providing.

New Travelodge at Etna Road excellent idea provided traffic issues addressed e.g. make exit/entrance left turn only or have a light controlled entrance as for factories at peak times

No development on 'green spaces' - they are precious. Brownfield sites only

Redeveloping underused sites is important, but it depends what they are developed to be. There is a lack of facilities for young people, and they should not be facilities that mean more traffic.

## Do you have any additional comments?

MORE access to River Lark and River Linnet Much better CYCLE paths from Westley end of town and Many more TREES WESTLEY END OF TOWN ??? More outdoor facilities for children ie.WATER SPOUTS FOUNTAINS in paving areas???

Anchoring major retail or service facilities around Tayfen Road and the station would perhaps encourage people to use that area and hence encourage smaller shops and cafes to flourish and broaden the town center in a real sense.

This is where the vision could help - what we want to be and how to work with the adjacent organisations to best effect

If we are to regenerate areas, it has to be done well and tastefully .

Change is not always a bad thing. Listen to the local people to see what they want or need.

No

The links from Station Hill to the town centre need to be enhanced and improved.

Nope

I remember Cotton Lane, Tayfen Road, Raingate Street, Mustow Street all under feet of flood water so increase capacity of Eastgate & Abbots bridges

Build more multi-storey car parks - like York with traditional materials

Modern buildings should not get agreement - sympathetically styled buildings should be in keeping with the local historic buildings. Character is what makes Bury so unique and is a selling point

More shoe shops needed Development and upgrading needed at the bus station and roads surrounding it

-Provide parking at the train station. -Clean-up/ monitor/ patrol the bus station.

-Provide parking at the train station. -Clean-up/ monitor/ patrol the bus station.

As long as it is remembered that it isn't all about housing - you're pulling down leisure places that were well used.

Buses, and delivery lorries should be the only ones driving past the Arc.

See above 6 stop demolishing - use existing buildings and re-use with sympathetic modernisation.

Unable to agree or disagree to 08 "redeveloping potentially underused sites around the town centre" as these have not been defined. Brown field sites should be developed first and last and such take into account the historic environment of the town complement each other.

\* The masterplan should enable the achievement of Aspiration 1, 10 and 11 as set out in Bury St Edmunds Vision 2031. \* New development should exceed minimum standards set in building regulations and instead aim to achieve the emissions reductions required to meet our stated aims for 2035. \* New development should take a fabric first approach to ensuring they are resilient to climate change adaptation and weather events \* New development should be consistent with the targets for emissions reductions and therefore encourage the use of renewable energy with developers seeking to partner with the council to achieve this ambition. \* New development should, where possible, seek to improve the buildings of the town through allowable off-site solutions. \* New developments should preserve and enhance our natural environment and add to the blue and green infrastructure ambitions for the town. \* New developments should seek to address air quality issues that may arise from increase population and traffic and congestion.

Do not fragment the town centre too much though. Ensure any developments have their own identity but do not compete against other areas. Arc and the Old Centre work very well together (apart from the shocking connection between the two).

Only redevelop underused sites if character is retained

However, if they are developed to be in keeping with that area they are in.

only brownfield sites. Do not build on our precious green spaces. when granting planning permission for new housing be aware of town flood defences especially when building on flood plains and river catchment areas. The Lark and Linnet are an essential part of flood mitigation measures. climate change means more likelihood of flash flooding in some areas.



## Do you have any additional comments?

8 is too vague to answer accurately. I would only support redevelopment if the infrastructure is adequate for the growing population and doesn't attract a lot more stagnant traffic. Significant tailbacks occur regularly on the A14 queueing for the slip roads into Bury, which in my view is dangerous as well as inconvenient. The much increased time to travel into Bury from neighbouring villages is already a problem without considering what the 1/3 more homes being built is going to add to this. If brown field sites could be used as car parks, green spaces or perhaps a residential home that doesn't attract as much traffic as retail I think this would be a better proposition

Fear the focus will be centred on the Station Hill area for re-development - other areas, especially those that link the estates into town, such as Eastgate Street, should also be investigated - and at the very least not neglected in favour of more 'sexy' developments .

A shift of more industrial businesses to the new business park on the fringe of the town would allow for more brownfield redevelopment within the town centre for residential/retail. This comment particularly relates to a number of car garages along Tayfen Road and Fornham Road which reflect poorly on the town, particularly as this is the first part of the town visitors see coming from the train station. In addition to those areas mentioned above, Ram Meadow (Cotton Lane) should also be included as businesses here could again be shifted to the new business park to make way for more residential close to town.

New builds need to be in-keeping with the historic old town and if more housing is being created. Ensure there are ample services including GP, schools etc.

Suggest park and ride for market days. Restaurants Moreton Hall area.

'Arc of opportunity' Not sure what is meant by this.

Future development should be more mixed-use to provide for residential plus studio/workshop type space. The typical developer led individual little dwellings each with a separate garage, is nit a good model for the town centre .

Scrap parking fees to encourage people into town. I no longer use town as I can't afford the parking fees.

Vision 50 years ahead. Angel hill no longer a through way. I believe the New Building around Bury deserves out of town shopping centres with underground parking. The centre of the old Town, should be gradually feint to domestic dwellings ensuring security and safety rather than a gathering place for inebriated and discontents. Park and ride passengers could be carried between shopping areas by cable car (Tram/Bus/Mono-car. Elevated through ways e.g. Hammersmith flyover . People need to connect without the car.

See my Vision 50 years ahead. Angel hill no longer a through way. I believe the New Building around Bury deserves out of town shopping centres with underground parking. The centre of the old Town, should be gradually feint to domestic dwellings ensuring security and safety rather than a gathering place for inebriated and discontents. Park and ride passengers could be carried between shopping areas by cable car (Tram/Bus/Mono-car. Elevated through ways e.g. Hammersmith flyover . People need to connect without the car.

The above would need to be done sensitively and not encroached on existing facilities.

What, in heaven's name, does "an"interlinked arc of opportunity" mean?! Please don't use meaningless and nonsensical language when dealing with the importance issue of what happens to our beautiful town centre. How old are you?

Wholeheartedly agree that growth is opportunity for and can't imagine why a disused building is a good thing.

Cornhill may have suffer from competition from chains and supermarkets.

It depends - if redeveloped for housing/offices employing large numbers of people, then new relief roads should be included in the developments (e.g. at Station Hill) in order not to add to the already heavy traffic, particularly in the rush hours. Developments risk adding to/creatin new pinch points for commuting traffic mixing with shoppers, etc.

Agree with the principle of redeveloping under utilised or redundant sites but not necessarily at the instance of maintaining existing facilities on the site as this may limit the potential redevelopment opportunity to the general disbenefit of the town centre as a whole .

It is silly not to have a proper staffed office at the bus station .

## Do you have any additional comments?

Think carefully about car parking to avoid increasing the conflict between resident and visitor parking. Also consider safe cycling routes and routes that are safe and pleasant for pedestrians, including those with mobility impairments or pushchair using children between these other areas and the town centre.

Corner of Tayfen Road and Springfield Road could be a multi storey car park

The Tayfen/Station Hill area, building area, has to enhance BSE, and people local to there need to be listened to. Why is the building work taking so long to start? The area is an eyesore!!

Although in some areas a lot of the trees have been cut down, would be nice to see some smaller ones planted. With the redevelopment that is going on within the station hill/tayfen road areas has the traffic been considered as that is often a busy sometimes congested area

Tayfen Road area and the "link" between the Station and say, St Andrews Street is a mess. If you were coming in to Bury on the train and had to walk into town via Station Hill and St Andrews Street, what would your first impressions be? We can't move the station (nor should we) but surely there must be a way to make it far more of a gateway to the town. Rubble, Domino's Pizza and a second hand car garage aren't really high on my priority list when coming to a lovely historic town.

07 & 8 are statements of the obvious. Moreover, 07 does not actually state where the "other locations" are, so essentially any response to that part of the question is meaningless

Planning applications should include on site parking provision if for residential use. If not the application should be refused.

Some "underused sites" are best left alone as peaceful wildlife habitats

The focus needs to be on the town centre as there is a lot to be done - 2nd priority for these other areas

safe crossing when going from the station into town need to be created for pedestrians and cyclists.

st Johns street need to be part of the town centre. st Andrews st is scruffy

car parking facilities need to be increased. also bus transport

Keep open spaces.

Enhanced by sympathetic newer builds in proximity when other buildings are developed nearby. Maintaining a low-rise skyline so that the cathedral tower confines to dominate.

As long as access is improved (e.g. station the access currently not good via Farnham road or Tayfen road side)

Dependent on what "arc of opportunity" means.

Housing above the shops. Better desire lives to interlink train station - St. Andrews street.

Start preserving and stop tearing down and a concentration. Open plan and space please

Developments to have long lasting visual appeal (not like shabby looking housing at end of Kings road).

The shopping area is too centrally based.

We need there to also be green space, so redeveloping underused land might be for parks and gardens, not buildings.

The plan needs to address and rationalise a balance between existing facilities and redevelopment, to provide the best resource for the town and community.

Something like Liddell would be nice on tayfen road site. Too many expensive food shops in town centre. Aldi is quite some way out, not convenient if you just want a few bits after work.

It would be beneficial to pedestrians who get off at the railway station were encouraged to use St. Johns street with its many independent shops as a link to the town centre.

Stop further building outwards of Bury St. Edmunds on those greenfield sites!!!

not only should links between the railway station and town centre be improved, the service itself between Cambridge and Ipswich should be electrified and a more frequent service should be required of the franchise company

An excellent town core, is better than a mediocre extended town centre.

Make it/ them beautiful and interesting think green spaces for health and well being.

green places at stn hill.

### Do you have any additional comments?

More directional signs especially from the station to town centre and from the Angel hill to the Arc. agree with question 8, providing the work is sympathetic to the surroundings.

Make sure everything is accessible to everyone.

this area could provide park and ride or ???

Cornhill walk could be developed as a permanent market for meat, fish, green groceries etc. like in many other European cities.

But no more superstores needed.

Yes but less betting shops and take-away burger bars.

It depends on what they're replaced by.

So long as tastefully done.

Route from station to Buttermarket should be enhanced .

It will make the whole town very attractive.

I agree with 8 -if additional facilities are provided. I'd like to see all the areas joined up with decent bike paths and pedestrian walk ways. -with lighting, built in from start. (current bike paths being mainly laughable).

As long as its appropriate.

Depends how developed though .

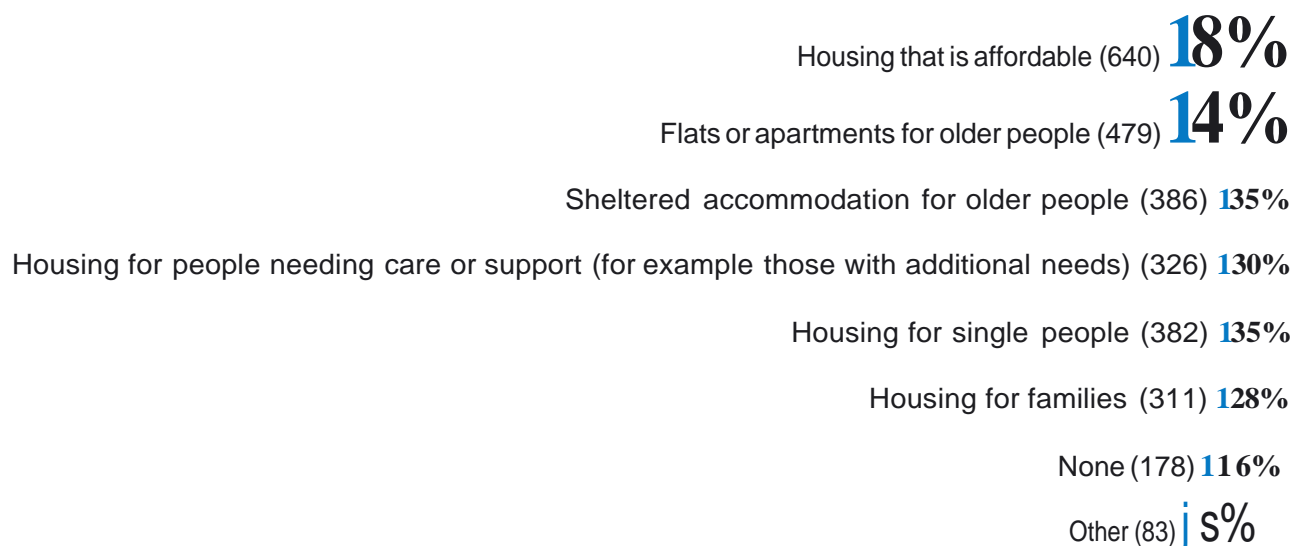
### Supporting thriving mixed-use neighbourhoods

**Whilst the central core of Bury St Edmunds contains a wide mix of leisure and business uses, there are residential neighbourhoods which help support the wider area's economy and which contain facilities to serve the day-to-day needs of the residential community. It is important that this mix of uses is maintained and supported.**

### Do you agree with this statement?



## Phase 1

**What additional types of residential accommodation should be developed within the town centre? (you can tick more than one)****Other (please describe here)**

A green commune would be good! do they have Kibbutz any more?

Housing for students

Muslim community centre

Rental properties either owned / managed by the council or Havebury to bring money back in for the council while still giving more rental availability in the town that isn't housing association.

City center flats are vital for a thriving city center during the week as well as weekends

Houses at outskirts of town that actually have a garden for children to play in! Always built as a Rabbit Warren estate

Affordable good quality housing that is not cheap looking blocks of flats. All members of the community should be considered

I am surprised about the emphasis on 'older people'. Residential use, for all sections of the community is required. There are limited opportunities for housing so the masterplan should promote flat development. There are opportunities for residential developments on specific sites around the town (e.g. lloyds bank on Risbygate street, the car wash garage on St Andrews Street North) or as part of major development proposals for Cornhill Walk or in the longer term Cattle Market Site and St Andrews Street North car park. The opportunity to encourage living over the shop throughout the existing historic core should not be overlooked.

Spaces above shops etc to be used, rental opportunities. Premises which have empty spaces could be persuaded by adjustment of rates and council tax.....

Student accommodation to help grow West Suffolk college

Homeless

Beware of flats or housing for social security tenants only. Look what happened to Great Yarmouth.

We are 'clogged' already. Development within the central core will inevitably lead to more vehicles parked on the already congested roads. Be careful as this annoys a lot of residents.

Not all older people want to live in a flat or apartment. Quite a lot of older people still enjoy gardening and want direct access to their own garden. There needs to be more bungalows. I am appalled that the development allowing for nearly 1000 houses at Marham Park does not have any provision for bungalows. The developers of Marham Park have also told me via email that people buying a flat/apartment on the ground floor will not be allocated garden space - it will be communal.

Mixed Provision is needed.

Town Centre housing is at a premium - it should be reserved for those who need to use the towns facilities and are unable to use public transport.

Gates communities for the mature.

**Other (please describe here)**

I believe the town centre should be just that, a centre for people to gather, to shop, to go to restaurants, theatre etc., not for housing, But ensuring ease of access for all the groups mentioned above is important.

Spaces above shops should be developed as residential accommodation. Hostels for the homeless should be included.

Spaces above shops should be developed as housing Hostels for the homeless should be available in the centre

There is no space for more residential accommodation in town centre

A mix

More help for homeless

Bunglows

Mixture of accommodation, making better use of premises above shops, the ex post office etc. Obviously some of these would not be suitable for those with limited mobility.

Affordable and support housing needs good back up support too!

housing association housing

As people age they want to move into town releasing family homes, make this easy for them via availability and do not let buy to let take it all.

Encourage living over the shop, much space is underused. In new developments there should be some units capable of modification thus permitting the elderly to remain in their homes and chosen locality.

Need to revolutionise prefabricated building for affordable rent/ purchase (less than £50-100)

Affordable accommodation for young people working in service industries. This reduces need for public transport/ posting

Luxury flats with large rooms - not just small, modern apartments. Good design, balconies, concierge perhaps.

Car parking or good bus service at the planning stage.

Less letting!

Housing which is affordable, practical, not low quality and not overpriced like most affordable housing and new builds still is.

Ensure that adequate parking is provided with the housing a policy of making parking impossible to encourage public transport usage does not work!

Housing for homeless people

Not sure it is feasible for much additional housing in the actual centre of town.

Housing for couples. Possibly 2 bedrooms and a study.

Cheaper housing for younger people 20-30 as they are the most needed in the town centre not the old as the old will only take up space which could be used by a family or 3 or 4 or a single person going to university and or working in the town centre

As above cheap rented housing for young people and families, otherwise they will all leave. All my three children have left and will never return, no jobs, not transport, no nightlife or live music and no housing

Mixed housing, not concentrating on any one or two niche populations but incorporating a good mix.

Often the choice for housing seems to be large blocks of flats or boxy "child's drawing" houses on estates like Morton Hall - when you see how popular Victorian/Edwardian terraces are, why do we not build in this format, which is also dense urban accommodation? It doesn't have to be a mock-period pastiche but the layout works well for people...

Homeless shelter

All the above bring cars

Shared ownership houses

In the Town centre it would be nice to see some housing specially for the elderly without cars. Bury is twinned with Kevelear in Germany and Kevelear has shelter housing as part of a complex of shops and hotel. This could easily be accommodate somewhere like Cornhill Walk with a little expansion.

**Other (please describe here)**

Councils now have the right to build their own houses. Build to reduce housing speculation and reduce the squeeze on new buyers.

Social housing for working families as private rents are astronomical for modest homes

These are appropriate developments but NOT for the town centre

We need to maintain the essential character of Bury's centre, so new buildings and housing should be outside the Medieval guild.

Older people should be near shops

In town centre many large houses are occupied by one or two persons New housing is best found outside the town centre

Encourage more 'over the shop' accommodation discourage empty premises - charge owners if property left empty over an year

Yes. conversion of empty properties above shops into living spaces at affordable rents (or sale). yes, proper social housing projects such as modern modular pre-fabricated living spaces - again at real affordable rents (or sale).

Flats or apartments for young families

\* The masterplan should enable the achievement of Aspiration 1, 10 and 11 as set out in Bury St Edmunds Vision 2031. \* Potentially the council should consider increased building densities to better utilise space and help enable shared infrastructure including energy generation.

A meaningful definition is needed to explain 'affordable'

All would be ideal, but there is a question of priorities

A range should be provided rather than a focus on one group. High density terraces/flats should be prioritised which will obviously suit certain groups above others.

A mix of all of the above.

-Accommodation in flats, to include additional studio/ workshop type spaces. -Also developments which aim to mix up old and young people to promote more inter-dependence

Flats above shops

Social homes that are genuinely affordable - Council homes, not so called "affordable" ones housing for young people who are hoping to get into the property ladder

Social Housing needed.

Decent affordable housing is more likely achieved in new developments out of centre

Living above the shops. Lift/ elevators for the enablement of all user groups.

Cathedral towns are merging more popular with the elderly - let's cater for our future and respect the elderly

Housing that is strictly maintained by authority/ landlord.

Accommodation in town should be in 'existing buildings or shared with businesses e.g. flats Over shops.

A mix of all of the above in small proportions making it a community.

Keep mix as it is -Flats over shops, not big houses.

Housing for young people on low income. The property and rent prices and rent out of proportion with what is available in Bury. with these prices needs to give more to do than eat drink and shop.

Bring back into use houses which have been left empty long term e.g. Sparhawk street - 30 years + if you are talking about the town centre then no

Homelessness is not being effectively address at present in BSE

Make more use of empty space above shops for living accommodation.

There is already a massive building program in and around Bury.

Statistics prove that sheltered accommodation within the town is most popular for easy access facilities. However, a balance of Mixed provision is necessary.

Statistics prove that sheltered accommodation within the town is most popular for easy access facilities. However, a balance of Mixed provision is necessary.

**Other (please describe here)**

especially above shops and other facilities (e.g. in the arc)

Student accommodation/ in partnership with Uni.

**Are there additional local facilities and services that could support residential neighbourhoods within the town centre better? (for example, community facilities/local shops/health centres/schools etc.)**

Yes (391)  37%

No (175)  16%

Don't know (498)  47%

**If yes, what should these be?**

blah blah blah

Increased police presence in the town centre.

Local sports facilities that are inclusive for all, not just membership-based.

The South Town Centre doesn't have any building quite so inclusive as the St John's Centre or the Friends Meeting House.

Look at creating "urban villages" within the centre through new "village centres", around which cafes and shops could be promoted. I'm particularly thinking of Cannon Street/Church St, and Chequers Square.

Cornhill Walk would be an excellent Arts/Community Centre. There is a dilemma with the Town Centre being partly residential - the current residents don't like anything 'noisy' or 'rowdy' happening within earshot after 6.00 pm (bedtime). Current residents don't like change.

Drop in centre would be good

- Primark - Zara - Office - Jamies Italian

More provision of health services, a first-aid kind of walk in centre to take pressure off of GP Surgeries and the A&E department at the West Suffolk Hospital.

Art gallery and education centre combined..Tourist information...Bus station enhanced

More facilities are needed within the town centre for young people who currently hang out in mcdonalds a touth centre would be good

If we are to have residential areas with mixed housing for elderly, infirm, youn, old, etc we need the facilities to match this with better local shops, better access to general health facilities, doctors, dentists etc ,but also leisure facilities

Build community hubs, and plenty of them. They should have 24/7 emergency health walk-in centres, GP surgeries, care homes, pharmacies, good parking, good bus access, adjacent shops like post offices, mini-marts and hair dressers etc. All in within easy reach of centres of population.

A decent bus service.

Radical approach to car movements towards Moreton Hall which is a permanent traffic jam

In the case of the Muslim community we are without a place of worship and this has inhibited our community from retaining people and thus many talented individuals, who could make a great contribution to the local community have decided to move on.

Parking to allow easy access for short visits to town centre

Muslim community centre

Affordable housing??? Ha! Affordable to who? Single full time workers? I dont think so! Families?

Nope. The only people who can afford to buy are the buy to rent crowd. How are our first time buyers supposed to get on the ladder??

Churches

**If yes, what should these be?**

Health centres and day care for elderly and good changing places for people with disabilities both children and people with special needs

Affordable homeless accommodation, a new nature reserve/gardens

see previous comments on leisure facilities

More doctors surgery could do with a few schools of all sorts

Making sure the town centre is enjoyed by all sections of the community is very important for me. As a MUSLIM member of the community, it is important for me to have a place of worship (Mosque) in this town for the Muslim community member. I would like to see a place (piece of land) is allocated for this purpose, where Muslim community members will be happy to build Mosque and facilities at our own cost.

As previously mentioned, a large town centre community venue. An art gallery as this was closed due to high business rates and with more students we need more cultural emphasis.

Primary schools that easily accessible and with wrap around care that supports working parents.

Walk in GP surgery open to all Youth centres

GPS, Health centres, Social care and community facilities .

Doctors and NHS dentists

Cycle routes from estates to town centre/schools/college/station

I think that more community-run spaces would be really good for the town

Redevelopment of the leisure centre which is dated and could be so much better considering the huge community it serves.

Schools for children with special educational/behavioural needs

Public toilets, post office facilities

A reliable bus service.

St Edmunds, guildhall, St. Louis/Benedicts school are a problems for traffic, add to housing you need to add to school provision. Also more GP access, looking at angel hill, swan lane, Victoria street etc the gps could all use a large health centre, probably better and more cost effective . Also would free up needed town centre properties. Hospital also needs to move out towards Westley way, you could build hundreds of urgently needed houses there walking distance from the town.

walk in centre (health)

Community run shops in the town run by those adults with additional needs Living accommodation and soup kitchen for the homeless run by the homeless Independent local organic butchers bakers farmer co operative shops

What community facilities they are dying?

Indoor climbing walls have boomed in popularity in recent years, Bury is noticeably behind the curve in this regard.

Underground car parking

it would be good if a supermarket was in the town centre

Stand alone Post Office

The difficulty with developing residential accommodation within the town centre is that there is often insufficient space for car parking that most types of housing require (typically family homes require a minimum of two spaces) which is why I believe that such development should be limited to households that are least likely to require parking

Community centres meeting places

Better public transport!

More community facilities.

More restaurants

The town centre is very well served by a mix of community facilities that seem well used. I think work could be done to make some of these areas look nicer e.g. The area around Tesco Express by the Arc, the alleyways connecting the old and new shopping centres could be better lit. Oh and the old shopping centre by McDonald's is empty and looking run down - though that may not be within your power to influence.



**If yes, what should these be?**

Health centres

The town centre has limited space to take more development .such things are adequately provided in the centre.

Post Office with ground floor access.

Community facilities, health centres and schools

N/A

A care centre to help those who are from this area and are homeless. Let's lead the way and take care of our community. There are lots of volunteers who would love to be involved and are already quietly but regularly caring for our street community. We need to take care of our community and encourage others to do so. Please allow local people to become involved with projects in the town, let them be a part of something they can be proud of.

Community facilities, health facilities and more local/independent shops.

a town centre creche/nursery for local residents and for short term visitors to the town to use

Better thought out reasonable priced parking for residents and workers

Drive through or completely out of town restaurants...nearest non residential area on outskirts of town.

Advice/drop in centres giving community information i.e where to go for assistance with health and child care issues, or services for the vulnerable and elderly.

health centres, smaller local shops

I feel that the residential areas are fairly well served in respect of community facilities/local shops/health centres/schools etc. Space is limited, so genuine family homes will be difficult. An opportunity for down-sizing retirees to move into manageable, centrally located properties is attractive, freeing up larger homes for younger families would be great. However, parking will always be an issue and I believe that there will need to be tax or other incentives, driven by central government to make this work.

Health centre Walk in centres Community groups

More choice for town centre doctors/dental surgeries

A new hospital is required ,freeing residential land in hardwick lane ,also a new build would be able to hold many types of health services under one roof also freeing large pockets of health held land in the town .Or keep existing hospital for certain age groups and new units for under 65s but as BSE has many increasing elderly population this age group needs more investment in housing ,health

Additional local facilities and services are always welcome, but the current provision is pretty good, so I'm unsure what extra could be provided - just make sure what is there already survives!

Drop in medical centre for minor injuries

An ability for all areas/zones to have a degree of facilities and good access to the prime town centre facilities.

Maybe a first aid centre

Drop in clinic health centre. Play centre for children Nursery. Most in Bury St Edmunds have a waiting list.

Better public transport.

Post offices around the estates. Doctors surgeries

Ensure each area has at least a basic shop. An increase in leisure facilities (small swimming pool) may be required as the population expands and puts pressure on the current facilities. Possibly work with a school in the area for community use.

Please look at my response at 09. With regards to Tayfen meadow and Station Hill development there is no need to provide local shops and certainly no need to consider another supermarket as the town of Bury is more than adequately catered for. If you should be considering anything at all it should be pollution from additional cars, providing additional car parking, looking very closely at the current congestion and the consequences of all the additional housing will have on the environment and people's health. If you consider anything in these specific areas it should be open green space for everyone to enjoy and that will promote and improve the health and well being of the people of Bury St Edmunds.

Definitely more Health centres/GP Surgeries are needed. Waiting times are phenomenal.

## If yes, what should these be?

The is an under provision of GP and Dental provision for the town and the town centre offers an excellent location for these facilities to serve town centre and town wide residents.

Community facilities in all areas of the town Improved green spaces

Answered already at 02.

Doctors surgeries within the housing estates. It is hard for older residents to get to appointments.

Gym/fitness facilities, pharmacies

Care units.drop in centers.day care.respite places.

all of the examples given are important to support residential neighbourhoods particular the young or elderly who are less likely to be car owners or drivers. Good public transport is also important to access the hospital, leisure facilities and friends and family.

Neighbourhood parks and gardens

Publictoilets

More multi-storey or underground long-term car-parking within walking distance of the town centre, to support the development of residential accommodation on sites with no space for parking.

A building for business hubs and community activities to take place, perhaps the old Cornhill Shopping Centre

Child friendly pubs cafes that have a play centre .

Community facilities for the elderly and disabled

A health centre would be nice. I think the emergency services need to be integrated into society more, I do not know who you would do this but bringing in to police to the people so they can see their local bobby and bring in the ambulance service so people understand when to call for an ambulance. The public sector needs to be invested in.

Doctors surgeries, Schools as well as roads.

community meeting places

Good central post office hub, could incorporate a well run tourist information centre instead of the fractured one we have at the moment. An arts centre..... disgraceful that bury has no longer got an art gallery. Too much to be said on that score, even Ely and Eye, Haverhill and now Stowmarket have more visual art provision than Bury.....and it is down to the priorities of the council encouraging use of buildings.

Abbey gardens tennis courts are an embarrassment. Not just in the eyes of tourists but could be used by young and old locals. Little for teens at the moment. Basketball hoop? Teen cafe?

Because the local bus service is Very poor we have to think of providing services which older people can walk to in a safe environment . Perhaps a drop in centre for health needs that does not need an appointment. Small local food shops, fruit and veg perhaps.

Community facilities and health centres

Not sure about more accomadation in the town."just need better links fromthe outskirts

Schools and health centres/ GP surgeries.

Walk in minor injuries centre the transport to the town centre would make this an ideal place to have this service this could help releave pressures on the hospital.

Improve the market

The villages surrounding Bury must have a regular and frequent bus service.

Post office provision

More community focused use of space - i.e. community gardens (plants and vegies), indoor and outdoor family space, safe play areas, better pedestrian crossings (i.e. from the station into town crossing the parkway), better control of late night revelers. There are some people sleeping rough - so shelters or caravans to support these people and keep the town safe and clean. Food centres (i.e. community fridges) .

commumity facilities and health centre

There are doctor's surgeries and dentists in the town centre. There are one or two "local" shops, and loads of cafes. Town centre schools are a hindrance because of access

yes, small greens for kids and families to use. Local small scale shops and cafes for local people.

## If yes, what should these be?

A walk in centre nearer to the town centre that doesn't need a call to 111 should be considered. The library is embarrassing; it needs to consider what its priorities are and if it organises events, then realise people will expect high standards. Create a "town hall" facility. Something the public can use for information, public events private events etc. Give us something in the middle of our town to be proud of and draws a connection.,

The statement is so anodyne that it doesn't really contain a question. How about thinking about how the business use is going to decline by 2031 with more homeworking. There's no need for any accountants or lawyers to have offices in the centre any more unless they charge too much to their clients. So, encourage residential use, positively look at converting office space to flats and opening up unused areas above shops. Then if there is a call for local facilities, even if just a Tesco express, they will arrive!

As above 09

local shops, health centres.

Public toilets in the town centre - Cornhill/Buttermarket/Traverse Support services at the bus station

A primark!!! Maybe a lush too

i feel Bury does not need any more restaurants or flats and accomodation for elderly people. What is does need is affordable homes for young people. Both single people and families.

Buses from Westley and Horringer Court Estate afte 2.30 pm

More entertainment venues.

community spaces/health/schools

Local shops

Local shops in residential areas where people can pick up little day to day items, and develop a good rapport with the shop workers.

More village to town bus routes and more regular

Post Office

Local shops

Better safe links to train/ bus station for cyclists and non drivers

Schools as per previous comments. Moreton Hall and surrounds will soon be in excess of 10000 people and is currently served by 2 primary schools and 1 secondary with many of its residents attending other local schools. The catchment areas need to be adhered to as a Moreton Hall resident with a child attending, say County Upper School, will have a 30 minute drive for 3 miles in the morning. If there are 100 pupils doing the same, the traffic issues compound. If they're schooled in Moreton Hall, dare I say it they can walk or cycle to school?

More secure parking (at a cost). Take the cars off the streets, closer park and ride facilities.

Local independent grocery shops. Bakery, butchers, Veg.

Perhaps by proving something for the hundreds of people that come in to the shopping area. (I liked the idea of the 'seaside theme' that is provided now and again. (Something permanent)

health centres, accessible post offices (ground floor), local shops

Schooling. Do away with two different systems within one town! It is not fair on the school's or the pupils with two different systems operating within one town.

The shops and services are already there and we don't want more unnecessary housing in the town centre. (See my comment at 02 above) This should be kept largely for general public amenities. More housing in the town centre would mean more cars and there's nothing you can do to change that - people means cars. This would surely be undesirable in a town centre development.

An improved bus service around the town with accessible information in the bus station. Now there are no staff there, there's no one to ask for help on timetables or routes. As someone who is visually impaired I now have to use taxis as there's no information at the bus station in an accessible format despite promises from the council.

Health Centres

## If yes, what should these be?

Small supermarket type retail food outlet to avoid those living in the town centre having to travel to an out-of-town outlet to satisfy the normal weekly shopping needs. Doctors and wider health services also have to be considered along with educational links. Without these wider services the town will not sustain a living population of a mixed demographic.

Affordable day/night parking for residents

Post Offices - There are not enough sites around SSE. More shops/mobile shops should be provided to the outlying villages.

health center's

More community facilities

Encourage the newly developed housing estates to have their own community centers with their own mini tescos etc to ease burden on traffic through the town to supermarkets

Are current facilities fully utilised

Health centres which are easily accessible linked to neighbourhoods and not based in the town.

Improve local shopping parades, keep hospital parking out of these parades car parks.

Health centres

Not enough as its anticipated almost 6,000 homes thats at least 12000 people min added to population probably with visitor,s to these homes and children a 15 thousand increase in population in a fairly time wise short time scale

A POST OFFICE with disabled access.

Stop building massive estates . Consider smaller and affordable developments in surrounding villages rather than cramming more housing into Bury St Edmunds .

council office in town centre

More toilets Free parking

Walk in centres

Go surgeries youth centre

Regular and reliable bus services . Safe and well lit cycle routes. Safe and affordable meeting areas for local groups/communities to meet both formally and informally.

Regular and reliable bus services Safe and well lit cycle routes Safe and affordable meeting areas for local groups/ communities to meet on a formal/informal basis e.g. for resident associations

Reinstate the post office and maintain those in outer sections of the town too

I guess that if older people and those needing care are to be encouraged to live close to town centre then health centres, and facilities such as libraries community Centres offering social opportunities to meet an chat to others, seniors and special need's sports and activity areas should be available for them . Also central coach and bus pick up points to offer outings outside of SSE. It would also be a good idea to provide low cost mini-mini buses for those able to walk a short distance but need a lift occasionally. a'111d land trains or horse and carts for holiday visitors. What fun! Families, more able people, single people and those needing affordable housing do not need to live in the town centre, they are all able to walk or get local transport in and out.

We all know there is a crisis coming as the country's population ages. The government has just not taken action on this urgent matter. Please build more care homes and sheltered housing for the elderly as soon as possible.

Bury St Edmunds requires a Crown Post Office.

really well designed community facilities where the cared for and carers can meet with support agencies and other groups can use ...or maybe they can use the Apex at a subsidised rate; we need convivial, easily accessible, attractive meeting venues

not needed as town centre is not so large

Doctors, schools, local shops .

Improve estates such as Howard (Bad reputation) affordable but dingy.

Make St Andrews Street at the back of boots safe, not safe now.

Local shops to housing estates with a post office for elderly and disabled residents to save them coming into the town centre.

## If yes, what should these be?

Doctors surgeries and dentists NHS.

Community facilities for young people. Supervised accommodation for the elderly.

John Lewis & Ikea.

Community centers / meeting areas.

More schools, more community facilities for young people and for people with mental health problems.

I dont live in Bury, so cannot comment on this question

A better Post Office facility in the Bury Core which is open from 7.00am to 8.30pm as is seen in many rural areas.

KEEP IT LOCAL !

do think that there possible should be some university accommodation for west Suffolk

Sufficient additional facilities to serve additional developments . Further to 011: Speaking as a single person who works freelance from home, we are not well served. A flat is too claustrophobic when you live and work in the same place 24/7. One needs space that's separate from living space, ie more than one bedroom or living room. The choices are limited and rents have shot up and it's a real struggle to manage on a low income.

Whenever there is an increase in housing then there needs to be more local facilities . All the new housing that is being built around the town needs local shops, cafes , health centres etc. If they do not have there own services then they just become in effect dormitories .

more community facilities especially for children

Accessible Post Office

Acknowledging the commercial restraints (rates/ rents) there should be an encouragement for small specialist shops - a return to the traditional mix within the residential areas.

Health centres GP surgeries dental practices (NHS) Bus service later than 6pm.

High quality, well maintained, well managed and cleaned sports and leisure facilities

Youth clubs/ youth facilities

On local residential neighbourhoods the elderly need more facilities as they don't always have access to local doctors, post offices or local shops, especially as most of them don't use the internet, they need to still have social interaction.

live work communities, tech, art or other

Neighbourhood medical centres. Local offices/ contact points for helping people day centres for elderly/ poorly.

Do not understand the question

Better transport .

Health Centres walk in clinics

Care homes are very expensive in the private sector and should be run locally for local needs & not for profit and shareholders

Local Shops for Housing estates with post office in it.

Schools. Doctors. Local shops .

Bus station, staffed! T.I.C. More independent shops - and no more cafes!

Health centres .

Bowling Street Facilities Toilets Stalls parks - for both children facilities, older children, teenage and adult facilities

Who wrote all this? Someone doing a year 10 GCSE Geography project? Please point out to elected members that this is a failed exercise in public consultation

More grocery and provision shops

Like you sold the corn exchange?!! Museum, Council Offices, Tourist information etc!!

A proposed town centre venue hall kike the corn exchange, before you sold it off to a pub chain without a descent replacement. That the apex was supposed to be....

Youth Centre.

**If yes, what should these be?**

Public toilets in town centre and signs where they are and disable facilities

Better Bus services within the town to get to other places.

I miss the local garage where I bought my newspaper .

Shops.

More community facilities

Watching areas.

Community facilities for elderly people on their own to meet, health stop off point could be included.

Post offices on the estates.

Community facilities. Enhance the library to allow it to widen its capability - consider the Norwich library and the surrounding building as an example.

Encouraging green grocers, farmers market, eventually a covered market for small local producers. Stop allowing the big chains like sainsbury etc. Enough of them.. allow street food stand in some areas to make place lively.... i am not talking about burgers vans ! Go to have a look in other towns small asian street foods etc do a good trade with the lunch trade. Encourage diversification . ... bury has enough sandwiches and burger joints.

Walk in health centres Cycle routes to green areas from town (including to Ickworth)

Toilets in the town centre. Free 1 hour parking.

Not necessarily within the town centre, but required beyond the centre

The town cannot grow successfully if the facilities provided don't keep pace with development.

Different age groups can feel quite isolated and in particular both young and older people. Places where young people can go to enjoy different activities as well as sports facilities would help restore the balance of demographic. The buildings which once housed St James Middle School are a key part of the area bordering on the Vinefields/ East Close area and could be a real hub for the local community

A parking solution for the medieval quarter residents, which is not in the medieval quarter. Given the land values affordable housing is totally unrealistic, Flats will increase the need for more car parking. Bury does not need housing for more old people it is a retirement destination already! The population is ageing and about to head off a demographic cliff.

More health orientated facilities on the High Street - 'drop-in' pay as you go health services??

Health centres Day centres Advice hubs Pop up clinics

enough doctors surgeries, car parking at hospital, dentists. councils often build a new development but do not consider effect on these area's

Independent food retailers. More green grocers, a fish monger or two and some nice delicatessens.

Health centres.

As mentioned above.

The infrastructure to support them, improved roads, parking, public transport, shopping (food), etc etc. Bury St edmunds currentky feels as though it has too many people and lacks the means to support them.

Preventative Health centres to help reduce load on hospital facilities

Indoor, all-year round water park Cycle path Coffee shops that are open in the evenings (after 5.30pm) Bigger and better play areas

Schools because children go there and so they have to live somewhere near there.

Doctors surgeries & dental surgeries

Schools/walk in centre to help with overworked hospital

A more regular and reliable bus service.

Schemes should address immediate needs - not knee jerk but constructive , sustainable, long term, community focused projects.

## If yes, what should these be?

More places for entertainment. The theatre Royal is fabulous, but could the town now support another? or more flexible space for hire or for the Council to sponsor events, more Art shows, more live music, more Theatre. If the town is to have an increased population, it is important for people to have somewhere to go, somewhere to be entertained. We are an historic, cultural town let's not push that to one side like so many other towns and cities have done e.g. York, Norwich, Bath.

More corner shops, newsagents and post offices.

More community sports facilities. We only have abbeycroft and south Lee school as main hubs of sport. More land converted for parks and rec, basket courts, volleyball, table tennis etc. Get people out doors playing !!

health centre

a farmers shop selling local produce which hasn't been trekked in from Peru.

There is a need for the GP surgeries to grow to support the growing town. Open play areas for children including skate parks and we need more local authority sports facilities for people to access rather than expensive private ones,.

As previously stated GREEN OPEN PUBLIC SPACES should be a priority in any new development.

Homeless shelters

We need a large cultural centre for art exhibitions, etc.

Qs 12 and 13: Any additional local facilities. A good twelve-hour launderette with both self-service washes, and serviced wash and dry in the town centre. The existing launderettes are all too far out for those without a car. As for premises: ask one of the churches if they'd consider converting and letting out part of their church hall for this vital service. Not everyone has the space for a dryer in their homes and winter weather means that drying outside isn't always possible. It's always helpful to have a launderette when washing machines break down too. Ask the firm running the Horringer Court launderette to consider coming in (they're the best). More recycling bins in the town centre, please. There are too many general bins containing rubbish that could be recycled.

doctors and surgery should be build on the tayfern road site so the parking already in use triton parking near the fire station

Post Offices...no more closures!

The hospital can not sustain the growing population of the town and surrounding villages - more medical facilities.

Art galleries, open spaces, trees.

More convenience stores in areas such as Morton hall etc. Desperate need for 1 bed houses flats etc for the younger generation to be able to afford property in bury st edmunds and get themselves on the property ladder. There is just not enough provision for this and 2/3/4/5 bed houses are unaffordable for many first time buyers

Sympathetically of course. The town has become too big and hasn't finished growing yet with thousands of new homes still to be built! The town and surrounding roads cannot cope! There needs to be park and ride facilities on all sides of the town to relieve congestion within the historic core.

Opportunities for a few community shops; a family pub near the railway station and some more 'pubs' in the town would be good. We have lost a lot of the actual Pubs in towns.

Resolve by making better use of the facilities which are already there ... without necessarily the need to create new ones.

A covered market that opens every day along the same lines as norwich

Sorry but the town centre is already full, there is no space for residential developments on any scale beyond the odd house here and there. I know there are places that have been picked out to develop on within the town centre but we can't put more in. And those odd extra houses are on the risky side simply because of the parking issues that I'm sure will be coming up on this.

Health centres

Cheaper parking

## Phase 1

**If yes, what should these be?**

I feel strongly that good living areas can be imaginably created above existing shops; such would bring life and vibrancy to the town centre 'after hours' and would be welcomed by local bars and restaurants and improve the residential and visitor experience; presently, the town centre is virtually dead in the evening and a rat run for young men on motorbikes and souped-up cars causing a nuisance and sometimes being rude, aggressive and generally unpleasant - otherwise police the area properly.

More health centres.

More parking available for residents.

Cultural centers. The Corn exchange was a great building that supported events and opportunities. This unfortunately turned in to a horrendous pub chain. Selling off key public buildings is a terrible strategy.

all of the above, but people in the town centre should appreciate they have chosen to live I. The town centre and not complain about noise and parking.

More cycle routes, later bus runs, better street lighting, roads without potholes very dangerous for cyclists!

Computer Cafe

provision for the elderly, provision for young people. Community activities. Sports. Bury is pretty well served already.

More residents' parking places

Independent local shops, cafes, restaurant and hotels

National retailers should be encouraged to open more 'local' outlets in communities. This would reduce travel to out-of-town supermarkets where people only require small items.

Local shops Health Centres

Easier parking

Create buildings that are higher than 3 storeys high when land is available near to the town centre when land becomes available to maximise efficiency of land use.

Day centres for elderly or disabled people, and residential accommodation over shops in the town centre (especially for young people seeking their first home away from parents).

Health Centres & community facilities

Better localised Health and Care provision with larger GP surgeries, 24/7 clinics and better access to an improved hospital. Improved sports and leisure facilities all around the town (not just targeted to Moreton Hall area) Better and safer paving and hard surfaces in all areas. Better facilities for lifetime trying and development; access to apprenticeships and trying targeted at industry and trades. Better facilities for activities and training for young people. Better facilities to support the elderly in the Community.

Parking. Health services, schools

Local shops and post offices which are becoming more difficult to find. Community hubs/centres.

Protected residents parking and local business drop off/ delivery bays! Visitors can and should park in car parks.

Larger local shops

Park and ride service. Certain areas are lacking community facilities when compared to others - eg Horringer Court Cycle paths could be improved and better maintained.

Community centre for yoga / clubs / functions

Improved pavement in residential areas on the edges of the town centre e.g. Queens Road, Highbury Road, Westbury Avenue and more appropriately placed dropped kerbs, although these are beyond the designated Masterplan area.

The Ffeofment school need to be relocated outside of the Historic Grid, the access is very limited, it's positioning clogs up the morning traffic. The buildings are outdated for their purpose and expensive to maintain.

Bring back key facilities within ease of access e.g. health centres, post office collection service, and ground floor post office!

So you can get thing for a different price and don't have to travel as far



**If yes, what should these be?**

Build infrastructure, encourage local facilities and encourage local businesses.

Park and ride.

Drop-in health centres served by group of surgeries.

Health drop in centre in the town centre, corner shop (papers and groceries, fruit and veg) by Rail station. Coffee shop/cafe by railway station.

A drop in health centre at the rear of Marks and Spencers. Convenience/shop/Cafe near station, (maybe in front.)

A large health centre for chiropodists, Eye screening health checks, diabetes checks - all under one roof to cut down on multiple appointments and travel.

Post Offices

more corner shops for basic needs

Some form of "walk in" health centre would be advantageous to both residents and visitors alike.

There is limited parking near health centres (ie Blomfield house) this makes access difficult for some. Schools within the old town are cramped for space.

Facilities for all ages eg libraries and community centres

local food shops and schools accessible on foot; restaurants and cafes within residential communities

Health centres More independent 'corner' shops

More dedicated parking for residents

Either no bus station or a proper one - not this terrible halfway house

Community facilities for young people. Bury St Edmunds is quite focussed on older people, which is totally understandable, but it needs to be attractive to young people as well so that they will stay and we don't only have one slice of the population living in town. Iceland has done interesting research regarding places/clubs for young people. I also believe that it would be beneficial for BSE to have a mental health wellbeing hub where people can go to get support, which can give workshops, tea mornings for different groups, therapy rooms.

Local, shops, toilets.

Cheap or free shuttle buses.

Connections between these areas and the wealth of facilities within the town should be improved. These areas would also benefit from better traffic management.

Businesses whose priority is to improve the community first, profit second i.e. registered cooperative societies see Cambridge food hub as example.

Bus services.

Local shops.

Community facilities with easy access. Cultural facilities eg an art gallery. Post office that is easily accessible and all on a ground floor..

I really do not understand this question!!!!!!!!!!!!

More community facilities eg art gallery

Ground floor post office.

More food shops/P.O/ Newsagents.

Drop in Health Centre

Shops etc need to be where the houses are i.e. by the station, in Tayfen Road

Looking at the Masterplan Area, there seems little room for additional housing, but priority should be given to good quality building in a sympathetic style for those who can afford the in-town property values, which will enhance the general appearance of the town. Care homes and the like, with residents of limited mobility should be relegated to the fringe areas where there is more space and a more relaxing environment than the busy town centre. Suitable local facilities should be arranged around these fringe areas, not squeezed into the town centre.

Community halls attached to places of worship could be better advertised and supported by SEBC

## If yes, what should these be?

Corn hill Walk is an unfortunate waste of good space and I think re developing this to bring more tourists and shoppers into the old town as well as the arc will benefit the town. Bringing in more nationwide retailers such as Primark to attract a wider audience of shoppe and provide affordable options for those who cannot afford a lot of the higher end shops already in the town such as Debenhams and Topshop.

There are community areas in residential neighbourhoods , but they are underused. They need to be combined with other facilities such as health centres and sports facilities to ensure regular use.

local shops childrens play areas

A brave transport plan building on the success of the Christmas parking with park and ride. local shops could be helpful.

A walk in health centre. Accessible public toilets .

Gym/fitness facilities

Pubs not owned by Greene king

A local shop and bar/pub near the ray fen meadow development

Health Sport & recreation Education

Undercover bus station with toilets

Walk in NHS medical centre Re-introduction of the Post Office, not in WH Smith

More local affordable shops and more lesuire facilities not just gyms

Some of the estates have associations. Do the town centre dwellers need this? There is the Churchgate Street action group and Wells Street act as a community. This should be respected and encouraged. School drop off and collection is a big issue in Guildhall Street and St Edmunds. Have the schools ever considered a different start finish time to each other? I believe Horringer Court has a different start finish time which I believe was to allow time for families to get to the two estate schools at the right time.

Local gym. More parkland

Not sure anything extra could be introduced until parking situation is sorted.

Mosque

If local facilities are already available otherwise the e.g. above needs to be included in future .

Local shops, Parking

Electric vehicle charging points to support the ambitions for addressing air quality and emissions reductions. Trees and green infrastructure

Better bus station facility

Public transport i.ie. Bus services should be available in timetabling , cleaner and all bus stops should be bus stops whether from or county services .

Much better car parking for residents

Better town lens service .

support local youth clubs eg Scouts and Cubs

In my opinion we are over subscribed with restaurants and cafes. If we are developing to be a cultural centre we should at least have an art gallery. I would like to see a dressmaking shop if a business offers this. We have never got all shops occupied so would prefer to not provide any more until the ones we have are in use - for instance the Cornhill centre. I think any development of health centres or schools should be provided on the outskirts of the town so as not to attract more traffic into the same congested areas.

Yes - better parking allowances/facilities for residents within the town centre. If transport links for local residents that require a car to get into town/public transport are improved, then the residents in central areas should be given greater allowance for areas for parking. Any additional local facility, like a health centre, should not be introduced without significant assessment of any unanticipated detrimental effects - ie drawing unwelcome groups into these areas such as habitual drug users and petty criminals.

There are no sporting/health leisure facilities within the town centre. The redevelopment of Cornhill Walk could incorporate a gym or something of that nature so that people could walk to, rather than driving out to the fringes to access such facilities.

## If yes, what should these be?

If there is a drive to increase housing withing the town centre then there will be a need for community facilities, health centres and schools (although "local shops"?). Finding space for these larger developments would be difficult and likely to be more expensive than on the periphery of town which might suggest overdeveloping the residential element of the town centre is not the way to go.

A police station that is open 24 hours a day (instead of 12 as at present). More Post Offices (to replace all the close ones).

Bring back the Post Offices. And many more Bobbies on the beat. (We have had 3 incidents of "keying" the neighbours two.)

Living in Hospital Rd we don't feel able to comment on this.

Spaces while could be used for community studio's or craft workshops .

Our I town shopping with underground car parks and public transport.

Out of town shopping with underground car parks and public transport.

Health centres, sporting facilities, local shops.

A drop in health centre to take the pressure off A&E at the West Suffolk Hospital

Post offices Play areas / soft play facilities

Community facilities, youth centres.

Local shops e.g. Like the Tesco express on Moreton Hall Pharmacies with long opening hours.

**BRING THE POST OFFICE BACK!!!!**

community centre and health centre

Services such as health/personal care. Services targeted at young people. However, this will depend on affordability as town centre rents/rates are high

'hoppa' bus service between the train station and the south town centre.

Local general stores - Co-op in Risbygate is good example Light industry eg: workshops, mechanics health centres. police/lost and found office

More provision including wider pavements, for people to travel into & around the town centre by walking

bring back the bus station

schools, pedestrianized areas and meeting spaces especially for new residential developments on the town periphery

Neighbourhoods need pharmacies and post offices.

Those type of facilities can be out of town centre - Don't encourage everybody to come to centre for all facilities .

Local food shops (e.g. more equivalents of Tesco express , local coop. Especially Westgate Street side of town) .

I think community f.cilities and health centres are important. Depends on \what the residential neighbourhoods are' exactly.? Mixed/ older people/ sheltered etc. i.e. can the residents easily access the ones available currently.

Public meeting area/ building. 'In town' Samaritans and other 'help' services. T.I.C.

Ensure that all residents are involved in any further planning e.g. I feel that our town is becoming overcrowded with houses going up everywhere - build on the outskirts and villages .

Toilets

More schools to support projected population growth. Improved transport links - trains in particular to London and Cambridge.

Tram? - modernise

More parking .

Shops.

Drop-in or by-appointment health centres to supplement as A&E facilities .

Schools. Local shop(s) .

Community facilities local shops .

**If yes, what should these be?**

A manned Bus station .

Town is Town. It already has all those things.

facilities for children and young people

NHS dentists. Day centres. Heath centres.

libraries, post offices, sports facilities

more local shops/pubs etc on out risbygate st

post office doctors

Look to more progress towns for ideas. Think heritage/ beauty/ community .

Support for small shops, closing post offices has been a great community loss.

Better in town buses and more buses are needed also later buses.

Shops.

Community facilities

Physiotherapy services, Moreton hall is too remote for town centre residents who do not have a car.

The bus service is so irregular it cannot be relied upon if you have an appointment. You could set up a service in the health centre building in Looms Lane - very central and convenient.

School and pre-schools on better, more generous sites.

Post offices, health centres, shops.

local shops/ health centre.

Chemists, local shops, post offices, local library or a travelling one.

U3A are huge and used by a wide range of people and the council barely recognises tern .

Community facilities .

Centre for visual art. Museum capable of housing the clock museum collection.

Encourage small enterprises by low rates and other costs.

Recently it has been said that the post office on Howard Estate is closing - this was a fantastic facility . People should be able to do everyday shopping, banking etc. without having to come in to town - due to the difficulty parking and use of a car park adding an hour on to your trip .

Residential area should have a mix of necessary facilities for all community needs. However the town is desperate for an arts venue that is tailored to the needs of the thriving local arts' groups and individual artists. Both for work to be displayed and sold.

Residential area should have a mix of necessary facilities for all community needs. However the town is desperate for an arts venue that is tailored to the needs of the thriving local arts' groups and individual artists. Both for work to be displayed and sold.

Local shops.

as gardens are shrinking and more pe0ple live in flats outdoor amenities are important near to- living accommodation.

## Providing welcoming gateways and approaches

First impressions of Bury St Edmunds should be enhanced to provide a welcoming and inviting visitor experience, by all modes of travel and to effectively manage movement in and around the town centre (please refer to the map on page 6 of the full report which illustrates the key routes).

### Do you agree with this statement?



### Are you in favour of improving the main approaches into the town centre, such as routes between the train station and the town centre?



### What changes, if any, would you like to see to parking within the town centre? (you can tick more than one)

- Increased number of short stay (up to 3 hours) car parking spaces in town centre (500) **1146%**
- Increased number of long stay (over 3 hours) car parking spaces in town centre (509) **111147%**
- Additional car parking spaces for disabled users (182) **117%**
- None (159) **115%**
- Other (266) **124%**

### Other (please describe here) (If other, please state in the space provided below:)

- My own free personal parking space which moves round to wherever I want to park my car
- Free one hour parking in centre to provide opportunities to drop in to the centre to do banking or whatever, quickly and efficiently.
- Allowing residents of the town centre to park in short stay areas if the parking permit is for that area.
- Widen bays in existing car parks. Move football ground. Use vacated space to create additional surface car parking. Develop The Fox end of Ram Meadow for housing. Run shuttle bus to main retail area via Mustow Street, Northgate Street, Looms Lane, Brentgovel Street, etc.
- Reduce and intensify space given for parking - I would like to see more underground and multi-storey spaces, with more space for buses and cycle paths
- Parent and child parking
- Cheaper parking

## Phase 1

**Other (please describe here) (If other, please state in the space provided below:)**

More parent and child parking there currently is a poor amount whilst the many disabled spaces go unused

parking away from the town centre with bus facilities.

Policing of parking areas other than pay and display. Enforcement of restrictions including double yellow lines and parking in loading bays when not allowed.

Park and ride on edge of town because there is no capacity to increase no of vehicles entering the town and going towards Moreton Hall

Increase number of spaces

Park and ride all year round

Stricter enforcement of parking violations - Church Row, Cannon Street, St Johns Street are all woefully neglected - it is virtually impossible to stay on the pavement when walking down these roads. Introduce park & ride. Make current long stay car parks cheaper.

Not enough mother and baby spaces. Way to many disabled spaces.

More car parking spaces in general. Perhaps even find a suitable site 5-10 mins away from the town centre to develop some land for use as a park and ride. I know this has been trialed at xmas fayres but a more permanent solution will hopefully take some of traffic away from the town centre. To somewhere like the Westley interchange which has lots of open land.

Parent and child spaces A decrease in the cost of short stay parking. If I want to pop in to one shop, I have to pay £2 for a hour.

Free parking for 15 mins for people using town centre pharmacies etc

Just need more parking generally.

Cheaper parking!!!

Parking spaces at low cost for parents w/ young children close to shops.

Cheaper!

Cycle car parks

Free parking

Free park & ride to keep the town centre free of cars (or reduce the number of cars using the town centre)

I would like the town centre to be completely pedestrianised

Increased electric vehicle charging facilities. Better provision for bicycles.

Increased cycle parks and motorcycle parking.

Subsidised parking for town centre workers who earn National living wage. Restrict parking to a residents only basis 7 days a week for permit parking only zoned areas. After 5pm and on Sundays it is proving impossible to park in my own zoned area and will only worsen as the town grows.

out of town parking and electroic bus for park and ride

introduce pay on exit charging for some, if not all, town centre car parks to enable visitors to be flexible in regards of their stay in town rather than be fixated by how long they can stay due to an inflexible car park charging system. Both current long stay car parks are predominantly used by workers so fundamentally no visitor to the town can stay for longer than 4 hours which is, frankly, ridiculous! There is so much to do in town yet whether it be shopping, retail, cultural, historical or just generally walking around our lovely town yet the Council restrict how long people can visit for. The OMO is about to be launched, to attract more visitors to town but they can only stay for up to 4 hours! Ludicrous policy decision!

There should be an option here to REDUCE parking in the town centre. Why is it not offered?

Environmental Improvements are required at the expense of car parking to make the centre a more attractive place. The town is already well served by car parks.

Parking away from main road network but near town. Le gas tower area with access road from main roads in. Parkway is too inner for multistorey...clogs up and clogs up smaller car parks

I think the town centre should be pedestrianised and greater car parking should be focused further away from the centre....an investment in to a park and ride with an efficient bus service should be the priority. This will also protect the integrity of historic environment of the town.

**Other (please describe here) (If other, please state in the space provided below:)**

I would like to see the town have less parking except blue badge etc and more on the periphery with a very good park and ride ,during the week services could still be maintained by use of smaller mini bus. The roads coming into BSE are already over used Farnham road is a no go area ,newmarket road etc ,All traffic should be fed into BSE by A14 only making Farnham Road and others increased cycle ,pedestrian access only routes

The town centre really doesn't need any more cars! Residents within the historic centre already have parking issues and are always likely to have them, but providing more spaces within the grid for visitors would make the situation even worse. The existing visitors' bays seem to cater for the volume of short-stay traffic at present and there is certainly scope to increase the number of residents' permit bays.

Why not 3 'park & rides' at strategic points on Wednesdays, Saturdays & Sundays.

less parking and better public transport links ie park an ride

I would not like to see any increase in car parking within Bury town centre. I already disagree strongly to the changes that the council has made to the car park next to the bus station which has resulted in only 8 additional spaces and has taken away the central pedestrian walkway and made walking through the car park much more dangerous.

Along with the need to provide additional spaces to meet increases in demand thought should also be given to additional provision to enable some existing on street spaces to be removed to improve arrangements for pedestrians. Also this additional needs to be provided in advance of existing spaces being removed - the chamber, TCManagement and Bury Society can be very fickle over the loss of a few spaces in the historic core.

Park and ride. See answer at 02.

Increased number of parking spaces with pay as you leave facilities. By cutting off parking at say 3 hours, you inhibit people from staying longer. Charges should be cheaper for more distant car parks.

Park and ride.

I think there needs to be more eco parking spaces

The parking need to be more student friendly, often the college do not have enough spaces to accommodate us therefore we have to park else where either clogging up side streets because we can't afford or don't want to pay for it or we have to pay a large amount to park but still walk in anyway, the multi-storey car park may not seem that long from the college but it is in the rain or snow.

Restrict use of cars and parking in the centre, facilitate a round town bus route linking stations and car parks, especially on market days. Restrict large lorries entering the grid, e.g. Mac Donald's and Savers except at certain times. Encourage smaller, environmentally safer delivery vehicles to cut pollution. Encourage car clubs, community buses and taxis, as well as public transport..... but most of all encourage bikes. Look at initiatives in the Netherlands to encourage the whole community to use bikes safely, increasing health and cutting pollution.

Permanent park and ride. Many friends don't come to Bury because parking and traffic are always terrible.

Don't just consider the route into town from the train station.. The whole train station should be improved. it is pathetic. Having to change trains to go to London from Bury when Stowmarket has a direct line is not acceptable. I am 70 and the station doesn't seem to have changed much since I was a child. People arriving by train must think this place is a dump.

Pay on exit!!

**PARK & RIDE**

park and ride facility

Pay for as long as you stay car parks, rather than forcing people to choose between under or over three hours. Free 30 minute bays?

Would like the signs that tell you how many spaces in car parks are left, working maybe a park and ride car park to stop so much traffic in the town centre.

Park and ride

No option to reduce parking included here. Motor traffic movement in and around the town would be reduced by simple demand management measures such as reducing the amount of car parking. Failing this then it should more short stay.

More free parking

## Phase 1

**Other (please describe here) (If other, please state in the space provided below:)**

More free parking / free overnight parking /  
pay on exit parking

There are no spaces for families. I would recommend the spaces are put on the diagonal to attempt to help those who need to get babies and young children out.

Pay for as long as you stay rather than knowing how long you are going to be before you start.

Free Park and Ride from the outskirts of town.

Permanent Park and Ride scheme near one of the A14 junctions to encourage private cars to stay out of the town centre completely. Designated electric car charging spaces.

Free parking to encourage visitors, smaller towns do it so why cant Bury St Edmunds

St Andrews street North and South is squalid. Pavements and streetscape need improvement.

The parking around Angel Hill needs to be regulated/enforced more as cars are literally abandoned by the War Memorial in the evenings.

Again, residents find it difficult to find parking now. Increasing short stay parking in the town centre will, inevitably lead to a reduction in resident parking. We should have 'bit the bullet' and built a multi story car park when the cattle market was re-developed.

Keep cars out of the main grid. Good pathways leading into the town. Pedestrianize main area.

A multi storey car park should be built on the ram meadow site with a shuttle service by mini bus, or train (as they provide at the seaside) to the town centre. Would ease the parking problem.

The Apex has a motability hire facility where you can park your car and the mobility scooter is taken down to your car in the underground car park. If you need the scooter for over 4 hours you are restricted as you can only park there for 4 hours with no return within 2 hours this curtails the experience of the disabled user to Bury St Edmunds could something be done to enable the hirer to park there for a time that matches the hire times from 10.30 to 4.30.

A park and ride service from the outskirts of town which would help reduce pressure on parking areas in town itself.

Free parking or lower charges

A park and ride scheme sensibly priced to reduce traffic in flows into the town.

A properly integrated transport strategy that encourages local residents not to use cars.

Shuttle service from the train station to town. Free bike (loan) Bury is a flat town, we could encourage people to cycle more. Cycle lanes/routes

Multi storey car park at Triton House (short stay). Plus a long stay car park at Tayfen Road.

Increased '1 Hr' spaces for quick stops.

Park and ride works. The trouble is any land around bury gets sold for building

Park and ride should be instated full time and not just around the Christmas fayre. There are already plenty of parking spacs and car parks. I live just outside of the town centre a11d never have any issues when driving into town.

a park and ride would help and another multistory carpark.

Remove parking from the town centre except for disabled and taxis. Perhaps limited park and drive facilities from the car parks could be available, summoned in the same way as a uba taxis perhaps.

Park and ride outside the centre.

Park and Ride. More cycle paths and free bikes

Park and ride on market days with out of town parking for visitors. Enforce parking restrictions generally e.g. parking on pavements causing obstruction and hazards to pedestrians, pushchairs and wheelchairs.

park and ride on market days with out of town parking Enforce parking restrictions generally. e.g. parking on pavement

option to pay on exit as per my previous comment (cash or card as in Cambridge)

Pay when you leave parking, with reliable and easy to use machines

no more parking is needs. Bury needs park and ride services

the issue is car parking charges and policing the illegal parking in the town



## Phase 1

**Other (please describe here) (If other, please state in the space provided below:)**

Visitor parking should be 5hrs not 4 to give time for eating etc. - in central parks, Arc etc.

Stop cars parking in St Andrews Street at back of boots.

Hopefully plans re Tayfen Rd and Station hill include a multi-storey car park/s. Same for car park on parkway opposite fire station.

Must keep cost down. As people resent high parking charges.

Parking is adequate at the moment, but will be totally inadequate as a result of another 1000 vehicles attracted by housing in nearby villages. Park and ride for workers at the central and western A14 junctions would help the problem.

Better use of bus station to provide information to visitors to the town. How about tourist information there rather than near the Apex. Also discourage use of facilities by homeless.

as previous out of town parking with easy access to town

Park and ride would go a long way to minimising the parking problem in the town centre.

If you want to attract visitors to the town you need to provide sufficient parking at a reasonable cost or provide park and ride.

More areas to lock up bikes with CCTV.

Park and Ride option would be better.

Park and Ride.

Less parking spaces for cars. They need to be discouraged not encouraged.

Residents' parking: residents must accept that there will never be enough on-street parking adjacent to their homes; a dedicated secure area on one of the town's established parks is desirable - albeit involving a short wall, not unusual in any town centre! Increased parking generally: add a deck(s) to parts of Ram meadow and East of Parkway.

Pay on exit machines.

I believe that street parking spaces should be reduced **ON THE FAIR BASIS** that the cost of using the car parks is reduced by 50%

Need for inspired change - car share in town centre; public transport so good no one needs to use their car.

Another multi-storey

Pay on exit - obvious it would encourage longer stays. No need to differentiate between long and short stay in the car parks - only in the street - Buttermarket/ Cornhill etc.

If we want Bury to be a tourist destination there must be more long stay parking close to centre, as we need people to shop, stay for lunch etc. - not keep clock watching. Pay on exit parking would be good.

Free parking for Disabled people.

More long-term parking in town centre. 3 hours not long enough if you want to get shopping. have a meal etc. Present long-term parking too far to carry heavy shopping.

Park and ride outside of town. Maybe near the exit to Westley - west of BSE. The town is too cluttered with people and traffic already.

More Park and Ride facilities

016: Car parks should be pay on exit. there are several studies showing that people stay longer (and therefore spend more) if they have "open ended" tickets rather than ,as at present, paying for a set time on arrival

Make spaces a sensible size for ordinary cars not micro - boxes! You have destroyed parking on this town by removing sheet parking from wide pavements bollards cycle lanes and often obstacles!!

Park and ride needed for worker leaving *TIC* parking open to visitors. Car parking to be paid when leaving not at the start.

Long stay parking outside town centre linked with park and ride buses

Parking around St. Mary's Church and record office is getting worse.

The signage in the town centre is out of date. re, shop mobility and *TIC* Later trains to improve ability for young people to go out.

make ram meadow a multi storey.

## Phase 1

**Other (please describe here) (If other, please state in the space provided below:)**

Parking in side streets for residents only, heavy fines for offenders.

BSE needs one park and ride scheme all year round land off the Westley interchange (Risby) side would be ideal.

park and ride - keep cars out of the town centre

Pedestrianise town centre and encourage parking on the outskirts of town. Maybe a permanent park and ride. Make the town centre more pedestrian friendly.

It would be nice if there was an 'opt in' scheme allowing locals to buy permits for the council run car parks at a discounted rate to the advertised prices for visitors.

Park and ride on the outskirts so that there are not so many cars in the town centre.

I believe all existing single level car parks in the town centre should be developed in to multi-storey car parks. This would mean car parks retain the same foot-print but provide significantly more parking.

the cycle routes are badly managed, fragmented and not used correctly by cyclists. these need a big rethink and better road markings. we need to discourage use of cars not increase parking in the centre of town. doing so would only put more pressure on the roads around town. if you want more parking you need to look to sites further out and provide walking, cycling routes instead.

Major traffic management scheme based on park and ride with a large pedestrianised town centre. No vehicle access 08.00 to 18.00.

Parking approaches centred upon park n ride.

More short stay free parking. The Free after Three on Tuesdays is an excellent idea and should be rolled out over another day. Easy and cheap parking in town is obviously going to attract more people to visit the town centre and spend their money in the local businesses and services.

Park and ride or park and cycle would be better. We need to restrict the number of private vehicles coming into the town centre.

Park and Ride to reduce the amount of traffic coming into the town but not discouraging visitor to the town.

016 Parking. This is the wording we need at all approaches to the town to emphasise that it is not just a race-track-cum-car-park:- "Welcome to Bury St Edmunds. Our Town Centre has a 25 mph speed limit". We need four new permanent park-and-rides if we are not to get a proper by-pass. Ask Cambridge to provide best practice on P&R. Ram Meadow Car Park: to encourage more use, freeze all charges for at least two years and advertise this. Perhaps more 'free times': Thursday after 5pm might be more useful than Tuesdays. Please check the information board at Ram Meadow Car Park as there was a discrepancy on times/charges there when last checked. At all car parks: ensure that the prime spaces are given over the electric vehicles (with fully-maintained charging points).

Park and Ride should be considered Pay on Exit Parking

Cheaper parking for all. The cost to park your car is too high on many of the central car parks, in my opinion.

Park and ride as already stated in a previous question

Multistorey in ram meadow with the car dealership being removed to have a better access route in and out.

Park and ride facilities. Keep traffic out of the town center.

See above ref work permit scheme for workers, increased charges for town centre visitors, introduce park and ride (accepting that can't have separate bus lanes) and market buses as cheaper than parking which will make them more economically viable.

The introduction of free parking for first half hour.

We should seek to phase arrival/departure times of traffic. If there is to be an increase in Long Stay, we should identify the peak and off peak traffic times and aim to stagger the arrival times in Town.e.g arrival at the car park before 7.30 am (when traffic is light) is cheaper than arrival between 8 and 9.

It is too easy to park in the town centre (except for zone D residents, as there are twice as many of these as available spaces), and yes there should be more car parking spaces for visitors but these should not be in the town centre, such as the Buttermarket and the zone D area.

Park and ride option

Maybe a system for local villagers to park cheaper in town. Maybe a permit on car system with a clock like blue badge permits?

## Phase 1

**Other (please describe here) (If other, please state in the space provided below:)**

Parking for people using toilets at ram meadow car park (i.e special spaces reserved).

More parking full stop. This area cannot be understated. The more houses we build the more parking we need.

But fair and honest car parking charges. Other cities do not charge as much. Currently we would rather drive to another town/city to major shopping.

Don't forget parking, don't forget to make sure the streets are attractive, clean and maintained.

If Ram Meadow is in the town centres then a flood proof multi-storey car park with shop mobility scooters.

More strategic parking spaces required for town centre.

Park and ride/ cycle/ walk should be developed. Travellers by Tesco's entrance need to go poor 1st impression.

A park and ride near the rubbish tip.

Discourage parking on double yellow lines of non blue badge holders. perhaps keep blue marker parking by cross for badge holders only.

If you put in a Park & Ride there would be little need for moe car parks

Reduced access for cars in to town centre in order to prevent the already considerable congestion and pollution for those who live and work in the town.

Better parking rules for workmen/tradesmen. Sometimes there will be up to 6 tradesman's vans from the same company parked outside one house - on the pavement or in unloading bays. The large unloading lorries then park on pavements forcing pedestrians on to the road. This is especially dangerous for people with buggies. If you walk on the other side of the road it is not much safer as the impatient drivers mount the pavement!

#### Cheaper car parking

I am a Borough Councillor and a Town councillor and in my capacity as A Town Cllr I am working on a project to both boost economic growth, and assist with encouraging more use of rail, bus and long stay car parks. In the small town of Aix En Provence (very similar to Bury) electric buses (a cross between a milk float and a golf buggy) run which accommodate 6/8 people and can be hailed by anyone, and stop on demand. A small charge is made, and the 'Bus' runs up and down a route from the old town to the new town. In bury it occurred to me that we could run this service from Ram Meadow up Looms Lane, through to the Market Place and the ARC, and then on to the Bus Station and Railway Station. The vehicles could carry advertisements which would help pay part of the running costs. They obviously need all weather covers. I've attached a photo of a 'bus' used in Aix, these vehicles were made by Ransomes. Unfortunately Ransomes do not appear to still manufacture them, and do not have any used or available second hand for sale. However I am working with a vehicle procurer to see what alternative vehicle might be used, having gained agreement from an Insurer to provide the necessary cover. These small electric buses would be great for people (especially the elderly) with heavy shopping and would make it easier for people with mobility issues to travel on public transport. They would provide a huge boost to tourism and generate a lot of positive comment in the media. I really believe that electric buses are the way forward. They would not generate pollution and would provide a feature for us to promote Bury, even more, as a haven for shoppers and tourists. Park and ride. Large Electric Buses might also have a part to play in conjunction with a park and ride service which I believe could work very well here in Bury. I would situate it out near the Crematorium and I would use it to run two services. One to the hospital and another in to town. I calculate it could provide 1500 spaces and the only cost to the Councils need be the hard standing and a small building to house toilets, waiting area and an office. Bury in Bloom could source the funding for flower and shrub beds. It would be low maintenance and provide a welcome service. This would solve some of the parking issues at the hospital and as an example I would drive from Moreton Hall to the park and ride rather than attempt to go to the hospital by car as it can be very stressful trying to find a parking space, especially negotiating vehicles illegally parked. One of the downsides would be that some people would not use the bus and just use the park and ride to park their car so there would have to be a penalty payment for people car sharing sharing. £2 per car with purchase of a bus ticket or £4 per car if a bus ticket not purchased. Only bus tickets from the machine could be used on the bus. My point is that it is easy to put obstacles in the way of park and ride but it is attractive to most residents that I speak to, and would encourage people not to drive into the centre of town. This has got to be beneficial for health reasons as anything to stop pollutants must be welcome.

Remove parking in centre and replace with more parking outside car

**Other (please describe here) (If other, please state in the space provided below:)**

Park and ride.

Change Wilko's car park into an underground car park with 3 or 4 storey apartments starting on the ground floor. Perhaps look at Steven Butendiekplein in Utrecht, the Netherlands, which has no balconies on the outside, but those are created on the inside as well as patios for people on the ground floor, creating a small community within the community. The design is very eighties, but the idea can be recreated.

Possibly a park and ride.

Specific parking for traders in designated area.

Perhaps an additional multi storey car park near train station. As parking in Bury is extremely difficult.

Park and ride facility. Cycle hire, similar to scheme in London and Cambridge.

The Council was warned that building the Arc without providing a substantial number of extra parking spaces would leave a shortage, this has since been proved correct.

Reduce car load. Prioritise park and ride, cycle routes, safe walking routes. Its scandalous that there is no cycle provision for the Forman development this is 2017!

Keep town centre car park on none market days.

Market days Wednesdays and Saturdays could have reduced car park charges for the public and traders alike.

Pay on exit - Please

To relieve congestion in town, consider a park and ride service from outside.

A park and ride!

Proper enforcement of existing parking rules would solve many problems, and should be actively promoted before spending money on other scheme .

Out of town park and ride.

Cheaper - more Free after 3

make bus station area more attractive Carry on with improvements to train station and area

The roundabout at the end of Southgate St needs redesigning

Car parking for workers. I wish all drivers used the car parks rather than parked in the streets, outside shops etc

Residents should be allowed only ONE permit per household - unless disabled permit required. these should be rigorously inspected. Abuse of the system should be penalised

I rely on 'permit' parking with visitor passes for friends and family. Far too many permits issued for areas. it is increasingly difficult to find a space at all. Residents are frustrated - some areas should have extended hours. Needs to be reviewed. Also parking on double yellow lines preventing emergency vehicle access

Parent & Child spaces

All parking and cars taken out of the town centre.

Cheaper parking

Reduced parking charges .

Emphasis on sustainable modes of travel, not cars!

Pay when you leave parking

Not too expensive!

Park and ride

Less cars in town centre

Park and ride

-Pay upon exit car parking -Enforcement of residents parking permits, single yellow and double yellow lines. Push through as an urgent priority, the transfet of parking enforcement from the police to the local council.

-Pay upon exit car parking -Enforcement of residents parking permits, single yellow and double yellow lines. Push through as an urgent priority, the transfer of parking enforcement from the police to the local council.

## Phase 1

**Other (please describe here) (If other, please state in the space provided below:)**

appropriate disabled parking spaces that can be used, unlike the ones on Angel Hill.

To encourage visitors to bury, to shop or look all around, parking charges should be generous, not off putting.

Possibly too many disable spaces.

Reduce central parking and enforce regulations

Reduced parking in the towns core

Perhaps a park and ride?

Make all parking free for 2 hours, like other local towns (Such as Sudbury) . This will encourage people to visit and use the Bury St Edmunds.

\* The masterplan should enable the achievement of Aspiration 2 for homes and communities as set out in Bury St Edmunds Vision 2031.\* Increased number of electric vehicle charging points publicly available. \* Better links between parking and available public transport and cycling or walking routes into town. \* Parking to be moved away from the town and main areas of congestion to appropriate sites that enable connections with public transport and cycling or walking routes into town. \* Western Way Masterplan should provide a clear and well marked walking or cycling route into town.

No parking in streets No parking on pavements

Reduction of all parking for in the light of pubic this council 'reserves' a public facility is provider but the public stand out be over-charged

None in the streets, especially on pavements which are all very narrow. develop upwards or below ground if necessary.

Increased number short stay parking cheaper for BSE residents or free.

more spaces for residents

Better residential parking availability . Parking for residents in the Eastgate Street areas should also be improved. Despite being incredibly close to the town centre, local residents only have priority over other commuter traffic for parking for 1 hour every day (except Sundays) - and there is a severe lack of policing for any violations of this . A 10second walk over the river for some residents and they are in a different parking zone where residents have priority of parking all day. The current arrangement for parking restrictions does not accurately reflect the demand for residential spaces . Improving various other public transport links/walking/cycling routes within the area would allow better availability for (and should be limited to) residents who have no other choice but to keep their car in the town centre due to the location of their property.

If visitor numbers are set to increase, a park & ride could be a potential solution . Also , could other car parks, such as at West Suffolk College be opened up at weekends for shoppers . This seems to work well when it is opened for events such as the Christmas Fayre.

park and ride into town.

Park and ride for market days and special events.

Park and ride provisions, shoppers tend to have too far to walk from where they park their qars.

But again how it is done is of paramount importance. Park and Ride with small but frequent mini buses.

Provide free parking spaces off A 14 (East and west of town) as done on the continent to encourage car shopping in to town centre . Include secure cycle sheds and cycle routes in to town.

-Residents and visitors parking should be properly and regularly warded . -Consideration should be given to increased parking and charged for big cars, sharing a car, or owning an electric car. -Private vehicles shouldn't be being encouraged to come into the town centre. Investment should be prioritised car on really efficient park and ride schemes

Scarp parking fees to encourage people to use the town rather than outside industrial parks.

Underground car park beneath Angel Hill. No vehicle greater than 10 tons to enter Town Centre.

Underground car park beneath Angel Hill. No vehicle greater than 10 tons to enter Town Centre.

Pay on exit. Really, please implement this. The current system makes little sense . Please don't ever change 20p parking at robert baby way though...

## Phase 1

**Other (please describe here) (If other, please state in the space provided below:)**

Compared with many local towns the parking in Bury St Edmunds is expensive. Many of the Buses that come into the town centre are also under utilised. Operators should be obliged to use smaller buses or be compelled to participate in subsidising a park and ride system

Hide car parks, put underground, build over.

A more efficient use of some of the car parks for long stay and perhaps where appropriate an increase in parking capacity that could serve town centre users during the day and have the potential to be utilized for of by new residential developments where the historic town centre fabric and buildings do not necessarily lend itself to on site provision.

Park & ride

Rather than long stay and short stay just pay for length of time parked and keep prices reasonable. Residents of Bury St Edmunds should pay less?

Pay as you leave on all car parking. This is more convenient, allows shoppers and visitors to be flexible and should promote better turnover of parking spaces.

