

Public Document Pack



EXECUTIVE

Date: Tuesday, 18 July 2023

Time: 2.00pm

Location: Council Chamber, Daneshill House, Danestrete, Stevenage

Contact: Ian Gourlay (01438) 242703

committees@stevenage.gov.uk

Members: Councillors: R Henry (Chair), J Thomas (Vice-Chair), S Barr, L Briscoe, J Hollywell, Mrs J Lloyd, L Rossati and S Speller.

AGENDA

PART I

1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

2. MINUTES - 14 JUNE 2023

To approve as a correct record the Minutes of the meeting of the Executive held on 14 June 2023 for signature by the Chair.

Pages 5 – 8

3. MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE AND SELECT COMMITTEES

Environment & Economy Select Committee – 14 June 2023

Overview & Scrutiny Committee – 20 June 2023

Community Select Committee – 27 June 2023

Pages 9 – 24

4. STATION GATEWAY AREA ACTION PLAN: PREFERRED OPTIONS REPORT - PUBLIC CONSULTATION FEEDBACK

To provide Members with an overview of the Stevenage Station Gateway Area Action Plan (AAP) Preferred Options Report public consultation; and to highlight to Members the next steps in the planning process with the AAP and Local Plan Review.

Pages 25 – 400

5. EQUALITY, DIVERSITY AND INCLUSION ACTION PLAN (2023 - 2024)

To consider the proposed Stevenage Borough Council Equality, Diversity, and Inclusion (EDI) Action Plan 2023 -2024; the recommendations of the Stevenage Equalities Commission (SEC); and the SEC Legacy Group Action Plan.

Pages 401 – 436

6. HOUSING UNDER-OCCUPATION POLICY REVIEW

To consider a proposed revised Housing Under-Occupation Policy.
Pages 437 – 468

7. LOCAL LETTINGS POLICY FOR SPECIALIST ACCOMMODATION (OLDER PEOPLE)

To consider a proposed Local Lettings Policy for Specialist Accommodation (Older People).
Pages 469 – 508

8. CORPORATE PERFORMANCE QUARTER 4 2022/23, ANNUAL REPORT 2022/23 AND CORPORATE PERFORMANCE SUITE 2023/24

To consider a report highlighting the Council's performance across key priorities and themes for the past year through the Annual Report 2022/23, including a particular focus on Quarter 4 performance, and the proposed Future Town, Future Council Co-operative Corporate Plan priorities and the Corporate Performance Suite for 2023/24.
Pages 509 – 578

9. 4TH QUARTER REVENUE MONITORING 2022/23 - GENERAL FUND AND HOUSING REVENUE ACCOUNT

To update Members on the 2022/23 outturn positions for the General Fund (GF) and Housing Revenue Account (HRA) and to seek approval for revisions to 2023/24 revenue budgets; and to update Members on the Council's reserves and balances available to support revenue expenditure.
Pages 579 – 600

10. 2022/23 CAPITAL EXPENDITURE OUTTURN

To update Members concerning the Outturn position on the 2022/23 capital programme including the resources used to fund capital expenditure; the Council's Capital Strategy and any changes to the 2023/24 and future year's capital programme; the Actual 2022/23 Minimum Revenue Provision (MRP) and the MRP for 2023/24; and the resources available to fund the Capital Strategy.
Pages 601 – 626

11. URGENT PART I BUSINESS

To consider any Part I business accepted by the Chair as urgent.

12. EXCLUSION OF PRESS AND PUBLIC

To consider the following motions –

1. That under Section 100A of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as described in Paragraphs 1 – 7 of Part 1 of Schedule 12A of the Act as

amended by Local Government (Access to Information) (Variation) Order 2006.

2. That Members consider the reasons for the following reports being in Part II and determine whether or not maintaining the exemption from disclosure of the information contained therein outweighs the public interest in disclosure.

13. PART II MINUTES - EXECUTIVE - 14 JUNE 2023

To approve as a correct record the Part II Minutes of the meeting of the Executive held on 14 June 2023 for signature by the Chair.
Pages 627 - 628

14. REGENERATION PROGRAMME UPDATE AND SG1 PROGRAMME IMPLEMENTATION

To consider a report on the delivery of the Council's regeneration project SG1 and a summary of the work undertaken so far regarding the formation of a Joint Venture to deliver Plot A with Mace Developments.
Pages 629 - 656

15. URGENT PART II BUSINESS

To consider any Part II business accepted by the Chair as urgent.

NOTE: Links to Part 1 Background Documents are shown on the last page of the individual report, where this is not the case they may be viewed by using the following link to agendas for Executive meetings and then opening the agenda for Tuesday, 18 July 2023 – <http://www.stevenage.gov.uk/have-your-say/council-meetings/161153/>

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STEVENAGE BOROUGH COUNCIL

EXECUTIVE MINUTES

Date: Wednesday, 14 June 2023

Time: 2.00pm

Place: Council Chamber, Daneshill House, Danestrete, Stevenage

Present: Councillors: Richard Henry (Chair), Jeanette Thomas (Vice-Chair), Sandra Barr, Jackie Hollywell, Mrs Joan Lloyd, Loraine Rossati and Simon Speller.

Start / End Time: Start Time: 2.00pm
End Time: 3.00pm

1 APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

Apologies for absence were submitted on behalf of Councillor Lloyd Briscoe.

There were no declarations of interest.

2 MINUTES - 15 MARCH 2023

It was **RESOLVED** that the Minutes of the meeting of the Executive held on 15 March 2023 be approved as a correct record for signature by the Chair.

3 MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE AND SELECT COMMITTEES

It was **RESOLVED** that the following Minutes of meetings of the Overview & Scrutiny Committee and Select Committees be noted –

Environment & Economy Select Committee – 22 February 2023

Community Select Committee – 9 March 2023

Overview & Scrutiny Committee – 21 March 2023

Environment & Economy Select Committee – 23 March 2023

Community Select Committee – 29 March 2023

In response to questions, the following answers were given to Members:

- Wates had been appointed on a short-term basis to undertake some void work whilst the scrutiny review was being carried out;
- The decision of Arriva not to progress with the Zero Emission bus scheme in Stevenage was disappointing;
- The Scrutiny Officer along with the Chair of the Overview and Scrutiny Committee would be giving consideration to the prioritising of the suggested scrutiny review options.

The Leader on behalf of the Executive thanked all of the Scrutiny Committees for their valuable work on the topics they have focussed on.

4 IMPLEMENTATION OF BUILDING SAFETY ACT 2022

The Executive considered a report which provided an update on the Council's implementation of the Building Safety Act 2022 and were presented a draft policy for approval. Members noted that the Act applied to High Rise Residential Buildings (flat blocks over 18 metres). Officers advised that given the risk profile of some Independent Living Schemes, the council had also included these within the same policy and framework, although there was no legal requirement to do so.

Members were pleased to note that the Council was making good progress, with all the buildings registered and that a comprehensive implementation plan was in place. The report also highlighted other related matters which were being progressed to date and further outlined areas of focus for next steps.

Members also noted the need for an "accountable person" to be appointed through the Building Safety Act and that it was proposed that the Council would be the accountable body (Corporate Person) in line with the building safety regulations.

Officers advised that governance arrangements would include oversight from the Corporate Compliance Group and that compliance performance measures would be included in the corporate performance suite and reported to Executive quarterly.

It was **RESOLVED:**

1. That the draft Building Safety policy and the roles and responsibilities set out within the policy at Appendix A to the report be approved.
2. That the progress against the Building Safety Act Implementation plan be noted.

Reason for Decision: As contained in report.

Other Options considered: As contained in report.

5 DLUHC FUTURE COUNCILS GRANT AWARD

The Executive considered a report summarising the proposals to utilise the £750k Governments Future Councils Grant Funding provided by the Department of levelling Up, Housing and Communities (DLUCH) following the Council's successful bid.

Members were advised that Stevenage was one of only eight Councils to successfully apply to the scheme in March and had been awarded £750k of funding to modernise services and improve cyber resilience. The scheme also provided opportunities to work collaboratively with the Future Councils Team and other participant authorities on common problems. It was noted that the Future Councils scheme also required the Council to self-assess its cyber security resilience through the new Cyber Assessment Framework which was being developed for local

authority use by DLUHC.

Officers set out the case to use the funding to support three core projects, and requested delegation of the final decision making to officers. The core projects included:

- Migration of the NEC Housing and Resourcelink;
- HR and Payroll systems to the cloud;
- Improvements to the Council's Cyber Security position through the Cyber Assessment Framework.

Members agreed that the issue of cyber security was a huge ongoing challenge and would require continued investment to help the Council reduce the associated risks.

In response to a question, Officers advised that legacy technology referred to those systems which were no longer supported or that no longer carried out the functions the Council required.

Members thanked the Officers for their work and foresight in identifying the opportunity and realising the funding which would enable the Council to reduce the risk of cyber security.

It was **RESOLVED**:

1. That the Council's success in bidding for and being awarded one of the eight pilot grants that support the Council in delivering its Transformation Programme by enabling more reliable, digital and flexible services for its customers be noted.
2. That delegated authority be given to the Strategic Director (CF) following consultation with the portfolio Holder for Resources and Transformation and portfolio Holder for Culture, Leisure and Information Technology, to make changes to the proposals for the Future Councils grant if further work identifies an alternative use for the grant which provides a greater customer and financial benefit.

Reason for Decision: As contained in report.

Other Options considered: As contained in report.

6 URGENT PART I BUSINESS

None.

7 EXCLUSION OF PRESS AND PUBLIC

It was **RESOLVED**:

1. That under Section 100A of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as

described in Paragraphs 1 – 7 of Part 1 of Schedule 12A of the Act as amended by Local Government (Access to Information) (Variation) Order 2006.

2. That the reasons for the following reports being in Part II were accepted, and that the exemption from disclosure of the information contained therein outweighs the public interest in disclosure.

8 PART II MINUTES - EXECUTIVE - 15 MARCH 2023

It was **RESOLVED** that the Part II Minutes of the meeting of the Executive held on 15 March 2023 be approved as a correct record for signature by the Chair.

9 APPOINTMENT OF DEVELOPER AT BRENT COURT GARAGES AND SHEPHALL VIEW DEVELOPMENT SITES

The Executive considered a Part II report regarding the appointment of a developer at Brent Court Garages and Shephall View Development Site.

It was **RESOLVED** that the recommendations contained in the report be approved.

Reason for Decision: As contained in report.

Other Options considered: As contained in report.

10 URGENT PART II BUSINESS

None.

CHAIR

STEVENAGE BOROUGH COUNCIL

ENVIRONMENT AND ECONOMY SELECT COMMITTEE

DATE: 14 JUNE 2023

TIME: 6pm

LOCATION: Council Chamber

MINUTES

Present: *Councillors: Rob Broom (Chair), Adam Mitchell CC (Vice-Chair), Jim Brown, Bret Facey, Conor McGrath, Andy McGuinness, Sarah Mead, Claire Parris, Graham Snell, Baroness Taylor CC*

Start/End Time: *Start: 6:00pm
End: 7:33pm*

1 APOLOGIES FOR ABSENCE

There were no apologies for absence.

Baroness Taylor of Stevenage declared an interest in Item 6 – Bus Service Scrutiny Review due to her being the Shadow Spokesperson for Transport in the House of Lords.

2 TERMS OF REFERENCE

It was **RESOLVED:** That the Terms of References be noted.

3 MINUTES – 23 MARCH 2023

It was **RESOLVED:** That the Minutes of the Meeting of the Committee held on 23 March 2023 be approved as a true record of the proceedings and be signed by the Chair.

4 UPDATE ON THE COST-OF-LIVING SCRUTINY REVIEW

The Chair updated Members on the Cost-of-Living scrutiny review where the Committee focused on three distinct areas of focus which were the impact on residents, the impact on businesses, and the impact on Stevenage Borough Council and its employees. The aim was to further inform Members around the agencies that were engaged in giving support to individuals and families, the challenges faced, and where those seeking support can find it.

The Committee had touched on general economic outlook, rising inflation, housing costs, food price inflation, and energy bills. There had been a desire to review the work

done in the previous year to review what was needed for Winter 2023/24. The review had highlighted the positive work that SBC service teams, charities, and business support organisations carried out in the community.

The Chair introduced Sharon Bell MBE, Children Service Manager from Hertfordshire Family Services, to give a presentation on the work being carried out.

Sharon Bell informed Members the North Herts Family Centre worked with children from 0-5 but came across children of all ages through links with other services such as Family First who look at children 0-17. North Herts Family Centre offered different types of services including universal services, emerging needs which most of the services were being devoted to recently, parenting groups, and 1-1 support which offered more intensive direct support. The uptake of the 2-year funding available to parents was the highest in the Stevenage/North Hertfordshire area than anywhere else in the County which was seen as positive that parents were accessing this.

There had been 320 referrals in the last year where the main area of focus was Routine, Guidance and Boundaries. The family support service came in equally across the town, but Family First identified the most referrals came from Bedwell. This could link to where the most proactive services were to refer children. Ms Bell informed Members there had been over £4,000 in Stevenage that had gone into supporting 274 families and 487 children. This fund was linked with Bernardo's and was in addition to grants from other areas. North Herts Family Centre closely monitor who got the money and what it was put towards. They had identified money had mainly gone into heating, food vouchers and parcels, and cooking equipment. Some money also went into some furniture, as well as boxes to put clothes in as there was mould in wardrobes. This links to the issues in housing. Ms Bell identified the main issues that they were facing which included:

- Housing – this was a big issue as families had issues with damp, upsizing or downsizing, as well as landlords
- Form filling – many families struggled to access forms online and there had been a buddy system implemented to help them access this
- Cooking – a cooking with parents' course that had been running for many years wasn't working. Ms Bell suggested a cooking with kids as there was not being enough done in schools.
- Maintenance – this links back to housing, many families can't afford maintenance and don't have the skills to do it themselves
- Mental health – there had been ongoing issues with this since covid affecting both parents and children, with the cost of living only exacerbating the issue
- Education – this issue came from a meeting with Family First who identified Stevenage as the town with the highest number of referrals. They also reported that there were many children who were out of education or had poor education.

Ms Bell identified the partners that the North Herts Family Centre were working with and stated that they wished to build their relationships with the housing partners. She explained a wish list put together which included:

- Early intervention – this was key to support families before the issues became bigger
- More activities for primary ages – there were a lot of extracurricular activities for older children, such as afterschool clubs, however not many for younger children so there was a gap there
- Recruitment of volunteers – they were building volunteers well but would like to expand and meet other volunteers
- Continuation of toddler groups

The Chair then introduced Claire Norris, Service Delivery Manager from Home-Start Hertfordshire.

Claire Norris informed Members Home-Start had been identifying more issues than before. Similarly to North Herts Family Centre, housing was a big issue and they had been supporting a lot of families with this. Another issue being identified was budgeting and they had started finance projects to support families in their homes which were linked with the Money Advice unit to support training. She also agreed mental health was a big issue and families had suffered during covid and this was becoming worse with the cost of living. Ms Norris stated Home-Start mainly ran on volunteers who supported the families in their home, and they had been struggling with recruitment due to it being a 6–9-month commitment.

The Chair asked what they were doing that was making a difference. Ms Norris advised that the people offering services, such as money services, were helpful to support families. Signposting to partners also had an impact to highlight food banks, hygiene banks, pet food banks, etc. The hardship was also helpful, previously they were giving out a £50 food voucher however this was not enough, and they were now giving out £100. Ms Bell agreed and advised they had good relationships with the families, but now there were a lot of new families and the universal services were key, such as the toddler groups. Other places, such as the new family hubs that were being develop focused on early intervention which was key. She added networking was also crucial, with both partners, services, and families.

The Chair asked where the financial pressures came from. Ms Bell advised the main pressures came from rent, school uniform costs, school trips, etc. The 'working poor' were the most affected as many haven't asked for help before and therefore didn't know where to go to get support. There was work to be done around what schools were offering both free and low cost. Transport was also an issue as people were giving up cars, buses were an issue, children were walking who were often too young, or they weren't going out at all. Many people couldn't buy children's passes so had to pay full fare. Ms Norris added that the people just above the benefit line were struggling the most, as well as people who had more than 2/3 children that managed before but

couldn't with more children. The Chair concluded that signposting was the most important and ensuring parents and families know what services were out there and where they could find support.