Simplify all town centre parking charges to £1.00 per hour

more cycle stands

for disabled people you are not allowed 3 hrs free parking and now have to pay

parking needs to be moved out of the town centre. Park & Ride and park & stride (with maps showing how quick the journey into and around the town centre is by foot)

signs from train station to the town centre

Traffic and parking are the biggest challenge to the future town centre.

Improved access via key routes, e.g. improved traffic flow along Fornham and Newmarket roads.

A system of payment on exit having used a car park.

Disabled groups must be consulted. Park and ride. Electric buses.

As a market town build Multi storey near train station. More parking for commutes in outlying parts.

College and proposed vi form provide excessive car park needs that have not been addressed adequately. The impact on Risbygate/ surrounding streets is unacceptable.

A decent all year round park and ride system.

Park and ride outside the core area, better bus and cycle and pedestrian routes. Disabled parking only, and not much of that. Deliveries only at night. (or Market times).

I don't know what this question means, if it refers to the quality of the road surface then yes, or for dedicated pedestrian route to the town from the station then this already exists. Also - free 30 minute parking in town.

Better more friendly welcoming bus station. Reman it!

As mentioned before, a link to town via St. Johns street.

Pedestrianisation. Park and ride on edges of town.

I would like to see a park and ride site to start ASAP to encourage visitors to stay longer - I would also like to see pay on exit ticket machines in all other car parks.

more parking isn't the answer. People need to use their cars less by walking, cycling, getting the bus into town. more frequent buses would help. More bus routes too.

Do something about ugly approaches to Bury from Horringer, Sudbury, from tollgate roundabout etc.

build more multi-storey car parks esp west of parkway on existing car parks

Good park and ride facilities, further public transport and cycle and pedestrian and disable safe access.

Boris Bikes

Space for permit holders to park near homes limit permits for multiple business vehicles in residential areas.

More parking all round is needed.

Reopen bus waiting area.

I don't have a car.

## Phase 1

**Other (please describe here) (If other, please state in the space provided below:)**

Reduce town centre parking - eliminate it on Angel hill, close Lower Baxter St car park, disabled parking only in Market square.

The railway station is too isolated. More retail units need to be provided to link it with the centre.

Charges are too high and charging on Sunday discourages visitors.

Existing parking regulations should be enforced. These rules are currently not enforced, (and ignored by many people.)

What about underground car parks? This would leave the town centre clean of parked vehicles.

More resident only parking. Better enforcement only one permit per household.

Increased residential facilities for parking. Park and ride. Enforce penalties for parking wrongly; Get Tough? BSE is renowned for its leniency - please enforce parking restrictions.

Better train service especially at rush hour.

Park and Ride!

Car parking should be underground or multi-storey. Large surface car parking within the town centre should be discouraged in favour of Park and ride.

More parking away from the town centre i.e. park and ride

Enforcement of current parking restrictions in the town and park and ride facilities.

Park and ride or park and cycle/walk in to town would be a better option.

See 2.

See 2.

I would like to see a park and ride system to reduce parking in town and improve public transport.

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

just ban people then cars buses & bikes wouldn't be a problem

Cycling routes are disjointed, cycle lanes suddenly end and join busy roads. this deters families cycling to town. one particularly bad junction is parkway/westgate double mini roundabout where this is listed as a primary cycle route into the town centre.

Improved paving on the footpaths. Cleaning of footpaths and cycleways and reduce litter. Clearly defined and marked cycleways. Cleaning and maintaining alleys and back streets.

Reduce the number of car parking spaces and create a park and ride system. Tram from the train station to the town centre? Safer and more secure places to leave bikes.

Change the use of street behind Alex where buses only at the moment. More honoured in the breach.

Secure cycle parking in the town centre

You need to work with bus transport to ensure that rural communities are able to properly access this wonderful town. The current provision is woefully inadequate.

More bike parks as they tend to get busy and congested, particularly at main routes into BSE

Cycling - cyclists need to be told to use the multi-million pound cycle lanes, not the roads, its too dangerous for them with this amount of traffic. Walking - walking into town from Moreton hall is great - but maybe a facelift around the A 14 part would help. Buses - buses from Norton/villages through Thurston and into town are irregular, rarely on time, and at useless times for workers - if you want people to use public transport and ease congestion, you need to make it actually usable! More times between 7am and 3pm from the villages, through Moreton Hall and into Bury are needed desperately.

A low multi story long term on Rams Meadow?

Buses need to stop using st Andrews Street South. It is dangerous. There is simply no need when the bust station is a small walk away and purpose built. Why do we have numerous buses choking us in what should be a pedestrian area of town.

More of all three. Don't increase car parking at train station or Mulleys will not be able to run a profitable service.

Improvement for all of them! Particularly improve cycling around Parkway; provide circular bus route linking car parking.

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

More out-of-town parking and then an efficient mini-bus service into the centre of town. Too much residents' parking. However, too many shoppers parking in residential streets. The Rail & Bus Stations are ugly. Don't understand why disabled drivers & delivery vans can park anywhere, causing obstructions, with impunity.

Improve services at bus station. Currently cold and unfriendly especially in the evenings.

Better unofficial crossing facilities like drop kerbs. During the week and number of these in the butter market area are blocked by parked cars

Safer routes from town centre out to train station

More cycle paths, and mixed use pavements where possible to encourage cycling into the town centre  
Better signage of cycle parking areas Consider bus use of St Andrews Street between Cornhill and Arc areas, to improve walking access between these two areas

None

Bus routes that allow people to get to key locations around the town centre from across the town, that run more frequently than once an hour, if that.

there is a lack of cycling provision and what there is would not constitute a cycle path from my perspective. being a national cycling instructor I do not teach any pupils to use the cycle lanes in BSE because they create more issues than protecting people.

continuation of the seprate cycle lane from eastgate street all the way into the twon centre (currently it ends at Magna House).

More bus stops needed outside Palmers (Arc) as three buses often using one stop at same time.

Better/secure/covered cycle storage in town (in Cornhill Shopping Centre?). A buggy park (in Cornhill again?) so one can walk into town with toddler in buggy, then park it up and let toddler toddle about. (eg. too far for small child to walk into town from Moreton Hall, but they like walking about in town...) When it costs £8 rtn (2 adults and 2 kids) to get the bus in from Moreton Hall, and only £2 ish to park all day, its no wonder everyone drives! This has to be addressed if anyone other than pensioners are to use the buses.

Clearer well marked cycle lanes..On approach to town. Better maintained paths and road services....Not just in historic core but on historic 'gate' roads

Take parking out of key areas and use park and ride more, rather than using all land for building on outskirts of town - marked walkways, with distances, to encourage people for a more healthy approach to using the town

Increased cycle ways and fines for drivers parking in them.

late night buses and good sunday services - it is difficult for people who do not drive to seek work elsewhere in Suffolk due to the poor provision of public transport. Cycle routes are really dangerous particularly the one that crosses Grove Road. The nature reserve from Beetons Way to Springfield Rd area is great but does not feel safe to use especially in the evening

I would like to see a concerted effort to improve and install good traffic free cycle routes within and around the town centre. Bus routes are very hit and miss, we need to get people out of their cars and either onto public transport, walking or cycling if in years to come our town isn't gridlocked on a daily basis. There is a need for proper secure cycle storage not just any old cycle racks and signs to where these are.

See previous answer. Difficult to provide Dutch levels of access but that should be the aim. Especially to encourage people within cycling distance to access the town safely.

The cycling lanes are terrible in the town at the moment. They are as dangerous as cycling on the road. A grid of Off road paths would be welcome and make the cycle lanes safe for everybody especially children. Buses in St Andrews street are a menace. The buses should drop off on the outskirts of town. Park and ride buses only should be in the town centre.

Low cost buses running at 15 minute intervals around the town - hop on hop off.

There should be more regular services from Moreton Hall and similar estates.. You can't expect residents to use buses more often if they follow a very strange route, pass once an hour and no buses after 6pm... I think this is not a rocket science.. Public transport in Bury is very poor and level is lower than most of the European countries.. which is shame really.

More buses are definitely required, especially during the peak hours, not enough is done on this front.



## What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?

More minibuses rather than full size buses. St Andrew's St connecting Arc and town centre made one way for safety reasons.

More buses to Horringer Court and Priors. We no longer have an early bus (which was used by a lot of people going to work) The first bus now is 9.15am from the bus station which is no good to anyone! The last bus is 17.15pm ...really?! Why can't we still have the 17.50pm which was ideal for people who finish work at 17.30pm?! Sick of missing that last bus and either walking home or getting a taxi. Howard and Mildenhall estates have buses every 15 minutes, why are Horringer court and Priors less worthy?!

I would like to see reductions in parking charges. Better parking at the station as its always full and more frequent trains. Buses really need to be more frequent to all areas all week including weekends oh and limited to the speed limits! They are the scariest speeders!

Cycling routes at present are disjointed and lacking in safety. Bus routes lacking. If the 20mph is obeyed walking can be done fairly safely.

There are no buses from the horringer estate to the Moreton hall. Or the mildenhall estate to the moreton hall, meaning an excessive amount of walking to get a bus or catch two buses.

regarding parking, i think that there should be a minimum of 2 days FREE parking. Having free parking after 3pm, is no use, it should be on a sunday, and also on a weekday .

More safe cycle and walking routes. Buses more frequent and reliable. Then we can hope fewer use cars and congestion eases

The current bus stop set up between the arc and town centre acts as a real divide between the two - and a risk to pedestrian safety. Has consideration been given to moving this?

More reliable bus service making it more rubbish cleaning as you drive into bury all you see is rubbish not good for the town would like to see more toilets especially in town centre

Cars should be discouraged from the town centre by improving bus routes, bus lanes and cycle lanes. The Railway station area is terrible and need to be redeveloped. Free transport from the railway station to the town centre by means of an electric tram/train .

Unable to do any of those!

The bus services need to be improved to serve the outer areas of the town. This could reduce the use of private cars. A hopper bus between the town centre and the station might be useful at peak times. There is inadequate space for cars at the station. This needs a 'set down / up area' too. It is not acceptable that one has to pay a charge even if parking at the station for less than ten minutes to pick up or drop off a passenger.

Review of costs. Clearer signage to car parks. Cheaper shorter time slots for parking e.g. 15 minutes for 20p it works well in other towns when just dropping off/picking up. A cheaper rate for residents to park. Examples in N Yorks .where residents display a badge showing eligible for cheaper rate or a longer period.

secure places to leave cycles at bus station, railway station, discourage riding bikes in town centre, except for retail workers. small electric buses from carparks into town centre.

More cycle paths. The bus route at the bottom of arc is very dangerous for pedestrians and cyclists. I had an accident on my bike as they are obstructions for cyclists where road narrows. Its highly dangerous and a badly designed area

Pavements should be accessible for those with double buggies as some are too narrow and are often obstructed by boards put out by retailers. Abbeygate street is particularly bad when it is open to traffic.

Better signage and maps showing walks do have walks along the Lark and Linnet which a lot of local people are not aware of.

Stop buses on the St Andrews St South. Improve walkways (loose/missing paving slabs) and the links between the Arc and the centre.

Stop cyclists using footpaths

Most buses to villages are not very regular, making it difficult especially if you work in town.

Better cycle routes (ones that are continuous and don't start/stop like many current ones which cause confusion to drivers and cyclists) Improved, more regular bus services to villages (such as Lawshall)

I feel like there are more importation things to address than walkways and 'Bury's appearance' .



## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

Get rid of cycle ways. They are seldom used. Repair footpaths and keep them clean. Keep Buses out of the town centre except for the bus station.

More cycle routes protected from cars, much better pedestrian access from the outskirts across the main roads.

Improvements to the main entrance to town should be made for residents first and not visitors. We are the one's who use it daily and have to put up with it's inadequacies. Cycle lanes that are consistent and don't stop half way along the road - Out Westgate for example. Sort out St Andrews Street/Risbygate corner. It should remain open to cars as access is required but parking should be limited and a measure put in place for pedestrians who show little care for their own safety and step out in front of cars.

More areas to secure bikes in the centre

The present cycle routes and shared pedestrian paths are badly designed and lethal. Complete review and improvement scheme required. Make cars subservient to all human powered travel. Park cars underground. Make the bus station more welcoming and better staffed.

it would be good if the car parks in town were free in the evening and also if they were half price on a Sunday then you would get a lot more people coming to Bury

The question of parking in an urban area is difficult. I have suggested pedestrianising Buttermarket/Cornhill and at the same time increasing the number of short stay spaces! If this means reducing the number of long stay spaces where do people who come into town to work park? I am a strong supporter of car ownership as it has brought to us an element of mobility which was unthought of 100 years ago, and we are a nation with a strong 'car culture'. I also do not like multi-story car parks in urban areas as they are invariably a blot on the landscape - do we go deeper underground for our parking or introduce an effective park & ride system - could this work for a town the size of Bury? The other issue to consider is the question of whether car parking charges deter visitors/shoppers - consider how busy the town is on Tuesday afternoons!

No bicycles on the pavements.

I walk into town from Nowton Estate and there are several different routes I can take I do not have any problems

The bus services are a joke! I have had to buy a car to get around, because there are no buses from one side of town to the other - I would have to walk for 20 mins to catch a bus to get to my destination! Ridiculous!

Inadequate number of buses. Very few safe roads to cycle on to get to Bury from surrounding villages. We are dependent on car to get into town

As one who regularly walks and cycles into town...safer and more consistent cycle routes, pavements that are better paved and free of parked cars (eg Bishops Road) where it can be impossible to walk in the evening on the pavement. A clear and well signed pedestrian/ cycle route from and to the station. Cycling along Tayfen Road and Station Hill is not for the fainthearted! More cycle parking in and around the centre. A more efficient and regular bus service. We have a tolerably good bus station compared to many towns. I would hope that an expansion of the car park would not be at the expense of a relatively efficient bus station.

more cycle parks

Consolidate bus interchange in one location. Provide more car free areas. (ideally fully pedestrian, but there is likely to be a need to maintain access for deliveries to businesses.

Remove buses from St Andrews St Sth and direct them to use the bus terminal in St Andrews St Nth or somewhere not such a safety hazard

needs some sort of park and ride all year round not just at Christmas

If shuttle buses could be routed through the town centre from the main bus and train stations, town centre parking pressures may be reduced.

bus station is in the wrong place. The current cycle routes are worn and end abruptly.

I think we need less parking options within the town for mobile people and more car parking options outside the main town centre. If we want to protect and preserve the historic town centre, more access for cars is not the way to do it.

## What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?

Introduction of an attractively priced Park & Ride scheme close to junctions 45 & 42. For use by visitors, residents and also those work in town centre. Increased pedestrianisation of the town centre.

The buses in Bury tend to be very loud and dirty. As vehicles are replaced the bus companies should be obliged to replace with hybrid or electric vehicles and charging facilities should be provided at the bus station. Off-road cycle lanes and footpaths should be created leading right into town.

Proper cycle routes totally separated from roads ,better signage, park and ride or town centre circular bus route. Has any thought be given how to accommodate the extra residents and traffic and the new developments proposed under Bury 2031. Space within the town centre is limited by virtue of the historic core.

Any improvement to bus routes, pedestrian and cycling paths should be addressed.

Improved cycle lanes. Almost EVERY cycle lane around BSE is in very poor condition. The cycle lane on Beetons Way near Leisure centre usually has cars parked on it. The New-ish cycle path along Holywater Meadow is in need of resurfacing already. Most road surfaces around BSE are terrible for cycling. Combination of HGV's and sloppy maintenance. It is best to fix them properly once instead of badly 10 times..... A large proportion of paths are uneven around the town centre. And as for the buses....they are a JOKE!! I used to get a bus every 10 minutes, then it went to 15, 20, 30...Now it is every 40 minutes IF they bother at all. Totally unreliable. There were 2 services from different companies now just the one.

Dedicated and continuous cycle paths. Improved enforcement to prevent parking on pavements.

More cycle routes.

Improve cycle ways so that they are well marked and not encroached upon by motorists. Have separate cycle/pedestrian routes so that cyclists and pedestrians can move unhindered. At the moment the road infrastructure is weighted in favour of the motorist. Examples are the way pedestrian lights are set so that pedestrians have to wait a long time for the lights to change even when the road is clear. This means people cross the road before the lights change which is potentially dangerous and hinders the flow of traffic when cars have to stop when the lights change but no one is crossing. Provide more pedestrian crossings across busy roads like Tayfen Road. Another example is the St Andrew's Street car park where pedestrians are expected to make a large detour for the sake of an addition 6 car parking spaces. Of course people don't so they are now walking between parked cars which is even more dangerous! Provide more cycle parks and maybe a secure area so that bikes can be left safely.

Remove cycle lanes the roads are too narrow. Stop cycling on pavements. Encourage bus services

More cycle routes and better park and ride facilities

Bus lanes need to be considered and cycle lanes. More crossings in the town centre especially the road on the corner where the grapes is as since the mini roundabout has been removed crossing has become extremely unsafe as has driving along there, no one knows when it is safe to go as there is no clear right of way anymore.

Move the Bus stops from St Andrews Street South to the Bus Station in St Andrews Street North.

more cycle ways

More safe cycle lanes into the town from housing estates and local villages supplemented with better storage facilities for cycles and safe and secure facilities to store shopping to enable people to stay longer

Loo's a lot of older folk have been waiting in the cold then had a long journey into town to be dropped off in random places it's then a fair walk to the nearest loo's... I never cycle into town as I wouldn't know where to leave my bike! (It's not a cheap bike so won't just chain it anywhere!!!!) some sort of more secure bike lock ups would be good!

More investment in safe cycle routes, cycle parking. Why not a free bus service from the station into town, funded by business rates? Walking would be helped by more pedestrianisation

Return the Bus Station building to it's original use i.e reinstate the information desk and staff. The decision to offer part of the building as a retail space has clearly been a total failure. The lack of any staff means the building is now a place where a number of undesirable individuals hang out.

Remove buses from the town centre. So many partially filled buses.

Easier to understand bus times

## What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?

Zebra crossing at Arc to Boots link Reduce bus flow/taxi if not, someone will get knocked over before long. Zebra crossing from Abbey Gardens to Angel Hill Cycle track from Bury To Thurston has a crossing point on a very dangerous bend where cyclists cant be seen...needs to be rerouted/crossing Urgent repairs are needed on uneven footpaths and walk ways that have been neglected over the last few years. Road surfaces are in dire need of repair to fill in potholes and make roads safe for cyclists who have to negotiate these hazards. Perhaps some bus lay byes could be made where bus stops are throughout the town and in St Andrea Street South. This would keep traffic flowing and enhance safety for passengers and pedestrians alike.

better walking routes from Ram meadow car park in town. More cycle racks.

I wouldn't want to cycle around Bury - the roads are either too busy or too narrow - sometimes both. This isn't a suitable town for the encouragement of cycling. You can't ban cars from the centre, as so many people live there. I have no issues with walking around the town, apart from having to walk in the road when inconsiderate and selfish car and van drivers have parked on the pavements. Bus usage should be greatly encouraged, especially for people living in outlying villages.

More mixed use areas which are proven to reduce car speeds whilst not banning cars altogether.

Bus lanes only

Possibly improved signage and zoning, which has been discussed and worked on by SEBC, the BID and Town Council. This can be challenging due to the Highways involvement of SCC. Buses should be removed from St Andrews Street, in order to improve the Arc connection.

Sad that the bus station has been changed. Toilets not always accessible 24/7. No lit up onto at he stands now. You just have to look at the timetable.

Upgrade of pavements, terrible for proms, joggers, walking.

Car use will for many still be the first choice of travel, the weather in the UK will always make cycling a low priority for many and public transport is unreliable. Routes to many outlying areas are run by a number of private companies and there has been much publicity recently regarding cancelled services which gives off uncertainty to many who need to arrive in Town for work, appointments etc. Perhaps ensure that if private companies are selected to operate bus routes that they are "made" to operate as part of the franchise potential loss making but essential routes.

More buses....maybe the smaller ones. See my answer above regarding park and ride. The Moreton Hall has a large area near the new school that could be used as parking space with an efficient bus service would enhance the draw of the town considerably.

Park and Ride from Olding Road and Moreton Hall on Saturdays.

see above

More pedestrian areas where these can be viably introduced, and perhaps local bus services using smaller vehicles to and from car parks and residential areas on the town perimeter?

Frequent late or cancelled services make it difficult to use bus services from surrounding villages. Either requiring bus franchise holders to improve reliability; or providing live update service would be a *good* idea. Clearer advertising of bus routes and frequency -at stops especially along main artery roads would make these more accessible for occasional bus users. Cycling is well provisioned in town; though there is always scope for clearer signage of recommended cycle routes.

None. But long stay car parking is critical to enable those who work in the town centre to continue to do so without a long walk to bet back to their car to go home or travel on business and return later the same day. Flexibility in parking is crucial.

PARK AND RIDE, as used in Cambridge

Better and coherent signage for all modes of transportation. Better and linking cycle routes, analysed and interesting pedestrian routes, sorting out some of the poor vehicular junctions.

park and ride for long stay visitors - both employees who work in the town centre; and visitors looking to stay and explore the town centre for the day.

Undercover cycle shelters

Buses later than 6.30pm. I think walking routes are pretty good.

More cycle paths

more buses and more frequently

## **What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

Park & Ride each weekend . see previous ideas on buses.

Include cycle routes/walking in all new developments away from roads. Improved bus service, use smaller vehicles which could be more frequent and run later in the day.

I would like to see more of the town centre pedestrianised - the centre is only pedestrianised on Wednesday and Saturday. There seem to be plenty of buses into and out of the centre.

The town is already well catered for foot and cycle traffic in to town.

The quality of the environment for the pedestrian in the town centre has been severely impacted by years of non enforcement by the police of unauthorised on street parking - including parking on yellow lines that force moving traffic onto pavements(Guildhall Street) parking in loading bays that force deliver vehicles onto the pavement (e.g. St Johns Street) and parking in bus bays on Angel Hill. Also lack of county council enforcement of A-Boards restrict already narrow paved areas. So Number 1 change for the pedestrian is enforcement - which is in hand. Secondly, widen pavements where possible (cornhill area) and extend existing pedestrian priority times in Abbeygate Street. Thirdly, improve maintenance of existing fabric and use higher quality materials where appropriate. For the cyclist increase cycle parking facilities and invest in upgrading existing routes.

I find St Andrews Street a hazard to cross when walking between the Arc and town centre with all the buses and commercial vehicles stopping and starting.

Better cycle routes into the town centre, very confusing in some areas of the town at the moment as on and off the pathways Walking routes clearly sign posted

Like to see parking banned in the market area. The endless stream of cars circling the market streets is tiring and dangerous.

It is essential that the through town centre cycle facility (through St Andrews Street South) is maintained. Better adequate and secure cycle parking facilities are required. For walkers there is an awful lot of 'street furniture' and 'A' boards to navigate. It could do with a good audit and streamline. I am not, but it must be horrendous for the blind and disabled. Keep signage to an absolute minimum. Where it is required install it so that it doesn't block the normal path of a pedestrian.

I live on the edge of town, transport is very irregular and the distance to walk includes areas without footpaths so not safe with children. Hence why I am a car user all the time.

Get buses away from St. Andrews street north behind boots. When they are stopped it is impossible to see round them. Pedestrians have to walk half way into the street to see round them by which time it is too late to see the cars speeding along. Also reopen the bus station as there is no service for those who need help accessing this service and have no other options. Don't waste money on unnecessary decorations such as the dandelions if you have to cut services elsewhere.

More crossings for all modes of walking/cycling ... More places to leave your bike. Information point staffed at bus station to encourage use of buses and assist people.

I would ban all pavement cycling except for children under 10. Existing cycle paths eg the one by Waitrose/ Halfords seems very underused, instead cyclists frequently use the Arc as a throughway. I think buses (and taxis') should not be allowed to use St Andrews Street section by the Arc. This street could then be enhanced. At present it is an accident waiting to happen. Delivery lorries only allowed before Barn or at night. Bus stops should all be near the present bus station. Walking routes to the station, bus station and historic and tourist sites could be much better signposted.

I used to cycle everywhere in the large town I lived in before moving to Bury. I do not cycle here as the cycle paths are fragmented, rarely connecting up to safely use them and drivers too dangerous. I have been nearly hit, once when I was pregnant, by drivers mounting the pavement, and now there are few police and no traffic wardens people park on double yellow lines and on the pavement the whole time. If the council issued penalty fines the town centre would be safer and they could use the money to go towards the enhancements.

More appropriate bicycle stands. Park and ride to town.

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

secure cycle parking in the town , more safe cycle routes into town and those that link rural villages to bury town like the one from Thurston to bury. How about a cycle route linking bury to west stow and the forest for walking and cycling i.e along Farnham rd through fornham st Martin and out to culford/westow (it's not as far as Thurston to bury even ) this would make the extensive forest accessible to more people for exercise and leisure. The bus station needs developing its an eyesore in its prime location , triton house - can it be knocked down to create a better bus station with a park or green area with seating this would link the library and St. John's street that area of St. Andrews st is not currently pleasing to the eye

Encourage only smaller, electrically-powered busses in the town centre

A fully functioning and staffed bus station. A safer environment than the situation behind Boots for catching buses. Well maintained pavements for walkers and the disabled .

Much improved access for pedestrians and cyclists. Che storage areas are in short supply

Better segregation of cycling and walking.

Cycle route from the West side of Bury

A regular hoppla bus going round the town centre linking the station, the bus station, Rams Meadow and other car parks, the cathedral and stops at positions at the north, east, south and west of the town centre. For walking better crossings in St Andrews Street, more sign posting.

Park & ride buses

More cycle paths, more places to safely store a bike. An improvement to the bus station, and the walk from the bus station to town

More there's no cycle path into town apart from the moreton hall one, the new cycle path over the a14 leads to no where it's a joke

Safer cycle routes into town . Far too many cars, inadequate roads cannot cope with the volume of traffic. More should be done to encourage people to walk / cycle into the town centre.

we need a good buses that go every where

Many roads have parking on both sides if this could be altered to one side then cycle lanes could be put in place. It would also help traffic flow. Just look at the difference that a small change on Westley Road has made.

I think it would be better to think of more park and ride facilities and more pedestrianisation of the centre with better public transport and more cycling routes and cycle parking provision. Why impose 20th century traffic and parking onto a medieval grid system? I say this as a car owner.

N/A

Much more encouragement to Pedestrians , Cyclists and users of Public Transport. And keeping cars out of the town centre especially on busy days such as Wednesday, Saturday and when the Christmas Market is held.

Better cycle routes from areas just outside the centre which provide a safe route for the whole journey and not just part of it, particularly from older areas as new build areas have cycle routes incorporated. More regular buses serving areas surrounding the centre including improved information regarding up to date bus times

covered cycle shelters and park and ride

Better cycle links from outlying villages to encourage people to use cars less , ie . The road from Horringer into town is a death trap for cyclists and could be greatly improved

See above! 016. It is increasingly important that we cut pollution for our health and the use of bikes and walking routes would encourage this. Obviously a good well linked and reasonably costed network of public transport would encourage footfall. It happens in many towns and cities in the Netherlands , with a similar climate!

Park and ride. Cycle lanes or Cambridge style pedestrianisation.

The bus service should run later at night so that people who work in the town can get home safely.

Cycling - enforce laws against dangerous & antisocial cyclists . Walking - good signs for visitors & maintain pavements Buses - Dirty, noisy, expensive, inconvenient & overpriced. Do away with them!

## What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?

Provide more buses from Westly Estate. Stephenson's have let us down badly. Buses finish at 2pm from town and only run hourly. No buses at all on Saturdays and older people on this estate cannot always walk back and forth into town or afford taxis. Our house was bought for my parents specifically because there was a bus stop at the end of the street.

Ban cycles in pedestrian areas, I have been almost hit on several occasions by cyclists that have no bell on a very quiet cycle

A frequent regular bus service from residential areas - possibly charge current qualifiers for free travel a token £1 per journey.

Duplicate the excellent cycle paths on Moreton Hall over the whole town including a route to Ickworth Park and Nowton Park.

Linking the existing bike paths. Eg hopefully there will be bike paths from the new development at Marham Park into town, but the paths into town from FOrnham Road are non-existent.

Park and ride. Traffic dreadful

Pedestrianised Buttermarket and Abbeygate.

More cycle routes where possible and improved cycle parking. Improve dodgy pedestrian bits.....St Andrews St, Cornhill could have less or no parking not just on market days....

Cycle paths on routes from housing areas. Better pedestrian crossings in places they will be used

Buses should be able to park on Angel Hill. Currently cars are parked in the bus area and the police ticket them very occasionally. Police don't bother if it's raining so the same offenders are there every day

Provide a safe route from the Station to the City Centre for cycles by allowing them to use St Martins Street and Cannon Street. Provide Cycle lanes that do not stop short or deliver the cyclist onto a Roundabout or other dangerous road. Provide a safe way to walk between the Arc and the Centre without crossing a bus lane/ Delivery truck road (not sure how this is possible but some attempt should be made). Make cycling through the Centre possible without upsetting Walkers.

Cycling routes into town should be improved, making it safer to use, especially when cycling with children. For example, the cycle lane on Newmarket Road (near the garage) is far too narrow for safe use and discourages families to cycle to town. Bike racks etc should be more widely installed around the town too.

I would prefer to pay on exit for the time parked. This would free car users to spend the amount of time they wish in Bury without time constraints. I would think this would bring in more money and would benefit the shops and businesses.

The walking route between the rail station and town centre is really bad. The official signposted route makes you run the gauntlet of a roundabout. Fixing this, as well as developing Station Hill will greatly improve first impressions.

more cycle routes off road

I would like to see buses use the parkway - and not St Andrews Street South.

Trial of bike-sharing schemes where you can rent a bike to explore and get to and from various locations. A point at the train station could be beneficial.

Coming from an area with an excellent bus service, namely Thurrock, I find the bus service from Badwell Ash is rather dire and am dreading the day when I am unable to drive and therefore either just get 45 minutes in Bury before having to return or wait all day until there is a bus around 16:30, so my point is if the bus service was better more people would use it rather than driving in to the town and having to pay to park.

Parking for shop and office workers is awful. Too expensive and not sufficient. It all very well bringing in visitors, but the parking for staff is terrible. You could even introduce a special, ticketed car park. Short-term parking (less than 90 minutes) is very important, and dedicated cycle routes around the town centre would be great for families



## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

Change the pedestrian/cycle crossings to favour the vulnerable users, currently they are set to favour motor traffic. If the only impediment to better cycling facilities is concern about loss of parking then simply lose the parking otherwise you are simply not serious about aiding vulnerable road users. Increase cycle parking in town centre, I understand there was money from the arc development to do this, but no additional parking added. Widen footways where possible. On Cornhill give pedestrians priority between Market Thoroughfare and Marks and Spencer, similarly at the Abbeygate Street end of Buttermarket. The current arrangements in St Andrews Street South between arc and old town centre are not working effectively. There are two options, remove all motor vehicles during the day (say 09.00 to 17.00), or open it up to all motor vehicles but control their speed and put in courtesy crossings at the four main crossing points. This type of arrangement was considered by the Borough Council previously, but not implemented (BSE Area Working Party February 2011).

for Gods sake put in cycle routes. The ones we have are bizarre. They end without warning. They need to be planned into any new development and cycle lanes need to be incorporated into new road ways and access routes and all new housing developments. If we want to encourage families, healthy environments for people then walking and cycle routes should be planned into the environment.

The pathways are extremely difficult in some places for mobility scooter or wheelchair users. This is detrimental to the ageing population and a restriction in terms of the important financial input these users could give many businesses. An accessibility rating scheme should be introduced to encourage businesses to cater to this sector, in addition to direct enhancements made for those users.

Crack down on illegal parking on St. John Street. Buggies and wheelchair users have to go on the road and it's ridiculous. Also crack down on cyclists using the pavements when there are no cycle paths. Pedestrians have the right of way, yet cyclists use the pavements like they own them. Either improve cycling facilities or get the town to abide by the high way code.

Cycle scheme such as that used in London.

Cycle path within the town centre

Let's hope a few people disagree and argue for a completely miserable visitor experience. How can you publish this rubbish? Yes, you need car parks with easy access. In most other parts of the civilised world when you go to a shopping centre you don't buy a limited amount of time in the car park because that detracts from the shopping experience and encourages you not to use local facilities. First off, let people pay on leaving and encourage local businesses to provide incentives to people to stay longer (60 minutes for free if you go to a local restaurant for example). The train station is quite nice but not very important in the bigger scheme of things unless you have more trains which is another question.

The use of a year round park and ride service. , cycle routes through the town centre but not on market/festival days.

Designated cycle parths around the town cyclists are a menace in the town especially on market days. pathways should be safe, some places they are very un even. better signage for buses. and once again cycles not on pathways.

Cyclists banned from pavements and pedestrian areas. Adequate and secure parking for cycles on edges of town centre

Cycle routes from the new housing to town is important.

Crossing behind boots to the arc, it's hard to cross, children don't realise its a road and think they can just carry on walking.

Better ways to cross main routes

Better cycle and walking routes into the town centre

A Co-ordinated Cycle Path network rather than bits here & there that are not joined up & in many places are unsafe !!

non. more long stay car parks and less short stay

Difficult one this? Cyclists, wheelchairs all need smoother surfaces on the pavements. Cyclists should be banned from driving on pavements. Wheelchair users always battle to go into town as cars are parked on pavements. Free to park anywhere nowadays. It is a fact. See it everyday. I believe lack of proper ground rules and enforcement need to be set.

safer routes

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

The idea of Angel Hill being pedestrianised is appealing and developed into an attractive area linking this to the Abbey gardens.

parking for all but disabled encouraged away from amenity areas like Angel Hill. Town centre for people not vehicles. Buses to stop on Angel Hill serving older part of town.

More cycle lanes. Cycle lanes separated from paths where pedestrians walk. Bus station staff reinstated. Better bus services around town centre and rural areas.

keep busses out of the market square and historic quarter

Bus hopping needs to be encouraged by frequency of service and payment by contactless technology. Towns folk who reside should be allocated seasonal favourable tickets to discourage the need for the private car. Cycle stations with car parking would be a worthwhile consideration. Needs to be undercover and secure

Safe walking routes that are well signed so people can follow them with ease

Park and Ride facilities, would help to reduce traffic and environmental problems

More regular buses from villages into town

More bicycle racks

More cycle lanes but there may not be the demand for them.

Provision of bus services to serve the night-time economy. Better signage - Watford has directional signs which include distances and estimated walking times between destinations.

Not sure.

Keep buses out of historic centre .

More visible clearly marked links/ walkways cycle ways to train and bus station Move bus stops from behind Boots and opp Palmers they are dangerous...most people can get their medication home delivered so that is not an issue anymore Bus stops need to be regularly cleaned up and more user friendly ..and a Tel no on them to enable paying users to report dirty dangerous or neglected bus stops..eg rubbish, broken glass, needles human excrement.

Buses should stay on St Andrews St as the town centre cannot cope with them. Walking provisions are fine. The cycle routes are ill thought out and dangerous - e.g. Eastgate St when the cycle path just disappears and becomes pavement

Well sign posted routes, take cyclists away from roads and covered cycle parks

Utopia would be a vehicle free zone in the central Buttermarket, market square area with good pedestrian and cycle facilities supported by a number of additional park and ride stations servicing the main routes into town from the North, south, east and west.

Buses should not go into the town centre but to safe and convenient points on the edge of the centre where good quality pedestrian routes lead to the main destinations.

More paths. More Buses. No more cars/traffic.

Would like to see more buses and less cars in the town centre Perhaps a form of park and ride. The town gets gridlocked now, so something will have to change to accommodate the influx of new people moving into Bury. Public transport seems to be the only way forward.

Get rid of cycle lanes that are shared with pedestrians as they don't work. Out Risbygate St past the West Suffolk is fine for very young children wanting to use a bike, but for anyone else on a bike it doesn't work. Bouncing up and down off kerbs and having to cross every side street is not good. Too many cycle lanes just stop and then join the road again - car drivers don't expect this and are surprised when bikes join the main road.

Rationalisation of bus routes and timetables. Cycle routes that connect up and don't end arbitrarily. Pedestrian crossing at bottom of Ipswich Street to enable walking route from train station to town centre via St John's Street.

As previously stated, a frequent bus service that serves the public, including evenings. How can we get to the restaurants, cinema, theatre without a bus service, if we don't have a car.

Proper cycle ways not shared use that we currently have. Make cycling much easier and safer in Bury.

more cycle parking and better cycle paths - some just seem to randomly stop! a buggy park by the play equipment in the abbey gardens might be well received.

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

Pedestrianised town centre, find solution to st andrews street south that cuts thro arc / old town

I would NOT like to see the town centre become walking only. I think the fact that there is a mix of short term parking, space for cyclists and people who come by bus all relatively close to the centre is a good fact. Well done.

Pavements to be improved to encourage people to walk

An affordable park and ride facility would relieve a lot of the visitor frustration.

Attention to footpaths - eg. protruding paving slabs, etc.

The Moreton Hall estate is a shining example of how to include housing, transport, walking and cycling facilities in a new development so that they coexist amicably. Have a look at that. Incidentally, cyclists should be strongly encouraged to have a simple bell on their bike to warn of their approach - which is usually at speed. A Park and Ride scheme seems to be completely missing in the town and this should be included in the plans.

Please see comments about buses and the bus station above. As a local, the services have become unusable due to lack of accessible information. It follows that visitors to the area will find a lack of information frustrating.

More cycle racks around the town centre, better signage to help people find their way around the town, retain the ability of busses only to drop off and pick up in St Andrews Street, no other vehicles should be allowed into this street.

Better bus services, buses that run later in the evening.

The Westley bus service has been cut. Ridiculous. We need more and better bus services and perhaps people wouldn't use their cars. Cutting the Westley bus service on a Saturday is totally counterproductive and the old and young and physically disadvantaged people without cars are unable to get into town on a Saturday. Please take issue with the bus companies who should be supplying a regular and reliable service into town. The well-off can drive but the old and the vulnerable rely on public transport to have a quality of life. If the services were better others would use the public transport too.

Bus station that has bus information in addition to good waiting facilities

More integrated cycle routes

See previous comment about Market Square.(02) Also I believe that Abbeygate St should remain a pedestrian zone for longer - until 5.30pm.

A more targeted one way road system around the centre would help considerably with traffic flows and remove pinch points.

Regarding 014 - I do not believe that any visitor would cease their journey due to the initial arrival experience. The charms of the town center will win them over regardless of that initial impression.

See above

Better signposting to town and other places of interest.

None - other than limits on large buses.

Allow buses through town centre, but not cars (apart from taxis). Build some proper cycle shelters/racks (as in Cambridge)

An additional car park is needed but would need to manage traffic flow as traffic is already an on going problem for Bury.

Keep bikes off pavements and pedestrian areas. Keep buses to bus station.

Consider an innovative approach to easing traffic to the Moreton Hall such as a ski gondola which give the town a distinct aspect, also good for media profile.

Wider safer paths into town, so people with prams, buggies, shopping trollies, wheelchairs etc can pass each other without going into the road and can cross the road safely. Buses seem to be busy, but then also being cut - Why?

No cars

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

I would like consideration to be given to access and road/pavement surfaces which wheelchair users have to negotiate. If anyone has tried pushing a wheelchair around Bury St Edmunds they will understand how difficult it really is and how uncomfortable it is for the disabled (frail) person to be pushed over those dreadful cobbled surfaces. I suggest that somebody tries pushing a wheel chair around the Buttermarket and Cornhill to experience how dreadful it is. Even the dropped kerbs are not in accessible places, such as outside the front of M&S, where one is confronted with a wall of cars.

Introduce rising bollards for buses using the roadway between The Arc and town centre.

See earlier for my thoughts on parking. Allow some more parking on St Andrews St South, it is used now as it is known chances of a ticket are small. Bot keep traffic from bottle neck areas like lights on to Parkway

The bus station and access to and from it needs serious improvement

Hop hop off buses

Cycling could maybe have dedicated secure parking for their bikes. cycle lanes on the outskirts of town but given the historic nature of the narrow streets it is difficult to manoeuvre a bike around. Buses perhaps should be restricted to the main bus station and directed around the town centre.

linked cycle routes that serve all areas of town for safe journeys

Improve bus services into town from the out lying estates

More cycle routes,

It is good to encourage walking, as many drivers circle the town centre in the hope of finding a parking space as they are too lazy to walk. I exclude disabled people from this statement of course.

stop cyclist riding on the pavement, they ride to fast, also mobility scooters need to be made aware of the power of these some frequently feel they own the pavement and road

Park and ride.

return the bus station to a proper manned bus station. narrow town pathways mean pedestrians are often at risk from cycles on the path and vehicles passing very close to walkers ,their wing mirrors are a big danger.

I think a park and ride scheme at moreton Hall and western way area should be enforced all year round not just at christmas.

Better and affordable long stay parking for people who work in the town and help to relieve workers parking irresponsibly on my street during the day. Always need better cycling, walking and bus connections.

as already said - remove the cars and parking places..... Encourage businesses to take their deliveries outside shop opening times.

Safe and direct pedestrian link to town centre from train station needs to be established. There is no safe way to cross the busy Tayfen road, have to rely on vehicles stopping to give way, as there is no .crossing. Need to have either a foot bridge or pelican crossing installed at or just west of the rroundabout at bottom of station hill as this the the way most pedestrians walk to and from the the train station. ie via St Johns Street or St Andrews St North.

Cycling needs to be promoted as a better option than driving. Must be safe, accessible, and faster/easier than driving.

At some point the question of providing park and ride has to be considered.

Park and Ride

Pay on exit car parks Park and stride promotion.

Pedestrianise the town centre and only have a few buses going into town(park and ride)

More pedestrian areas; fewer cars

A lot more disabled parking spaces and free parking more often

Better walking access around the centre of town.

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

Safe and well lit cycle routes with certain side streets designated for cycles only to counteract unsafe cycle routes on narrow roads alongside heavy traffic. Clearly marked and regular bus services with easily accessible information. Safe crossings for pedestrians and cyclists e.g. Crown Street. At present there is no pedestrian priority crossing to Crown St. This poses a barrier to pedestrian movement between the South area of the town and the centre. Safe and secure storage of bicycles in town centre. Enforcement and clear signing throughout 20mph zone with enhanced traffic calming.

safe and well lit cycle routes with certain side streets designated for cycling only to counteract unsafe cycle routes on narrow roads alongside heavy traffic e.g. Crown Street, Out Risbygate. Clearly marked and regular bus services with easily accessible information Safe crossings for pedestrians and cyclists e.g. Crown Street, top Southgate Street Safe and secure town centre storage for bicycles

designated cycle ways would stop people cycling on the pavements and through the park (and I am not referring to children its the adults that are the worst culprits!)

Stop buses between the Arc and the Old Town, divert them

More pedestrian areas

I think the town centre could be improved for everyone if it were to become a pedestrian zone, with vehicle access only for the emergency services and deliveries. This could include Angel Hill and Abbeygate Street. I also think congestion and pollution could be reduced if use of public transport was encouraged. This could include having buses to the Morton Hall estate and surrounding towns that run later into the evening, particularly on Fridays and Saturdays. A park and ride could also be valuable.

very small mini buses (as used in Lincoln) would be excellent offering a round town route. Loads of them though

A small hop on hop off around the town bus - voluntary contribution.

Improved lighting on Walking and Cycling routes.

the rural bus service is nonexistent for us and so it is not an option.....

Walking and cycling routes to the town centre are already good (from the East) improvements could be made by having more spaces for cycle parking in the town centre

Introduction of improved cycle- and pedestrian-friendly facilities where possible

good cycling and walking opportunities are already in place

clearer cycle path signage

1. Cycling is dangerous in most places - lanes need to be off the road and connect to the centre which may be difficult. 2. Reopen the nice bus station - with extra uses if necessary.

More buses to help commuters but obviously not on the agenda after breeze buses have been decreased so much.

General enhancement of all.

More buses west side of SSE.

Increased use of mini buses.

None. Electric carts should be limited and stopped from speeding.

Proper crossings across St Andrews St South - It is a lottery with pedestrians versus Taxis, Buses, Delivery Lorries and illegal use of private cars.

Safe walking paths out of town to the surrounding villages, such as my own; Great Saxham, which has no path at the the side of the road to Bury St Edmunds meaning walking is unsafe.

Keeping or improving current public transport. More pedestrian and cycle routes from local villages. Ideal are spaces shared between pedestrians and cyclists, so the cyclists don't have to be pushed next to busy traffic (such as on parts of Newmarket Road). Replacing old-style traffic lights at with newer ones for better experiences for both pedestrians and drivers.

Direct cycle route and footpath between train station and town centre

Cycle routes like the Moreton Hall one

the town centre works fine for me, although the lack of long term parking is frustrating. The long term one by the cineworld is ok but personally as a female person I never use that car park due to the poor lighting at any time of day. If you for a film and something to eat afterwards the short term ones for 2 hours just arent enough !

## Phase 1

What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?

Car parks are ugly places, but necessary. I can usually find a place to park, even on a Saturday morning. I think parking is adequate.

Cycle and pedestrian within centre

A cycling repair and care facility should be investigated which could act as warden to cycles during the working hours. Use side streets and bi directional opportunities of public roads for cyclists. However, need to ensure segregation for safety

PARKING IS A HUGE ISSUE IN TOWN - THE RESIDENT PARKING SYSTEM IS A POOR JOKE - THE PERMITS SHOULD BE HEAVILY ENFORCED AND SHOULD BE VALID FOR 24 HOURS PER DAY 7 DAYS A WEEK - I PAY FOR MY PERMIT AND YET STRUGGLE TO FIND SPACE - STOP OTHERS ABUSING THE SYSTEM WE PAY FOR.

improvements to linkages from bus station to the town centre and the linkages between the train station and the town centre

The full restoration of the bus centre would help, as would a review of the existing bus routes. For example, Mulleys M 11 route Southgate St. will take you into town, but does not bring you back.

Provide more frequent bus service. Ensure cycle routes are clearly marked, make sense.

Have routes for bikes that don't suddenly stop and then begin 100m down the road.

All should be a high priority as it is the way forward to enhance Bury.

No opinion.

more affordable car parking spaces are needed

I thought about getting a bicycle, but I can't see enough secure places to leave it. That needs looking at.

Pavements are generally adequate for pedestrians. More designated cycle routes in & around the town with secure cycle parking would be a great benefit.

Cycle sheds, improved pathways, especially from the carpark next to the cinema into town, bus lane/park and ride. Cycle hire (like Boris bikes in London). Safer walking routes.

Cleaner bus shelter

Improved cycle lanes, these are currently piecemeal Where possible wider pavements. Better pavements for the disabled i.e. dropped curbs, presently haphazard in location. With population increases around the town a park and ride (not presently viable) becomes a more attractive proposition.

The use of buses within the town centre is essential with the bus station as the hub. Give us back the information office -what must visitors think? I have often had to help direct them- often to the library to get a timetable printed.

Build to estates should be more frequent. Every estate should have a bus that stops at the train station.

Cyclists around the town already fail to use the cycle paths available. A watch on Callum Road would confirm that every day cyclists restrict traffic movement by not using the cycle paths provided. I believe the pedestrianisation of the arc - corn hill -angel hill expanse would be of great benefit to everybody. The bus service is pretty awful... basically almost nothing after 6pm... so much for the evening economy. If money is to be invested in cycle paths and buses then it should not be for the benefit of a small minority of people who are occasional users, and the use of cycle paths should be enforced.

The removal of cars from the town center would be a great improvement to the environment and experience of all.

Precedence given to cyclists and pedestrian. Hopper buses to everywhere!

Proper cycle tracks - not itsy bitsy parts of roads. Pedestrian right of way crossing from Arc to old town centre.

Better timetables for buses.

Better signage for cycling, walking - cycle centre for safe storage.

Bus provision outside 9-5 outlying villages ~~is~~ poorly served.

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

Southgate Street South is a very busy road and parking should be banned as when there is a build up of traffic from the lights, other vehicles especially buses are stuck and unable to move until the lights change. Other options are to have this as a road for buses only or have it as one way traffic.

Considerable "joined up thinking" from vested interests is vital

Tidy the bus station. Ensure the cafe is open, It is very unwelcoming these days.

Cycle routes need to be coordinated so they encompass the whole town - some just stop not linking to others.

We need to develop a park & ride if there are no additional options for car parking- this could include the hospital as a drop off point

The bus and walking links between the train station and the Town need to be improved with a safe pedestrian crossing of Tayfen road a priority and consideration given to a dedicated town centre bus service linked to the train timetable.

None.

More incentives to use all of the above in favour of cars.

See above OTHER comment. I'd like to see a Park and Ride available for "out of towners" to reduce the amount of traffic in town. The ideal place would be west of Bury St Edmunds at the BSE/Westley exit. There's too many houses being built up on the east side of Bury St Edmunds now. I'm considering moving because of it. The reason I moved here was because it was a little town with some nice shops and amenities. I would really hate to see it turn into another Northampton, Norwich or London!! It would lose it's appeal. Sorry, I digress. In regards to the approach into Bury St Edmunds, when you come off the Tesco roundabout to head into town - you get the feeling of SLUMS because of the traveller site opposite Tesco. There's always traffic there coming into town - why do we have to see something so off-putting as that? It'd be nice to turn that into a small park, so people who are travelling can stop at Tesco and maybe go across the way and have nice break in a beautiful area next to the river. Even extending the allotment would be a nicer view. Apologies, I have had a couple of unpleasant encounters with the travellers when they've illegally parked on our green areas on the Moreton Hall. Another thought, wouldn't it be lovely to have flowers along the A14 within the three exits to the town. It would just showcase Bury in Bloom.

A better spread of small scale cycle racks around town

More buses and public transport, in and out of town.

More buses and better cycle paths

Encourage more bus companies to serve the villages surrounding Bury - A couple of miles outside. Impossible to get a bus after 5pm or other times of the day. More taxi firms - Not enough competition compared to other areas of the country.

1) More Buses to the surrounding villages please. 2) Encourage more taxi firms - there are currently only 2 firms and they are over-subscribed and there is inadequate competition.

Direct bus link to hospital and back to town at a reasonable pay rate, at least twice a day for staff and visitors.

Reinstating some parking at our excellent Record Office. They run courses and lectures from Monday to Saturday and only on Saturday can you find access close by in the Greene King car park. This makes it almost impossible for me to attend during the week for a course or talk.

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No buses in town centre

No buses in town centre

More pelican crossing so it's easier to cross the road on the way to town which would encourage more people to walk.

Improve pavements. Identifiable, safe cycling lanes and more of them in order to encourage cyclists to use the town

Bury serves a huge rural hinterland. My nearest bus stop is nearly 4 miles away, and I live 20 miles from Bury. I rely on my car, and have to carry any shopping back to the car park. Walking, cycling and buses are not relevant to most of those who look to Bury as our local town. A reasonable number of short and long term car parks, such as we have

## What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?

Remove cycle lanes asap - most don't use them and cycle up one-way street and on pavements.

more buses at times working people in the town and villages can use. To get to and from work. This also means on Sunday.

Get cycle lanes taken away no need for them as no one use them.

None

Bring back the bus station information centre they were so helpful.

Town centre circular bus route.

Greater provision of buses and information about buses that isn't just online. (I use online quite happily, but people shouldn't be forced to use it to travel) If you are abroad information is easy to read without mobile internet access.

Improved - wider. More of them.

Complete revamp of bus station and the surrounding area. Walking maps - circular walks are etc. for recreation.

Increase in cycling and walking routes within the town centre.

More regular times for buses

River linnet pathway between Cullum Rd and onwards to Horringer court estate to be maintained regarding trees overhanging river and leaf soil on the pathway which is dangerous to walkers at all ages.

Parking on the Angel Hill for touring 1 day trip coaches, to encourage foot fall into the town.

Better 'real' cycle paths and cycle ways. Just painting some broken white lines at side of a road doesn't help cyclists. In fact it can just encourage driver to pass more closely!!

Recycling - perhaps a central 'hub' where people would leave there bikes in a store/ shed type structure.

Put a Zebra/ pelican crossing at the junction with Risbygate Street and Parkway across to Lloyds Bank - very dangerous to cross over at this point.

Keep cycle routes completely separate from roads and pedestrian access and not shared. More cycle routes and cycle parking.

Smaller charges you are killing the trade with prices going up

I reside in Risby and would never cycle into town as I am not confident that it would be safe cycling down Newmarket Road, nor am I aware of anywhere I could secure my cycle once in town.

Improved cycle routes

1. Junction Risbygate St / St Andrew's St / Brentgoval St - Recent change has just made it more dangerous for all users, especially non-motorists, because it encourages speed in turning from St A's St North into Risbygate St. & vice versa. Pedestrian crossings, speed restrictions should be deployed.
2. Buses have a horrendous time in St Andrew's St. All parking should be banned, except on Sundays when there are few buses.
3. The god *Of* aesthetics should not prevail over road safety - hence give way markings and signs should not be omitted.
4. Light-controlled pedestrian crossings - should give earlier reaction to pedestrians' requests, and this should be applied consistently throughout the town.
5. Give way markings at junctions of roads crossing Abbeygate St are not maintained and obviously not clear to motorists.

The public transport needs to be overhauled to make it affordable and running where and when people need it. if done properly with investment for perhaps 5 years before you will see people give up the car.

Better bus service, possibly a park and ride system

Local bus routes should be maintained and made more attractive. Walking is great providing you are able, cycling is also great but the increase in selfish behaviour by some cyclists ust be addressed.

I feel litter makes our town unattractive and should be reduced

Public transport would help the congestion/emissions question and additional cycle routes However, no cycling signs are still often ignored through the Abbey Gardens although young people are very good at adhering to them.



## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

If you're not from here there is absolutely no sense of knowing when you've arrived, all of the gateless gates (North, West, South, East) do not help. Wayfinding is needed.

I think the cycle lanes should be narrowed and wider walking areas. I think its unfair for the bike lanes to be bigger than the walking space i.e. Callum Road.

Cycle paths that are consistently off the pavements. Too many cyclists are on the pavements even when they are not designated as cycle ways .

Bring back the bus station office incorporating an information centre.

The town is not cyclist-friendly, owing to the age of the streets . Many of them are very narrow, and so there is currently no room for cycle lanes. The result is that many cyclists are obliged to go on the pavements when traffic is heavy. Also road surfaces are often very poor where blockwork is used as a road surface. Could some streets be designated for cyclists and pedestrians only?

don't have buses run between the arc and old town. how can you link the two together when you have buses using the road.

centre of town need to reduce traffic for walkers .

Pedestrian town centre. Make the town more cycle friendly. Discourage vehicles from using the medieval core.

Increase size of Robert boby car park

Pedestrian friendly

Think we're adequate as back of Boots is close to either part of town. Perhaps a local stop Angel hill for doctors.

Do not use these options. Need to have more sensible payment options for car parks (i.e. pay on exit).

Better links from the rural areas to the town, and more cycle paths (and wider) in the town preferably without cars parked on them .

Dedicated cycling paths

Provide safe and well defined cycle links across the town centre, specifically from the housing on Moreton Hall side to the Education centres at the West Suffolk College including improving the poorly designed cycle route along out Risbygate Street.

I think that there is a misunderstanding by the council and planners in respect of park & ride. It is often mentioned and 'supported' but is just given lip service. Many just assume big double deck buses shuttling people in and out of the centre. My view is on P&R is shaped by experience and links several themes: 1. Treat P&R sites as hubs (more than one?) so cars are parked and the option is to bus, walk or cycle remainder of journey . This requires improved paths and cycle routes, plus secure overnight cycle parking at P&R. 2. Some smaller shuttle buses to town centre (visitors and workers) plus buses to employment areas (mildenhall road, Moreton hall etc). I saw this in Reykjavik recently. The mixed bus fleet should be hybrid or electric so minimal environmental impact. 3. Offer P&R site to other users (i.e. Greene King) and schools. Parents dropping off and picking up children creates major traffic problems, so out of town parents use P&R and school buses in-children. Saves maybe 12-15 journeys each minibuses? This already happens in Cambridge with schools using P&R, where I work park and cycle. Also, similar happens in Bury with WSH and rugby club.

Disabled bays for car parking should be reduced as they are often 90% empty. Also people with disabled badges often walk. Dry well in the town center. Why can't they then walk from a car park to the town center, i.e. Disabled badges issue should be more strict.

None

Better provision for bus and cycle lanes which can avoid the traffic making less people want to drive

More cycle routes in town

Cycle paths, paths for walking and not too many buses in the heart of the town because it would cause traffic.

More cycle racks? Ban cars from the centre - but improve traffic flow round the outside of the centre. Have some way of improving public transport into the centre - e.g bus only lanes, bus only access points so that public transport doesn't become snarled up in the traffic congestion as it does now

More pedestrian only areas

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

more pedestrianized areas making less traffic in busy areas and therefore safer for pedestrians/cyclists.

get rid of the busses from behind the arc shopping centre and close the road to traffic. provide crossings on the roads leading from the bus station. stop cards parking on paths by introducing a parking fine.

a combined use of other transport to be used and not seen as second to the car. a free bus between rail station and town centre to encourage visitors

Enhanced experience to encourage people to walk in to town

An increase in more frequent buses, especially on Moreton hall.

More safe and secure places to leave your bike. Bus lanes. Park and ride.

The bus station should be redeveloped.

All of these to the exclusion of ALL other vehicle 08.00 - 18.00 PARK and RIDE (plans available on request)

Improved cycle lanes and clearer markings on pavements that take cycles. No buses in St Andrew's St South - can't the hoppers use the bus station - its not that much further from the town centre

Clearer and better defined walking and cycling routes from the growing moreton hall area

I would like St John's Street to be pedestrianised during the day like Abbeygate Street. With narrow streets, it wouldn't be possible to have cycle lanes but I would like to see more places to park bicycles safely.

coherent cycle routes which are safe. green corridors for cyclists and pedestrians

better use of advertising in the bus shelters for local events

I would love to see an outer town car park with a park and ride scheme or a pathway for people could run/cycle into town from it.

Safe secure bike storage whilst visiting bury St edmunds

Cycle path provision which can be done as previously stated should be a priority as should CONNECTING public transport. Note: All public transport should be interconnecting .

I think all car parks should have an all day option everyday of the week

Park and Ride?

More pedestrianised areas. Better out of town parking with "park and ride" facilities.

A few more signposted guided walk trails would be nice - there are some superb, hidden streets and interesting landmarks that often get forgotten.

adopt a Cambridge style for cyclists - more cycle hire and better/safer cycle routes. encourage family cycling.

Better cycle routes to and from the town centre, more cycle parking within the town centre. Policing of the existing on road car parking within the town. St Andrews South between the Arc and the town, reduce the traffic.

More safe cycle paths within the town centre and its outskirts. Also attention to footpaths as there are many uneven paving slabs and cobbles in the town centre.

I think it would be worth introducing a 'shuttle/hopper bus' using a circular route that would leave the station and stop at main areas of interest in BStE, a nominal fee should be charged, which would encourage more people to use it and maybe leave their cars at home.

Improve cycle routes in relation to roundabouts. Cycle routes are good in some areas of town but non-existent elsewhere, especially out past the railway station. Repeating myself, fewer cars. Reduced speed limits. Improved bus service. Cycling, walking and public transport need to be more convenient than driving in the town.

If you can, given the infrastructure, improve safety for cycling. More people would try this option if it could be made safer.

It would need to be more clear to show which paths cyclists are allowed to use.

More pedestrian only and cycle areas.

## What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?

The cycle lanes along risbygate street are awful as the hop on and off of the pavements and lead to a dead end.

017: Cycling, Walking, Buses. Cycling:- More cycle parking. Particularly on Angel Hill next to the War Memorial, Mustow Street, The Cathedral, Brentgovel Street, The Rail Station (see Q.9). N.B. All new Sheffield-style racks need to be set at least 110cms apart. This is important as it ensures that users can access their bikes when racks are full (physically getting in between bikes to lock and unlock them), AND it ensures that both sides of the racks are used, thus more cost-effective. If they are placed too close together, then only one side gets used (i.e. there isn't room for two adjacent bikes to get in and out) and thus 50% goes to waste. Most poor bike parking is designed without the actual bikes and their insertion and removal factored in - you only have to try using the stacking racks at the station in the rush-hour to see this, but it applies equally to Sheffields). No more bare racks to be placed under trees (such as the ones in Traverse!). Trees are wonderful, bikes are wonderful, birds are also wonderful. But they don't go together! More promotion of cycle paths. Did you know that West Suffolk Council has no link to cycle paths, or town centre cycle parking on its website?! Why not enclose a cycle map with every postal query from the Apex and Cathedral TIC? Are the cycle parks and paths clearly marked on town centre maps? Encourage people to think of cycling and cycle commuting as the norm, and not the exception. Pro-actively offer grants to businesses to provide or upgrade cycle parking (e.g. cement block provision at the County Court for visitors and staff alike is woefully out of date, totally insecure, and this is our only judicial building now). Shelters over new cycle parking where possible/acceptable. Particularly useful in winter months, they shouldn't be beyond the town council and a better use of our money than the subsidy for an ice rink! Please arrange or ask the borough to pressure wash-clean bicycle parking (esp. at The Traverse and Brentgovel Street).

Walking :- Visitors and Residents alike would benefit from a riverside walk from Eastgate Street to link up with the Lark Valley Path. Offer adjacent landlords incentives to relinquish marginal/riparian land to enable such a path. Promote other walking routes in the same way as the cycling paths (see above).

Buses: If bus companies reduce services (Stephensons) then they must not be allowed only to run mid-morning or mid-afternoon services only: services must be worker-friendly, i.e. early morning and late afternoons ought to be prioritised. Where can paper bus timetables be found now that the bus station office has closed? Do the TICs have all of them? Can the Town Council approach the Mulley's office on St Andrew's Street North, and ask them to carry all of the timetables, and advertise it?

Coordinate bus and train times. If I catch train back from Cambridge, arrives in Bury 23 mins past the hour. The hourly bus to Moreton Hall is at 10 mins past the hour. Town loop service ideally electric some parking linking the station parking with tavern road project

Bus services should be improved and operate into the evenings.

There should be more space devoted to pedestrians/cyclists/buses, especially if there was a Park and Ride introduced

Set up a park and ride to reduce car traffic into town.

Better bus services from the housing estates into town and at her areas around the town not everyone drives a car

Pedestrian crossing on Newmarket road for school children coming up from the upper schools to the western side of town. There are two on Out Risbygate but nothing on Newmarket road. Visual speed camera on Newmarket road between the traffic lights and college.

More free or very low priced car parking will encourage shoppers to choose Bury over other nearby centres such as Norwich or Ipswich. Cycle lanes/routes would enable my family to use our bikes in town. Currently far too dangerous for children.

Cheaper bus fares to encourage more to use the bus. Or park and ride for reasonable price.

Cyclists within the historic core are a nuisance they don't stick to the roads frequently cycle through pedestrian areas, They do not adhere to the no cycling even through the Abbey Gardens making it unsafe for toddlers and the elderly and the public in general they can't even stick to the designated cycle paths!

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

You talk about the 'first impression' of the Town Centre. The main route into the Town Centre is off the A14 by the Sugar Beet Factory. The first sight is the Bury St Edmunds 'Jewell in the Crown of Suffolk' signpost which is right next to the lovely Caravan Settlement. When on earth are these people going to be told to leave this area. It is a joke. Are they paying to stay there? Paying council tax to collect their bins. What a first impression people have of Bury St Edmunds when they see this. Get it sorted. It has gone on for too long.

Walking, cycling, bus and car usage has to be looked at holistically. At the moment, short stay car parking is so expensive that it is a disincentive for visitors. I now do everything I need in the centre of Bury once a week on a Tuesday after 3pm! Using a bus is not an option ... the service is pitiful and getting worse ... and just takes too long. I would consider an electric bike - if there was secure parking for it.

Signage is needed for routes when moving around, so from Ram Meadow via Abbey Gardens, Norman Tower into the marketplace, from the bus and train stations (the one outside the Library isn't enough). Also there needs to be something done about the route from the train station into the town centre. You get to the bottom of Station Hill and then have to try and dodge the traffic to get over and then up the hill! Maybe a bridge going over Tayfen Road? It's no good putting a road crossing halfway between junctions if that is an idea as people will just take the most direct route. Use of buses is totally reliant on the bus companies so it's pretty pointless having it listed as a choice. Maybe things can change later on with changes to the law. Then with a council run bus service offering a dedicated service in a loop (for example) that would be good.

Provision of Park and Ride at lesser charges than central parking

More cycle storage

More and better protected cycle ways.

see my earlier comments about an interlinked bus system

More frequent buses

Ensure a regular bus services is run to all the estates, using local companies who have an interest in the town if at all possible, thus enabling easy access for old and young and maybe prevent unnecessary driving to town. If necessary a slightly increased charge on long stay car parking could supplement costs to keep travelling on the bus an attractive alternative to driving in for local residents. Improve pedestrianisation of area between town and Arc.

Park and ride/walk

There is little that can be done for cyclists within the town centre as streets are so narrow, except by banning through vehicle traffic and restricting vehicular access to residents only.

healthy transport methods are key. Sustainable.

More bus services, cycle racks, cycle paths.

Street lights after midnight at weekends. Proper cycle lanes that don't disappear, look at how Holland do it. More than one bus an hour into town, Sunday buses and late night buses and trains. Direct London buses

Better cycling routes and facilities to safely lock bikes.

A pedestrian crossing across Tafen Road and possibly the top end of Northgate Street nearest the roundabout.

Free bus passes for holders of Parking Permits in all Zones

cycle lanes

Cycling and walking routes should be maximised and driving discouraged. Close abbeygate street to all but vehicle deliveries; make it a pedestrian zone.

More frequent bus services serving better routes and lasting longer into the evening. By way of priority, it should be possible to visit West Suffolk Hospital by bus from anywhere in the town or from a specified point outside the town. I draw attention to Councillor Diane Hind's suggestion for an electric bus as a way of achieving this.

## What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?

Is there an opportunity to expedite buses through traffic in Bury? If there is we should aim for park and ride. Or use the River for Park'n'Glide with Wi-fi and coffee Anything to get cars off of the road and diminish congestion Bikes - Free secure parking - Free bikes from out of Town car parks to the Town centre to encourage a new variant on Park'n'Ride - "Boris Bikes" with incredibly good value for season ticket holders from out of Town car parks

More pedestrianisation

Park & ride to ease congestion

None

As stated above stop the traffic between the arc and old town.

More parking spaces are needed. The approaches, by all means should be enhanced. The ugliest route is that by road from Cambridge & Thetford - seeing the the Sugar Factory. Either painting the large structures (better demolished!) and ensuring the areas around it are either cleaned up or at least hidden. Look at the hundreds of white walls currently there - hardly attractive approach to this town?

difficult to visualise = although probably encouraging for visitors might NOT enhance the actual. very special. tpwm centre

1. Proper cycle routes should be introduced 2. Walking should have priority over driving 3. The part of St Andrews St behind the arc should not be a bus route

Stop cyclists using the pavements and pedestrian areas as this is very hazardous to pedestrians. Slow cars down to enable safer interface between pedestrians and cyclists. Increased, reliable and fast bus service from one provider within the town. Well appointed bus station which is open longer and provides a safe, warm and pleasant haven for bus users. (Partner with the public sector) Safe cycling routes that do not endanger pedestrians.

Increased cycle lanes

Dedicated cycle lanes on all roads within the town and increased pedestrianisation. The area that is pedestrianised for the market should be blocked to traffic from 9am to 6pm every day to improve the movement of people around the town centre and reduce the feeling of crowding.

The cycle routes need to be joined up and clearly marked out and signed. There are currently places where the cycle lanes suddenly stop (eg Eastgate Street into Mustow St). The town needs to be comprehensively served with cycle ways in order to encourage more people to cycle into and across town rather than drive. Provision could also be made for cyclists to use the Abbey Gardens to cross this part of the town rather than using Angel Hill which is narrow and uneven due to collapsing drains. Cycle lanes could be created within the Abbey Gardens alongside the pedestrian routes. This would be safer for both cars and cyclists on Mustow St, Angel Hill and Crown Street. Similarly a cycle lane could be created at the back of the Arc, safely linking King's Rd with Risbygate St. A Park and Ride scheme needs to be developed as the town grows in size.

Rationalization of hopper buses so every part of town better served. Create safer cycling lanes which are continuous so cyclists discouraged from using the pavement. We

Station to town centre corridor should be greatly enhanced and made a "natural route" where you can easily find your way without excessive signage. This may involve changing the priority at junctions, etc. This would make the railway a more attractive option both for visitors and locals going elsewhere. Elsewhere in town, walking in particular should be encouraged - many town residents live within a mile of the city centre (an easy walk for healthy people), including a chunk of Morton Hall. However, you do not see that many people walking - the default option is to get in the car. This is a local cultural issue that needs addressing but can also be assisted by providing more attractive, obvious walking routes (ideally car free) as well as discouraging local car use by e.g. only providing parking on the perimeter of the town centre, enforcing parking restrictions and restricting through traffic.

A park and ride to serve the town centre. the recent cuts to bus services from local residential areas should be reinstated.

Less parking, less traffic, more closed streets, backed by better parking out of the town centre with reliable and cheap transfer options

Increased pedestrianisation/ shared surfaces and removal of car parking from the Buttermarket and (potentially) Angel Hill

More cycling paths

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

The waiting room at the bus station is very unwelcoming. Since the decision to close the information desk, removal of staff and the attempt to let part of the building (which is an obvious failure), the area has become a hangout for some unsavoury/ undesirable individuals. The toilets in the waiting room have become a virtual 'no go' area, with people using the library toilets instead.

Park and ride service. Properly defined and maintained cycle paths would encourage cycling into the town. As would cycle parking.

More of them and cleaner.

Permanent park and ride option, change pedestrian traffic lights to zebra crossings

Greater priority for walking. Discourage cars in the centre.

Crack down on cyclists on pavement.

improving the pedestrian access to and from the station; presently walking from the western side of town passes derelict sites and does not feel safe at night

park and ride

Better cycle-ways to stop cyclists on pavements! Coaches either need Angel Hill back (currently parked on by cars), and/or a proper turning-circle and pick-up point at Ram meadow for those initially arriving by car. Ram Meadow toilets open for much longer.

Improved number of optional routes. Better signage and surfacing that blends in with the 'historic' aspect of the town.

The town centre should be shut off completely from traffic on market days. The taxi rank needs to be relocated, the space could be much better utilised for market stall space.

Clear and appropriate signage. Cycle routes that are constant rather than marked for a short distance then disappearing. Safer crossings and marked pedestrian routes.

More bins and the council doing more and cleaning up

I have stopped cycling as the roads are too dangerous. Enforce speed limits in town.

Buses dropping off on Angel Hill.

Cycle paths and bus lanes. More bus services to and from the town centre to local villages. Park and ride facilities.

Hop on hop off mini buses with oyster card/ contactless option well signs walk/ cycle hybrid walk/ cycle ways rickshaw taxis.

Extensions of the Thingoe bridge system to centre of town past station. Extend cycle route from Wilko's right into centre.

Safe and secure places to leave and lock up bicycles.

The public transport into Bury is poor and parking is a permanent challenge. A park and ride on Saturdays would be a good idea - or even using an existing bus route and locating a car park area along that route. Increasing the frequency of the buses. Simply saying that the roads in Bury are too narrow to deal with park and ride is random - given we have a bus station! This is what I was told by the council!

Re open the bus station. It was a stupid idea to close it. Keep it open until the last bus has arrived. People meeting friends /family on late buses have nowhere warm to wait and those who arrive on the later bus have no facilities such as toilets to use before their onward journey.

Better bus service from the Estates especially Moreton Hall. The road surface in Eastgate Street is not cycle friendly. The cobble stones in the town although attractive are not pedestrian friendly especially the disabled.

Retain the bus station and utilise the now vacant inside space for information/TI services and make the station more welcoming. Stop buses travelling along the road behind Boots and if the current buses are too big to cope with any other route around the Arc centre, bring back the 1980s "Buzzes" - the small 15-seater buses which are plenty - most of the 50 seaters are never more than a quarter full.

The cycling and walking routes around the Town are really good. The pathways and routes to and from Town from Moreton Hall are very good. The bus service is regular but the last one arrives on MH at 19:22 which is very early considering the amount of development and people living on the estate.

Park and ride, bus lanes, feasibility?

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

Clearer demarcation of cycle routes when they adjoin pedestrian routes

Make routes wheelchair friendly . Many dropped kerbs aren't very 'dropped' when using a wheelchair . Routes into town such as Southgae Street have narrow footpaths littered with wheelie bins and cars parked on pavements .

I'd like to see pavements and walkways improved so that they provide smooth and comfortable access for pedestrians and wheelchairs.

More public transport from outlying villages to the centre of town thereby lessening the reliance on cars. Also a park and ride system to stop so many cars coming into the centre. Cambridge Park and Ride from various outlying car parks works very well so perhaps it's worth copying what Cambridge has done.

Improvements to cycle routes and secure safe accessible places to secure bikes.

more priority for pedestrians at major traffic lights and road junctions .

More connected cycle routes to get through the town centre. Regarding the initial questions in this section I feel aesthetic improvement to the approaches to the town are a nice to have but not essential. Cambridge has terrible approaches that don't seem to deter the crowds.

Provide free parking within walking distance of town centre to encourage people to walk in. Most streets are now permit parking because of the hospital lack of parking, but this stops you being able to park and walk.

Better cycle ways, improved pavements ( and to be maintained). Buses seem to be a bit haphazard

NOTE - map on page 6 does NOT illustrate the key routes Keep cyclists off space for pedestrians for safety. Make it clear where cyclists and pedestrians share space safely and enforce the use of bells for cyclists to warn pedestrians. Re-open the office at the bus station with knowledgeable staff, and re-open the Tourist Information Centre in the heart of the town to be both larger and easier to access than at present. Develop wifi network to ensure visitors have full and fast access to all visitor information, including navigation, for their visit.

More of all of them. Some way to stop people cycling on the pavement and the wrong way down one-way streets.

get rid of buses on st andrews st next to the arc more pedestrian only areas - whole of town centre, parts of st johns street

Limits to loading and unloading in st Andrews street. Buses are often delayed because of cars and lorries blocking the street. Cyclists made more aware that they are sharing a number of paths with walkers. The speed they go at and their reluctant to let walkers know they are approaching is a potential hazard.

Safer, clearer pedestrian routes. Many cars ignore zebra crossings making it dangerous. Also many walkways don't have crossings

Bury has good cycling lanes in part of the town, but these could be improved upon.

No cycling in town centre. Footpaths.

Not enough cycle lanes, Bus station old and no service there.

No cycling on a pavements!

Manage use of St. Andrews street south better.

Pedestrian and cycle access is curtailed by the abbey gardens being closed at dusk ....Much better signage and designation of cycle routes with in the town would be good or if we completely pedestrianize the town centre do away with road and pavement seperation like in some conotinental towns to increase peoples awareness of eachother.

Clearly and wider cycling/walking routes are essential. There are lots of buses in the town but not all of them provide a regular service to the outlying villages . They do not provide a viable or realistic alternative to the car.

The pavements in Abbeygate St are too narrow - it feels unsafe to use them when the street is opened up to cars. I would prefer Abbeygate St to remain closed to cars.

Massive investment. Prioritise to number one. Think and plan for 10, 30, 50 years in future. See Amsterdam and Copenhagen as examples.

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

Cycling routes into any town are important, but we have a lot of villages that are serviced by Bury that only are accessible by car, so any balances should favour the car owner.

None.

We need a good local bus service

Make Abbeygate Street car/vehicle free except for certain times for businesses in street loading/unloading etc

A supervised and continually manned bus station.

Fully joined up cycle routes which are wide enough for vehicles to pass safely. At the moment some cycle lanes stop suddenly and are too narrow to provide a safe distance between cycles and passing vehicles.

To relieve congestion in town, consider a park and ride service from outside.

Fully staffed bus station.

Manned bus station. Cheaper parking. Clear signage of car parks.

None

More areas to leave bikes.

Provide evening bus services.

Westley/Horringer estate buses need to be restored to good services for those communities if 2 companies run on the same route - times need to be spaced sensible - existing Mulleys and Stephensons buses run often at same times resulting in 1 bus being virtually empty (hospital route)

Any thing which would make life easy not everyone has good mobility

Replace broken and unsteady paving stones

Re-open the bus station welcome and help office. The bus station looks dead & is no help to occasional users. many more buses to help those who don't live in the town centre and to keep cars out. They will be needed when the new houses are built.

Bury St. Edmunds serves as the hub for a network of villages for several miles in all directions. Few have adequate bus services and most are far too far to cycle (even in good weather). Travel by bus or train is fine if you don't expect to carry any goods home, but as the town needs visitors who WILL support the wide range of shops, travel by car is the only practical method and must be duly recognised and catered for. Having said that, workers need to come & go in an easy and efficient manner, so good access by both rail and bus to the town centre is needed. It goes without saying that local bus services MUST be controlled so that proper provision is made for workers, shoppers and casual visitors from all the surrounding villages at all reasonable times of the day / week.

1) More frequent, reliable hopper buses 2) Park & Ride on market days/Bank Holidays 3) Enforce the NO CYCLING ON PAVEMENTS rule

Support the urgent need to improve connections from the rail station into town for pedestrians and cyclists. 'Hopper bus' systems operating around the town for everyone to use and link up from station, hospital, college and bus station. Better information and signage 'Park & Ride' schemes must be considered as a sustainable travel option

I think buses in and out of town are lacking a lot in recent months, for example, living on the Westley Estate, buses have recently stopped running after 14:30pm. For older residents it makes life more difficult as walking to town is a long struggle and taxis are too expensive. I personally feel strongly on this matter as I think all estates need to be accessible into and out of town until at least 6pm when most shops shut.

More cycle park areas

An improvement to the bus services available as this would reduce the need for more parking spaces.

Cycling prioritised and clearer cycle lanes. No parking in cycle lanes. Cycle lanes that are clear to cyclists and pedestrians. Increased cycle lanes that reach key facilities (the cycle lane in Beetons Way ends about 50 metres before it reaches County Upper School which is crazy!).

improved cycle paths much better Bus Service ie WESTLEY ESTATE cannot get to town after 2pm No BUSES on SATURDAYS CANNOT ATTEND SOCIAL ACTIVITIES IN TOWN CENTRE



## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

As I already stated you cannot really encourage all the "green" activities until you pull your head out of the sand and sort the traffic problems that will compound as the town's population increases. As with any healthy body the main arteries of the town must flow easily, that means inner and outer ring roads. They in turn should take the motorist to car parks where he or she can get out and enjoy the walk or Public transport to the center. Bury is not a city, most people need a car for work and leisure and its the cheapest and easiest way to get around---they have little choice---many do not earn a great amount so think hard before you use parking charges to make up your tax revenue short fall!!

More cycle paths and an up keep of existing ones which have faded road signs and never swept  
 Improve cycle routes into and around the centre of town, Newmarket Road, Mildenhall Road, Out Westgate, Eastgate street all need improvements

There should be a bus service for Haverhill people to get to the hospital - their busses are infrequent and don't all go up the hill. they stop at the Spread eagle pub; There are a number of footpaths through parts of the town which are not well known - they could be publicised and/or improved to increase useage

Not just approaches still within Bury but the approach from outside the town is currently, on a whole, uninviting. Visitors drive through housing and industrial estates and if I was a tourist driving past, I would not want to come in because there is no appeal. On French roads, every town has a large sign with an illustration of the most beautiful part of the town. Just something like this or even an appealing slogan (e.g. Shrine of a King, THE Jewel in the Crown of Suffolk) would greatly improve the attractiveness of the routes into town, making it far more appealing for everyone. Cycle paths (or lack of) are a huge problem in Bury. It isn't good enough and there should be safe roads for everyone.

Cycling lanes that cyclists use.

Better cycle paths so that full cycle safety routes are available throughout

More cycle routes and places to lock up bikes.

Offer a more frequent bus service- an hourly bus service from moreton hall is not practical for a large community

More cycle paths

More defined and exclusive cycle lanes. For example cycle lanes that are distinct from roads, so safe from vehicles.

When walking from the train station to st Johns street for example, there are always cars parked on the pavement which make it impossible to walk on the pavement and force you to go into the road near the old cannon brewery. Granted it is not the busiest of roads, but with a pushchair or wheelchair this is a real nuisance. Not really the owe ears fault as there is s lack of space for cars for the residents but perhap something that can be looked at?

Pedestrianised town centre

Cycle priority bus lanes

Shuttle bus to train station

Park & Ride

It's difficult to park all day when you work in the town centre

More bike racks

Stopping buses and taxis using the link between the arc and the old town this should be totally traffic free the buses should use the bus station, and taxis should stay in a taxi rank. Also on market days especially there should be no through way from higher baxter street across hatter street and lower baxter street to angel lane.

Multi-story car parks and a Park and Ride facility like Norwich, Ipswich and Cambridge

More areas for locking up bicycles and more cycle routes

Pedestrianising more spaces, less cars, more accessible and reasonable prices for public transport.  
 Cycling incentives.

Bus transport in Bury St. Edmunds has a large amount of unused potential Too many residents and probably all visitors it must be a mystery as to which buses go where and when. Around Butts corner there we have a dozen bus stops and no signage! It is too easy to get in the car and too difficult to understand the bus services.

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

Better cycle paths Repave as most is in bad conditions especially for disabled people Have cheaper and more regular public transport

Keep the footpaths clean and level. Keep the cars OFF the footpaths as in Guildhall Street.

More cycle routes into the town. cheaper car parking for people who work within the centre of town.

Cycling is an expensive provision for a minority use group. So remove all cycle ways / paths and improve / repair footways.

-Announce, with immediate effect, any cars parked in cycle lanes (see Farnham Road for example) will be ticketed. -Provide pedestrian crossings on the A 1302/ Station Hill interchange. -Remove all vehicular access on St. Andrews street, including (often speed inappropriate) Buses.

-Announce, with immediate effect, any cars parked in cycle lanes (see Farnham Road for example) will be ticketed. -Provide pedestrian crossings on the A 1302/ Station Hill interchange. -Remove all vehicular access on St. Andrews street, including (often speed inappropriate) Buses.

Viable park and ride Improved bus links to villages

More local buses, hourly services to Morton Hall not enough.

information at bus stops,

Reinstate local bus routes for all areas and not just daytime - now we have a vibrant nightlife e.g. Apex, cinemas and theatre - folk need to be able to get there and home again!

More frequent buses. More cycle lanes.

Not a great deal can really be done, to benefit any of the above mentioned just keep cars, in the car parks, not going through town streets.

more pedestrianised areas.

Many people are now left without a convenient bus service and yet have been encouraged not to use their cars.

No cycling on pavements.

Anything which discourages local people from using their cars e.g. cycle ways, park and ride. This would have the benefit of less pollution.

More cycle lanes (i.e. from butts, Cullum road, Hospital footpath route which is used regularly by Hospital workers. More cycle parking.

Cyclists should be encouraged to use cycle tracks / path rather than the road for safety reasons, why pay for cycle tracks / path that are not extensively used or ignored. Make the whole of the butter market a pedestrian zone at all times.

\* There should be better links between available public transport and cycling or walking routes into town. \* cycle routes should be consistent and continuous routes that encourage use and provide confidence to cyclists \* The masterplan should enable the achievement of Aspiration 2 for homes and communities as set out in Bury St Edmunds Vision 2031. . ,

More cycling, walking and buses. Total priority over cars. ' .

Enhance these but until we have a permanent, affordable Park and Ride do not make these changes to the detriment of car users.

Cycle routes through town centre would be useful.

More secure sites for parking bikes

No cycling on pavements. No skateboards etc. on pavements, they are too dangerous especially where elderly and disabled people and infants are weakened. Safe places to leave cycles. Buses all from a central station. Pavements free of 'A' boards.

More frequent bus service.

more frequent, local buses and also a bus running later back from Cambridge. tourists would then use Bury more as a centre to visit other places

Answering the above questions I believe our gateways are already welcoming. Your question 15 is ambiguous - what does 'improving' mean? If you mean widening the roads yes. If you simply mean improving it aesthetically, of course we want to, but only if the budget doesn't take away from other important areas. Q16 I don't understand why you haven't asked if residents want more parking - my answer is YES YES YES!!!!

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

The route into town between the train station and the town centre should not be focussed on to such an extent as to neglect the other main routes into town, such as the Eastgate street area. This is in dire need of 'sprucing up' and modernising as it is a main route for many residents that cycle and walk into town from the local estates. At night time, this area has become particularly unwelcoming due to undesirable activities of some more temporary residents. This should be addressed as I believe it puts people off walking/cycling along the road and they preferentially use cars instead.

Cycle links are currently poor, and where provided are piecemeal. The main arterial routes into the centre should have good cycle lanes linking to the main residential developments. This could also be linked to a park and ride site so that people could cycle/walk if they wish. The project team should study the facilities Cambridge are providing. Although Cambridge is a lot larger, the principles still apply.

Pavements to be maintained and improved. More cycle routes. (clearly defined).

You don't provide the space to comment on PARKING. The ongoing argument for pay-as-you-exit parking is as strong as ever, not forcing people to leave when they otherwise might want to stay longer than they originally thought. This would of course benefit the town centre businesses.

Park and ride provisions, shoppers tend to have too far to walk from where they park their cars.

Enhance Ipswich Street and direct rail passengers there and along St Johns Street to town centre. From bus station and car park, point travellers to sergeants walk and St Johns Street. Enhance the bus station.

-Concentration on pleasant walking routes, and dedicated cycling routes.

Separate cycling paths that are not in the road. Cut buses from the link between old town and arc. Better pedestrian crossings in better locations (definitely not like the one in Fornham Road behind tescos which is a death trap).

Smaller - more frequent - people carriers

Smaller - more frequent - people carriers

Better cycle lanes and more pedestrian crossings.

Parking near the station!!!

Don't create any more cycle routes that simply disappear halfway along a road. If there is no room for a cycle lane to go the entire length of a road, don't make one!

I would like to see cycle paths that don't disappear into the ether.

the cycle paths around the town centre to be updated & a bus station with manned staff again

Remove all bus traffic and taxi traffic from St Andrews street North. It's a miracle that there has not been a pedestrian fatality here

Walking seems to have been ignored along parkway - needs footpaths sort out junction to Risbygate and St. Andrews street. Provide lots of cycle parking. Bury is already a good place to cycle, e.g. should use of footpaths Moreton hall Cycle-paths - Keep it up.

cycle paths - most of these are "only partial and there are dangerous places where cyclists lack any reserve space (e.g. roundabouts). Cycle routes to be re-examined when re-developing and designing new build. Bus services need better planning (I know that we are largely in the hands of private companies) so that bus routes and timetables complement each other, rather than putting on competing buses along similar routes at roughly the same time.

Cycle lanes improved.... Some are rather hit & miss! Bring back a modern BUS STATION! The situation regarding the 'closed' bus station is ridiculous for our beautiful town!

Out of town parking with good public transport links ie park and ride

More priority given to these rather than the car.

A staffed office at the bus station.

Cycle routes across town as well as into town, for instance from Moreton Hall to West Suffolk College.

Out of town parking with park and ride facilities.

Better signposting of routes, maybe better segregation of pedestrian/cycle routes. Careful consideration of accessibility for those with mobility impairments and people with children in pushchairs.

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

More clearly defined pedestrian areas.

More cycle parking.

more safe cycle routes!!!free parking!!!

More attractive walking routes from the Arc to the historic town. Cleaning up of areas such as the route between the Buttermarket and the Cornhill shopping centre and the route from the Buttermarket to StJohn's Street.

More covered places to securely park push bikes. Safe footpaths/cycle paths into town on all access routes from the villages on the outskirts of town( like the one from thurston.

Cycle lanes are very disjointed and with the narrower roads cyclists can be very dangerous, don't use lights or one way streets and it can be the car driver who is accused...

The buses from the western side need a very big improvement especially but possibly longer hours with buses especially in the winter months when its darker. Also a service provided when its late night shopping in December

Think this is being addressed but better access from the rail and bus stations into town. St Andrews Street (bus station end) needs to be improved visually by adding some trees and planting.

Safer cycle routes in and out of town and more bike stands around town

Cycling/walking will be encouraged by discouraging cars in the Town Centre. Most parking should be outside the grid (with the shuttle bus mentioned above) Any parking over an hour should be very expensive. More streets should be completely car free

Smaller more frequent buses provided by ONE bus company as in London.

the bus station is a disgrace to the town and the shelters need a thorough clean. to see debris and plants growing in the gutters of the shelters do not give a good first impression of the town. Also closing the information desk was a big mistake.

Make cycling and walking more pleasant and safer by cutting speeds to 20mph much more widely, pedestrianizing more roads and planting more trees

re route buses to avoid them using the road between the arc and the town centre

more buses to go from asda to howard est and mildenhall est the other way back.

Rethink the one way system & have more restrictions. The streets are narrow and cars often try to squeeze past cyclists eg Churchgate & Guildhall. Pedestrians need to be given more room with wider pavements

more cycle parking on angel hill reopen the bus station. it's important to have somewhere dry and out of the wind while waiting for a bus. Also need the loos there.

more cycle paths and a hopper bus

improved bus stops with bus timetables and shelter - not put in the town centre. They should also be more frequent and later in the evening to improve access for evening events

Proper cycle paths, some are far too narrow and not continuous. Some parts of town not very well served by the buses

Ban cycling on footpaths provide cycle tracks where possible.

Buses must become cleaner, they stifle the town centre. Taxis should be encouraged to become petrol/ electric.

Adequate spaces: cycle lanes open without citizens using footpaths. Buses into and from organised with regular access to all estates (currently haphazard, if available at all) Buses fit for purpose: (not double deckers which cannot be accessed by the elderly).

Clear guides to walking roads when closed to traffic. Safer pavements (no skateboards/ roller skating in some areas (especially in shops).

Delineated signage which is accessible. Braille, easy reading for autistic and disabled.

Car parks for older people.

Better maintained and greater number of cycle paths, particular of- street cycle paths that are more suitable for trailers carrying children and tagalongs.

## Phase 1

**What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?**

Clear info about bus routes/ times/ stops etc. Collaborative service from all companies to avoid unnecessary duplication .

Cycle routes within town centre could be improved.

Huge improvements. Buses to be deeper or free in town centre, park and rides. Cycle lanes fully committed to (they currently end just as traffic is worse and roads narrow) Cycles routes should be outside of parking bays.

Better signage and delineation for cycle routes.

Cycle route. More buses into and out of Bury from surrounding areas.

As above. Planned cycle routes round town, get that are promoted and advertised. Perhaps use the bus station as a T.I.C. People coming into town by public transport either come in by train or bus. They have no idea where things are and asking the library for information it's not user friendly and the Apex certainly isn't user friendly .

More cycle routes.

Better safer routes for walkers and cyclists, more local buses and stops across town, cheaper for say 2 stops

wherever possible cycle paths - so cyclists don't use the pavements to avoid traffic

Living in Morton hall we are well served with, cycle pathway, all area's of the town should have same service. I do not have to travel on any roads to get to town. Its great, good lighting is also very important.

More buses more frequently with two way routes not circular as you go all round the houses before getting to your destination . Cycle paths that join up - some stop and you have to get off your bike to remain safe especially with children.

so cyclists don't have to ride on pavements .

penalties for cars parking where not appropriate should be enforced

more clearly defined bus stops improved (or simplified) bus timetables (very confusing) less cycling lanes but wider paths

better lighting (street) later buses

Much more pedestrian only areas, probably Buttermarket, Abbeygate street, link between Arc and town. Safe cycle lanes everywhere (currently lanes just end where roads are narrow so are very unsafe - e.g. Mayrewater lane). Good park and ride and local buses.

no cycling on pavements.

Promote them.

Safe pavements. Pedestrians should not have to share pavements with both cyclists and parked vehicles, need clear pavements sufficient for baby buggies and mobility scooters.

Better walk/bike ways in, to and around town more buses and later buses from nd to bury.

More of these

None

Cyclists should take greater care of walkers when using joint pavements . Urgently needed is to have an information desk as the bus station. Travellers are unable to plan routes and times of buses and connections and use cars.

Safer crossing for pedestrians between the Arc and town centre. Some children just run across the road from one section to another not realising there is actually a road inbetween the two. We have to dodge between huge delivery lorries and buses. People should go to the bus station for a bus, not clog up the pavements outside palmers, home store and the back of Boots, sometimes, there are so many people waiting for buses you can't see traffic coming along the road.

Reduced caring and space generally allocated to vehicles in the town centre. Cycle paths through the town centre, not just to edges. Enhance the bus station.

Cycle lanes. Most public transport is concentrated to the west - need bus approaches to the centre from the east.

Too many cyclist cycling on footpaths we need **Page 281** lanes or proper shared cycle/ pedestrian facilities.

### What changes, if any, would you like to see in relation to cycling, walking, and use of buses within the town centre?

A better bus service is required as many have been cut out.

More cycle routes that are policed.

More frequent and reliable local bus service.

pedestrianize completely st Andrews st at the ? of the arc convert part of the arc car park for buses

The medieval grid should ne kept as a pedestrian zone. Cycling and vehicles should be allocated to the ...

Make better safe cycle routes. Keep bikes off the pavement. Fine vehicles parking on pavement - especially in narrow streets. More free hopper buses to encourage people to leave cars at home.

More frequent bus services from outskirts of town centre, e.g. Moreton hall, into centre; an hourly service is not sifficent. Use of smaller vehicles, e.g. minibus style, for public transport .

We need park and ride facilities

Information about buses needs improvement.

None. (see above)

No change to walking or Buses. Roads totally unsuitable for cycling!

The St. Edmund way long distance footpath is not promoted enough. It is unfamiliar to those in the Tourist Information office, which is poorly run. The St. Andrews St north bus station should be utilised more than the Arc/ Boots are. Signage is poor throughout the town, particularly walking routes. How about a "petit train" shuttling around key sites? How about a self guided town trail promoted by Tourist Information?

?

The bus station is currently a shambles for visitors to the town and the bus services need organising and improving. Cycle routes need updating .

More awareness and tolerance and a cycle path to serve villages on the west of Bury - Farnham, Culford, Risby, Barrow, Horringer - even Sicklesmere - have no safe cycle route to the outskirts of town. Yet Moreton Hall, Gt Barton and Thurston have numerous fantastic facilities.

All need enhancing with accompanying campaign to encourage less dependence and use of motor vehicles.

All need enhancing with accompanying campaign to encourage less dependence and use of motor vehicles.

Improve "Dead end" cycle paths e.g. in out Risbygate and allow opposing direction on one way systems.

Cycling - dedicated - properly marked cycle paths - review use of bike racks and increase the number of places where they are used the most. -ongoing maintenance of cycle path and parking - no routes to go on and off the pavement/ road. Walking - walk way to be clear for pedestrian (dropped kerbs are already sufficient) or Implement a 'home zone' type system which would slow everyone down.

Cycle paths on main roads.

More bus links. Direct hop on bus from train station to town centre.

### Encouraging vibrant, well-designed streets and spaces

**In providing vibrant, well-designed streets and spaces, it will be necessary to reinforce the role, function and character of streets and spaces within the town centre.**

**Do you agree with this statement?**



## Phase 1

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

### Please think about:

- **pedestrianised and part-pedestrianised areas (such as Angel Hill and Abbeygate Street)**
- **outside facilities, such as cafe seating and open air social spaces**
- **paving**
- **lighting**
- **signs**
- **litter bins**
- **places to sit**
- **trees and bushes, planters and flower beds**

conveyor belts along every street so you can rest your shopping on them while you walk round!

St Andrew Street North is looking run down especially near the bus station Places to sit and open air social spaces

removing parking spaces on butter market to increase the width of pavement, potentially allowing cafes to have outside seating. covering up the signs and windows of unused shop or using them as displays for town information

More litter bins, which are emptied frequently. Improvement of seating areas - they need cleaning and brightening up.

Pedestrianise the area being the arc and extend the market to this area. Move the taxi rank to Kings Road.

Places to sit/ paving improvements/ outside facilities cafe society

Better lighting/access from the old town centre to the new

Cars and anti-social behaviour in the market square don't encourage visitors in the evenings, etc. I think there are only about 3-4 trees around the market square, hardly makes it an attractive area to hang out/visit.

Remove A boards from ALL areas/Make these illegal. They are a danger to pedestrians particularly blind and other disabled people. Ensure that seating areas outside restaurants are properly managed - several appear to be taking up significant areas of paved area formerly used by pedestrians, prior to the buildings having a change of use e.g. From bank to restaurants. Do the restaurants own these outdoor areas?

More cafes allowed to put seating outside. More food and refreshment facilities/street food on or around the Abbey gardens. More benches to sit on around the pedestrian areas.

Flower beds etc always make a huge difference to town centres, and ours especially. We live in a great climate for it, so it could be enhanced. There is not really anywhere to sit between Croasdales and Angel Hill -tpis could be helped, in side streets, or cafes. The paving should not be changed if its historic - it makes Bury, Bury. Lighting on the walk between Bury and Moreton Hall over the A14 could be improved - in Winter its too dodgy to use alone. Outside facilities could be enhanced.

It's not bad as it is. Abbeygate could do with a bit of a tidy.

The traverse and abbeygate street do sometimes have out door seating (Harriet's, mings) Places to sit is good, these areas that there ar the moment don't look inviting!! Trees and bushes certainly provide a pecaseful and calm vibe.

Deliveries night times and early mornings only. Better parking control. Make all of Cornhill and buttermarket pedestrianised with seating and local food vendors with seating

I think the part pedestrianised area of Angel Hill and Abnegate street works well. I'd personally consider a full pedestrianised Market Square. For me there is minimal parking in that area and losing it would have minimal impact. I think that area could be transformed and become the central point in town. That is the most central area of the town centre and all the other areas of town can be easily accessed from here - The Arc, Abbeygate,Street Area Cornhill Exchange, St John's street.

Pedestrianisation and renovation of this area could make this the central feature of the town centre and re-address the balance away from the Arc. In turn I think this would help shops in this area but also the likes of St John's street and Cornhil Exchange

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

### Please think about:

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- outside facilities, such as cafe seating and open air social spaces
- paving
- lighting
- signs
- litter bins
- places to sit
- trees and bushes, planters and flower beds

Angel Hill should become a public open square rather than a car park. Lots of lighting - keep on all night.

We need a few more cafes dotted around where you can actually sit outside and enjoy a nice drink in the summer. The paving all needs to be level because they start to rise and it becomes a health problem. The lighting is ok.. I'm not too keen on the lights that are in the group outside Poundland and Icandy. We need better signs that attract people to our town. We need bigger litter bins. These bins get to full too quickly. More places to sit would be an ideal suggestion, other than the cold stone walls underneath the trees. I don't think we need anymore trees. A few flower beds or some colourful flowers would be nice to brighten the town up.

Much more pedestrianisation! I would like to see cars located away from Cannon Street, the Guildhall, Chequers Sq, Buttermarket and Angel Hill. Shared surfaces - get rid of kerbs to provide level access across town centre. More benches, public sculptures/artwork.

More litter bins, emptied more frequently.

More public seating. Less shared space i.e. either pedestrianized or not at all.

No more pedestrianised areas!!! These have contributed to the traffic issues in the town, no more crossings very close to corners of roads, these are dangerous!!!

More pedestrian streets. Places to sit. Flower beds, trees. Info stands about the history.

More litter bins are to be encouraged. Outside cafe seating in the summer gives a more continental vibe where pedestrian access is not compromised. Some trees in St Andrews Street between Arc and Cornhill area would help break up the starkness and bring greenery to that area if possible. More planters would improve the outlook in all areas, if they were regularly maintained.

More Trees, plants, flower beds in small areas such as St Andrews Street (North and South). No more pedestrianised or part-pedestrianised areas. No more disabled parking as there is already too much and they seem to park wherever they wish.

Pavements could do with repair so that there are not as uneven as they currently are. Better signage to place around the town, including historical locations which are upon the historic trail, but not signposted, i.e. the United Reformed Church in Whiting Street.

rather than take street furniture away like the seating which the homeless and the street drinkers use, why not tackle the cause of the problem with sustainable solutions. this will take time to achieve but will be worth the pain in the long term..

Places to sit. More bins. Flower beds

I think there should be more lighting and also nice places to sit within the town

Less annoying A-Frames tripping us up. More seating in town centre and Arc. The narrow alleys between old town and Arc are ridiculous, such a shame the building (now Mountain Warehouse) was not demolished to make a lovely open link. Get some seats strategically placed along the cycle routes into town. For example my elderly Mum won't walk in (from Moreton Hall), as she says she'd need to stop for 5 mins on the way to catch her breath... and having pushed a heavily laden double buggy home from town a hundred times, I know what she means! Just a handful of benches would make a huge difference.

All of the above would make the town more attractive to the visitor.. make the town a nicer place to live and be proud of... Reduce crime by being well thought out with better lighting..



## Phase 1

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

### Please think about:

- pedestrianised and part-pedestrianised areas (such as Angel Hill and Abbeygate Street)
- outside facilities, such as cafe seating and open air social spaces
- paving
- lighting
- signs
- litter bins
- places to sit
- trees and bushes, planters and flower beds

Do we actually need any access to main town centre for cars - buttermarket, cornhill etc - people only drive around there for convenience and to save a bit of walking to shops - if there were no parked or moving cars in that area would give bigger scope for social spaces - shops would have to alter deliveries to outside working hours

We need more places to sit, planters on cornhill and more public toilets in the cornhill area too more flowers etc in the town centre around the seating areas (near Thorntons)

I would like to see Angel Hill free from parked cars and use this as an open space for perhaps the sale of local produce, more cafes and a general place to entertain. Our signs are fairly poor, St Johns Street in particular. we need additional toilet facilities in the town, not just the arc. Better looking litter bins, pavements that are maintained not left as they are at present. Additional benches for people to rest.

Interesting surfaces such as cobbles (so long as they are properly maintained), maintain the Bury St Edmunds reputation as a floral town.

Pedestrianise town centre ARC to Angel Hill. More places to sit, more public toilets, more planting. Too many coffee shops, not enough independent retailers.

Focal points including real trees, open spaces, seats, bins. Central market area should be pedestrianised at all times with attractive brick patterns. Outside seating outside cafes and bars would be great.

paving.litter bins.

Better paving - everything is looking tired and some radical rethinking is needed to make Bury a European Town Better lighting of buildings to overcome the need to flooding spaces with light from high poles Integrated green spaces PEDESTRIANISE ANGEL HILL

Car park in Angel should be removed.. One of the most beautiful locations in Bury used as a car park. That's madness! This would make Angel Hill more alive during the summer period. There should be more places available for outdoor seating.. Also, what is the point of having big open (not even underground) car parks just in the middle of the town centre... park and ride should be encouraged in combination with public transport, cycling and walking..

More litter bins, trees and plants, where possible, better roads as we have to many pot holes, which is ridiculous.

I do not think Angel Hill should be pedestrianised. More places to sit throughout town would be good.

More could be done to improve the look of Risbygate Street and St Andrews Street (north and south) both roads have grimey buildings nothing pleasant to look at, the whole area needs sprucing up!

Reduce the A boards around the town and actually do something about all the people parking illegally in St Johns Street before there is an accident! Prettier flowerbeds and attention to detail. Help the homeless dont just tell them where they cant sit.

Pedestrianised town centre and improved pathway, removal of A boards and more litter bins. Too many obstacles give partially sited people problems.

Introduce more outdoor eating spaces.

Better maintained paths and stronger lighting. More places for the public to sit and better access to public toilets. The public toilets are in either end of town but nothing is located in the 'old town centre'.

## Phase 1

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

### Please think about:

- pedestrianised and part-pedestrianised areas (such as Angel Hill and Abbeygate Street)
- outside facilities, such as cafe seating and open air social spaces
- paving
- lighting
- signs
- litter bins
- places to sit
- trees and bushes, planters and flower beds

The one way systems can be a nightmare trying to navigate across town, especially for visitors. Over the years many streets in the central grid have been closed to traffic or made one way, another thing that puts me off 'popping' into town. It steers people to the supermarkets to do all their shopping in one place as well as park for free.

We have attractive streets leave them alone!

We need all the loose paving are good too many falls as the paving is lifting in many places just look beside the post box outside 1 Chancellery Mess and the whole area there

I feel as though there should be more flowers everywhere. If bury st Edmunds is indeed a floral town, we are lacking very much.

as i said before, remove all unnecessary signs, usually which are relating to OurBuryStEdmunds, which have absolutely no relevance to the residents or visitors, they lower the tone massively and look tacky. Definitely more vegetation and places to sit.. We have an ageing population, and mobility for many is restricted or difficult.

Outside facilities to support night time economy and reduce fear of crime Homeless night shelter beds Less signs, not more

Most of the above are well provided for in Bury St Edmunds

All of the above plus make it more disabled assist facilities and

Pedestrianise the whole of the town centre to improve safety of shoppers. Increase terrasse space for shops and cafes. Plant more trees (not fake metal ones) and make Bury a beautiful town to visit.

Less on street parking, some roads are a death trap, trying to weave in and out of parked cars.

Completely pedestrianise Angel Hill. More sitting areas near the shopping are - for elderly and inform people to rest.

Lighting. Seating. Toilets

maintain and enhance all of the above

All of the above are importa'rlt. I struggle to visit cafes with my twins as there isn't space for a double buggy and sometimes I cannot fit through the door. I imagine disabled visitors have similar problems with wheelchair access. It is also difficult to negotiate pavements when town is busy, so more pedestrianised spaces would help.

More flower beds around town more seating and more public toilets.

Market Square should be pedestrianised and have outdoor seating. This would encourage a more family friendly and European feel, particularly of an evening. The only benches available currently face parked cars. Apart from the Abbey Gardens, there is a woeful lack of greenery in the centre - the arc in particular looks like a concrete hellhole and would benefit from some trees or patches of green.

The road outside of he grapes pub is dangerous if your trying to cross the road, there is no zebra crossings etc to safely cross. Lots more seating, including non smoking.

Outdoor gym, more green areas with plants etc, more benches

A lot of public money has and is already spent on sculptures, iron gates, flower beds in Bury St Edmund. Bury is a beautiful town already, it would be nice to see the money spent on services supporting the more vulnerable people in our town.

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

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- litter bins
- places to sit
- trees and bushes, planters and flower beds

Perhaps have a procedure like Abbeygate St where the town centre is closed to traffic during the day. More litter bins in and around the town (e.g, along the main footfall areas from the bus and train stations) Better streetlighting and signage

Attractive lighting „more seating

Outdoor seating, cafe seating, open air social spaces

Places to sit and a 'green environment' are to be encouraged. Not sure about road surfaces as a recent visit to Huddersfield with reinstated cobbled streets was very difficult to drive and walk on and would not encourage us to return.

There needs to be more signage from the car parks. If you don't know the town at all, you have no idea which way to walk. Plenty of people have stopped me to ask which way to the town centre and market square. The road between the arc and the market square is downright dangerous. It need much clearer signage to tell you that there are vehicles coming. It should also be that pedestrians have priority. Plenty of people are trying to cross the road and cars or buses will speed through. Ideally, traffic would be banned from that road at busy times.

Better signage for streets, maybe defining areas of the town, Produce a Visitors Map with a Retail, Food, Culture, History, etc focus on Independants and list businesses on the map.

Pedestrianisation of St Andrews St South with planting and landscaping Paving - in desperate need of repair in some areas. More general planting anywhere and everywhere!

More litter bins around centre they are very few & far between. R

trees and bushes, planter and flower beds, pedestrian areas

More trees

A play fountain area

Clearer signs in heavily pedestrianised areas like Abbeygate street to warn people of traffic coming from Baxter St etc. More green spaces! The abbey gardens are lovely but there should be some green space near arc/apex. Would be much nicer than large concrete emptiness with cars in. More benches around town. Flowers in town are always lovely, but needs more trees. The walkways between arc and main town are disgusting. Dark, dreary, concrete and filthy. Maybe better lighting and paving? Also clear area for pedestrians to cross over St. Andrews street behind the apex. Zebra crossing near bus stop perhaps? Public toilets somewhere between the arc and the abbey gardens? There's a whole empty cornhill walk rotting away...

Lots of the things listed above are already good. Outside cafe space could be improved.

Clean and tidy areas.

Consider permanently closing Abbeygate Street down the hill towards Angel Hill (except the cross points for Higher and Lower Baxter Streets) and put seating and foliage in these areas. Pedestrianise St Andrews Street between the Arc and the Old Town Centre entirely and generally improve the aesthetics of this area.

Move on those drinking, smoking, using inappropriate language etc sitting outside Poundland, Thornton, trees by Moyses hall. More outside seating in Arc. Not everyone wants to pay for coffee in Apex/costa/etc to sit outside Additional seating on Angel Hill

More benches would be good and the cobbled paving needs replacing on the Traverse beside Haart estate agents where the taxi's queue.more public toilets and baby change required.

## **What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?**

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- **litter bins**
- **places to sit**
- **trees and bushes, planters and flower beds**

More rubbish clean up and more frequent emptying of public bin's, especially on market days. More public toilets-clearly mared with signs.

Public toilets, seating

some of the storefronts in the old town centre look really dated and have flaking paint, etc. These businesses should be responsible for decent upkeep of their store fronts. More information plaques, etc - also I would love to see no smoking in the town centre and designated smoking areas

more plants and bushes, more places to sit (where you don't have to buy anything to be able to sit down), the town is poorly signposted work to do on this,

All of the above

More semi-permanent pedestrianised areas. On market days the centre is a pleasant and attractive place to be. The rest of the week it is just a glorified car park with cars constantly driving round to find a parking place making it difficult for pedestrians to cross. Perhaps more of this area could be paved with some provision for disabled drivers.

All of the above!

As mentioned, safe pavements. Due to heavy lorries using The Travers for deliveries to Wetherspoons, the block paving is constantly in need of repair. I like to sit outside, but I think there are too many chairs and tables outside, some cafes are just on a narrow pavement. I would like to have more colour in the arc. More planters and maybe even more seating on Chequer square.

Paving

The town centre pavements require an overhaul - there are too many cracked, loose and uneven paving slabs.

We need to maximise all of the above it would be lovely to be able to imagine the centre of bury as a lovely Italian style piazza but sadly it isn't, but none the less if it is safe well lit and pleasant to be in then more families will come in, and spend money in the shops bars and restaurants. The side return by the nutshell should be pedestrianised, no more cabs around there it is a lovely space and could serve well as an area for people to sit in during the day.

more green space to sit in within the town, that opens later then the abbey gardens better street lighting on the routes from town centre to the hospital more cctv that works

Tayfen Road area. Remove the car sales and garages. Build houses at the bottom of St. John's st at the back of Peckham st. Intersperse with trees and grass. Children's play area in Tayfen Road area. Plant more trees in St Andrews st Nirth and adjoining sits. More trees and shrubs in wilkinsons car park area. Seating at top of car park near back of wilkinsons. More shops in St Andrews st north. Outside seating in Butter market and Cornhill.

Wheres the money coming from? Who's going to fund these ideas?

Accessing the city as a pedestrian from the west is a poor experience - entering via Kings road or the A 1302 feels very treacherous. a simple pedestrian crossing would help. As others have said, going from the Arc into town is poor - St Andrews street is very ugly and the two alley ways to access the main town are tiny and ugly. The area in front of the Abby gardens would be better with trees not flower beds. Crossing the road in this area is also uncertain - is it a pedestrian crossing or not?! Abbey gate street needs to be pedestrianised at all times, not just in the day. more trees, more pedestrian areas, street cafes, cycle routes being promoted, more frequent train!

## Phase 1

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Outside seating and using open spaces better. The area between Sports Direct and thorntons is a total eye-sore and could have been used to create a more cafe culture area. More trees and plants around the arc as it is very austere.

Outside facilities, places to sit, signs, tress etc

Keep cars out of the town centre. Park them underground. The other improvements listed above can then follow on.

there are not enough seating in the whole of bury and we need more litter bins

more seats and tiolets

My earlier comment re Burttermarket/Cornhill

Litter bins.

All of the above

I love the variety & amount of planting around town! Some of the older trees could do with a trim to keep them safe, though. More litter & dog-poo bins needed on well-used streets/ paths (eg the alleyway between Newmarket Rd & the Leisure Centre, which has no bins & is always littered because of this). If there were places for people to throw away their rubbish they would not litter!

Would agree about the suggested pedestrianised areas. Improved consistent paving. All other points here are valid.

Litter bins, the more the better. More hanging baskets.

No cars in the main square, on foot only.

A better improved road network design!

Paving such as slabs, block paving or natural stone has a place, however it does introduce uneven surfaces, especially the granite setts. These types of paving have a greater risk of tripping hazards developing. Especially where vehicles use the area such as St Andrews street where buses and deliveries constantly damage kerbs and paving, and the market area where traders vehicles damage paved areas. I personally enjoy having outdoor seating for cafes and bars around the town and more of this could be beneficial if its well managed.

Pedestrained ST Andrews St Sth, Abbeygate St and Buttermarket, this will enable and encourage outside facilities. Sort the dodgy paving that already exists it is a health hazard. More benches would enhance the attraction for sure

More pedestrian only streets, with outside seating for cafes on them would generate a bustling environment and enable smaller business to thrive in the old town centre. Shuttle busses would still make access to the town centre easy.

All of the above plus the cornhill pedestrianised

Rejuvenating empty spaces

Definitely more places to sit in the town centre. Pedestrianising Angel Hill, Abbeygate St and the market square far more often so cafes and restaurants can utilise their outdoor spaces more frequently and people can enjoy them without cars driving past.

More planters and flower beds, communal gardens, open air social spaces

Places to sit open air social spaces

## **What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?**

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- **litter bins**
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- **trees and bushes, planters and flower beds**

Increased pedestrianisation of town centre - Cornhill, Abbeygate Street, St Andrews Street and Angel Hill. Increase in seating areas or open air social spaces

More pedestrianisation would be good but with consideration for cyclists to both encourage cycling but also to keep fast cyclists separate from pedestrians. More recycling bins. Measures to deal with chewing gum which is a serious blight in Bury. Some cities have had good results with gum receptacles labelled with two options that you vote on by placing gum in the appropriate hole.

Pedestrianisation is not the answer. Current paving is cracked and uneven. street lighting poor in some streets, signing could be better Need more places to sit and more planters ,flowers trees etc. Public realm art a farce and waste of public money. Cafe seating about right. Probably too many pubs, cafes and restaurants in the town question whether more are needed.

Abbeygate Street to be pedestrianised at all times Current pedestrianised areas (Traverse and St Andrews Street South) to be more clearly defined/enforced

All the above are very relevant but are all marred by vehicles which should be limited wherever possible.

As I mentioned previously the pedestrianising of Centre. This would also create more places for seating... Paving NEEDS to be sorted.

I would love to see part of the Arc have some covering. Almost make it an indoors shopping area to encourage people to continue shopping even in wet weather. This would also be great for the cafe culture too. Larger seating areas in the centre of the Arc too please, instead of using it as a car sales forecourt!

Pedestrianise Angel Hill. Control outside cafe seating. Harmonious street furniture in keeping with our town

Public toilets, cafe seating and planters

Definitely pedestrianise Angel Hill and Abbeygate Street, but ensure that if Angel Hill is pedestrianised alternative routes are provided to reduce the impact on the flow of traffic. Wheel chair friendly paving which will also help older people as well. Enforce dog fouling laws.-...It is a problem but no one reports it because there is no chance of anyone being prosecuted. Provide adequate bins. Where have the bins and dog bins gone between the Shire Hall car park up towards the bridge to Moreton Hall, particularly near No Man's Meadow. There are no bins there now so dog waste has increased. Bury in Bloom has made Bury a beautiful place to visit in the summer, so yes please to more planters and planting. More benches would also be great.

Improve paving. STOP PROLIFERATION OF "A" BOARDS.

More Pedestrianised routes, better lighting, more places to sit and more trees, bushes and flower beds to improve attractiveness.

More places to sit would be nice. Green spaces, trees and plants would be a positive addition

Outside facilities especially for the summer. Paving improvements as there are so many hazards in the town. More parking facilities. I would like to see the Abbey Gardens used more for events. Why not start a New Years Eve event? - fireworks, live music, food, rides, etc.

Pedestrianise Cornhill and the Buttermarket plus St Andrews Street South between Woolhall Street and Risbygate Street.

greater pedestrianisation

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The paved area outside of Sports direct should be enhanced to make it an attractive plaza for people to visit, sit within and be entertained by performers. Redirect the market stallholders who are there on Wednesdays and Saturdays so this part of town can be a major attraction and appositive part of the town rather than what it is now. Maybe some sculpture, flowers etc can be placed here to make it a very attractive square, that's is enhanced with appropriate lighting in the evening. Maybe also provide some Wi-Fi access to encourage a range of people to come and visit this part of town.

More places to eat outside in the sunshine in summer it makes it much more welcoming ....

All of the above but including the Buttermarket. Abbeygate St.is a mess. Signs are not a priority though. Service vehicles should be controlled to allow pedestrianisation. Parking enforcement should be improved. Litter control could be better.

More pedestrian areas, general seating, flower tubs etc More public toilets! Create comfortable, clean attractive area's where people are happy to just sit and "watch the world go by". More regular street cleaning.

Trees, flower beds etc. There is a shortage of places to sit in town centre outside.

Social spaces and places to sit

Parking on Angel Hill is important. Being able to drive into the town centre is important. Public loos in the town centre should be a priority.

More trees, greenery, seating and pedestrianised areas

No more blocked paving....it comes loose and people trip/it has to be relaid. Paving to suit disabled and buggies. Benches and seated areas in Arc as not enough for husbands bored waiting outside shops Litter bins and toilets always an issue when talking kids into town

More litter bins are and clearer signage are required. More public toilets especially at the bus station and in the town centre itself. The present facilities are difficult to find and inadequate for the numbers requiring them, especially for disabled people and those with young children.

better signs and lighting, more litter bins. Street art.

I really don't see how pedestrian areas cah be increased: people live centrally and need to park their cars, and delivery vans have to get goods to the shops. Huge lorries should be excluded, (though M&S won't like that), as they ruin the roads and pavements. Talking of which, there are some dreadful surfaces around the town, both roads and pavements. Asphalt should not be used to fill holes in paved roads, and pavements look a great deal better with paving stones than tarmac. I know it costs more, but we are looking to improve the look of our environment. The new-style street lights are a great improvement - continue to replace the horrid orange lights, please. I know litter bins are a target for vandals, but they are essential, and we need more of them.

Street signage such as that in Central London which provide a map of the locality and then a radius indicating a 5 minute walk - for a town centre which is very disjointed this is key to visitor dwell time. The 'You are here' principle really helps with the navigation to key areas of interest. Were these signs designed to keep with the historical theme of Bury then these would also tie in a common handwriting to the town centre.

Toilets - pedestrianised (Abbeygate Street)

## Phase 1

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All of the above. I think that most of the town works well. St Andrews Street is not working. Risbygate Street has great potential for increased retail and leisure use, due to its proximity to the Arc and town centre, but it would require a complete redesign in terms of access as a traffic route. St Johns Street appears to work well. Cars do not stop pedestrians accessing the street, but ensures that the street remains visible and on people's radars.

Places to sit Street signs connecting areas More policing for the night time economy

Improved paving

all of the above

Paving around the Town is in a pretty poor state in many places, this requires improvement. More funds should be allocated to the "Bury in Bloom" organisers to allow them to enhance all areas throughout summer and winter.

More litter bins. More places to publicly sit. More drop curbs for prams and wheelchairs Better use of solar power and renewable energy for street lights etc. Greater emphasis on greenery to soften the town....plant pots...potentially sponsored by companies/groups to increase ownership of 'our town'

Removal of A boards from Abbeygate Street - fine when the barriers are closed, but when the barriers are open, pedestrians are forced onto the road - I often have to make my children step onto the road to get round these annoying and ugly obstructions. Bury St Edmunds is a very attractive town centre and the Council should be praised for making it so attractive. Please keep it up!

ALL town centre area pedestrianised From angel hill to the ARC ,Angel Hill should be a civic and cultural space holding popular events such as 2000,millennium firework display ,more seating Cornhill more seating ,toilet cafes NO cars including Market days St Edmund litter bin with town crest everywhere placed increase in planters trees to promote Bury in Bloom

Q18 is a hard one to answer, I don't really understand what you mean by 'reinforce' ? I'm all in favour of more pedestrian areas wherever these can be introduced without compromising the needs of local businesses and residents. Having found myself in the market on a sunny day with friends and wanting to find a pleasant, public place to sit and have lunch, only Abbey Gardens suggested itself. Not far to walk, but a pity that there is nowhere right in the centre where one could go. So, more seats would be welcome! The on/off traffic access to Abbeygate is a bit confusing - never sure when it's open and when it's closed! When it is closed you still have to be wary of cars crossing it along its length too. It's a pity the whole of the Angel Hill frontage is taken up with parked cars and that you still have traffic between it and the Abbey Gardens. Not sure how this could be improved though as it is a main thoroughfare.

Repaving Cornhill road area to fit with St Andrews St and Abbeygate street would improve the appearance of the market area.

If by 'reinforce the role' in Q18 you mean make more pedestrianised streets, then no! Pavements are for pedestrians and streets allow vehicles to access the town centre. Make the whole town as attractive as possible but welcome people in and don't mess up traffic flow by blocking off streets.

More litter bins and places to sit. Pedestrianized areas of town with a park and ride option to reduce traffic in town

Better signage. Improved spaces and their linkage. Opportunity to appreciate the spaces take away clutter.



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Need more lighting! Footpaths are completely dark in winter. Need light on Hardwick Heath it's dark at 4pm in winter. Staff and patients need to walk across to get to their car or house. Also needs alot more seating on the Heath. There's loads in Abbey Gardens. Proper signs on the Heath too, organised walks signposted like on Moreton Hall and Nowton Park. Display describing the history of Hardwick Heath and house. Display on stops on the walking route. I got lost on there when I first moved here definatly more outside facilities - cafe seating, places to sit

Stop the market on a Saturday. Repair the pavements

BSE does a good job to enhance the beauty of our town. Stricter controls of 'garish' shop facial. Colour schemes adhered to within the medeavil grid.

The brick road in angel hill. far too bumpy. also noticed the 20mph sign has gone. May as well put a zebra crossing into abbey gardens.

Probably all of the above.

Paving in town centre desperately needs improvement, for safety reasons as well as aesthetic. Town centre litter problems need addressing. Part pedestrian areas are confusing (Abbeygate Street). St Andrews Street South is dangerous for pedestrians.

See previous ideas.

All of the above.

I agree with all of the above suggestions and I would also add that some consideration is given to more pedestrianised areas where families can safely walk. And also that St Andrews street north and the bus station are given a re- vamp and that cars are prevented rom using this street as a rat run and race track.

In all honesty Bury is very well catered for in all above aspects. Pedestrianising Angel Hill causes too many problems on one off occasions, let alone if this was a permanent thing. It is rarely busy through there but it is a main trunk route that causes a lot of problems when closed.

The balance between the car and-pedestrian needs to be reassessed in a number of areas including Buttermarket/Cornhill and Angel Hrn with greater consideration given to the needs of the p-edestrian. When Angel Hill was refurbished and the central area was created a key consideration was the need to maintain the existing level of car parking and an area large enough foe beating the retreat. Both factors have changed and there must be scope to redesign this area to enhance its function as a meeting place and square within a square.and at the same time reduce the area dedicated to the car. There needs to be a review of the delivery needs of properties on Abbeygate Street with a view to extending the hours this route is a pedestrian priority. Complete pedestrianisation although desirable seems challenging. There is nothing wrong with a central area that is predominately hard surfaced and building dominated. Having said that increasing the number of trees in the central area is to be welcomed with Angel Hill and The Buttermarket offering the most scope - cellars in other areas probably limit opportunities. Additional seats are problematic and have attracted unacceptable behaviour in the past which is why they were removed. Consideration should be given to how technology will replace the need to tings like finger posts rather than just assume more of the same is the way forward.

utilise abbey gardens as a evening leisure venue with lighting etc

## **What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?**

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I'm happy with the plants you find across Bury. Please don't ever change the lights to those horrible overly bright LED. They are ugly. I enjoy the ambiance and warmth from the yellowish lights we have now.

I would like to see the pedestrianised areas extended and more outdoor seating areas for restaurants and cafes.

More green areas around the town, turning grey unused areas into green with easy maintenance planting schemes Consider the use of green walls to reduce noise and pollution. Encourage the use of litter bins and think about the design of the bins so wild animals are unable to get into the bins and pull the rubbish out looking for food. Encourage homeowners and landlords to keep thier gardens and land tidy Ensure regular litter picks

Like to see the market area and angel hill paved and the curbs removed. St.Andrews street should also be paved between the Arc and the original shops.

Already answered. There is an opportunity for more seating in Angel Square.

Planters and hanging baskets are always nice, plus they can be changed seasonally. Trees are lovely in the town, but normally grow to big, disrupt the pavements and end up, ultimately, being cut down :( More litter bins needed on the outer routes into town.

More pedestrian areas and more places where people can sit and enjoy the town.

Better maintenance of existing paths (e.g. Looms lane/garland street which are main pedestrian routes from ram meadow).

Shut off Angel Hill to traffic permanently,just disabled access,buses and deliveries. Shut off Market square and town center as above,parking only for disabled. Have plenty of parking outside of town center and make all routes in, safe to walk and bike.

Although real stone paving looks attractive , it is not always comfortable or safe to walk on. There are already a pleasing number of cafes with outside seating areas. It is sad that the Angel Hill is used as a car park. It could be a wonderful area for socialisatori. There are a reasonable number of litter bins in the town, but very few outside the centre. We have also seen bins removed in the town because someone was putting too much litter in them, eg along the footpath to Old Convent Orchard by Robert Bobby Way. It would be good to have more seating areas.

Generally this is pretty good, although part-pedestrianisation is confusing for drivers and pedestrians alike. Paving needs to be properly maintained or stop lorries, including the market ones smashing it.

Do not pedestrianise Angel Hill or Abbeygate St., it's part of Burys heritage and character!! Removing the tarmac in Abbeygate street and having the cobbles back would be characterful. Outside seating for cafes would be beneficial in the summer months.

As above and as you've mentioned in your reports there is a lot of hard surfaces I'd like to see small pockets of quiet spaces useful for workers in the lunch hour in the better weather , currently there are not many alternatives to sit outside with a take away coffee, in lunch hour or while I wait for an appointment.

More places to sit but reduce the amount of outside cafe seating where it encroaches too much onto the pavement, eg Starbucks, Caffè Nero and small cafes on M&S side of Buttermarket.

Children's play areas

## Phase 1

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- paving
- lighting
- signs
- litter bins
- places to sit
- trees and bushes, planters and flower beds

The road between Boots and the arc is very unattractive and gives a bad impression of the approach to the arc. It needs completely redesigning and buses moved to elsewhere.

More pedestrianised areas, more seating

Wider and more attractive walkways between the ARC and the older town centre.

More pedestrianisation. Less parking except for residents and disabled. More trees (real not metal)

All of the above and make the bus station more useful, more attractive, and a source of information, timetables and fixed maps, and make sure the library is on the itinerary as a place to browse information, perhaps provide a numbers or a phone to contact the tourist information directly.

More benches. Pedestrianised area on the corn hill. With only access for disabled drivers & emergency services

Remove the brick circular seating area outside poundland, and replace with something more attractive

Better paving and seating areas

More green planting. Litter picking and graffiti removal to be done quicker.

lighting, trees and bushes, planters

All of the above.

more outside cafe seating would be lovely, and an extension of the beautiful flowers in Abbey Gardens to provide lots of colour in the shopping area.

Fewer cars, better pedestrian and cycling experience, more old - world shop signage, continuity of paving and road surfaces, more trees.

More seating is definitely needed around the town! Paving needs to be even! Would be nice for more places to have seating outside!

They need to be more attractive with better lighting, instead of the horrible yellow/orange street lights invest in the solar powered ones which have a nice white effect to them.

All of the above.

Safe pavements and crossings Building on the cafe culture that already exists with outside seating

all of the above

Less emphasis should be given to money wasting initiatives such as the iron gates and spend the money on traffic magement and ensuring parking is pretty much free and easy ,

All of the above, especially on cornhill and the links through to the arc. Cornhill walk is such a blight, green space would really enhance this side of town.

Old town centre street cafes

Make sure and maintain the pavements so that people can move around without falling over, all pot holes in the roads should be filled in. Police the double yellow lines so the traffic can move about freely . More litter/smoking bins and street cleaners. Free outside sitting that can be enjoyed by all with beautiful flower beds adding colour to our wonderful town. Perhaps in the Arc area water fountains for the children to play in.

Cafe outside seating - a menace. Pavements are too small for it, it should be banned. Pavements - make sure they are maintained. Angel hill etc - I'm concerned. Make sure there are public toilets.

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

### Please think about:

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Everything mentioned above in particular improve paving.

Definitely more places to sit. Cleaner areas. Tarmac paths to avoid slabs that lift. More bins, and visitor-friendly signage

MAYBE an attractive small fountain in a suitable location.

all of the above

More seating needed

Definitely more greenery, open air seating. More assistance away from the town centre for the drunks and druggies that hang around between the Arc and town centre.

Seating on streets good....cafe style. Far increased planting...on Cornhill espec and in Arc. Get rid of horrid block paving from ancient streets.

There could be more benches and places to sit in the old town

More places to sit we have an older population and for them to come into town they need places to rest. We have a lot of homeless people in the town centre at night mostly outside Poundland and Barclays. This does not make the town look nice in the evening plus they have left litter once they leave in the morning. We need to provide better services for these people.

More places to sit and more parking areas so that cars aren't parked illegally or blocking access to pedestrians and buses

The Cornhill could be made more suitable for Walkers by eliminating some parking and pedestrianize some of the area to include some planters.

Outside seating, particularly in a car free town centre, would no doubt provide a boost for local businesses.

Better paving improved organisation of the weekly market

Paving, good roads with no pot-holes ! Lighting, litter bins

Trees. planters, litter bins

More outside facilities including cafes and open air spaces

Places to sit trees and greenery Improvement of planting on Parkway

More open and sheltered seating areas. Complete pedestrianization of streets at busy times (market days). Bins for rubbish outside take away food places. Investment into a more uniform and traditional market stall set up (like the German market wooden huts) - for the festival markets.

I think all of the above. When you go to France they have such pretty towns with trees, outside eating, flowers and many places to sit

More places to sit. More 'green' (trees, shrubs etc.) especially in Winter months when there is a lack of hanging baskets etc. Tasteful, delicate lighting to enhance historic buildings and trees in the evenings

All of the above are excellent as long as the character of the town isn't ruined, you need to retain the oldie worldie feel.

## Phase 1

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- trees and bushes, planters and flower beds

Please do NOT permanently pedestrianise streets, the current arrangement of daytime only closure is great. More benches around the town centre would be brilliant for disabled visitors like me. Love seeing outside cafe seating, as long as we can all get past. The pedestrian area outside Poundland is a bit grotty and hard

Already covered above, remove through traffic from Angel Hill. Increase seating, if traffic removed from St Andrews Street South this would make it a more pleasant environment to linger and encourage improvements to some of the buildings fronting this street.

trees, green areas, seating within open green spaces,

St Andrew's Street is terrible, conflicts of users, driving too fast, dangerous and poorly designed. I have made direct suggestions about the improvements that could be implemented. Cycle lane, planters, living walls, advertising stands to pay for this in a self-sufficient way, rising bollards to slow traffic entry, camera enforcement for illegal car use, seating, communal waste areas for the businesses....

Picnic benches and more places to sit. LED lights At Christmas, make the town Christmas like. A triangle tree with a few lights in the centre doesn't bring excitement nor make shoppers think our town is creative.

Outdoor seating, litter bins. Dog friendly areas and businesses. A busking/entertainment area like Covent Garden.

All of these, of course. The people who designed this questionnaire must think that the people of Bury St Edmunds do not have a brain between them. Where you really need a good pedestrianised access is between the old part of the shopping centre and the new and you don't really need a lot of noisy cobblestones to create an effect. The old shopping centre could probably do without cars but it isn't an essential.

More pedestrianized areas such as St Andrews Street south. Better paving throughout the town. Restrict buses to the bus station and close St Andrews South to traffic.

More bins, places to sit. More plaza type areas.

Pedestrianised areas more litter bins more seating .

Places to sit Cafe seating and open air social spaces More pedestrianisation

More pedestrianisation, but only if better parking facilities are available

the streets kept clean and tidy, streets pedestrianised at weekends. it would be nice to have more seating around town.

Paces to sit plus flower planters plus litter bins

Maintenance of pavements and pedestrianised areas. Places to sit to be maintained and policed so as not to be dominated by anti-social behaviour.

Maintenance should be improved.

All of these, especially places to sit.

More greenery for sure, but its not just the main high streets, the smaller side streets need most attention, they fail to attract the footfall, because they look like a road to no where. They look dirty and glum in some cases

Lower intensity lighting

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

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- places to sit
- trees and bushes, planters and flower beds

Outside the Abbey Garden to be pedestrianised More outside seating areas and tree planting on key routes.

All of the above

A proper covered link between the Arc and older town, crossing a delivery service area is most unattractive. Better signage to rail station, bus station, police station and tourist office. More proper tree planting instead of metal trees as in the service area behind the Arc.

we have loads of the above. i am against anything that makes it any more difficult to drive around and through the centre of town.

The town centre has sufficient pedestrian only areas. it is well kept and attractive, except for St.Andrews Street, both North and South. Putting more buildings like the Arc is not going to help, unless the shop fronts face the street. The Arc should never have been permitted to build with such large areas of concrete walls facing St.Andrews Street. That sealed its fate. Those could have been shop fronts.

Oh, you got the full monty here. You have answered the questions. That's it, all of the above. How wonderful.

def litter bins, better paving, places to sit and more plants around

Improve the streets leading into the town centre such as St Andrews St and around the bus station. The buildings are shabby up and down this street.

pedestrianisation - Angel Hill/Abbeygate St/St John's St Cafe seating outside use of pavements as social areas colour/plants/trees etc

More Pedestrianised areas. Improved paving. Less street furniture, more litter bins.

better paving

This market town needs to embrace its rural hinterland by sensitive landscaping by open spaces for planting. This will create a sense of wellbeing and break up the hard scape of the town centre

More attractive open air spaces, where people can meet look at areas that can be pedestrianised

More seating, litter bins and less cafe seating clogging up pedestrian areas. Improved lighting and more planters. Make more of a feature the sign at the bottom of Angel Hill

To provide safer routes for people with disabilities (mobility & learning) Use of symbols to assist those who are unable to read Lower signage for people in wheelchairs Zebra crossing from Angel Hill into Abbey gardens

More seats in the pedestrianised and part-pedestrianised areas; more cycle racks; more planters and flower beds

The seating could be improved and updated in the main town centre. More flowers and plants are always welcome but there are some lovely ones in the town already and finances would probably be better spent elsewhere. Maybe some flowers, hanging baskets etc could be used in the section between town and the arc for improved appeal.

More benches and places to sit more evenly spaced across the town. Out westgate side to horringer has very few benches given the amenity space available

## Phase 1

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At the moment, the two most attractive civic spaces in town (Angel Hill and Market Square) are always dominated by vehicles. Any attempt at improvement is just tinkering if we don't deal with the fact that we've allowed these important heritage parts of the town centre to become car parks. Give them back to the pedestrian. If you even suggest this, local people go bonkers but then these same people trot off quite happily to Center Pares for the weekend, leave their car at the gate and come back raving on about how it's lovely it is there because there's no cars around! People are prepared to do without these car parks for 5 days a year for the Christmas Fayre. Why not permanently?

I would like to see as many bins as possible with a recycling option. I can never remember where the specific recycling public bins are, and most people don't hold onto litter that's recyclable as long as I do if they come across a landfill! bin first. In some places I think paving and surfacing could be improved and it would be great if this could be in keeping with the old feel of the medieval grid and town centre. Also you can never have too many trees shrubs or flowers. As a kid I used to take immense pride in being Britain's floral town. I would love to see this again.

All of the above but no more cheap and tacky art.

More outside cafe seating around Poundland area..get shop owners to clean up their fronts..Poundland is filthy....Encourage and educate the public about litter..Shops should be responsible for the rubbish outside their frontage. Abbeygate street should be pedestrianised. St Johns street should be given more promotion perhaps an archway on entrance or make it into a garden walkway street with canopies and lots of cafes and independent shops a bit like Brighton.

Less emphasis on using riven paving and granite sets which are trip hazards and need constant maintenance. Tree planting should be thought about VERY carefully. At present the trees we have are becoming too large and are planted in silly positions such as in front of the Moyses Hall clock. Trees planted directly in the ground will eventually cause problems with their roots damaging pavement etc.

All the above items are important

Abbeygate St should be pedestrians only. The Abbey Gardens provides more than enough of the rest and there needs to be a better way of getting in rather than playing chicken by the Abbey Gate.

All as stated

More outside facilities - Places to sit Trees and bushes, planters and flower beds

It will take time, but we have the opportunity to make the town centre shopping a vibrant, attractive and enjoyable experience pedestrianisation, outside seating for cafes etc., better parking, trees and bushes etc. will all help.

More 'cafe culture' - between town centre + the arc. Wider access, covered walkway to the arc?

The Historic Core Zone project provides the foundation for how the streets and spaces should be designed and used. All proposals must start from the basis that the historic environment cannot be replaced but should be maintained and enhanced for its quality and local distinctiveness. All traffic signs should be reduced in size and investment should be made in designing street furniture that is distinctive to Bury St Edmunds and not bought from a catalogue. Do NOT install anymore giant litter bins like the one in Central Walk.

Pedestrianize areas = Safety Paving = Safety Lighting = Safety Places to sit = Safety More trees

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

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All of the above are important. But there are not enough places to sit and rest. We need more toilets for visitors and the paving in and around the town is terrible and should be repaired properly and not patched up. Particularly St Andrews Street, is there a record of how many people have fallen because of bad pavements or roads?.

Greening of St Andrew's Street near the arc. Better pedestrian connections between arc and old centre. Use design innovations to do this if necessary.

Stop vehicles from using the road between the arc and town centre, make it completely pedestrianised, more street seating, pavements that are not a hazard (uneven).

Pedestrianise the centre market and Angel hill area. Put seats and flowers create a nice place for people to visit safely.

The link between the arc and the rest of the town is dirty and dangerous! If the arc wasn't there this would effectively be a service yard area - putting some cobbles down and a few metal trees does not make this safe or a pleasure to walk through. I believe it should be fully pedestrianised and re landscaped to make it a more fitting link (and restrict delivery lorry's to overnight access only). The cobbled paving around town is pretty but a complete nightmare with a pushchair, I can only imagine what it is link pushing a wheel chair along them! More benches and places to sit where you do not need to purchase something from a cafe would be great - over the years these seem to have been removed for various reasons which is such a shame. the electronic parking signs dont seem to work or portray the correct number of spaces available - at least this is the perception by many! Plants and flowers around town always look lovely!

Be careful of putting up trees, bushes and flower beds. I dont think this is a good idea. Just idealistic really. Not good value for money. Good lighting is very sensible . litter bins will help to keep streets attractive. I would NOT like to see a full pedestrianised Abbeygate and Angel Hill permanently. That is not a good idea. Far too restrictive.

Angel Hill and Abbeygate Street to be pedestrianised every day between 09:00 and 18:00. Zebra crossings to be installed between the Arc and the town centre rather than the hap hazard way its is at the moment Area around Tesc-0 Express and Palmers behind the Arc to be improved and look better The town looks lovely in the summer with all the hanging baskets and planters and the lights at Christmas time are a good enhancement to the town. More areas for people to sit in the town centre itself. Improve the seating area outside Poundland - move the bin so that it is no longer an an area where people go to have a cigarette. Improve the seating area opposite the Angel hotel - the wooden slated area is a lovely place for people to sit and enjoy an ice cream in the sunshine .

Level pavements, so people do not keep tripping over . I think the present facilities are about right in other areas .

More places to sit & plenty of litter bins.

All of the above.

More Places To Sit & More Planting Would Be Nice, I've Already Said I Think Buttermarket Should Be Pedestrianised Or Part Pedestrianised, Please Don't Start Ripping Up The Paving Or If You Do Please Replace It With Something Flat, York Stones, Like The Ones Outside The Angel Hotel Are Very Bumpy For Pushchairs And Buggy's You May Not Think That What We've Got Is Attractive But It's Practical.



## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

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- signs
- litter bins
- places to sit
- trees and bushes, planters and flower beds

Getting from the old part of town to the Arc is very difficult. There are no safe crossings, people have to walk in front of buses to cross the road and try to dodge traffic that may or may not give way. Shared spaces are dangerous for disabled people and children and that needs to be recognised

Pedestrianise Abbeygate Street, more places to park Bikes, If people want more trees, please plant them in planters,

Yes, Angel Hill and Abbeygate Street should be pedestrianised during shop opening hours in particular. Town residents need access and parking but if they were pedestrianised say between 10 and 4 everyday - particularly in the school holidays it would be useful. Signage again - particularly in the Arc - a nice wooden sign indicating the historic attractions of the town. The lighting is good in the town. Seating outside cafes is lovely and brings life and energy into the town.

Paving. Lighting. Places to sit. Trees and bushes, planters and flower beds

More litter bins /Places to sit

shared spaces rather than segregation. Fewer traffic lights and more zebra crossings

See previous comments at 02 and 017.

Retain the hard differentiation between pavements and roads, shared spaces should be avoided, these create many problems for able bodied and disabled people alike and have not been universally welcomed in many places that have introduced such schemes. Also ensure street furniture both fixed and temporary are of good quality and strictly controlled. Commercial premises with A-boards and flag type of advertising create an environment not suited to th retention of a market town feel.

The town center around Angel Hill and the Buttermarket is just fine as it is.

Reduce 'A' signs

More outdoor seating areas More pedestrian areas Inc. Angel Hill Information points/signs in town to provide industrial information to visitors

Care in providing pavement kerb ramps for prams, wheel chairs etc. Banning buskers who impede passage of pedestrians and wheelchairs and whose noise make life hell for retail staff in the shops outside.

Re configure the Arc - Town centre pedestrian route (subway?) across St Andrews Street or re route via Woolhall Street.

Pedestrianised between Arc and Town Centre, more litter bins.

Having nice displays of planters and flower beds around the town is always welcome. Bury has lots of cafe's and seating areas for people to enjoy.

More bins (frequently emptied) Pedestrianize in part Angel Hill and Market roads.

need more litter bins, seating and lighting more cleaning needs to take place

More seated areas Manned bus station - to provide support for vulnerable adults Better signage to get round the town

Improved lighting, & emphasis around the market square(around M&S & sports direct) to improve appearance

Maintain existing would help, repair all cracks, potholes etc. The bit between the arc and the old town behind Boots is what needs sorting, it should be landscaped properly with some greenery.

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

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Outside cafes are fine if there is enough space, but some of the ones which have appeared in the Buttermarket block the pavements and block the pavements for disabled users, especially wheelchairs and mobility scooters.

There are many places in the town centre with uneven paving which potentially could cause people to trip and badly injure themselves which could potentially prove expensive.

Outside cafe seating needs organised and consistent planning (Carlucci is a good example) Others are random. More litter bins. The square outside the Apex needs more seating and more planters similar to those immediately outside the Apex. Abbeygate Street looks tired and neglected especially some shop fronts which need repainting. The hanging baskets do much to improve it in the summer.

All of the above as appropriate. Dont lose sight of the fact that shops are there to be used, they only stay open if used profitably, dont restrict access for shoppers or the town will die.

No parking in Buttermarket and stop labelling it as a car park on the local map. Make the streets no parking apart from residents. More trees. More outdoor seating areas including for cafes.

Restrict traffic to residents and businesses all other users should be forced into the car parks. Paving needs to be improved as very uneven in places. Fine dog owners for not cleaning up after their mutts. More bins as too much fast food wrappers litter the town. No more seating as it only encourages gangs of youths to congregate

### Cycle parking

Less street furniture. signs should be used carefully as they can spoil the nature of the streets. lighting at night for pedestrians could be addressed. ( could be improved) paving needs to be even and easy to negotiate. replacing and improving any difficult areas. Litter bins should be plentiful and seating is always a plus - so more if it can be accommodated. Flowers always look lovely and we are lucky to have a very good selection.

support homeless and vulnerable people so they do not need to be on the streets. provide seating

Paving Lighting Trees bushes etc

Litter bins and more places to sit

Ideally Angel Hill should be an open space devoid of cars. One visitor remarked to me that if Angel Hill was an open space in a continental town, such as Brussels Grand Place or the central square of an Italian town there would probably be no cars parked there. Generally the standard of paving in the town is poor with the exception of the York stone in such streets as Crown Street. Whiting Street has dreadful broken concrete surfaces for example. Increased number of litter bins has helped reduce litter but there is scope for more of them. Reducing street clutter is always welcome.

Area between Neptune and Denny Bros needs redeveloping - it is a real eye sore

better maintained pavements, they are pretty poor, rules obeyed, by all forms of transport, places to sit looked after perhaps sponsored,

More trees and bushes please.

Better Paving in the town centre and good community areas for people to sit

More casual seating. Foot way inspectors.

better lighting expand the shopping area where possible more bicycle parking. more litter bins the abbey gardens smartened up especially the bird muck under the abbeygate.YUK

## Phase 1

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

### Please think about:

- **pedestrianised and part-pedestrianised areas (such as Angel Hill and Abbeygate Street)**
- **outside facilities, such as cafe seating and open air social spaces**
- **paving**
- **lighting**
- **signs**
- **litter bins**
- **places to sit**
- **trees and bushes, planters and flower beds**

Better places to sit in both the Arc and town centre, but no more outdoor cafe seating too many restaurants in the town as it is.

Improve paving, increase litter bins maintain the horticultural excellence that makes our town so beautiful. Use appropriate signage to ensure visitors enjoy and respect our town as much as we do.

No parking on the Angel Hill except disabled. Make it a nice seating place. Bring back the TIC.

Yes, yes, all of these.

fully pedestrianise buttermarket and cornhill, 7 days a week

Green space and clean streets are the most important. Seating in urban areas can promote elderly/less able shoppers to visit. Lighting is hugely important to make people feel safe, but lights must be sustainably maintained by Suffolk County Council Highways or they become a liability in the long run (Ipswich has proven this - plenty of fancy bespoke fittings which are no longer illuminated)

There are higher priorities- focus, focus, focus

All of the above

Better pedestrian crossings that taxi drivers acknowledge Improved street cleaning especially after Friday and Saturday night activity

More seating, toilets, bins and better lighting for when it is dark

More litter bins, more plants and more places to sit.

All of these

I don't agree with fully pedestrianised or part-pedesrianised it would make it impossible to drive into town for a short time!

More green and open air spaces. Lighting and signs are the least important to me.

Places to sit lighting outside seating

trees, cafe seating and open air social spaces but ns>t to the detriment of residents

There are few comfortable and sheltered sitting areas at present in the centre of the town Through traffic through Angel Hill is detrimental to the general feel of the town, limits its potential as a focal point and piazza for activities, and creates a potential conflict between vehicles passing in two directions and pedestrians walking between Angel Hill and the Abbey Gardens.

There are few areas, at present, with sheltered and comfortable seating areas Through traffic through Angel Hill is detrimental to the feel of the town

If you are going to encourage outside seating in Abbeygate street you need to either stop traffic or reduce its speed dramatically. The cobbled paving although attractive to look at is not good for even walking and the paving in the Traverse is loose - Bigger sections of interspersed paving / cobbles / normal road surfaces could be considered.

Restrict car access to more areas. I would like to see green areas with seating, possibly a splash park for children in the summer.

Outdoor dining areas More litter bins More greenery

All of the above

The existing pedestrian zones could be extended, which would give restaurants more space for outside seating.

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Easier access for cars

Areas that can be cleaned every morning. Anything that grows can be pretty as long as it's maintained. Otherwise something man-made can be equally attractive and can be cleaned. Benches in a circle to provide street entertainment (as in York) can be fun for all ages. As long as street entertainment varies, and not all weird singing. Signs and information is always good for visitors, and plenty of places to purchase the basics such as water and refreshments all the time not just market days. (York have a stall selling freshly squeezed lemonade, and had queues all the time) Again toilets and somewhere to sit are VITAL. KEEP CARS OUT, AND DELIVERY VANS WHOSE DRIVERS OPEN DOORS ONTO THE PAVEMENT WITHOUT LOOKING

We love the cafe culture of Bury as well as the beautiful summer planting. Please more seating in Charter square and opposite Abbeygate way. Best of all is the fantastic lighting in the run up to Christmas. Thank you.

Improved lighting that is on for longer periods.

route between the arc and old town is grim/uninspiring

It would be nice to have more 'green' areas in the town centre, as there are very few places to sit in the town centre which are not mostly concrete, with the notable exception of the Abbey Gardens. While there is unfortunately not room (without serious remodelling) to provide green area more trees in the town centre would provide the illusion of green space while taking up much less room, they also provide shade in the summer

places to sit

more pedestrianized streets can only be possible with park and ride services to town centre

in the issues and options report of the town centre masterplan part of objective 6 (encouraging vibrant well designed streets and spaces) states that an option is to enhance the outside spaces around the apex including charter square. Surely this should have been identified when the planning for this area was given. how could it have been neglected when a lot of money was spent on these plans. Also there were a row of trees close to nelson rd that were ripped out. In hindsight was that not a mistake.

ok.

Places to sit Litter bins Trees etc.

Better shops. more places to sit, more social spaces. Improve the market, it is tired, lacks energy and never changes.

Lighting, signs, litter bins, seating, greenery

Seating in the Arc shopping centre.

Area outside the Apex and area between the arc and parkway car park are both totally dead at night/evenings. Need bars/restaurants in these areas. If you choose to live in the town centre, should expect/accept some noise in the evenings. Currently waste of spaces.

Better lighting and more litter bins. Public places to sit. The traverse to have more areas and to be utilised more. To improve and enhance Cornhill walk as it is now visually empty, lovely space going to waste.

All of these are needed.

More flower beds and trees. Seating. Litter bins.

## Phase 1

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interesting lighting, no cracked paving.

Trees in the Arc area. & The more planters the better. Bury in Bloom is lovely. More public places to sit, especially on market days Signage travelling from the train or bus station. Paving travelling from train station into town.

More open air spaces and outside facilities including play areas for children and cafes/restaurants with outdoor seating.

More bins, LED floor lights always look good, and more plants. Middle of the abbey gardens needs improving on the path, the black tarmac on the grey path looks messy, and should match the rest of the path, that kind of work would be acceptable on a road, but not really in the abbey gardens

Important to avoid cluttered areas with too much street furniture. Cafe seating - must consider the winter months. Open spaces in other countries thrive in cold weather, but not in the UK! Must be a balance between pedestrianisation and vehicle access for quick visits by local people. If a quick trip into town is made difficult, people will get out of the habit of visiting completely.

The route between the station and town is not attractive or even obvious, improving this would be a good start to this element of the development

Bury as already mentioned is the perfect town to me, apart from the lack of decent parking. One shopping centre that I never use and good supermarkets. Lighting and all the things you mention are fine. Dant whatever you do make Angel Hill and Abbeygate Street part pedestrianised, it would be a horrible nightmare. Surely we dont want Bury to look like any other city do we? Thats the beauty of the town to me. Norwich is actually a nearer town for us to go to, but its just ugly, so we go to Bury because its a great place to go with no (ok one) but no real blasted shopping centres, please dont change our favourite city too much.

Litter bins

The existing pedestrianised area is working well, and really enhances the attraction of visiting the area. Bins and benches are all very well, but it would be nice to see the odd policeman walking about!

All of the above would promote the Country Market Town character of Bury

All of above particularly trees and bushes, planters and flower beds. The centre needs maintain and enhance its unique charm

All of the above! and bette repair of pavements

Enhance the cultural visibility of Bury Centre by character of the buildings and the strategic placement of advertising the attractions within the Town. Information booths/shelters should be considered as to the common notice boards.

ALL OF THE ABOVE PLEASE !! ESPECIALLY LITTER BINS - AND (AS A DOG OWNER) MORE POO BINS !

remove car parking from Angel Hill and creation of an urban square with gardens etc

Real trees and shrubs yes please (not tiny ones!) Litter bins need to be emptied daily (perhaps twice in the summer).

More stricter enforcement of the use of litter bins - we have them but not sufficiently used. A reward system of Kind??!

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

### Please think about:

- pedestrianised and part-pedestrianised areas (such as Angel Hill and Abbeygate Street)
- outside facilities, such as cafe seating and open air social spaces
- paving
- lighting
- signs
- litter bins
- places to sit
- trees and bushes, planters and flower beds

do think that more seeding of flowers on the main driving points to bury st Edmunds should be done, think that the rivers running through bury st Edmunds should be cleaned regular however significant progress has been seen.

Improve paving. Clearly define routes for cars and pedestrians - sharing space ins confusing. Use real trees not metal lollipops.

Paving Places to sit trees and bushes, planters and flowerbeds

Make centre a pedestrianized area all day, everyday between 9-4pm. Signs for out of the way shops. Seating and shady areas e.g. trees for people to enjoy.

More litter bins and dog waste bins. Longer opening times of public toilets and more of them.

effective policing to remove beggars, that seem to have recently increase in recent months,

I've fallen by tripping on those pesky stone paved areas. They seem to deteriorate and get quite uneven. I do think we have to think about usability alongside aesthetics. Yes, outside cafes are fun ..but only if they don't get messy and unreasonably rowdy. Please replace that hideous neon blue Christmas lighting around Angel Hill. It's totally unsympathetic to the historic nature of the area. Soft white would be massively more attractive. We don't need twee iron gates at street entry points ...what we need is tasteful but affordable enhancements.

With more pedestrianisation there is more opportunity to provide seating, outside entertainment, green areas , outside catering ,giving the town a more continental feel. It works very well in most Dutch towns with a similar climate.

Places to sit. litter bins, toilets in town centre as ones in arc to far for elderly, children and those with illnesses such as IBS. play areas for children

Much improvement on the link between the old town and the Arc. You could visit the Arc and look over to the back of Boots and not realise the best part lies beyond.

Pedestrianised and part-pedestrianised places to sit trees and bushes, planters and flower beds Less litter Cleaner bus shelters

No more cafe please remove cars from historic areas.

See comment at 6) page 6 Seating Consider pedestrianisation for St John's Street in addition to Abbeygate Street. Limit deliveries to night-time, especially in St. Andrews Street south and Abbeygate Street - in the letter an articulated vehicle delivers in the early evening - conflict with pedestrians!

Greater attention to the kind of paving or surface used. Some paving is very slippery when wet. Cobbles deteriorate especially if cars go over them.

Bury is delightful with its flowers, sculptures etc. Keep up the good work.

get rid of the cars and remove the plethora of signage

More trees and bushes, planters and flower beds, places to sit, outside facilities and open air social spaces in place of parking spaces which should be moved to the multi storey car park by the cinema or behind the arc.

"Vibrant Street" is jargon. I find it hard to reply unless proper words are used. e.g. interesting, exciting, pleasing architecture.

Paving very bad. Too much street furniture (page - sorry pet hate of mine)

more pedestrianised spaces more places to sit would be fab

## Phase 1

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Pedestrianised streets Trees, better landscape opportunities to sit - benches, chairs or type

Contamination of the nature street furniture style to enhance Bury uniqueness Trees - not stainless steel ones in the wrong place Public seating and public conveniences .

Town center to be fully pedestrianised which will allow for areas of planting and seating and places to rest.

What are you trying to achieve, I do not understand the question

All of the above. Bury is a beautiful place to live already - but always room for more of the good things.

Open air social spaces -improved paving - places to sit. Planters, etc. not such a good idea as they would impede pedestrians .

There needs to be balance between pedestrians and car access (for business and visitors). Car access to the town is important for a town the size of BSE, if there was no town centre access for cars it would take too long to park and walk and as such shoppers would go elsewhere. The balance is about right now. Paving needs to be safe and in natural materials. Lighting is not needed post midnight. Directional signage is good if you look for it but can always be improved - there are too many signs about so it needs to be coordinated. More bins needs.

better repairs to existing paving

The paving on Angel Hill area is awful The cobbles on the road have moved and very difficult to negotiate for disabled and cyclist.

More pedestrianisation. Places to sit. Keep up good work on flowers and planters. Outdoor cafe seating .

Cannot understand 018 but I guess its closely linked with 019 and I would certainly agree that making the retail dominated streets pedestrianised would be a big plus for the town centre and would certainly increase the number of visitors . Angell Hill in particular could be a major attraction but care would need to be taken to preserve all existing lines of sight towards the historic buildings.

More benches etc. There are very few places to sit.

The road between the Apex and the old town St Andrews Street, was poorly thought through, consideration was not taken on board of the articulated lorries that have to drive through to deliver daily, the road is a mess, and the curb stones are all damaged, if your thinking of pedestrianising Angel Hill, where is the traffic going to go? you need to dual Cullum Road, and the rest of the parkway taking the traffic out and away to Tesco's, single roads just do not do it for the town, too many vehicles

Better lighting. Better places for public places to site, More little bins, Travel to be opened up with more seating and utilised more, More loos in town centre. Say in Cornhill walk .

Outside seating in cafes (like France) Lots of flowers. No Litter

Better lighting on service Rd from Arc to Risbygate st. Or pedestrianise more streets directly around old Town. So more attractive/ trendy cafes, etc. More greenery please i.e. Trees!

More litter bins. better paving. places to sit. good lighting.

**What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?**

**Please think about:**

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- I love the cobble stone roads, as it highlights the medieval-ness of the town, and would love to see these stay and perhaps have more. - Lighting, could we have the old street lamp look with LED bulbs to conserve electricity. It's just lovely walking around some of the older cobble stone streets in Cambridge where they have this lighting. - I would not like to see vibrant, colourful signage - that would take away from the old world charm. - Places to sit - I have mentioned earlier on in the survey. It would be nice to have small green spaces for people to sit. - Vegetation - I have also mentioned earlier on in survey. Would be pretty neat to have sanctuaries dotted around the town. A Japanese tea garden would be lovely, instead of more apartments being built. Planters with seating is also a nice touch. You can fill with lovely scented flowers such as lavender.

I think the existing situation is OK

Street lights on at night, please! Enforce ban on dog mess, which is a nightmare now! More notices for this and a dog warden (paid for by tax on Dogs?)

Less litter, not broken paving stones, less graffiti, more open social areas.

Outside facilities, such as cafe seating and open air social spaces. Places to sit. Trees and bushes, planters and flower beds.

Out facilities, such as cafe seating and open air social spaces. Places to sit. trees and bushes, planters and flower beds.

Paving, lighting, cleansed litter bins, cleansed streets, places to sit.

There is already a lot of cafe outdoor seating, but elsewhere it may be possible to install some benches with an adjacent planter.

-St Andrews street is currently used by pedestrians and buses, taxis, lorries and private cars. If this street is not pedestrianised it needs better crossings for pedestrians (eg raised zebra crossings) - Town centre should be pedestrianised - More trees, shrubs etc

pedestrianised centre places to sit more trees/shrubs etc more modern art - eg reinstate metal trees in \$t Andrews Street

Angel Hill should not be a car park, it should be a thrivin'g tourist destination with cafes and seating areas. If you get a takeaway in the town centre there isn't anywhere to sit except the abbey gardens.

More pedestrianised areas More outdoor cafes More litter bins More places to sit in Angel Square and the town centre More bushes and planters

018: Another leading question- who is going to say that streets shouldn't be vibrant and well-designed? What do you expect people to say? 019- at last, a properly designed question: People need to feel safe, and to be able to find their way around. I've noticed quite a lot "boy racers" when I visit in the evening, so vehicle calming needs to be considered. The alleys between the Arc and the main centre are unfriendly, except to buskers. Bury has too many coffee shops/restaurants and is in danger of looking like every other high street as the national chains move in...and out.

See answer to 09

The thouroufair should be widened, paving is left uneven with trip hazards, more and comfortable seating in the arc

No vehicle access needed! Too much paving. Too many signs! Remove A-boards - Reduce rent and rates to local shops don't need to use them

Paving. Signs!



## Phase 1

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- **lighting**
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- **litter bins**
- **places to sit**
- **trees and bushes, planters and flower beds**

I think we have got it just right, but make sure all paving are safe.

No more tin trees .

outside facilities, such as cate seating and open air social spaces . signs. litter bins. places to sit.

less pot holes

At least 1 more lot of public toilets. Trees? Planters. Signing that's fixed (can't be turned on their pole).

More places to sit.

Teach members of the public not to drop litter about the town. The street cleaners do an excellent job in cleaning up! They deserve a medal.

We need more seating especially for the elderly walking into town centre -(St. John's St. and town centre residential streets.)

Paving. Lighting. Litter bins.

Plants and flowerbeds in Bury are already beautiful - keep them as they are!

Without friendly areas - Roundabouts, verges.

More seating for public (i.e. not cafes) Repairs to paving very uneven to walk on. More trees in shopping area - arc, Market etc. Better lighting at night - light level as a pedestrian is very low - unsafe.