The Chair asked if there was a web solution to share this information. Ms Bell advised Hertfordshire County Council had the Herts Directory, however it was important that this information was also available on the Stevenage website as it was her view that more parents will search on the Stevenage website than Hertfordshire.

The Chair asked what the guests anticipated was needed for next year. Ms Bell advised that everything that was done in winter worked well, however accessing things was difficult, so they needed to look at things earlier. Money given to families needed to be planned carefully for those not already getting benefits and the working poor would be a need. Housing would still be an issue and in September school uniform needed to be looked at and there needed to be more work done with schools. There was a gap between schools and funding available to them, so networking was important.

A Member expressed concerns that cuts to County Council budgets could affect the youth services offered.

A few Members commented on education of children and the services offered by schools. Ms Bell advised that the reference to children's education came from a Family First meeting. They identified that the education of the children was not where it should be which could be due to children not attending, the quality of education, missed education because of covid, etc. Under 5's didn't have groups running therefor there was a gap in speech and language. They had also identified high literacy issues with parents which could also contribute. They give out equipment for families to access things online. She also added that some schools had low numbers.

Some Members asked questions regarding the volunteers. Ms Bell advised they were reliant on volunteers. The volunteers had to go through a 2-week training course which included child protection and a DBS check, and they were supervised for a period of time afterwards. Volunteers generally helped with filling in forms etc. Ms Norris advised Home Start were losing volunteers and were struggling to recruit. They asked volunteers to provide a service that was ongoing for a period of time which was a low-level family support role which people were often paid to do. They can't support all the families they received referrals for as volunteers can't support complex issues. She added that the training for volunteers was similar to North Herts Family Centre and they also included an e learning element. The volunteer managers, which were paid staff, helped write the letters to services such as housing, but families were informed it was not a guarantee.

A Member asked who referred the children. Ms Bell advised that healthcare and social teams often refer children as there was a general referral form, they can fill in which

then was triaged to identify whether targeted intervention or universal services were needed.

Another Member asked whether they gave benefit support advice. Ms Bell advised that they signposted and gave support in accessing the services and advise.

The Chair thanked Ms Bell and Ms Norris for their contribution to the meeting.

5 ENVIRONMENT & ECONOMY SELECT COMMITTEE SCRUTINY WORK PROGRAMME FOR 2023-24

The Chair presented the Work Programme for 2023-24. He informed Members the Committee had finished the work on the cost of living, but the findings of the review will be brought back to the Committee with a report and recommendations. This year's main focus was the bus service as it was a pressing public issue and links to climate change. The Committee would also revisit climate change and the Chair would invite Councillor Simon Speller and CE Matt Partridge to update the Committee on what work was being done.

A few Members stated it was important the Committee had the data on climate change to track the progress being made and that this issue needed to come to the Committee frequently, as well as before the pre-election period in March. The Scrutiny Officer advised that the Lead Climate Change Officer had been developing a portal containing live data designed to track the Council's progress and this can be introduced to the Committee. There had been a suggestion climate change came back to the Committee twice a year, which is what had been scheduled in the work programme for ongoing monitoring.

The Chair highlighted a suggestion from Councillor Loraine Rossati to look at STEM opportunities in Stevenage. A Member agreed that Stevenage had world leading organisation but didn't have enough local residents working in them and the Council needed to look at ways to improve this.

A few Members commented on the Stevenage Climate Strategy and what the deadlines were to establish medium- and long-term goals. They asked that this should report regularly into the Executive and Environment & Economy Committee for scrutiny.

The Chair advised they would keep pushing to invite speakers to attend the Committee to take accountability. 2030 remained the goal of reaching net zero, which was recognised as challenging, and the Council would need to look at what could be achieved in the next 7 years. The actions and targets can be reviewed, and this could come back to the Committee.

It was **RESOLVED:** That Environment & Economy Select Committee Work Programme and schedule of meetings or 2023-24 be noted, and that the following items be included in the work programme:

- Completion of the Cost of Living Review report and recommendations
- Conduct a review into local Bus services as the Committee's main review
- Monitoring of the Climate Change
- STEM opportunities for Young People

6 BUS SERVICE SCRUTINY REVIEW – DRAFT SCOPING DOCUMENT

The Chair introduced the draft scoping document for the bus service scrutiny review. He stated that more work needed to be done in terms of the bus service. He had been in contact with Hertfordshire County Council and Officers, as well as County Councillor Phil Bibby, who would be coming in to talk to the Committee. He also invited Arriva and the bus users' group to attend a meeting.

A few Members suggested looking at EV buses after the zero bus project didn't go ahead, which the Chair agreed could be built into the work stream. Another Member added that Arriva, who were operating the zero bus project, suggested that the drop in passenger journeys were the reason given as to why the scheme was dropped in Stevenage.

A Member highlighted that the UNO bus wasn't included in the providers but was a useful link for university students in Hatfield. He suggested that comparative data should be looked at on all areas of the bus service, including running times as well as the new bus station. He also suggested the Committee could look at who should run the bus service.

The Chair suggested looking into equalities and accessibility within the bus service but was cautious of the amount of time available. A subgroup could be set up around travel and concessions, and disability access of the buses as well as the town centre from the bus station. Another Member agreed this would be good to look at as it was a big issue for bus users in terms of routes and accessibility. She also raised concerns regarding the bus ticket price caps ending.

A Member highlighted the issues with the current bus services and proposed that the review should start at looking at why the bus service was so poor and how to improve it, as this was important to many residents. Once this is established a review could then be expanded to look at the other issues, such as the expansions around Stevenage and the impact this would have on the bus service.

Another Member queried whether the bus services were similar in other towns like Stevenage. The Chair suggested bus services were equally challenging in other towns, but this review was intended to focus solely on Stevenage. Hertfordshire

County Council were doing work on bus services in all areas in Hertfordshire, such as women's safety.

7 URGENT PART I BUSINESS

There was none.

8 EXCLUSION OF THE PRESS AND PUBLIC

Not required.

9 URGENT PART II BUSINESS

There was none.

CHAIR

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STEVENAGE BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE
MINUTES

Date: Tuesday, 20 June 2023

Time: 6.00pm

Place: Council Chamber, Daneshill House, Danestrete, Stevenage

Present: Councillors: Lin Martin-Haugh (Chair), Rob Broom, Jim Brown, Forhad Chowdhury, Michael Downing, Bret Facey, Graham Lawrence CC (substitute), Conor McGrath, Andy McGuinness (substitute), Sarah Mead, Margaret Notley, Robin Parker CC, Carolina Veres and Anne Wells.

Start / End Time: Start Time: 6.00pm
End Time: 6.56pm

1 APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

Apologies for absence were submitted on behalf of Councillors Phil Bibby CC and Stephen Booth. Councillor Graham Lawrence CC was substituting for Councillor Bibby and Councillor Andy McGuinness was substituting for Councillor Booth.

There were no declarations of interest.

2 MINUTES - 21 MARCH 2023

It was **RESOLVED** that the Minutes of the Overview & Scrutiny Committee held on Tuesday, 21 March 2023 be approved as a correct record and signed by the Chair.

3 TERMS OF REFERENCE

The Committee received and noted its terms of reference, as approved at the Annual Council Meeting on 24 May 2023.

4 PART I DECISIONS OF THE EXECUTIVE

2. Minutes – 15 March 2023

Noted.

3. Minutes of Overview & Scrutiny Committee and Select Committees

Noted.

4. Implementation of Building Safety Act 2022

The Committee was informed that the Executive had raised no questions and

had approved the recommendations set out in the report.

In reply to a Member's questions, the Operations Manager (Investing in Homes & Properties) confirmed that the costs of implementation of the Act would fall on the Housing Revenue Account. In terms of staffing, the proposed draft structure indicated some new posts, although there could be some flexibility about using existing staff, and this would be looked at in more detail as the project progressed.

5. DLUHC Future Councils Grant Award

The Committee was advised that the recommendations in the report had been approved by the Executive.