Lighting, trees and bushes etc. better paving, bins.

The pavements. The traffic light near the fire station to have sound to let you know you can cross.

More benches around.

Places to sit. Trees and bushes, plants and flower beds.

Better link between Arc and cornhill - wider access lanes. St. Andrew's Street between these 2 areas is unattractive.

Trees or shrubs etc. managed on a yearly inspection. Paving etc. improved for elderly. Outside cate facilities cut back.

Stop repairing lovely cobbles with black tarmac!! Places to sit. Litter bins. Pedestrianisation, where appropriate.

Open air social spaces with decent seating and good quality public art/ sculptures to add to the character. Decent smart litter bins.

More seats in the ARC and replace the blue seats by Laura Ashley with the sleek modern ones.

Pedestrianised and part- pedestrianised area (such as Angel Hill and Abbeygate Street) . Outside facilities, such as cafe seating and open air social spaces. trees and bushes, planters and flower beds. Minimise signs to only those that that are useful and needed.

No pedestrianisation No more cobbold roads More public toilets

Absolutly and better police or else presence . Centre of town is constantly taken other by young people drinking making other people uncomfortable. This is getting worse not better. That is not the image we want to give to visitors . The arc is ridiculous you have a big empty space in front of the apex used by car salesman , and poxy business surely they could be "encouraged " in having better looking and more interesting outlets .

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

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There is very little in the way of public seating in town and the two locations that come to mind on the market square are both in need of renewal. It would be interesting to trial St Johns Street as a pedestrianised street on Wednesday and Saturday? Perhaps an extension of the market could be encouraged to utilise the space?

Pedestrianise areas currently taken up with cars Trees where possible

All of the above

planters places to sit

All of these items are important if 018 answer is 'Agree'

Pedestrianisation of Abbeygate street , Buttermarket and leading up to the Arc. Possibly Angel hill also.

Part pedestrianised is confusing . Less signs that shops place outside there premises it's messy.

I think all of the above list are sufficiently maintained

All of the above plus TOILETS . At the moment you need to be reasonably fit to access a public toilet, that's not acceptable.

Certainly more litter bins, places to sit and trees,bushes,planters and flower beds would be good

We think we probably covered most of the above in earlier comments. Certainly, litter bins are a key issue. The issue of dog poo on the route across the A14 from East Close and through to the Abbey gardens is rather a problem.

More trees, less poncey flower beds and yes places to sit. Realistic charging scheme for outdoor cafe seating, residents want this to happen, don't charge the earth for it.

I think the Cobbles around Angel Hill could do with repair but if Coaches and Lorries were stopped from going over them this would be a great idea. I think Bury looks good as it is the flowers always look lovely.

Have previously comment4ed on more open air social coffee shop style space. Keep an eye on safe paving. Good signage for visitors especially to tell them where the Tourist Information is. Could consider Town Ambassadors to guide visitors to whatever they are looking for. Plenty of litter bins should be on the street. Few more places to sit perhaps. The planting of the Gardens and Town centre is always appreciated.

Good surfaces that are well maintained

All the above

The current situation is satisfactory .

Places to sit Bins Lighting Signs

angle hill cease being a car park sort out st Andrew street buses

pedestrianise more of the town centre

Pedestrianise, Cornhill, Buttermarket, Abbeygate Street. Encourage street cafes restaurants with outdoor seating. More continental feel. Angel hill would be perfect and look nice if there was no parking and it was turned into seating for eating/drinking . It's a lovely area to sit.

If Abbeygate Street were to be pedestrianised it would be nice to encourage local businesses to increase out door seating in the summer.

## Phase 1

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- **signs**
- **litter bins**
- **places to sit**
- **trees and bushes, planters and flower beds**

paving places to sit litter bins planters and flowers

All the above.

Places to sit down Risbygate Street on Wilko side of road. Also St John's street. Some of our walkways into town have a constant gradient which the elderly find tiring.

Ensure that streets are maintained, kept clean and are well lit. Improving the pathway access from the town to the Arc - currently unattractive. Cornhill area requires improvement.

More places to sit within the town centre, especially for the elderly and those that struggle to walk for long periods of time, but wish to stay in town longer. More pedestrianized areas, fewer chairs and tables on the streets More litter bins,

more pedestrianised areas providing additional parking available or better public transport (ie. park and ride)

Keeping them clean and well maintained.

Improved signposting, and also creative decoration / seasonal themes where appropriate

Better pavements, laid properly so they last, not uneven or crack soon after completion.

Fully pedestrianise Abbeygate Street allowing bars and restaurants to increase year-round outdoor seating, as mainland Europe

Keep cars out of the central core and pave over the whole area. Encourage outside seating for cafe's and bars who can provide and maintain them without costing the public through council tax. Keep signs and planters to a minimum

Programme to repair broken paving, kerbs and road surfaces. Minimal signs. Encourage open air cafe seating

Pedestrianisation, if adequate car parking and park and ride is provided. Better signage, more sitting areas in town center, many more litter bins and strict fines enforced for litter throwing. Flower beds on every street.

Again, all designed-for tourists and not residents, making your town work for the people that live here should be the Council priority

Pedestrianise the town square, this only allows a small amount of parking so get rid of this car park to provide a huge open space which can be visually pleasing (benches, flowers, trees) and accessible for all (no kerbs) and a place for events to be held.

more open air seating with greenery surrounding. Good lighting for evenings to enable walking comfortably around the town.

I think there should be more bins because the amount of rubbish there is in some places is disgusting. As well as this I think there should be more places to sit not just in restaurants, but outside in the abbey gardens and potentially on Angel Hill.

More pedestrianised areas e.g Angel Hill. Better signage between different areas. Planters and flower beds important to the feel of the town. Would like to see more seating in open air spaces.

Outside facilities

pedestrianised areas, places to sit

more pedestrianised areas

## **What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?**

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- **litter bins**
- **places to sit**
- **trees and bushes, planters and flower beds**

litter is a big problem in town, there are not enough bins to discourage people dropping waste. more chain stores and restaurant's need to be more involved with removal of waste generated by their own trade and providing their own bins outside their businesses. the council seem to replace and move street lighting all the time. we seem to have a multitude of differnt lamps , technology and colours. simply replacing with a cheap lamp isnt the answer for the long term. thinking about how it can be improved and how it fits in with the town is more important. by generating gathering places with suitable seating you can help with the flow through the town of people. by pedestrianising areas people are going to want to stay in town for longer. businesses must be able to use the areas outside their shops without the use of signaga (a boards etc).

Tourist information boards/signs indicating importance or relevance of Street Names and Buildings etc.

Angel Hill or part of as a civic square with a small amount of parking for the local doctors / dentists etc.. this square is the main tourist point and could be enhanced as a people's square/ social space. better street lighting in Abbey gate St.. the street relies on businesses to light it up ! After the shops close it is a very dark street but a major pedestrian link ... it is currently like a dark tunnel. Skinner St to be tidied and the rubbish bins moved as this looks awful .. without harming the businesses or access there must be a better way to collect waste.

Cleanliness, attractive places to sit, good lighting and outside social spaces

Some streets such as Abbeygate street should be permanently pedestrianised and allow for more outdoor seating.

The balance between vehicles and pedestrians is difficult. Access to the town centre needs to be multi-modal however the appearance of the town itself is best when the traffic is excluded. In addition, there is the beginnings of a street furniture language - mainly on Angel Hill. The specially designed street furniture should be replicated across the town.

All the above - the Town has a character and atmosphere of its own which is second to none. Every effort should be made to retain this and, if possible, enhance areas that may require support.

Additional pedestrianisation. More bins.\* Planters and additional vegetation is always attractive in a more urban environment

Trees and bushes and the flowers.

Outdoor cafe and bar spaces. That's why people love places like Bruges and Amsterdam . Makes the places more bustling and attractive and invites business into these places

As I've already mentioned, I'd like to see St Johns Street pedestrianised during the day. Paving is not always suitable for wheelchair users whilst I understand wanting to keep the authenticity it has to be practical. Places to sit are important especially for the elderly although the town seems to be well covered for this . Signs are necessary but it is also important to follow the signs through to the destination. Any flowers/ bushes are an enhancement to the appearance of an area.

There are not enough places to sit in town. The area between the shops and the car park at the Arc is an empty waste of space, nothing there attractive, nowhere to sit and chill out. It looks abandoned and not at all well thought out.

Greening of spaces. More public seating provided. The designing of seating that looks less municipal. Allowing cafes and businesses to provide more outdoor seating and the re-routing of cars away from the town centre to allow this. Banning of cars from Cornhill and Buttermarket except for access and taxis

## Phase 1

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- places to sit
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The centre of town needs to be pedestrian friendly . Use the cornhill walk for something! Maybe a food court similar to those used in bug shopping malls. More litter bins would be ideal, as well as dog bins in and around the abbey Gardens . Look into the roads connecting onto abbeygate street and explore ways in which it would be safer to cross at busy times when driving behind m+s or down towards the abbey via Gregg's and javelin .

high quality hard landscaping by cafe areas to create a coherent flowing social space with street trees in pedestrianised areas (not artificial ones or in planters)

more bins which are emptied regularly .

Pedestrianised area outside Moyses upto Barclays increased with less parking in the centre. This needs to be supported by parking provisions outside of the main centre .

I like BSE as it is, I do not feel much has to be done to improve our Lovely town

As I have already mentioned Cycle Paths in the town center need vast improvement to be on par with continental towns .

More bins more places to sit and allow outside seating to cafes and restaurants in the warmer months

Attractive style of Hatter Street road and pavements extended to other areas.

Bury is exceptionally pretty in the summer months with a stunning display of planters and hanging baskets. The repositioning of some of the wolves from the Wolf Trail has been successful and I am generally very happy with the attractiveness of Bury St Edmunds. Skinner Street, despite being right in the centre, does tend to let itself down with the long run of big commercial bins!

Clear pathways to join up the old town with the Arc

All the above. The Wednesday market now has a number of food stalls (street food), could there be a once a month (summer evening) event in the evening of a number of street food stalls somewhere on the streets of Bury

Improved cycle lanes and less cobbles!!

More pedestrianised areas

The old town centre should be completely pedestrianised for safety reasons and to allow easy access to all shops. I like outside cafe seating , but when tables are not cleared regularly it looks very untidy and often litter is blown off tables onto the roads. Signage further out from the town centre is needed so you know you are on the right road into the town centre. I do feel that the Abbey Gardens need more seating and during summer picnic benches would be brilliant to allow visitors to eat outside while enjoying the beauty of the gardens.

No parking around market area. The streets cannot look attractive with cars parked both sides ( some on double-yellow lines) and cars crawling round congested streets searching for spaces . More pedestrianisation, greenery and artworks

The paving in bury is appalling and dangerous - needs redoing or repairing all over

Maintain current balance of the above.

cafe culture style outside seating green space/trees

part pedestrianised streets across the town centre. Enhanced paving areas. Further places to site and provide a further green feel to the town centre (planting etc)

The streets within the town need improvement as they are uneven and easily become a trip hazard.

## Phase 1

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- signs
- litter bins
- places to sit
- trees and bushes, planters and flower beds

all the above, especially signage and flora and fauna

places to sit, trees and plants

More pedestrianised areas Nice places to sit More trees/planting Definitelt NOT more lighting!! or Signs! We need to reduce signage and useful signage needs to be plaesant to look at!

Do not waste money on rubbish like the stainless steel trees that you built a while back. Or the terrible kerbs along side them

019. Streets and Spaces. No more plastic shop signs in the old part of Bury! No wonder there has been recent reports of Cornhill looking 'run down'/'downmarket'. Painted wooden signs or enamel ought to be the norm. Offer partial grants if needs be. All tourist maps within the town centre require the words 'You Are Here' with an arrow. This was absent from the Buttermarket map in 2015. Is there any chance of repainting the overbearing black street furniture at the junction of Honey Hill and Crown Street? Black catches the eye negatively, detracting from the adjacent light-coloured buildings. Surely a cream or light brown paint would be more fitting? Hanging baskets are pleasant enough, but are costly, very labour intensive and the unspoken truth is that they often hang too high to be appreciated by many and so many of them across the town suggests that we are afraid of diversification. Fewer hanging baskets but more window and wall-boxes instead would be a vast improvement. We could even follow Todmorden's example and have some edible containers too - why not? We could also have some annual mixes in planters (with less rich soil). All of these would score points on colour, variety, biodiversity, and so on. Let's not become a one-trick pony town when it comes to greening-up. Planters of all kinds appeal more to the eye when fewer colours are involved. Less is more where the colour palette is concerned. More green walls are needed. The planted doorway around the property on the Abbeygate Street/Hatter Street corner is by far the most attractive green feature in the centre of Bury - why not ask the Bury in Bloom committee to use it as an inspiration? The Royal Horticultural Society have a 'Greening Grey Britain' project for all of this sort of work. Why not ask the Bury in Bloom committee to consult the RHS on best practice/materials/maintenance etc? Lots of their advice is FREE! Trees:- How about planting some trees either side of the Medieval Gate (where there are currently flower beds)? This wob\_l Id balance out the gate from a height perspective and, -l; >etter reduce pollution from the traffic on the adjacent road. Appropriate flowers could still be planted beyond the drip-line. At present, these areas lack a sense of proportion and scale and tend to look rather disappointing as a result. Unfortunately, they often have banners and advertising planked in them which degrades what ought to be an impressive historic and green frontage. Angel Hill planters could be tiered, but not with plastic. More recycling bins in town, even if only for glass and cans. More seating in the town centre (please avoid metal, which retails water and is too cold in winter, too hot in summer).

declutter Not use materials that over a relatively short period of time become uneven as on chalk structure seating areas not specific to coffee shop

paving that can stand the use of trucks not cracked · places to sit and trees

places to sit, for example the Buttermarket and area around the former Mill House Fabrics

Decent paving Plentiful signs and local maps More litter/poo bins strategic seats More trees and shrub planting

The old streets have plenty of character and don't need altering, add more flowers to make it look cared for and natural - Suffolk is after all predominantly a rural county.

Places to sit

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- **places to sit**
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### Plants

I would focus on aesthetic improvements such as trees, bushes, planters etc. and cafe seating that creates an ambiance of community, creativity and life.

Sensible pedestrianised areas. Attractive paving and outside spaces with places to sit and eat. Roads and pavements more frequently swept and cleaned. The alleyways connecting the arc and the old town need proper lighting, they are frightening in the evening.

More litter bins, planters take up too much room on footpaths especially Churchgate street making access for wheelchairs and buggies a nightmare. Cafe seating is lovely providing it doesn't encroach on pedestrians. More general seating would be great. The tree outside Moyses Hall is way to big screening the lovely clock from the Buttermarket.

Pedestrianised during the day time. Especially St Andrews Street. NO TAXI's. I almost go far as saying that there should be NO Buses also along this area. There is a Bus Station. Use that. NO CARS (this is not being enforced in any shape or form). Some Social Spaces would be good. Really the development of St Andrews Street is key for me; from the Job Centre up to the RSPCA Shop is in need of a real makeover. I think it is a golden opportunity that should not be missed. St Andrews Street really is the core of all areas of the town centre. I think the Angel Hill area AbbeyGate Street and Churchgate Street is fantastic and is a real credit to the Town. Things begin to slip though when you see the Barclays building and St Andrews Street.

Further part pedestrianisation is inevitable. Outside cafe seating is here now - but SEBC needs to reassess its attitude to enforcement - as recent approach has caused owners to curtail pavement activity. SEBC already do a pretty excellent job of keeping the area clean, attractive, free of litter, etc ... but the whole 'ambience' of the town centre could be massively enhanced by better use of trees, bushes, planters, etc ... and LIGHTING.

More signs and updated signs showing a area where you can find one or many of what you are looking for like a book shop or a cafe

Evening needs to be much brighter and lighter

Trees bushes etc and open air social spaces

pedestrianise walkways from arc to marketplace more planning and seating in the marketplace better car park machines - they are very slow and queues form to pay

Outside cafe seating just takes up what little space there is (imagine McDonalds, Starbucks and the upcoming Cafe Nero there Thorntons is with tables outside for instance!) and realistically it's only good when the weather is good. Same problem with A boards, there is no reason for them and they are just a problem for everyone but especially those with differing needs. This is already very obvious on St Johns Street but getting that way on the walk down to Angel Hill from the market. We don't need more flower beds as again that removes the little space we do have. There are a nice number of seats but there is still a need for a few more in different places, although part of that is an issue as they would be useful exactly where the markets are 2/3 times a week. But that is probably of more use than other things. More bins are nice but the problem is modern ones with split recycling etc are big clunky and don't look good in our town centre,

More litter bins.

More places to sit

Better waste management in medieval centre such as Skinner Street. eg The Shambles York.

## Phase 1

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### Please think about:

- pedestrianised and part-pedestrianised areas (such as Angel Hill and Abbeygate Street)
- outside facilities, such as cafe seating and open air social spaces
- paving
- lighting
- signs
- litter bins
- places to sit
- trees and bushes, planters and flower beds

More seating, litter bins, better paving

Unwound like to se the pavements improved,more places to sit, and more outside facilities

Already commented re trees etc. More seating in pedestrian areas. Part time pedestrian areas work well in Bury, the use of designed barriers and bollards reflect the "atmosphere" of the town, statues/sculpture in various places not just on the outskirts where people may not get to.

All the above

paving and lighting need improving additional toilet facilities would be helpful bigger litter bins more trees, bushes and planters would be welcome - particularly in the Buttermarket area and the Boar War memorial could look very pleasant and not interfere with the market

More trees,bushes ,planters etc Maintain existing surfaces better so they aren't cracked and uneven

Maybe some different types of evening lighting to enhance the beautiful boildings in the centre.

Paving Lighting Signs Litter Bins Places to sit

All of the above!

I have covered certain of these points beforehand. Good paving adds to the beauty of an area as well as complying with current safety regulations.

Places to sit and tress. Maintain the character of this beautiful town center.

More outside seating for cafes and open.air social spaces. More seats.

More open air spaces and planting.

Most of theses , defo lighting, plants, open air spaces

places to sit, signs, better roads and pavements eg St Andrews street between ARC and town centre is abysmal!

Litter bins Places to sit Flower beds

More bins. Also better disabled access and smoother pathways for this reason my son was in a wheelchair for 4months and the town made my life hell. . More public toilets in the old part of town.

More litter bins around the town. And they must be emptied regularly. Ideally another toilet block nearer the town centre.

More seating, greater pedestrianised areas

more pedestrianised streets; larger traffic kept out during busy times

More trees, bushes, planters and flower beds. More places to secure push bikes.

I think there should be greater use of shared spaces in the town centre.

The part pedestrianised areas referred to above work well and should be rolled out to other Town centre area. We must maintain workable roads so maybe consider dual usage with appropriate safety controls ( cameras and subtle traffic management)

Communal street signs eg listing shops/eateries etc at the top of streets such as St Johns and Whiting. These could be combined with floral displays which would soften the information. This would provide for a standard look rather than the proliferation of individual A boards, but yet still advertise the businesses which is so important to the independent. More places to sit as many visitors like to take in the scenery and many are very mature and need rest stops.



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More pedestrianisation which should lead to places to sit. Perhaps statues of monks and abbots on benches for tourists to take pictures.

Better paving & more litter bins. The number of litter bins has recently been reduced in the inner core  
Paving, places to sit, planters, toilets

Pedestrianisation, public seating, play areas

Some of the paving needs attention - there are areas that currently are likely to cause people to trip because of uneven paving stones and there are several places where the sets/cobblestones have come loose and need to be put back.

Better and safe paving. More flowers & trees/shrubs. More seating on open spaces, & more open spaces. Lighting that suits the character of the town.

trees and bushes etc ?outside sitting areas for quick visits...

It is such a pity that Angel Hill is used as a car park - it could be made so attractive. And as for allowing cars to drive down Abbeygate St at certain times - is that meant as a joke?

Improved paving in all areas of BSE which reduces the risk of accident to pedestrians. Stop cyclists using pedestrian areas. Good street lighting. Better use of the area of the Cornhill shopping centre and its surrounds. A Police presence / small Police Station in the centre of BSE. A "shop front" / "one stop shop" for SEBC / SCC in the centre of BSE. Better Health and Care facilities. Improvements to the Ancient Monument of the Abbey of St Edmund.

Better and more attractive links between old and new parts of the town. St Andrews street south is a disgrace and an embarrassment. If Tayfen is to be developed we should make sure that the same mistakes are not made and consideration given to the access between Tayfen and the centre. Pedestrianisation and cycle paths. Attractive streets from the station through to the centre required.

Any new builds should be in keeping aesthetically with the old part of the town (no ultra modern developments). The centre of town should be pedestrianised fully allowing for local cafes and shops to have outside seating/dining, this would particularly benefit the smaller independent retailers.

Pedestrianise the Angel Hill area. Reduce the cafe seating on pavements (eg at the top of Abbeygate St) at times when vehicular access is allowed as currently pedestrians are forced into the road to circumnavigate tables and chairs. Retain and extend cobbled paving. More effectively and regularly remove the unsightly chewing gum from the pedestrianised areas. Provide more seating throughout the town centre and more comfortable seating in The Arc. The current planters and flower beds are beautifully planted and maintained and more could be created as finances permit. Open the refreshment cabin in the Abbey Gardens all year round (possibly with a covered seating area) and extend the range of food and drink available there. Litter bins are needed in the carparks to deter motorists from emptying their rubbish directly on to the car park.

Provide more seating in Abbey Gardens and an indoor cafe. Do away with the aviary which is a cruel and out of date way to keep birds and use that as an extension to the Cafe - an Orangery style which would be in keeping with the historic nature of the gardens.

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- lighting
- signs
- litter bins
- places to sit
- trees and bushes, planters and flower beds

Increased pedestrianisation with better maintained paving, including greenery and trees wherever possible and "nice" seating areas, where people feel actively encouraged to spend time, rather than just grudgingly provided an odd bench would a great improvement. For example, both angel hill and the market areas have large open spaces but no places to congregate - compare this to squares in continental Europe, which are social places. Too often in the UK, people feel they are only valued if they are spending money, and any time not spent doing this is discouraged. For example, if nearly all the parking could be removed from Angel Hill to a better location (maybe even underground ?) and through traffic removed (e.g. via a new local road adjacent to the A14 from the Rougham Hill roundabout to Eastgate Street via Bury Bowl area) then this could be a fantastic urban public space.

There are an increasing number of businesses that are using the pavements for displaying goods. there has been an increase in advertising boards on pavements. these are reducing pavements sizes for disabled scooters/wheelchairs and buggies/ prams. Could this be discouraged. Better control of loading bay areas as some vehicles park for long periods

All of the above.

See answer to Q17

lighting and tree, bushes etc.

Pedestrianise St Andrews Street and Abbeygate Street permanently; allow more outside seating in Abbeygate Street. The road surface on Angel Hill is getting increasingly worse and needs proper repair (like most of the roads again). Plants/flowers has always been a strong point in Bury.

More space, seating Ares, more parking spaces and cheaper, plants and other greenery ,lighting , litter bins ,toilets ,child friendly Ares an more cinema's.

I don't know

Pedestrianised and part-pedestrianised areas (such as Angel Hill and Abbeygate Street). Outside facilities, such as cafe seating and open air social spaces. Paving. Places to sit. Trees and bushes, planters and flower beds.

Pedestrianised -area/ outside seats to sit and chat (without buying coffees).

Maintain paving. Traffic wardens to police parking - not on pavements. Stop large delivery lorries at McDonalds and M&S. These damage paving, hold up traffic and pollute.

increase areas for outside seating/ planting and outside cafe/restaurants

I think Abbeygate street has the best of both worlds, you can park earlier on if you need to 'pop into the shops' and then pedestrianised later so you can enjoy wondering around the shops and bulidings freely. It would be beneficial to have outside seating in the town centre with a large planted area etc instead of parking all day in the Buttermarket. The access from the Buttermarket to the Arc is abysmal, MANY visitors ask how to find their way between the two, and can't believe it is accessed by a couple of small alley ways. The back area of Boots etc should be improved to make it more attractive and coherent to the historic area. If you visit the town from the multi storey side you are faced with the unkept backs of large retailers and betting shops with no idea that the centre has beautiful buildings, independent retailers, parks, restaurants waiting for them. Without these our town would be just like any other and not a destination.

more of the same!

Paving needs constant over-watch and repair. Signage needs a really good look and think. Litter bins... more, please. Seats... yes. Toilets; open for much longer.

## Phase 1

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- places to sit
- trees and bushes, planters and flower beds

Agree with all the above and create a real vibrant attractive open square type culture linking all areas of the town together.

Ban chewing gum. Update the paving, street pavement surfaces are very poor for all pedestrians all over town.

Prohibiting vehicles parking on pavements. Removal of obstructive "A" signs on pavements. Better signage to shopping areas e.g. to St. Johns Street.

More dog poo bins and more grass

More trees and planting/ repair the paving and install more seating.

I did live in a flat in Skinner Street I moved because of diesel exhaust fumes from lorries below and the rubbish bins have a daily collection by small electric car.

Pedestrianised and part-pedestrianised areas. Good lighting. Litter bins. More planters and flower beds

Extensive pedestrianisation with cafe seating/ outdoor space - lake to swim in/ Covent Garden style vastly more litter bins! Street theatre/ music. Seating and cherry blossom trees.

Pedestrianise all centre of town as per Wednesdays and Saturdays. with Planting/ paving/ seating. Deliveries away between restricted hours.

all of above as appropriate.

Planting is always attractive and evergreens are the best solution as they are 365 days a year. Pretty lighting increases the appeal of any area - look at what they do in ski resorts and hotels abroad. Better signage to encourage footfall flow. Places to sit are good - but are open to misuse, so would keep this to parks - so that people use the cafes etc. Open air usage is good in the good weather - but can look 'sad' if not geared to the more common inclement weather!

The floral aspect of the town is well-known and enhances the public places.

modern paving seating planters

Keep Angel Hill as it is, it can be closed to parking when necessary. Improve paving, get repairs completed quickly before the pavement become a real hazard More planters hanging baskets etc will continue to enhance the town centre

It would be better to have level paving, rather than cobbled streets.

Decorative stone paving is nice but uneven and slippery when wet so be careful when using it. Do not provide part pedestrianised or shared area roads/paths - they are a recipe for disaster (other towns' use has proved this). Provide clean and safe seating around the town centre like the Arc, not just walls around plants/trees.

Improve pedestrian crossing access across Crown St by Norman Tower, more litter bins, trees / planters in the Arc area.

More benches to sit down on and more toilets

Part Pedestrianised provides access at times and safety and ambience at others.

Paving and roads could be replaced with quality materials and in keeping with the town. More benches dotted around for older people and mothers.

## **What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?**

### **Please think about:**

- **pedestrianised and part-pedestrianised areas (such as Angel Hill and Abbeygate Street)**
- **outside facilities, such as cafe seating and open air social spaces**
- **paving**
- **lighting**
- **signs**
- **litter bins**
- **places to sit**
- **trees and bushes, planters and flower beds**

More pedestrianised areas. Smoother paving, better maintained. More places to sit, for instance on Angel Hill.

part-pedestrianised - good, but is it a success? how do you mix people and cars? paving - York stones, look good, but Rough for wheel chair users etc! signs from centre to, eg hospital, are non-existent !

All the above sounds good.

more seating. more pedestrianised areas e.g. top of st John's st.

Generous pedestrian areas and easier to cross roads e.g. The buttermarket. Wildlife friendly planting. Edible planting? Cafe seating outside.

many of the pavements are uneven and present tripping hazards causing injuries.

The West side of the town centre, Queens Road etc, has very little public green space, any garden/social space that could be reclaimed in this area would be appreciated. The early closing of the Abbey Gardens in the summer months is a shame and a wasted opportunity. The Abbey Gardens could be better utilised for summer evening events-local music etc. particularly if a small covered stage area were installed.

Not too much outside seating, it's hard to push a buggy around the town as it is

I actually think all the above would be productive within the town centre but it also needs to be remembered that these things need to be maintained and looked after. It is no good providing all these facilities and then allowing them to fall into disrepair. Any person who then neglects to respect these items/areas needs to be dealt with.

More public toilets Enforcement of pedestrian-only areas so cars do not use them Wide-spread use of white LED street lighting - remove all sodium lights - to make it more attractive and safer at night Remove A boards Retain residents' and business parking in central area, but prevent short term visitors; parking so that more space is available for other facilities.

More places to sit, better signage, mend uneven paving.i think Angel Hill should not be pedestrianised. Many visitors to the town like to park there, as it is near the Cathedral and Abbey Gardens. A walk from Ram Meadow could deter people and is not very attractive.

Planters, trees and shrubs within the town, again such would help to improve St Andrews St.

All of the above to some degree

All of the above

Far better maintenance the state of disrepair of our highways is an embarrassment

angel hill is a car park more pedestrian only parts - make abbeygate properly pedestrian only, make the town centre and parts of st johns street pedestrians only more public toilets

Outside facilities.

Pedestrianised areas and places to sit - including outdoor seating for cafes.

More Recycling bins.

Shopping centre maps, make the town "prettier"

Pedestrianised Buttermarket and Market

Outside facilities, such as cafe and open air social spaces. Places to sit.

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- places to sit
- trees and bushes, planters and flower beds

All of the above as well as more interesting places for young people and a mental health wellbeing hub for children, families and anyone else where people can feel safe to walk in when support is needed.

pedestrianised and part-pedestrianised areas (such as Angel Hill and Abbeygate Street). paving. lighting. signs. litter bins.

Paving. Trees, bushes, planters and flowerbeds.

Bury seems to have an abundance of cafes.

I think the town centre has plenty of character already but does need public toilets closer to the town centre.

Spaces to sit to socialise. Toilets in marketplace.

Not pedestrianised areas as this will affect local shops viability from loss of trade, extra lighting, signs, seats, litter bins, planters, Toilets!!

Investment in maintenance of current facilities.

Well if we totally pedestrianized the medieval quarter and do away with pavements and road operation we would have more room for lighting, bins, green areas etc allowing more space for people in mobility vehicles and buggys. Plus cafe seating could spread out more.....no traffic noise.

I've disagreed for 018 because I do not believe this to be essential in all cases to achieve the reinforcement identified. Pedestrianisation can 'kill' town centres and needs to be used with caution. We need to find a way for vehicles and pedestrians to occupy the same space wherever possible - that may be one way working and wider pavements. The one area where this doesn't work is Abbeygate Street during the daytime. The width of the crossing streets does not provide adequate visibility and it should be stopped. More bins and seating areas would help to make the streets better places as would more soft landscaping but none of these is essential,

Don't waste money and reduce parking charges.

More toilets.

Angel Hill would make a beautiful plaza, with seating and public art (if the traffic could be re-routed and the car parking relocated). When it is cleared of vehicles (for parades etc) it's world class, bounded as it is by the Abbey wall and gate, cathedral, Athenaeum and Angel Hotel. The view up Crown Street towards the brewery is breathtaking, spoiled only by the constant traffic. We are missing a big trick by using the Hill as a car park.

More green - planters, green walls, trees. Analysis of movement patterns and design to encourage areas like St Johns Street.

Pedestrianisation anymore streets in Bury is a bad idea. We need to improve all this about ideas, Bury can look old and dirty sometimes. There are 3 large trees in the Town and look terrible.

Less street furniture.

Better paving.

Keep it simple!!

All of these improvements would enhance the town centre

Pedestrianised market area (Cornhill) seating, more quality paving to fit historic Bury St. Eds.

Additional seating area in town centre.

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- places to sit
- trees and bushes, planters and flower beds

Improving the quality of outdoor social spaces, as well as connections between them, to encourage more physical activity.

Places to sit, more plants and flowers. Better even paving.

Restricting/enforcing growing use of 'A' frame/boards on footpaths (3)Greenery - Planters/flowerbeds always good to see (2) Pedestrianise Abbeygate Street (1)Sort out link between the Arc and main town shops

outside facilities, such as cafe seating and open air social spaces. paving. lighting. signs. places to sit.

Trees and bushes, planters and flowerbeds Places to sit Signs

paving and pedestrianised places with seating and flowers male a friendly and relaxed space to visit for local and tourist alike.

More litterbins. More places to sit. More public toilets. Public water fountains.

block paving including in the Traverse and the uneven (York stone) paving with huge gaps between the slabs on Angel Hill should be replaced urgently and never used again. The bins are in dire need of cleaning and in some cases repainting. The bollards along Eastgate Street are in dire need of repainting. Fully pedestrianize Abbeygate Street. Stop vehicles parking around the war memorial and in the coach drop off bay on Angel hill Refurbish the benches along the front of the Borough Offices on Angel Hill Provide additional seating all around Angel Hill including by the coach drop off bay and the pillar of salt area

part-pedestrianised Cornhill, as public open market spaces.

Appropriate choice of paving - current paving problematic for elderly. More litterbins and places to sit.

Signs to provide information. Places to sit.

More trees. More litterbins

All of the above are good ideas. As stated earlier I think additional, centrally located public toilets are needed. the present ones near Debenhams are very large and pleasant and while on a map they may look to be centrally situated, in reality they are not all that convenient and many people end up using toilets in shops in cafes that are not ideal or adequate. The drain covers along Angel Hill in front of the Abbey Gardens gate are collapsing making the road bumpy and a trip hazzard.

Consider spending the money on more important things

Abbeygate Street could be pedestrianised. Definitely more litter bins. places to site. More public toilets. Trees/ planters and flower beds would be attractive as well.

All of the Above plus: improve paving and road services, impress on county the total incompetence of current contractor (KIER).

More litter bins, places to sit, more level paving & more flowers, planters

1 - paving, pedestrianized areas, places to sit, litter bins, signs, lighting, flowers, outside facilities

More seats, public loos and better pavements Pedestrianise Angel Hill & Abbeygate Street

As pressure increases, pedestrianisation should be extended, spatially and in timing. More emphasis is needed on paving, places to sit and the planting of trees

All of these plus daily cleaning as on the corner. Lower cars please

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Some part-time pedestrianisation might be useful - but only during the daytime, otherwise lack of access will kill off the nighttime economy, as it has in so many towns around the country. However, cars, buses, trucks should all be BANNED from such areas, with proper enforcement by local traffic wardens who have the authority to impose fines and, in extreme cases to arrange to have offending vehicles towed away. Paving should be durable and low-maintenance (the arc seems to be quite good from this point of view), but there should be far more pleasant places to sit (not cold stone slabs, please) with a few trees for shade and litter bins - but no more STEEL TREES, please!

1) Extend Abbeygate Street pedestrianisation to Spm and close the Higher, Lower Baxter Streets and Angel Lane during these times to avoid dangerous crossing 2) More dog litter bins, more dog wardens. have a publicity campaign and more education in schools 3) more planters and persuade the Arc management to enhance St Andrews Street

Like the idea of more cafes etc with outside seating

The 'shared space scheme' Abbey (Sanders) cafe and Angel Hill works well. Could Cornhill & Buttermarket areas also be considered in favour of the pedestrian? Paving must be improved throughout the town - it is very dangerous

Public toilets

More litter bins within the town centre.

Wider pavements in market square especially outside M&S, Argos etc which gets very busy and crowded at peak times.

All of the above and no cars in the town centre.

pedestrianised areas of Abbeygate street Angel Hill St Andrews street south litter bins more seating with plenty of GROWING TREES shrubs flowers NOT METAL JUNK open air green social spaces and easily accessible TOILETS Many more GREEN areas

If you fixed the traffic problems as already stated you could turn over all the town center to the pedestrian and do all the things you listed

York stone paving looks good. but is terrible for those using walking aids, those confined to the use of a wheel chair. The vibration causes great stress with some. More places to sit, particularly important for those who can only walk a short distance at any one time.

More outside seating, and landscaping that has a more mature theme to it

Lighting at night is not good - very poor in some residential areas close to the centre. Outdoor cafe seating is wonderful - please extend. the provision of bench seating or similar would be a big help to many - not just the old or disabled. The pavements are awful and cause lots of falls (I've had a few). More litter bins would be helpful to contribute to the appearance of the town.

All of the above are very important and are needed. Pedestrianised areas, far more open air social areas, attractive paving (capturing our cultural heritage), far more attractive signs pointing out historical locations as well as giving relevant information. Trees and flower beds do a huge amount for the town. For example, a street lined with a tree that blossomed pink in spring (this is just an example) could easily become a tourist attraction and a much loved part of the town.

Better paving. Places to sit. One of the other countries use plastic bottles recycled into seating. Better lighting.

Outside socialising spaces Landscaping

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- places to sit
- trees and bushes, planters and flower beds

More seating, litter bins,

I am happy with the usefulness and attractiveness of the streets and public spaces. The only area I think could be improved in terms of seating and appearance is the seating areas around the trees next to poundland and mcdonald's.

The footpath between the Abbey gardens towards the rugby club has no dog bins at all. As a frequent user of the path I've noticed more and more people not picking it up. I've heard many people say that they don't have anywhere to get rid of it on that particular walk. Also Nowton park could do with a bin mid way round in both directions - again many people complaining they don't want to walk round their whole walk carrying a bag of dog poo! I honestly believe it'll stop people hanging it in trees or worse still not picking it up at all.

All of the above

Better signs and lighting

I think a zebra crossing would work better on the crossing from Angel hill to the abbey gardens. Especially for children who cut through the park after school etc.

More plants and nicer paving. Maybe block paving?

more public toilets needed.

More places to sit, single benches around the place or more seating like the ones outside the pound shop.

Trees, bushes, litter bins

Places to sit

I think it's pretty good as it is already - just fix the wonky paving slabs please!

(ticked options) Paving, places to sit Make a piazza between Arc & market area to make an open inviting area

places to sit being more inviting in the town centre itself

Improve Skinner Street

(ticked options) Paving Places to sit Trees and bushes, planters and flower beds

Pedestrianise all of cornhill BUTTERMARKET the traverse st Andrews street South angel hill and abbeygate street.

More public toilets across the town, more bins around the town.

An immediate improvement in the paving of the centre and roads leading to it

More places to sit everywhere.

Street scene needs improving, road and pavement surfaces have been allowed to get awful. Buttermarket and outside Boots etc should be closed to traffic - it would allow a fixed market and better pedestrian flow

I think that most of this is very well maintained

If parking were properly policed and controlled a major improvement would be achieved. Pavements will become unblocked. The present situation is a farce

Better paths More litter bins More plants for helping the environment



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Check if there is enough seating. Are seats needed in areas such as Risbygate Street? In Risbygate Street there is Lacy Court and Parkway House etc. if a bench or two were available then that simple solution might help keep some cars at home.

Parts replaced. Better signage for smaller independent streets. Crack down on illegal parking

All the above

-Pedestrianise St. John's Street from The Grape pub to the Bushel Pub during business hours on market days - Wednesdays, Saturdays and Sundays. -Remove vehicular access to Abbeygate Street from high and lower Baxter Streets during business hours on market days and Sundays.

Needs to be a more cohesive design joining the Arc & the historic town centre. Currently it is bisected by boots/ Tesco metro etc. How about removing these to form a larger space/square that can be used. It will help join the two areas up.

-Pedestrianise St. John's Street from The Grape pub to the Bushel Pub during business hours on market days - Wednesdays, Saturdays and Sundays. -Remove vehicular access to Abbeygate Street from high and lower Baxter Streets during business hours on market days and Sundays.

Abbeygate street very dangerous for pedestrians and especially guide dog users and children. Cobbled streets difficult for wheelchairs and pushchairs. Too much pavement furniture especially at junction of Eastgate street and Angel hill.

keep up repairs on any defects in the pavements, stop reducing the parking on Angel Hill on bank holidays by moving the farmers market into the town or event the Arc so people with reduced mobility at least have a chance of attending.

Paving is appalling in most outer streets - Whiting street being a prime example. Toilet facilities in town - the Arc and Abbey Gardens - that's all - not good enough. Need more seating around the town - People watching is a great pastime.

Pedestrianised and part-pedestrianised areas. Paving. Signs. trees and bushes, planters and flower beds.

More litter bins are required.

Enforce anti-litter regulations.

Definitely more pedestrianised areas and trees.

I feel the level of pedestrianism in the town centre is about right. It could be improved with different styles of paving and perhaps the addition of trees and maybe even grass. Bushes tend to be neglected and gather rubbish. If you provide more litter bins they need to be emptied regularly. Thought must be given to the placing of more seats in case they encourage vagrancy.

Pedestrianised spaces with places to sit in Buttermarket Angel Hill Abbeygate Street etc

More pedestrianised areas i.e. St. John's street area, Buttermarket, Hatter street, Guildhall street and Whiting Street, which could encourage more visitors/ shoppers on Foot to explore these streets and shops.

Restrict outside facilities, such as cafe seating and open air social spaces unless the whole street or area is pedestrianised and there is adequate room to move around freely. All paving should be free from trip hazards at all times. Increase litter bins, - places to sit - trees and bushes, planters and flower beds.

## **What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?**

### **Please think about:**

- **pedestrianised and part-pedestrianised areas (such as Angel Hill and Abbeygate Street)**
- **outside facilities, such as cafe seating and open air social spaces**
- **paving**
- **lighting**
- **signs**
- **litter bins**
- **places to sit**
- **trees and bushes, planters and flower beds**

More - places to sit - trees and bushes, planters and flower beds - outside facilities, such as cafe seating and open air social spaces Facilities that will be consistant with a changing climate and help to adapt to extreme weather conditions. More permeable surfaces and better drainage. More recycling facilities

pedestrianised and part-pedestrianised areas (such as Angel Hill and Abbeygate Street) . paving. lighting. places to sit. trees and bushes, planters and flower beds.

More trees, focus on Abbey gardens and spill that into the town centre with the message that it's the whole town that's in bloom. Improve cleaning and litter bins, Bury does appear dirty at times due to it's high footfall.

Additional outside facilities would be nice. Bury looks beautiful because of all the flowers & plants around the town centre - this is something that would be great to continue where possible. Some paving needs replacing - there are loose stones in a few areas in town centre, which have been marked.

More litter bins Repairs to broken paving

A properly designed link between Arc and the old town (as was proposed when Arc was originally planned), as at present the links are dingy, dark and very unattractive and a very tight squeeze during busy periods. They are more like little "rat runs" at the moment. There is no easy flow between the two parts that seem very disconnected, and having the additional seating (as proposed with the Arc development) would allow people (locals and visitors) to enjoy B.S.E more.

Places to sit would be good, along with more trees etc. More litter bins might prevent rubbish in streets

No cafe seating on pavements unless in a pedestrianised area. Spaces/ mini parks with seating (already mentioned). More litter bins and frequently emptied. Small trees, planters etc. where possible and only if they can be well maintained. Non-slip paving.

If any further areas are pedestrianized then it will make it even more difficult to drive in to town. Thinking of disabled drive and the elderly .

No block paving no extra pedestrian areas. Block paving is expensive and does not wear well.

need safer entrance off Angel Hill into Abbey Gardens. the central refuge is not wide enough for prams, pushchairs or wheelchairs. iwould prefer a light controlled crossing "shared space" is not safe here. better signage to attractions and places of interest

I think our town centre is already attractive and attracts huge numbers of visitors, businesses . Why do so many people want to live here and why is a massive building programme underway - I think you already have your answer. No I don't want to see Angel Hill and Abbeygate Street pedestrianised. I would like to see Open air social spaces and outside cafe seating - there are very few cafes, restaurants or pubs that have a garden or courtyard

It is quite noticeable that as one exits the town centre from Angel Hill, down Mustow Street, the tools to improve the town's 'attractiveness' are limited and abruptly stop outside the Fox public house. From this point onwards and out of town by Eastgate Street - which is also a main route into and out of town, used by a large proportion of the community - the planters with beautiful flowers stop, the Christmas lights stop. It is almost as if the area of Bury past this point does not matter! More should be done to include this area in any improvements planned for the town.

Outside seating. flowers.

## Phase 1

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

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- pedestrianised and part-pedestrianised areas (such as Angel Hill and Abbeygate Street)
- outside facilities, such as cafe seating and open air social spaces
- paving
- lighting
- signs
- litter bins
- places to sit
- trees and bushes, planters and flower beds

All the above plus signs for St Johns Street.

- Angel Hill should be pedestrianised between the town hall and cathedral - Abbeygate St should be permanently pedestrianised as it is quite dangerous when cars suddenly start driving down there at 6pm - St Andrews St South between the Arc and historic centre is the ugliest street in the town centre and should be improved by the use of tree/planters - Outside seating on Angel Hill could be increased if it was pedestrianised - Car garages along Tayfen Rd and Farnham Rd should be relocated and replaced with attractive residential/retail

Cobbled streets, period style signage/bins/lighting . cafe seating in the street to be promoted. Flowers are always lovely in town in planters and keep trees in town especially the one outside the nutshell full of birds!

Signs - tourist highlighting museum/ Abbey gardens shopping areas. Toilets.

We think that Bury is pretty well served in the above. Obviously maintenance of the existing and/or replacement when needed is a priority and if better alternatives become available they should be considered bearing in mind cost implications.

all of these ; most of them are already very good, but more litter bins, regularly emptied, would help and some paving needs levelling.

Bring back traffic islands, especially outside Dennys and outside Sainsbury and remove the tiresome traffic lights in Bedingfield way. Litter bins need painting.

More litter bins along footpaths such as by the river linnit to combat littering and the pollution of the river.

-More pedestrianisation -maintain consistency in the design traffic signs, street lights, litter bins etc.  
-Institute of a local responsibility for the monitoring of all pavement and street surfaces, with a commitment to speedy remediation where necessary .

Level patching which is currently uneven. Better lighting and better cctv so there are no more incidents like Corrie McKeague. More bins as litter everywhere and make sure emptied more regularly . More sitting for the elderly and ill. More trees and plants to stop it look like a concrete jungle and to reflect our farming heritage . Lower more kerbs for better access for wheelchairs and disabled.

Excellent, Ensure adequate lavatories

Excellent, Ensure adequate lavatories

Litter bins Seating Lighting

More pedestrianised area and seating . Suitable signs (not to brash!), low level lighting, plenty of litter bins.

Flat paving stones not the cobbled type tripping hazards.

replace cobbles at top of Abbeygate street with bricks - cobbles are trip hazard. Keep paving flat - Do not Replace with anymore paving - This is a nightmare to walk on.

What the heck does Q18 mean? "reinforce the role, function and character"?? Examples of HOW one would reinforce would be useful. Again, in plain English please.

## Phase 1

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- signs
- litter bins
- places to sit
- trees and bushes, planters and flower beds

More European style outside cafes and bars. A different night one economy - would be great to get some more 'grownup' spaces that don't mess necessitate binge drinking. Incentives for bars/cafes to explore this market? More arty initiatives. Fair enough the dandelions were controversial, but any attempt to inject a bit of art/culture in to a high street should be welcomed and encouraged as it benefits everyone and creates a positive ambience for visitors.

more litter bins, a job created for the unemployed to pick up litter around the town as part of their unemployment benefit. signs to be updated, many people come out of multi storey carpark & don't know the way to town centre, more seating areas with wi fi, so everybody can sit when using mobile phones, more public toilets in centre of town, paving to be improved & widened for old & disabled users  
places to sit signage public toilet facilities

A lot in centre is good already. No need to put expensive York stone paving. Put back litter bins; keep street clutter down e.g. fewer signs. Don't put benches under trees - they get covered in bird poo. Enforce car exclusion e.g. St. Andrews street.

More places to sit would be welcome, although there are not a lot of spaces where this would be practicable. Litter bins - these must be collected and CLEANED regularly, especially in summer. Cafe seating on paved areas is fine.

Better maintenance of pavements. Better lighting. trees and seating areas.

Definitely paving ( I had a bad fall on the corner of Palmers last year) due to the uneven pavement/ bricks! Trees. bushes & planters are always lovely to see & we need to see more litter bins and of course.... More nice seating so we can take in all the beauty of our town.

### Toilets

More bins and places to sit.

Introduction of car free streets with deliveries limited to certain hours.

Pedestrianised areas and more planters, and def more litter bins

Less use of riven paving ( a trip hazard) and granite setts (the ones we have are not maintained properly as it is. Most need re-groutong. The ones outside Iceland have just been done but are not much better. They probably need relaying.

Removing the new cars for sale parked in Charter Square as this is not attractive. This area could be made more attractive with plants, trees and seating for visitors to relax. Removing A boards on pavements where they force pedestrians to walk on the road, ie Abbeygate Street.

Improved paving

Would like to see all the above

Outside facilities but the traffic gridlock is a pain on both entereances to bury nightmare too many roundabouts x

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

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It is important to have some car parking very close to the shops e.g. Argos/Debenhams both sell heavy and bulky items and it is useful to be able to take them directly to a car close to the shop's entrance. This needs to not be restricted to blue badge holders. Car parking needs to accommodate people with large cars as well as medium and smaller cars. Care needs to be taken with litter bins and flower beds etc to not create places easily vulnerable to bombs being planted; the terrorist threat is not going away any time soon. Consider the needs of people who are not neurotypical; a big selling point for BSE is that it is a traditional town centre not an indoor large shopping centre which often have lighting and noise levels that are difficult for some people to cope with. Routes between key areas should be well lit in the dark to make them useable during the winter.

Very confusing for children when streets are only sometimes pedestrianised.

More green spaces and outdoor art/statues etc

I have already said more planters, hanging baskets and places to sit

Cleaner streets and attractive routes between areas of the town. Public toilets in the town centre.

More trees etc. Seating areas Pedestrianised areas & social spaces

Paving is a big issue and needs to be sorted first as it needs to be even and to lower the amount of accidents that are caused by unevenness

The upkeep needs to be far better. Things are allowed to get into a state of disrepair.

As already mentioned, paved areas need to be done well and of materials that will stand up to traffic if required. Bring back those metal trees that were behind Boots. Yes, they were unpopular but they were paid for so might as well be used. Make the Arc square more social - maybe street artists and performers.

More pedestrian areas so more parking near the town centre.

See above comments about car free environments. There should be more places for people just to sit and indeed more of all of the above except signs which should be confined to informative direction posts. Lighting should minimise light pollution

Pedestrianise all the main shopping streets all the time, except for restricted deliveries. It works during the Bury Fair. This would make a Park and Ride service more economical as it would encourage visitors to park on the edge of town.

there needs to be more seating in the town centre. the paving in both the centre and angel hill need urgent attention.

More seating - comfortable, wooden benches More public toilets - must suit disabled More trees Street furniture in keeping with old buildings

more open air seating such as European style cafe outdoor seats. More lighting, particularly ones that won't go off at night.

places to sit

outside facilities, such as cafe seating and open air social spaces paving litter bins places to sit

paving. properly laid to stop heavy vehicles ruining them. yorkstone on angel hill very (olde worldie) but very uneven and dangerous for elderly.

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

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Most areas are already useful and attractive but are often spoiled by people needing to bring their cars into town. Part of the problem is that people won't see how attractive an area is if they have to constantly watch out for cars. Also the air quality is affected

all the above are important but especially keep the green spaces: Abbey gardens and water meadows as on the map at the back.

- litter bins - places to sit - trees and bushes, planters and flower beds outside facilities, such as cafe seating and open air social spaces

more pedestrianized, more signs, trees planting and seating.

paving is very poorly maintained at present e.g. Whiting St.

Area in front of Sports Direct - these shop fronts ... Poundland is tacky and not a good indication of what the rest of the town centre looks like. More benches within Buttermarket/ Cornhill.

Pedestrianised between the Arc and Boots - and down Abbeygate Street. One way traffic in St. Andrews Street South; building that a restriction in parking in that street

Short term - repave footpaths . Short term signage . Long term Pedestrianisation some area.

Keeping York stone style paving. More trees and greenery. More seats for the elderly. More attractive quirky statues reflecting our heritage.

The pedestrianisation such as Abbeygate street should be increased to Cornhill and Buttermarket. Not enough places to sit, especially signs should be clear but not garish, At Arc, ones at Arc are good. Keep this in check.

Decent paving. Like live plants and trees. seating.

Pedestrianised area where there is congestion/ potential danger) e.g. St. Andrews street south. Toilets available in the very centre of town. Market square/ Cornhill area.

Pedestrianised and part-pedestrianised areas (such as Angel Hill and Abbeygate Street). Paving. Signs. Litter bins. Trees and bushes, planters and flower beds.

All of the above. Lighting 24 hours/ remote/ sensor/LED/Green lighting.

Outside facilities i.e. Cafes. To maintain the market. Improved paving - damaged slates - dangerous!! Places to sit.

Concerns over money/ cost of satisfies

All above.

Places to sit, trees and bushes planters and flowerbeds .

Continuation of excellent work.

Pedestrianise Angel hill and Abbeygate street. litter bins especially the Arc. Places to sit especially the Arc. More toilet facilities.

Pedestrianise areas within historic quarter would be good.

All the core pedestrianised . Bigger towns then this manage it. Outside seating at cafes and pubs. Paving to be improved, plus lighting and trees and planters.

Improved paving.

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

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I don't know what the statement means, but pedestrian areas need to be safe to use - well lit and properly maintained.

Easier access for wheelchair and mobility seater users. More outdoor seating areas and cafes.

Litter bins look very tired and old more of them around. Some of the roads and pavements are not the best to walk along they must be murder for mobility scooters. Better signage round town. The town is very well kept and looks lovely during Bury in Bloom.

More places to sit, and trees and bushes etc. There should be natural trees in charter Square, and a fountain.

All of the above. Pedestrianise all the centre.

more (and attractive) litter bins including those for dog waste

pedestrianized are where possible. More places to sit also welcomed. Trees and bushes wherever possible - help reduce car emissions which are increasing.

Seating, good signage. green spaces.

got to put pedestrians needs ahead of car user needs. The car gets too much priority in Bury. pedestrianize angel Hill and Abbey gate st - so dangerous when cars are allowed down abbeygate after 4pm especially as drivers have no regard for people in their way

Adopt "Bury lung" to provide more open green space for the town.

trees on st Andrews st in particular art works

I would like to see a pedestrianized (fully) Buttermarket, cornhill and abbeygate streets more trees being planted and rubbish bins

places to sit lighting

I would like to see all of the above. Fewer cars, better, enjoyable pedestrian access, lively outdoor cafes, pop up markets on non market days, good mix of day and night time uses. Interactive visitor trails such as the bollards, wolf trail etc.

More litter bins and dog waste bins. More planting for f ture than annual blooms. Improvement of the Butts and other walking areas. Reduce signs that clutter the town.

Litter bins

Where Cornhill shopping centre - example of rebuilding instead of using what is there goes wrong! Can you do something about the Cornhill shopping centre. make it about culture, cafe maybe.

Litter bins in appropriate places and regularly emptied. Safer pavements. Seating on Angel Hill near coach pick up points.

Better lighting (LED). More signs, as much of bury is missing them.

Pedestrian streets.

Paving improvements. Road improvements along angel hill.

Maintaining the standard of paving. Good quality signs are needed to easily guide visitors around historic Bury. Improved seating near historic sites.

## Phase 1

## What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?

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- **litter bins**
- **places to sit**
- **trees and bushes, planters and flower beds**

More ornamental flowering trees (small) so they do not disturb the pavements with their roots. If you look at photos from the Jarma/ Spantan collection you will see how pleasant Bury used to look and it is all down to greenery - trees/bushes etc. The hanging baskets look great but only in the summertime. We need more greenery in the autumn and winter months.

Full pedestrianisation of Angel hill and Abbeygate street. Proper enforcement of parking regulations. Consideration of air quality.

Part pedestrianised areas places to sit

The area behind 'Boots' need sorting out - it is either a pedestrian area or a bus route not both. It could be pedestrianised and seating trees, bushes etc. used to enhance the area.

All of the above mentioned in question (19) could be increased to improve the attractiveness of the town.

pedestrianised areas. Litter bins. Places to sit. Trees and bushes.

All pedestrianised areas should be effective 24hrs per day. uneven paving must be eliminated as it is hazardous for the elderly people. provision for outside facilities should be extended./ It helps to create an attractive atmosphere in the town.

more street lights, more border trees. don't waste money on gimmicks like the silver trees

Pedestrianised and part-pedestrianised areas (such as Angel Hill and Abbeygate Street). Trees and bushes, planters and flower beds.

Better cafe in Abbey gardens -open later and with a covered area - do away with the Aviary to make space. Take cars off Angel hill - except disabled to make attractive seating/ cafe space available.

Extend pedestrianised area (e.g. Abbeygate) Maybe a few more benches (but not outside MacDonalds! its an eyesore)

Increased number of part-pedestrianised areas with open-air social spaces. Improved paving and signage.

All of the above - Cornhill (the market place) should be pedestrianised - tree and flower beds.

More seating

I think how things are in quite good, but a bit more pedestrianisation might be good. (Not more street signs).

All the above and Less litter. Remove buskers and layabouts from town centre - they add nothing to the attractiveness of the town.

Bear in mind that streets change e.g. Churchgate St. is now predominately residential. It is architecturally an unexploited genuine fantastic view particularly at night. But is not enhanced in the same way as adjoining streets. Do not allow cars to park on pavements. It damages the slabs, is a hazard to pedestrians and scooter users. Enforce the parking regulations.

Places to sit.

Cornhill should be pedestrianized and seating put there, making it a social place car free.

Paving needs a lot of improving as currently many trip hazards for walkers and not enough dropped curbs for wheelchair users.



**What improvements would you like to see to the usefulness and attractiveness of streets and public spaces within the town centre?**

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No more pedestrianized areas. I find it odd that you mention 'cafe seating' - yet Muffin Break had to jump through hoops to get 2 tables outside. Places to sit generally would be good.

Once pedestrianisation is achieved all improvement and enhancement is possible including all- level surfaces for easier mobility.

Once pedestrianisation is achieved all improvement and enhancement is possible including all- level surfaces for easier mobility.

Pedestrianised and part-pedestrianised areas (such as Angel Hill and Abbeygate Street). Outside facilities , such as cafe seating and open air social spaces. Litter bins. Places to sit. Trees and bushes, planters and flower beds.

I think all of these are important. -

The city often has lots of litter around.

Public loos

Public loos. Places to sit.

**Managing and enabling accessibility for all**

**It is important to maximise accessibility for all by providing an attractive town centre in which it is safe and easy to move around.**

**Do you agree with this statement?**



## Phase 1

**What changes would you like to see to establish a safe and more comfortable environment for pedestrians, including those with mobility requirements (such as walking aids, mobility scooters, wheelchairs and pushchairs) and those with additional needs (such as dementia, mental health problems or learning difficulties?)**

**(for example, disabled toilet facilities, additional pedestrianisation of streets, dropped kerbs, raised crossings, additional seating, sources of support and advice)**

conveyor belts down every street for tired or disabled people so they don't have to walk very far

Improved pavements. Clearly marked dropped kerbs. Staffed information points for those visiting or new to the area. Accessible toilets just off the town centre.

More seating

Sort out the link between the Arc and the market square. Reduce the on-street parking in BSE.

Reduce the on-street parking by college students in Westley Road (have you tried to negotiate the parked cars/oncoming traffic during rush-hour?)

Remove A boards. Clearer sign posting to toilets. A central 'manned' assistance/advisory point in the centre.

The main butter market should be made pedestrianised if possible and the kings road thoroughfare between Waitrose and the Arc.

The most important thing (unless in Grade listed historic buildings, on occasion) is to help disabled people access shops. They want to get around and they just can't. Shops should all have a small aid/slope in door frames to enable people to enter shops. Shop layout should be considered also - in the small independents, you can't get round if you're disabled. Small ramps should be provided in the town centre wherever possible. If possible, wheelchair size access should be considered. Maybe wheelchairs could be hired from the Abbey Gardens, as older people love the gardens and can't always walk the whole thing - there could be a suggested donation to charity when they are hired. Wheelchairs could also be hired from the Arc, and again a donation could be suggested - for example, for a nominated charity each month, or a selection of charity options so people can choose when they donate.

A zebra crossing between the body shop area and m and s and also where WH Smith's is... nightmare sometimes trying to cross with children. But that might be an overkill and being pedantic

First we need toilets in the town centre

Raised zebra crossings, especially linking Gosnold Street with Central Walk and Auction Street with Market Thoroughfare.

There. Reds to be more disabled toilets in the town centre.

Get rid of kerbs - level shared space. Additional seating.

Close St Andrew Street for all traffic during shopping hours. Toilets in town centre (ie Buttermarket/ Cornhill area

As above b'etter placed drop kerbs

All of the examples mentioned.

Need more toilets in the town centre especially disabled facilities. More dropped kerbs would be helpful - I push my partner in a wheelchair for longer distances in the town and bumping down kerbs is a pain

I think we already cater very well for the disabled. In most places those are the spaces that are vacant. We don't need more.

More parent and child spaces

close the town off in the day time everyday.

Another toilet block in the town crntre.

designate the crossing outside the norma tower as a zebra crossing (stripes to be created using different coloured stone)

I think there should be more lighting and police officers around when there are events being held in the town

More benches ...

## Phase 1

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**(for example, disabled toilet facilities, additional pedestrianisation of streets, dropped kerbs, raised crossings, additional seating, sources of support and advice)**

Improving broken and untidy paving and metal rain run offs on paths in all 'gate' streets too.

Would be lovely to do all those things but the cost is always in the background - certainly better toilet facilities are needed for everybody, not just disabled and better signage

The market area needs toilets. I have bladder issues and it can be difficult to get to the arc or the Abbey Gardens

Dropped kerbs and Abbeygate Street completely pedestrianised. More toilet facilities, not just disabled if more people are to visit the town. Tourist Information in the centre of the town.

Not sure, I am not qualified to comment.

Keep cobbles areas to minimum. Smoother pavements. Bury is hell if you are in a wheel chair, have poor mobility or have impaired sight.

Town centre to be on one level with brick paved areas. We don't need roads in the town centre. Access for delivery vehicles can be at certain times such as is the case with Abnegate street.

dropped kerbs.

Level surfaces with NO kerbs - simple paving without fancy inset motifs, good materials which can be cleaned of chewing gum (a scourge) digital and interactive displays like a google map for example

Encourage less car commuters into the town, living of East gate Street, means most days being stuck in traffic for 15-20 mins...

Open toilets. Only McDonalds is open when the market starts. Stop people parking on pavements and double yellow lines.

As 019. Raised crossings increase noise levels.

Disabled toilet facilities

Toilets and dropped kerbs the logging is not good from overhead lights since it was changes. Needs looking at.

Seating in the centre of town is very lacking. The few benches that are there are covered in gum and old and creaky.

definitely need dedicated town centre toilets

More toilet facilities in the Buttermarket area would be helpful as only Arc and Abbey Gardens at the moment. Additional tourist info kiosk could be situated in the Buttermarket or Arc area.

As above need all

Ban all cars from the town centre. Build new, modern toilet facilities for the public (look at New Zealand for examples). No street curbs, beautiful paving, interesting art sculptures, more trees and plants. Benches, more bins and more communal areas. A bowling green in the town centre? Radical.

Pavements!!! Some of them are appalling, these should be upkept, regularly!

Improved cycle paths so that cyclists are discouraged from using the pavement. Extend the cycle path on Eastgate Street right back to Angel Hill so that it is possible to cycle towards the Bartons / Moreton Hall without using the hazardous Mustow and Eastgate Street roads.

Please see previous comments. Facilities with space for a double buggy and are child friendly are currently few and far between. There's a reason that you see so many groups of mums in the apex - it is one of the few cafes with space.

More seating and less A boards accident waiting to happen.

The town centre currently appears to have been designed around the needs of cars. Pedestrianisation, seating and easier access to the centre from transport hubs should all be implemented.

Most roads are dangerous walking into town with no crossings. Hardly any lowered kerbs for pushchairs etc.

## Phase 1

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**(for example, disabled toilet facilities, additional pedestrianisation of streets, dropped kerbs, raised crossings, additional seating, sources of support and advice)**

Limit on speed of mobility scooters in pedestrian areas. Many of these travel faster than someone can walk and are dangerous to pedestrians. More disabled toilet facilities needed. Sensory area would be good addition to town.

Abbeygate street open for taxis private hire on Saturday nights to drop off disabled customers

Further pedestrianisation for all non-motorised traffic

The road between the arc and the market square needs to be made very clear that there is indeed a road there. People who don't know the town simply walk across. It should be that pedestrians have priority. Especially when you consider those who have additional needs. Those awful cobble stones on the road too. Always raised and easy to trip over even when you have good sight. The small alleyways between the town and arc should be resurfaced. I've seen too many elderly trip over in those alleyways which are always so busy and you feel rushed. Possibly even a handrail?

Additional seating around the town, more support services.

More policing (by CSPOs?) of cyclists on town centre pavements. This is of concern to many elderly people who are taken by surprise by a cyclist whizzing by close to them.

lighting, pedestrian streets

more toilets for all to use.

We need disabled toilets near the market

More zebra crossings and clearer signage. Area on the corner of old post office is so dangerous to cross. The kerb is really uneven all around cornhill. Maybe either drop all of it or make it clearer. Have seen several trips there. As above re toilets closer to town centre. Abbey gardens to arc is a long way for disabled/older and younger people!

Raised crossings

More toilets including disabled and family toilets in the centre of town. At the moment there is only M and S toilets and they are not great as they only have a few cubicles and are not easily accessible as you need a lift.

Keep on top of pavement repairs, sort out the ridiculous kerbing at the corner of Risbygate Street, Brentgoval Street and St Andrews Street.

Toilet facilities in central town not just ones near Debenhams. Too far for those with medical needs, young children, elderly etc. Consider above comment regards walking from Arc through Central walk. Dangerous for those with Buggies, mobility issues etc

Better crossings for pedestrians at back of Boots and Palmers, accessing the Arc

Improved disabled access to buildings-ramps, wider doorways. Mental health services offered to homeless people and addicts begging in town centre.

Toilets, seating

some of the medieval grid pathways are very narrow but this cannot be changed easily. Already the pedestrianisation of streets (abbeygate street) can be awkward to get around town if needs be

The introduction of a volunteer led "Town Helpers", people who know the town who can help and assist people, they can be the eyes and ears for improvements and reporting issues, this would be a very popular volunteering role. It would engage more local people into improving their town. There are plenty of people with nothing to do who can put their skills to good use. Any town can be intimidating if you don't know the area. Football clubs have started to introduce this concept they call them "Supporter Liaison" and their role is simply to help people and report issues back for improvements, it would work very well in a town centre like BSE

It would be useful to have disabled (and abled) toilet facilities in the centre. The facilities in the Arc are good but quite a distance from the market for people who cannot move too quickly. Dropped kerbs are already quite good in the centre.

## Phase 1

**What changes would you like to see to establish a safe and more comfortable environment for pedestrians, including those with mobility requirements (such as walking aids, mobility scooters, wheelchairs and pushchairs) and those with additional needs (such as dementia, mental health problems or learning difficulties?)**

**(for example, disabled toilet facilities, additional pedestrianisation of streets, dropped kerbs, raised crossings, additional seating, sources of support and advice)**

See Q 19

Dropped kerbs for wheelchair

There is a requirement for more public toilets. During the Cattle Market development (the Arc), two public toilet facilities were lost (opposite the rear of the Post Office Building and adjacent to the 'Lacey Scott' cattle sheds). Public toilets were built in the Arc; however, there is a requirement for at least one more convenience.

It needs to be made as safe and as accessible as is reasonably practical, but not a flat bland smooth concrete surface all around town, some of the cobbles are nice, but traffic should be discouraged and the idea of a shared space encouraged, we pander too much to loud mouthed car drivers whose opinions can be rather selfish, get them all walking.

More toilets in centre of town. Absolutely essential.

Find the money first.

Locked Disabled toilets as most disabled will have the necessary radar key to gain entry, less uneven surfaces to walk on, some extra seating areas

More pedestrian area's,

Fixing loose pavements and uneven footpaths.

Registered disabled vehicles only to be allowed into the town centre.

I have commented on these things

Yes to all above.

Town centre toilets dropped kerbs more seating

The provision of loan wheelchairs to disabled visitors/shoppers (along the lines of 'Boris bikes) would provide an added incentive for visitors - the redundant bus station, for example would be an ideal base for such a project

Some of the pavements have loose/ uneven paving, which must be a nightmare for people with mobility requirements - these need fixing! Introduce a public toilet scheme in the town centre - cafes, pubs & restaurants allow non-customers use of their toilets for an incentive (reduced business rates or some financial incentive to cover the additional cleaning & maintenance required. Participating establishments can display a sign so people can easily find a loo when needed. This also means we wouldn't need to build or maintain public toilets using council money. Maps of the town should be updated & made more user-friendly for people with additional needs.

You have said it here! Most must be at the expense of road width and impact on car travel and parking. I am afraid that it could not be achieved without major improvement of access from car parks. I have heard Cambridge friends say that now access to Bury centre is worse than Cambridge. could this have something to do with a relatively effective park and ride scheme?

Smother surfaces. Granite setts and other rough surfaces can be difficult and even dangerous especially for people with walking difficulties or using sticks crutches or similar walking aids. Dropped kerbs do not seem to be standard in Bury and more of these could be helpful.

Closer disabled and able bodied toilets would improve the environment. Already covered the pedestrianisation of streets in reply to earlier questions

With greater pedestrianisation of streets, pavements and kerbs can be brought together with the road, for one level surface. Cycle lanes could remain paved, with the rest cobbled.

all of the above

No more pedestrianisation of the streets people still need to get into the centre and out again quickly

Increased pedestrianisation of town centre. Increased dropped curbs and removal of unnecessarily large obstructions (gates at top of Abbeygate Street)

## Phase 1

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Dropped kerbs, raised crossings, additional seating,

Firstly, provide additional parking (short term and long term) outside of the town centre then pedestrianise the town centre (as defined within the no drinking zone map) allowing deliveries to businesses before 09.00 Our historic town centre cannot cope with the amount of traffic coming into the town not can the narrow streets cope with large hgv vehicles

Again, all the above are very relevant and would be helped by making Bury St Edmunds town centre traffic free

Mentioned previously....

More toilet facilities. More seating outside. Restrictions on lorries in the centre.

Pedestrianise Cornhill and Buttermarket and level the kerbs and roads. More public toilets.

Please read my previous comments. Bury is NOT at all wheelchair friendly. Wheelchairs require dropped kerbs and even paths very few of which currently exist in Bury.

Remove "A" boards. Stop morning and evening car access on Abbeygate Street

a greater amount of disabled toilet facilities, additional pedestrianisation of streets, additional seating and sources of support and advice.

More suitable areas for them to cross such as dropped curbs around the town centre.

fewer cars; more cycle ways

Better marshalling of the provision market stalls so no stalls are obstructing the dropped kerbs and preventing disabled access. This is never the case at the Whitsun Fayre or Food & Drink Festival where care is taken to ensure the needs of disabled visitors are catered for.

Agree with above but stores should be encouraged to provide better toilets as public facilities are likely to be too costly.

Ensure all areas and facilities are accessible to the elderly and disabled.

Dropped kerbs.

Ban all traffic from St Andrews Street North.

Being able to drive in and park in the town centre not everyone with mobility issues uses or wants to use a scooter or wheelchair. Again public loos for all not just disabled.

Family toilets -toddler loo...adult loo and room for a buggy Map signs around town

We do need more public loos - at present, to my knowledge, we have those near the Abbey Gateway and in the Arc. When you have turned Cornhill Walk into a multi-storey carpark, perhaps you could put some loos into the ground floor space. Wheelchair users and baby buggy pushers must find it a nightmare navigating Bury with cars parked all over the pavements. Make the pavements narrower and provide proper parking spaces with the area freed up. Have more visible parking patrols and give them greater powers. I saw a parking warden only the other day ignore people parked on double yellow lines altogether, presumably because he hadn't the authority to give them a ticket People would soon desist if they were regularly fined. I cannot think how you might help the mentally afflicted to get around more easily.

Mixed use spaces where street / roadways are at the same level.

The state of the pavements and roads is pretty terrible. A transparent, well planned timetable of repair and maintenance would improve the public's (as well as businesses) confidence in SCC and its role in looking after the highways.

Dropped kerbs

There should be provision for public toilets in the main Town Centre many people find it inconvenient to use the arc facilities when in the "old" Town

See all my previous answers .....

## Phase 1

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See comment about A boards in Abbeygate Street. Zebra crossing needed near St Mary's Church and also in front of Abbeygate - the majority of drivers are too selfish to stop without a road marking. Zebra crossing needed on narrowed section of road between sports shop and Clintons Cards.

yes all examples given need to be applied to town planning ,but the need fro more toilet everywhere in town is needed especially for the above group fro the above groups and public

With such a wide variety of paving surfaces and levels, it must be difficult for many. I've had cause to push a wheelchair around the centre and it isn't easy! More pedestrian areas as already mentioned, and pretty much everything else you give as examples would be good to have.

Don't plan the town for the disabled. Plan it for everybody and accept that disabled people need to find it easy as possible to get around, so perhaps dropped kerbs at certain points, but keep it normal. Enough disabled parking exists already, especially as disabled drivers appear to be able to park anywhere they like by displaying their badge. If everybody including disabled people act with thought for others, everyone will have a better experience.

Park and ride = reduced traffic in town

Access around the town should be for all.

Better signage to services , eg the hospital. When I moved here 2years ago I found it impossible to rely on signs to find the hospital. I had to ask a complete stranger. The hospital is on Hardwick lane but there are 3! Pavements need to be improved. The old paving and cobbles may look pretty but My elderly neighbour does not look forward to leaving the house as she frightened of falling

remove cars from cornhill/Buttermarket and make the pedestrianised and maybe a permanent market (like they have in Norwich). For the few parking spaces that it provides it can be dangerous at times.

All of the above

We could do with more public toilets between the old part of town and the abbey. It can also be quite difficult crossing through cornhill and around past wetherspoons towards abbeygate street on busy days. a couple of Zebra crossings would be handy - like outside pizza hut as this junction could be quite confusing for vulnerable people. The pavement outside WHSmith/iceland is quite narrow and pushchair/wheelchair users can struggle if anyone else is using the path.

Probably all of the above, but with an excessive reliance on mobility scooters and the increasing size of these vehicles, it is becoming more difficult to navigate pavements where there is a necessary width restriction for pedestrians. And users of these vehicles should be insured and licensed!

Address issues with St Andrews Street South. Ensure sufficient dropped curbs. Better promotion of Shopmobility scheme etc. ...

Flatter paving with lowered curbs. Additional seating. Day centre could also offer relevant advice. Merge advice, meeting, cafe etc.

Improved street lighting, improved pavements and roads all of which are a disgrace in Bury, certainly more pedestrianised areas and safer places for pedestrians to cross the street e.g. St Andrews Street North and South which are both extremely hazardous.

N/A

Measures that encourage and/or prevent cars parking on pavements would assist those with mobility problems as well as the able bodied. There is a balance to be achieved between maintaining historic street lines with kerbs and ensuring that these do not become a barrier to accessibility . The former is key in the historic core or Bury St Edmunds. Perhaps the working group should look to include a member or members with specific experience of people with mobility problems.

More central public toilet facilities would be nice - it's a long walk from the market place to facilities at either the Arc or Abbey Gardens.

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Making sure that only those deserving of a blue badge get one and the system is not abused by others, thus preventing other more disabled drivers from getting a parking place near to amenities in the town

St Andrews Street by the Arc should be free of all vehicles including buses, except for early morning or nightie delivery's.

Already partly answered. More pedestrianisation is possible. Why are cars allowed through Abbeygate Street from late afternoon onwards? This is not really necessary. Why are there two 'live' car crossing pints across Abbeygate Street throughout the day? There must be a means of engineering these out. There are likely to be opportunities in respect of St Andrews Street South.

I know from my days with a twin buggy that there were limited dropped kerbs and space in the stores. My friend who is now in a wheelchair said that travelling from town to Theatre Royal there were lots of cobbles and similar so very painful to travel over. As somebody with Crohn's Disease I would like it made clearer for visitors to locate toilets in town as it would be very hard to find them if I wasn't a local.

It would be useful to have more toilets and disabled toilets in the town centre. You only have a choice of the abbey gardens or the arc, which is not good if you have toileting issues.

Additional seating

More toilets...all round. More pedestrian crossings, make Angel Hill and town center pedestrianised!!! More drop kerbs, stop people parking in front of them.

Additional pedestrianisation, eg Abbeygate Street permanently closed to cars.

This seems to be pretty good - although additional toilets between the arc and angel hill would be good especially since the art gallery has closed.

Angel hill is a missed opportunity this should be a pedestrian plaza, an extension of the abbey gardens and abbeygate street. I'd like to see additional seating, small pockets of gardens, grass, peaceful like the rose garden in the abbey gardens, perhaps smaller than that, the bus station and taxi rank should have seating and green space - Cambridge bus station is located next to a green space people can sit and wait in a green area rather than berating in bus fumes, weather depending of course, but a choice for sure

Less goods for sale outside shops and A-Frame advertising boards encroaching on pavements and walkways. Increased amount of litter bins and more-frequent street cleaning especially on market days. A lot more dropped kerbs and level pavements throughout.

More toilets somewhere in the older part of the town.

Toilets more seating

Wider and more attractive walkways between the ARC and the older town centre.

Additional pedestrianisation

Need to consult specifically with our residents and visitors to learn from their experiences e.g. surveys at Lacy Court and Cross Penny Court. Zebra crossings across the Buttermarket and Woolhall Road would help pedestrians and give time to spot traffic.

More toilets in the corn hill area. More benches

all of question 21

painted kerbs for partially sighted

All of them.

Allow more parking time in car parks for disabled people to exit their vehicle, walk into and around the town and return to their vehicles. Just giving half price stay does not achieve this objective.

All of the above and more pedestrianised areas.



## Phase 1

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More toilet facilities is a must! For everyone. Maybe highlighting the kerb so people who are visually impaired or have dementia can see the edge, for example if you painted them yellow it's bright for both drivers and pedestrians and it's a slight tourist attraction "bury with their crazy coloured kerbs".

More attention paid to the upkeep of the roads and pavements; repairs carried out more often and in a more methodical manner. The worst thing to have happened in recent years was the disbanding of the St Edmundsbury Highways department and the contract for the upkeep being given to an outside contractor with no civic pride whatsoever, and whose only interest is what profit can they exhort.

Ensure all pedestrian crossings have an audible signal

on a par with tuesdays free after 3.....how about car free after 3 on occasion?

More pedestrianisation, with dropped kerbs for buggies and wheelchairs etc. well defined cycle lanes. Seating areas with planting and trees. A good advice centre, for tourists, council matters etc etc and accessible post office.

The edge of pavements could be lowered to help with access with the edges being marked a different colour so that it can be seen by all. perhaps we could have safe point button where people who need help could press and talk to someone.

Good signs, defined crossings, enforce parking restrictions

all the examples mentioned above.

Definitely more toilets - or toilets in a more convenient area. Again, tarmac paths for smoother use and also more dropped kerbs. Maybe offer a shopper/helper for those with dementia or mental health needs....?

Additional seating where possible.

pedestrianisation definitely.

Level pavements, too many have quite bad cambers

Not expert enough to answer

Better road crossings and dropped kerbs. If we had a minor injuries centre we could have an information point for people to access support services.

More dropped kerbs

The enforcement of parking restrictions would help a lot in this respect.

Better toilet facilities lower curbs. When the market is on better electric supply so not as many power cables are laying around causing a trip hazard

The town definitely needs more toilet facilities. Not just for the disabled. The only public toilets is hidden at the back of the Arctic.

All of the above

Additional seating, particularly on inclines.

seating and defined crossing points

CCTV and neighbourhood watch type schemes to support local and visiting disabled. The stopping of traffic on main pedestrian routes during key times (markets etc). The banning of mobility vehicles from using the main highways/roads at any time! Cyclists being encouraged to use cycle tracks (perhaps imposing fines for using roads when tracks are available).

all of the above, especially toilets in the centre of town

Dropped kerbs are essential for people with mobility scooters, wheelchairs etc., but more seating in the main street for people, particularly the elderly to rest when they have been walking around the shops and also on market days.

Town CENTRE toilets, slow down the traffic around market during the day AND night.

**What changes would you like to see to establish a safe and more comfortable environment for pedestrians, including those with mobility requirements (such as walking aids, mobility scooters, wheelchairs and pushchairs) and those with additional needs (such as dementia, mental health problems or learning difficulties?)**

**(for example, disabled toilet facilities, additional pedestrianisation of streets, dropped kerbs, raised crossings, additional seating, sources of support and advice)**

Add toilet facilities in center of town. (The Abby Gardens and The Arc are too far away).

Pedestrianisation of more streets is generally unnecessary, but asserting the priority of vulnerable road users over motor vehicles in more streets such as Risbygate Street and St Andrews Street North would be beneficial.

cycle routes, lowered kerbs, outside seating

see statement earlier. This is a grossly neglected section of the community in terms of town centre adaptations and uses. Mobility scooter charging points, refuge shelters, call points, taxi access, smooth pavements, crossing points, parking spaces to allow necessary width...

A zebra crossing at Angel hill

More dropped kerbs. Also, pan option of parking assistance for solo wheelchair users who may need help transferring out of their car. Having someone to contact who can help get their wheelchair from the boot of the car and assist them getting into the chair. It would be a lifeline to many individuals who are in wheelchairs in the surrounding BSE villages who need to use (or would like to enjoy) the town centre.

getting rid of all York stone and cobbled roads around Angel Hill area

More toilet facilities in the town centre

Let's make the streets as inaccessible as possible, and dangerous to boot. How about the odd minefield? I think a safe and comfortable environment for everybody would be rather good.

Pedestrian crossing on St Andrew street South between the arc and the centre of town.

All of the above as well as extra toilets for all no.t just disabled.

Additional pedestrianisation Additional seating

I do agree with all of the suggestions you have put above

Stop the widespread parking on pavements, particularly at dropped kerbs. Greater consideration of the siting of street furniture Encourage mobility scooter users to consider other users

Additional pedestrian

Wider footpaths and better crossings as well as lighting.

All of the above

police officers visible within the town centre

Additional seating would be nice. Elderly people need a resting place and men need a seat while women shop!

Exactly. All of the above.

additional pedestrianisation, dropped kerbs and more disabled loos

The town centre needs to feel safe at night time it does not want to become a magnet for gangs of youths hanging around and looking menacing

sources of help and advice around town would be good and access for all as part of infrastructure

For visually impaired people dropped kerbs and raised crossings, additional seating would be good too.

All of the above with parking/charging points. Shops will need to think outside the box to serve those disadvantaged persons. Provide support for mobility access to retailers premises.

Disabled toilets that have an comfortable area where someone can have their pads changed To make more use of the stay safe scheme

Definitely more toilet facilities and within reason pedestrianisation of more areas.

To provide safer routes with low signage and symbols to help people in wheelchairs, those that can not read and/or with learning disabilities

## Phase 1

**What changes would you like to see to establish a safe and more comfortable environment for****pedestrians, including those with mobility requirements (such as walking aids, mobility scooters, wheelchairs and pushchairs) and those with additional needs (such as dementia, mental health problems or learning difficulties?)****(for example, disabled toilet facilities, additional pedestrianisation of streets, dropped kerbs, raised crossings, additional seating, sources of support and advice)**

More cycle racks; more seating; enforcement of parking regulations to enable those with scooters, wheelchairs, pushchairs and bicycles to get along the streets.

I think Bury is well facilitated to provide from those with additional needs.

Widened pavements with parking restrictions and corresponding enforcement to prevent obstruction

20 or even 15 mph speed limits on central streets. Fully paved route from the station (the most direct route out of the station is on a road with no pavement either side). Proper crossing point(s) on St Andrews St from the Arc.

I don't know much about life around town as a disabled person but I fully support accessibility for all.

There seems to be plenty already.

Dropped kerbs; No and raised crossings is hard for ambulances and disabled people.

Dropped kerbs for wheelchairs and buggies..it has been proven that it is safe and that cars do slow down if no kerbs. Conceal the ugly rubbish filled bins

More dropped kerbs. Getting rid of trailing power cables across Cornhill on Market Days. Making sure there are no large puddles left after rain, (as outside the old Post Office.)

Disabled toilet facilities and places to sit which do not attract 'undesirable behaviour'

No comment

Dropped kerbs definitely, more toilet access as currently long way between them!

Additional pedestrianisation of streets.

Given the restrictions of a historic town centre core, you cant be 'all things to all people'. You have to prioritise pedestrianisation, better pavements, more dropped kerbs and better toilet facilities will all help and are perfectly doable. I fail to see how you can change a town centre like ours to suit dementia sufferers and those with mental health problems. These people should be accompanied by a responsible adult when out and about.

Disabled toilet facilities and dropped kerbs.

Removing kerbs and widening pavements.

Dutch, Swedish + Danish have worked out their inner city/town planning - keep the traffic out of the town, make pathways easier + accessible.

I would try to ban heavy lorries from making deliveries to certain areas during busy times of the day. Huge lorries blocking roads to deliver small amounts of merchandise when it could be delivered by a small van or car. Big deliveries to be made after 6.00pm only.

All those are good ideas. Also more disabled parking.

All of the above

Wider paths, toilet facilities dropped kerbs and no cars

Mother and Baby parking in the arc (there are none!) An adult change table somewhere for those who require something larger than the baby change facilities available!

Possibly additional seating. I am not aware of the number of disabled toilets but if we only have a few maybe more would be good. I think sometimes people who are not disabled dont realised that they can use them in public places.

More accessible tourist facilites

Disabled toilet can there be more that are not shared with the baby change toilets they both have different requirements. dropped kerbs that are marked as no parking making it difficult for the user to access. More seating.

Level pavements with frequent dropped curbs, and a proper crossing form Angel Hill to Abbey Gardens. Better signage to toilets.

## Phase 1

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More dropped kerbs to aid those using wheelchairs, pushchairs, etc. & centres providing extra help & advice for those who need it.

All of those. Sometimes street furniture such as sign posts etc are positioned in the centre of the pavement rather than to the kerb side or building side. For comfort and safety it is necessary to have a clear and unobstructed pathway on the pavement.

Proper crossings and a serious effort to tackle pavement parking. Having to walk in the road in parts of the town centre because people park on pavements is dangerous and needs tackling. Rules need enforcing as people who park on pavements in town face no consequences, so carry on doing it.

Make Bury a Dementia friendly town, we have disabled toilets, try to improve Skinner Street.

Extra disabilities needs

The lack of toilets in the town centre is a worry. The elderly and the very young can't always make it to the Arc loos (which are not very well signposted and out of the way - though they are well maintained) - toilets are needed in the town centre - perhaps Public loos could be put in the Cornhill shopping centre? It would pull customers into that corner of the town, encourage footfall there too (a totally underused shopping area too) Loos in the Cornhill Walk Shopping Centre would be brilliant - and far enough from the Arc loos to justify.

All os these points

additional toilets for all in town centre

Shared spaces where all users/modes feel comfortable and can move safely and efficiently

I think some mobility scooters should be made to go slower!

Disabled toilet facilities should be enhanced, dropped curbs and tactile paving should be installed as required to enable people movement without barriers.

Accessibility for all should be the benchmark with any changes.

Public toilets - these are not well signposted and not many of them.

Scooters are becoming a nuisance and danger when used by people whose health would be improved by reducing weight and taking exercise.

In stall public conveniences in the town centre (e.g. where the closed cornhill walk currently is). Locate a tourist information booth/building. Also toilets to be made available at the bus station area.

Additional Seating, dropped kerbs.

Toilets in central area accessible for all.

wider paths, dropped kerbs

Disabled changing facilities and toilets Looking at Dementia Friendly Communities - getting local business and the council involved in how this could be achieved.

Believe the town is already well catered in this aspect

These measures need to be in proportion to the number of these in comparison to "normal " people.

More public toilets are required in the Cornhill/ Buttermarket area. Dropped kerbs and crossing points need to be planned more carefully. Parking spaces for disabled cars with a rear chair access need to be provided and some of the disabled car paring spaces do not have adequate space to get a disabled person in and out of the car.

All the examples shown need looking at.

The public toilets need to be more central. The ones we have are tucked away and need more signage.

I am all for helping the disabled, but there will not be anything for the disabled to visit or use if we do not focus on TRADE/SHOPPERS first

## Phase 1

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Creating a traffic free area if possible. Additional lavatory facilities for all would be excellent. plus attention to all of the above. p. s. toilets are not disabled.!

a proper pedestrian crossing in front of St Marys church and the Abbey Gate open up cycle /walk ways up around town for all with wider lanes seating areas and appropriate flooring Promote what is available better

Additional pedestrianised areas

More dropped kerbs Crossing area,especially Risbygate St,St Andrews St north and South. Good,modern toiltets easily identified in town centre.

Much of this would be included in improvements to pavements, etc. A central public toilet with disabled access would be a good addition, I think, as the one in the Arc is hidden away and the other is down near the Abbey Gate (Angel Hill) which involves crossing the street near the gate which is not easy for disabled people, possibly.

All of the above especially need to be maintained to high standard slightly better use of signage to many places for elderly to trip and fall over 200 trips and falls a month half needing hospial (ambulance stats via freedom of information)

Safe passage areas where outside seating is allowed for cafes. Better paving (and maintained) for pedestrian areas. More toilet facilities. More casual seating.

we have more people shopping in an area that hasnt expanded much for hundreds of years.so more shops around the edges of the main town.

More awareness in shops for families who have loved ones with dementia, and perhaps a place where visitors could hire mobility scooters and wheelchairs.

Our town feels quite accessible. Just need to maintain the streets and fix problems quickly.

Yes as already mentioned. I don't know what additional sources of support and advice would be useful.

Toilet facilities for all users are important. Clear and ample signage is always helpful

Strikes me that provision is already pretty good- not sure what additional is required and what priority should be given to it.

all of these

Better pedestrian crossings The re introduction of street wardens

All of thE:l above

A better, traffic-free link from the Arc to the old centre

Bury needs to be more accessible for disabled people

Dropped keebs

better access between the market and the arc

More significant pedestrianisation within the whole of the town centre. The late night culture of binge drinking and police struggling with the behaviour of some young people is both an embarrassment and a blight on this town. Stringent enforcement of drinking laws should be made. Safe pedestrian crossings on Crown Street, at present there are none. Clear signing and enforcement of the 20mph zone.

Pedestrianisation of all of the town centre The late night culture of binge drinking and police struggling with the behavior of some young people is an embarrassment for and unacceptable blight on this town. There should be stringent enforcement of the drinking laws and further restrictions on the development of drinking outlets. There is no safe pedestrian crossing on the whole of Crown Street and this should be addressed Clear signing and enforcement of 20mph zone

## Phase 1

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Additional seating may be a good idea especially in the Arc where the main area is given over to the Apex entrance and perhaps people don't feel inclined to use that area as it looks like it "belongs" to the Arc.

More pedestrian only areas

Pedestrianisation and seating

It would be useful to have another public toilet in the town, one that is closer to the arc than the Abbey Gardens. More pedestrian crossings around the town would also be of benefit, and wider pavements in some places e.g. on Newmarket Road. It does often feel, in Bury, that cars have priority. Pedestrians, particularly the disabled and elderly, may feel more comfortable if there was less traffic and easier ways to get around the town without crossing busy roads.

Streets where cars and pedestrians can co-exist easily, and less convoluted routes in for cars.

all of these suggestions are very relevant, but please let the planners have a go being pushed around in a wheelchair . It would be nice to have some trainee police cadets or volunteers in uniform to help those in need and visitors needing information . Thus making vulnerable people feel safe and secure. It would also be nice to have some shelter from hot sunshine, that can be difficult to find in BSE

Yes we walk around the town all the time. "tricky 'places to cross are outside Boots etc during the week as we think people think they have the right of way.

vital to have good toilet facilities for all, very easily accessible. Additional seating is necessary for the frail

As mentioned in the previous section, if more 'green' or 'semi-green' areas could be created in the town centre seating provision by them would be a worthwhile improvement

unaware of these needs

Careful consideration is needed with regards to paving. The type of paving used on angel hill paths may look attractive but for people using walking aids it provides an uneven surface which hampers mobility.

Ok?

Broken and uneven pavements repaired.

More public toilets.

Raised crossings

Toilets, dropped kerbs, additional seating.

Dropped kerbs, more seating. Removal of signboards on pavements.

Mobility scooters are becoming more and more common and need controls in place.

Additional Pedestrian areas.

Additional seating, especially on market days. Safer walking route from train station .

All of the above!

more even paths

No shopping centres

I think they have enough allocated parking spaces as it is!

All of the above...with good quality paving such as that at the bottom of Angel Hill

Additional seating / dropped kerbs

The access to shops and support by retailers to those less fortunate would enhance Bury's cultural well being and attract visitors to this market town.

Not just disabled toilet facilities; toilet facilities in the centre would be an enormous advantage to everyone . Pedestrian crossings needed, especially over Crown Street.

## Phase 1

**What changes would you like to see to establish a safe and more comfortable environment for pedestrians, including those with mobility requirements (such as walking aids, mobility scooters, wheelchairs and pushchairs) and those with additional needs (such as dementia, mental health problems or learning difficulties?)**

**(for example, disabled toilet facilities, additional pedestrianisation of streets, dropped kerbs, raised crossings, additional seating, sources of support and advice)**

think better improvements to where dominos is needs to be made when crossing the road

Provide decent paving. Enforce parking restrictions and don't tolerate cars parked on footpaths

All the above are needed. No cars!!

No opinion

more PCSO's/ police visible on a regular basis, especially on Market days. Removal of beggars the lay/sit in the street causing an obstruction and trip hazard, for disabled, partially sited etc. Public toilets with disable access in the old town, not just at the abbey gate and arc

I was in a wheel chair back in 1989 and you couldn't get around easily at all. My partner used to push me on the road, because mounting the pavement jolted my back too painfully. Things have improved considerably, with ramps etc but I can't comment on whether you've done enough as I'm no longer seeing it from that perspective. But toilets. Where are they? You don't have to be disabled to have a weak bladder. It's a nightmare finding a loo for anyone, but especially those who can't get around quickly or easily.

Town centre toilets for able & disabled would be very useful. More car free areas would provide a safer & more comfortable environment for everyone including the disabled & of course children.

Toilets in town centre as ones in arc to far from town centre

Toilet facilities in old town centre as Abbey Gardens too far to walk for elderly, pedestrianisation of Street where Pizza Express is (sorry can't remember name),

Less traffic around the arc area and a purpose built pedestrian crossing in that area.

More toilets. See 17) page 8 regarding pavements Really a question of enforcement but no pavement parking (whiting Street is a particular problem for push chairs and mobility scooters.)

There are a lot of trip hazards. Cobbles might look nice but they are often uneven or even missing. Broken drain covers in walkways. Additional seating would be very useful too.

Toilets in the centre of town

general improvements to dropped kerbs and street maintenance. There are many 'wobbly' and uneven paving slabs and drain covers

Not my area of knowledge but yes - obviously.

The surfaces of pavements and roads need to be designed to be hard wearing to reduce hazards (resistant to heavy traffic).

·stop parking on pavements - especially delivery lorries, in St. John street.

Disabled toilet facilities. Additional seating in some areas.

I feel strongly that there should be more zebra crossings and pedestrian walk ways because there is a huge chance of dangerous accidents, especially on the Angel Hill, where crossing to go the Abbey Gardens or the toilets is like playing Cressy Roads. Also a lot of the Pedestrian crossings., ie the ones by the cinema, do not make any noise to alert the pedestrian when to cross safely. I think that any new pedestrian crossings should have the noise to alert when it is safe to cross, this isn't only for the blind but will benefit a lot of the tourists and community.

As above

Control of taxis and delivery trucks to out of hours. Support/ help wardens about the town now that so many public service employees have been removed.

With toilets each end of the town, there is nothing available in the center unless you are in a shop which normally only provides one toilet. This proves difficult for elderly people as well as families with young children. As mentioned before a raised crossing at the crossing to get to Abbey Gardens, also some form of crossing at the corner of Risbygate Street as very difficult to keep a check on both roads.

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Again, what are you trying to achieve?

Take 'A' boards off the street and remove shop goods from pavement - but compensate by offering cheap/ subsidised hanging signage for shops.

Never mind disabled toilet facilities - we need more public toilets! More dropped kerbs to aid mobility scooters, etc Additional seating..

more toilets, and more police on the streets

More toilet facilities . Seating.

This is rather similar to the above question. Ensure pavements are kept in good order.

Some additional pedestrianisation as previously mentioned and carefully maintained pavements within those areas and elsewhere within the town to prevent trips or other accidents . Additional seating on all sides of Angel Square would be good

More dropped Kerbs. Better Access to shops for wheelchairs and mobility scooters .

Very few disabled toilets work for large electric wheelchairs. Pavements often inaccessible with wheelie bins, therefore dangerous to wheelchair users. Definitely more pedestrianisation to help with uneven pavements etc.

There used to be a toilet facility near the old cattle market parking area, this was a very useful facility as out of towners knew where to go if they had to use the lavatory. I'm not sure where visitors are meant to use the bathroom now? It had a long ramp for those who were disabled. Unfortunately more apartments went up in it's place. Again, nice seating dotted around town would benefit people who need more support and rest requirements .

Better Pedestrian crossings, e.g. Parkway.

less cracked paving stones, places for disabled people to put their wheelchairs .

additional seating .

Keeping the public pathways maintained to avoid slips & falls .

seating green spaces in town

additional pedestrianisation dropped kerbs raised crossings additional seating

pedestrianisation raised crossings dropped kerbs

Not allowing cars to park on pavements where wheelchairs can't get through. More seating in the town centre for disabled people.

More dropped Kerbs Pedestrianised streets, fewer cars in the centre

Q 20: Back to your old habits. Is anyone going to say that the town centre shouldn't be accessible, safe and easy? I'm probably in a minority saying "don't know" and that's only because I object to the way the question is phrased Q 21: Clean public toilets are very important. Those in the Arc and Abbey Gardens are usually of a high standard compared with other towns. I do sometimes notice uneven paving slabs or kerbs that are difficult to negotiate for a pushchair.

None of the shops in the ark are accessible to wheel chairs, pavements and kerbs are unfriendly to disabled and the elderly

You don't provide toilets in the town centre!!! No pedestrianisation - shops need customers to pay your disgustingly high rates!!

All the above

Limit mobility scooters to walking speed.

a zebra crossing from the abbey gardens towards the town

Level pavements, they're a minefield at the moment even for the able bodied.

Additional seating.



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Christmas Fayre is a major let down for the disabled a rethink of Bury's parking and infrastructure is needed as word spreads about how good it is.

More public toilets for all users

The paving in Angel hill etc. looks lovely but is very hard to walk on for able people let alone older and/or less abled. Additional seating. Tourist information in a more in a more central and better signed building/ Buildings.

All of the above

To have more dropped curves for the disabled. Safe road crossing in town centre. To have source of support and advice.

Disabled toilets facilites

As much as I would prefer the Buttermarket/ Cornhill to be pedestrianised, I feel it would discourage shoppers who only want to be in town for a short while .

More toilet facilities , especially for young children . Additional seating for visitors to Angel Hill, Buttermarket etc.

Put double yellow lines along Southgate street near the Southgate roundabout to prevent cars parking on the pavement infront of their houses and inconveniencing pedestrians especially those with visual difficulties.

More public toilet facilities

Reduce traffic in town centre - greater pedestrianisation , more cycle paths, additional seating

Get rid of the cobbles. They are NOT reminiscent of the past as they are different and poorer quality as well as being very difficult to walk on whether in flat or heeled shoes. An 'outdoor gym' would be well used by all ages and contribute to the well-being of all

it is still not easy to push a wheelchair around the town. Highways or planning should borrow a wheelchair and see what problems they encounter.preferably a big wheelchair with a child or adult in it.

All of these plus the road safety features already mentioned, and proper regular maintenance.

Additional pedestrianisation and seztng

Toilets . Paving for the blind

I am not qualified to answer, as a person with no special requirements , I do not know what the current provision is

All these are needed

All of the town to have as handsome a streetscape as Angel Hill, relatively level cobbles, traffic calming and NO LINES on the pavement

Stop cars parking on the pavements in Southgate street as Wheelchair users and people pushing prams have to walk into the road to pass.

All the above

Increased use of mobility scooters and motorised wheelchairs increases the potential for accidents . These should not be allowed along narrow streets wherever possible. The Arc is a much more suitable environment for them , and perhaps one or more afternoons per week there could be set aside for exclusive use by them.

As examples Enforce no begging

toilet facilities full stop

Pedestrianise town centre.

Toilet facilities seating

All the above

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Any decent toilet facilities would be good.

Information needs to be at coach drop off points.

more pedestrianisation, more seating areas around the town, less cafe chairs and tables in the streets, toilets that are in the centre rather than miles from the town. (ie Abbey gardens or behind Debenhams)

More pedestrianised areas

Separate cycle paths.

Also need to consider location of public toilets etc

More Police walking around the town. More dropped kerbs.

Pedestrianisation and move blue badge holders off the street into safer parking areas.

Pedestrianise more of the town centre (obviously allow commercial deliveries, public transport and emergency access) Enforce existing regulations with double yellow line parking regularly flouted and pedestrian areas ignored (I.e. Brentgoval and St. Andrews streets ) Appropriate disabled improvements

Pedestrianisation, more seating,

Dropped kerbs and more pedestrian crossings from arc to town centre

It would be nice if there were more areas in the town to sit and maybe even some covered areas to sit outside when the weather is not so good.

good lighting and wide footpaths.

I think some of the Kerbs should be dropped for the disabled and for cars in case they scratch there wheels. More maps Disabled toilets

Toilets and disabled toilets in the old centre ( e.g in the Cornhill). Keeping pavements clear of A boards, bins etc - they are a hazard to visually impaired people or disability scooters. Some signage should be in Braille and at lower height e.g signs for public toilets and bus station?

pedestrianisation and more seating

additional seating would be nice

Examples provided seem ok

additional pedestrian areas but still with car access to Cornhill for blue badge / disabled... if you move to a totally pedestrian area it could harm the vitality of Cornhill / Buttermarket as people like to park as near to the shops as possible . Bury is quite unique in that this is still possible in a big town.

All of the above - and tested and reviewed by people with disabilities and mobility requirements

More dropped paving.

All of the above.

Increased pedestrianisation of the town centre with exclusion of vehicles (as outlined). In some areas removal of some street furniture (for safety).

Pedestrianise the whole area around the market square and Road along where clintons etc are. This can still be used for market set up but it is a nightmare crossing them roads with a wheel or pushchair with drivers circling for spaces or opening doors on you.

Paths that are suitable for those with mobility issues. A bumpy journey is not a comfortable one!

Improved access for the disabled.

Some sort of crossing made available during non market days in market Square. Toilets made available in the centre of town. Public toilets available at the moment are in the arc, ram meadow, and abbey. Nothing in the middle of town.

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shared spaces do not work for many disabled people, they work on eye contact between pedestrians and road user how do you make eye contact when you are blind? or at a different level? put in Pedestrian crossing and drop curbs properly some wheelchairs and buggies can use them.

Town centre map posts around for people to reference.

Again I feel that BSE caters already for all people whatever there status/disability. Why change

Dropped Curbs and Raised Crossings on roads which carry traffic.

Disabled toilets as the only ones I'm aware of are in cafes and they generally only let customers use then

Restrictions against vehicles parking partially on pavements.

Additional public toilets in the old town centre would be beneficial.

more padestrianisation and more accessible toilet and Baby change facilities the facility in Boots is an excellent example of what we need more of

More streets like Abbeygate street, The Traverse , no kerbs, paths.

More cycle lanes to leave pavements free for pedestrians.

Pedestrianisation

Complete pedestrianisation . Trying to cross the roads around Guildhall Street/Butter Market/Cornhill with a double pram is very dangerous as cars do not stop to let you across, this are really needs to be looked at.

All of the above can only enhance BSE

The streets within the town need improvement as they are uneven and easily become a trip hazard.

I'm for disabled toilet facilities, dropped kerbs and additional seating. Im against raised crossings, additional pedestrianized streets and sources of support and advice ( what do you mean by this? having counselling cubicles dotted around!? - the town centre is primarily an economic engine for the area. More pedestrianized streets cause retailers a nightmare with their deliveries. Those with physical and mental disabilities should of course have easy access around the town to shop,eat and socialize but any additional requirements they may have has to be dealt with further out of the town centre . Raised crossings, I imagine, would be far more expensive than dropped curbs which would do the same job .

Better toilet facilities, no need to pedestrianize the centre of town, more seating

More pedestrianised areas. Cars banned from market square. Better regulation of parking on double yellow lines by cars with disabled stickers. They are very dangerous in limiting visibilty and careless parking. Often someone is just sitting in them waiting! Some park all day e.g on Risbygate Street.

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21 Accessibility We need an enforced 25 mph speed limit across the entire town centre now, before it becomes a free-for-all rat run. Motorists on most town centre roads are not thinking of others. Blackspots include Angel Hill, which is becoming a fast-moving 'wall of steel' and can be very off-putting when trying to cross to the Abbey Gardens, Cathedral etc. May we have a speed indicator in advance of this on Mustow and Southgate Streets, to remind motorists that they are now entering a mixed-use town centre? An accident waiting to happen: The Traverse. We need to reconsider allowing non-servicing traffic on The Traverse. Cars drive north up from Abbeygate Street and swing around the corner to Haarts at unacceptable speeds into a part-pedestrianised square with a variety of pedestrian users on it. Pro-actively offer grants to shops, offices and such like for removable door ramps over thresholds. Several older properties don't have them. Are they exempt from the DD Act 1998? More dropped kerbs are always helpful for anyone using wheels (walking aids, wheelchairs, electric buggies, prams, pushchairs, cycles). Support the excellent public loos in the Abbey Gardens and the staff who run them. Easily the best loos in Bury: large cubicles, spotlessly clean and seldom a queue. Please don't allow them to be messed with - they work perfectly as they are. By the way, there is no such thing as a 'disabled toilet' or 'disabled toilet facilities'. (What is a disabled toilet? It's a toilet that doesn't work properly, isn't it? - It has been disabled). The Town Council could easily start using the correct term, which is 'Accessible Toilet' (or Accessible venue/facility etc etc).

clear definition of zones wider access routes between old town and Arc

bering in mind recent events i.e. lorry used as battery rams care must take in town centre to make safe areas for people to avoid vehicles so all of the butter market should be no go for vehicles every day with some seats

Some pedestrian crossing lights do not give sufficient time for elderly/disabled people to cross.

Strategic seating 20 mph area extended Decent paving for wheelchairs, prays, etc.

Less cars in the town centre

More toilets

Not qualified to comment.

There should be more toilet facilities generally.

The cobbled areas are are awful for wheelchair and mobility users, but please leave the cobbles in Skinner Street. The public toilets at the back of the arc are too far from the town centre for limited mobility users and toddlers. No public loo's between there and the Abbey Gardens this needs re-addressing

St Andrews Street. Fully Pedestrianised. No exceptions for taxis/Buses. Maybe pop up bollards during peak hours. To be honest after 6pm it doesn't overly bother me that cars use this area; but peak times there should be severe restrictions.

The centre of Bury used to have better provision than is the case now. The removal of facilities such as the tourist information centre, public toilets etc. was a retrograde step.

walking routes to abbey gardens with seating and planting at regular intervals

Can't say I've seen huge amounts of uneven surfaces in some parts of the town centre but it is there, and for those in wheelchairs etc any problem is even bigger for them. Drop curbs are around but I'm sure a few more could come into use, which would also make them parking free spaces! Clearly defined and marked cyclepaths would be very useful. There are always idiots who will cycle everywhere anyway but if you put proper pavement markings etc then those who do it properly can know they are in the right, probably by shared pathways, we don't have the space for cycle only paths in BSE. And in the very middle of BSE? Some enforcement of pedestrian areas (like the whole market areas when they are there)

Not just toilets for disabled but also toilets for the able bodied.

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As far as I know the public toilet facilities are in the Abbey Gardens. There should be access to some in the Town centre as well especially for less abled persons. I enjoy Bury at night, the lighting and general atmosphere reflects the quality of the place generally.

More toilet facilities

well maintained pavements

More seating Better dropped kerbs - there are still often significant bumps which are difficult for push chairs and wheelchairs to navigate. Motorists often go too fast in busy areas and ignore crossings - the one on Westgate by the brewery west yard is a deathtrap at school times

My mum, who visits from Colchester, has macular degeneration, arthritis and colitus, so from a personal point of view, clear markings of steps & kerbs would be beneficial. I have also seen on a few buses a new type of writing displayed which appears to be visible even in very bright sunlight (mulleys i think have it on some of theirs) is this something that could be used on tourist information signs in town for other people with eyesight problems. An extra disabled loo might be good as well, maybe right in the centre to avoid problems if a person were to need a loo at short notice.

FIRST AND FOREMOST, EVEN PAVEMENTS! Central disabled toilet facilities, dropped kerbs, additional seating. Encouraging retailers to provide easier access to their shops.

All of the above

Make pavements wider and reduce cars.

additional pedestrianization of streets. Keep cars out of the town center.

More toilets generally, not keen on pedestrianisation as this actually makes it difficult for people with disabilities to collect goods etc

more pedestrian crossings, seating around town

Dropped kerbs. A few safe disabled parking bays where you can get a wheelchair beside the car door without danger from drivers going past.

more pedestrianised areas

As mentioned earlier, pedestrian access only for Abbeygate street. Additionally, St. Andrews street between the Arc and boots should be pedestrianised with cameras to prevent cars using the route as a short cut.

For people with mental health difficulties in particular, Bury St Edmunds can feel like a very isolated place. One way of reducing isolation is to provide more opportunities for social interaction and relaxation. I support retaining the Abbey Gardens as a showcase for the Town but also it should be a place to sit and reflect. Better access to the town centre from the railway station and elsewhere in the town would reduce social isolation for people without access to motor vehicles. I also feel that Bury St Edmunds lacks venues where members of the LGBT+ community can meet and socialise. At the moment, Bury St Edmunds has an old-fashioned approach to this area of diversity: same-sex couples are expected to blend into the genteel background of the town and not draw attention to themselves. There needs to be more than one LGBT+ friendly venue which is accessible and affordable for all people from all backgrounds.

Toilets for all in the town centre not just in the arc

more pedestrianisation. Improved access between Arc and market centre

No comment

More lavatories....essential

All of the above, but not to the detriment of able bodied people and drivers

Stop the buses from behind the arc because of the fumes that they admit to the environment as they stop and keep the engines running.

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Yes, were really MUST have disabled toilet facilities in the centre of town, close to the market square. Extra seating in town would be good, although it does need to be suitable for elderly or disabled people, and at the same time easily cleaned.

Better paving. More "bobbies on the beat" during the day. Toilet facilities (incl. disabled) in the town centre.

obviously above all helpful but it MIGHT destroy the existing "different! " atmosphere of this lovely old town.. ;

Yes, all of that but especially the removal of cars from the town centre and the restriction of delivery vans, minicabs and buses.

Increased offer and quality of toilets in town centre. Do not close the Abbey Hill for parking and vehicle access as this attracts people to the town. Increased offer and quality of parking. Stop cyclists using the pavements and pedestrian areas. More seating in and around town centre and other areas of town. Slow traffic down in areas with high pedestrian use. Keep traffic moving by redesigning the one way system, traffic lights and roundabouts.

Better and more attractive access from train and bus stations. Better footpaths and cycleways. Encourage cafes and shops along these routes with plenty of seats to rest.

Pedestrianisation throughout the middle of town with dropped kerbs (as cars would no longer be using the areas anyway) and another large public toilet block in the old town centre so people don't have to travel all the way to either the arc or the Abbey gardens.

All of the above would of course be helpful. Pedestrianise Angel Hill and the Market Place from 10.00am. Provide plenty of comfortable seating in these areas.

Definitely more public toilet facilities near the marketplace. Keep A-boards to a minimum especially on Narrow pavements.

Better pavement maintenance and widths and better seating. I agree that accessibility is important but I think the UK can sometimes let the perfect be the enemy of the good - a facility that can only be accessed by 95% if people (or even 80%) is better than one accessed by 0% because it hasn't been created as 100% accessibility is either impossible or infeasibly expensive.

Dropped kerbs need to be planned better and more available. Road marking to prevent parking over dropped kerbs. Increased public toilet facilities including disabled facilities in the centre of the Town, to be included in new developments. Improved signage

See answer to Q17, but improved surfaces in partic;ular and better links between the Station and the town centre and, ditto, the Arc

Ramps for short stairs and more sources for support.

Additional pedestrianisation of streets - repeating myself now, but St Andrews Street link between the Arc and the town centre is a long-running joke!

Route from station to town needs to be safer, maybe pedestrianise the market square

Additional pedestrianisation of streets. Additional seating.

Well maintained pavements will minimise trip hazards.

No parking allowed on pavements especially St John's street. Crack down on A-Boards everywhere. disabled toilets/baby changing facilities; easier access for push chairs/mobility scooters. additional seating

Clearer signage for dementia sufferers Baby changing facilities

All of above, but also see question 19. Keep big lorries out of town centre; there should be local warehouse and smaller vans to re-supply shops.

I think I have said many of these things already, Agree with the above.

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All the examples you give are important. Dropped kerbs and even pavements are very much needed and car drivers need educating not to park on kerbs or in-front of dropped kerbs e.g. where central way meets Cornhill by Sneezums .

All toilet facilities need to be addressed , not just those for disabled access. Pedestrianise the centre of town on market days .

As noted earlier dropped kerbs that are linked to both sides of a road, clear of parked cars.

Just maintain the paving and provide adequate pedestrian crossings.

Traffic light angel hill - Abbey Gardens

Additional pedestrianisation of streets dropped kerbs Toilet facilities including disabled facilities . additional seating sources of support and advice

Clear signage, plenty of seats, art - sculptures and other interesting things with information boards attached.

Toilets in Brentgoval Street.

More maintenance of level pavement, some very tough central public conveniences.

Given the historic foundations of the town - the scope to create an access all areas for all is an impossible ask. The OMO could help with the flagging up of those areas/businesses/facilities that cater for some of the more challenging issues. I think that this is something that legally has to be addressed where possible and as such - as much is done as can be.

Those people with these needs are the best informed for advising on this.

paving stones,as seen on the Continent.

Public toilet facilities in a more central position in town would be desirable . Clear pavements and more dropped kerbs would be desirable for disabled users of mobility scooters. Raised crossing are not necessary if the crossing is clearly marked.

The disabled toilets would benefit for a sign to include the fact that not all people have recognisable disabilities . More toilets are required and should be better publicized for visitors . Visitors by bus do not have access to toilets out of main hours. If we could provide more parking out of the town, more pedestrianized areas could be made. We do not need too much obstructional signage on pavements but information maps to show important locations would benefit visitors and locals. Kerbing needs to be looked at to make it easier for mobility scooters, prams, wheelchairs etc. The needs of blind people also need looking at.

Town centre toilets (in addition to Arc) and even a shop toilet shared facility (e.g Debenhams , M&S, etc opening up their toilets for general use like they do in other towns) . If somewhere is pedestrianised, keep it so - do not have time limits on pedestrianisation like Abbeygate Street - Everyone will know what the position is then.

Wheelchairs are very different from pushchairs!! You can bump a buggy up a kerb which is tricky with a wheelchair and impossible with powerchairs. Bury isn't the easiest place for a wheelchair user and planners don't seem to realise this. Many shops aren't accessible , crossing from the Arc to the main town is like dicing with death in a chair as visibility is so poor and traffic is chaotic with buses particularly . there needs to be safe crossing points and proper dropped kerbs not blocked by parking spaces.

More dropped curbs but with clear lining next to them .

More disabled toilet facilities. More seating . Smoother , better maintained pedestrian surfaces .

dropped kerbs DO exist outside M&S and Boots BUT cars are parked - SO THEY ARE UNUSABLE

Bury is fairly good for wheelchairs (I regularly help a friend in a wheelchair in the centre of Bury but more disabled toilets would be good.

better toilet facilities , more seating and dropped pavements to all areas.

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Don't know

More places to safely cross the road in the butter market, you have to cross while looking around parked cars and it's not safe with a buggy

Pavements within the town need to be considered - what would be a suitable and cost effective finish

Toilet facilities Additional pedestrianisation - clearly marked and enforced Raised crossings Clear markings - Angel Hill is badly marked out so that the edges of the road are not clear when it rains at night

More toilets in general! More seating, particularly in the Arctic.

Toilet facilities. There is only Marks and Spencer's in the main town centre.

Those that are mentioned above

Above all - better maintenance of existing pavements

Make the town centre far less car dominated - more pedestrianised streets (Buttermarket & Cornhill) and more restrictions on on street parking.



## Phase 1

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I am a Borough Councillor and a Town councillor and in my capacity as A Town Cllr I am working on a project to both boost economic growth, and assist with encouraging more use of rail, bus and long stay car parks. In the small town of Aix En Provence (very similar to Bury) electric buses (a cross between a milk float and a golf buggy) run which accommodate 6/8 people and can be hailed by anyone, and stop on demand. A small charge is made, and the 'Bus' runs up and down a route from the old town to the new town. In Bury it occurred to me that we could run this service from Ram Meadow up Looms Lane, through to the Market Place and the ARC, and then on to the Bus Station and Railway Station. The vehicles could carry advertisements which would help pay part of the running costs. They obviously need all weather covers. I've attached a photo of a 'bus' used in Aix, these vehicles were made by Ransomes. Unfortunately Ransomes do not appear to still manufacture them, and do not have any used or available second hand for sale. However I am working with a vehicle procurer to see what alternative vehicle might be used, having gained agreement from an Insurer to provide the necessary cover. These small electric buses would be great for people (especially the elderly) with heavy shopping and would make it easier for people with mobility issues to travel on public transport. They would provide a huge boost to tourism and generate a lot of positive comment in the media. I really believe that electric buses are the way forward. They would not generate pollution and would provide a feature for us to promote Bury, even more, as a haven for shoppers and tourists. Park and ride. Large Electric Buses might also have a part to play in conjunction with a park and ride service which I believe could work very well here in Bury. I would situate it out near the Crematorium and I would use it to run two services. One to the hospital and another in to town. I calculate it could provide 1500 spaces and the only cost to the Councils need be the hard standing and a small building to house toilets, waiting area and an office. Bury in Bloom could source the funding for flower and shrub beds. It would be low maintenance and provide a welcome service. This would solve some of the parking issues at the hospital and as an example I would drive from Moreton Hall to the park and ride rather than attempt to go to the hospital by car as it can be very stressful trying to find a parking space, especially negotiating vehicles illegally parked. One of the downsides would be that some people would not use the bus and just use the park and ride to park their car so there would have to be a penalty payment for people car sharing. £2 per car with purchase of a bus ticket or £4 per car if a bus ticket not purchased. Only bus tickets from the machine could be used on the bus. My point is that it is easy to put obstacles in the way of park and ride but it is attractive to most residents that I speak to, and would encourage people not to drive into the centre of town. This has got to be beneficial for health reasons as anything to stop pollutants must be welcome. There is a need for disability signs to reflect the fact that many disabilities are invisible and signage that reflects this at our public toilets and at disabled parking areas would be beneficial. Also I am very uncertain about shared spaces this certainly doesn't work in Oxford and I can't see how it would work in Bury. I know that Charities for the blind have made the point and at a recent residents meeting someone with a guide dog mentioned just how difficult it is. The dogs are trained to recognise kerbs not to detect shared spaces. Also those people with little or no sight who use walking sticks to detect obstacles kerbs etc. would not be able to detect a shared space but similarly we have to cater for the fact that the partially sighted would find dropped kerbs or no kerbs easier to negotiate. My point is there is no one size fits all but we have to consider everyone and weed out problems not create them.

Better crossings, more seating, more central toilet facilities

Additional Pedestrianisation of streets.

additional seating.

A mental health wellbeing hub for children and families and anyone else who feels the need to walk in, as well as the above examples.

Dropped kerbs.

dropped kerbs. additional seating.

More areas to sit and rest around the arc shopping area and more signs to public facilities such as toilets.

## Phase 1

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**(for example, disabled toilet facilities, additional pedestrianisation of streets, dropped kerbs, raised crossings, additional seating, sources of support and advice)**

People with dementia, mental health problems etc. generally have a carer with them people with learning difficulties are still able to see where they are going, the upkeep of the existing pavements is of paramount importance!

Toilet facilities. Maintenance of current facilities and effective management of traffic and parking/use of streets.

More toilet facilities that have plenty of baby and adult special needs changing facilities. Secure storage of bikes and pushchairs. Removing road and pavement separation so there is more room to manoeuvre around street furniture. Information points and kiosks....in town hotline No. for access to helpers, guides and rangers to come and help dementia or special needs people negotiate the town. (kind of like the NHS 111 or something but particular to the town.)

Some pavements need to be wider e.g. St Johns Road. The town is in pretty good shape.

If it ain't broke, don't fix it! Don't see any problem.

Having had children, I found the town more than accessible enough. If you make it more friendly to mobility scooters it will become less pedestrian friendly, as people drive them too fast and think they have right of way.

Less cars. More Social, community space, art and cultural centres.

Dropped kerbs.

Mobility scooter should have a limit in Bury, I have seen many accidents with them, We have enough seating in the town, most Wednesday and Saturdays you can find somewhere to sit. I work in town and don't see any problems for wheelchairs/ pushchair users.

Ban mobility scooters for non disabled.

More toilets!!

Pedestrianise Abbeygate Street

Dropped kerbs or raised crossings

More police patrols.

level pavement surfaces, additional seating, pedestrianize Abbeygate Street stop people from parking on the pavements!!!!!!!!!!!!!!

Flat surfaces for pedestrians. More crossing points.

Public toilets in the old town. dropped kerbs. speed restrictions for mobility scooters!! Skateboards, cycles etc. are banned from town Centre as they are dangerous to pedestrians. speeding mobility scooters are equally as dangerous!!

More police patrols

Disabled toilets

Additional seating.

Abbeygate street permanently pedestrian only. St Andrews street between Arc and Town as no access to any vehicles except buses.

1. More toilet facilities. 2. Bus station providing services i.e. cafe. 3. Raising kerbs to stop vehicles on pavements.

Certainly more toilets - for disabled and others More dropped kerbs & more even paths Support and advice centre/tourist info in town centre i.e. near market

paving, dementia, mobility aids, pedestrianisation, dropped kerbs, crossings, seating, support/advice, toilets

(ticked options) Disabled toilet facilities Additional pedestrianisation of streets Dropped kerbs Additional seating

## Phase 1

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**pedestrians, including those with mobility requirements (such as walking aids, mobility scooters, wheelchairs and pushchairs) and those with additional needs (such as dementia, mental health problems or learning difficulties?)**

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All of the above suggestions

A pedestrian crossing is needed by the Norman Tower

The pavements are very uneven More seating More pedestrianisation please

As mentioned, the proper provision of part-time pedestrianisation of some streets could be useful, but only if traffic controls are properly enforced. Pavement maintenance must be at a high level, hence the need for durable low-maintenance surfaces to be provided.

1) Stop excessive use of A-boards and parking on pavements - unsightly and dangerous for those with impaired sight or mobility 2) Provide safer pavements - cobbles and pavers become uncomfortable in a wheelchair/buggy & are also trip hazards

Support the need for disabled toilet facilities in the town. Serious improvements need to be made to St Andrews St South urgently - crossing from the town centre to the Arc shopping centre is dangerous. This ugly street (behind Boots etc) could be improved with soft landscaping and real trees right down to Tayfen Road & Station Hill

Dropped kerbs and disabled toilet access.

The full pedestrianisation of Abbeygate Street. It becomes dangerous at night when vehicles are permitted.

more easily toilets in town centre easily accessible pedestrian area of st Andrews street south opposite ark covered Walkway from OLD TOWN centre to ARC MANY MORE SEATS

I think I have already said how this could be achieved previously

More disabled toilet facilities. If the 'need' arise it is quite a long walk to the existing facilities ie, from the Butter Market. Some disabled would not have time on their side! More thought to drop curbs and their position. For example there is one in the Butter Market that drops directly into a parking space! Raised crossings would be great and also slow the traffic.

Addition pedestrianised streets in the centre of town

We have very few hotels with disabled facilities - for residents or guests. The disabled access to shops seems to be disregarded. Loo provision,, disabled or not, cannot be neglected. Let's go for the 5 golden flushes award!! i would like to see all the issues you have suggested to improve access - it is a benefit to all, not just the disabled.

All of the above are needed. As well as consistent and safe cycle paths.

DisabJed toilets Wider smoother footpaths Dropped kerbs Exjra seating

Better paving, more crossings

Pedestrianisation Outside community seating area

More public toilets would be good at present there is only the ARC and Abbey gardens toilets available.

Less accordion players

Disabled toilet dropped curbs seating

Town centre needs better toilet facilities that are easy to get too. Unless going into McDonald's where there are always ques before getting to the toilets or walking through to the back of new look in the arc, the only other place is the abbey gardens loos. I think some accessible toilets actually in the town centre would make it easier for people with mobility issues and people with young children.

small passenger train circulating around the town shopping area.

More dropped kerbs Additional seating Toilet facilities in the market square area. It's a long way for a toddler to hold on down to the abbey gardens or across to the arc and those with less mobility find it difficult too, ie elderly, pregnant or disabled.

Seating

**What changes would you like to see to establish a safe and more comfortable environment for pedestrians, including those with mobility requirements (such as walking aids, mobility scooters, wheelchairs and pushchairs) and those with additional needs (such as dementia, mental health problems or learning difficulties?)**

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additional seating and toilets in old town centre near to marls n sparks area rather than just the arc and abbey gardens

Proper crossing outside Wetherspoons

No buses in st Andrews street South, clogging up the centre with noise and fumes .

More seating around the town .

I would like to see a levy placed on contractors working on the infrastructure of roads and pavements in the town centre - if these were not replaced exactly as originally laid - the levy would be forfeited

More toilet facilities and seating areas. Pedestrianisation of more streets to make it safer to walk around.

Pedestrianisation

Lack of toilet facilities is an issue. More at the Apex appears to be kept secret!

More disabled toilets More and actually flat drop curbs Better maintained pathways and wider

Town centre toilets would be very useful for all.

Additional pedestrian streets

Its self evident! Fix the paths for starters!

-Ticketing cars parked on pavements and in urban clearways, both of which negatively impact on pedestrian access.

-Ticketing cars parked on pavements and in urban clearways, both of which negatively impact on pedestrian access.

Another in ButterMarket would be helpful. Road crossings should be proper crossings e.g. Pelican or Zebra crossings. All dropped kerbs should have pavement tactile surface.

more dropped kerbs, a couple of extra benches would be nice,

Back to toilet facilities again - Not sure there is a problem for mobility scooters - they seem to get everywhere!!

Street lights

There should be more public toilets and all of the above suggestions listed in the example.

all of the examples above.

More tourists are encouraged to visit Bury and it is disgraceful not to have public toilets for them and all the market stall owners.

More toilet for all.

Again, more pedestrianisation, more controlled zebra crossings especially for wheelchair users.

All of the above.

More wheelchair pavement ramps/ access points. More disabled toilets.

Restrict outside facilities, such as cafe seating encroaching on footpaths and walk ways. a

All of these particularly pedestrianisation.

additional pedestrianisation of streets, dropped kerbs, additional seating.

Subtle changes are required but, even though I have a visually impaired relation, the focus should be on improvements for all first.

No disabled scooters on pavements

More public toilet facilities.

Increased toilet facilities for all, including to disabled people in the latter categories (dementia etc.) need personal help with most facilities .

## Phase 1

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The town centre is well adapted now - not needing further changes

More disabled free parking in town centre. Smooth surfaces (no block paving) etc. no cobbles which are trip hazards. Extra toilets - sensible seating not under trees (pigeon droppings).

more seating in Abbey Gardens. additional toilets in the 'old town' as you call it. those in the arc and Abbey Gardens too far especially with all the extra people on market days. more lightcontrolled crossings or central refuges especially Crown Street near the Cathedral. Also in St Andrews Street when crossing to and from the arc to the old town

I thought this was a basic requirement to provide dropped kerbs and disabled toilet facilities - not a luxury choice

More Public toilets in the market place.

All above a mentioned.

Additional pedestrianisation of Angel **Hill** and Abbeygate St as discussed earlier

Promote the befriending services available locally - raise awareness of support available. Ensure that are places to sit and public toilets are well signposted and dropped curbs allow easy access is hat a central "Bury signposting" place for everything from housing/ tourist info/ MA support/ local clubs/ what's on etc.?

Bring back the public lavatories in St Andrews street south!

Do not increase the small square set for us to walk on, as in Blidewell Lane. Uncomfortable and dangerous (and I don't mean high heels) so that I tend to walk in the road when traffic permit. Pretty but disastrous .

Less A boards - a hazard for many pavement users.

-More pedestrianisation -Limit volumes of traffic -Rigorously enforce 20mph speed limit -Identify and make provision for raised crossings plus lights especially at Norman Tower, across Westgate Street near Friars Lane etc.

Toilet that are actually in the own centre instead of a long walk out, not fair on the disabled or elderly. More dropped kerbs for easier wheelchair access. More seating for elderly and ill. A quiet area for those with mental health issues to go and calm themselves so they can use the town without having a panic attack in public.

Loo's Loo's Loo's Please with car parking.

Loo's Loo's Loo's Please with car parking.

Many of Bury's pavements are in a bad state of repair: When/ if they are repaired they should become more 'friendly' those with mobility requirements.

More toilets. Proper information enter for locals and tourists Proper post office which is accessible to all.

Better crossing near pizza Hut

Just let's all be aware that accessibility will affect us all, even if it is not ourselves but a family or friend, at some point and we should as a fair society make adjustments to support them with dignity . All of the above and more. Sensory garden in the abbey is a great example .

pavements widened & dropped kerbs.more crossings in town centre for disabled & elderly

Ban the A boards outside many shops, they are a trip hazard.

disabled toilet facilities dropped additional seating sources of support and advice additional pedestrianised streets keep the bus depot open

Already pretty good.

**What changes would you like to see to establish a safe and more comfortable environment for pedestrians, including those with mobility requirements (such as walking aids, mobility scooters, wheelchairs and pushchairs) and those with additional needs (such as dementia, mental health problems or learning difficulties?)**

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All of the above are required, and not just for those with mobility requirements - facilities for young children/push chairs, etc. required. In places, with slow or non-traffic areas, curbs can be dispensed with altogether.

Cars actually stopping at zebra crossings would be nice. The one on Mustow street next to the side entrance to the abbey gardens is BAD! lots of elderly people and parents with small children cross there and I witness near misses daily.

Toilet facilities for everyone SHOULD have been in the town centre in the first place as they always used to be( not as far away as the Arc! Dropped kerbs & more seating. Also in the Abbey Gardens.... WHEN IS THE SEATING GOING TO BE RE- INSTATED OVER THE BRIDGE WHERE IT USED TO BE

None of the doors in the arc shopping area are automatic which I find disgraceful- there is no excuse! It is extremely difficult with a pushchair so I can't imagine how difficult it would be in a wheelchair. Great big and heavy glass door which you have to pull or push for the majority of shops/restaurants in the arc.

More raised crossings and sources of support sand advice.

More public toilets generally

Less cobbles

More dropped kerbs with NO PARKING in front of them. Please do not plant too many trees in the centre as the roots disrupt paving and in autumn leaves become a slip hazard as the council will not have the money to have them swept up.

Stop vehicles parking on footpaths.

All of the above mentioned suggestions

More places to sit down including benches that can be shared. More and well maintained toilet facilities including gender neutral toilets and baby changing are always good, but query if there's already enough or if retailers could be expected to provide them. Many disabled people and those with small children and frail elderly people rely on their cars or on being driven directly to places, so if additional streets are pedestrianised this may not improve accessibility overall. Not everybody who has difficulty walking will have sufficient difficulty to qualify for a blue badge, so reliance on people who have difficulty walking being able to avoid the issue by using blue badge only parking is misplaced. Choosing to use a mobility aid can be very socially disabling and people may choose to avoid this by minimising the walking they do by always parking close to their destination rather than use a stick or wheelchair. Improve the visibility of Shopmobility and maybe improve the fashionable ness of the scooters and wheelchairs they offer. Accessible cycle parking can help people with poor mobility, some people can cycle further than they can walk and will use a bicycle as a mobility aid. See what I have said above about people who are not neurotypical, it's important to not make accessibility worse in terms of lighting or background music when it's reasonably good on these issues. Use of modern smooth paving rather than cobbles etc. Clear signposting and maps. Use of safety schemes eg for learning disabled people who have problems in the town centre who can visit shops etc and have somebody call a friend for them. Might be useful to have a nursery or children's play centre in the town centre that could offer a creche service. Important to get the public transport links right too to improve accessibility as many disabled people are poor and reliant on it. This is true at the same time as other disabled people being heavily reliant on their cars.

More disabled toilet options. A changing space for older children and disabled adults who are not toilet trained.

Accessible Toilet facilities in town centre Seating Clear signage More designated disabled parking spaces in town centre - enforced. Careful placement of Street furniture A properly accessible Post Office in the town centre - the new arrangements are not fit for purpose.

Additional seating, dropped kerbs.

Phase 1

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More seating would be nice to see and spaced out for those who can't walk too far in one go

More pedestrianisation

Generally the 'flow' around Bury is quite good. Consider carefully the crossing of the Arc square, particularly from River Island to Smiggle.. if you cross diagonally from there you do hit the concrete seating and/or the cars! People with disabilities would be more likely to cross these spaces diagonally and have these barriers in the way. Where possible, curbs and roads should be at the same level so that it's easy to move between the two.

020 is another statement of the obvious. Much more attention should be paid to making pavements pram/wheelchair friendly. Space planning should be dementia/learning disabled/physically disabled conscious from the start not as an afterthought.

Mobility scooter and wheelchair hire for shoppers from the Park and Ride set down points.

there needs to be more dropped kerbs around the town centre and toilets that are more accessible and not hidden away. Sign posting needs to be addressed.

Pedestrianize, or create shared space, and ensure kerbs are REMOVED (like in Abbeygate). This should have been done in St Andrew's St. but wasn't - crucial mistake and unsafe

dropped kerbs

maintaining safe paving

disabled toilets, dropped kerbs and most important additional seating. there is only two seats in the ark, should be more

toilets for all in central location sheltered seating.

Clear no entry signs on St Andrew's Street. This is used illegally by loads of cars & completely spoils the link between the Arc & town centre. Maybe raising bollards would get the message across?

wider pavements where possible

it is very difficult to wheel a wheelchair with several reverse camber pavements - random dropped kerbs

Lack of any public toilets Buttermarket/Cornhill service closure of St. Andrews Street (S). Its a long way for someone less able to get to Arc or Abbey Gardens.

An upkeep in the pavements in the town from Angel Hill - to the Arc - some pavements are very dangerous, and it is difficult to push a wheelchair and/or a buggy in some places.

No Bicycles on paths. More seating in town.

Disabled toilets. Dropped kerbs. No raised crossings as I myself have fallen over one of these elsewhere.

Mobility scooters are great, however I have witnessed several scary near misses with motorised traffic. Mobility scooters should be allowed certain areas only to travel into town.

Toilets facilities and disabled toilets facilities. Pedestrianisation as needed, including dropped kerbs.

Source of support and advice. Toilets. Dropped kerbs - stop parking of delivery vehicles on pavements, which cause pedestrians etc. or pram/ pushchairs to walk in the road.

All of the above please! Access to all car parking and cheap park and ride. Regular buses (electric) and drop off/ pick up points.

Toilets in town centre. Seating.

N problems with shopping toilets.

Information/ contact point in the main square especially on market days.

Clear signage and enforcement of restricted traffic ways e.g. St Andrews street (behind Boots)

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All pedestrianised. Dropped or no kerbs, no delineation of road and walkways so all users equally aware. No traffic.

I do not know if the existing area is unsafe or uncomfortable .

More dropped kerbs. More public toilet facilities. More seating areas.

Easier access to toilets. for all. Toilets are hidden in the arc (not central in the town) or Abbey gardens, library or places like weatherspoons or McDonalds. If you have a family / or your old you need to think where the toilets are need to be better signposted!

More cycle paths which could be used by mobility scooters.

Additional pedestrianisation, surface of road and pavement combined to inhibit traffic pedestrian priorities, good cycleways.

stop people parking on pavements!! Disabled toilet facilities and dropped kerbs a good idea toilet facilities in and around the market square, may be at the new Cornhill development (make it part of their 10t agreement).

reduce car use in town centre

I would like to see wider streets esp in guildhall street as it is very dangerous for children to walk there additional seating

All of the things you have suggested. Pedestrianisation is a must in any small town centre. Look at the area outside Kensington tube station leading to the main London museums. It is lovely. Encourage taxis and buses to drive carefully, ... pedestrians eye etc. to manage limited vehicle access.

No cycling on pavements . Prosecution of those who park on pavements or inappropriately so as to cause obstructions to pedestrians, mothers with prams etc.

The parking crossing is dangerous for older people - King Rd roundabout.

All pavements access for baby buggies and mobility scooters .

disabled toilets , and wider streets and seating.

No cars in streets nor pavement

as above.

Extra toilet facilities and some additional pedestrianised streets.

Walking in Bury is a hazard. I know you get income for granting permission for outside seating and 'A' boards but'they are a nightmare to negotiate especially if the are-a' is congested with pedestrians already .

Full pedestrianisation of Angel Hill and Abbeygate street. Reduce access and space for vehicles.

Toilets in the town centre for all! Pedestrianisation St. John street, St Andrews street (behind 'Boots') town centre!

Additional seating, dropped kerbs, and the maintaining of level pavements (some are in a bad state). Dementia 'Trails' are helpful. 'Street rangers' would be helpful in daytime for support.

More toilet facilities and dropped kerbs. sources of support and advice.

More provision of accessible toilet facilities , mote facilities in public places such as the Apex, removal of raised pavements in pedestrianised areas.

better toilet facilities in the centre better lowered kerbs

All the above .

Close high and low Baxter street and angel lane from 9-5 to stop cars crossing Abbeygate St. when it's closed. More accessible free toilets in town centre

Everything is already accessible .



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See 19.

pedestrianised streets.

Large clear signs

Pedestrianisation - a bit more but currently quite good.

Move pedestrianisation to town centre on permanent basis, especially Cornhill/ Buttermarket.

Better pavements/surfaces. Raised crossings at main points. E.g. Norman Tower to Churchgate St. Train station to St John's Street. Woolhall St. to Kings Rd. See above re. parking on pavements. Rife in Hatter Street. Enforce parking regulations.

More and better public toilet facilities. More dropped curbs. More seating.

Public toilets in the Buttermarket area (currently none between the top of the arc and the Abbey Gardens) Clear signage, promotion of accessible, friendly cafes (could involve charities with this) - Currently Thorntons Is used by a large amount of the elderly population - they have made it their safe, accessible, friendly place and this will close in two weeks.

See 19.

See 19.

An additional set of toilet facilities in the town centre would be good as its a long way from Arc toilets to Abbey Gardens. Speed reduction in area where vehicles will still need to drive e.g. for deliveries/ disabled access.

## **Capitalising on green and blue spaces and edges**

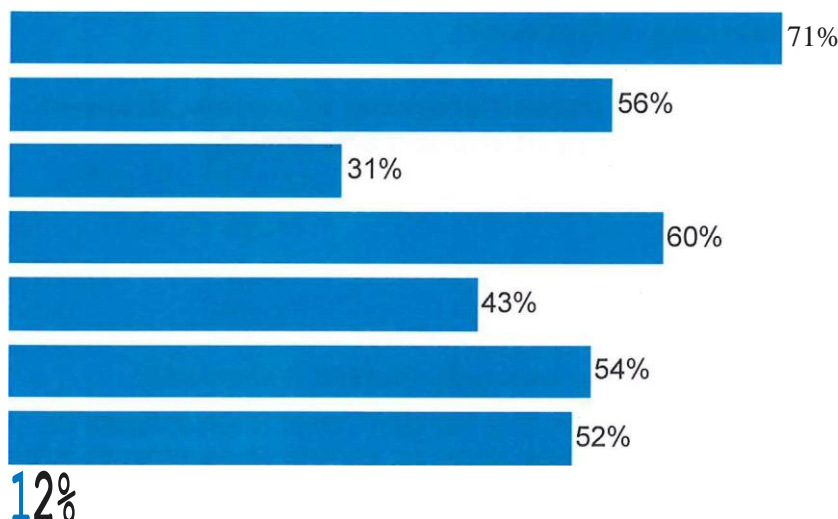
**The setting of the Bury St Edmunds town centre is greatly enhanced through the presence of open spaces, green infrastructure, the River Linnet and River Lark corridors, and the Abbey Ruins, the Cathedral and the Great Churchyard, located largely on the eastern and southern edges of the town centre. These assets provide important spaces for the well-being of visitors and residents, for leisure pursuits, for habitat creation and protection and in the provision of flood management.**

**Do you agree with this statement?**



Phase 1

## What changes would you like to make to green spaces in and around the town centre? (you can tick more than one)



### Other (please describe here) (If other. please state in the space provided below:)

more blah de blah blahs

Don't cut verges & hedges so frequently - encourage the growth of wild flowers

Please can the council stop felling mature trees . We need them to add to the beauty of the town. The muddier paths along the back of the cathedral could be boardwalked.

Educational opportunities? Perhaps some form of Forest schools type idea in the abbey gardens to encourage families to interact rather than simply walk through the gardens.

More green space on the north and west side of town. Large unused wasteland near pickle factory by river that would make a lovely park...

All green spaces near abbey. No nice green spaces near apex ( as found when wanting to sit and eat an ice cream with my toddler ....Nowhere nice to sit on apex side of town and long walk to abbey).

Moreton Hall estate new play area is fit for purpose and is great for children.Older playgrounds now getting forgotten about like Sebert Road area playarea.Maintainence is as important as building new.

Increasing the lighting and security to enhance the feeling of security in open spaces

It is all very well to concentrate on those areas such as the Abbey gardens this is an important historic site for visitors and residents. I really would like the council to take note of the people that live in Bury and improving outdoor facilities for them . We are very poorly done by on the North side of the town with regards to enhancements for improved quality of living the open environment et. If you are considering the town centre then please do not forget the people living next to ring road that has constant traffic and environmental pollution from noise and fumes ( Tayfen road development and station hill) which do not as yet seem to be included in "prettifying" Bury st Edmunds town centre .

Maintain walkways along the river Linnet, by the water meadows, which are currently deteriorating to an unsafe condition.

More green areas around the Cornhill and that side of town. Also tree planting and children's facilities on the arc.

Improved facilities in Newton Park - especially good changing rooms for sport - up date the artificial hockey pitch & improve the football areas.

It is difficult to cycle out of town due to the ring road

Easy pathways of access in and around the town. Encouraging wildlife and interesting wall features. Need to be safe. Pathways need to be commutable to parking outside the grid.

**Other (please describe here) (If other. please state in the space provided below:)**

I would like to see the play area improved. Two swings, two baby swings, a basket swing (when it is replaced), and a refurbished slide suitable up to seven are not enough facilities for a town of this size and one that wants to attract visitors especially those with families. Yes, there is a sand pit but again this is not suitable for older children and the tree house is not worth speaking about! Take inspiration from the likes of Thetford Forest and Holkham Hall that provide wooden play equipment that fits with its surroundings. Families are more likely to receive repeat visit if they come to the town and discover a fantastic play area within a lovely location as they know their children will want to come back which is half of the battle! This is not only a facility for visitors either it is a lovely town centre area for those that live in the town and I am sad that we now do not spend as much time there as we used to as my 9 year old says it is boringgoing to the park as there is nothing for her to go in.

Bury is a beautiful town, with lots of open green spaces, which are relatively well maintained. It is important to hold on to these, despite future funding challenges.

Do not reduce these areas - the balance is currently good.

Resource current gardens and sponsorship Involve youth in design/sponsorship

The green spaces in the centre of town are overrun with grey squirrels, pigeons etc. Discourage or prohibit the feeding of this wildlife and support efforts to encourage the return of the indigenous species e.g. the red squirrel.

The green spaces in the centre of town are overrun by grey squirrels/ pigeons etc. Prohibit the feeding of this wildlife and encourage the return of indigenous species . e.g. the red squirrel

Dog friendly areas, easily accessible with good dog poo bin locations. Could even consider an area of a permanent agility/play area for dogs with seating for dog owners

More play equipment and paddling pool in abbey gardens. Provision for dogs to play fenced off.

Do not replace metal trees.

What river corridors? There's certainly room for improvement alongside the rivers. Many towns consider their rivers an asset for relaxation and leisure activities.

Small pleasant seating areas would be welcome , such as the Quaker garden or smaller.

Very Important

better play area in Abbey gardens than there is now, more play equipment may be slides set in the bank, and get rid of water pump in the sand, but leave sand. upgrade and improve the bird cages

Please consider pedestrian routes as 'a walk'. We walk the town path the have to negotiate the muddy and car parked abbey club path to get back to angel hill - no footpath on road to side of rugby club leading onto police station.

See 17) page 8 regarding pavements and cycle lanes. See 6) page 6 regarding trees

The cycle routes in and out of Bury St Edmunds have been sacrificed to heavy road use and are now dangerous and often unusable. The fact the developers of housing estates in Barrow have not been made to contribute towards improving the road and cycle routes between Barrow and Bury St Edmunds is a huge mistake. This is now a fast and busy road but it's supposed to be a national cycle route 51? One good example is the route that was developed between Bury St Edmunds and Thurston. This is a proper cycle route so more of this please!

Good street lighting Rubbish bins in keeping with street furniture them.

Make better use of tagfen meadows

It would be good to make more of the river - a proper walkway alongside the river to include seats and litter bins.

More provisions for mobility scooters in centre of town.

If you were to introduce wildlife habitats, it would be nice to have lovely wooden signs to describe some of the wildlife you might encounter, and any that are endangered. It would also be lovely to see more of the river. It's funny because when I go to Tesco Superstore, I realise there's a river running through - but it's so ugly when you walk over it within the parking lot. I'm sure it would be too costly to try to transform that into something lovely.

Keep the shoulder of mutton a green space

**Other (please describe here) (If other. please state in the space provided below:)**

022: I'd be interested to know if anyone says "no" to this question . The phrase "is greatly ehanced ..." effectively shuts of any criticism. 023: Cambridge has an interesting example of two shopping areas being connected by a walk across a park. Parts of Bristol have this, too. I think people are unlikely to use fitness trails in a shopping centre and we have several parks nearby.

So, you've destroyed Rougham Airfield (which could have been a heritage centre) and threatened the area with compulsory purchase? Excellent! Bury people can't believe your actions!!

More loos

I want to see more animals such as goats, sheeps, rabbits.

A proper dog park for dog owners. Less football pitches.

Improve and vary children's play equipment. Take a lead from the facilities in Sudbury's Belle Vue Park.

I would like to see the improving of Ram Meadow as a wildlife area as recommended for county wildlife reserve status. The Butts should also be given a protective nature reserve status in order that residents continue to benefit from this important undeveloped green space so very close to the town centre. We are fortunate in having such good wild life areas close to B St E - we need to ensure this continues. There is also need to preserve the area known as the Leg of Mutton for posterity.

023. Green and Blue Spaces and edges. Please pro-actively approach the Friends of the Abbey Gardens and let them know that a 'perennial flower meadow' would be timely (it's green, it's wildlife-friendly, is less labour intensive, people love them). Setting one up is easy: you remove the top layer of soil in order to impoverish it, and prepare it accordingly, avoiding adding rye grass or any kind of fertiliser, see link below. Location: the large open lawned area to the north of the Gardens up to the Eastgate wall where there's plenty of space. Such meadows need about 18 months to become established and must be allowed to self-seed, thus perennial. You can then 'mow' snaking paths inside them for visitors to walk through (they benefit from being a good size, by the way) . They're also much better for biodiversity than endless acres of lawn. There are plenty of web links on how to set one up, but here is just one: [https://www.tcv.org.uk/northernireland/environment/biodiversity/advice/how - create-perennial-wildflower-meadow](https://www.tcv.org.uk/northernireland/environment/biodiversity/advice/how-create-perennial-wildflower-meadow) Another idea for the Friends of the Abbey Gardens: why not canvass local businesses for funding for a Bandstand! A programmed calendar of non-amplified classical, jazz and brass band music would enhance the Abbey Gardens. Half-hour slots on half-day engagements, three times per week (Wednesday, Friday and Saturday) would do it. Perhaps the College have some jazz or classical musicians who need the practice. You could even have choirs. Is the Old Churchyard safe from development? Visitors and Residents alike would benefit from a riverside walk from Eastgate Street to link up with the Lark Valley Path. Offer adjacent landlords incentives to relinquish marginal/riparian land to enable such a path. Ely has one, Cambridge has one...

Ram Meadow Nature REserve should be protected from development and restored to its 2009 condition when it was recommended for county wildlife reserve status. Give protected status to the Butts water meadows area and preserve it for the quiet enjoyment of the town's residents Enhance the Rivers Linnet and Lark

- Commit the Borough to working with other stakeholders (including the BWMG) to restore Ram Meadow nature reserve to at least its 2009 condition, when it was recommended for county wildlife reserve status - Ensure that the unique water meadow just outside the town centre -the Butts, is given a protective nature reserve status to ensure that current residents and the 12-15000 new residents, can continue to benefit fro this important undeveloped green space so very close to the town centre.

Ram Meadow is a real asset and must be preserved and enhanced, not developed with any building of any sort. It should become a wildlife reserve as was previously recommended. The Butts near the Abbey Gardens has had much work done to it and it should also become a protected nature reserve. Areas of open, "wild" green near the town centre really enhance the town and make it different and attractive to residents and visitors.

Better care, management and respect for the Ancient Monument of the Abbey of St Edmund. Cease calling it the "Abbey Ruins" and learn to value and care for it properly. This is a very important historic monument that SEBC and Historic England, as the caretakers, are allowing to fall into disrepair and decay instead of protecting and looking after for future generations.

Add ram meadow nature reserve as the both to the statement in question 22. Preserve, enhance and extend nature reserve.

## Phase 1

**Other (please describe here) (If other. please state in the space provided below:)**

See B.F.P Fri March 24. Abbey gardens - wildlife encouraged and helped along river could wild flower turf be put among ruins, to replace plain dull grass which has to be mowed? A wild flower area could be stunning. Visitors would love to see butterflies in the hundreds, once again.

Better wheelchair access/ surfaces e.g. at Nowton park (though this is outside the Masterplan area)

Better use of existing areas e.g. crazy golf in Abbey Gardens is a shoddy, embarrassment. A permanent good quality crazy golf facility similar to that at Bournemouth with water hazards would be attractive. (or Felixstowe)

Don't overdevelop green spaces develop existing or brown sites before anything else.

Far better flood defences little point in grand schemes if they get flooded.

Consideration to be given to renewable energy, additional sewage treatment and plans for green alternatives.

A lake to swim in, improve further, the flow of the river.

Removal of the traveller site beside aisle of the town's major access roads, which is overfull and an eyesore.

Better public understanding and education about the urban ecology. There are more imaginative and effective ways of achieving this than information boards.

The Lark and the Linnet are not well-maintained and accumulate a lot of rubbish that is cleared by volunteers. Cycle routes should town should be safe for pedestrians including those with disabilities or other mobility issues, as well as young children and dogs.

Get rid of the gypsies

The Butts should be protected so everyone can benefit from a green space so close to town centre. Restore Ram Meadow nature reserve to its 2009 condition and ensure protected from new development.

No changes to be made which adversely affect Ram Meadow. Ram Meadow to be resourced to be restored to county wildlife status. Other green space on the edge of the town centre - butts to be designated as nature reserves.

Ram Meadow should be restored to its 2009 state, when it was recommended for county wildlife reserve status. The Borough should work with stakeholders like Bury Watermeadows Group on this. I would also like to see the Butts be given a protective nature reserve status so we can continue to enjoy it. Bury's green spaces play a big part in making this such a fabulous place to live; we must keep them safe.

Considering Biodiversity, Healthy lifestyles, edible landscapes and climate change mitigation.

Take out the huge tree in-front of Poundland, it drops seed heads that are a health hazard and branches fall from it.

\*To ensure that no new development is allowed on the Ram Meadow Nature Reserve. \*To restore Ram Meadow Nature Reserve to its 2009 condition - when it was recommended for county wildlife reserve status. \*To ensure that 'The Butts' is protected from development that would deny or harm access to Bury's increasing population. It should be protected for all our benefit.

To refuse additional development of Ram meadow nature reserve. To restore Ram Meadow to its 2009 status and provision. Ensure that @the Butts' remain open to the public and undeveloped.

Preserve green spaces - don't fill in with housing e.g. Friars Lane

I would like the Butts and the holy water meadows to be given a protective nature reserve status so that it can't be developed on anymore. It is worrying how many new houses are being built on this green space. We need to ensure it's protected. Also, I don't agree to anymore development encroaching on Ram Meadow. The meadow needs to be restored to its 2009 condition when it was recommended for country wildlife reserve status. The Council needs to work with other stakeholder including BWMG.

Clean out river beds of debris and silt.

Maintain the green areas along Cullum Rd - do not permit development on these water meadows If trees are planted in roads/estates make sure they are not too large a tree variety i.e. those planted in (?) Rd and the greens are far too large and some need removing

1. Need for extended and improved play area in Abbey Gardens 2. Better signage separating pedestrians and cyclists

**Other (please describe here) (If other, please state in the space provided below:)**

Are there going to be green spaces for the new housing estates? How will lazy people be encouraged into the town centre without their cars?

1) Preserve Ram Meadow for outdoor recreation and restore the nature reserve 2) Preserve and maintain the River Lark and Linnet throughout the town and beyond to enhance the wildlife and prevent flooding e.g. don't allow any more development in the river valleys

To compensate in losing green fields to development of the Vision 31 plan, the existing 'green spaces' must be protected, vital 'green lungs' to improve and maintain the quality of the environment. The rivers Lark and Linnet and surrounding areas alongside and habitats are precious assets. 'Leg of Mutton', Ram meadow, No Mans, The Butts & Holywater Meadows

Areas for dogs to be off lead. Perhaps dog agility areas fully enclosed.

If it aint broke - don't fix it!

Less cars on Angel Hill

Has anybody ever organised a record of the existing wild flowers/plants/animals across the bourgh? If we don't have a baseline then how do we build on this. I am amazed by the wild flowers on the green near us but I do not know what they are all called.

-The removal of the supposed temporary travellers site off Compiegne way, so that nature can return.  
-Leaving wild spaces (natural land between Ram Meadow and Compiegne) to exist as non-managed sites is the man. -Maintaining and retaining green lung spaces (such as the leg of mutton land piece) is essential as the town grows.

-The removal of the supposed temporary travellers site off Compiegne way, so that nature can return.  
-Leaving wild spaces (natural land between Ram Meadow and Compiegne) to exist as non-managed sites is the man. -Maintaining and retaining green lung spaces (such as the leg of mutton land piece) is essential as the town grows.

There are several areas on the outskirts of town which could be truly beautiful given some T.L.C. - Friars lare and the Butts being a prime example and to walk along the rivers would be great.

It's a pity that permission was not given, to have a permanent band stand in the Abbey gardens. Several months of the year, various bands could have played there for the public. The band stand on the sea front at Eastbourne, enjoys vast crowds every year, listening to varied music played to the public.

Link the green areas more obviously

Public toilets are essential.

Clean the winnet currently a litter filled ditch.

Stop building development on, water meadows (areas) which is a natural 'green lung' for the town and wider community!

Improved access to more green and open spaces (for example, alongside River Lark) but not at the expensive of wildlife

Future plans should manage the need fo[ water and pest protection to reduce resource demands and ensure new spaces are cost effective to maintain. Drought resistant planting and native species should be encouraged. New spaces should also encourage biodiversity.

Provision, in some plans, of toilet facilities.

Avoidance of ruining them by over development in anyway "wild" is important.

do we have enough flood defences against climate change? keep Ram Meadow nature reserve and provide better signage to it from the car park.

The portion of the River Lark within the grounds of Abbey gardens is beautiful and evidently well cared for. As with most things, once you begin to leave the town centre from Angel Hill and move past the Fox public house, the River Lark is disgusting and evidently not cared for (specifically, and at least in terms of aesthetic maintenance. It often smells and appears to have been made a new home for discarded supermarket trolleys. This desperately needs improving.

- The Leg of Lamb land could be improved for outdoor leisure rather than being an underused field. Footpath could be provided for running/children cycling - The Lark could be made more attractive as section look overgrown - The Peters Pit park could be improved - The abbey gardens play park could be increased in size as it is always crowded. The abbey garden avary should be replaced with something more interactive rather than caged birds

## Phase 1

**Other (please describe here) (If other, please state in the space provided below:)**

More rubbish bins to prevent littering.

Possibly it depends how and what? Busy and bossy, sign hidden developments are a bad idea. And how do you propose to "enhance the quality of existing green spaces"? Especially when you continue to reduce the number of gardeners.

Relocate Abbey Gardens Cafe to close to the river? Enhance river area around Ram Meadow and Football club for leisure use. Improved maintenance of Linnit valley at back of Eyre close and Corsbie Close to make a more attractive area, including clearing of litter in the river. River side benches where there is a pleasant view.

Please do not allow development to occur on the water meadows along Cullum Road. Existing green spaces must be left for wildlife and the rivers cared for appropriately .

This is not particularly relevant to town centre, more important further out and new developments . Be careful not to damage existing assets.

Additional wild plant seeding (especially for bees) Keep Ram Meadow nature reserve untouched by development and enhance/restore to proper county wildlife rserve status - work with parties such as the Bury Watermeadows Group and Suffolk Wildlife Trust. Include the Butts in the area to be protected and safeguarded as a unique water meadow and turn it into a properly maintained and protected nature reserve.

Public toilets

Ram Meadow and the Butts must be preserved and enhanced as green spaces , preferably as nature reserves They have a vital function in softening the edges of the town as well as providing flood plains

Encouraging human access to green spaces and "tidying up" projects will disturb the wildlife.

Management of our green spaces must be done sensitively to protect and enhance wildlife

Where cycle routes are provided they are often blocked by illegally parked cars. Robert Baby Way - the bottom section (against the flow of traffic) needs to be moved onto the pavement earlier or clearly marked & segregated with 'armadillo' markers

keep the rivers lark and linnet clean and flowing well

ensure ram meadow nature reserve is protected and restored

Any improved signage must replicate existing NOT add to it. There is for too much street furniture and signs. Preserve RAM MEADOW and work with BMG to restore to 2009 condition. preserve **THE BUTTS** water meadows and make it a nature reserve for all residents to use.

Seating. If areas are pedestrianised more seating could be put in the town for visitors/ tourists to rest - often they come in on coaches and need to rest before shopping and visiting tourist attractions.

Don't develop leg of mutton

Not allowing development on the SE side of Bury - maintaining farmland there as all present so as not to affect the cathedral and city view.

I think that there were open air tennis courts in the Abbey gardens. This could be an improvement. Improved children's play areas. (Abbey Gardens)

Seating. Performance Areas. Arts spaces. Pop up restaurants/ bars in Arc etc.

routes down to park is fine ... but hard for old people to come back up the park. Transport for older people.

Totally agree - it is one of the stand out things with BSE. Lets look after and preserve it.

Sufficient funding to support these long term .

Outdoor art galleries or displays. more public art works.

Love the wildlife areas, also the riverheath/ linnet trail, also love the water meadows.

No more housing estates in town area (e.g. westgate street).

more litter bins/dog waste bins

all current green and open spaces to be conserved . Ram Meadow should be restored to country wildlife status. Developments should not adversely affect this area as we need more green spaces and wildlife refuges in the town. Improvements along the River Lark and Linnet should continue as they have health benefits to residents/visitors .

Make sure the pedestrian and cyclist have right of way over the car driver. (but remind the cyclist the pedestrian has the right of way!

**Other (please describe here) (If other. please state in the space provided below:)**

Incorporate holywater meadows into plan. And surrounding inbuilt -m meadows .

All dogs to be on leads in public spaces like Great Churchyard, River Linnet and Lark walk area - apart from some people not wishing to be approached by loose dogs, dogs can destroy or disturb wildlife habitats.

No building on green places.

I have never heard of ' blue spaces and edges'

Cycle routes must be on useful routes that enable practical journeys to the made by bike.

The Borough should work with appropriate groups to ensure Ram Meadow Nature reserve is restored to its original condition (2009) and ensure that it is not affected by more building. Also the Butts water meadow should be protected far the benefit of all existing and new residents of Bury St. Eds.

The Abbey ruins, the cathedral and the Great Churchyard are important historical partner in the town. As central Government support for local authorities is withdrawn , the Borough must deliver plans for continued support in the longer term .

use these areas for nothing in ? and close enough to walk to town centre - most cases

Ram meadow nature reserve needs better signs from car park. This is a Beautiful natural area which must be preserved. No more building or new roads on the river valleys. Trim Trail in Abbey Gardens near Mustow streets end?

Clean up neglected areas .

Bandstand in abbey Gardens.