In reply to a number of Members' questions, the Head of Customer & Digital Services responded as follows:

- the benefits of the use of the Grant Award of £750,000 would be in improved resilience and more effective service delivery. For example, the housing IT system would be migrated into the cloud, which would provide quicker access to information/records for housing officers when operating in the field;
- it was acknowledged that the value added to the end service needed to be visible, and a report back on the overall Transformation Programme was to be submitted to the September 2023 meeting of the Executive;
- "Agile" project management was defined as being able to bring forward elements of an overall IT package at an earlier stage, rather than the traditional method of waiting until the whole package was ready before going live. The "agile" method allowed evaluation of the early elements of the package before other elements were added: and
- The Programme would be delivered by a mix of internal and external resources (eg. for cybersecurity). The work on migration to the cloud would be undertaken by a mix of internal resource and one-off external support.

5 URGENT PART I DECISIONS AUTHORISED BY THE CHAIR OF THE OVERVIEW AND SCRUTINY COMMITTEE

None.

6 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2023/24

The Committee considered a report in respect of its Work Programme for 2023/24.

In respect of the Scrutiny Review items for 2023/24, the Scrutiny Officer advised that, subject to consultation with the Assistant Director (Technology), he was hoping to bring the one-off performance review of ICT item forward from early 2024 to September/October 2023.

A Member felt that there should be a specific focus for this review, and that a

specific list of concerns should be drawn up in advance for consideration at the meeting. Another Member was of the view that part of the focus should be on how IT affected the way the public communicated with the Council, and how this could be improved and simplified. A comment was made that the information collected via IT systems was important, but equally important was the speed and efficiency of officers in responding to such information (both to the public and Members).

In relation to consideration of the 2021 Census Data for Stevenage, it was noted that the scope of the review could look at local and wider socio-economic issues. A comparison was drawn with the Council's Residents' Surveys, which was less representative than the Census and did not always identify residents' priorities.

The Strategic Director (TP) commented that the information in the Census could be compared with other data sets held by the Council, as well as the information coming out of the Equalities Commission work on the Equality, Diversity and Inclusion Strategy.

In respect of the Committee's Action Tracker, the Scrutiny Officer confirmed that this was last updated in July 2022, and that an updated Tracker would be prepared in the near future.

The Scrutiny Officer concluded by referring to the Budget and Policy Framework items to be considered by the Committee during 2023/24.

A Member asked how the work of the Council's Financial Security Group would feed into the Committee's scrutiny of the Making Your Money Count Budget Options for 2023/24. The Strategic Director (TP) stated that he would request the Strategic Director (CF) to provide a written response to this question.

With regard to pre-scrutiny of the Council Tax Support Scheme (CTSS) for 2024/25, the Chair explained that this was now scheduled to take place in July 2023, although the method of pre-scrutiny was yet to be determined. The Scrutiny Officer agreed to ask appropriate officers to provide Committee Members with details of the proposed CTSS as soon as possible.

It was **RESOLVED** that the Overview & Scrutiny Committee Work Programme for 2023/24, as set out in the agenda, be noted.

7 **URGENT PART I BUSINESS**

None.

8 **EXCLUSION OF PRESS AND PUBLIC**

It was **RESOLVED**:

1. That, under Section 100A of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as described in Paragraphs 1 to 7 of Part 1 of Schedule 12A of the Act, as

amended by SI 2006 No. 88.

2. That having considered the reasons for the following item being in Part II, it be determined that maintaining the exemption from disclosure of the information contained therein outweighed the public interest in disclosure.

9 **PART II MINUTES - OVERVIEW AND SCRUTINY COMMITTEE - 21 MARCH 2023**

It was **RESOLVED** that the Part II Minutes of the meeting of the Overview & Scrutiny Committee held on 21 March 2023 be approved as true record of the proceedings and signed by the Chair.

10 **PART II DECISIONS OF THE EXECUTIVE**

9. **Appointment of Developer at Brent Court Garages and Shephall View Development Sites**

The Committee asked a number of questions regarding this item, which were answered by the Housing Development Delivery Manager.

11 **URGENT PART II DECISIONS AUTHORISED BY THE CHAIR OF THE OVERVIEW AND SCRUTINY COMMITTEE**

None.

12 **URGENT PART II BUSINESS**

None.

CHAIR

STEVENAGE BOROUGH COUNCIL

**COMMUNITY SELECT COMMITTEE
MINUTES**

Date: Tuesday, 27 June 2023

Time: 6.00pm

Place: Council Chamber, Daneshill House, Danestrete, Stevenage

Present: Councillors: Sarah Mead (Chair), Alex Farquharson (Vice-Chair), Julie Ashley-Wren, Forhad Chowdhury, Mason Humberstone, Wendy Kerby, Conor McGrath, Ellie Plater and Carolina Veres.

Start / End Start Time: 6.00pm
Time: End Time: 6.39pm

1 APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

The Chair welcomed new Members to their first meeting of the Select Committee.

Apologies for absence were submitted on behalf of Councillor John Duncan.

There were no declarations of interest.

2 TERMS OF REFERENCE

The Terms of Reference for the Community Select Committee, as approved at the Annual Council meeting held on 24 May 2023, were noted.

3 MINUTES OF THE PREVIOUS MEETINGS - 9 MARCH & 29 MARCH 2023

It was **RESOLVED** that the Minutes of the meetings of the Community Select Committee held on 9 March 2023 and 29 March 2023 be approved as a true record of the proceedings and be signed by the Chair.

4 COMMUNITY SELECT COMMITTEE SCRUTINY WORK PROGRAMME FOR 2023-24

The Select Committee considered its proposed Work Programme for 2023/24.

The Chair introduced the report and stressed to Members that the work of the Committee had to be evidence-based, and that Members had a duty to research and probe the issues that they scrutinised in order that they were able to come to meetings informed, ready to elicit relevant information from witnesses and officers. In respect of the proposed Work Programme, she commented as follows:

Repairs review – some evidence gathering would be required by Members and officers to ascertain the state of the Council's Repairs service. This could also include benchmarking information with Repairs services operated by other local

authorities. The Scrutiny Officer invited Members to provide him with details of the type of casework enquiries they were receiving from residents regarding repairs. Another possibility would be Member site visits with the SBC Repairs Team. He commented that a new Assistant Director responsible for Housing Repairs was to take up post in early July 2023, and that he would invite her to attend the Select Committee's next meeting on 26 July 2023.

Crime and Disorder – the Select Committee had a statutory role to conduct one meeting a year to consider crime and disorder. This meeting was ably supported by the Council's Community Safety Team and the Police. Nearer the time of the meeting, Members would be requested to provide issues they wished to raise in advance, in order that the Police and officers were made aware of those issues so that the meeting could be focussed on those items.

Public Health – similarly, the Select Committee had previously agreed to have a standing item to conduct one meeting a year to consider public health. The County Director of Public Health (Prof. Jim McManus) was an excellent and knowledgeable speaker and it was always an interesting and informative meeting. As well as covering public health issues that were of local concern for Stevenage the intention was that Members would receive an update on the new Integrated Care Boards, which had replaced the former NHS Clinical Commissioning Groups.

Cultural Strategy – this would be an update review, carried out via a one-off meeting, currently programmed for 19 September 2023. This would build on the excellent work that the Committee had undertaken to pre-scrutinise a New Towns Heritage Centre at the new Civic Hub building.

Pre-scrutiny items – these would now be led by Scrutiny Members, rather than the previous regime of Portfolio Holder Advisory Groups (PHAGs) led by the relevant Executive Member. For 2023/24, pre-scrutiny items would include Community Centres, Housing Allocations Policy, Housing Management Governance arrangements and the Fairlands Valley Park Activity Centre. The Chair asked if consideration of the latter item could be carried out as soon as possible, and the Scrutiny Officer agreed to ascertain a timescale from the Operations Director.

The Chair advised that the Work Programme was very much a working document. If any Members wished to ask questions about the Work Programme outside of the meeting, she invited them to contact her or the Scrutiny Officer either by phone or e-mail.

In response to a Member's question about damp and mould complaints raised by Council tenants/leaseholders to councillors, the Chair outlined the process for the logging such complaints. She commented that there was more than one cause of damp/mould in Council premises, and each case had to be investigated before any remedial action was authorised. Every case of damp and mould had to be considered as a separate case as each may have a different cause. However, the Council's response to initial reports was now much faster, although the solution may take some time due to various factors, including the tenant posing obstacles to progress.

It was **RESOLVED** that the Select Committee's Work Programme for 2023/24, as set out in the agenda, be noted.