The butts should be protected as a nature reserve. Ram Meadow nature reserve should be protected from development/These areas are green lungs which are very important for people living in Bury for their physical and mental health. The lark and linnet need to be carefully managed and cared for.

1) Power network companies should be persuaded to remove overhead power structures between eastern A 14 interchange and Abbey gardens and out underground. 2) Information should be collated into partial cessation of sugarbeet factory and/or Greene King activities on the water tables in the lark and linnet flood plains.

1) Power network companies should be persuaded to remove overhead power structures between eastern A 14 interchange and Abbey gardens and out underground. 2) Information should be collated into partial cessation of sugarbeet factory and/or Greene King activities on the water tables in the lark and linnet flood plains.

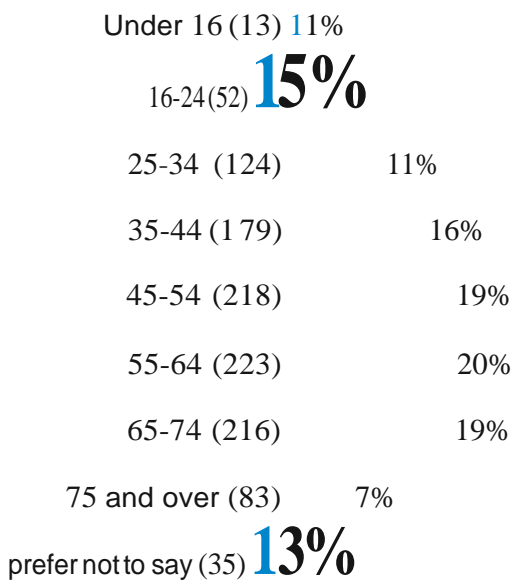
Keep humans out of at least some of the 'wild' habitat humans are the most dangerous thing to wildlife .

**Gender - are you?**

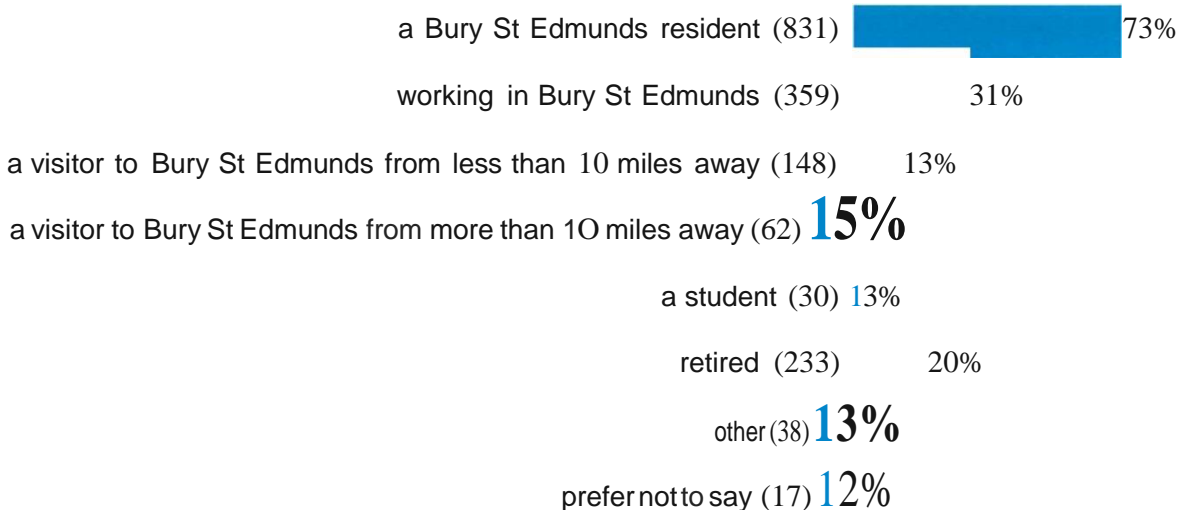




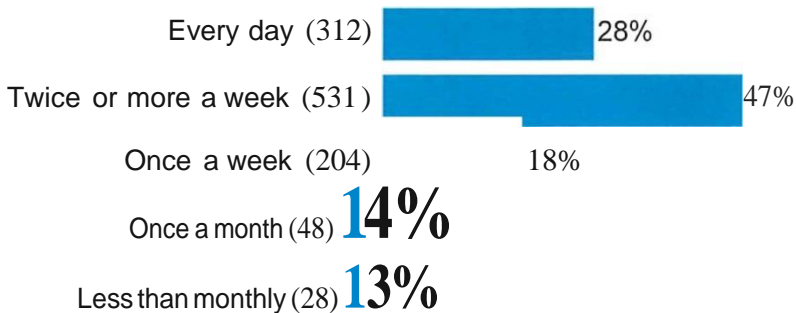
**Age - Are you:**



**Are you:  
(please tick all that apply)**

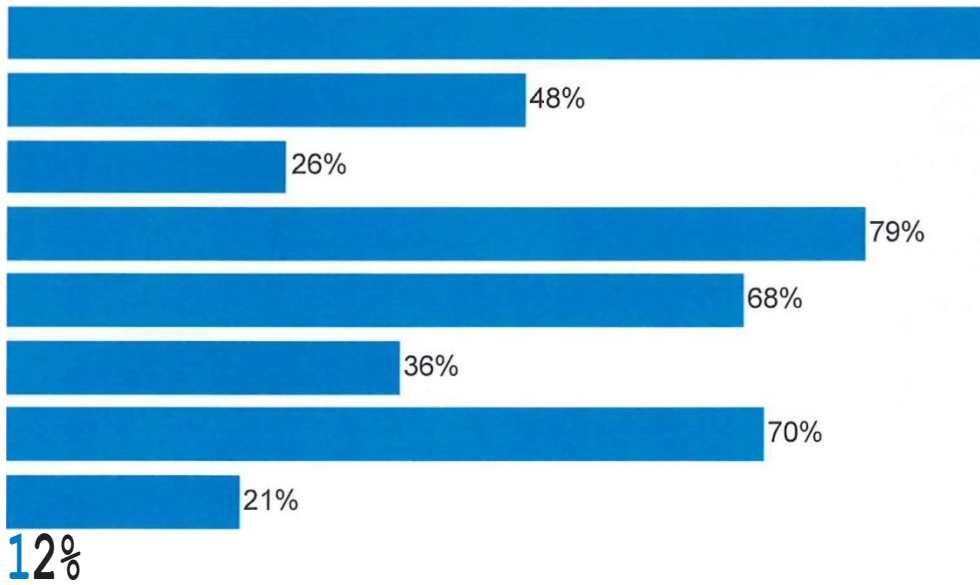


**How often do you visit Bury St Edmunds Town Centre?.**



Phase 1

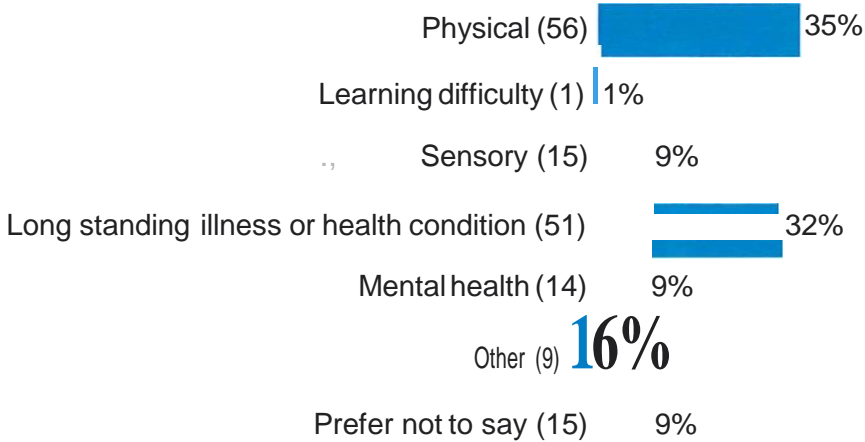
**What do you normally do in the town centre?  
(please tick all that apply)**



**Do you consider yourself to have a disability or longstanding health condition?**



**If you answered yes to question 29) please tick the type of disability or condition which applies, from the list below (please tick all that apply):**



Phase 1

**To which of the following groups do you consider you belong?**

White : English (686)  61%

White : British (317) 28%

Prefer not to disclose (59) **15%**

White : Scottish (17) 12%

Any other white background - please specify in the box below (17) 12%

White: Welsh (7) 11%

Other (7) 11%

White: Irish (5) 0%

Asian or Asian British: Pakistani (4) 0%

Asian or Asian British: Bangladeshi (2) 0%

Black and Black British: Caribbean (2) 0%

Any other black background - please specify in the box below (2) 0%

**Any other black background - please specify in the box below**

human

Sikh

**Any other mixed background - please specify in the box below**

I'm an American who decided to live here after experiencing the lovely, quaint Bury St Edmunds back in 2006. I have lived here ever since. My mother is Filipino, Spanish, Russian. My father is German, Norwegian. I'm basically a mutt.

Phase 1

**Any other white background - please specify in the box below**

mostly English but 3/16 Scottish married to a half Cornish man & used to have a Welsh boyfriend (before being married!)

Turkish

Dutch

American

New Zealand

American

White: Dutch

Australian

European

American

Dutch

White : Austrian and Irish

Naturalised white Bitish

White European

White European British

Iranian British

**Other - please specify in the box below**

Hispanic

White: European (controversial, I know!)

Canadian/british

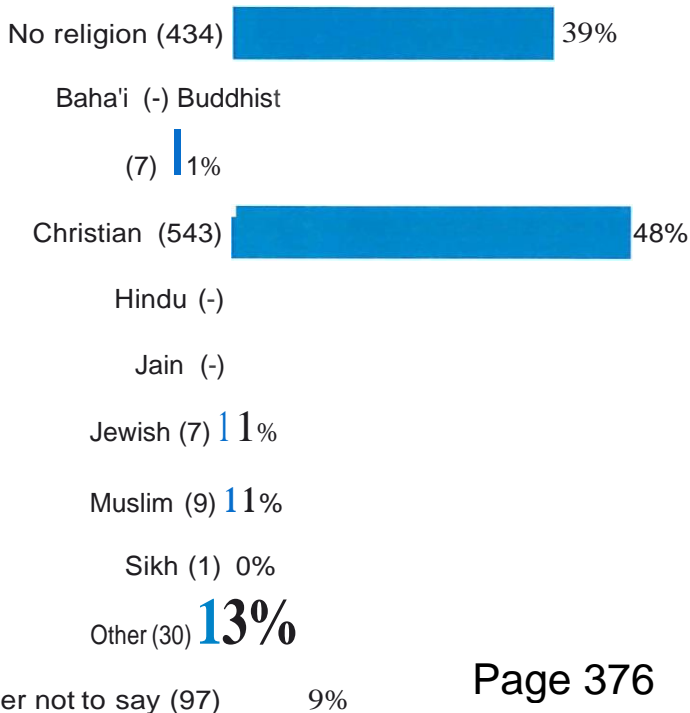
White - American

Energy and Environment Team West Suffolk Councils

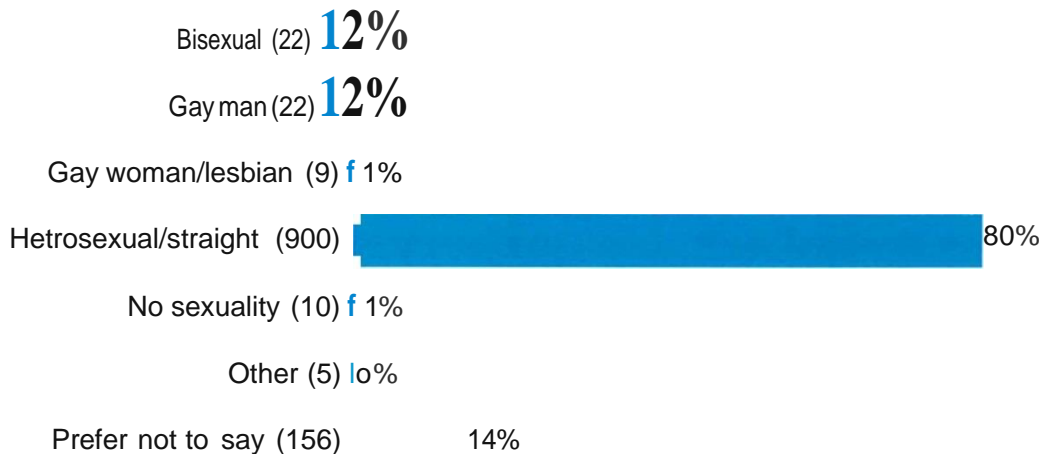
Citizen of the Global village

Citizen of the global village.

**Which religion or belief do you most identify with?**



## What is your sexual orientation?



## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Nope the town centre is magnificent Just a couple of bits on the survey: Italics should be avoided as are harder to read than normal text - not so bad when its '(you can tick more than one)' but big blocks of italics can be hard to read. Having said that I'm not sure how you can better identify the statements - making them bold? Indenting is not very accessible ... or you could just make them straight text? 01, 6th option '(i.e. businesses' - don't use Latin abbreviations ie = that is but I'd be inclined to say '(such as businesses ....'

Look at the Christmas Fayre and ask should it be allowed to expand any further . Bury is too small for this event now. Some shop keepers find that it does not increase their income, the only shops that do well are those selling food and drink.

improving cycling routes into the town centre could help people living in the 'intermediate regions' of town, some of the estates on the outskirts, where the walk is too far, and may consider driving, which would take up a parking space that could be used by a visitor . the current routes, especially following the river linnet and further into town have great potential, but are run down and disjointed.

There needs to be more out of town centre parking with frequent efficient and cheap transport into the centre.

I'm not convinced that your equality questions are relevant. Age and sex are understandable but how can my sexuality make any difference to your analysis??????? Don't waste people's time...

Better public transport direct to hospital from direction of Haverhill. When considering housing we need more spacious housing for downsizers who don't want 5 bedrooms but do want spacious living areas and parking. Many who would downsize cannot find that sort of property. It's either a large family home with many bedrooms or rabbit hutches. We could release housing for families if we were able to find appropriate alternatives.

There are transport issues into the centre from rural communities . These need to be seriously addressed so that car use into the town can be reduced. Small buses regularly serving villages - not just one in and one out per day, but a proper service realistically priced.

Improve the roads leading into to bury from the a14 - especially preventing vehicles from using the right hand lane to turn left into Bury from the A14 exit by Tesco roundabout.

Please make sure that you enable older people/people without access to the internet etc to respond to the survey by taking it to them. Otherwise, not everyone has a say. It might be worth taking iPads and a couple of staff to local older peoples/disabled groups etc to do this. As a final point - we love Bury, as a town - we want it to be developed to help us prosper - but we still want it to feel like Bury, not a man-made village city creation. And we need serious help with the infrastructure!

Keep Bury local, independent and interesting. While it is good to have a few of the main brands, make it shine and stand out, not just like every other town. Quality not quantity.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Baby and family friendly places-attractions really is a major area which is lacking in this town

You need to sort out the gridlock around town. It is putting visitors off. Consider out of town car parks with a small walk or shuttle service

Don't listen to anything Paul Hopfensperger says!

Cheap short term car parking near the centre.

Traffic is by far the biggest issue. In addition can someone please think logically about the Christmas fayre and actually plan and space stall holders better and also get a better mix of stalls. Too many food stalls and not enough actual Christmas stalls.

Bring back the Post Office!

Don't drive office based businesses out of town by making it too difficult for clients to visit. The approach must be balanced and take account of everyone not just the elderly or disabled.

**URGENTLY NEEDED** Public parking IN THE FORM OF CAR PARKS on the west of the town to serve the Westgate Street Area IE The Theatre Royal, St Edmunds Catholic Church, St Edmunds School, Pre- school St Benedicts lower site, FFeoment school and many cafes pubs and shops **PARENTS CURRENTLY HAVE NOWHERE TO PARK SAFELY WHEN TAKING AND COLLECTING THEIR CHILDREN FROM THESE SCHOOLS.**

the survey was to long and to business like.

I really enjoy Bury St Edmunds when I come in overt the weekend with my family. There is always lots to do and plenty of information available

There needs to be a link from old town to the Ark... Paving maintained and cleaned...in 'gate' streets too...These streets need to be part of the plan...So important to control traffic and pollution.. the future will be green and electric..This council and Bury would benefit from this forward thinking.

The play area in Abbey Gardens needs looking at, before it was re-vamped it was better for older children

It concerns me greatly that such emphasis is put on the town centre when there are great needs in local residential areas surrounding the town for better public transport, cycle paths and footpaths, none of which are being addressed at this present time. It isn't all about visitors and those who work and live in the town centre

All the above is utterly pointless if you continue to do nothing about the litter that ruins the approaches and environs of Bury St Edmunds. All approaches to the town are grotesquely disfigured by litter and fly tipping - check out the Farnham Bypass, Compiegne Way, the A 134, A 143. I realise that the appalling A 14 is not your direct responsibility, but you must work hard to ensure that those responsible clear it up arid keep it clear. A neat town approached through knee-deep litter is pointless!

Parking is very difficult and expensive. It would be nice to park and spend the day in Bury but it is expensive to do so. Buses are infrequent and dirty and it is too dangerous to cycle even though I live close enough. When in town, there seems to be a plethora of coffee shops and fewer shops worth visiting. National chains everywhere make it just like any other town. The ARC and the old centre seem like two separate places. They have no obvious link apart from a couple of alleyways full of rubbish that are used as toilets (talking of which, Bury needs many more public toilets) Bury could be fantastic if it was planned for people rather than profit.

A tougher line taken with illegal parking in the town's residential streets.

Electric car charging points all over town

There are definitely number of things could easily be improved in Bury St Edmunds from traffic flow to public transport etc. I don't think any of these are really costly too much. It is just a matter of vision..

I think the town is on the whole well looked after, I think reducing traffic in the town and around it, would be most beneficial as well as accommodating the minority communities better.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Whilst the Arc has been a big asset to the town it took away the ability to park nearby and just pop in to one shop. It means in general one visits less regularly for one big shop. That means much less is bought as traditionally, a trip to one shop for one thing usually leads to a few extra purchases and people running into friend and colleagues building the vibrancy and collective enjoyment of the town. There is much less of this now and it makes the place less sociable, vibrant and supportive. You ought to be able to just pop in for a short visit. Parking at the railway station is a real problem. If you wanted to get a train to work in Cambridge/Ipswich/London you could not rely on being able to park at the station. I know many people now drive out of town to get on a train at Thurston but that is just being developed and parking there severely reduced too. There is NOWHERE else to park near the railway station. It is becoming a big problem and precluding the use of public transport.

Save our trees. Stop building. Stop growjng for grows sake. We live in such a beautiful town, stop trying to wreck it!

for the first time I'm seeing homeless people sleeping in shop doorways, it's unfortunate but very of-putting and not a good look for the town. I thought we had a good range of accommodation for those less fortunate, it would be good for all concerned to get these people of the streets.

Leave the town center alone, develop the outskirts of the town we don't need more facilities in the town center!

Love living in Bury St Edmunds and would like it to remain a safe and lovely placed to be It is a very good town and well managed Thank You

More should be done on crime, and assisting the homeless. There should be more access to nature, such as a new nature reserve, and i feel like the old one needs a couple of facilities, such as a toilet.

have you guessed who i am yet?

Whatever is done for its centre, it needs to have a view to encouraging and enabling more affordable housing in the area. We need somewhere for our children to live. Don't make Bury so exclusive that only the rich can live here.

Widening the link between the arc and town centre would transform the place - it was a real opportunity lost before

Take more notice of what the general public wants

Councillors, developers and politicians have never listened to businesses or residents in the past so it is unlikely that this expensive consultation will result in anything that the people actually want.

Politicians are more likely to listen to people with influence and money than ordinary people and local businesses. Experience has proved this. Thank you.

Only as stated before, in other questions.

Making sure the town centre is enjoyed by all ections of the community is very important for me. As MUSLIM member of the community, it is important for me to have a place of worship (Mosque) in this town for the Muslim community member. I would like to see a place (piece of land) is allocated for this purpose, where Muslim community members will be happy to build Mosque and facilities at our own cost.

Cheaper Parking as its extortionate in some places

Whilst I appreciate that this survey is about the town centre. Clearly it's vibrancy, continuing wealth and prosperity depend on people wanting to come here. With this in mind the access roads, parking and all associated with that need addressing...quite soon.

Preservation of green spaces and provision of cycle routes are a priority. A community venue in the town centre.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Please please please ensure that there are parent and child parking spaces, AND that they are not abused. They are not a luxury for me as I cannot safely get 3 young children safely in and out of the car without them. I have to park in Waitrose for this reason, but often the spaces are all taken, frequently by those without children or with much older school age children. This makes life very difficult for those with babies and toddlers. I walk into town when I can, but this is not always an option. Since having twins I find I am very restricted as to the shops and cafes that I can visit. Hopefully accessibility will be something that is considered.

traffic flow and one way systems

It is a shame that independent businesses are being forced out of premises by greedy landlords, this has resulted in the the centre becoming a high street clone full of chain shop and restaurants.

The work done now is the future of the next generation . I would love to see council going into schools and colleges and asking the youth what they would like for themselves and for their children in the future .

More aesthetically pleasing builds ,,and a proper housing \_waiting list reinstated instead of this ridiculous bid system

Try to avoid management jargon eg.'the visitor arrival experience'

Please add some parent and child car parking and enforce it!

Stop cars parking on the pavements - especially in St Johns St. It is dangerous for pedestrians and obstructs the path for pushchairs, wheelchairs and mobility scooters. I have narrowly missed being hit by a car mounting the pavement to park!

Remove the sets on Crown Street and Angel hill road area and resurface with silent carpeting asphalt

Car parking and traffic into and out of Bury is far and away the biggest issue for the town centre, and I can't believe there is not a dedicated section of this survey for this purpose. Facilities and services in the town are great but ultimately if people can't get into town, park appropriately in town or get frustrated by traffic and other transport problems, then people won't visit, regardless of the facilities available. Infrastructure into and out of the town requires substantial expansion and upgrading. Current roadworks on Newmarket Rd has caused chaos to the traffic, and with the planned housing developments in Moreton Hall and the A 14 corridor to Thurston this issue will get far worse.

Unused/waste land must be prioritised for additional parking before thinking of adding ever more shops/houses. Please develop infrastructure proactively rather than reactively. Consider the population growth of the town long term and plan accordingly rather than responding to problems piecemeal. The Eastern Relief Rd is all well and good but several years too late and only just helping the town stay above water. Once houses are built between Bury and Thurston there will need to be more roads in to Bury or the traffic will be ridiculous. Increased public transport at rush hour will help people working in the town centre to be-able to commute by bus. I live just outside Thurston and would happily use public transport into and out of Bury but there isn't sufficient routes to get me into the city centre before 9am so I have to drive. A bus trip between 10am and 4pm is utterly pointless and can't be profitable (esp as OAPs are free!). Rush hour buses might well be.

In general I feel the town needs to become more family-friendly. We should be nurturing our next generation and encouraging families to put down roots here. More affordable family homes and fewer buy to let rich business owners. Lower business rates for local and independent businesses and some kind of sanction for out of town landlords who don't let independent businesses use empty premises. A cap on the number of cheap pop up cigarette and phone shops, and encouraging more community groups to use empty spaces. Better signage for some of our most impressive features like Moyse's Hall, the Theatre Royal etc so people know where they are. Definitely need to improve the divide between town centre and arc, and approach from station and bus station. Parking should be affordable for local residents using local amenities like post office and bank etc. shouldn't be paying £2 for a five minute transaction or collecting a prescription etc More green spaces and less concrete and metal!

**FOCUS ON TRAFFIC INFRASTRUCTURE BEFORE BUILDING ANY MORE HOUSES!!**



## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Infrastructure poor. Broadband poor. Building unaffordable homes - promised not happening £250k for a "starter" home. Wasting money on ridiculous gates, sculptures. Put finance into Improving link between old and new areas of town. Walkways disgrace, dirty, smelly. Unwelcoming aspect when coming from Bus station. Actually bus station is unwelcoming now.

Please sort the bus service out. I can't get to work and back now due to cutbacks. This has also affected a lot of older residents who might not have access to live concerns

Just to reiterate that the zoned parking restrictions need change. Residents do not need a parking space during the day when they are at work - let shoppers use them then which increases trade. Residents need to park in the evening when they are home from work

people always talk about bury in such a good way saying its a wonderful town, but the typical problems i hear are traffic and parking. The free after 3pm on tuesdays doesnt help people who work full time. Also generally the town looks very dated in comparison to the arc, which when build was controversial but now forms the baseline for how the rest of the town should look. Its managed and clean, the rest of the town has been left behind.

Ban smoking in the shopping areas, but have several designated areas for people to smoke. Improve the link between the train station and the town, get more people on the train, have a shuttle service

Parking for residents. I live in the Churchgate area. Residents parking hours should be extended and the zone include Hatter street with a combined pay and display and Zone D, like in Churchgate Street

Please continue with the excellent development programmes that you have been associated with thus far. Bury St,Edmunds was becoming very tired and unappealing some 30 years ago and has prospered in recent years. Thank you.

Please listen to the residents of bury, we live and work in a unique and special town we must not lose what makes this part of suffolk the jewel in the crown of the county. St Edmund for patron saint of England (again)!

deliveroo!

Please enhance our heritage! I have lived in Bury all my life and although I understand the need for improvements I so love our history!

Find the cash for changes first. Dant expect to put grandioise ideas in place without obtaining the funds to create and maintain first. Recognise the fact that not all residents / visitors want the same results. Make sure residents wishes are prioritized not the wishes of council members with projects to promote..

Transport is a major issue. It is becoming more and more difficult, and is taking longer and longer, to get in and out of the town during the morning and evening rush hours. It used to take me about 30 minutes to get frorir home to work, but now often takes 45 minutes. ThatJ:crease has happened over almost eight years.

Traffic - it is one of the biggest problems for Bury. Navigating out and in of town is slow during peak time but for most people, there is little other option.

A very strong, bold approach to the future will be required.

I wish there was more play area for the young children the abbey gardens is not good there are not enough things for the children to go on so this should be Improved on

As aforementioned destruction was allowed by a weak incompetent council greedy for cash offered by profiteering developers. Population has grown unacceptably and fields have been destroyed.

The replacement of islands by traffic lights at key junctions has been suggested - this is only a good idea if the lights are restricted to peak times - in my experience, outside rush hour the islands work effectively and full time traffic lights would only cause extra delays and congestion. I would also note that delays at Southgate Green, Westgate/Parkway and Risbygate/Parkway (to name but 3) are made worse by the close proximity of traffic light controlled pedestrian crossings and the absence of yellow hatching to prevent the roundabouts being blocked. Doubtless the 'experts' will have a contrary view but how often do they get it wrong?

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

The River Linnet is a disgrace along Holy Water Meadow - full of rubbish etc.

Cheaper parking, park and ride, decent affordable housing my daughter and her husband both work they contribute to the town's economy but have no chance of buying a house in the town or even renting it is so expensive. My husband is a taxi driver and the town is gridlocked in the mornings and evenings always in the same places are there plans for new road sceams to relieve the congestion

Public transport and parking need to be considered as a joint issue - if the public transport was better (better routes, frequency etc) people would not need to drive into the town centre.

Despite some grumpy comments Bury is a fine town to live, work and play in. I do think the key issue is the motor car. Preserving the historic character of the centre will be very difficult without making some difficult decisions about road transport. Simply providing more parking near the centre may not be an appropriate response. It will rapidly fill and create a need for even more of the same, encroaching on the quality that makes Bury so attractive.

The major problem is getting in to BSE, when there it is a lovely town to use. Much nicer than Ipswich... I love independent shops and they should be encouraged by having advantages over big chain stores. I would have the square as a no car zone and let people roam around, loads of seating and watching the coffee & cake trade soar. You have the Arc (new) and the square (old) and they could compliment each other and at the same time be very diverse. The square needs a 'people first' approach.

Stop wasting money on silly visual effects like the things placed in St Andrews St Sth or if so out them in the Arc or Town Centre area. Also address with urgency that death trap at the junction of the railway station, station hill, Farnham Rd junction and zebra crossing

Produce the plans and let the people decide not the planning committee as they probably have self interest

I think the town centre is one of the best I have lived near. You are obviously doing a great job so far, so keep doing more of the same.

I grew up in Bury and work in Bury. I wanted to move out of my parents house and into my own 1 Bed flat. There was none at a sensible price anywhere in Bury so I had to move out of the town. I wish there was some one bed flats at a reasonable price.

Consideration of pushchair and child friendly areas.

Sort out with the County Council traffic issues and car parking , cycle ways, footpaths , so the Town Centre will cope over the next 15/20 years with the influx of new residents and the growth in population. Identify possible areas for additional parking or look at out of town parking on edges of town with mini buses running into town.

Please work hard to reduce the amount of traffic entering my lovely historic town

Is park and ride ever going to be developed before the town centre explodes with cars?

Improve the Bus service. It is unfit for purpose at the moment and WILL NOT be able to cope when the NEW areas (Farnham Road, Rougham Hill, Sicklemere Road, Newmarket Road and Cattishall) are developed. If it can not cope now, How does it even have a chance of working with an extra 3-5,000 in the near future?!?

I would like to see retail park developments on the outskirts of the town centre, that include food chains similar to other towns.

Like many residents I have little faith in these consultations as the authority seems to have its own agenda which is unstoppable. Could the masterplan not take into account the opinions of those of us who prefer the status quo? Thank you.

Invest in the roads system, especially the area between Risbygate Street and St Saviours roundabout

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Bury is a beautiful town but there are things that could be done to improve it. Keeping the streets clear of litter and dog mess is important to residents, making sure people feel safe is also important, but for me the key issue is access for everyone. If access to Bury is difficult because of the current poor road network, lack of parking, lack of safe cycle routes and pedestrian crossings and lack of wheelchair friendly routes this will deter people from coming into the town centre. I know of people from outside Bury who choose to shop elsewhere because the road network is confusing for people who don't know their way around Bury and because of the lack of parking particularly on the eastern side and at peak times. The suggestion to install pay as you leave machines makes sense.

Stop illegal parking. Have out of hour deliveries to shops that back on to St Andrews St.

No

I don't feel that the Apex is being used to its full potential at all. I think the community should be asked their opinion about this. They need to welcome the younger generation to be more involved, get someone young and dynamic involved so that there is a broad range of musical choice for everyone of all tastes and age groups.

I love and appreciate Bury St Edmunds but feel with some improvements there is so much more it could offer. I am such an outdoors person and would really like to see more outdoor events and facilities in the area.

why on earth do you need to know my religion and sexual orientation?!! Not all heterosexual or homosexual people think the same way we are individuals!

Please don't lose the quaint and pretty side of the town! After all that's why people keep coming back! I do agree it needs modernising but no more all glass and metal buildings...

I consider reducing traffic to be crucial. Unless this happens, little can be achieved and great potential will be missed. Opportunities are there to make the centre so much more attractive. Funding is key and all possible sources should be examined including CIL/ S.106 agreements on outlying growth areas.

New hospitals GP surgerys 7 days a week opening and Care homes must be part of Master plan or we heading for trouble

I hope that special attention will be paid to the roads infrastructure in and around Bury St Edmunds for the future development of the borough. The present roads cannot cope with the increased growth that has taken place already. A ring road and /or relief road scheme around the town taking heavy lorries and through traffic away from the town centre would be beneficial to everyone who lives in our lovely town. Specifically the A134 Sudbury Road, A143 Diss Road and traffic on the Haverhill Road. These are all very busy congested areas that feed into the town and will only get worse with increased housing development.

Bury is lovely but it could be better.

Thank you for giving us the opportunity to make comments. This is a very important undertaking, and I wish you well in developing and implementing it.

I think that it is fantastic that we have such a forward thinking councils that this work is being undertaken. Bury St Edmunds is beautiful in parts of it's town centre - the challenge is to provide a common handwriting which means that all areas are as good as the best!

In terms of green spaces, an improved children's play facility and sports facility in the Abbey Gardens would be a huge asset to the town. The current play facilities are quite good (which is a shame in such an amazing park) and the tennis courts are a shambles - an enormous opportunity for the town. This could be turned into a children's splash park, paddling pool, play area etc (see Coleridge paddling pool in Cambridge) or redeveloped as a multi-sports zone with tennis, basketball, football etc.

Maintain the character of our town. Make better connections from the town to the Arc. The narrow cutting beside some of the shops are terrible.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

BSE as a unique tourist attraction should be capitalised on the resulting increase in free fall shopping experience will be achieved naturally, however if the views of just increasing the shopping lobby are taken into consideration it would be a lack of foresight from the town planners. I am in favour of the town being pedestrianised due to the ever increase in traffic now and in the future and I believe by adopting this it will preserve the uniqueness of the town for many years to come .The need for the town's infrastructure to be addressed is vital and I am in favour of large routes into town only e.g. off the A14 whilst UTILISING ROADS such as Farnham road as healthy access routes into the town via cycle paths, (how many runners use Farnham Road) when the infrastructure is in place more retail shops will follow, and there will be no need to visit Norwich, Cambridge for shows, shopping etc which we do frequently mainly due to the excellent park and rides in place. Norwich has adopted a car free space and I like to take the smaller family members there as it's safer for them to run around I would much prefer family to come to BSE for this. Housing needs to be increased but town centre residential build should be aimed at re provision for the elderly thus leaving opportunity for people to downsize in th the town already for which there is an ever increasing number.

please consider a park and ride option for the town to make the town a safer place for students

Discourage beggars, fake charity collectors, "chuggers", amplified buskers, Big Issue sellers

We have a great town and have a great template to build on to make it an environment for all. There is a lot to do for the whole town but the opportunity for the town centre must be reflected with work to the areas linking and to be the access to the town centre . The route to the town centre must be equally an enjoyable experience .

This questionnaire is too long and your statements too complicated . Consultation should be inclusive, all people have a right to have their say in their own way. Consultation should be done in creative and imaginative ways not just by questionnaire. PA: participatory Appraisal should be used. I've done this myself. All communities should be involved in a discussion around a round table with a map of the town and sticky notes. Using Visual tools tailored to invidual. Consultation should take place in community centres on the estates, even the cinema ! Need more events centred around the history written by the people themselves, . Bring the pageants back!, and make St Edmunds day a bank holiday and have a festival !

There is no need for a market on a Saturday. Clear the streets of drugs

I think that the questions in the questionnaire were inadequate.

BSE as a town is quickly developing a greater residential population. Ridiculous licensing hours till two or four in the morning. Excessive noise from music, no adequate control of volume . Food outlets allowed to stay open till bars and clubs close, encourages revellers to hang around within the town centre till the early hours, usually the worse for wear with drink or drugs. Causing disturbance. Decreased police presence ha. exacerbated this problem noticeably.

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## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

I think we need to look at what else will bring people into Bury St Edmunds. Personally as a female in her 20's, the main tourist attraction i see in Bury is the Abbey Gardens which wouldn't necessarily bring me as an outside to visit here. My nan, on the other hand, does like to visit from Norwich for this reason. Coming from Norwich originally, I miss things that were accessible to me there, and I end up travelling back to spend the day visiting these shops etc. I know we cannot compete with a city but we could introduce a few more things such as drive thru's (before burger king was here, it was common for a lot of people i know to drive to newmarket just to get a burger king!), a Primark, a B&M and a toy superstore and a real nightlife which is also accessible via bus past 6pm are the biggest reasons i leave Bury in my own leisure time. On the subject of buses, the nearby companies do not react to big events in the town centre, such as later openings near christmas, christmas light switch on and christmas fayre. Last year i found myself leaving before i wanted to and getting the last bus at 6.20pm as i had no choice. We lose trade in town because only drivers or people within walking distance can access the late night shopping nights and it has never hit it off because there is not enough support and publicity on this. Running a store in Bury St Edmunds, I know that parking was a huge issue at weekends especially this past christmas. People are so busy nowadays, they often dedicate a day to get their christmas shopping done. Lots of people are only available weekends. We either: a) lost people to other towns and cities where they could park all day and get it done or b) lost trade due to people majorly lacking time to browse. they headed to the shops they knew they needed and bypassed us whereas the year before our footfall was so much higher and therefore more people who would end up spending money in the store. Its a problem we cannot afford to see happen again.

Continue doing what is, on the whole, a good job. Just no more monstrous buildings please. Bury St Edmunds is a gem, just don't spoil it. Because it's not being planned from scratch, it cannot be all things to all people, and must accommodate and work with what previous generations have left us.

I would like to see an area for artists an performers of all types to be able to gather an perform for free bury has such a fantastic music scene it should be encouraged into the town centre more buskers an performers would enliven the town centre

Continue to support and encourage independent retailers, cafes, restaurants etc. Also aim to attract more national retailers to the town.

After reading & listening to all the questions will we be informed as to the progress of omprovements?

Better parking facilities for college/leisure centre which should be included in any further developments in that area.

There is nothing else I have to say. Regrettably it has been my experience that decisions have already been made and the opinions and needs of local residents are not taken into consideration and this is an exercise in political correctness. I very much hope to be proved wrong in my assessment of the situation.

The main problem is traffic and parking, these need to be-addressed with better links from the train station and a permanent park and ride situated on the outskirts. Day to Day I couldn't think of anywhere better to live, with the bustling atmosphere of London to the quiet relaxed atmosphere of the middle of nowhere within a 5 minute walk and everything else in between.

The issues report is very clear and impressive. Bury St Edmunds is performing well as an historic market town but the urban environment has suffered in recent years due to a lack of on street car parking enforcement by the police and underinvestment in the maintenance and improvement of the urban realm. However the obvious success of the town economically in recent years should not lead to major development proposals that will upset this achievement. The town can only take so much major change over a 10 - 15 year period and the next priority appears to be the redevelopment of the St Andrews Street North car park/bus station/Triton House area. This would suggest that great caution needs to be given to any over optimistic development ambitions for the cattle market surface car park. There is nothing wrong with the masterplan saying this area should remain a surface car park over the period to 2030.

I would like too see the road around the Angel hill asphalted from mustow street to St marys church ,at the moment it is like a ploughed field.must be terrible for cyclists,I know this is a historic area but I feel this road is a let down for the town

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

More affordable flats for younger people.

Encourage all in the town to walk more, to stop using the car for short journeys and embrace an active lifestyle. Improvements to cycle routes and footpaths will help. More information on local history will help to give a pride of place. More green space will enhance the town landscape and help with pollution.

The interests of residents living near the area under consideration should also be taken into account. I frequently have to use the roundabout linking Kings Road to Parkway. At times the traffic on Parkway is so heavy that it becomes very difficult to get out. This is exacerbated by traffic from the car parks having to use the roundabout to turn right, and to visit Waitrose. Perhaps traffic lights on the roundabout would help, or a new exit from the car park opposite the cinema to enable cars to turn right.

Access into Bury from the A14 must be improved as the congestion particularly on a Saturday both via Tayfen Road and the Southgate Street side make getting around town prohibitively difficult.

Shops on all the new estates. Facilities for these places...Bus routes. Parking...

Parkway needs improvement. Living near the cemetery in Kings Road, it gets more difficult to get onto Parkway via the Kings Road roundabout. Cars coming from Cullum Road direction race down. Most drivers don't recognise the idea of give way. The access to the multi-storey car park necessitates a U-turn at the roundabout, which gives more problems. It would also be better, if there has to be a roundabout, that the planting, although attractive, was lowered so you could actually see traffic coming round.

Park and ride that is around at weekends.

As above re Station Hill

Listen to the people, too many consultations are just lip service to look like you're doing the right thing to be inclusive when actually you've made your mind up already. Please consider park and ride. Lots of people use the rugby club initiative for the hospital. A park and ride scheme could really work in Bury. Encourage people to cycle with safe cycle ways and secure parking for cycles. I've lived in Bury all my life, I love it, it's a beautiful place however we could make this better together. Please listen to people like me - residents, people that work live and visit Bury and love Bury.

Open up the enquiry desk in the bus station. Visitors who arrive by coach/bus must be disappointed that they cannot get information.

The special events, such as the Christmas Fayre, are becoming too large and are spoiling the Abbey Gardens, the jewel in Bury St. Edmunds crown. The cost to the townsfolk and visitors now far outweighs the profit to the town in both financial and ambience terms.

St Andrew's St south near the ARC has clubs and takeaway food outlets licensed into the early hours at weekends. This results in street disorder and noise between 12 midnight and 3 am in an area which is increasingly residential. The Cumulative Impact Procedure which currently limits licensing in the area around the medieval grid should be extended to include the St Andrew's St / Brentgoval St / Risbygate St crossroads.

Keep in mind facilities for young people, and things of interest for young children e.g. how about some child sized seating, or small model animals to sit on, amongst the adult seating, or animal shaped litter bins - also in the green spaces. Zebra crossings across the Buttermarket and Woolhall Road would help pedestrians and give time to spot traffic.

Please improve the link between the Ark and the Market Place, it's dangerous as it appears to be pedestrianised but is in fact a bus route.

I live in Bury St Edmunds, along Fornham Road, I walk and drive into town. I'd like to cycle but I'm not confident on the roads of there was better cycle paths more people would use them! They put the new cycle bridge over the A14 and it literally leads to nowhere it's useless. The roads come in the morning are terrible and the state of the roads are terrible! There needs to be more affordable housing in Bury! Park and ride!!

## Anything else?

Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.

The council is far too slow in getting action done. The issue with the approaches into town, the length of time for work to commence on the bridge on Newmarket road, the rush hour queues along Farnham Road due to turning into Station Hill, the length of time to develop the land around Station Hill. Bury is being swamped with the growth of the development of green field sites....Marnham Park, Sicklesmere Rd [when development starts] the continuing expansion of Moreton Hall.

get up to date, other places have done it. pedestrians only in bury st edmunds butter market.

a bandstand in the park and music fest

I am a volunteer Town Pastor i.e. I patrol the Town Centre on a Friday or Saturday nights between 10 p.m. and 5 a.m. helping people in difficult situations through alcohol, drugs, fighting, domestic disputes, loneliness, anxiety, etc. The main problem which we cannot deal with is Homelessness and it is becoming increasingly problematic. The numbers of homeless people sleeping rough within your Town Centre boundary map are steadily increasing. THESE DISADVANTAGED HUMAN BEINGS URGENTLY REQUIRE A NIGHT SHELTER TO GIVE THEM A SAFE DECENT PLACE TO SLEEP WITH TOILET & WASHING FACILITIES AND TO SHOW THAT BURY ST EDMUNDS DOES CARE ABOUT THEM AND AT SAME TIME RAISE THE PROFILE OF THE TOWN CENTRE PLEASE!

More toilet facilities are a must!

I do think the main points have been covered.

Car parks should be able to pay on the way out not when arriving. Low admission car park should be larger also it should be checked for cars parked that are not low admission. Alley way leading to arc should be wider. Bus station really need an information desk.

A better rail service would greatly increase the attractiveness of Bury as a place to live such as frequent direct trains to London and quicker service to Cambridge. More affordable hotel accommodation One forum promoting all events/activities/clubs/groups in Bury. At the moment it is sometimes difficult to find this info

The outside swimming pool also worked fabulously back in the day

Start by making some money from penalising the drop off school parking nightmare that is west gate street, it's impassable because of lazy parents who are delivering children to the school. From the west end to the brewery it's a farce, I've witnessed ambulances unable to get through. It's ridiculous, I've counted regularly 35+ cars parked illegally which on a daily basis would generate an enormous income if ticketed.

Good luck! Bury is such a lovely town, a bit conservative and stuck in the mud....hard to change people's habits! But well worth fighting to get a good start for our future. Please improve the air quality by restricting cars, very unpopular, but essential for all of us, especially the children. The roads are getting increasingly shabby and pot holed, an air of being neglected is falling over the town. Cars are being parked on pavements and double yellows with no thought for any repercussions. Ambulances and fire tenders are finding that our narrow streets are blocked by inconsiderate parking.....crazy..... This is definitely the time to spend some money on getting things right.....

We are an independent town and as such would like to keep it so but at the same time we have to provide more small homes for the older generation to down size into without spoiling the town and fell of this lovely place.

While the changes intended are meant to improve the town, make sure they don't destroy the unique charm. It's a working town, not a theme park

Hard copy input by JM

Just to say - I really hope you listen to the comments and ideas you have from local businesses and residents, don't just pay them a lip service. Generally they know more than the average consultant about what their own town needs. Thank you

Many pavement areas in residential areas need attention & certain areas require leaf removal from pavements as they pose a hazard to pedestrians when trodden in which lasts well into the winter & spring.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Traffic!! With all the new houses being built you must provide improved infrastructure. It will be like the Xmas fayre every weekend

Most of the Centre of town is just fab. It doesn't need a complete overhaul to make it function.....like many other Suffolk towns...but the small pockets of crapness..which everyone knows are crap . ..like Cornhill Walk, like the railway station, like St Andrews St are a real shame and are what need the full focus of attention. With so very much positive about the town, sorting these relatively simple things ought to be eminently doable .

The Christmas markets are great and very popular however I feel there could be a better layout as you can't see all the stalls with the amount of people visiting also the amount of increased traffic at that time of the year affects the local people who need to get to work .

Build on the character of the weekly market improve the litter situation and the style of the stalls

Bury is a fantastic town that punches well above its weight. The main issue i have is the old streets of the town cannot take the weight of traffic as it is, let alone encouraging more visitors and the 2 main developments going on at Moreton Hall and Farnham side of town. the town is now in desperate need of a solution ie. Park and ride, tram etc. for this problem before we drive our visitors away before they can even get to us.

The council does a great job . However, better control of late night revelers would make town living safer and more pleasant. I have had my front door shoulder charged at 1am - bottles thrown at my house and on the street - most weekends I have to walk across broken glass - most weekends I have disturbed sleep from shouting, running, shouting, screaming and fighting (particularly in the summer) . Younger people need somewhere safe to go to enjoy themselves, closer to transport and where they can be supervised if necessary. The centre of town where elderly and vulnerable people live, and where there are schools, is not the best place (St Andrews Street South) .. Move the night clubs out to Station Hill or closer to the buss station. Set up CCTV along residential routes. Make the nightclubs responsible for their patrons. Consider a mini buss where those under the influence can sit and rest up (and sober up) and take on plenty of water before they are let out to go home. These people should definitely not be taken up to A&E. (copy the South Australian example) .

For myself the priority is toilets and seats and a pretty place to live

Coming from Thurrock where the area was completely transformed with Lakeside and all the major shops left Grays town centre which is now full of fast food outlets, pound shops and estate agents, also all the lovely old fashioned fronted shops were demolished, then this is not what you want to happen to the town, careful thought needs to go in to any additions, the priority being to retain the character.

The junction of Risbygate, St Andrews Street and Brentgovel Street is very scruffy and appears to be on the decline: It is a strategically important part of the town as Risbygate Street is part of the historic and commercial core of Bury St Edmunds and starting to appear isolated. The Market is a wonderful resource of Bury St Edmunds, it is integral to the character of the market town and helps keep Bury town center (as opposed to the Arc) vibrant. It should be proactively nurtured and enhanced .

Removing the roundabouts on Parkway etc and replacing them with signal controlled crossings linked via a UTMC system would enable motor traffic flow to be regulated more readily and provide better scope to assist vulnerable road users.

Please listen.

The festival isn't what it used to be. There's no pride in it anymore and so many events get cancelled . Use the Abbey Gardens more and put on events to bring people together there. I loved the Proms in the Park held in the gardens during the festival when we moved here in 2009, from Acton . During the Christmas Fayre, ban all touring coaches from the town centre. The drivers are dangerous as they do not follow the signs. Suggest they drop off and collect at the bus station. Speaking of which, the Fayre is lovely but is getting too big and full of stalls with "tat". So many stalls selling sweets aren't needed, nor is a stall that does football right outside the Abbey gates. Bring people together . There doesn't need to be a cheap and nasty fair at each event (like the Christmas light switch on). Bring back that Blitz spirit; get us singing Christmas songs! The wolf tour in 2015 and town quiz hunt that you held last summer were two examples of great ideas and should be more regular.



## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

You can't spell heterosexual! As I said at the start what you need is a vision of what you would like it to look like in the future. The envisioning process is completely different from saying what it is like now (which you do in enormous detail) and then making a lot of fatuous statements which nobody could possibly disagree but neither get to the real issues or offer solutions. This consultation in this form is a complete waste of time and money and I do not believe that you will come up with anything interesting. You'll be able to tell us that 98% of people living in the town would like the historic environment to be preserved and they would like some nice seats. You haven't found anything else out, or considered how town centres are continuing to change, or thought about living spaces as opposed to development. What a waste of money, opportunity and resources.

Ensure that the historical /Georgian aspects in Bury are maintained to the highest standard as this is the main attraction for visitors to Bury. Any new builds to be in keeping with the historical look of Bury, not a "modern carbuncle" that doesn't fit with the surroundings.

put pay and display parking on streets like Risbygate street would help with the parking problem !

Parking cost is too high Build a park and ride facility

If the idea of the master plan is to draw people into Bury town and surrounding areas, to live or visit we urgently need to sort out the road system in and around . But the most important thing that needs to be looked at is the hospital, it is not managing now how will it manage with a bigger population living and visiting our town.

Traffic movement and Parking. Poor, fragmented traffic planning has produces a system that can barely cope. When the Angel Hill is closed for Christmas Fayre or similar event, the whole town becomes gridlocked. The same is currently happening because of the Newmarket Road bridge closure. Parkway is in adequate on its own. Consideration of a route from Haberden to Ram Meadow to Northgate link road is a possibility. It would not overcome the east/west problem, but would help generally. Either an out of centre (bigger than current Ram Meadow) or a Park and Ride scheme could be included in the above.

I am retired but do volunteering. We came back to live in the centre of Bury 5 years ago, from a nearby village. We love being in the centre and enjoy using the Theatre, Apex and Cinema. I meet lots of visitors through volunteering, who love the town, except the parking and often have to leave before they are ready, due to parking.

Please look at enhancing the LOCAL BUSINESS'S that are around the main high streets. Please develop better pathways, enhance they're appeal and restrict the number of betting shops from the town centre.

It is all very well having wonderful road enhancement schemes ie tegular block road surface in the Angel Hill/Mustow Street area. But this MUST be adequately MAINTAINED. Around EVERY ROAD DRAIN the substrate has been WASHED AWAY leaving irregular blocks with gaps, holes & uneven surfaces. These are an extreme hazard particularly to CYCLISTS. This condition is NOT NEW & has been getting WORSE over the LAST FEW YEARS. Before the Council embarks on any new 'enhancement schemes' it is VITAL that existing schemes are properly maintained. GET THIS FIXED NOW PLEASE !!!!!

Providing better bus services from the villages at reduced cost in order to allow people to leave their cars at home or at least provide two park and ride locations.

I think the maintenance of the town centre is currently good and of a high standard. the floral displays are still wonderful and we are well served with entertainment venues. its a lovely town and we are very lucky to have all the facilities we currently have

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

It seems more elderly people like to be in the town centre, removing the need for transport of any kind, so more housing for the elderly in the town centre would be nice. I am not saying this for myself, I already live walking distance from the town. Consider moving West Suffolk Hospital to an area on the outskirts of town. The buildings are no longer fit for purpose. Parking is extortionate, if available. Employees clog up the surrounding streets with their cars. See the new Addenbrookes in Cambridge as an example of what could be achieved. Purpose built with adequate parking and easily accessible. Consider increasing the size of the car park at Hardwick Heath. I walk my dogs regularly and often cannot get parked because of the hospital visitors. Seems a shame as there is so much unused open space towards the back of the park, beyond the football pitches.

Improving the walk from Train Station and fighting to get across that roundabout is an accident waiting to happen. A Walk bridge would be more ideal. Some people are not street wise and it is crazy the chances they take, as well as drivers not being patient or giving. Maintain the upkeep of buildings that are historic. Clean up the town on the outside.

The town centre needs to have improved facilities to cater for the increase in population. It is important to attract businesses to the town and to cater for younger people so that Bury is not seen as a "retirement" centre.

encouraging people to go outdoors and be active will be a major challenge for the near future - the town centre could be a major influence if planned for people not vehicles with an emphasis on outdoor space/meeting/seating/cafes/green space etc

033 is not required in this survey, shows lack of sensitivity and degrades your questionnaire.

As you come into town, from the Tesco roundabout, the first thing that you see is the traveller site on the left hand side which seems to be growing ever larger. I understand that provision needs to be available but it doesn't give a very good first impression.

To provide more disabled easy accessible toilets To provide another disability toilet area with hoist for supporting people on a rise and fall bed to assist with meeting their personal care needs such as toileting and changing To provide a service that can assist older people and people with disabilities in town with shopping

Change parking charges so that in car parks you pay on exit for the time you have actually been parked, and in streets a flat x pence per half hour (as in parts of Cambridge where it is 50p per 30 mins). Parking charges in Bury are exorbitant compared with other towns.

The tennis courts in the abbey gardens could be improved, the surface is not in a good state. Mainly traffic needs to be looked at but it is a tricky problem to improve due to a lack of space. It would be great to see the town centre full of shops, it is possible to have old town centres/market places thrive side by side with modern shopping centres (Norwich is a good example of this)

This masterplan is destined to be fundamentally flawed if it does not acknowledge and consider the need for improvements to the traffic flows and volumes at the 3 A14 junctions. You can make the town centre as attractive and friendly as you like but if getting in and out at peak times gets any worse (which it will with a population increase of c. 10,000 in the next 14 years), then it's a complete waste of time and effort.

Hard copy input by KB

Make more of it being an historic town with its many interesting buildings and not anymore shopping malls etc. People come to see the look of the town, not the shops. Hard copy input by KB

Traffic warden service yellow line enforcement by St Eds District Council essential. Enforcement of litter by police. Hard copy input by KB

Please keep Our Street Wardens they are essential for keeping Bury St Edmunds Safe, Friendly, Cared For and Loved.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

The provision of new cycle lane and storage facilities in the expectation that significant numbers of people are then going to get out of their cars and shop or visit by bike is a nonsense. Look at the demographics of Bury. The thought that the existing traffic and parking problems can be resolved without extensive outside town parking space combined with buses into town is equally improbable. The major problem Bury has is excess traffic and uncontrolled/Unenforced parking. Growth from 40,000 to 50,000 residents plus visitors will be a nightmare.

Hard copy input by KB

Hard copy input by KB

Bury St Edmunds is a beautiful town. I have lived here for over 40 years and wouldn't want to live anywhere else. Hard copy input by KB

Some serious consideration needs to be given to regenerating the public realm in Cornhall and Buttermarket. It has the potential to become a world class square. The original plan for Angel Hill should also be completed - ie having the same surface as that in Chequer Square to reduce the impact of the parking sapce markings. When the space is used for events it looks like a car park rather than the high quality public space that it could be.

Support our independent shops Reduce cars around the main centre Create safe passages for pedestrians and cyclists Plant small trees and shrubs Preserve the historic parts of the town We need an Art Gallery in town again. Kings cross/St Pancras is an excellent transformation for inner city planning. Hard copy input by KB

Many of our visitors travel in by bus and they always remarked on the friendliness of the staff at the 'Bus Station' How nice it was with the electronic signs giving times and information of all buses coming in and out of Bury. Closing half of the bus station is a wrong move, it remains empty and is an eye sore. I think you should listen to what people are saying and open it up again. Hard copy input by KB

Bury is a lovely town, but sometimes I think plans are put forward to make it more like a city. People live and visit Bury because of its charm and character, don't destroy it, please. The lack of frequent, regular, timely public transport is a growing issue for many of the residents, and not just for the elderly, young people as well have expressed this as an issue

Please build a purpose built hospital at the edge of the town to meet the needs of our aging population. When lots of houses are built think about the schools, health provision etc. Please please please improve the cycle provision in the town centre to make it really easy to cycle around our town

Permit parking seems odd to me, most people work 9-5 but have to buy a permit which secures them a parking space in town from 9-5ish. wouldn't it make more sense that it was the other way round, this would free up parking spaces during the day for shoppers too! The Cornhill Walk building should be redeveloped and put to use, such a large building right in the centre of town just wasted currently. Sainsburys roundabout is a nightmare at most times of the day - placing a McDonalds drive through on there too is just madness - please don't! With the increase in houses going up on Moreton Hall - are new facilities going to be incorporated too (shops/cafes etc)

Why do you need to include a question about sexual orientation which has nothing to do with the questionnaire! Homelessness and begging should be on the list of things to address along with illegal parking.

A major objective is not to ruin our town and to add enhancements. The Abbey Gardens are a major asset and should be supported wholeheartedly by the town. Many towns would love to have such a thing in their centre. Thank you for giving me an opportunity to take part in this survey.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Having Read Through Your Master Plan And Done The Survey It's Quite Clear That Your Focusing On Things Like Having Matching Signage & That The Pavements Look Good, Like I Stated Earlier, I'm Not A Fan Of Gentrification Just For The Sake Of It. Nor Do I Think That Bury Should Become A Medieval Style Theme Park Like Lavenham With Everything From The Street Lighting To The Bins Having To Match Just To Attract Tourists So They Can \ake Selfies In Front Of Wonky Houses. Don't Get Me Wrong If Something Is Broken Then It Needs To Be Fixed, But I'm Not Convinced That The Average Visitor To Bury Will Think "There's A Shocking Lack Of York Paving" Or "The Street Furniture Doesn't Match" If You Have Money To Spend Then New Signs Showing The Town Centre Would Work But Replacing Everything Else So It Matches Seems Wasteful To Me. Your Masterplan Focuses Very Much On How Bury Looks Aesthetically But This Is Not The Only Reason Why People Come To Bury, Bury Works Very Well For A Few Simple Reasons, It's One Of The Cleanest Towns I've Ever Visited, The Streets Are Swept, The Bins Are Always Emptied, The Green Spaces And Planters Are Maintained Impeccably. It's Got A Great Mix Of Budget & Expensive Shops. It's Relatively Compact And Easy To Walk Everywhere. Though We All Moan About How Expensive The Parking Is, It Is Available & It's Close To The Shops. The Market Is Still A Good Place To Get A Bargain. Any Masterplan Needs To Make Sure That What Makes It So Successful Now Is Protected, (There Needs To Be Money In Place For Street Cleaners, Bury In Bloom, The Abbey Gardens, The Apex, The Market Needs To Keep Going, The Mix Of Independent And National Shops Needs To Be Maintained) I'm Not Sure If You Can Write Those Into A Masterplan Or Not But I Think They're Worth Considering. Any Extra Development Needs To Be Maintained To The Current Standard. (Which is High) As I Stated Earlier I Think That Any Housing Should Be Affordable To People Who Work In The Town & Prices Should Be Based On Their Wages Not The Governments Definition Of Affordable. This Should Cover Rental Properties Also, Your Masterplan Made Mention Of Housing Prices To Buy But No Mention Of Rentals. As Regards Underdeveloped Sites, By All Means Develop Them, I'm Not Sure About How Many More Shops We Need though, I've Read That We're Shopping On The Internet More And More So Maybe Any Development Would Need To Be More Social Spaces Rather Than Shopping ???? By That I Mean A Mix Of Retail And Food Like The Arc Centre, The Cornhill Shopping Arcade Is Virtually Empty Now So I'm Not Sure That Building More Shops Is Needed Right Now, Costs too much to park my car. At the moment I shop outside the town centre and I pay nothing to park. I will not shop in the town centre as out of pocket before I start.

The Masterplan should tackle the massive unused are on the A1101 - the Mildenhall Road where the old factory used to be. It has been empty for over a decade now. Its a large valuable and useful are that could be used for social housing (especially some single occupancy homes as there seems to be a large need now) Also the Cornhill Shopping centre - unused and unloved and unvisited too! Please put some public toilets there too!!

. Concentrate on the needs and benefits of local people. Attracting visitors with events such as the Xmas fair is in conflict with needs of local people

Bury is a great to live so please ensure that you don't try to do too much and end up changing the atmosphere of a wonderful town.

Bus services especially to western end of town very inadequate. Please investigate ways to encourage park and ride/walk. Hard copy input by KB

Hard copy input by KB

The abuse by market traders who go outside their allocated spaces, narrowing the footpaths for pedestrians with tables, chairs and advertisement boards etc. The use of advertising boards - especially A boards in Abbeygate St, impeding the passage of pedestrians and the disabled. Hard copy input by KB.

Improve town centre toilet facilities Improve access line from railway station to town centre Encourage development of Bury town football club (as per the Bury Rugby club) - raise its profile to encourage investment/sponsorship Hard copy input by KB

Too many charity shops Too many clothes shops Improve traffic flow Hard copy input by KB

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Working with the town council to encourage later night options in the town center(i.e 11pm+) as the town is limited in that aspect driving a lot of business to the likes of Cambridge & Norwich, does not have to be nightclub but aid bars etc with later licensing to encourage more money spent later into the evening.

The documents you asked me to read before taking the survey, first one was fine, second one was too long 46 pages not many people will read this and would put them off doing the survey, there should just be a summary to read. The survey seems to focus on the disabled and other minorities, what about the rest of us? Listen to the public, as they live here because they love Bury St Edmunds. We have have great facilities here like the sport track, the apex, theatre but are they growing with the number of people in the area? we need to make sure the plan looks after the whole community from cradle to grave, so something for all, so we keep a balanced population and not just a retirement town.

I'd love for the whole of the town centre to flow from all sides. I fear it's too late for that already as poorly planning and selfish out of date attitudes towards the town and what it needs have spoilt it. We must be the only town that's opened a shopping centre within the last 20 years who has opened a new shopping precinct which isn't undercover. This must cost businesses more in heating and on a wet miserable day percentages will undoubtedly decrease footfall. Hopefully the master plan will listen to people who will still be living in bury in 60 years time and not the ones who haven't got long left. Feel free to ask me anything else on lewisdiaper@googlemail.com. P.s this is a great idea for people to be heard. Maybe things are changing. Hopefully

I think that Bury is a lovely place to live and work. So much more could be made of the river area which is a disgrace in certain areas. I also think that it is time that some of the bottle necks were sorted out to improve access in and out of the town.

Improve railway station facilities and service into Cambridge

I would love to see better connection of old and new parts of town . the current road I e St Andrews St South is am most unattractive area . I appreciate this is a difficult area to address.

look for short term wins to engage people but plan for long term delivery too. involve the community in all elements

No....a beautiful town

I very much hope that the momentum gathering will be sustained for the preservation, promotion, accessibility and enhancement of Bury St Edmunds as one of the most attractive and delightful English towns. There will be difficult choices, I expect, as funds will be limited, and I only hope that the decisions taken will be wise ones and seen in the long rather than short term . Population growth will change this town, possibly quite dramatically, so pressures will increase, particularly on the road network, schools, health centres, etc. I wish our representatives wisdom , careful consideration, reliable and informed advice- and a good sense of balance when making decisions ywhich will affect us all who live in and love this town.

Make a decent interchange between ARC & old town centre St Andrews St is a disaster , perhaps consider making it one was from where it meets Parkway, pastKings Road, with NO entry from the Palmers end one way traffic only would make it safer enforce no two way traffic make road surface more obvious than at the moment

a park and ride is a must and a large coach park for the xmas events and the bury festival

I understand that we need a plan to attract business and visitors to our beautiful town. We have wonderful independent business culture that is very much to be encouraged . But please don't lose sight of what makes our town great - its heritage, its character, its residents, its attractions, its culture and its size. Please look after us residents.

Re. my visit to Blackburn. The whole place around The Mall is lovely. In front of the cathedral there is a bronze statue of Grandmother with Grandson . There are good seating areas to people watch. The Food mall inside the Market is wonderful. There are loads of stalls selling hot & cold foods from around the world & seating to eat a meal. Also behind the Mall there is an historical events wall with dates appropriate to Blackburn's history, very intersetting.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Bury is a wonderful town - we are very fortunate to be living here. What is needed now I believe is some attention to detail in respect of all the issues mentioned in this survey.

Park and walk facilities, land across the A14 footbridge around Shakers lane could be made into a large car park for drivers to park and walk down to town centre in 10 mins. Also bring back traffic wardens to enforce parking regulations in the town centre.

I would like to see better quality taxi's servicing the town centre, the current taxi rank looks like a vintage car rally. I would also like to see pedestrian crossing that are clearly marked and restricted access for heavy goods vehicles in and around the medieval grid

I definitely think we should create a gateway from/to the old town and the arc shopping centre instead of wasting money on things like the metal trees!! Are the metal trees still even there? Also provide more seating in the town centre and the arc

Bury St Edmunds is our local town for shopping although we work in Newmarket and have a Newmarket postcode. There is a gateway that gets forgotten, the A143 south west entrance, Westgate. Improvements to the double traffic island there would improve traffic flow and give the opportunity for a nice roundabout approach to the centre of town. Marking all the 'gates' is a good idea.

Transport policies and pollution - I consider that these will be major issues to consider in the Town Centre Plan. With the expansion by development of around 3000+ dwellings in total to the North and South of the town within the 2031 proposals the potential for unsustainable growth of vehicle movements, which are already problematic, in and out of the town is of great concern in regard to environmental quality and safety. Much has been included within the housing development briefs on the promotion of walking or cycling or the use of public transport as a realistic choice. Reduction of car and traffic congestion must be dealt with by creative solutions, and any suggestion of increasing car parking capacity in the town centre must surely be in conflict with long-term and effective answers.

Pollution from vehicle emissions is an increasing problem for the health of the local community especially young people. There should be a reduction of traffic density in the town centre

It is a beautiful town and most of the time it is seen in a good light and is considered safe - however, since the disappearance of Corrie McKeague the town has suffered and I believe people are a little more wary of those who lurk around and are seen as unsavoury. When Corrie is found the town must work hard to recover its good name - its a pity one of the local hotels didn't take his family in rather than one 12 miles away. The local RAF support the town and we support them and must be seen to do so again. I believe there should have been overstreet banners in the buttermarket and abbeygate street asking for information. It has been left to individual traders to take the mantel on and I think the town could have supported this cause better and maybe the police would have been seen in a better light than they have done and the town would have supported them better too.

SSE is a fantastic town with loads of potential to provide an interesting and vibrant place for visitors. Considering my comments, I feel that the master plan should include more people employed or volunteering to provide cleanliness, security on the streets, and general information. For the elderly which are more likely to visit shops (youngsters shop online) seats, toilets and basic refreshment areas as well as the provision of short distance transport if needed are all essential. Easy to read maps of these facilities should be on offer, perhaps available from volunteers in costume. There was a nice little doggy at the Christmas market.

We know many people love the planting in Abbey gardens. For us the planting is far too rigid. Last summer we stood and looked for a long time at the flowers in the formal beds. Not a single bee came to any flower. It is time to encourage wild life in Bury. We are a country town. In Birmingham a big city, even the dual carriageways around the town have dense wild flower plantings in the middle of the carriageway. We should have habitats for bees they are under threat.. They are VITAL and it is important for our children to increase their knowledge of all wildlife. We loved the river and bird trail set up last summer now it is the turn of flowers bees and insects.

Consideration should be given to assist and support the homeless and vulnerable in our town centre.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

When looking at provision of car parking for the town centre it is important to start planning for the provision of electric car charging points at parking locations as these are likely to start making up more of short duration car journeys in to town centre

reduce empty shops by encouraging lower more affordable rents reduce chain shops for eg. mobile phone shops improve appearance of st Andrews st (back of Boots, Iceland etc.) Hard copy input by JM

Hard copy input by JM

Hard copy input by KB.

Sculptures/Art More seating in Arc. Hard copy input by KB.

Help for homeless. Affordable housing for first time buyers. More vibrancy through better shops/bars etc. Hard copy input by KB.

Hard copy input by KB.

Safety at back of boots in St Andrews Street. Hard copy input by KB.

Just block off roads and make Bury Central car free. Hard copy input by KB.

Hard copy input by KB.

Hard copy input by KB.

Keep up the good work with the Christmas lights and decorations well done for that. Hard copy input by KB.

Enhance the Northern section of St Andrews Street South. Encourage use of trains by providing 100-200 car park spaces at the railway station. Provide park and ride. Focus new housing near villages with railway stations to encourage travel in to bse for work and shopping by train. Hard copy input by KB.

Hard copy input by KB.

A14 bypass, it never should have gone through the town in the first place.

Leave the scarf on the wolf.

Consider measures to relieve traffic congestion associated with the new development at station hill.

Reduced housing developments

Bury as already mentioned is the perfect town to me, apart from the lack of decent parking. One shopping centre that I never use and good supermarkets. Lighting and all the things you mention are fine. Dant whatever you do make Angel Hill and Abbeygate Street part pedestrioinised, it would be a horrible nightmare. Surely we dont want Bury to look like any other city do we? Thats the beauty of the town to me. Norwich is actually a nearer town for us to go to, but its just ugly, so we go to Bury because its a great place to go with no (ok one) but no real blasted shopping centres, please dont change our favourite city too much.

Stop making it bigger and spoiling it

Bury is a lovely town. Don't bugger it up in the name of progress, and if you don't know what I mean, go and look at Basingstoke!

The main consideration should be sensitivity...God forbid the town centre should be 'modernised' aka Debenhams....or in any way reflect the soul destroying appearance of the Arc. Which though undeniably increasing footfall, and benefiting the town, especially with the space available at Christmas and other events...suggests, through the overall aluminium grey of the buildings and hideous paving, an industrial estate rather than the replacement of the cattle market of a significantly historic mediaeval town. And especially retain the Market as it is..don't make it posh!!!

I believe you have lowered this consultation by asking questions 31-33. They should be used with discretion and have no place in this present consultation. The questions referred to have no bearing on the masterplan for Bury Centre.

KEEP LOCAL RESIDENTS INFORMED AND AWARE OF CHANGES

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Improve country Bus service, so we can get to the hospitals, Dentists, Banks, etc. Would help keep so many cars out the town, so wouldn't need more parking spaces. Park and Ride. Hard copy input by AP

I understand that local councils change business rates on all non-domestic buildings of this includes public toilet facilities. Would a review of this practice lead to their wider provision? Hard copy input by AP.

Restore "traffic wardens" to enforce parking restrictions. Maintain/ increase 1 hr free on street parking. Hard copy input by AP.

Hard copy input by AP

It is a wonderful place to live. Please don't spoil it. Hard copy input by AP.

Don't expand. Hard copy input by AP.

Yes. Reduce the rates on the small shop units in St Johns Street and other side streets that have trouble competing with the Arc. Encourage a community of small businesses, crafts people and independent services to flourish. Do what you can to encourage footfall down those streets. Small interesting shops are part of the attraction for tourists. Apart from the evergreen M&S, Boots and Holland & Barrett, our town centre seems to be populated by mobile shops, shoe shops, building societies, estate agents, opticians and card shops.

Thank you for giving me the opportunity to comment on the future plans for Bury town centre. I am sure you will take all the local residents views into account when deciding on your plan of action.

Improve the play area in Abbey gardens for the resident children of the town not a pretty looking area for visitors with token equipment

Hard copy input by AP.

Traffic flow into town and long and short term car parking waste a lot of time and car use regular problems for me. The Tollgate traffic island is always congested and will be much worse when Martian park is built. Please make it easier to drive and park in town and spend money. David Nettleson is in a small minority in not having a car! His opinion should not carry much weight. Hard copy input by AP

A particular problem relating to traffic is that of "rat-running" especially from Angel Hill/ Crown Street into Churchgate Street. and out of station via Bridewell Lane and/or the southern parts of Whiting Street and Guildhall Street; a reappraisal of traffic flows is desirable, possibly a reversal in those affected streets of churchgate street? Allocating residential to the phone exchange site in Whiting Street is a very welcome proposal - subject to a reduction in mass of the building for its replacement. Hard Copy input by AP.

We need an Art gallery not only for local people but for visitors as well the one by the Cathedral was excellent and attracted different types of art. Smiths row? Hard Copy input by AP.

Make sure our existing green spaces and walks are protected. Hard copy input by AP.

In summary 1. move West suffolk Hospital 2. widen all roads on the main ingress/egress routes whenever the opportunity arises (e.g. Tayfen Road) 3. greatly reduce street parking around the medieval grid and reduce the cost of car parks by 50% to compensate 4. create a large pedestrianised expanse ARC/BUTTERMARKET/CORNHILL/ANGEL HILL 5. Relax but still control the street alcohol restrictions to encourage more appealing pubs & bars (Only ONE Pub Garden in grid... Mason Arms)

Happy people make more profit! :-)

It is of concern that the existing parking next to the station will be lost to development. Frequent, fast rail link to Ipswich and Cambridge are a high priority. Multi storey parking and public transport at the station is essential. Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

I have enjoyed filling this questionnaire in with my Mum as part of my Geography homework.

Hard copy input by AP.



## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Bury is a fine city to live in that has suffered from past lack of vision, powerful businesses interest that don't put Bury far into their planning. Hard copy input by AP.

What a waste of money. This "report" contains so many inaccuracies that it is patently obvious that only those with either vested interests or none at all have provided reference material. It is even possible that neither of the report's authors have ever visited Bury St Edmunds.

Keep as many trees as possible and add to them. Park and Ride? Multi storey car park behind the bus station? Do something creative with Cornhill walk. Larger night shelter for the homeless - no one should be on the streets. Hard copy input by AP

You talk a lot about 'historic' BSE and yet, when developing the shopping centre, you had the audacity not to retain its years-long name : 'The Cattle Market'. That was a very important part of our town, beloved by all for the character it bestowed. And you paid thousands to have the new space called 'the arc' - such an affront! So, if/when you are developing anything of any importance, please remember our history.

Hard copy input by AP.

I would like to be confident that I have not wasted my time in completing this survey, and the planners will take notice. My scepticism comes from the vision 2031 - which took years of meeting and consultations at great cost. Yet the planners have ignored parts it chooses. Example: The west Suffolk Operational Hub is being pushed through on a site specifically mentioned as not to be used for this purpose, and a previous planning application for something far less of an eyesore was refused!?? Hard copy input by AP.

Traffic flows within the immediate surrounds of the town centre and in particular consideration should be given to a park and ride scheme with the park off the Newmarket road and access to the bus station via a new approach off Parkway North.

Do we really need three tiers of local government?, one too many, jobs are duplicated in St Edmundsbury and Suffolk County Council, Lets save money and sack all in St Eds

Hard Copy input by AP

Hard copy input by AP.

I would like to stress that more pedestrianised area would allow for more attractive surroundings, better access for disabled and mobility pollution. Looking to the future - this hits to be the way to go! Hard copy input by AP.

There should be a paddling pool in the Abbey gardens for the kiddies, also dog area fenced off like they have in New York Somewhere for the dogs to play and socialise. More seats in the Arc. More sculptures in the town. Hard copy input by AP.

I think you need to tackle the Traveller issue near Tesco. I've also heard rumours a site might become available near the Sainsbury's roundabout - which I'm DREADING because I live on this side. I'm not racist, but anytime they have encroached on our space there has been lots of theft, vandalism and violent behaviour. If anything, couldn't a site be made available to them near the Westley exit - there's loads of open space around there. Back to a question regarding what we can do with unused spaces, how about creating a man-made pond with some lovely seating area around it. I was lucky enough to visit Portland, Oregon (US) and loved the fact that public transportation was free to help keep cars off the roads. They had loads of bike lanes and running paths. It's such a green city with a very low CO2 emissions. Could we design several bicycle routes around and within the town for exercise? Like an easy, medium and hard/very long bicycle route? It would be lovely to extend that and have bicycle highways that connect different towns and cities. With solar powered lights along the path for safety? I have one bizarre wish, wouldn't it be fun to make a roller-coaster-type tram to take you from a park n ride to the town center? My fiance and I were talking about what we'd do if we won the lottery - I suggested a kiddie-style-roller coaster (train) that would wind you through the town up and down through trees and fields - to get you to the core of the town. Who wouldn't want to ride into town this way? Would be fun and keep traffic in town to a minimum. ha!

I suspect the Stamford Court/Spread Eagle junction on the A143 would flow better if they comprised 2 roundabouts (it does really well when the lights fail).

**Anything else?**

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Hard copy input by AP.

No

Hard copy input by AP.

Hard copy input by AP.

Supporting and encouraging the market to stay is vital. after all it is an historic market town. Hard copy input by AP.

With the Medieval Grid it is difficult to develop the old part of the town, but so many of my visitors do not like the Arc design saying that it is not in keeping with the old town. Development in future should reflect the old town more. If the housing that is planned goes ahead, then we ARE IN DESPERATE NEED OF MORE PARKING, AND HOW THAT COULD BE ACHIEVED WITHOUT SOME DEMOLITION NEAR THE TOWN CENTRE, UNLESS WE HAD A PARK & RIDE SCHEME.

A14 access routes into town/driving/car parking for the future

Please sort out St Andrews Street - it is an accident waiting to happen Traffic calming measures in streets leading to/from town centre

Would like to comment about The Parkway from the double roundabout at Out Westgate/Westgate streets to the Kings Road roundabout. This section of the Parkway is used like a race track. Speed limit is 30mph (there are no signs on this stretch to indicate). Cars with loud exhausts and noisy motorbikes speed along this section particularly at night. This section is in desperate need of speed calming measures. i.e. Sign that lights up to indicate the speed you are doing and speed camera. In our view speed should be 20mph. In this area there are elderly residents and a nursing home which overlooks The Parkway. I personally have almost been run over when using the crossing at the lights of the Westgate/Out Westgate junction as speeding cars run the red light.

I travel a great deal and always feel more relaxed in Bury than anywhere else. Our problems are small, and our opportunities great, when compared with other areas. I'm disappointed by some of the questions in this survey- too many asked people to disagree with assertions that were "motherhood and apple pie". I'm genuinely surprised that these weren't picked up and stopped by senior officers. The thing I feel most strongly about is that the Arc (except for the Apex which is wonderful inside) is so out of keeping with the rest of Bury. When i show friends who are visiting around they all say its not in keeping. Please don't make that mistake again.

Please refer to answer to 09 Hopefully large trees will be planted in all the new developments around Bury

Simple cut rent, rates, Council tax , for new Council positions/ salaries ,free parking in Bury! Hard copy input by AP.

Hard copy input by AP.

Risbygate St/ St Andrews needs sorting besides that we just need parking sorted, we have a lovely town start messing with it to much might spoil it. Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP

Roads or footpaths, this week we're told there's nearly £3 million coming our way yet the state of the roads and paths seem to get ignored. What happened to all the pot hole repairs that were supposed to happen. How much longer do we have to wait for all the illegal parking to be dealt with. Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

Stop talking, start doing - I think it's two years since my local garage/ convenience shop closed. Hard copy input by AP.

More traveller short/ time stops. It would help a lot. Hard copy input by AP.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Really appreciate the opportunity to have a say. Anything that can be done to make it seem these points have been listened to will be a good achievement. Hard copy input by AP.

Hard copy input by AP.

lighting levels within the town very low at night - theatre royal, Angel hill area, churchgate street and parking behind travel lodge. Feels unsafe to walk through alone. Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

I want zoo. Indian restaurants/ Take away. More place to sit. More shops/ more facilities for old people. Hard copy input by AP.

I moved to Bury St. Edmunds from north London when I was 19 years old. I fell in love with the town then and still love my town now I am in my 60's. Praise is often not give when it is so richly deserved. Hard copy input by AP.

Serious thought given to the infrastructure of B.S.E roads etc. established before extra housing etc. put in. Town already at a stand still from all directions at peak times. Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

More station parking and restoring the bus station back to how it was, staffed and open fully as at present the impression given by the building does not enhance the visitor experience on arrival to town. Was also a very important central transport information hub for all to use. The sign welcome to Bury St. Edmunds is now obsolete. Hard copy input by AP.

Support and enhance the library. No more 'Havebury housing Association' housing in the town centre - build this housing peripherally and provide good public transport for these houses. No more book makers in the town - morally questionable and effecting these create dead spaces as the windows are blocked and so have the effect of being a boarding up. Dead shop. More parking for under an hour. Hard copy input by AP.

Don't waste our money on needless 'gates' or expensive sculptures that have nothing to do with the town's history.

The apex is a great asset and generally very happy with BSE. Having used the National Express recently I think that the first glimpse some people get of Bury is not great i.e the bus depot area. The library is a crucial hub for lots of people.

Do I get a copy of my submission?

Bury St Edmunds has a long history as a rural market town. This has meant that visitors could rely on reasonable access to its facilities. The issue of transport is m:ie of the most important matters that needs to be addressed. We are a rural community with an unreliable and inconsistant public transport service. We rely heavily on providing our own transport solutions, we have to. This has already created a problem and that problem will only get worse. B.S.E. is a wonderful town but we are already seeing gaps appearing on the Wednesday and Saturday market because people don't want to carry their heavy shopping bags back to overpriced parking areas when they can park for free at an out of town supermarket and not bother with the town centre at all. If this continues Bury town centre, as we know and love it, will surely die. How sad that will be.

I feel tackling litter is very important to make our town attractive and pleasant to be in.

This is a real opportunity to make Bury St. Edmunds a unique, vibrant and innovative town moving forward, confidently in to the future while retaining the core historic connections of its past. So a unique, sympathetic and forward-thinking vision really is the key. We wish you well.

The masterplan is not a waste of money, but an absolutely essential plan for the town.

Just to stop large lorries and Coaches entering the centre of town by Angel Hill.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

I love the character of Bury St Edmunds and would strongly urge you not to try and change this too radically. We have got far too much 'samey' High Street chains of restaurants of a mediocre element. Would be nice to see a little bit more take up of individual eateries?? I guess as the economy improves there may be more inclination for more individual enterprises to give the Town a go??

When looking at the parking situation in the town centre the roads on the edge of the centre also need looking at. Increased parking costs and extended residents parking have pushed parking further out - people are parking free of charge in residential streets and walking in. This needs looking at please. I think there is currently a good balance of national chains, independent stores, restaurants etc etc. I don't think more coffee shops are needed. If the balance can be maintained that would be helpful. Many thanks for careful consideration of all these things. BSE is unique and this needs preserving.

While increasing housing you need to take into account extra usage for the hospital, doctors surgeries and schools. We are very lucky at the moment West Suffolk Hospital is coping but with extra population in will struggle. I also think that's park and ride system could work well for the town. There recent road closure in Newmarket Road proved that the current road system going into town from the west could not cope.

No parking on St Andrews Street allowed as when I pop out of Waitrose or Halfords car park, there is always parked cars on this street meaning having to zig-zag in and out of parked cars and making buses difficult to pass, this is a similar case on Hollow Road, where there are parked cars on both sides making it difficult to pass. Also the Eastgate Street and Barton Road mini roundabout is a danger as creates a blind spot if heading up Hollow Road from Barton Road. cars almost hit into the side of you when they come down Hollow Road going into town.

Pedestrianise the town centre!!! :-)

Not yet!

Better cycle routes from rural areas to the town, better cycle routes throughout the town

I think tagging a question about my ethnicity and sexual orientation is totally irrelevant to a survey of this nature. The sooner this box ticking bullshit is removed from our lives the better.

Cars parked on double- single yellow lines all around the town and nothing has been done for many years now also cars coming along St Andrews Street between the Arc and main town centre and along the Traverse even though signs state no entry but once again no action to stop these over many years. The market on Wednesday and Saturdays is getting smaller every year at this rate it will cease within 10 years.

Utilise Apex square as a plaza for outdoor dining/drinking

Fix the potholes and spend money on roads. They are a disgrace at present.

As I have mentioned above, I feel that the town council has lost sight of the residents of the town and are only ever concerned about the visitors and impressions made. I am aware that tourism is important for the town but do not feel it should be at the detriment of the people living here and be put above all else. I feel that until the town council realise this, nothing will ever improve.

quality of life can only be achieved if planning is effective and is carried out with resident's in mind. if you replace old and broken paths then you need to stope them being damaged in the first place. no point in spending money for it to be wasted a few months down the line.

The Apex is a nice Music Venue, but we could do with something a bit larger, what is happening with Cornhill Walk. Not quite Town Centre but the main Supermarkets are too small for the Town, and even more so with the forthcoming Population increase. Security must not be overlooked, these days terrorist activity could happen anywhere.

to maintain & enhance the role of Bury as a sub/ regional centre that competes well above its rankings . we are fortunate to have many festivals, events and cultural activities and a town centre that feels a special place rather than a clone of other towns . Bury feels and looks well maintained and cared for by residents and visitors alike . We have a fantastic range of shops and F&B outlets.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

All Brown field sites should be prioritised for development within both the town (if available) and within the borough boundary. Green field sites should only be allocated for development as a last resort. All support should be given to the commercial development of the Suffolk Business Park (Rougam Industrial Area) especially if S106 agreements can assist the Town Centre infrastructure. This questionnaire may be 'anonymous but I am available for further discussion 0788 432 6688.

Get a direct train to London back on! This will bring people in as well as give bury st Edmunds people a chance to link with the city. Makes us more open to a bigger national picture. People avoid day trips to and from London as there are too many changes to make on the train.

The town centre has for sometime been lacking an art gallery, which feels a real loss to Bury St Edmunds' cultural offering. Although very lovely, the exhibition space at the Apex does not match the quality of a permanent gallery space that is curated in a different way. It would be great if we could get a permanent gallery back again to provide a space for curiosity stimulation and exploration. There is also an opportunity to create public art installations along public walking /cycling routes such as Moreton Hall - Town Centre to make these trails more appealing to use and encourage greater use of sustainable access into Bury St Edmunds for local residents.

Perhaps more CCTV cameras ....

More Art in the town centre please.

Don't use the same architect and landscape architect and planning urban stipulations for detailing every area as this can end up with restricted palette and is monotonous to the user.

Access pedestrian, car and via public transport, parking and using historic buildings are issues that I am most concerned about. Without good access and parking our town center will be bypassed for out of town retail parks or larger town such as Cambridge and Ipswich.

Ensuring GREEN PUBLIC spaces are ALWAYS required in any NEW development. RETAIN and ENHANCE existing green spaces. Like cutting down trees, once gone or built over can take generations to reverse if ever. Improve Cycle Paths as we lag far behind our continental neighbours.

### CONTROL OF ILLEGAL PARKING

Keep in mind that Bury St Edmunds is an incredibly important historical market town and that this is the greatest appeal of the town. Keep all future development in keeping with this. There are many ways that modern commerce can be incorporated and enhance this and not conflict. I love living in Bury St Edmunds for this reason and wouldn't like to change and be a faceless, characterless town looking like just any other town the country.

### PLEEEEEEASE REDUCE THE CONGESTION IN THE TOWN TO MAKE IT EASIER FOR COMMUTERS AND TOURISTS TO GET IN AND OUT OF TOWN

What a wonderful place to live - let's keep it that way! More cycle lanes please!

We need a purpose built cultural centre for art exhibitions and displays which could hold conferences and evening clubs could utilise

We live near the Tollgate junction and we are very concerned that with the development at Farnham, that junction will be a nightmare! Getting out of Bell Meadow is already very difficult at certain times of day, and attempting to get up to the traffic lights very difficult, with more and more going over to Norfolk Road and back round, this must be sorted out!

Ensure that the Ram Meadow nature reserve is not adversely affected by any new development. I.e. road across it to car park! - Commit the Borough to working with other stakeholders (including the BWMG) to restore Ram Meadow nature reserve to its 2009 condition, when it was recommended for county wildlife reserve status - Ensure that the unique water meadow just outside the town centre -the Butts, is given a protective nature reserve status to ensure that current residents and the 12-15000 new residents, can continue to benefit from this important undeveloped green space so very close to the town centre.

I think there should be pay on return parking so you can make the most of your time in Bury saint Edmunds. Although I have to say it is very expensive close to the town centre where older people need to park

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

If we produce tacky architecture and faceless, ubiquitous modern development, full of traffic, as can be seen anywhere in Britain, then we will end up with a tacky, dirty town which no-one wants to visit, and residents neglect/take no pride in. If we produce attractive architecture set in leafy environments (e.g. Tayfen Meadows) then we will succeed as a town/ community and residents will be pleased to have "ownership" of it.

Leave the current one way system in the town centre as it is.

034. The Town Council are not responsible for any of the following, but ought to consider lobbying the relevant authorities on the following:- 1. Lobby Greater Anglia for more frequent trains to and from Cambridge/Peterborough and Ipswich (to half-hourly at peak, hourly off-peak). 2. Bury St Edmunds needs a full-scale road by-pass before it is too late (the A14 and its through traffic should not be running through the town centre!). 3. If we cannot have a by-pass, then the Highways authority needs to be lobbied for a modern noise-reducing surface on the A14 for its Bury St Edmunds stretch. Thank you.

so many organisations with different objectives. An agreed organisation needs to be the leader and be accountable for financing and implementing the decisions. If Bury is to continue growing the traffic infrastructure must be a top priority. Bury has so many positives and could be improved greatly by some tidying up and simple things like tail back from pedestrian lights completely blocking traffic flow on roundabout. Enforcement of traffic signs would be a good start. Please stop any additional traffic lights being installed. They do not solve problems only change them

hope you take notice of my comments and one VERY IMPORTANT THING that people go to town is money out of the bank /building society so I say well done and hope some of this can happen if we don't keep cutting service i.e. council Suffolk and highways dept also keep cutting the cost of potholes which cause unknown damaged to vehicles which unless check cause misalignment tyre wear and spring damage and tack them humps down in size along HARDWICK LANE VH

A large car park in the Cullum Road area would be very useful.

Get tough on bad driving and parking Town Council seem good - give them more funding and powers Improve buses Keep an eye on rents and business rates so good businesses aren't driven out in favour of the big nationals

Demonstrate how you have listened and engaged in meaningful consultation - particularly so that it is clear why developments may take place in some cases that reflect the broader sway of opinion even if they are at odds with a smaller majority.

Shops and streets need to be accessible for all not just able bodies. Some shops have no facilities for the disabled or restricted mobility e.g. no lifts. Racks on ground floors far to close, I'm surprised they conform to fire regulations. The food hall in M&S is a prime example

Please feel free to contact myself. I would love to be involved in suggestions. Tom.Pilling@sky.com

This Town Centre Masterplan presents an unique opportunity for some serious, new, radical strategic thinking. That means that ambition must not be constrained by the agendas of chosen developers - or that funding these plans can be achieved exclusively through section 106 contributions ... from said developers. This time, look at the bigger, long term picture and develop an overall plan ... avoid just tinkering around with little pockets - and then wonder later why it doesn't all work together as a joined-up plan! Good Luck. You have some really good people in Planning, led on this project by Chris Rand ... Listen to them and do not put political and commercial imperatives before the long term good of Bury St Edmunds.

More activities to meet more/new people for people in school or in College as people around my age need to make connections and friends so we do not end up in a dead end job and so we have a social aspect in our lives so we are more open to opinions and facts, and understanding of each other and so we do not drop into/ back into depression which prevents production

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Bury in general is a beautiful town tho it has its hidden issues that many visitors never see. Housing in this town is ridiculous. To private rented is just out of the question for a single full time working female like myself. The prices are too high for my minimum wage earnings. And the chances of getting a council house... like I'm going to get any help there. I share a room with my 17 year old nephew and get informed that it is OK as he is not my child. It is just ridiculous. There are areas of the town that need addressing such as the actual town center it's self. Since the installation of the arc it almost seems like the focus is mostly on that part of town and it's attention is just barely shared with abbygate Street but only as that leads to the beloved abby gardens. I would love to see more of the town center utilised but not by yet another pub, restaurant or cafe! Different shops. Look at the people in this town. There's alot of wealth in bury, agreed. Yet there is also alot of poverty becoming more common in this town too. Shops such as primark would thrive in this town just as much as your designer shops. But there needs to be more reason to shop with in the town center. I would also love to see more support for local independent businesses. The ones that are already established and for future ones wanting to come in. More support for buying local! With tesco right on our doorstep as a perfect example for my point, next to our very own British sugar (and I do understand that as a brand they may have a better deal with another company) we go to food shop and how much of that is local...? We need more support for the locally sourced butchers and bakers and our very own unique independent stores. The train station area could be utilised more appropriate. The walk into town is somewhat clear enough. As a resident I do not struggle myself. It would be nice to see Abit more on my way in... or out of town. There are pavement issues I belive. For several years now I have seen many falls on that stupid paving slab that was laid running from part of Eastgate street along the side of the abby, down mustow Street into town. It has to be one of the worst things ever laid! It's slippy when wet, there's all manner of dips and bumps for feet and toes to trip up on or twist in. When the leaves fall in autumn and the weather gets damp it's a nightmare! And if a frost falls it's little pockets and groves love to hold the frozen winter dampness to catch you out. Other streets in bury need some looking at and could use some attention too. I sometimes wounder about facilities such as things for young children that hang around town into the late hours causing mischief. Tho I am unsure what might work at grabbing their attention long enough to keep them out of the trouble they get into. Litter can be an issue in some areas. Cleanliness can too in areas. But as a whole I do think bury is well looked after. I sometimes feel that some areas are forgotten about as they are further out of town, and some of the town it's self is forgot. I do think we need to start looking at the issues of more young families that are going into housing on benefits and the way the town needs to change to stay moving forward as the times do. And we don't need to spend any more money on stupid sculptures or pointless town gates to mark entry of the town. Buy a nice blossom tree to plant instead and invest the rest of the money more wisely... the hospital perhaps... more dog litter bins in areas in need of them... better parks for our children to Olay safe... involvement in the community where needed.... support for areas of the community ... just not more stupidly expensive and pointless statues please!

I love bury and it will always be home, although I moved away over 15 years ago I try to get back as much as I can. It's great to see how the town has changed, the arc is a great edition to the town. This being said there needs to be more jobs in the town for the young people. Also make housing more affordable and accessible to young families.

Needs proper integration with all the new developments happening all the way round BSE. All well and good making the town centre lovely and old and spacious etc (as it should be) but people will still be arriving by car, trying to drive through the major routes of BSE. That needs to be worked out with the other authorities and with those that are responsible for those things. By the time any changes we suggest here are going to happen we will already have thousands more residents of the outer parts of BSE, let alone everyone from the surrounding areas. This masterplan needs those other groups to contribute and sort out issues whilst we protest the very middle.

More walking routes.

When building houses, consider parking!

Preservation of the Leg of Mutton field as a recreational/wildlife habitat/desirable flora area.

Needs a park and ride facility

Care must be taken not to detract from our already very successful townscape.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Maybe it's too late but the historic buildings in the Market Square which now house betting shops/ building Socs etc should be used for cultural purposes, galleries.

I hope I may have planted the germ of a useful idea; I feel strongly about an integrated, accessible inner transport system - go to it! No is not an answer.

Parking for college/ university staff and students, new campus less parking you don't need to be a brain surgeon to work out this issue is throttling Bury's roads. I think the council really needs to look at who approved this with no thought for this issue.

To preserve the essential character of the town future development needs to be limited otherwise it will become "overheated". The desire to grow more all the time needs to be resisted.

I would not like to see Bury lose its identity or become a clone of any other newly built up town. Try to keep it unique.

Worries that the current infrastructure of the town is inadequate for the number of properties and residents already in place. How is the town to cope with the proposed increase? Parking is a major issue, especially near the hospital, where nearby housing estates are being used as car parks, to the detriment of the residents and causing safety issues.

No mention has been made in the survey of the places of worship in the town centre. Many people drive to church services etc which are not only on Sunday mornings. I believe parking is a big problem for those attending St Mary's church and the Cathedral.

This questionnaire is biased and has far too many leading questions regarding the per suit of development.

I feel the green spaces around the town centre really need ongoing and increased care (having noted that the river lark has seen some increased attention in recent months). My partner and I regularly wanly through the abbey and great churchyard & feel it is a beautiful area which would benefit greatly from more & ongoing care (i.e. clearing/dredging of the lark and linnet to renew them & encourage ecology and biodiversity).

If you want to address the issue of an ageing population then you need to attract and keep young people here. Another music venue or s more youthful, alternative programme, more indie culture events, cheap rented housing and JOBS that pay a living wage.. more independent pubs, clubs and bars... PUBLIC TRANSPORT in and out of town, once here young people are trapped, unable to see bands in London, Cambridge and Norwich, work outside the town or visit friends.

You need to encourage people into town. I know many people who won't come into town due to the high cost of parking. Making parking attractive will attract more people. Not everyone wants to come in on the bus.....they will feel that they can't buy stuff as can't carry it home.

How about an area for parking bicycles? And stop replacing empty shops with charity shops and eateries.

More parking spaces for residents in Zone D

Please do not encourage more traffic to the town centre by increasing parking at the centre itself. Bear in mind the pollution and congestion and loss of amenity using space for cars that could otherwise be used for humans. Creating parking spaces will inevitably create demand. Instead boost public transport, park and ride provision and pedestrian access and cycle lanes, especially at peak times.

Parking/access needs also apply to cathedral/church visitors as well as shoppers/businesses

Yes, as you encourage people to park outside of town and walk in, the addition of a drive through mac Donald's at theDragonfly hotel will add serious traffic congestion to the Sainsbury's raiundabout and the hotel loses valuable parking spaces. People will start parking on St ones road and clog the artery up.

Improve the ugly fascias above the shops in The Arc. Specifically those opposite the entrance to The Apex. Bland,unattractive, architecturally devoid of any creativity.

Car parking should be pay on exit. How can someone know how long they wish to stay if they've never been here before?



## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Pedestrianisation of the road between the arc where the bus now picks up, close it off at both ends allowing a small amount of access for deliveries to Apex and shops. Pave the section and have trees planted to form an avenue, also have seating and perhaps pop up cafe. The walls on this area should be clad and / or advertising boards (rotating advertising screens), even planters against the walls allowing plants to grow up to hide the walls. The connecting walkways between the arc and the old town should remain as they act as a break between old and new. They both need to have some tic to brighten them up. The old post office could be turned into small shops with windows on the side to change the the walkway appearance. The parking area at the back of the arc should be converted to a underground car park and then the area above could be built on (housing). To help with the traffic coming into Bury build a slip road off of the A14 before the Tesco roundabout leading to the back of the allotments and have a park and ride dropping off in Looms lane area. Leave cars to park in the town centre otherwise the town would look rather bare.

How about adding some mother and baby parking spaces in the Apex car park

Those making these decisions MUST start to listen to the wishes of the local council-tax payers & not follow political dogma. We have continually been ignored & fobbed off over items such as the Arc's design, the town expansion & the waste hub – so much for democracy! As well as increasing the parking facilities, a park & ride system should be introduced at 2 or 3 points on the outskirts of the town.

As previously implied - although appreciate "things" must change - extremely difficult to "get it right" for future generations who may well have very different priorities

Bury is a thriving beautiful town which has survived so far despite the planners best efforts to ruin it! Please do not let them finish it off with their ridiculous trendy notions. Think of the majority's needs not the minority's.

Do everything possible to protect and enhance the historic elements of the town centre.

Ensure no more development on our existing green spaces such as the Ram Meadows, the Butts water Meadows and all the river Lark and Linnet catchment area

There several pinch points in traffic in and around Bury where with a minor modification traffic would flow easier. This frustrates both residents and visitors. A EE's to junction pinch points are just too small for 2 vehicles. Cycle paths change from road to pavement and disappear so they do not encourage usage.

Why has Churchgate street no permanent planters, wrought iron bollards to stop parking on the pavement? It is reliant on private individuals cheering up the street with their own floral efforts. I live in one such property!

I worry that there is a presumption that pedestrians and cyclist are the same- as in 'should pE(destrian and cyclist facilities be improved?'. There is a difference between the two forms of transport and cyclists are not necessarily good companions for pedestrians. They can be irresponsible and unaware of the needs of others- there is already much conflict with illegal cycling on footpaths and in pedestrianized areas. There is also a shocking lack of policing of parking in BSE- as far as I can now see many motorists believe double yellow lines are there for artistic effect only- they are certainly not any form of deterrent and neither are signs in Crown St which say 'no parking at any time'.

The Apex has made a good start and 2015 saw it host a lot of higher profile comedians. This seems to have dwindled again in 2016. If there were any chance to expand the Apex to a capacity where it could better compete with the venues in Ipswich/Cambridge for comedy/live music it would be a huge boost for Bury St Edmunds and the town centre.

I love Bury and think it's lovely as it is but has lots more potential. I would like to see a direct train route to London and a John Lewis store. I also think every shop front should have to comply with a certain look to keep in line with the age of the town like houses in conservation areas have to. The Christmas lights are dated and tacky in some places. I think there should be one theme / colour scheme throughout. More outdoor cinema events in Abbey Gardens. More big names are needed at the Apex.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

It is an important blessing for the town centre that it contains/ is surrounded by/ is close to so much green space. None of the green space should be degraded and all should be enhanced. Hard copy input by AP.

Hard copy input by AP.

Widen space next to 'old' Post Office so that people can see through Cornhill to Arc. Have wide walkway across St. Andrews street with safety barriers stop traffic going through. Have access to either end for deliveries, in/ turn/ and out. Make all buses go to bus station. and open up the booking offices/ information bureau. Make it a pleasure to arrive and depart from our beloved B.S.E. Hard copy input by AP.

Protecting local green spaces very worried about the butts land being built on now it has been sold by Greene King - if the green spaces go the very thing that makes our town so great will be destroyed

...

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Dear Sirs, I have responded in full to your official questionnaire, and included notes within it, but beg you also to accept these notes as additional suggestions. Having lived in and been a rate-payer to this excellent town of Bury St. Edmunds since 1978. I am naturally interested in all that happens here. However my current focus is on the Angel Hill/ Mustow Street? Cotton Lane/ Ram Meadow area. The Ram-Meadow car park has had a long history of troubles, including illegal intrusions by groups of travellers and troubles with 'boy racers' ... the list goes on. To try to deal with these, and various other matters, a variety of methods have been experimented with including height- barriers, gates, fences and rising poles, and now a very noisy and off-putting system of flow restrictors. In a further noble effort to assist those visitors who wish to leave the car park during the night, there has been this additional very cheap and noisy system of flow restrictors which local residents have found to be a most unpleasant intrusion into their lives. After almost a year of unacceptable noise, 24/7, the flow-restrictors now seem to be broken and 'boy-racers' could drive in on the wrong side ... so completely defeating the whole purpose of putting them there. I have been in contact with several Councillors, as well as the car parks people (Mr A Reed) over the last 12 months. At first there was a helpful response, including the suggestion of an electric rise and fall arm system, but all has gone very quiet again since the start of the New Year. I have a number of other concerns regarding the car park (all of which I have relayed to Mr Reed) such as parking for the toilet facilities, provision for a coach pick-up point, better arrangements for camper vans and also the weekly Market- traders vehicles. These matters are important to us but a complete change to a proper electric system would provide more (almost fool proof) income for the Borough than the current situation which is very labour- intensive and subject to much abuse. Surely, at least one car park in Bury (serving visitors who then do not have to worry at all about timing) should have a sophisticated system without gates or aggressive flow-restrictors. Motorists hate them and many simply drive out on the wrong of the road. However, I have been giving a lot more thought to a variety of issues affecting this area of Bury and the wish of all of us, I am sure, to encourage more visitors to the town. Hopefully the enclosed plans will assist in explaining our thoughts, and I am sending these copies in as part of my response to the Council's invitation for more resident participation in future planning. Barrier. I am sure that it has occurred to you that a barrier-entry and pay-as-you-leave system would not only be a more flexible arrangement for visitors, the Council. For instance, the current 'pay here' points would go (saving regular maintenance and someone having to collect the cash from all over), and also less foot-work by you having one car park in the town centre on this system? Just one main payment point on the toilet block wall. Toilets. There is also a problem with many people arriving here just to visit the toilets and having to stop all over the place, including mounting the pavements to do so. It would be much better if proper provision was made in the little car park behind the toilet block ... for very short visits. These toilets need to be open longer, too, for the benefit of visitors and locals alike; the current timing is absurd. Signage. Despite the available little maps that visitors can buy, I have often found that strangers have no idea which way to go (from the car park) to visit the main shopping area or who wish to visit the Cathedral, St. Mary's, Brewer or the Theatre. Well-visible signage would help enormously. I usually point the way to visitors that I happen to come across and resort to... "Up the hill (Pickwick Crescent, Pump Lane and left at the top) for the shops, or immediately left (down Cotton Lane) and into the Abbey Gardens for history" which appears to please them. But we really cannot just rely on this sort of random help. Camper-Vans. The arrival of camper-vans has also raised the need for better provision for them if we are to encourage more visitors, including those from abroad, as there have, on occasions, been too many to accommodate, especially if some spaces are taken up by 'transgressors'. These campers come at all times of the year and if it could be seen on the Council's website and vacation literature that there is good provision for them I believe that this would also bring in more visitors. This little camper- van area (please see plan) would have its own 'pay here' metre. But please leave the toilets open longer!! Coaches. We already have problems with various coaches picking-up and dropping-off passengers from outings down here and them having to shunt about among arriving vehicles. It is, of course, so much more convenient for people to park at Ram Meadow and actually see their coach arrive, rather than have to walk up to Angel Hill, especially if they have luggage. We have a wide range and number of visitors including the elderly, foreign students and school children's outing, currently all spilling out over road and pavements, awaiting their particular coach. I do realise that to create a smaller parking area behind the toilet block, mainly for camper-vans and a coach turning-circle (very short stay!) is radical, but since I have lived in this area since 1978 I have seen this car park changed several times already... it even had proper flower-beds in the middle of it once! All

## Anything else?

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I have a particular desire to see accessibility issue addressed. The current state of dropped kerbs, their location and effectiveness, is very poor in the main town centre. Disabled parking spaces are not long enough to accommodate vehicles with ramps to exit the wheelchair user safely. Disabled toilets need to be large enough to accommodate wheelchair users (e.g. the ones in the Apex are small!) and lifts are often too small to accommodate the wheelchair and the person pushing e.g. WHSmith/ Post office!!. This is an opportunity to get these things right. Let's not squander it! Hard copy input by AP.

The people of Bury St Edmunds must associate themselves with our neighbours along the A14 corridor. Cambridge is a world renowned seat of learning and Newmarket a global draw for the horse racing industry. Suffolk County has an incredible coast line with amazing historical places and towns to visit along the way. Please provide ample parking for those travelling by car and heavily invest in the train links between the relevant stops along the way. Without a joined up transport network the aspirations for this region will not be met.

This questionnaire should have been delivered to every household and business within the town to ensure that all affected could voice their opinion. Hard copy input by AP.

You will do whatever you want irrespective of anything noted here you have sold off too many important buildings and are not spending enough on local amenities and repair. Please do not destroy this wonderful town. You rely on local people, local business and tourism. Keep your focus. Hard copy input by AP.

Just because we are in a dry area we are not safe from flash floods just watch TV!! Better flood defences please. Hard Copy input by AP.

Hard copy input by AP.

More important is: to have better flowing river, swimming lake and a water foundation in the market square. safe cycle/ walkways well signed and hiker to distance routes for fitness and activities. Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

Alcohol consumption on the streets and the nuisance element attached to this. It is not the people of any age using the pubs and clubs in general but those buying cheap high alcohol foreign beer from off licenses. They also leave their cans lying around.

The road network needs careful thought as there are regular queues each day in some parts of the town. More housing will bring more vehicles ...

I wonder how much notice will be taken of comments made at the various meetings and in this survey. Usually such consultations prove to be cosmetic as decisions have already been made. Please prove me wrong in this instance.

The main problem is traffic and parking. I don't know how this is going to be solved but with the increased population predicted it needs to be addressed. At peak times it is a nightmare travelling into and out of the town at present. In future it could become unmanageable and dangerous.

The Masterplan needs to extend beyond the Town Centre, especially with regards to roads access. There is no good having a great town centre that all want to come and visit if the visitors (and residents/workers) cannot get into it because the roads into the town are jammed solid (Farnham Road, Tayfen Road, Newmarket Road, Cullum Road). The parking needs to be more than 4 hours in the centre - the only 4 hour parking in Ram Meadow and Multi Storey understandably fills up with workers' cars - Visitors cannot stay to have coffee/shop/have lunch/shop as the car park runs out. Ipswich, Cambridge and Norwich have better facilities including park & ride to make visiting more enjoyable although Bury has equal/better facilities once in the centre.

On the green environmental front, we need to ensure that the Ram Meadow nature reserve is not adversely impacted by any development. Also the borough should commit to working with other stakeholders to restore the reserve to its 2009 condition in line with Country Wildlife Reserve Status. The Borough should also ensure that The Batts water meadow area be given protective nature reserve status for the benefit of all BSE residents.

## Anything else?

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Your disability only allows one disability despite saying tick all that apply! I have MS so its long standing health and physical. Being a wheelchair user or walking short distances Bury needs suitable wide disabled parking (not just on street) in the town centre. The current spaces are too narrow or on street so hoisting a wheelchair is very difficult/dangerous/impossible. Shops aren't accessible and dropped kerbs aren't very dropped!

Public toilets by the play area in the abbey gardens is a must.probably not on any agenda..but, children...potty training...parents?? Makes sense!

flats over shops?

With all the new housing that is being undertaken in and around Bury St Edmunds one presumes that this will bring in new residents many of whom, if of working age, will need to be commuting to jobs in and around East Anglia, many of which will be in Cambridge and/or Ipswich so it seems to me one of the most important things the Council need to undertake before "improving" the Town Centre is to undertake immediately the question of car parking at the Station. At the present moment there are only 23 car parking spaces available and a rush hour commuting times you will see queues of cars dropping off children and adults for the morning commuter timed trains and in the evening the same again. The congestion of cars all waiting to pick up people is extraordinary and this never was a problem when there was more than adequate car parking facilities right by the station which has been taken away for new build homes. Surely the Council should be encouraging people to make 2 trips not 4 trips in a car to catch a train! Why will people want to buy a home in Bury and its surrounding areas when they cannot with ease use the train service? It seems to me that before giving permission to build many new homes and encourage people to come and live in and around Bury the Council need to have given much more thought to the infrastructure to support all these additional potential residents. Car parking at the Station is one such urgent need and having given this no thought at present one wonders if the Council has also given proper thought to all the other infrastructure needed for more residents e.g. Doctors, the size of the Hospital, Schools and general quality of life in Bury!

Keep it as it is imhad visitors last summer and as we sat on angel,hill they were overwhelmed with the town the flowers were amazing opening my eyes to,the beauty of the town I was born here

Traffic, car congestion.and safety when crossing the busy roads are important issues currently in the town so the master plan needs to consider these in their designs.

It has been extremely interesting to read the proposed plans for the future of Bury St Edmunds and I understand that funding has been made available. What concerns me is how the upkeep of all this will be followed through as councils are in the process of suffering budget cuts and therefore manpower hours on the ground will be reduced. It is all well and good to put forward all these new plans but if we look at the existing areas in Bury St Edmunds ie residential areas, these are not being maintained with what is in place now. Does this mean that the town centre will be "looked after" to the detriment of other areas? I find this:extremely worrying as surely Bury St Edmunds Vision 2031 is about the "whole" town not just the centre!

It should be acknowledged that the high traffic density in the town centre from visitors is creating a health problems and ruining the quality of life for those in the town centre. Park and Ride does not have to mean large buses; there are other more economic solutions (Milton Keynes, for example, is examining options on this problem). Remember that visitors are often searching for information on smart phones, so a town-centre-wide strong wifi network will allow visitors to log-in; get all information they need (including real time navigation and places to park - as well as paying for parking); facilitate their visit, engage with them and encourage them to return; and gather statistics about their visit(s). They can arrive by car, bus, train, bike, motorbike, or by foot - in all cases a real-time internet-based information hub will be of considerable value.

stop spending our money on daft ideas like the metal trees in st andrews st - that's just embarrassing

Hard copy input by AP.

Hard Copy input by AP.

Hard copy input by AP.

## Anything else?

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I specifically come to town on a Wednesday and a Saturday for the Market. We live in a 'Market town' and this needs to be enhanced and promoted at every cost to ensure we do not lose it, so many markets are failing or becoming non-existent across the nation. The social aspect of the market is a draw for me so anything that can be done to make market days even more social is a plus. Thanks.  
Hard Copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

We work on the market. It should be encouraged and signposted. It is a lovely market that is going to decline lets all help it. It is a major asset in Bury and should be treated as such. Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

Yes do not Pedestrianise the historical chartered market as it will put everybody off shopping both on the market and in a lot of shops as they will not carry heavy shopping over much longer distances to a vehicle, but will instead use facilities out of town with parking this is a proven fact! Perhaps reducing the size of this questionnaire to a lesser more readable size would get a much better response from a lot more people giving a better representation of peoples true feelings in the locality. I find this form rather politically one sided!!! It does not really favour local Businesses or people. Hard copy input by AP.

Limit the amount of out of town shopping venues. Many towns allow retail parks on the outskirts of towns with free parking which in time threatens and ultimately kills the town centre. Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

The town is great - moved here 4 years ago and love it. I think you only need to tweak things to make it better. Encourage development and build on the successes.

A complete waste of time. Hard copy input by AP.

The Town centre is popular with visitors from all over because it still has the feel of an old market town, mess with this and you will lose many visitors. People do not need to travel hundreds of miles to find a town which is the same as many others all over the country. Do not lose Bury's individuality.

Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

We are a market town with one of the best markets in this country. The sign to tell visitors this is non-existent (Brown signs on A14). This market is a big tourist attraction to this town. Any changes must be in construction with this traders. Wednesdays and Saturday are still the busiest days. Hard copy input by AP.

Hard copy input by AP.

Better advertising for independent businesses including the market to attract new customers to the town. A larger and specific online social media presence for the weekly markets. Hard copy input by AP.

Hard copy of input by AP.

Bury is a market town, its famous for it, help it grow again and look after Abbey Gardens, you don't need to change anything. Hard copy input by AP.

Hard copy input by AP.

## Anything else?

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hard copy input by PK

A focus on local traders for the additional 'special event' markets/ Farmers Markets. Opportunities for weekday / Regular street vendors. Hard copy input by AP.

Hard copy input by AP.

Bury St. Edmunds is known for its historic market. Its needs to welcome more traders, get more traders interested by rent decreases and the market must thrive. Hard copy input by AP.

hard copy input by PK

Hard copy input by AP.

Hard copy input by AP.

Fair play for local independent trades on rates relevant not to location but perhaps to ongoing turnover

hard copy input by PK

Hard copy input by AP.

Hard copy input by AP.

I am sorry to say that this is the most confusing questionnaire I have ever done. I bet you didn't pilot it first - something that I learnt from personal experience is absolutely essential!

Hard copy input by AP.

Please try to keep the tow and its quaint ambience, as it is, without changing it. Hard copy input by AP.

Hard copy input by AP.

Stop trying to puff the town centre up and let it be what it is, a lovely market town More recycling points in town hard copy input by PK

Hard copy input by AP.

The town centre generally is good as it is - too much "smartening up" could damage its atmosphere. Beware pressures form self-interested commercial organisations/ individuals. New development that is unsympathetic has a negative effect e.g. Cornhill development that is now being demolished. Hard copy input by AP.

Get on and do it. Hard copy input by AP.

Hard copy input by AP.

hard copy input by PK

No masterplan required this is about greed the main point for this is money. We have a small historic market town wtiich requires no change. We are unaware who is comirig into our country please don't bring them to Bury St Edmunds. When a man has worked and lived a11 his life in Abbeygate Street and someone comes along and kills him this is not what we need. Rape is not what we want. There appears to be no consideration for locals who would like to go into town to shop and see friends, not many locals go into town because of bad paving money should be spent on this and other parts of the town this would be the most practical thing to do hard copy input by PK

hard copy input by PK

RESIDENTS PARKING PROBLEMS Please make more spaces. please make all roads residents only. Please scrutinise every permit given. Some vehicles with permits are given to people who live out of town. hard copy input by PK

hard copy input by PK

Please tidy up the areas near station, between the old and new shopping centres & Risbygate Street & the shops around Edmundos which are very low quality (though we like the new cheap second hand furniture shop!) hard copy input by PK

Ensure that future road building, housing developments, health & education infrastruture as well as suitable liesure facilties are planned for & designed with the expanding population of the area right at the top of the list of priorities - but not done in such a way as to wreck the heart of our beautiful historic town.

## Anything else?

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hard copy input by PK

I'd like services in the town centre to continue improving with housing more to the edge of the town with good walking, cycling and road links. I'd like the unique character of the town preserved and enhanced with new shops and bars/restaurants that fit sympathetically hard copy input by PK

'Park & Ride' schemes must be considered to reduce traffic into town centre Town population from developments place enormous pressure on the traffic flow & infrastructure hard copy input by PK

hard copy input by PK

MANY MORE TREES AND SHRUBS , ALSOMORE WATER FOUNTAINS for children and WILDLIFE MORE TREES WOODLAND AREA FOR WEST END OF TOWN IE WESTLEY ESTATE SO BEREFT OF TREES AND WOODS WEST END OF TOWN/////

Don't shy away from the traffic issues for I believe if you can address that successfully then all the the green and pleasant wishes that people have for the town center can be realised. Imagine no cars in the Buttermarket and Continental style cafes out on to the streets, seating for the worn out shoppers!!

Making sure new build Houses have enough off road parking or Garages.

Parking is and will get more difficult at times as the population explodes in the many areas in and around the town. Those who live in many of the surrounding villages have to drive into town for shopping and leisure. Buses are often few in number and at inconvenient times. It may be possible to get into town but can't get home! Parking is a MAJOR problem.

Please be bold and think forwards and think fun. Things are going so fast we need to keep ahead - we need early work now to decide where we want to be with the technological changes coming - eg shopping being on the internet - eg talking to the various health services by smart phones etc.

Making our town as successful, beautiful and historic as it should be.

Improved routes into the town. A park and ride service that would take pressure over parking and congestion coming into town. Better signage Improved pedestrian routes from station into town. More Bury St Edmund walks explaining the history of the town. Perhaps a ghost walk? More days or celebrate the past e.g. Victorian or Georgian days. Loved the wolf trail and the community engagement in the project. Improved bus services. Focus on providing for disability and the elderly. More toilets. Celebrate the good. Make a 10 Year plan?

St Andrew's Street South is currently a street with a confused identity. It is a main thoroughfare for buses, but seems like a back street for the rear of shops and the theatre. I would urge the council to consider options to make this street more in keeping with the rest of the shopping centre, rather than just the current 'rear entrances' to existing businesses.

Please keep parking charges low,er! Have some cheap hour or 45 minute spaces in the bwn centre or even free half hour spaces. If I wa'nt to pop in to do one thing ie go to the bank I don't want to have to pay a fortune!

A mosque please

Nice market town, but don't kid yourselves you are the 'County' town :) Love from Ipswich hard copy input by PK

hard copy input by PK

Stop wasting money! Fancy 'consultation' with leading questions that no-one's going to disagree with! hard copy input by PK

Cheap or free parking would encourage visitors Piazza between Arc and market (knock down Poundland, Barclays etc) hard copy input by PK

Less large commercial wheelie bins blocking pavements. encourage bins to be out of site e.g. Great Churchyard, Cathedral Gardens hard copy input by PK

hard copy input by PK

Just sort the ridiculous illegal parking out before someone is killed.

A roof over the arc to bring visitors what ever the weather.



## Anything else?

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The reduction of HGV belonging to Greene King and sub-contractors using Southgate Street instead of Cullum Road. this is a medieval street not a HGV run. I have spoken to the brewers but nothing has been done hard copy input by PK

Please keep Bury from getting too big and just like some of the other towns . So many people like coming to Bury because it has such a friendly feel about it and many little independent shops. Shops are going because of high rent and rate charges, please do something to keep Bury as the lovely town that it is. Thank you.

Hard copy input by AP.

I think that there are too many cars parked in the Buttermarket , Cornhill, and town centre streets . Could the town centre dwellers be encouraged to use the carparks by having a special charge rate. Could there be some planned garaging in say the Ram Meadow area? In Kings Road there is a carrental company: is anyone aware of where they store the stock cars and vans? Re they using the roads and streets for parking. Car share should be encouraged . Pay for parking as you leave would encourage people to linger longer in town to shop a bit more or have anther coffee, have time for a meal rather than dash back to thecarpark because the cheaper rate ticket was prebought.

A John Lewis is needed and shoe shops also needed. Car parking for workers is expensive especially if you work for local businesses as wages are less.

Please speed up the transfer , and the subsequent enforcement of , Traffic/ parking to the local council. Too many people flout the lanes, creating dangerous parking and traffic conditions . We have to get back to adhering to double yellow , single yellow , urban clearway and resident parking rules please push vehicles out of the town centre further on market days and let pedestrians allow our town centre to thrive.

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As a guide dog user I would like to express my concern about 'shared area's' i.e. cars and pedestrians both having open access. To cross a road with a guide dog the traffic must have stopped . If there is no designated crossing most cars only slow down but don't stop. This doesn't work with a dog. Please don't use this method. Hard copy input by AP.

Bury is lovely because it still has a mixed population, old / young rich and poor the shops and market reflect this and it shoudl be preserved not everyone wants fien dining and posgh shops equily not everyone wants fast food and pound shops the mix is what makes it work . Please no more charity shops though,

As long term residents of the medieval grid - we live over our business- we are increasingly unhappy about the continuous changes of buildings from business to residential within the town - now moving closer and closer to town centre - Whiting street being a good example . As members of the Churchgate area association . We find it very irritating to listen to folks who move into these properties continually complaining about traffic, footfall, late night noise from pubs and clubs etc. etc. Hard copy input by AP .

Make the town more attractive both in appearance and access. To all the town has to offer, not jus to us living in Bury, but everyone who chooses to come here, be it for a few hours, or hopefully much longer. Hard copy input by AP.

Hard copy input by AP.

Bury's town gallery is now available to let a marvellous opportunity for it to be re-instated as a gallery/ Arc centre. Hard copy input by AP .

Provide a proper art gallery. Hard copy input by AP.

Hard copy input by AP.

## Anything else?

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Paved surfaces should be more thoroughly maintained (H+S issue). Drains in Roads maintained more frequently. (flooding). Pot holes in roads repaired more urgently (both dangerous and unsightly) . Hard copy input by AP.

The town has grown over the years at the expense of the culture and historic feel of Bury St Edmunds, Any future improvement or development should fit in and enhance the medieval market town of Bury St Edmunds as this it's attraction. The Arc was an example of how not to do it.

Air Quality - Although there are currently no designated Air Quality Management Areas within Bury St Edmunds, there are some areas where the levels slightly exceed or are close to exceeding the annual mean objectives for Nitrogen Dioxide. The masterplan should acknowledge this and ensure that future development and growth does not exacerbate this situation. Given the health risks associated with pollutants from vehicle exhaust emissions, including the risks associated with particulate matter, the masterplan should take into account the quality of air and should aim to facilitate schemes that would help further reduce the levels of pollutants. These could include further encouragement for low emission or zero-emission vehicles through parking incentives and EV charging provision, improvements to the highways and schemes to encourage alternative modes of transport.

Greenhouse Gas Emissions - Our aspirations for absolute emissions reductions are extremely challenging and yet they still undershoot the requirements set out in the Paris Agreement in 2016. Therefore the Masterplan and other documents should include specific aspirations to manage emissions growth through efficient development, tackle existing development efficiency through an allowable solutions type approach and define a Low Carbon Energy Strategy to bridge the gap between the reduction of greenhouse gas emissions achieved by incremental improvements in energy conservation, the growth of the town and its energy use and the required progress needed to achieve the 2035 target. Transportation - should seek to utilise 22nd Century technologies to better mitigate the variable flows of vehicles into the town to relieve congestion, air quality pressures, greenhouse gas emissions and improve the feel of the town. As suggested in this consultation, improved walking and cycling corridors should link to public transportation and out of town parking. New development - should be considerate of the above issues and of the pressures for water resources and waste resource handling.

Zero tolerance, begging, alcohol, smoking, gambling, infidelity, insolence. Hard copy input by KB.

Having removed or in some areas destroyed earlier building and facilities the town is just losing it's original character and identities. The Apex is a clamic mistake - however well intended and Debenhams has no identity - other then money making! Hard copy input by AP .

Sort out the shocking connection between Arc and the town centre. I'm disgusted a "deal" was done between the developers and the council that this was not carried out. Both should be held financially responsible to deliver what was first promised. The existing links are ugly, dark, ,dirty and I find myself apologising to any guests-..!' take into Bury when we have to walk through the links".'

Thank you for listening to the residents of Bury St Edmunds. The Market is something I love about this town, and the diversity of the market in recent years is brilliant. Can we have more diversity please? The Cornhill Walk should be something which is monitored - I agree with the development of it, but I hope it does not become too commercial!

A properly designed link between Arc and the old town (as was proposed when Arc was originally planned), as at present the links are dingy, dark and very unattractive and a very tight squeeze during busy periods. They are more like little "rat runs" at the moment. There is no easy flow between the two parts that seem very disconnected, and having the additional seating (as proposed with the Arc development) would allow people (locals and visitors) to enjoy B.S.E more. Also St Andrews Street disconnects the 2 main areas and is very unappealing as well.

Illegal parking is terrible in Bury. Otherwise I am delighted to live here and think I am very lucky to be in such a delightful town. I haven't visited the Abbey Gardens playground in the last few months, but last time I visited with grandchildren it could have more interesting equipment.

Sad that Bury is becoming increasingly industrial/ commercial/ built on and lost its country town character/ farming connections. Hard copy

Hard copy input by KB.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

This is an historic market town which has its own identity and charm needs minimum of so call improvements, think residents differ, visitors come and go, residents live here 24/7 Don't get carried away with spending our money. Usually when these questionnaires are produced the decisions have already been made am I wasting my time? E.g. waste hub Hallow Road!! Hard copy input by AP.

I attended the CAA/Burysociety meeting and fully endorse their comments .

The masterplan should attempt to tackle the causes and sources of anti-social behaviour in residential areas. Residents need to feel safe and happy, and any changes/plans to the town centre should be made with this in mind.

I think you should continue to boost the historical part of the town as i often have people asking me where the abbey is and other landmarks.i believe a lot of people travel to bury to see these as well.

Few more seats please.

The project team should set up workshops with local interest groups to discuss the detail of the proposals

BSE mixes social housing very well in existing residential areas. Hard copy input by AP.

Hard copy input by AP.

Shame you "allowed" the Post Office to be moved into a totally unsuitable environment which has accessibility issues for many less able/mobile users.

Hard copy input by AP.

This is not helpful constructive but the horrible orange building behind the former council offices has ruined the latter's Lutyenesque elegance as we come up Mustow street. He/She who permitted that offence is guilty of gross ill-judgement. Hard copy input by AP.

The planting on roundabouts is lovely but we now have enough art works . They can divert a driver's eyes and are becoming clutter. Hard copy input by KB.

Hard copy input by AP.

Through traffic must be stopped. See my vision for 50 years ahead. Public mass transport combined with people carriers - keeping cars out - depends on public transport - elevated ring roads. P.S. What about the driverless car?

Through traffic must be stopped. See my vision for 50 years ahead. Public mass transport combined with people carriers - keeping cars out - depends on public transport - elevated ring roads. P.S. What about the driverless car? Hard copy input by AP.

A home for the homeless people.

Hard copy input by AP.

Hard copy input by AP.

Any spending in the town should be more publicly scrutinised than it is now. There is a lot of wasted money for some projects that are simply the pet schemes of misguided enthusiasm from certain council representatives .

It is IMPERATIVE that the bus depot is not closed as this is one of the main entrance/exits from the Town and is widely used and depended upon, particularly for those of us who do not own their own transport, as this would prevent them from visiting the Town and, therefore , lead to a reduction in the the footfall to the Town and it's retailers would suffer.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Some note:- 3.19 Agree: protect views Don't neglect the parts outside "the area" need more local shops 2.39 Parkway is an obstacle to pedestrians and bikes no sidewalk along it, planned only for cars. "Gateways" - nothing wrong in Risbygate. 2.27. Weaknesses - hard surface and little York stone - so what?? Agree need better pedestrian and bike access especially from Moreton Hall side strength independent shops, cafes, etc. need support and market stalls. 2. 18 Arc not fantastic, no aesthetic benefits, mostly chains, competing with more disrespectful businesses in town. Links bet Arc and centre are shameful St. Andrews Street is one of the busiest but is a collection of back doors and delivery access. At night it is probably the most used of all, yet it has no redeeming features why were the steel trees removed? what purpose do the stupid curb build outs serve? why is car access not properly controlled? Hard copy input by AP.

We need a better arrangement for rail passengers arriving at the station and requiring onward bus transport into town and beyond (e.g. to all sides of BSE not served by the buses going up Northgate Street. The existing bus stop on Station Hill is hidden from view, poorly signed, has no shelter, no timetables posted. I have NEVER seen anyone expecting to catch a bus there!!

Bury St. Edmunds is essentially a small market town and very attractive. It would be great to encourage small independent businesses and craft workshops have making it uniquely different from larger towns in East Anglia. Hard copy input by AP.

Help new buildings blend in with old.

I do not visit the town centre as often as I would like as access is difficult and busy from Moreton Hall as this area has become over developed.

The new parking restriction approaching the Tayfen area is ridiculous where people pay by phone--hardly anyone uses it now--before that was introduced it was always full.

The traffic routing from Parkway, past Waitrose and onto St Andrews Street does not work well and creates a bottleneck onto the Parkway roundabout. This needs re-thinking. If it was designed to stop people bringing cars into the historic centre it hasn't been effective, but it does create chaos.

I am very worried about the amount of new homes being built. After visiting Colchester, where there are so many new homes, we found that all the roads were grid locked and we gave up trying to get into the town centre. I can see this happening in Bury, we are a lovely market town, which is going to be ruined by over building. Please please think about what you are doing to our town, for our children's sake.

Why is some of the business rates so high? We have lost some great shops over the years what with thorntons leaving bury today. There has been some nice independent shops that have gone forever

Consider building a multi-storey car park on the site behind Wilko. This would allow further expansion of Arc and the "core area" of town.

Masterplan should address issues of sustainability head on

There has been talk of standing public transport in the street from kings road through to risbygate st. this road must stay open it is vital that the buses can pick up and drop off in the area. people with walking disabilities and heart and lung problems and elderly cannot walk from the bus station. Hard copy input by JM

There is a need for additional store (or stores) that sell clothing for MEN at low prices eg: "Primark", "Burtons". Roads and pavements need better maintenance - there are longstanding potholes and cracked, uneven paving - not safe hard copy input by PK

hard copy input by JM

hard copy input by JM

the so called cobbles around the town centre and angel hill are dangerous and either missing and sinking, this must be rectified. hard copy input by JM

hard copy input by JM

## Anything else?

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Parking is a major issue & spoils many aspects of living near to & using the town centre. Why can't the traffic wardens be given back responsibility for ticketing illegal and dangerous parking? Using them to just check resident parking & car parks is a ridiculous use of them as a resource. hard copy input by PK

keep the wonderful floral displays . perhaps even more hanging baskets. Hard copy input by JM

hard copy input by JM

hard copy input by JM

regenerate skinner street - a beautiful old street which is very neglected. hard copy input by JM

hard copy input by JM

I don't think we need anymore chain cates or restaurants in the town! Hard copy input by AP.

Hard copy input by AP.

Better rural and Bury bus services needed to reduce car numbers in town. Employers should be fined (charged) for providing work car parking. Provide electric car charges in all public car parks. Hard copy input by AP.

The great things about our town are the historic buildings and the beautiful Abbey Gardens . The bustling market - food shopping opportunities and individual shops. The above are all a great draw to locals and visitors alike being a town with a cathedral adds to the uniqueness of the town . Lets cherish and support these things. Cleanliness and environment awareness are all important no chopping down trees. Bury has so much to give/offer theatre (2) brewery, cinema (2) lets not add anything else and spoil it. What is needed is a safe crossing (zebra) from the Arc to the town and no private cars to travel on this road and no illegal parking. The alley between Smiths and works is disgusting , is it ever swept cleaned? There also seem to be regular disturbances @ the bus station between alcoholics and drug takers. Verbal and physical abuse, very nerving, especially for visitors, CCTV is needed and official presence particularly between 3:30 and 5:30 when it seems to happed. This coincided with the closure of the help desk. The new design for the Cornhill looks good with full use if the top of the building with flats . And please - No McDonalds drive-thru on the Moreton Hall. They already have one in town. More rubbish I suppose Bury will begin to look like any other town. Lets keep it unique and clean! Hard copy input by AP.

Bury is beautiful - its only drawback is the smell from British sugar and the Greene King Brewery: I could not live there for that reason! Hard copy input by AP.

Important to be able to access the edges of the town centre by public transport or car, then have the town centre as traffic free as possible (residents excepted) . Many shops (such as Hughes) can deliver large goods these days. Hard copy input by AP.

Hard copy input by AP.

1) We should have more and sensible seat in the Arc. 2) We need a toilet in the centre of the town. Not hidden away in the Arc stall holders and public have to use. McDonalds, Starbucks, etc. Older people need a toilet near and handy. 3) On Parkway we have a sign. Danger live wires ever since there was a crash about a year. On Westley Roundabout there is another sign danger live wires are they going to left there till someone messes about with them. 4) Westley road from the garage up to a yellow line was put down to ease traffic. As students were parking there now the yellow line has been removed, we have a problem with the parking again by college students . I ask this Westley Estate residents ask to see if we could have a couple of seats put on the Gainsborough fields I head from Dawn a committee member that they had spoke to a couple councillors who agreed to fo ahead with the project but where are they please. There is a lot of old people who walk their dogs there. Hard copy input by AP.

I think that the main promotes should be: improvement to the roads/ alley ways between the Arc and Market Square. An improved bus station (rail station). Research into the benefits of a Park and Ride system and improved bus town transport. Hard copy input by AP .

Hard copy input by AP.

## Anything else?

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This Master plan must continually be reviewed and acted upon for efficiency and consultations should take place regularly for evaluation. I am happy to be involved in on-going consultations. Thank you.

Hard copy input by AP.

Hard copy input by AP.

Been here for fifty years and love it! Hard copy input by AP.

Hard copy input by AP.

Station hill development must consider commuters and better train links to Cambridge and London. Multi-storey and direct to London will add/ have huge benefits to the town. Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

Social problems impact on the town e.g. homelessness. Additional provision needed to manage this growing issue. Hard copy input by AP.

With regard to encouraging gateways the approach along the A 14 is particularly discouraging with the "Twin towers of Mordor" of the sugar factory. Hard copy input by AP.

Bury should be for everyone, housing should be affordable to all not just retired middle class people.

Hard copy input by AP.

We need art galleries both public and private. It is shocking that both Smiths row and Edmunds gallery no longer function. It is essential to serve the visual arts. Hard copy input by AP.

Hard copy input by AP.

The masterplan must also consider communication and infrastructure to support the youth and net-savvy generations by improving cellular and 4G coverage across the whole area. Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

Bury is a lovely town, but could be improved. More cycle paths and enhancement to open spaces with trees and fountains being used. Hard copy input by AP.

There is too much traffic and it is detrimental to health and wellbeing as well as damaging to the fabric of the buildings, and trees. Hard copy input by AP.

Close the town to all traffic be brave!! Hard copy input by AP.

we need a straight forward no nonsense art gallery offering a variety of changing exhibitions both of local artisturnd national interest Hard copy input by JM

hard copy input by JM

Hard copy input by AP.

hard copy input by JM

The derelict car park that used to be used by the court (old shire hall), Honey hill should be turned into a garden with seating area, or just grassed over to extend Gt. churchyard space- Beautification for greater public use. Hard copy input by AP.

it would be pleasant to have well surfaced roads. several have such a number of potholes that they now need remedial action eg Robert baby way - not very welcoming to road users or bus travellers approaching the town centre hard copy input by JM

hard copy input by JM

hard copy input by JM

hard copy input by JM

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There is a good mix of things in town, residences, entertainment, shops, services, schools etc. I would not want the balance disturbed, Selling off business premises to residential leads to residents being unhappily surrounded by businesses. Change of use to residential is the biggest threat to our town centre. We absolutely need art space. Hard copy input by AP.

Hard copy input by AP.

Trains right to London!! Homeless people, germ on floor, rubbish, need children shop as Mothercare gone now!! Hard copy input by AP.

Some fresh blood (new people) are involved. Get a mix of people, age groups, ideas involved. Less grey (the Arc) - more colour. Hard copy input by AP.

Hard copy input by AP.

As I have said before, better buses that make it easier to get into and out of bury a many places are very limited. also later buses as only a few run to 7pm more are 6pm so make going out very hard. Hard copy input by AP.

more green places, no more flats. hard copy input by AP.

More car parks. Hard copy input by AP.

Hard copy input by AP.

Nearly all the town centre doctors' surgeries cater for village residents as well as town centre residents. Victoria Street surgery, where I live covers an area as far away as Cockfield! All these rural residents have to come into town, generally with their cars. I know they bring revenue in but with an ever increasing elderly population their visits are more frequent and clog up the streets o our town. I think the general plan is to build more houses (affordable) for youngsters in the town, We therefore have to plan for their visits to town rather than those from the country. There should be more surgeries out of town i.e. Woolpit, Ixworth to alleviate our town centre traffic problems which seem to be increasing at a rate of knots. Hard copy input by AP.

Think beyond the private car and bricks and mortar retailing - both are in decline and priority for walking, cycling and public transport. Put air quality high on the agenda. Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

The station hill approach from Farnham road needs to be closed (access only for buses, taxi use as traffic turning right up station hill causes hold ups along Farnham road, the crossing is not to blame it is the cars that use station hill as a short cut. Hard copy input by AP.

The council should support the cathedral Tourist Information point as it is very important that this facility is not lost. A continued presence on Angel hill area is absolutely necessary as this is ore of the main attractions for visitors being the historical centre. As a resident I have found this office at the cathedral to be very helpful as well as I am sure that our visitors to the town do. Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

it is important not to over develop and there is a fine line between maintaining what we have and ruining the town. no on has any idea how the increased population will effect things. go very slowly and carefully. hard copy input by JM

Hard copy input by AP.

Get a 5 Guy! Better parking especially the long stay. Long bus hours. Hard copy input by AP.

Enforce owners of empty premises to keep clean and tidy. Planning permission should have a "finish by" date attached to stop so many empty properties being undeveloped. Hard copy input by AP.

Enforce parking restrictions - Address begging and homelessness (and drug-use). Hard copy input by AP.

Hard copy input by AP.

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Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

Hard copy input by AP.

Much complaint about traffic and parking could be alleviated by enforcement of current regulations/laws e.g. parking on double yellows (rife), parking on pavements, speeding in 20mph areas etc. The council is more concerned with £ than the quality of the environment. Hard copy input by AP.

Experience tells me that no notice will be taken of public opinion (i.e. waste Hub) is this another token - and decisions will be made despite of it? Hard copy input by AP.

Hard copy input by KB.

Think more about the environmental issues and protecting the historical value of the town. The older buildings have endured much beter tan some of the new. Hard copy input by AP.

My daughter says that there is no where for her age group to go (16-18). She accesses the skate park with friends, she is not sporty. The hunter club is good and welcoming. The main approach road from the west should be reconsidered as currently it is the service road for Waitrose etc. - this would give a poor impression to any visitor - just looks disorganised and chaotic. Hard copy input by KB.

1) In event of another department store wishing to move into town centre, site needs to be identified. Preferably close to Arc/Parkway car park any such application must include preconditions that parking spaces are replaced with new multi-storey, or preferably, more underground parking. 2) Residents need to be made aware that as it central government grants dwindling and future E.U. Grants non-existent, that to pay for any town centre improvements will probably entail a rise in council tax.

In event of another department store wishing to move into town centre, site needs to be identified. Preferably close to Arc/Parkway car park any such application must include preconditions that parking spaces are replaced with new multi-storey, or preferably, more underground parking. 2) Residents need to be made aware that as it central government grants dwindling and future E.U. Grants non-existent, that to pay for any town centre improvements will probably entail a rise in council tax.

Futuristic potentials: 1) Cable car from Moreton hall site to, over A14, to ancient churchyard terminal. 2) Geologically, Town centre chalk-based situation offers endless underground potentials both for access and facilities. E.g. St Andres Street (Both North and South) replaced by single lane, one way tunnel. Hard copy input by AP.

I would like traffic calming measures at junction of Tayfen road and St Andrews street north cars turning left into St Andrews street come too fast for pedestrian crossing opp St John place. Hard copy input by AP.

In terms of welcoming people to Bury St. Eds as a well-kept beautiful town something desperately needs to be don about the roundabouts at Sainsbury's Tesco's and the Newmarket Rd. Which are usually unkept and full of rubbish. I think they are not the responsibility of the town council but it is very much in the towns interest to sort them out. Also get sugar factory to freshen up the 'Silver spoon' planting which used to look good but is now beyond its best. Hard copy input by AP.

Bury is a great town. Don't spoil the historic nature of the town. Hard copy input by AP.

Hard copy input by AP.



## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Bury St Edmunds Labour Party Response to St Edmundsbury Borough Council Town Centre Masterplan - Issues and Options Consultation - March/ April 217 A Introduction A.1 The Bury St Edmunds Branch of the Labour Party has urged all its members to respond individually to the Issues and Options Consultation on the Tow Centre Masterplan. In addition to this a working party has prepared a more detailed response to a number of key issues of concern to its members. These are related to the Masterplan Options and summarised below under the same numbers and headings as the Issues and Options Report.

1 Accommodating and Supporting Growth 1.1 It is important to ensure that, while growth is encouraged, a good balance of all the current mix of town centre uses is maintained, not least encouraging local retailers. Two areas of particular concern in relation to this topic are housing (see para. 4.1, below) and leisure facilities (see para. 4.2, below).

2 Maintaining a strong historic heart for Bury St Edmunds 2.1 The key to maintaining a strong historic heart to Bury is to ensure it continues to evolve and develop in a manner that not only retains its prosperity but respects its historic environment - not just its buildings but the spaces they surround, and the open spaces that adjoin the town centre. Every effort should be made to encourage widening the scope of the town's market stalls. Not least, attention should be paid to improving the floorscapes which all residents and visitors use when they walk in the town centre (see para. 6.1, below).

3 Identifying an arc of opportunity 3.1 In addition to ensuring that care is taken in approving plans for alterations to existing buildings, schemes for new development will need to respect and relate well to their immediate surroundings. It is important that the town centre connects properly with currently undeveloped areas such as Tayfen Road and the Railway Station. Good pedestrian connectivity will be essential if they are to become fully integrated in the future (see para. 5.2 below)

4 Supporting thriving mixed-use neighbourhoods 4.1 We strongly support the provision of new living accommodation within the town centre, particularly for single people. Wherever possible it should be accessible for the disabled/elderly. Many shops have vacant floorspace over their retail and storage areas and encouragement should be given for them to convert it to residential use. It is also important that, in a town which seeks to provide fairly for all, adequate temporary accommodation is available for the homeless.

4.2 Although the Apex provides an up-market venue, it does not cater for much needed usable community/event space for residents and those living locally outside the town centre - particularly for art exhibitions, meetings, and small/medium size gigs. Another needed feature is an open-air performance space akin to the South Bank in London. This is potentially a real attraction. It could be provided in a defined area of Charter Square on particular days, or at all times on Prospect Row. A space could also be allocated on Angel Hill, or within the Abbey Gardens, when whole town events take place.

5 Providing welcoming gateways and approaches 5.1 While it is accepted that additional long stay car parking is required, any increases in provisions (e.g. additional decks) should be carefully designed so as not to impact adversely on the amenity of adjoining housing. There needs to be better pedestrian access from the St Andrews St North/Parkway car park across Risbygate St to the Arc. In other areas, such as Market Place and Angel Hill, car parking should be reduced; and in Guildhall and similar streets parking should be confined to residents and the disabled.

5.2 Visitors arriving by public transport are poorly served. The Bus Station needs to be improved and made welcoming. The Railway Station is exceptionally poor. It urgently requires enhancing, and its pedestrian route into the town upgraded with a crossing over Parkway (see para 3.1, above). A further immediate improvement should be the provision of an electric bus system from the Ram Meadow car park that calls at town centre stops and also the bus and railway stations. The main traffic light controlled pedestrian crossing over the Parkway by multi-story car park and the cinema needs to be upgraded. Better provision needs to be made for cyclists. The existing cycle paths require enhancing and additional dedicated provision made wherever possible within new development.

5.3 It is vitally important to plan now for the future. This should include a computer controlled car parking system within the town which directs incomers to car parks with vacant spaces. In addition, there needs to be computerised traffic flow control along the Parkway that extends to the town's A14 junctions. In the longer term a permanent park and ride scheme may prove to be beneficial and this too should be examined.

6 Encouraging well designed Streets and spaces 6.1 Within the town centre itself greater thought needs to be given to enhancing the experience for pedestrians (which all of us become in part of the town) including the disabled. There is an urgent need to upgrade and then regularly maintain the pavements and pedestrian areas (floorscapes) in the town. Those in the Arc are already beginning to look tired, and the St Andrews Street crossing between the Arc and Cornhill is in need of a complete re-design. Elsewhere the pavements need upgrading and pedestrian areas increased. Choice of

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Dear Sir or Madam RESPONSE BY PIGEON INVESTMENT MANAGEMENT LTD TO THE BURY ST EDMUNDS TOWN CENTRE MASTERPLAN ISSUES & OPTIONS REPORT Thank you for consulting Pigeon Investment Management Ltd ('Pigeon') on the Bury St Edmunds Town Centre Masterplan Issues and Options Report. As a property company both actively involved in development within Bury St Edmunds and the surrounding area, and also based in the town, we welcome the opportunity to positively engage with the Council over the preparation of the Masterplan. We trust that the following comments will assist the Council in its ongoing preparation of the Town Centre Masterplan and would welcome the opportunity to meet with officers to discuss the content of our representations.

**Masterplan Area** Whilst we note that the Masterplan Area outlined within Issues and Options Report is indicative only and that vital services and links will be considered as part of the Masterplan, we consider that it would be appropriate to consider inclusion of additional parts of the town within the Masterplan Area. In particular, it would be appropriate to give consideration to the inclusion of the following areas given the important roles that they are likely to play in the future growth and prosperity of the town:

- Railway Station
- West Suffolk College
- Public Services Village

The Railway Station provides an important gateway to Bury St Edmunds and whilst the Station Hill redevelopment will bring about change to this area, there are further opportunities to improve this area and create enhanced linkages between the Railway, the town centre boundary<sup>1</sup>, the College and the Public Services Village. <sup>1</sup> As defined by the Bury St Edmunds Town Centre Inset Map (February 2015) West Suffolk College and the Public Services Village provide essential community infrastructure for Bury St Edmunds (and the wider West Suffolk area) as well as playing an important role in the local economy. As Bury St Edmunds grows during the period to 2031 and beyond its role as a civic and educational centre is likely to become increasingly important to the future prosperity of the town helping it to capitalise on its status as the sub-regional centre for West Suffolk. Given the important role that the College, the Public Services Village and the Station are likely to have it would seem wholly appropriate to include these areas within the Masterplan Area to ensure that they are properly considered as part of the Masterplan process, including appropriate linkages with the currently defined town centre. Inclusion of the above areas within the Masterplan Area, also gives rise to the need to consider redefining the town centre boundary (as defined by the Town Centre Inset Map) to ensure that it includes an area that is reflective of not only the geographic town centre, but also the functional town centre. Redefining the town centre to include a wider area, including the Station, the College and the Public Services Village, would help to ensure that these areas can be appropriately managed as the town grows. We therefore suggest that this is given consideration by the Council as part of the ongoing Masterplan preparation.

**Bury St Edmunds Skyline** One of the town's key strengths is its high quality architecture and archaeological heritage centred around the Town Centre Conservation Area. It is therefore essential that the Masterplan works with the existing historic nature of the town centre to retain its status as one of the best preserved historic market towns in England. However, there is a need to provide for additional retail and leisure capacity within the town centre in order to meet identified needs and to strengthen its position as a retail and leisure destination, building upon the success of the Arc shopping centre. The West Suffolk Retail and Leisure Study (Carter Jonas, February 2017) identifies a number of opportunity areas within the town that have the potential to meet this identified need. These opportunity sites, which include the Cattle Market carpark, the B&Q site and the St Andrews long-stay carpark, present an opportunity to enhance the Bury St Edmunds skyline through the introduction of tall buildings as part of a high quality mixed-use redevelopment scheme. Redevelopment of these opportunity areas has the potential to bring about significant benefits to the town, by redefining Bury's skyline and delivering associated public realm improvements along key routes, thereby enhancing town centre gateways. Tall buildings, such as the Marque, the Belvedere and the Fire Station in Cambridge, provide examples of where the built form (and notably height) has been used to create focal points. It is considered that building height could be used to similar effect in Bury St Edmunds to create a distinctive skyline, enhancing key routes within the town, as part of a high quality mixed-use redevelopment. The Marque also provides an example of where vertical mixed-use development has helped to create vibrancy through incorporating different uses within a single development. Vertical mixed-use development of the identified town centre opportunity areas therefore has the potential to not only redefine the Bury skyline but also to create vibrant mixed-use areas through incorporating a variety of different uses that encourage a wide range of activity from different sections of the community at varying times (i.e. residential, leisure, retail and business). We therefore consider that the Council should give consideration to incorporating vertical mixed-use

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

Sir I've been involved in many Cons. ... but this is the worst! I hop that you get your money back. Consultations are a form of self gratification - I will not mention the medical term for decency sake. Decisions have already been made and they waste tax payers money. There is only one problem - how to improve access for all methods of transport. Given else is full. Taxpayer. Hard copy input by AP.

## Anything else?

**Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.**

6. The town has a cyclepath network but it is incomplete with routes simply petering out e.g. approaching the Town Centre from Cullum Road where the cycleway stops suddenly at Butts Corner. The cyclepath from Moreton Hall over the A14 comes to a halt at the Norman Tower. There needs to be greater connectivity in the network and for cycle routes to be able to access well located, secure cycle storage facilities. The location of these needs to be well planned and not provided as an after-thought. They need to be provided not only as part of new developments, but should be provided strategically throughout the Town Centre; 7. There are many pedestrian routes into the Town Centre but footpaths throughout the entire town are in need of maintenance. Surfaces are deteriorating and often loose; paving slabs protrude and create trip hazards; the uneven surfaces deter pedestrians and are a distinct danger for the less able-bodied. In addition, walking routes into the Town Centre have to cross busy roads where there is conflict with vehicles. In some instances, this problem has been addressed by crossing points but these themselves slow down the movement of vehicles and add to traffic congestion and delays. The implication for traffic of providing more crossings needs to be carefully considered and assessed. However, there is a clear need for people to be able to cross roads in certain locations e.g. across Tayfen Road on a route from the Railway Station to the town centre. The Masterplan should consider the problem of improving pedestrian access into the Town Centre from all directions; 8. The Report identifies that there are parts of the town where there is limited greenery. However, in areas where planting has been carried out recently, the shrubs often suffer from lack of proper maintenance. Little care is taken to prune these areas sensitively and properly e.g. at Butts Corner and the underpass between B and Q and the multi-storey car park. A recent area of planting adjacent to the steps from the underpass needs weeding. There are planting pockets in certain places where trees/shrubs have been lost but have not been replaced e.g. on the southern side of Robert Baby Way opposite Waitrose. The reuse of planting pockets which exist along Out Westgate would enhance the approach to a gateway into the Town Centre. Any such replacement planting will need careful attention whilst it becomes established and the cost of this should be factored into any scheme. The lack of attention to the maintenance of planting in the Town Centre is not limited solely to the public domain. There are areas where the private sector can also be criticised e.g. the planting to the exterior of the Havebury housing scheme at the junction of Kings Road/Parkway has been removed despite this being an integral part of the architect's scheme. Again replacement planting in this scheme that has taken place on this scheme adjacent to the pavement is not regularly maintained and becomes weed infested. Similarly, the condition of the 'Green Wall' in Robert Baby Way provided as part of the Waitrose development suffers from neglect. These criticisms indicate a general lack of care for the maintenance of the overall quality of the environment in the Town Centre; 9. The appearance of the historic streets in the Town Centre is blighted by on-street parking. Such parking is an intrusive feature that detracts from the townscape. However, it is perhaps an inevitable feature in an age where the motor car has become an important factor in everyday life. Nevertheless, it shows that providing for the motor car in a historic setting is not easy and will require any new parking areas in the Town Centre being carefully sited and designed. An example of where the impact of parking could be reduced is along Old School Yard off Risbygate Street. The redevelopment of these 2 areas of car parking with buildings, would remove areas of parking which are visually intrusive, allow the creation of townscape and improve the appearance of the link between the Arc and Risbygate Street; 10. Although the townscape of the Town Centre is, in the main, of high quality, there are areas which would benefit from environmental enhancement. They include Skinner Street, High Baxter Street and St Andrews Street (both North and South). Positive schemes for the improvement of these street and the rationalisation of servicing arrangements should be part of the Masterplan process and be put forward for public consultation; 11. Since the Arc development was constructed, concerns have been expressed that this new area does not link well to the established parts of the Town Centre in Buttermarket/Cornhill. This would be addressed by widening Market Thoroughfare. The vacation by the Post Office of the building on the southern side of this passageway provides a timely opportunity for this to happen. The widening and associated improvements to the appearance, surfacing and lighting of Market Thoroughfare should be a priority component of the Masterplan. Suggestions to make Buttermarket/Cornhill a better and more attractive environment for shoppers e.g. by reducing the impact of the motor vehicle, should also be put forward; 12. The original concept for the Arc development included the provision of a pedestrian link through the Auction Centre site to the north onto Risbygate Street to improve connectivity and permeability. Like the widening of Market Thoroughfare, it could not be delivered as part of the Arc development but remains a desirable

## Anything else?

Is there anything else you'd like to tell us about the town centre that should be considered as part of the masterplan? These could be issues (things the masterplan should tackle), options (choices for achieving the objectives) or both.

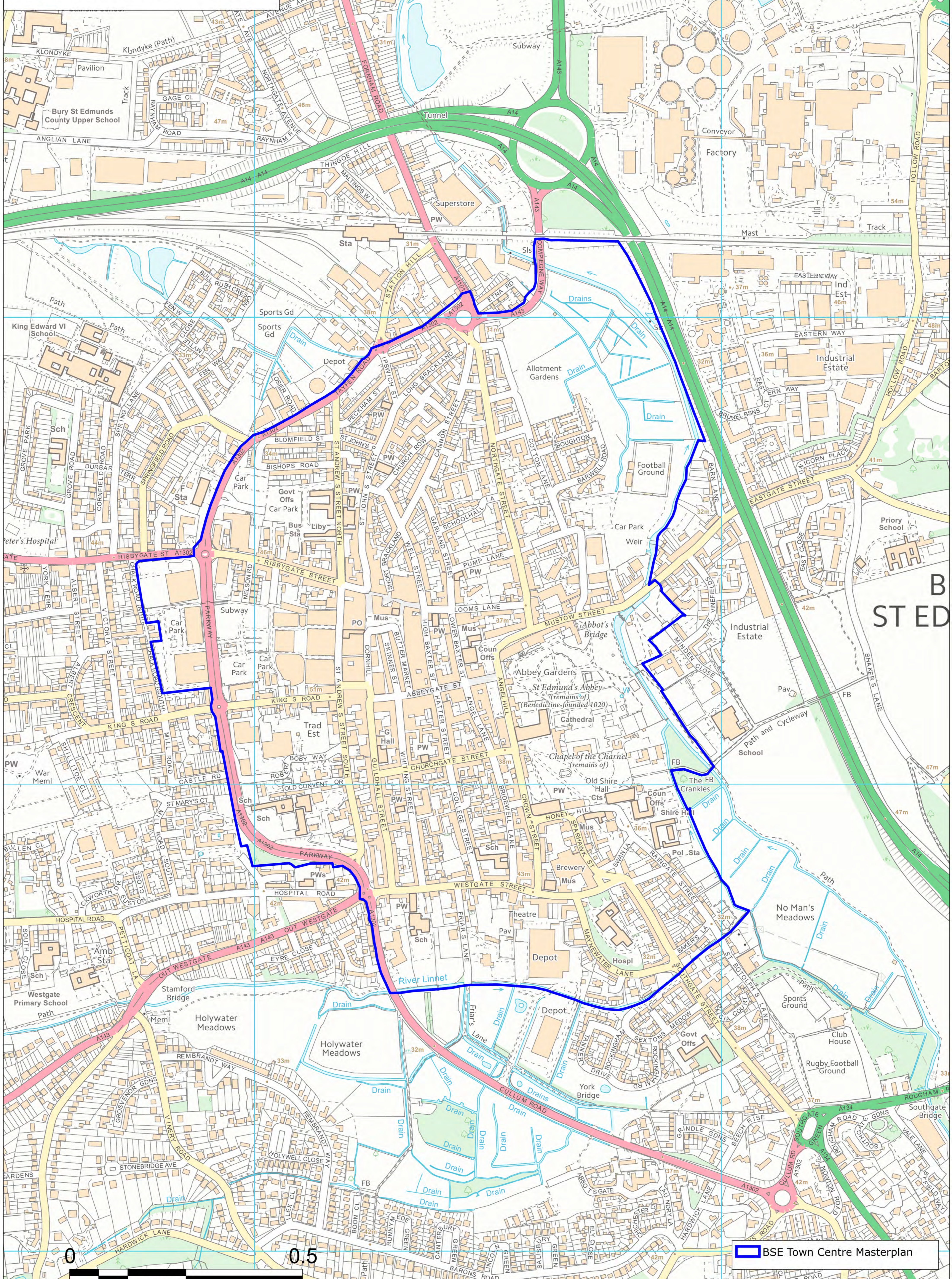
Hard copy input by AP.

Hard copy input by AP.



# Bury St Edmunds Town Centre

APPENDIX B



BSE Town Centre Masterplan



kilometres

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# Cabinet



St Edmundsbury  
BOROUGH COUNCIL

<b>Title of Report:</b>	<b>West Suffolk Community Energy Plan – Investing in New Opportunities</b>	
<b>Report No:</b>	<b>CAB/SE/17/036</b>	
<b>Report to and date:</b>	<b>Cabinet</b>	27 June 2017
<b>Portfolio holder:</b>	Alaric Pugh Portfolio Holder for Planning and Regulatory Services <b>Tel:</b> 07930 460899 <b>Email:</b> <a href="mailto:alaric.pugh@stedsbcc.gov.uk">alaric.pugh@stedsbcc.gov.uk</a>	
<b>Lead officer:</b>	Peter Gudde Service Manager (Environmental Health) <b>Tel:</b> 01284 757042 <b>Email:</b> <a href="mailto:peter.gudde@westsuffolk.gov.uk">peter.gudde@westsuffolk.gov.uk</a>	
<b>Purpose of report:</b>	To request approval to extend the scope for the Council to invest in a wider range of energy opportunities using already approved capital.	
<b>Recommendation:</b>	<b>It is <u>RECOMMENDED</u> that following the continued success of the Council’s policy to invest and support sustainable energy solutions under the West Suffolk Community Energy Plan, Cabinet approves that the existing delegations are extended, so that the Service Manager (Environmental Health), in consultation with the Portfolio Holder for Planning and Regulatory Services, is allowed to authorise the current nominated capital allocation to be spent on any energy-related investment opportunities where they are in line with the Council’s agreed financial returns and strategic objectives.</b>	
<b>Key Decision:</b>  (Check the appropriate box and delete all those that <b>do not</b> apply.)	Is this a Key Decision and, if so, under which definition? Yes, it is a Key Decision - <input type="checkbox"/> No, it is not a Key Decision - <input checked="" type="checkbox"/>	

<p>The decisions made as a result of this report will usually be published within <b>48 hours</b> and cannot be actioned until <b>five clear working days of the publication of the decision</b> have elapsed. This item is included on the Decisions Plan.</p>			
<b>Consultation:</b>		See background reports	
<b>Alternative option(s):</b>		See background reports	
<b>Implications:</b>			
<p>Are there any <b>financial</b> implications? If yes, please give details</p>		<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <ul style="list-style-type: none"> <li>The recommendation would allow the Council to invest in a wider range of energy-related opportunities using already approved capital provision in line with the Council's financial and policy objectives.</li> </ul>	
<p>Are there any <b>staffing</b> implications? If yes, please give details</p>		<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> <li></li> </ul>	
<p>Are there any <b>ICT</b> implications? If yes, please give details</p>		<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> <li></li> </ul>	
<p>Are there any <b>legal and/or policy</b> implications? If yes, please give details</p>		<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> <li></li> </ul>	
<p>Are there any <b>equality</b> implications? If yes, please give details</p>		<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> <li></li> </ul>	
<b>Risk/opportunity assessment:</b>		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
<b>Risk area</b>	<b>Inherent level of risk</b> (before controls)	<b>Controls</b>	<b>Residual risk</b> (after controls)
Financial - The projects do not achieve the predicted financial returns	High	Conservative assumptions made. Industry advice has been sought in developing the financial models. Project investment will be tightly controlled to achieve highest support Tariffs, or cease project investment should Government cut the tariffs to make the financial model unsustainable	Medium
Legal - Unable to gain permissions and licences to operate	High	Seek legal advice before progressing options	Medium
Economic - lack of market demand	Medium	Carry out soft market testing. Refine the offer and go to test market again before launching	Low
Technological - Complexity of the technologies	Medium	Initial focus is on a mature, low technological risk.	Low

Community – Public concern. Lack of effective engagement and communication to explain and gain support	High	Develop an engagement and communications plan	Medium
<b>Ward(s) affected:</b>	All Wards		
<b>Background papers:</b> <i>(all background papers are to be published on the website and a link included)</i>	<a href="#">CAB/SE/14/009 dated 2 December 2014</a> dated 2 December 2014. <a href="#">CAB/SE/16/016</a> dated 29 March 2016. Community Energy Plan update report to WS Joint Growth Steering Group: <a href="#">JGG/JT/17/002</a> dated 6 June 2017		
<b>Documents attached:</b>	None		

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# 1. Key issues and reasons for recommendation

## 1.1 Background

1.1.1 St Edmundsbury Borough Council, working together with Forest Heath District Council, is committed to a sustainable energy policy to help manage growth, support existing communities and attract more investment.