5 EXECUTIVE MEMBER RESPONSE TO THE HOUSING VOIDS REVIEW & FINAL REPORT

The Select Committee considered the Executive Member's response to the Housing Voids Review final report.

The Housing Operations Manager (Providing Homes) commented that the recommendations in the final report had been supported by the Portfolio Holder for Housing & Housing Development and would be implemented by officers going forward. The proposed tenancy audits would be a positive addition to the ongoing work aimed at improving the turnaround times for bringing void properties back into use.

It was **RESOLVED** that the Portfolio Holder for Housing & Housing Development's response to the Select Committee's recommendations set out in its final report on the Voids Review be noted.

6 URGENT PART I BUSINESS

None.

7 EXCLUSION OF PUBLIC AND PRESS

Not required.

8 URGENT PART II BUSINESS

None.

CHAIR

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Meeting Executive
Portfolio Area Environment and Regeneration
Date 18 July 2023



STEVENAGE STATION GATEWAY AREA ACTION PLAN: PREFERRED OPTIONS REPORT PUBLIC CONSULTATION FEEDBACK

KEY DECISION

Author Lewis Claridge / Sally Talbot | 2865
Lead Officer Zayd Al-Jawad | 2257
Contact Officer Lewis Claridge / Sally Talbot | 2865

1 PURPOSE

- 1.1 To provide Members with an overview of the Stevenage Station Gateway Area Action Plan (AAP) Preferred Options Report public consultation (Appendix A).
- 1.2 To remind Members of the range of high-level policy objectives which align with the Local Plan and national policy direction for the AAP to respond to, and to highlight to Members the comprehensive response to the Preferred Options Report public consultation, compared to the Issues and Options public consultation in 2021.
- 1.3 Stevenage Station Gateway is a vital location in the heart of the town, providing a number of connections across the town centre, north-south and east-west routes, at the heart of the sustainable transport network and a vital front door for the economy. A series of key design principles have been developed for the emerging framework of the AAP. These principles include providing people-friendly spaces, improving links from the rail station to the bus station, improving step-free and disabled access, future-proofing the area for a rail station upgrade, consolidating surface car

parking to enable development and to ensure good access for all travel modes, and including high quality cycling facilities.

- 1.4 It is important to note that the options proposed are high level, strategic options and scenarios to develop an improved environment, maximise density of space and economic opportunities around Stevenage Railway Station, in order to enable development in the long-term.
- 1.5 To highlight to Members the next steps in the planning process with the AAP and Local Plan Review.

2 RECOMMENDATIONS

That Executive:

- 2.1 Note the content of the Stevenage Station Gateway Area Action Plan (AAP) Preferred Options Report Consultation Statement (Appendix A).
- 2.2 Note the content of Hertfordshire County Council (HCC) Highways comments on the Preferred Options Report.
- 2.3 Approve the next steps for the AAP Preferred Options Report and Local Plan Review set out in the report, including agreeing to consult on Option 2 as the Preferred Option within the Local Plan Review in 2024.
- 2.4 Approve a revised Local Development Scheme and note the timescales for a Local Plan Review (Appendix D).
- 2.5 Note that the comments of the Planning & Development Committee will be sought and considered on both the Consultation Statement and the content of this Executive Report.
- 2.6 Note that informal engagement with key stakeholders will continue, ahead of incorporating the AAP into the Local Plan Review.

3 BACKGROUND

Stevenage Station Gateway Area Action Plan

- 3.1 An Area Action Plan (AAP) is a type of Development Plan Document (DPD) providing a planning framework for a specific area of opportunity, change or conservation. AAPs give a geographic or spatial dimension and focus for the implementation of policies for that area. AAPs can create new policy over and above the Local Plan, within the designated AAP area.
- 3.2 The AAP will provide an opportunity for stakeholders to engage and shape this area. It also acts as a catalyst for developers interested in supporting this key part of the Local Plan.
- 3.3 Stevenage Borough Local Plan [BD1] Policy TC4 (“Station Gateway Major Opportunity Area”) states:

Within the Station Gateway Major Opportunity Area, as defined on the Policies Map, planning permission will be granted for:

- a. An extended and regenerated train station;*
- b. New bus station;*
- c. High-density Use Class C3 residential units;*
- d. New multi-storey or basement car parking;*
- e. New Use Class B1 office premises;*

- f. A new Use Class C1 hotel; and*
- g. New Use Class A1 and Use Class A3 restaurant and cafe uses.*

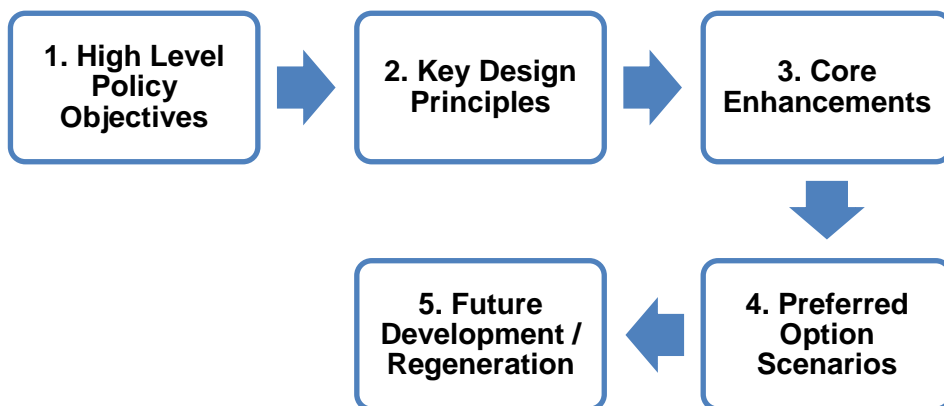
Applications should address the following design and land use principles:

- i. Major reconfiguration of Lytton Way between Fairlands Way and Six Hills Way;*
- ii. Demolition of the Arts & Leisure Centre to facilitate better east-west integration and create new development sites in the environs of the train station*
- iii. The provision of replacement sports and theatre facilities elsewhere within Stevenage Central*
- iv. A significantly regenerated and enlarged dual frontage train station of high quality, with associated facilities*
- v. New public squares on the eastern and western frontages of the train station*
- vi. High quality office buildings within a short walking distance of the train station*
- vii. At least one multi-storey car park and cycle parking plus drop-off space*
- viii. Establishment of an attractive east – west pedestrian route across the East Coast Main Line*
- ix. High quality landmark gateway environment to create a positive image of Stevenage for all rail visitors*

- 3.4 The requirement to produce the Stevenage Station Gateway AAP (site area TC4 as identified in the Local Plan) resulted from a letter from the Secretary of State for Housing, Communities and Local Government (MHCLG) in March 2019 [BD2]. This lifted the Holding Direction placed on the Stevenage Borough Local Plan in 2017.
- 3.5 The Council provides regular updates to the Department for Levelling Up, Housing and Communities (DLUHC) on progress with the AAP as one of the conditions set in the Secretary of State's letter to the Council in March 2019.
- 3.6 The Local Development Scheme (LDS) of Stevenage Borough has included the intention to prepare an AAP for this part of Stevenage since 2019 when the Local Plan was adopted. A review of the current Stevenage Borough LDS will continue to include the AAP and consider how this will be included in a Local Plan Review.
- 3.7 The AAP was previously referred to as the Area Action Plan – Railway Station in the LDS; then subsequently renamed for the Issues and Options consultation in 2021 as the Stevenage Connection Area Action Plan. However, in order to reflect the more comprehensive vision being envisaged for the area, and the need to integrate development proposals in the area, the plan was renamed the Stevenage Station Gateway Area Action Plan for the Preferred Options consultation in 2023.
- 3.8 Preparation of the AAP commenced in 2020. The consultation feedback on the Issues and Options Report (consulted on in Summer 2021) was reported to Council in early 2022. The Preferred Options Report had been redrafted to reflect the previous consultation and responses.
- 3.9 In September 2022, the Executive approved the publication of the Stevenage Station Gateway AAP: Preferred Options Report for consultation [BD6]. The document was consulted upon between 30 January 2023 and 18 March 2023.

Stevenage Station Gateway Area Action Plan: Preferred Options Report

- 3.10 Following the first stage of public consultation on the “Issues and Options” draft, work led to produce a Preferred Options report. This included the Council's preferred approach to the policies and proposals to be contained in the Plan.
- 3.11 The report outlines the core issues that are present within the station area as well as the background policy issues and wider context that affects its development.