1.1.2 In December 2014, the Councils approved investment in a West Suffolk Community Energy Plan (Report No: CAB/SE/14/009 dated 2 December 2014 refers) with an update provided in 2016 (Report No: CAB/SE/16/016 dated 29 March 2016 refers). This sets out the shared aim for all in West Suffolk to be able to make sustainable energy choices, reduce the impact of energy cost volatility and move from fossil fuels.

1.1.3 Under the Community Energy Plan, the Councils have been working to combine current energy efficiency work with a renewable energy investment programme to be able to fulfil the following outcomes:

- A long term, sustainable source of revenue for the Councils
- Households, businesses and communities in West Suffolk which are less reliant on fossil-based energy
- Locally-owned renewable energy generation to the benefit of the local taxpayer.

1.1.4 The Council has been successfully investing in energy efficiency and renewable energy opportunities and has allocated capital to deliver financial returns, reduce the operational costs, save money for households and businesses and reduce carbon emissions.

1.1.5 This Council's energy generation initiatives have included investment in solar photovoltaics (PV) which generated in the last year around £112,000 of income along with around £30,000 of energy savings at host buildings and the users, which include local businesses.

Typical generation each year		Equivalent household electricity use		Avoided CO2 arising from Solar generation each year <sup>1</sup>	
572,050	kWh/yr	155	Homes	235	tonnes

Table 1: Outcomes of our investment in Solar since 2012

1.1.6 The current portfolio of investment in renewable energy, whether located on council property or hosted by others through Solar for Business is on target to deliver or exceed the rates of return that were originally predicted in the supporting reports and are making a significant contribution to meeting the Councils' Medium Financial Strategy.

<sup>1</sup>

Estimate based on latest Ofgem published figures <https://www.ofgem.gov.uk/gas/retail-market/monitoring-data-and-statistics/typical-domestic-consumption-values>

Based on published conversion factors for grid electricity consumption

<https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2016>

- 1.1.7 We are looking to develop ambitious new facilities, linked to the Government's One Public Estate Programme, to rationalise and improve the public estate in West Suffolk for the benefit of local people. The Western Way development is being designed to take advantage of the latest energy efficiency and renewable energy technologies to reduce the operational cost of the new facilities and where viable develop investment return. This investment proposal will be the subject of a separate business case for consideration by members.
- 1.1.8 A summary of the range of work undertaken as part of the West Suffolk Community Energy Plan was reported to West Suffolk Growth Group in June 2017 (Report no. JGG/JT/17/002 refers).

## **2. Next steps**

- 2.1 The current approved scope of technologies supported by the Council covers solar power generation as part of our Solar for Business (Rent-a-roof) scheme, renewable heat as part of Renewable Heat for Business scheme and energy efficiency financing.
- 2.2 Since 2016, the opportunities to invest in energy-saving and generating technologies have continued to grow. Examples include the use of battery storage technology to increase the amount of energy used alongside solar panels, and voltage optimisation which has been shown in some applications to significantly cut energy use in a building by better management of electricity fluctuations in the grid.
- 2.3 It is proposed, therefore, that the existing approved delegations be extended to authorise the current nominated capital allocation to be spent on any energy-related investment opportunities where they are in line with the Council's agreed financial returns and strategic objectives. This would, therefore, allow investment in new technologies as they become commercially attractive.
- 2.4 By extending the scope of already allocated capital investment, the Council will be able to build upon the successes of its shared policy of encouraging sustainable energy solutions as part of the West Suffolk Community Energy Plan. This approach has enabled the Council to help communities generate or save electricity locally, engage with energy companies and take advantage of opportunities to create income.

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# Cabinet



*St Edmundsbury*  
BOROUGH COUNCIL

<b>Title of Report:</b>	<b>Discretionary Rate Relief Following Revaluation – Development of a Local Scheme 2017/2018</b>	
<b>Report No:</b>	<b>CAB/SE/17/037</b>	
<b>Report to and date:</b>	<b>Cabinet</b>	27 June 2017
<b>Portfolio holders:</b>	Ian Houlder Portfolio Holder for Resources and Performance <b>Tel:</b> 01284 810074 <b>Email:</b> ian.houlder@stedsbc.gov.uk	
	Alaric Pugh Portfolio Holder for Planning and Growth <b>Tel:</b> 07930 460899 <b>Email:</b> alaric.pugh@stedsbc.gov.uk	
<b>Lead officers:</b>	Rachael Mann Head of Resources and Performance <b>Tel:</b> 01638 719245 <b>Email:</b> rachael.mann@westsuffolk.gov.uk	
	Jo Andrews Strategic Revenues Manager, ARP <b>Tel:</b> 01842 756490 <b>Email:</b> jo.andrewst@angliarevenues.gov.uk	
<b>Purpose of report:</b>	To adopt a scheme for granting discretionary rate relief for businesses facing the steepest increases in their business rates bills as a result of the 2017 business rates revaluation.	
<b>Recommendation:</b>	<p><b>It is <u>RECOMMENDED</u> that the Cabinet:</b></p> <p><b>(1) approves the principles of the proposed Discretionary Rate Relief Scheme 2017/2018 (following revaluation) and the guidelines as set out in Report No: CAB/SE/17/037 and its appendices; and</b></p> <p style="text-align: right;"><i>Continued over...</i></p>	

	<b>(2) gives delegated authority to the Assistant Director (Resources and Performance), in consultation with the Portfolio Holders for Planning and Growth, and for Resources and Performance to agree the scheme guidance for 2018/2019 onwards, in line with the funding available and any feedback from businesses from the 2017/2018 scheme.</b>
<b>Key Decision:</b>  (Check the appropriate box and delete all those that <b>do not</b> apply.)	Is this a Key Decision and, if so, under which definition? Yes, it is a Key Decision - <input type="checkbox"/> No, it is not a Key Decision - <input checked="" type="checkbox"/>
The decisions made as a result of this report will usually be published within <b>48 hours</b> and cannot be actioned until <b>five clear working days of the publication of the decision</b> have elapsed. This item is included on the Decisions Plan.	
<b>Consultation:</b>	Business Forums as per Appendix A
<b>Alternative option(s):</b>	Failing to provide a relief would cause hardship to the businesses concerned and fail to distribute the government's allocation of funding to ease this pressure. Alternative scheme design options have been considered which are covered in the main body of the report.
<b>Implications:</b>	
Are there any <b>financial</b> implications? If yes, please give details	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> As set out in this report.
Are there any <b>staffing</b> implications? If yes, please give details	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> This will be a manual process and we have replied to the Government's consultation on the proposals suggesting new burdens/admin grant should be considered to cover.
Are there any <b>ICT</b> implications? If yes, please give details	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> None as a result of this report
Are there any <b>legal and/or policy</b> implications? If yes, please give details	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> As set out in this report. This is an additional discretionary relief
Are there any <b>equality</b> implications? If yes, please give details	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> <ul style="list-style-type: none"> <li>A screening EqIA has been carried out (see Appendix B)</li> </ul>



<b>Risk/opportunity assessment:</b>		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
<b>Risk area</b>	<b>Inherent level of risk (before controls)</b>	<b>Controls</b>	<b>Residual risk (after controls)</b>
Adopting this discretionary relief may lead to additional costs or surplus funding in any one year	Medium	Surpluses/deficits might be able to be carried forward but there is no confirmation as yet. The scheme design will be reviewed annually and monitored to ensure we remain within the allocation.	Low
Risk of new guidelines not being implemented by staff	Low	Training and guidance given to staff	Low
Risk of not having guidelines and non-application of discretionary rate relief causes hardship to those most severely affected by the 2017 revaluation.	Medium	Speedy adoption of new guidance to ensure discretionary rate relief awards can be implemented	Low
Risk of a business that doesn't fall within the scheme parameters struggling to meet their business rates liability due to the revaluation	Medium	Introduction of a discretionary hardship fund for businesses adversely affected	Low
<b>Ward(s) affected:</b>		All Wards	
<b>Background papers:</b> <i>(all background papers are to be published on the website and a link included)</i>		None	
<b>Documents attached:</b>		<b>Appendix A</b> – Guidelines for Discretionary Rate Relief <b>Appendix B</b> – Screening Equality Impact Assessment (EqIA)	

## 1. Key issues and reasons for recommendations

### Background

- 1.1 As part of the Budget on 8 March 2017, the Chancellor announced that the Government would make available a discretionary fund of £300 million over four years from 2017/18 to support those businesses that face the steepest increases in their business rates bills as a result of the revaluation. The Government believes that local government is best placed to determine how this fund should be targeted and administered to support those businesses and locations within their area that are in the greatest need.
- 1.2 Every billing authority in England has been provided with a share of the £300 million to support their local businesses. This will be administered through billing authorities' discretionary relief powers under section 47 of the Local Government Act 1988.
- 1.3 The Government has allocated the £300m of available funding to each billing authority, based on certain assumptions (mainly rateable value being greater than £200k and the % increase in bill greater than 12.5%). They went on to say that Local authorities may wish to apply the same rules to their scheme design.
- 1.4 The appendix to the Government consultation document shows west Suffolk councils allocations of the discretionary pot for the MTFS period as follows:

	2017/18	2018/19	2019/20	2020/21	Total
	£000's	£000's	£000's	£000's	£000's
St Edmundsbury	209	102	42	6	359
Forest Heath	227	110	45	6	388
West Suffolk	436	212	87	12	747

This is "the maximum amount of discretionary relief that billing authorities can award for which they and major precepting authorities will be compensated through s31 grant". The compensation will be in line with the current business rate retention scheme shares, i.e. 50% central Government, 40% District/Borough Council, 10% County Council. (So, for example, if St Edmundsbury Borough Council (SEBC) awards £100,000 in total to its ratepayers, it will get £40,000 back in s31 grant, Suffolk County Council (SCC) will get £10,000 and the Government will bear the other £50,000)

- 1.5 Once the 100% rates retention system is introduced everywhere with effect from 2019/20, authorities will see their income reduced by the entire value of the relief given. For any year, the funding arrangements will ensure that all authorities are compensated for the loss of income they incur capped to their allocation by means of grant payments under s.31 of the Local Government Act 2003, or transfer payments between authorities

## **Local scheme design**

- 1.6 Local authorities were invited by Government to design schemes that allocated the Government's funding in such a way as to help those businesses who were most significantly impacted by the 2017 revaluation. In allocating the funding to councils, the Government used an eligibility threshold of £200,000 (i.e. only including businesses with rateable values of less than £200,000) and of 12.5% (i.e. only businesses whose increase in rates was 12.5% or more were included).
- 1.7 In designing the local scheme for St Edmundsbury, officers at West Suffolk councils and Anglia Revenues Partnership modelled what would be the impact on local businesses if the Government's eligibility criteria were replicated locally. It was found that because St Edmundsbury's other reliefs to local businesses were already relatively more generous than the average national picture, the impact of the revaluation had already been offset to some extent. This meant that more businesses could be brought within the parameters of the scheme, while still remaining affordable in terms of the Government's allocation.
- 1.8 Once the scheme is introduced, eligible businesses would receive relief so as to reduce the increase in their business rates bill to a maximum of 10%. Any remaining funding left over following the allocations to these eligible businesses would be allocated to those businesses experiencing extreme hardship as a result of the revaluation, through a discretionary Hardship Fund.

## **2. Engagement with local business rates payers and responses**

- 2.1 We have engaged with local business representatives, through the Suffolk Chamber, Business Improvement Districts (BIDs), MENTA and Federation of Small Businesses, to test the likely impact of the draft scheme design on business rate payers.
- 2.2 The following main points were made in the responses received:
  - The impact of the revaluations are causing significant discomfort to many west Suffolk businesses and are likely in a number of cases to frustrate further investment, business expansion and employment growth.
  - All the stakeholders who responded were pleased that the councils were intending to go further than the Government guidelines and cap the increase at 10% on the basis that it would have a positive impact on many companies who would be able to manage their cash flow better over the coming twelve months
  - However, there was concern that the proposed relief was only for one year and fears expressed that if, next year, companies would be liable for the full increase then the problem would have simply been moved rather than solved.
  - The additional support of the discretionary Hardship Fund was also seen as hopefully helping other businesses in difficult sectors, such as pubs and village shops.
  - The proposed scheme rules were seen as acceptable. There was some

concern at the use of the term 'discretionary' to describe the relief, rather than it being a 'right'

- The particular impact of the revaluation on horseracing trainers in Newmarket was noted (Forest Heath)
- There was a keenness on the part of stakeholder groups to continue to work with West Suffolk councils over the future operation of the scheme, the details of the hardship fund, and business rates policy more generally

### **Draft scheme guidelines**

#### **3.**

3.1 The suggested guidelines from 1 April 2017, detailed in Appendix A sets out the criteria to be taken into consideration in deciding whether relief should be given, the procedure for applications and an appeals process where there has been a refusal to grant relief.

3.2 Awards of relief are reviewed annually and the guidelines will help determine which organisations should receive relief for the period commencing 1 April 2017.

3.3 The total of 132 awards are expected to be given for the 12 month period ending 31 March 2018 as a result of adopting the guidance at Appendix A. There may be further awards as a result of the hardship fund.

3.4 It is proposed that delegated authority is given to the Assistant Director (Resources and Performance), in consultation with the Portfolio Holders for Planning and Growth, and for Resources and Performance to agree the scheme guidance for 2018/2019 onwards, in line with the funding available and any feedback from businesses from 2017/2018 scheme. Any major and significant changes to the overall design of the local scheme would be considered by Cabinet.

**St Edmundsbury Borough Council  
2017/18 Discretionary Rate Relief, following revaluation**

**1. Guidelines Aim**

These guidelines set out the Council's intentions for dealing with the new discretionary rate relief for businesses most affected by the 2017 Business Rates Revaluation and its mechanism for reducing the negative impact on those businesses. Awards of relief will be for one year only; the qualifying criteria will be reviewed in the final quarter of each year of the scheme to determine entitlement for the forthcoming financial year.

These guidelines aim to provide clarity around the process of administration of applications for this Discretionary Rate Relief, consistency in the application of the guidelines and to ensure maximum take-up from potential qualifying organisations, which will in turn make a contribution to achieving the Council's priorities for the area.

**2. Award of Rate Relief**

Business rate payments remain legally due and payable in accordance with the most recent bill, until such time as any relief is awarded.

The Non-Domestic (Business) Rates Team can provide assistance or advice to any organisation or business on the qualifying criteria and operation of the scheme.

Entitlement to discretionary relief is determined with reference to an increase in the bill due to the April 2017 revaluation. The funding for this relief is limited and therefore the business will be expected to apply for any other reliefs which may be applicable. These will be applied to the account first before any further relief is granted, limiting the increase in rates to the determined percentage for that year

All qualifying businesses and organisations are required to notify The Council of any change in circumstances that may affect their entitlement to Discretionary Rate Relief.

If an organisation moves address within the period that they are receiving rate relief (whether within or outside of the district), relief will not be carried forward to the new property as the business will have had an opportunity to consider the rates before moving. The relief is intended to cushion the effects of the revaluation only.

**3. How Applications are Processed**

The Non-Domestic (Business) Rates Team will administer the scheme.

The Business Rates Team will assess whether a business qualifies for relief and a Decision Notice will be issued by The Business Rates Team.

#### **4. Notification of the Decision**

Qualifying businesses will be notified of the amount of the Discretionary Rate Relief award by the issue of a new Rate Demand Notice. The rate relief will be awarded by means of a reduction in liability shown on the business rates bill issued to the ratepayer. Where this puts the account in credit for the year, a refund will be made by the Council.

There is provision for reconsideration of a decision by The Strategic Revenues Manager where the amount under consideration is less than £2000 or Section 151 Officer, in consultation with the Cabinet member where the amount would exceed £2000.

#### **5. Timescales for New Applications**

##### **Period of Award**

The award period will be for a period of no more than 12 months and in any case will end on 31 March of the relevant financial year. Continuation of relief will be subject to annual reviews of the scheme, until such time as the scheme ceases.

##### **Annual Review of Relief Award**

The Guidelines will be reviewed yearly and Qualifying businesses and organisations will have relief automatically granted for the next financial year. The amount will be shown on their annual rates bill.

#### **6. Discretionary Rate Relief - Qualifying Factors for Businesses**

All of the following criteria must apply for an application to be eligible:

<u>Rateable Value of property is less than £200,000</u>
<u>Increase in 2017/18 rates compared to 2016/17 is greater than 10%</u>
<u>Ratepayer must have been in occupation on 31/3/17</u>
<u>Scheme based on RV in Valuation List on 1/4/17 and rates payable on 31/3/17</u>
Properties empty on 31/3/17 will not qualify
In cases where there is a retrospective reduction to the RV, any overpayment of relief will be withdrawn.
Future increases in RV backdated to 1/4/17 will not be eligible for increases in the amount of relief awarded.
The Council will not normally award relief where the business operates at a regional or national level or is part of a franchise

This scheme has been designed to support those businesses facing the steepest increases due to the 2017 revaluation. The Council will award relief based on the above criteria but recognises that it has discretion to award relief where a business facing an increase in rates, does not satisfy the above factors. The Council has complete discretion as to the parameters and application of the scheme.

## **7. Promoting and Communicating this Policy**

Advice and information relating to this policy is available on the Council's website and from the Non-Domestic Rates Team at the Council.

Where possible, the Council will identify any new ratepayer who may qualify under this policy and grant relief where applicable.

## **8. State Aid**

The award of discretionary rate relief is considered likely to amount to State Aid. State Aid is the means by which the European Union regulates state funded support to businesses. Discretionary Relief will be State Aid compliant where it is provided in accordance with the De Minimis Regulations EC 1407/2013. The De Minimis Regulations allow an undertaking to receive up to €200,000 'de-minimis' aid over a rolling three year period.

Businesses receiving Discretionary Relief will be required to sign a declaration to confirm that, including any other relief award, they will not have received more than €200,000 in total of De Minimis aid within the current financial year, or the previous two financial years.

Further information on State Aid can be found at <https://www.gov.uk/state-aid>

## **9. Complaints and reconsiderations of refusal to award.**

Although there is no legal right of appeal against the Council's decisions on discretionary rate relief, in keeping with good customer care practice and principles of transparency, these guidelines provide for a review/reconsideration of any decision.

Decisions on awarding discretionary rate relief are usually made on the basis of the relevant factors and an organisation asking for a reconsideration of a decision should be able to demonstrate that they do satisfy the factors detailed in this guidance that allow an award to be considered.

There is provision within this policy for a request for reconsideration of a decision to be made by the Strategic Revenues Manager or Section 151 Officer in consultation with the Cabinet Member (dependant on value).

<b>Action</b>	<b>Timescale</b>
If the applicant wishes to ask for a reconsideration of a decision, the request should be made in writing to the Strategic Revenues Manager or Section 151 Officer and must demonstrate that some or all of the relevant factors contained within this document are met.	A request for reconsideration should be sent to the Council within 1 month of the date on the letter of refusal/award.
The Council will acknowledge receipt of a request for reconsideration in writing and advise the applicant of the date that the application will be reviewed by the Strategic Revenues Manager or Section 151 Officer in consultation with the Cabinet Member.	Letter advising the date of application review will be sent within one week of the receipt of appeal letter.
The Strategic Revenues Manager or Section 151 Officer in consultation with the Cabinet Member will review the appeal. A letter will be sent to the applicant advising the final decision of the Council.	The letter will be sent within one week of the final decision.



**Equality Screening Form**

<b>Question</b>	<b>Response</b>
Q1) Name of the strategy, policy, programme or project being assessed.	Local scheme for discretionary business rates relief following 2017 revaluation.
Q2) In no more than five lines and using Plain English, summarise the purpose of the policy or proposal, and its desired outcomes.	At the Budget on 8 March 2017, the Chancellor announced a £300m fund for local authorities to grant relief to those businesses in England who were hardest hit by the 2017 business rates revaluation exercise. Local authorities have now been given responsibility for designing local schemes.
Q3) Who should benefit from the proposal and in what way?	Eligible small businesses whose rates bills increased significantly as a result of the revaluation will see their increases capped.
Q4 Is there any evidence or reason to believe that in relation to this proposal, there may be a difference in: <ul style="list-style-type: none"> <li>• Levels of participation</li> <li>• Uptake by different groups</li> <li>• Needs or experiences of different groups</li> <li>• Priorities</li> <li>• Other areas?</li> </ul>	<p>Only small businesses will be affected by the proposals (those with rateable values of £200k or less).</p> <p>Information about the relief will be received equally by all those eligible.</p> <p>Engagement with the local business sector has been carried out, and the proposals positively received.</p> <p>The proposed hardship fund will also positively impact on the small business sector.</p>
Q5) Using the evidence listed above, fill in the table below to highlight the groups you think this policy	There is no potential for negative impact as the proposals will lessen the financial impact of the 2017 revaluation.

<p>or proposal has the potential to impact upon:</p> <p>(i) Is there any potential for negative impact? Yes or No</p> <p>(ii) Are there opportunities for positive impact or to promote equality of opportunity?</p>	<p>The scheme does not give any opportunities for promotion of equality of opportunity.</p>
<p>Q6) Considering your answers to questions 1-5, do you believe a Full Equality Impact Assessment is needed?</p>	<p>No</p>
<p>Q7) Considering our duty to proactively tackle disadvantage and promote equality of opportunity, list the actions required.</p>	<p>N/A</p>

<b>Impacts Table</b>				
	<b>Is there potential for negative impact? YES or NO</b>	<b>Are there opportunities for positive impact? YES or NO</b>	<b>If YES, please provide details of the impact below</b>	
			<b>Positive Impact</b>	<b>Negative Impact</b>
<b>All groups or society generally</b>	NO	YES	Eligible businesses will be positively affected, irrespective of their equality characteristics. Their employees will therefore be positively affected,	

			including those with the characteristics listed below.	
<b>Age</b> - Older or younger people	NO	YES		
<b>Disability</b> - People with a disability	NO	YES		
<b>Sex</b> - Women or men	NO	YES		
<b>Pregnancy or maternity</b> - including expectant or new parents i.e. pregnancy and maternity	NO	YES		
<b>Marriage and civil partnership</b> – including same sex couples	NO	YES		
<b>Race</b> - People who are black or from a minority ethnic background (BME)	NO	YES	Horseracing industry businesses have been particularly affected by the scheme in W Suffolk, including a higher than average proportion of those from other nationalities backgrounds.	
<b>Religion</b> - People with a religion or belief (or who choose not to have a religion or belief)	NO	YES		

<b>Sexual Orientation</b> - People who are lesbian, gay or bisexual (LGB) or in a Civil Partnership	NO	YES		
<b>Gender Reassignment</b> - People who are transitioning from one gender to another	NO	YES		
<i>Families and those with parenting or caring responsibilities (The Families Test)</i>	NO	YES		
<i>Individuals on low income</i>	NO	YES		
<i>Those suffering rural isolation</i>	NO	YES		
<i>Those who do not have English as a first language</i>	NO	YES	Horseracing industry businesses have been particularly affected by the scheme in W Suffolk, including a higher than average proportion of those for whom English is not a first language.	

<b>Action Plan</b>				
<b>Equality group/ characteristic</b>	<b>Action/milestone</b>	<b>Responsibility</b> (Project manager or partner organisation)	<b>Achievement date</b>	<b>Monitoring arrangements</b>

**Sign off section**

This Screening Level EqIA was completed by:

**Name Rachael Mann**

**Job Title Assistant Director (Resources and  
Performance)**

**Signature R Mann**

**Date 12/06/217**

**On completion, please submit this document with the policy  
or proposal. Guidance and advice on draft and final versions  
can be obtained from:**

**Tanya Sturman, Corporate Policy Team  
01638 719473  
[tanya.sturman@westsuffolk.gov.uk](mailto:tanya.sturman@westsuffolk.gov.uk)**

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# Cabinet



*St Edmundsbury*  
BOROUGH COUNCIL

<b>Title of Report:</b>	<b>West Suffolk Joint Pay Policy Statement 2017/2018</b>	
<b>Report No:</b>	<b>CAB/SE/17/038</b>	
<b>Report to and dates:</b>	<b>Cabinet</b>	27 June 2017
	<b>Council</b>	25 July 2017
<b>Portfolio holder:</b>	Ian Houlder Portfolio Holder for Performance & Resources <b>Tel:</b> 01284 810074 <b>Email:</b> ian.houlder@stedsbc.gov.uk	
<b>Lead officer:</b>	Karen Points Assistant Director (HR, Legal & Democratic Services) <b>Tel:</b> 01284 757015 <b>Email:</b> karen.points@westsuffolk.gov.uk	
<b>Purpose of report:</b>	<p>Section 38/11 of the Localism Act 2011 requires local authorities to produce a Pay Policy Statement annually.</p> <p>A Joint Pay Policy Statement for 2017/18 has been produced, reflecting the shared workforce, and the single Pay and Reward Strategy now in place for the two West Suffolk Councils.</p> <p>The Joint Pay Policy Statement for 2017/18 being recommended for adoption by both Councils is attached at Appendix 1. This incorporates the outcomes of the 2013 collective agreement which established a modern reward framework for our integrated workforce.</p>	
<b>Recommendation:</b>	<b>It is <u>RECOMMENDED</u> that subject to the approval of full Council, the West Suffolk Joint Pay policy Statement 2017/2018, as contained in Appendix 1 to Report No: CAB/SE/17/038, be approved.</b>	

<b>Key Decision:</b> <i>(Check the appropriate box and delete all those that <b>do not</b> apply.)</i>		<i>Is this a Key Decision and, if so, under which definition?</i> Yes, it is a Key Decision - <input type="checkbox"/> No, it is not a Key Decision - <input checked="" type="checkbox"/>	
<b>Consultation:</b>		<ul style="list-style-type: none"> <li>Whilst there is no requirement to consult on this statement, it has been shared with Unison</li> </ul>	
<b>Alternative option(s):</b>		<ul style="list-style-type: none"> <li>It is a legal requirement to produce a Pay Policy Statement on an annual basis, so no other options were considered.</li> </ul>	
<b>Implications:</b> None			
<i>Are there any <b>financial</b> implications? If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
<i>Are there any <b>staffing</b> implications? If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
<i>Are there any <b>ICT</b> implications? If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
<i>Are there any <b>legal and/or policy</b> implications? If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
<i>Are there any <b>equality</b> implications? If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
<b>Risk/opportunity assessment:</b>		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
<b>Risk area</b>	<b>Inherent level of risk</b> (before controls)	<b>Controls</b>	<b>Residual risk</b> (after controls)
Legal Risk of non-compliance	Low	Formal approval by Cabinet 2016	Low
Transparency/reputational risk	Low	Formal approval as above, annual reviews, and transparency through website	Low
<b>Ward(s) affected:</b>		N/A	
<b>Background papers:</b> <i>(all background papers are to be published on the website and a link included)</i>		N/A	
<b>Documents attached:</b>		<b>Appendix 1:</b> West Suffolk Councils' Joint Pay Policy Statement 2017/2018	



## **1. Key issues and reasons for recommendation**

- 1.1 The Act and supporting guidance provides details of matters that must be included in this statutory pay policy, but, also, emphasises that each local authority has the autonomy to take its own decisions on pay and pay policies. The Pay Policy Statement must be approved formally by Full Council each year. The statement can be amended in year, must be published on the Council's website and must be complied with when setting the terms and conditions of Chief Officers.
- 1.2 This Pay Policy Statement includes a policy on:-
  - (a) the level and elements of remuneration for Chief Officers (senior staff);
  - (b) the remuneration of the lowest paid employees;
  - (c) the relationship between the remuneration of the highest and lowest paid employees; and
  - (d) other specific aspects of Chief Officer remuneration, fees and charges and other discretionary payments.
- 1.3 This Pay Policy Statement is a joint statement with Forest Heath District Council, which covers our integrated workforce and Leadership Team.
- 1.4 The Code of Practice for Local Authorities on Data Transparency provides guidance on good practice in this area. The Council's approach to data transparency is to establish the Council as an open and transparent Council that, in time, not only embraces the principles of the Code, but, publishes all information that is likely to be of benefit to the communities and economy of our area.
- 1.5 Data can already be access through the "open data" link on our website. The Pay Policy Statement is published in that section annually.

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## West Suffolk Councils

### Joint Pay Policy Statement 2017/2018

#### 1. Introduction

- 1.1 Both Councils recognise that, in the context of managing scarce public resources, remuneration at all levels needs to be adequate to secure and retain high quality employees dedicated to the service of the public, but at the same time needs to avoid being unnecessarily generous or otherwise excessive.
- 1.2 It is important that local authorities are able to determine their own pay policies and structures in order to address local priorities and to compete in the local labour market.
- 1.3 In particular, it is recognised that senior management roles in local government are complex and diverse functions in a highly politicised environment where often national and local pressures conflict. The Councils' ability to continue to attract and retain high calibre leaders capable of delivering this complex agenda, particularly during times of financial challenge, is crucial if the West Suffolk Councils are able to retain their current high performance levels and ensure that West Suffolk Services are protected during this continuing period of economic uncertainty.
- 1.4 In June 2013 a single pay and reward strategy was secured through collective agreement with Unison for all staff, except the Leadership Team, whose pay had been brought together in October 2012.
- 1.5 This Joint Pay Policy Statement has been produced for the Year 2017-18.

#### 2. Legislation

- 2.1 Section 38/11 of the Localism Act 2011 requires local authorities to produce a Pay Policy Statement annually.
- 2.2 The Act, and supporting statutory guidance, provides details of matters that must be included in this statutory pay policy, but, also, emphasises that each local authority has the autonomy to take its own decisions on pay and pay policies. The Pay Policy Statement is approved formally by full Council annually. It must be published on the Council's website and be complied with when setting the terms and conditions of Chief Officer employees.
- 2.3 In October 2014 the Department for Communities and Local Government (DCLG), issued a Transparency Code for all public

sector bodies. This code required us to publish specific data on our website from February 2015. We have published data on how we organise our structures, our senior salaries for those whose remuneration is at least £50,000; the pay multiple and any trade union facility time given. The code was issued to as part of a drive to increase local accountability, giving local people the opportunity to contribute to the local decision making process and help shape their public services.

- 2.4 The National Minimum Wage applies for those aged 21 to 24 at £7.05 per hour with effect from 1 April 2017 (18-20 £5.60; Under 18 £4.05 and Apprentice rate for first year - £3.50)
- 2.5 The National Living Wage applies for those aged 25 and over at £7.50 with effect from 1 April 2017.

### **3. Scope**

3.1 This Pay Policy Statement includes:-

- (a) the level and elements of pay for each Chief Officer;
- (b) the pay of the lowest paid employees;
- (c) the relationship between the pay of Chief Officers and other officers; and
- (d) other specific aspects of Chief Officer remuneration, fees and charges and other discretionary payments.

3.2 Remuneration in this context is defined widely to include not just pay, but also charges, fees, allowances, benefits in kind, increases in enhancements of pension entitlements and termination payments.

### **4. Principles**

4.1 The following principles were agreed with Unison to guide the development of the single pay and reward policy.

- Single terms and conditions across both workforces
- Affordable: within the Medium Term Financial Strategy (MTFS)
- Attractive: to recruit and retain
- Responsible: maintains reputation
- Legal: satisfies equality requirement
- Fair: minimises risk of challenge
- Drives: new organisational values
- Rewards excellent performance
- Manages unacceptable performance; and
- Capable of achieving collective agreement

4.2 The remuneration of Chief Officers has been agreed outside of the national collective agreement process with pay agreed under local pay arrangements and a correlation between the CEO pay and the LT pay bands. This was put in place with advice from the LGA at the

time when the joint Chief Executive and the Leadership Team were appointed in 2012.

## **5. Senior Pay**

5.1 In this policy the senior pay group covers posts in the top three tiers of the organisation. These include the Chief Executive, Directors and Assistant Directors.

5.2 The Council currently has the following number of posts at this level, 1 x Chief Executive, 2 x Directors, 6 x Assistant Directors.

5.3 The management structure of the Councils can be found on the Councils website and on the intranet.

### **5.4 Chief Executive**

(a) The salary for this joint post was established when the joint Chief Executive was appointed in April 2012. This is a local grade, established in February 2012, following an analysis of the degree of responsibility in the role, the downward movement in market rates, benchmarking with other comparators and the ability to recruit and retain an exceptional candidate. Following the uplift of the cost of living rises, as applied to all other employees, the range is £110,562 - £121,091.

(b) An appraisal review of the Chief Executive took place in December 2016. The current salary (as at 1/4/17) of the Chief Executive, is at the top point of the band (£121,091). There have been no additional bonuses, performance, honoraria or ex-gratia payments made.

(c) Other Conditions of Service are as prescribed by the Joint National Council (JNC) for Local Authority Chief Executives National Conditions, apart from those determined locally, as detailed in this policy.

(d) The employment costs (salary and on-costs) of the Chief Executive are shared between Forest Heath District Council and St Edmundsbury Borough Council, which significantly reduces the cost of employing a Chief Executive for each Council.

### **5.5 Directors and Assistant Directors**

(a) The salary for these posts has been established as a local grade following an analysis of the degrees of responsibility in relation to the salary of the CEO, using the LGA national recommended job evaluation scheme for senior posts.

The posts fall within the following ranges and incremental points:-

Chief Officer Role	£	£	£
Director	78,973	81,605	84,238
Assistant Director AD3	68,443	71,076	73,708
Assistant Director AD2	63,178	65,811	68,443
Assistant Director AD1	57,913	60,546	63,178

An additional payment of £5,000 per year is payable to those undertaking the statutory Monitoring Officer and Section 151 roles.

- (b) There are no other additional elements of remuneration in respect of overtime, flexi-time, bank holiday working, stand-by payments, emergency call rota, etc, paid to these senior staff, as they are expected to undertake duties outside their contractual hours and working patterns without additional payment.
- (c) Other terms and conditions are as prescribed by the NJC for Local Authority Services apart from those terms agreed locally, as detailed in this policy.
- (d) The employment costs (salaries and on-costs) of the Directors/Assistant Directors are shared between Forest Heath District Council and St Edmundsbury Borough Council, which reduces the cost of employing the Leadership Team to each Council.
- (e) It is important to ensure that our Leadership Team salaries remain competitive and are set at a level that will continue to attract highly effective and experienced applicants for these roles in the challenging local government labour market. Market testing and data analysis on labour market rates for salaries are independently obtained from the LGA as required and as available in order to ensure salaries are competitive at this level.
- (f) Whilst recruitment to recent Assistant Director and Service Manager posts has been very successful and we have a strong employer brand, and have been able to appoint within the current pay bands, the salaries on offer have to reflect the shortage of potential applicants and the competition in attract the right calibre of candidates from the local labour market.

## **5.6 Additional Fees**

- (a) The fees payable to the Returning Officer are set by statute for national elections, and are paid by central government. Fees are, also, payable to the Councils' Returning Officer for local elections. These fees are payable as required and can be made to any senior officer appointed to fulfil the statutory duties of this role. The Returning Officer is an officer of the Council who is appointed under the Representation of the People Act 1983. Whilst appointed by the

Council, the role of the Returning Officer is one which involves and incurs personal responsibility and accountability and is statutorily separate from his/her duties as an employee of the Council. As Returning Officer, he/she is paid a separate allowance for each election for which he/she is responsible.

## 6. Pay Structure

6.1 The pay structure for all contractual employees, except those staff in the senior posts detailed above, is established using NJC for Local Authorities Services National Pay Spine from spinal column point 9 (£15,375 per annum) to spinal column point 58 (£55,019 per annum). The lowest paid contractual employee will be paid at spinal point 9 (£7.97 per hour), at a full time equivalent basic pay rate of £15,375 per annum. This is within Grade A of the locally agreed pay structure, which ranges from Grade A to I. Casual staff, aged 25 and over, will be paid at the National Living Wage of £7.50 per hour. Under age 25 will be paid the national minimum wage of £7.05 per hour.

6.2 The detailed structure, as of 1 April 2017, is shown below:

<b>Band Name</b>	<b>Min SCP</b>	<b>Max SCP</b>	<b>Min (£)</b>	<b>Max (£)</b>	<b>Span (£)</b>	<b>Span (increments)</b>
<b>A</b>	9	11	15,375	15,807	432	2
<b>B</b>	11	15	15,807	17,072	1,265	4
<b>C</b>	15	22	17,072	20,661	3,589	7
<b>D</b>	21	27	20,138	24,174	4,036	6
<b>E</b>	27	33	24,174	29,323	5,149	6
<b>F</b>	35	41	30,785	36,379	5,594	6
<b>G</b>	41	47	36,379	41,967	5,588	6
<b>H</b>	47	53	41,967	48,636	6,669	6
<b>I</b>	53	58	48,636	55,019	6,383	5

6.4 All posts, other than the senior posts, are evaluated using the NJC Job Evaluation Scheme, which is recognised by employers and trades unions nationally. This Scheme allows for robust measurement against set criteria resulting in fair and objective evaluations and satisfies equal pay requirements.

6.5 All employees receive the national NJC cost of living award. In May 2016 the national pay award was agreed as part of a two-year pay deal for the period 1 April 2016 – 31 March 2018. The offer was 1% increase from 1 April 2016 and 1% from 1 April 2017.

6.6 Progression within the grade for all staff is subject to performance, which is assessed annually, in accordance with the performance review scheme, which came into effect in April 2014. The first performance assessment progression payments were effective from 1 October 2014.

6.7 There is no 'time served' progression at either Council.

## **7. Pay Protection**

7.1 Pay protection is applied to employees who are placed in a grade, through restructuring or a re-evaluation of a post, where the maximum salary of that grade is lower than their current earnings, in accordance with the Organisational Change and Redundancy Policies current at the time. Pay is protected for one year. Employees' pay is frozen at this rate, (with no cost of living or incremental increase) for up to one year, or until the maximum of the new grade has caught up or overtaken the current earnings due to annual pay increases.

Note: Pay protection excludes market supplement pay, essential user travel allowance, overtime allowances: it applies to basic pay only. These items are not protected.

## **8. Allowances and Benefits in Kind**

8.1 Allowances and benefits typically follow nationally agreed rates. However, there are a number of locally agreed allowances which are payable following the collective agreement. Some are subject to eligibility criteria, as follows:

- Essential car user allowance at nationally prescribed lump sum and HMRC mileage rates, and
- Access to a lease car or a lease car scheme, both under strict eligibility criteria and where favourable to the Council
- Casual user mileage allowance at HMRC rates.
- First Aid (an allowance paid to staff to act as First Aiders in the workplace).
- Reimbursement of one professional subscription fee if beneficial to the performance of the role.

## **9. Payments/Charges and Contributions**

9.1 The new Local Government Pension Scheme (LGPS) was implemented with effect from 1 April 2014.

9.2 The new LGPS is a 'CARE' (career average revalued earnings) scheme rather than a Final Salary Pension Scheme.



- 9.3 All staff who are members of the Local Government Pension Scheme make individual contributions to the scheme in accordance with the following table:

Local Government Pension Scheme – contribution bands with effect from 1 April 2017 <b>Band</b>	<b>Salary Range</b>	<b>Contribution rate</b>
1	Up to -£13,700	5.5%
2	£13,701-£21,400	5.8%
3	£21,401-£34,700	6.5%
4	£34,701-£43,900	6.8%
5	£43,901-£61,300	8.5%
6	£61,301-£86,800	9.9%
7	£86,801-£102,200	10.5%
8	£102,201-£153,300	11.4%
9	£153,301 or more	12.5%

- 9.2 The Council makes employer’s contributions into the scheme, which are reviewed every three years by the actuary. The most recent actuarial variation has taken place, effective from April 2017. The new rates of employer contribution have increased and are 28.2% for St Edmundsbury and 29% for Forest Heath. This rate includes pension liabilities that have accrued over time, rather than on the current workforce only. There are, also, on occasions, lump sum payments made into the pension scheme, as agreed with the actuary, to ensure the Suffolk LGPS is funded adequately.
- 9.3 All West Suffolk councils staff, who park at work at the offices at West Suffolk House, Bury St Edmunds, pay car parking charges, currently 80p per day.

## **10. Multipliers**

- 10.1 The idea of publishing the ratio of the pay of an organisation’s top earner to that of its median earner was recommended in order to support the principles of Fair Pay (The Hutton Review of Fair Pay in the Public Sector 2011), and transparency.
- 10.2 The single pay and reward strategy was based on modelling the joint workforce onto the new payline. In addition, the Chief Officers and staff are in shared, joint roles. The data, therefore, reflects the joint workforce and, as such, is the same for both Councils. The Councils current ratio in respect of the pay of the median earner compared to the pay of the highest earner is 5:1 ie the Chief Executive (top earner) earns 5 times as much as the Councils’ median earner (£23,932 per annum).

- 10.3 The median salary has slightly increased since last year, from £22,937 per annum to £23,932 per annum. This is attributed to the decrease in the number of Band A and B posts. The median salary for Local Government nationally (2014-15) was £25,520 per annum. It should be noted that the local government national figure is the most available data from the National LGA but is two years out of date compared with West Suffolk councils date which is as of 1 April 2017.
- 10.3 The multipliers are monitored each year within the Pay Policy Statement. The ratio has increased slightly (from 4.8:1) reflected by the change in the Chief Executive's salary following the December appraisal review resulting to an incremental move to the top of the grade.
- 10.4 The ratio of the Councils' current highest paid employee (April 2017) to the lowest paid employee is 7.8:1.

The Hutton Review recommended that the average pay ratio between the chief executive of most public sector organisations and the lowest paid member of staff is below 12:1. By comparison, the average estimated top-to-bottom pay ratio in FTSE 100 companies (which disclosed data) was 262:1 in 2011 (source One Society – most recent data available).

We, therefore, compare very favourably to these statistics, although Hutton warned against the difficulty of making direct comparisons between authorities.

- 10.5 These figures do not reflect the actual basic salary cost to each Council, as for example, the Chief Officers' salaries are shared between the two councils.

## **11. Discretionary Payments**

The policy for the award of any discretionary payments is the same for all staff, regardless of their pay level, up to a maximum of 104 weeks the following arrangements apply:

- 11.1 'Redundancy payments under regulation 5 of the Local Government (Early Termination of Employment) (Discretionary Compensation) (England & Wales) Regulations 2006.'

As of 1 April 2015, this provides an overall lump sum of 1.5 times the statutory redundancy payment multiplier based on actual weeks pay. This is payable to employees made redundant with two or more years local government service regardless of their age.

- 11.2 Severance payments under regulation 6.

Severance payments with a value above £100,000 will be approved by Full Council, in accordance with guidance from the Secretary of

State under Section 40 of the Localism Act 2011. Contractual and pension entitlements are not included in this figure as part of a severance payment requiring such approval.

No severance payments are routinely made, but employees aged 55 and over, who are retiring early in the interests of efficiency, receive immediate payment of their pension benefits, with no additional years service or compensatory payments. This forms part of the rules of the LGPS and in accordance with the Pensions Discretions Policy. The capital cost of the early payment of pension benefits will be met by the Council, but all such early retirements are subject to the costs being met by savings within a three-year period.

- 11.3 Additional membership for revision purposes under regulation 12 of the Local Government Pension Scheme (Benefits, Membership & Contributions) Regulations 2007.

None awarded.

- 11.4 Additional pension under regulation 13 of same legislation.

None awarded.

## **12. Decision Making**

- 12.1 Decisions on remuneration are made as follows:-

- (a) Senior pay bands local level approved by Full Council;
- (b) Pay structure for all other posts approved by Full Council;
- (c) Performance progression, in accordance with the locally agreed scheme, and as approved by officers under existing delegated powers.

## **13. Disclosure**

- 13.1 This Pay Policy Statement will be published on the Council's website. In addition, numbers and details of posts paid above £50,000 are disclosed on the council's website in the annual Statement of Accounts and as part of the requirements of the Transparency Code.

For further information please contact:-

Karen Points  
Assistant Director, Human Resources, Legal & Democratic Services  
April 2017

## Comparison Data

2015/16 (or most recent information available)	Ratio to median	Ratio to Lowest paid employee
Ipswich	4.7:1	6.7:1
West Suffolk	5:1	7.8:1
East Suffolk (Suffolk Coastal & Waveney)	5.9:1	10.3:1 (not updated)
Suffolk County Council	6.8:1	10.4:1
Breckland	Not published	Not published
East Cambs	Not published	8.6:1 (average)

# Cabinet



*St Edmundsbury*  
BOROUGH COUNCIL

<b>Title of Report:</b>	<b>Modern Slavery and Anti-Trafficking Statement</b>	
<b>Report No:</b>	<b>CAB/SE/17/039</b>	
<b>Report to and date:</b>	<b>Cabinet</b>	27 June 2017
<b>Portfolio Holder and Chairman of the Steering Group:</b>	John Griffiths Leader of the Council <b>Tel:</b> 07958 700434 <b>Email:</b> john.griffiths@stedsbc.gov.uk	
<b>Lead Officer:</b>	Karen Points Assistant Director (HR, Legal & Democratic Services) <b>Tel:</b> 01284 757015 <b>Email:</b> karen.points@westsuffolk.gov.uk	
<b>Purpose of report:</b>	<p>1.1 The <b>Modern Slavery Act 2015</b> is designed to tackle slavery in the UK and consolidates previous offences relating to trafficking and slavery.</p> <p>1.2 Section 54 requires commercial organisations with a turnover of more than £36m to publish an annual "<i>slavery and human trafficking statement</i>". Organisations are required to set out the steps they have taken to ensure that slavery is not taking place in any part of the business or supply chain.</p> <p>1.3 This statement, is made pursuant to section 54 (1) of the Modern Slavery Act 2015 and constitutes our slavery and human trafficking statement relating to actions and activities during the financial year 1 April 2017 to 31 March 2020 and whilst local authorities are not required to comply, by law, with section 54 it is provided as a measure of best practice protecting our supply chain.</p>	

	1.4 It sets out the West Suffolk Councils' actions to understand all potential modern slavery risks related to their activities and to put in place steps that are aimed at ensuring that there is no slavery or human trafficking in their own activities and in their supply chains.		
<b>Recommendation:</b>	<b>It is <u>RECOMMENDED</u> that Cabinet endorses and approves the Modern Slavery and Anti-Trafficking Statement 2017 set out in Appendix 1 of Report No: CAB/SE/17/039.</b>		
<b>Key Decision:</b> <i>(Check the appropriate box and delete all those that <b>do not</b> apply.)</i>	<i>Is this a Key Decision and, if so, under which definition?</i> Yes, it is a Key Decision - <input type="checkbox"/> No, it is not a Key Decision - <input checked="" type="checkbox"/>		
<i>The decisions made as a result of this report will usually be published within <b>48 hours</b> and cannot be actioned until <b>five clear working days of the publication of the decision</b> have elapsed. This item is included on the Decisions Plan.</i>			
<b>Consultation:</b>	<ul style="list-style-type: none"> <li>There is no requirement to consult on this Statement.</li> </ul>		
<b>Alternative option(s):</b>	<ul style="list-style-type: none"> <li>It is a legal requirement to publish an Annual Statement, so no other options were considered.</li> </ul>		
<b>Implications:</b>			
Are there any <b>financial</b> implications? <i>If yes, please give details</i>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	•
Are there any <b>staffing</b> implications? <i>If yes, please give details</i>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	•
Are there any <b>ICT</b> implications? <i>If yes, please give details</i>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	•
Are there any <b>legal and/or policy</b> implications? <i>If yes, please give details</i>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<ul style="list-style-type: none"> <li>Section 54 of the Modern Slavery Act 2015 requires the Councils to consider Modern Slavery as part of its procurement strategy, ensuring that contractors and third parties have policies in place and adhere to the law and their responsibilities. West Suffolk Councils are committed to ensuring that suppliers adhere to the highest standards of ethics.</li> </ul>
Are there any <b>equality</b> implications? <i>If yes, please give details</i>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	•
<b>Risk/opportunity assessment:</b> <i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>			
<b>Risk area</b>	<b>Inherent level of risk</b> (before controls)	<b>Controls</b>	<b>Residual risk</b> (after controls)

Legal risk of noncompliance	Low	Formal approval by Cabinet	Low
Transparency/ reputational risk	Low	Formal approval as above, annual reviews and transparency through website	Low
<b>Ward(s) affected:</b>		All Wards	
<b>Background papers:</b> <i>(all background papers are to be published on the website and a link included)</i>		Not applicable	
<b>Documents attached:</b>		<b>Appendix 1:</b> Modern Slavery and Anti- Trafficking Statement	

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## **1. Key issues and reasons for recommendation**

- 1.1 The Councils recognise the key importance of safeguarding vulnerable individuals/groups and of raising awareness.
- 1.2 The overall aims of the Modern Slavery Act 2015 are to pursue organised criminals and opportunistic individuals behind the modern-day slave trade and to prevent people from engaging in modern slavery crime. Other aims are to protect vulnerable people by raising awareness and protecting them from becoming victims and to be better prepared for when these crimes do take place and reduce the harm they cause.
- 1.3 Modern Slavery is estimated to be one of the world's most profitable criminal activities. A 2014 assessment, conducted by the Home Office, estimated that there were between 10,000 and 13,000 victims in the UK. Sexual exploitation is the most common form of modern slavery currently reported by potential victims in the UK, followed by labour exploitation, forced criminal exploitation and domestic servitude.
- 1.4 Section 54 of the Act requires the Councils to consider Modern Slavery as part of its procurement strategy, ensuring that contractors and third parties have policies in place and adhere to the law and their responsibilities. West Suffolk Councils are committed to ensuring that suppliers adhere to the highest standards of ethics.
- 1.5 Since 1 October 2015, commercial organisations that carry on a business or part of business in the UK, supply goods or services and have an annual turnover of £36 million or more have been required under Section 54 of the Act to prepare a slavery and human trafficking statement as defined by section 54 of the Act. The organisation requires in scope suppliers tendering for Official Journal of the European Union (OJEU) contracts to comply with the requirements of the Modern Slavery Act 2015, as a mandatory selection criteria.
- 1.6 In terms of best practice and with reference to Section 54 of the Act the Councils will publish a statement of the steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains, or in any part of its business.



Forest Heath & St Edmundsbury councils



# West Suffolk

working together

## Modern Slavery and Human Trafficking Statement

March 2017

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## **Modern Slavery and Human Trafficking Statement**

### **1. Introduction**

- 1.1 This statement sets out the West Suffolk Councils' actions to understand all potential modern slavery risks related to their activities and to put in place steps that are aimed at ensuring that there is no slavery or human trafficking in their own activities and in their supply chains. This statement relates to actions and activities during the financial year 1 April 2017 to 31 March 2020.
- 1.2 As part of local government, West Suffolk Councils recognise their responsibilities to take a robust approach to slavery and human trafficking.
- 1.3 The councils are absolutely committed to preventing slavery and human trafficking in their corporate activities, and to ensuring that supply chains are free from slavery and human trafficking.

### ***Definition of modern slavery***

- 1.4 Modern slavery includes a range of types of exploitation, many of which occur together. These include but are not limited to<sup>1</sup>:
- Sexual exploitation: 42% of all reported trafficking victims in the UK are victims of sexual exploitation. This includes sexual abuse, forced prostitution and the abuse of children for the production of child abuse images/videos.
  - Domestic servitude: this involves victims being forced to work in usually private households, performing domestic chores and childcare duties. 24% of reported victims in the UK are children.
  - Forced labour: This can happen in various industries, including construction, manufacturing, laying driveways, hospitality, food packaging, agriculture, maritime and beauty (nail bars). One fifth of all reported forced labour victims are children – an increase of 24% since 2012. Three quarters of all reported forced labour victims are male.
  - Criminal exploitation: This can be understood as the exploitation of a person to commit a crime, such as pick-pocketing, shop-lifting, cannabis cultivation, drug trafficking and other similar activities that are subject to penalties and imply financial gain for the trafficker.
  - Other forms of exploitation include organ removal, forced begging fraud, marriage and illegal adoption.

### **2. Organisational Structure and Supply Chains**

- 2.1 This statement covers the activities of the West Suffolk Councils:

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1

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/344453/Reference\\_briefing\\_final.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/344453/Reference_briefing_final.pdf)

- Forest Heath District Council
- St Edmundsbury Borough Council

2.2 The councils currently operate in the following countries:

- England – provision of local government services in West Suffolk

2.3 The councils will conduct dynamic risk assessment of their activities in assessing whether or not particular activities are high risk in relation to slavery or human trafficking. Any concerns should be raised initially with the officer responsible for Safeguarding.

#### *High-risk activities*

2.4 The following activities are considered to be at high risk of slavery or human trafficking:

- We consider we have no high risk activities.

#### *Responsibility*

2.5 Responsibility for the organisation's anti-slavery initiatives is as follows

- **Policies:** The Assistant Director (HR, Legal and Democratic Services) is responsible for reviewing this policy and the Procurement Officer is responsible for keeping under review contract procedures where a risk is identified in the supply chain. This policy will be reviewed on a 3 year cycle or when legislation changes.
- **Risk assessments/Investigations/due diligence:** It is the responsibility of the Procurement Officer to ensure that procurement processes are robust in identifying risks in relation to slavery and human trafficking, and explain their specific role.
- **Responsibility:** It is the responsibility of the officer responsible for safeguarding to ensure any risks or issues identified outside of the supply chain are dealt with appropriately and in a timely fashion and in accordance with safeguarding procedures.

### 3. **Relevant Policies**

3.1 The council operates the following policies that describe their approach to the identification of modern slavery risks and steps to be taken to prevent slavery and human trafficking in their operations

- **Whistleblowing policy** - The Councils encourage all their workers, customers and other business partners to report any concerns related to the direct activities, or the supply chains of, the organisation. This includes any circumstances that may give rise to an enhanced risk of slavery or human trafficking. The councils' whistleblowing procedure is designed to make it easy for workers to make disclosures, without fear of retaliation.

- **Employee code of conduct** - The councils' code makes clear to employees the actions and behaviour expected of them when representing the council. The councils strive to maintain the highest standards of employee conduct and ethical behaviour when managing the supply chain.
- **Supplier Selection** - The councils are committed to ensuring that suppliers adhere to the highest standards of ethics. Since 1 October 2015, commercial organisations that carry on a business or part of business in the UK, supply goods or services and have an annual turnover of £36 million or more have been required under Section 54 of the Act to prepare a slavery and human trafficking statement as defined by section 54 of the Act. The organisation requires in scope suppliers tendering for OJEU contracts to comply with the requirements of Modern Slavery Act 2015, as a mandatory selection criteria.

The councils allow potential suppliers to self-declare that they meet the relevant criteria in the supplier selection stage; the winning supplier is required to submit evidence.

If a supplier seriously misrepresents any factual information in filling in the Selection Questionnaire, and so induce an authority to enter into a contract, there could be significant consequences. The supplier may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into, the supplier may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, the supplier or supplier's responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and the supplier must be excluded from further procurements for five years.

- **Recruitment/Agency workers policy** - The councils use only specified, reputable employment agencies to source labour and always verifies the practices of any new agency it is using before accepting workers from that agency. New employees are thoroughly and properly vetted for their eligibility to work in the UK in accordance with Home Office and Cabinet Office security guidelines as appropriate.
- **Safeguarding children and vulnerable adults policy.** Our safeguarding policy sets out our duty to spot signs of potential abuse amongst children and vulnerable adults, which may include signs of trafficking or modern slavery.

#### 4. **Performance**

4.1 The councils consider it is low risk on the basis that we have no suppliers from outside the UK or staff working abroad. However, the councils

- require all HR Professionals to be suitably qualified in relation to recruitment procedures. Further all recruiting managers are supported

by HR staff and training is offered in recruitment and interviewing techniques.

- has in place procurement procedures written and amended in the light of the Act; and
- keeps under review supply chain and contract procedures.

## 5. **Training**

5.1 The councils will seek to develop an on-line/e-learning package for staff including those regularly awarding OJEU contracts, those in roles involving significant contact with the public, and HR professionals working within the council, providing training on modern slavery in the next two years.

5.2 The councils' modern slavery training will cover:

- our business's purchasing practices, which influence supply chain conditions and which should therefore be designed to prevent purchases at unrealistically low prices, the use of labour engaged on unrealistically low wages or wages below a country's national minimum wage, or the provision of products by an unrealistic deadline;
- how to assess the risk of slavery and human trafficking in relation to various aspects of the business, including resources and support available;
- how to identify the signs of slavery and human trafficking;
- what initial steps should be taken if slavery or human trafficking is suspected;
- how to escalate potential slavery or human trafficking issues to the relevant person within the council;
- what external help is available, for example through the Modern Slavery Helpline, Gangmasters and Labour Abuse Authority and "Stronger together" initiative;
- what messages, business incentives or guidance can be given to suppliers and other business partners and contractors to implement anti-slavery policies; and

## 6. **Awareness-Raising Programme**

6.1 As well as training key staff, the councils will raise awareness of modern slavery issues by circulating information through intranet links and messages.

6.2 The information available to staff will explain:

- the basic principles of the Modern Slavery Act 2015;
- how employers can identify and prevent slavery and human trafficking;
- what employees can do to flag up potential slavery or human trafficking issues to the relevant person within the council; and
- what external help is available, for example through the Modern Slavery Helpline.

### **Cabinet Approval**

This statement has been approved by the Cabinet who will review and update it annually.

### **Revisions**

<b>Date of review or revision</b>	<b>Reason</b>	<b>Author</b>
March 2017	New Policy (legislation)	Karen Points
	Approved by Cabinet	

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*St Edmundsbury*  
BOROUGH COUNCIL

# St Edmundsbury Borough Council

**CAB/SE/17/040**

## Decisions Plan

### **Key Decisions and other executive decisions to be considered**

**Date: 1 June 2017 to 31 May 2018**

**Publication Date: 25 May 2017**

The following plan shows both the key decisions and other decisions/matters taken in private, that the Cabinet, Joint Committees or Officers under delegated authority, are intending to take up to 31 May 2018. This table is updated on a monthly rolling basis and provides at least 28 clear days' notice of the consideration of any key decisions and of the taking of any items in private.

Executive decisions are taken at public meetings of the Cabinet and by other bodies provided with executive decision-making powers. Some decisions and items may be taken in private during the parts of the meeting at which the public may be excluded, when it is likely that confidential or exempt information may be disclosed. This is indicated on the relevant meeting agenda and in the '*Reason for taking the item in private*' column relevant to each item detailed on the plan.

Members of the public may wish to:

- make enquiries in respect of any of the intended decisions listed below;
- receive copies of any of the documents in the public domain listed below;
- receive copies of any other documents in the public domain relevant to those matters listed below which may be submitted to the decision taker; or
- make representations in relation to why meetings to consider the listed items intended for consideration in private should be open to the public.

In all instances, contact should be made with the named Officer in the first instance, either on the telephone number listed against their name, or via email using the format or via St Edmundsbury Borough Council, West Suffolk House, Western Way, Bury St Edmunds, Suffolk, IP33 3YU.

Expected Decision Date	Subject and Purpose of Decision	Reason for taking item in private (see Note 1 for relevant exempt paragraphs)	Decision (D), Key Decision (KD) or Rec (R) to Council on date  (see Note 2 for Key Decision definitions)	Decision Taker (see Note 3 for membership)	Portfolio Holder Contact Details	Lead Officer Contact Details	Wards Affected	Documents to be submitted
27/06/17	<b>West Suffolk Annual Report 2016/2017</b> Following scrutiny by the Overview and Scrutiny Committee, the Cabinet will be asked to consider the West Suffolk Annual Report 2016/2017, which has been jointly produced with Forest Heath District Council.	Not applicable	(D)	Cabinet	John Griffiths Leader of the Council 07958700434	Davina Howes Assistant Director (Families and Communities) 01284 757070	All Wards	Report to Cabinet.
27/06/17	<b>West Suffolk Community Energy Plan - Update 2016/2017</b> Following previous approval given for a capital allocation for the development of a rent-a-roof solar scheme for business, which was subsequently extended to support other specific investment schemes, the Cabinet will be asked to consider extending this allocation further to cover energy efficiency and renewable energy schemes delivering	Not applicable	(D)	Cabinet	Alaric Pugh, Planning and Growth 07930 460899	Peter Gudde Acting Head of Regulatory Services 01284 757042	All Wards	Report to Cabinet.

<b>Expected Decision Date</b>	<b>Subject and Purpose of Decision</b>	<b>Reason for taking item in private (see Note 1 for relevant exempt paragraphs)</b>	<b>Decision (D), Key Decision (KD) or Rec (R) to Council on date  (see Note 2 for Key Decision definitions)</b>	<b>Decision Taker (see Note 3 for membership)</b>	<b>Portfolio Holder Contact Details</b>	<b>Lead Officer Contact Details</b>	<b>Wards Affected</b>	<b>Documents to be submitted</b>
	similar financial and environmental returns.							
27/06/17  Page 479	<b>Draft Bury St Edmunds Town Centre Masterplan</b> The Cabinet will be asked to consider an update on the emerging draft Bury St Edmunds Town Centre Masterplan following the outcome of the consultation on the Issues and Options. Delegated authority will be sought to undertake consultation on the draft masterplan.	Not applicable	(D)	Cabinet	Alaric Pugh Planning and Growth 07930 460899	Julie Baird Assistant Director (Growth) 01284 757613  Chris Rand Principal Planning Officer – Major Projects 01284 757352	All Wards	Report to Cabinet.
27/06/17  (Item brought forward from 19/09/17)	<b>Discretionary Business Rate Relief Scheme</b> The Cabinet will be asked to approve a new discretionary Business Rates Relief Scheme, which will include the methodology and financial implications. This proposes to be a joint scheme with Forest	Not applicable	(D)	Cabinet	Ian Houlder Resources and Performance 01284 810074	Rachael Mann Assistant Director (Resources and Performance) 01638 719245  Joanne Howlett Service Manager (Finance and Performance) 01284 757264	All Wards	Report to Cabinet with appendices.

Expected Decision Date	Subject and Purpose of Decision	Reason for taking item in private (see Note 1 for relevant exempt paragraphs)	Decision (D), Key Decision (KD) or Rec (R) to Council on date  (see Note 2 for Key Decision definitions)	Decision Taker (see Note 3 for membership)	Portfolio Holder Contact Details	Lead Officer Contact Details	Wards Affected	Documents to be submitted
	Heath District Council.							
(NEW) 27/06/17  Page 480	<b>West Suffolk Joint Pay Policy Statement 2017/2018</b> The Cabinet will be asked to recommend to full Council approval of the Pay Policy Statement for 2017/2018 which has been jointly produced with Forest Heath District Council.	Not applicable	(R) Council – 25/07/17	Cabinet/ Council	Ian Houlter Resources and Performance 01284 810074	Karen Points Assistant Director (HR, Legal and Democratic Services) 01284 757015	All Wards	Report to Cabinet with recommendations to Council.
(NEW) 27/06/17	<b>Modern Slavery and Human Trafficking Statement</b> The Cabinet will be asked to endorse and approve the Modern Slavery and Human Trafficking Statement.	Not applicable	(D)	Cabinet	John Griffiths Leader of the Council 07958700434	Karen Points Assistant Director (HR, Legal and Democratic Services) 01284 757015	All Wards	Report to Cabinet.
19/09/17  (Deferred from 27/06/17)	<b>Leisure Investment Fund: Consideration of business case for investment in Haverhill Leisure Centre</b> The Cabinet will be asked	Exempt Appendix: Paragraph 3	(KD)	Cabinet	Joanna Rayner Leisure and Culture 07872 456836	Jill Korwin Director 01284 757252	All Wards	Report to Cabinet with exempt appendix

Expected Decision Date	Subject and Purpose of Decision	Reason for taking item in private (see Note 1 for relevant exempt paragraphs)	Decision (D), Key Decision (KD) or Rec (R) to Council on date  (see Note 2 for Key Decision definitions)	Decision Taker (see Note 3 for membership)	Portfolio Holder Contact Details	Lead Officer Contact Details	Wards Affected	Documents to be submitted
	to consider a detailed proposal for investment in the Council owned leisure facilities at Haverhill to deliver a revenue saving to the Council and enhanced user experience.							
19/09/17 (Deferred from 28/03/17)	<b>ITEM TO BE DEFERRED</b> <b>Western Way Design and Development Brief</b> The Cabinet will be asked to consider the Design and Development Brief that has been formulated around the principles within the adopted Masterplan for phase II of the Western Way Development Site Bury St Edmunds. The buildings within the development site will no doubt change as the detailed development requirements of each partner is finalised but the Design and Development Brief once	Possible Exempt Appendices: Paragraph 3	(R) – Council 26/09/17	Cabinet/ Council	Alaric Pugh, Planning and Growth 07930 460899	Julie Baird Assistant Director (Growth) 01284 757613  Rachael Mann Assistant Director (Resources and Performance) 01638 719295	All Wards	Report to Cabinet with recommendations to Council and possibility of Exempt Appendices.

Expected Decision Date	Subject and Purpose of Decision	Reason for taking item in private (see Note 1 for relevant exempt paragraphs)	Decision (D), Key Decision (KD) or Rec (R) to Council on date  (see Note 2 for Key Decision definitions)	Decision Taker (see Note 3 for membership)	Portfolio Holder Contact Details	Lead Officer Contact Details	Wards Affected	Documents to be submitted
Page 482	<p>approved can be used to demonstrate the design structure, density of development, establish build costs, the quality of the materials to be used together with how the development will relate to West Suffolk House and neighbouring land and uses. The Cabinet will be asked to note the interest shown by the various public and private bodies who have expressed their commitment to being part of this exciting project. The Cabinet will then be asked to recommend to Full Council that final approval be given to the delivery of Phase II of the Western Way Development site as envisaged by the Design and Development brief</p>							

Expected Decision Date	Subject and Purpose of Decision	Reason for taking item in private (see Note 1 for relevant exempt paragraphs)	Decision (D), Key Decision (KD) or Rec (R) to Council on date  (see Note 2 for Key Decision definitions)	Decision Taker (see Note 3 for membership)	Portfolio Holder Contact Details	Lead Officer Contact Details	Wards Affected	Documents to be submitted
19/09/17	<b>Revenues Collection Performance and Write Offs</b> The Cabinet will be asked to consider writing-off outstanding debts, as detailed in the exempt appendices.	Exempt Appendices: Paragraphs 1 and 2	(KD)	Cabinet	Ian Houlder Resources and Performance 01284 810074	Rachael Mann Assistant Director (Resources and Performance) 01638 719245	All Wards	Report to Cabinet with exempt appendices.
17/10/17	<b>West Suffolk Local Code of Corporate Governance</b> The Cabinet will be asked to consider the recommendations of the Performance and Audit Scrutiny Committee, in respect of seeking approval for the West Suffolk Local Code of Corporate Governance. This has been jointly produced with Forest Heath District Council and will be subject to approval of full Council.	Not applicable	(R) – Council 19/12/17	Cabinet/ Council	Ian Houlder Resources and Performance 01284 810074	Rachael Mann Assistant Director (Resources and Performance) 01638 719245	All Wards	Recommendations from Performance and Audit Scrutiny Committee to Cabinet and Council

Expected Decision Date	Subject and Purpose of Decision	Reason for taking item in private (see Note 1 for relevant exempt paragraphs)	Decision (D), Key Decision (KD) or Rec (R) to Council on date  (see Note 2 for Key Decision definitions)	Decision Taker (see Note 3 for membership)	Portfolio Holder Contact Details	Lead Officer Contact Details	Wards Affected	Documents to be submitted
17/10/17  Page 484	<b>Delivering a Sustainable Budget 2018/2019</b> The Cabinet will be asked to consider recommendations of the Performance and Audit Scrutiny Committee for recommending to Council on proposals for achieving a sustainable budget in 2018/2019.	Not applicable	(R) – Council 19/12/17	Cabinet/ Council	Ian Houlder Resources and Performance 01284 810074	Rachael Mann Assistant Director (Resources and Performance) 01638 719245	All Wards	Recommendations of the Performance and Audit Scrutiny Committee to Cabinet and Council
14/11/17	<b>Overarching Strategy for Facilitating Growth and Investment</b> The Cabinet will be asked to recommend to Council, approval of an overarching strategy for facilitating growth and investment by the West Suffolk councils. This will be considered at a joint meeting with Forest Heath District Council's Cabinet and will also have been subject to scrutiny by both Councils' Overview and	Not applicable	(R) – Council 19/12/17	Cabinet/ Council	Ian Houlder Resources and Performance 01284 810074  Alaric Pugh Planning and Growth 07930 460899	Julie Baird Assistant Director (Growth) 01284 757613  Rachael Mann Assistant Director (Resources and Performance) 01638 719245	All Wards	Report to Cabinet with recommendations to Council.



Expected Decision Date	Subject and Purpose of Decision	Reason for taking item in private (see Note 1 for relevant exempt paragraphs)	Decision (D), Key Decision (KD) or Rec (R) to Council on date  (see Note 2 for Key Decision definitions)	Decision Taker (see Note 3 for membership)	Portfolio Holder Contact Details	Lead Officer Contact Details	Wards Affected	Documents to be submitted
	Scrutiny Committees.							
05/12/17  Page 485	<b>Bury St Edmunds Town Centre Masterplan</b> Following consultation, the Cabinet will be asked to recommend to Council, adoption of the Bury St Edmunds Town Centre Masterplan as supplementary planning guidance.	Not applicable	(R) – Council 19/12/17	Cabinet/ Council	Alaric Pugh Planning and Growth 07930 460899	Julie Baird Assistant Director (Growth) 01284 757613  Chris Rand Principal Planning Officer – Major Projects 01284 757352	All Wards	Report to Cabinet with recommendations to Council.
05/12/17  (Deferred from 01/11/16)	<b>West Suffolk Information Strategy</b> The Cabinet will be asked to consider the recommendations of the Overview and Scrutiny Committee in respect of seeking approval of a West Suffolk Information Strategy (incorporating an ICT Strategy), which has been jointly produced with Forest Heath District Council.	Not applicable	(D)	Cabinet	Ian Houlder Resources and Performance 01284 810074	Rachael Mann Assistant Director (Resources and Performance) 01638 719245  Kevin Taylor Service Manager (ICT) 01284 757230	All Wards	Recommendations of the Overview and Scrutiny Committee to Cabinet.

Expected Decision Date	Subject and Purpose of Decision	Reason for taking item in private (see Note 1 for relevant exempt paragraphs)	Decision (D), Key Decision (KD) or Rec (R) to Council on date  (see Note 2 for Key Decision definitions)	Decision Taker (see Note 3 for membership)	Portfolio Holder Contact Details	Lead Officer Contact Details	Wards Affected	Documents to be submitted
05/12/17  Page 486	<b>Applications for Community Chest Grant Funding 2018/2019</b> The Cabinet will be asked to consider recommendations of the Grant Working Party in respect of applications for Community Chest funding for the 2018/2019 year.	Not applicable	(KD) - Applications for the 2019/2020 year and beyond are also subject to the budget setting process	Cabinet	Robert Everitt, Families and Communities 01284 769000	Davina Howes Assistant Director (Families and Communities) 01284 757070	All Wards	Recommendations from the Grant Working Party to Cabinet.
05/12/17	<b>Local Council Tax Reduction Scheme and Council Tax Technical Changes 2018/2019</b> The Cabinet will be asked to consider proposals for the Local Council Tax Reduction Scheme and Council Tax technical changes for 2018/2019 prior to seeking its approval by full Council.	Not applicable	(R) - Council 19/12/17	Cabinet/ Council	Ian Houlder Resources and Performance 01284 810074	Rachael Mann Assistant Director (Resources and Performance) 01638 719245	All Wards	Report to Cabinet with recommendations to Council.

Expected Decision Date	Subject and Purpose of Decision	Reason for taking item in private (see Note 1 for relevant exempt paragraphs)	Decision (D), Key Decision (KD) or Rec (R) to Council on date  (see Note 2 for Key Decision definitions)	Decision Taker (see Note 3 for membership)	Portfolio Holder Contact Details	Lead Officer Contact Details	Wards Affected	Documents to be submitted
05/12/17	<b>Council Tax Base for Tax Setting Purposes 2018/2019</b> The Cabinet will be asked to recommend to full Council the basis of the formal calculation for the Council Tax Base for the financial year 2018/2019.	Not applicable	(R) - Council 19/12/17	Cabinet/ Council	Ian Houlder Resources and Performance 01284 810074	Rachael Mann Assistant Director (Resources and Performance) 01638 719245	All Wards	Report to Cabinet with recommendations to Council.
05/12/17	<b>Revenues Collection Performance and Write Offs</b> The Cabinet will be asked to consider writing-off outstanding debts, as detailed in the exempt appendices.	Exempt Appendices: Paragraphs 1 and 2	(KD)	Cabinet	Ian Houlder Resources and Performance 01284 810074	Rachael Mann Assistant Director (Resources and Performance) 01638 719245	All Wards	Report to Cabinet with exempt appendices.
06/02/18	<b>Budget and Council Tax Setting 2018/2019 and Medium Term Financial Strategy</b> The Cabinet will be asked to consider the proposals for the 2018/2019	Not applicable	(R) - Council 20/02/18	Cabinet/ Council	Ian Houlder Resources and Performance 01284 810074	Rachael Mann Assistant Director (Resources and Performance) 01638 719245	All Wards	Reports to Cabinet and Council.

Expected Decision Date	Subject and Purpose of Decision	Reason for taking item in private (see Note 1 for relevant exempt paragraphs)	Decision (D), Key Decision (KD) or Rec (R) to Council on date  (see Note 2 for Key Decision definitions)	Decision Taker (see Note 3 for membership)	Portfolio Holder Contact Details	Lead Officer Contact Details	Wards Affected	Documents to be submitted
Page 488	budget and Medium Term Financial Strategy, prior to its approval by full Council. This report includes the Minimum Revenues Provision (MRP) Policy and Prudential Indicators.							
06/02/18	<p><b>Treasury Management Report 2017-2018 – Investment Activity (April to December 2017)</b></p> <p>The Cabinet will be asked to recommend to Council, the approval of the Treasury Management Report 2017-2018 which summarised the investment activity for the period 1 April to 31 December 2017.</p>	Not applicable	(R) - Council 20/02/18	Cabinet/ Council	Ian Houlder Resources and Performance 01284 810074	Rachael Mann Assistant Director (Resources and Performance) 01638 719245	All Wards	Recommendations of the Performance and Audit Scrutiny Committee to Cabinet and Council
06/02/18	<b>Annual Treasury Management and Investment Strategy</b>	Not applicable	(R) - Council 20/02/18	Cabinet/ Council	Ian Houlder Resources and Performance	Rachael Mann Assistant Director (Resources and	All Wards	Recommendations of the Performance

Expected Decision Date	Subject and Purpose of Decision	Reason for taking item in private (see Note 1 for relevant exempt paragraphs)	Decision (D), Key Decision (KD) or Rec (R) to Council on date  (see Note 2 for Key Decision definitions)	Decision Taker (see Note 3 for membership)	Portfolio Holder Contact Details	Lead Officer Contact Details	Wards Affected	Documents to be submitted
Page 489	<p><b>2018/2019 and Treasury Management Code of Practice</b> The Cabinet will be asked to recommend to full Council the approval of the Treasury Management and Investment Strategy 2018/2019 and Treasury Management Code of Practice, which must be undertaken before the start of each financial year.</p>				01284 810074	Performance) 01638 719245		and Audit Scrutiny Committee to Cabinet with recommendations to Council.
27/03/18	<p><b>Revenues Collection Performance and Write Offs</b> The Cabinet will be asked to consider writing-off outstanding debts, as detailed in the exempt appendices.</p>	Exempt Appendices: Paragraphs 1 and 2	(KD)	Cabinet	Ian Houlder Resources and Performance 01284 810074	Rachael Mann Assistant Director (Resources and Performance) 01638 719245	All Wards	Report to Cabinet with exempt appendices.

**NOTE 1: DEFINITIONS OF EXEMPT INFORMATION: RELEVANT PARAGRAPHS**

**In accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended)**

The public may be excluded from all or part of the meeting during the consideration of items of business on the grounds that it involves the likely disclosure of exempt information defined in Schedule 12(A) of the Act, as follows:

PART 1

DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND

- Page 490
1. Information relating to any individual.
  2. Information which is likely to reveal the identity of an individual.
  3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
  4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
  5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
  6. Information which reveals that the authority proposes –
    - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
    - (b) to make an order or direction under any enactment.
  7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

**In accordance with Section 100A(3) (a) and (b) of the Local Government Act 1972 (as amended)**

Confidential information is also not for public access, but the difference between this and exempt information is that a Government department, legal opinion or the court has prohibited its disclosure in the public domain. Should confidential information require consideration in private, this will be detailed in this Decisions Plan.

**NOTE 2: KEY DECISION DEFINITION**

- (a) A key decision means an executive decision which, pending any further guidance from the Secretary of State, is likely to:
  - (i) be significant in terms of its effects on communities living or working in an area in the Borough/District; or
  - (ii) result in any new expenditure, income or savings of more than £50,000 in relation to the Council's revenue budget or capital programme;
  - (iii) comprise or include the making, approval or publication of a draft or final scheme which may require, either directly or in the event of objections, the approval of a Minister of the Crown.
- (b) A decision taker may only make a key decision in accordance with the requirements of the Executive procedure rules set out in Part 4 of this Constitution.

**NOTE 3: MEMBERSHIP OF BODIES MAKING KEY DECISIONS**

**(a) Membership of the Cabinet and their Portfolios:**

<b>Cabinet Member</b>	<b>Portfolio</b>
Councillor John Griffiths Councillor Sara Mildmay-White	Leader of the Council Deputy Leader of the Council/ Housing
Councillor Robert Everitt Councillor Ian Houlder	Portfolio Holder for Families and Communities Portfolio Holder for Resources and Performance
Councillor Alaric Pugh Councillor Joanna Rayner Councillor Peter Stevens	Portfolio Holder for Planning and Growth Portfolio Holder for Leisure and Culture Portfolio Holder for Operations



**(b) Membership of the Anglia Revenues Partnership Joint Committee (Breckland Council, East Cambridgeshire District Council, Fenland District Council, Forest Heath District Council, Suffolk Coastal District Council, St Edmundsbury Borough Council and Waveney District Council)**

<b>Full Breckland Cabinet Member</b>	<b>Full East Cambridgeshire District Council Cabinet Member</b>	<b>Full Fenland District Council Cabinet Member</b>	<b>Full Forest Heath District Council Cabinet Member</b>	<b>Full Suffolk Coastal District Council Cabinet Member</b>	<b>Full St Edmundsbury Borough Council Cabinet Member</b>	<b>Full Waveney District Council Cabinet Member</b>
Cllr Pablo Dimoglou	Cllr David Ambrose-Smith	Cllr Chris Seaton	Cllr Stephen Edwards	Cllr Richard Kerry	Cllr Ian Houlder	Cllr Mike Barnard
<b>Substitute Breckland Cabinet Members</b>	<b>Substitute East Cambridgeshire District Council Cabinet Members</b>	<b>Substitute Fenland District Council Cabinet Members</b>	<b>Substitute Forest Heath District Council Cabinet Members</b>	<b>Substitute Suffolk Coastal District Council Cabinet Members</b>	<b>Substitute St Edmundsbury Borough Council Cabinet Members</b>	<b>Substitute Waveney District Council Cabinet Members</b>
Cllr Michael Wassell	Cllr Lis Every	Cllr John Clark	Cllr James Waters	Cllr Geoff Holdcroft	Cllr Sara Mildmay-White	Cllr Sue Allen
Cllr Ellen Jolly	Cllr Julia Huffer	Cllr Will Sutton	Cllr David Bowman	Cllr Ray Herring	Cllr Robert Everitt	Cllr Letitia Smith

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Karen Points

Assistant Director (Human Resources, Legal and Democratic Services)

Date: 25 May 2017

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