High Level Policy Objectives

- 3.12 There are a range of high-level policy objectives which align with the Local Plan and national policy direction for the AAP to respond to. These include:
- A new gateway and arrival experience;
 - Creating an exemplar, low carbon “urban village”;
 - Sustainable travel considered throughout;
 - Mixed-use development to unlock economic opportunity;
 - Green infrastructure in the public realm;
 - Climate change consideration in all development decisions;
 - Design of the highest architectural standards;
 - Celebrating the heritage of the town;
 - Making the most of digital connectivity and high-speed broadband.
- 3.13 Climate change is one of the most important objectives for the AAP to respond to. The Council declared a climate emergency in June 2019 and reconfirmed a commitment to tackling climate change and its impacts by setting a target to ensure that Stevenage has net zero carbon emissions by 2030. Added to this, the Government has strategic targets to have net zero emissions by 2050. The Council has been proactive in producing a Climate Change Strategy [BD4] and outlined a Climate Change Action Plan. Both the Strategy and Action Plan are being updated to ensure that the Council’s commitment to battling climate change is kept at the top of its priorities.
- 3.14 The high level, strategic options proposed for the area included within the AAP will be strongly influenced by the masterplan for the SG1 development which lies to the east and within the town centre. Connections to this development and connections through into the town square and central area will form the emerging physical context within which the AAP sits.
- 3.15 The Station Gateway area of Stevenage is a key location for economic competitiveness. Other locations which are a similar time distance away from London terminals are seeing considerable commercial growth, for example Reading, Slough, Milton Keynes and Croydon. Stevenage is perfectly placed in terms of mobility, and already hosts major international companies in the Gunnel Wood

Industrial Area as well as GlaxoSmithKline (GSK) to the south, a major pharmaceutical company.

- 3.16 The Stevenage Development Board, in its Town Deal submission to Government, identified the Station Gateway area an area for key regeneration opportunities in Stevenage. Through the allocation of £37.5m Town Deal funding, the Government acknowledged the significant regeneration opportunities in Stevenage, the opportunity for the growth of vital STEM sectors including life sciences. This investment is designed to be clustered around the central parts of the town, and the Government-funded Town Deal funding includes a £500,000 allocation to enable masterplanning of the Station Gateway area going forward.
- 3.17 Creating an attractive, healthy, memorable and enjoyable place in the Station Gateway area will provide the seeds for high quality mixed-use development to come forward and make the most of the station area and contribute widely across the town.

Key Design Principles

- 3.18 Alongside the high-level objectives in paragraph 3.12, a series of key design principles have been developed for the emerging framework of the AAP. These principles include providing people-friendly spaces, improving links from the rail station to the bus station, improving step-free and disabled access, future-proofing the area for a rail station upgrade, consolidating surface car parking to enable development and to ensure good access for all travel modes, and including high quality cycling facilities.
- 3.19 The AAP is being prepared in full knowledge and recognition that a wider masterplan is developing for the Station Gateway area of Stevenage. The recent completion of the new bus interchange in June 2022, and multi-storey car park (MSCP) to the North of the site, in April 2023, is ensuring work is ongoing, as well as deep engagement with a variety of stakeholders.

Core Enhancements

- 3.20 All proposed high-level scenarios for the reconfiguration of Lytton Way have a set of core enhancements, primarily in the North and South zones of the AAP area, north of Swingate and south of Danesgate. These apply to all potential options and include:
- Reduction in width of Lytton Way to be reallocated to pedestrian or cycle movement with associated green infrastructure.
 - An additional segregated cycleway adjacent to Lytton Way, away from the railway tracks.
 - Improved access to the Police Station.
 - A large public square, future-proofed for a new railway station or enhanced station entrance.
 - An east-west “boulevard”, running from the west of the railway line to the town centre and would cross the station and public square.
 - Development plots made available by the consolidation of surface car parking into the Multi Storey Car Park (MSCP).

Preferred Options

- 3.21 To build on the AAP objectives, key design principles and core enhancements, the AAP has set out 4 “high-level” options or scenarios for the area adjacent to Stevenage Railway Station incorporating the section of Lytton Way, between Swingate and Danesgate:
- Option 0 – Do nothing.
 - Option 1 – All traffic modes: reduces the central area of Lytton Way between Swingate and Danesgate to a single carriageway suitable for all modes of traffic.
 - Option 2 – Bus and Taxi only: reduces the central area of Lytton Way between Swingate and Danesgate to a single carriageway and restricts movement to buses and taxis only.
 - Option 3 – Pedestrianised Plaza: removes regular vehicle movement from the front of the station and Lytton Way ceases to be a through-route. An access through-route is retained for emergency vehicles needing to access and egress the station and immediate environs.
- 3.22 There were two cycle path options proposed as well as a range of other potential core enhancements for the area, including development parcels, temporary uses and phasing developments.
- 3.23 Any proposals that do come forward in the Station Gateway area will be duly considered by the Planning & Development Committee in accordance with Local Plan Policy TC4, the AAP and any relevant policies under review, at the appropriate time.

Formal public consultation period (30 January to 18 March 2023)

- 3.24 The Preferred Options AAP developed from responses to the Issues and Options AAP consultation, which was held from July to September 2021.
- 3.25 The varied response the Council received to the Issues and Options AAP consultation, not just on the Options for the central section of Lytton Way, showed that in developing the Preferred Options AAP and taking the AAP through to its final stages, the aspirations in the vision and objectives for the AAP are of prime importance. This is to ensure that the Station Gateway area of opportunity is brought to life and delivered in the appropriate manner in accordance with other related measures. This was fully reflected in the Preferred Options AAP.
- 3.26 The key changes from the Issues and Options consultation, that were reflected in the Preferred Options AAP, were to Chapter 6 “Emerging Framework”. These included:
- Including reference at the beginning of Section 6 to reinforce the key principles of the AAP, that will be recognised through any final option the AAP recommends. All potential changes and scenarios proposed will promote movement and improve access to and from the Railway Station to the Town Centre and enhance the sense of arrival to Stevenage, providing the gateway to improved opportunities for the area.
 - Regarding the central section of Lytton Way, a focus on moving forward with Option 2 as a preferred option, with flexibility to convert to elements of other Lytton Way Options in the future and further work to consider how this land can best enable movement and the delivery of the AAP vision.
 - Importance of flexibility to incorporate elements of other Options in the final version of the AAP. Flexibility in land use terms, to move from Option 2 (preferred option) to Option 3 in accordance with active travel aspirations and

the overall opportunity the area presents, to bring about the best possible sense of arrival and gateway to the regenerated town – in accordance with the vision and aspirations of the Area Action Plan / Local Plan Policy TC4: Station Gateway.

- Focus on moving ahead with “Potential Layout 1” for a likely Cycle Path Option.
- Retention of objectives, key design principles and core enhancement sections, incorporating comments raised during the Issues and Options AAP consultation.
- Retention of phasing, temporary uses and development parcels sections, again incorporating any Issues and Options AAP consultation comments.
- Option 2: reduce the central section of Lytton Way to one lane both ways, for buses and taxis only, has emerged as a preferred option. However, Option 3: reduce the central section of Lytton Way to zero lanes to be a pedestrianised plaza, was also very popular. Some elements of this option will be reflected or future proofed as much as possible into the final preferred option, in order to match the aspirations of active travel and the regeneration plans for the town centre (SG1).
- While Option 1 is less supportive of active travel aspirations, it was also popular among respondents, therefore demonstrating a clear overall desire for some form of positive change involving Lytton Way. Option 0 “do nothing” received significantly less support than Options 1, 2 and 3.
- There was a clear preference for “Potential Layout 1” relating to the cycle path options – this is reflected in the Preferred Options document. This layout retains the existing cycle route, running alongside the railway line and at the extreme western edge of the AAP site boundary.
- Integration of current and recent developments in the vicinity of the Railway Station, including:
 - Town Investment Plan and Towns Fund Projects / Business Cases, some of which have a strong linkage to the Station Gateway area of Stevenage, as outlined in the Executive Report in February 2022 [BD5].
 - Multi-Storey Car Park (MSCP), Station North, completion April 2023;
 - New Bus Interchange (opened 26 June 2022) and associated at-grade crossing on Lytton Way.

3.27 The Preferred Options AAP therefore presented the preferred approach to take Option 2 forward, but with flexibility to progress to Option 1 or Option 3 as an when circumstances developed. Potential Layout 1 for the cycle path option was taken forward in the Preferred Options AAP, as the preferred cycle layout.

3.28 While the vast majority of changes to text and references were made in Chapter 6: Emerging Framework, the broad message made to the public and stakeholders for the Preferred Options consultation was that the emerging framework presented a series of high-level scenarios for the area and subject to various stages of masterplanning, pre-application, planning application, design processes before they would be realised. The AAP’s objectives and key design principles to positively transform the Railway Station and surrounding area, were highlighted throughout as a focus for the Preferred Options consultation.

3.29 During the first consultation for the Station Gateway AAP (Issues and Options) held in 2021, the council utilised a consultation platform called Objective, which presented a number of limitations including user interface, ability to view documentation and limited ability for the public to make clear representations on the AAP.

3.30 For the Preferred Options consultation, research was conducted on several consultation platforms to establish a suitable replacement. After an assessment of providers, Commonplace was chosen as the web platform to host the Station

Gateway AAP consultation. It was considered appropriate because it was suitable for mobile phones as well as desktop users. The design of the site was tailored to hold detailed planning documents, allow consultees to visually analyse the area through maps and assist with breaking down complex planning matters. The platform could engage residents, businesses and different demographics and separated topic areas to assist with understanding.

3.31 A link to the Stevenage Station Gateway AAP Preferred Options Report consultation platform was sent to all individuals who had signed up to the Council's planning consultee register. The register mainly consists of individuals who have responded to previous Local Plan consultations or specific planning applications, and also contains all statutory consultees and Duty to Co-operate bodies, as required by Regulations. Approximately 200 letters were also sent to individuals who had not provided an e-mail address. The letters advised recipients how they would be able to view the document (both electronically and physically) and the process for responding to the consultation.

3.32 The formal consultation consisted of:

- Publicity via the Stevenage Borough Council website and social media platforms (including the Council's Facebook, Twitter, Instagram and LinkedIn pages).
- A link to the Council's consultation interface, where the public were able to download the AAP and submit their observations and representations.
- The consultation interface included a series of "consultation questions" and "frequently asked questions", designed to cover the varying aspects of the AAP and to generate comments on certain sections of the document, for example the cycle path options or general views on Railway Station and surrounding area. This was primarily to ensure that the Council received responses on the document as a whole and not just, for example on the proposed options for Lytton Way. The questions proved useful in understanding public opinion across the consultation period and subsequent representations made.
- The interface included a specialist "youth survey", designed to gauge the views of the next generation of Stevenage residents, workers and visitors, which proved successful.
- A series of more formal "key stakeholder meetings" were held virtually and in person at Daneshill House.
- A press release and articles in the Comet newspaper and Axis magazines, relating to the AAP public consultation.
- Continuation of distribution of leaflets and posters publicising the public consultation. This included distribution at Stevenage Central Library, Daneshill House Reception, the Bus Interchange and Stevenage Railway Station.
- Continuation of engagement with the wider public via consultation stalls at the Railway Station, the Bus Interchange and Stevenage Indoor Market.

3.33 The Planning Policy team were assisted by the Communities & Neighbourhoods team and in particular, neighbourhood wardens, in promoting the Area Action Plan consultation across Stevenage to ensure a wide a response as possible.

4 REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS

Recommendation 2.1: That Executive note the content of the Stevenage Station Gateway AAP: Preferred Options Consultation Statement.

- 4.1 Appendix A provides full detail of the public consultation exercise for the Stevenage Station Gateway AAP. A summary of the consultation is given in the following paragraphs.
- 4.2 Documents which formed the public consultation included:
- Stevenage Station Gateway Area Action Plan: Preferred Options Report, January 2023 [BD3] and an Executive Summary in Appendix B;
 - A summary of consultation questions, related to the content of the AAP (Appendix C).
- 4.3 Consultation on the Stevenage Station Gateway AAP Preferred Options was held between 30 January 2023 and 18 March 2023, meeting the requirements stipulated for DPD consultations in the Town and Country Planning (Local Planning) (England) Regulations 2012.
- 4.4 A total of 950 representations were received from consultees as well as internal teams and committees. This compared to only 301 representations received at the previous Issues and Options AAP consultation in 2021.
- 4.5 Responses were received from, in terms of external bodies and individuals:
- Hertfordshire County Council
 - Historic England
 - Govia Thameslink Railway
 - Sport England
 - Hertfordshire Constabulary
 - Thames Water
 - Cycle UK Stevenage
 - Members of the public
- 4.6 A full summary of responses is provided in Appendix A as well as an overview of any recommendations to be taken forward for consideration when drafting the next stage of the AAP.
- 4.7 A wide range of themes emerged arising from consultation comments, including some of those highlighted below:

Theme	Comments
Traffic / congestion	Traffic flow around the immediate area may suffer. Currently no alternatives to using other modes of transport. Bus services are too infrequent or finish too early.
Connectivity between different modes of transport	Good to have the train and bus station closer together. The new level crossing has made it more accessible on foot.

Theme	Comments
Traffic / congestion	Traffic flow around the immediate area may suffer. Currently no alternatives to using other modes of transport. Bus services are too infrequent or finish too early.
Accessibility for all	Lifts not always operational at night. Lifts have improved accessibility on to platforms. Ground floor access would make it feel more inviting. Ground level pedestrian crossings have made it more accessible especially to bus station.
Signage / wayfinding	Confusing signage around station and beyond for both pedestrians and cyclists. No clear way to walk or cycle to destinations in the town.
Car Parking / drop off and pick up areas	Better drop off and pick up points needed. Car parking needs to be priced correctly. Car parks still required due to lack of alternative travel methods.
Facilities and land use (retail / cultural / leisure units / places to eat and drink)	More places to meet and wait would be a positive for the station. The Gordon Craig theatre is a community asset in the town and needs to stay in the area. Theatre works well next to train and bus station as a transport hub.
Safety	Cycle paths and footpaths feel isolated early evening and at night. Lighting needs to be improved. No natural surveillance from footfall or slow traffic. Cold and exposed areas fuel fear of safety. Simplify layout to address safety in the area.
Active Travel	Good cycle racks needed. Alternatives to the car needs to be improved, in order to encourage other forms of active travel.
The environment and public realm (planting / green space / seating)	Hostile environment; barriers with high-speed road network. No space to sit down. No green space, aggressive traffic and noise pollution. Air pollution is a concern.
Visually Attractive	Either stairs or the back of buildings currently greets those who travel by train. The brutalist architecture of the town needs to be celebrated but also modernised. More attention is needed for the environment with more greenery.

4.8 The consultation provided a wide range of further analysis, which can be viewed in full in Appendix A. Highlights of the analysis included:

- Walking and travelling by car were the most popular forms of travel to the station with 30% (see Figure 1);
- A positive arrival experience should include easy access (12%), clear signage (11%), feeling safe (11%), toilets (10%) and to be visually attractive (8%).
- The land uses preferred include cultural facilities (19%), car parks (14%), retail (11%), green space (11%), transport hub (11%) and leisure facilities (10%).
- The word cloud (Figure 2) draws out the main words used in the responses. Some of the main issues which are highlighted include access, transport, and connectivity.
- Regarding Option 2, on a scale of 1–5, respondents could reflect their sentiment on how much they supported the proposal. 30% completely supported and 20% agreed with a mostly yes, providing a total of 50% of respondents. A total of 37% did not support the option (Figure 3).
- Regarding Option 3, on a scale of 1–5 (1 = No and 5 = Yes), respondents could reflect their sentiment on how much they supported the proposal. From the results, 34% completely supported and 14% agreed with a mostly yes, providing a total of 48% of respondents. A total of 36% did not support the option. There was a higher proportion of respondents which opted for the Unsure/Neutral decision, in comparison to Option 2 (Figure 4).

Figure 1. How respondents travel to Stevenage Railway Station.

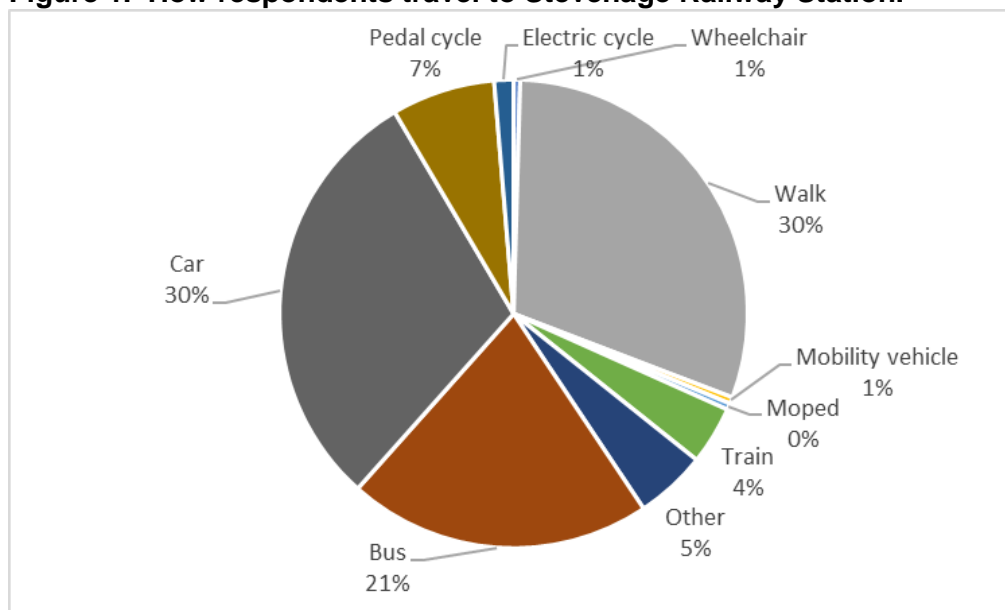
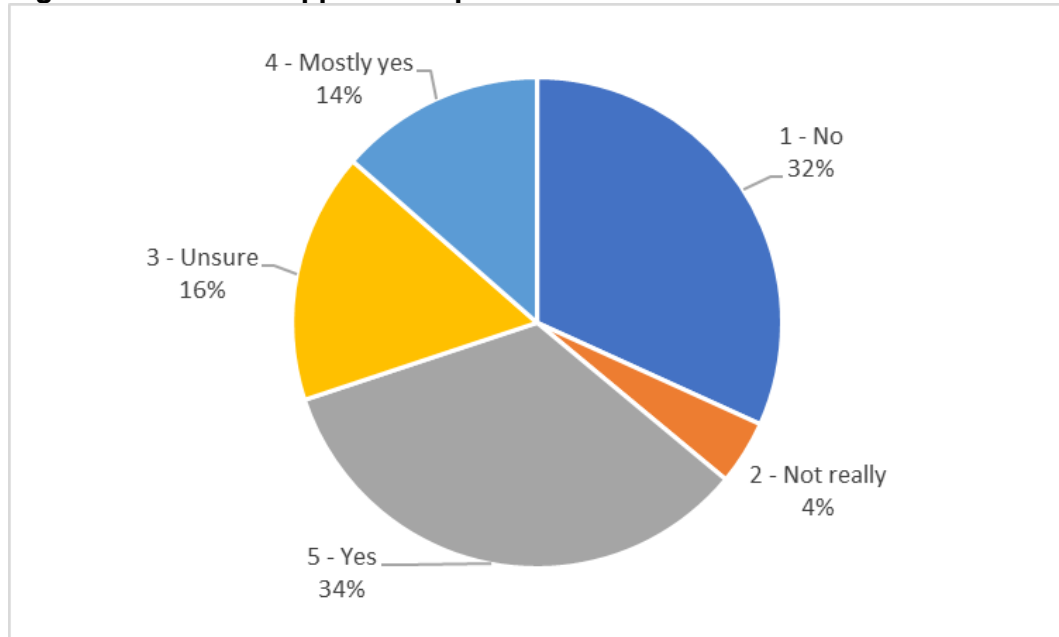


Figure 4. Level of support for Option 3.



4.9 In summary, regarding proposed high-level scenarios for the central section of Lytton Way, the approach taken to promote Option 2 with flexibility to convert to Option 1 or Option 3 if required, was broadly supported alongside Potential Layout 1 relating to the cycle path options. Ultimately, any proposed scenarios would need to conform to the objectives, key design principles and core enhancements as detailed in the Preferred Options AAP.

4.10 A total of 7 meetings were held with the key stakeholder groups identified through the early engagement process when the AAP was first drafted and developed. These were as follows:

- Cycling UK Stevenage: 13 March 2023
- Hertfordshire County Council: 6 March 2023
- Hertfordshire Local Enterprise Partnership (LEP): 21 February 2023
- Govia Thameslink Railway (GTR): 16 March 2023
- Mace: 6 March 2023
- Stevenage Bus Users Group: 13 March 2023
- Sustrans: 23 February 2023

4.11 At each meeting, officers presented a set of PowerPoint slides to the stakeholder group detailing the Area Action Plan, key issues and next steps. The stakeholder group were then invited to comment on the content of the AAP from their perspective and comments recorded as part of the overall consultation response.

4.12 Full details of the key stakeholder meetings are provided in the Consultation Statement (Appendix A). Key issues arising from these meetings included:

Theme	Comments
Vision & Objectives	Generally supported to provide much needed transformation of this part of the town and to support activities at and around the Railway Station.
Access	<p>Regarding the road bridge, there are key issues in terms of future access. Ramps down to the town and leisure park may not conform to modern standards.</p> <p>Disabled, elderly, young children can struggle with the station and surrounding area.</p>
Destination & Sense of Place	A destination to meet and eat would be beneficial to the town. Attract business into the town.
Connectivity	Further movement analysis could potentially be used to support any future options. Another round of transport modelling could be useful to assess any changes in the last few years. Changes to work patterns have changed how the network operates on certain days of the week.
Cycling	<p>Consideration needed for cycling past or through the Station, not just to and from it. People use the cycle route to commute and travel to places other than the Railway Station.</p> <p>Signage would be beneficial and clear signage is a must.</p> <p>Option 3 would need to be described differently to accommodate not only pedestrians, but also other forms of travel such as a bicycle.</p>
Active Travel	Behaviour changes and sustainable travel aspirations are required to assist with any changes in the area.
Economy	The AAP would assist with R&D and long-standing industries in the area. Promote and draw in new companies to the area.
Railway Station	<p>Access to the station will need to be considered for maintenance, deliveries, and staff parking.</p> <p>There is pressure on future possibilities for a new Station. This should consider how long this would take and the costs of intervention.</p>
Lytton Way Options	Option 2 would provide flexibility in design and access. Option 3 would provide a Destination for Stevenage.
Bus Station	Access for buses is required North and South of Lytton Way for bus routes.

4.13 Officers have taken all comments and views into account, in a conscientious manner. This has helped to inform and shape the position being reported to Executive.

Sustainability Appraisal and Strategic Environmental Assessment Screening

- 4.14 Sustainability appraisal and strategic environmental assessment are tools used at the plan-making stage to assess the likely effects of the plan when judged against reasonable alternatives. A sustainability appraisal should be prepared for any of the documents that can form part of a local plan, including core strategies, site allocation documents and area action plans.
- 4.15 During preparation of the Stevenage Borough Local Plan, officers concluded that Policy TC4 (Station Gateway Major Opportunity Area) had no significant environmental impact. The statutory consultees for Strategic Environmental Assessment (SEA) Screening have been contacted to confirm they are content with this position.
- 4.16 There is potential to include stronger wording in the AAP referring to environmental effects of the development. This should reflect the position taken in the Local Plan Sustainability Appraisal, noting the environmental benefits that the preferred option works would provide such as reduction in air pollution and contribution to net zero carbon targets.
- 4.17 The SEA was consulted upon alongside the AAP; no comments were received on the content of the SEA. This included contacting the statutory consultees to a SEA (Natural England, Historic England and the Environment Agency), all of whom had no objections or substantive comments to the amendments made to the AAP at Preferred Options stage.

Recommendation 2.2: That Executive note the content of Hertfordshire County Council (Highways) comments on the AAP Preferred Options Report.

Hertfordshire County Council Highways Consultation Response

4.18 Hertfordshire County Council Highways have generally welcomed the opportunity to work together to develop a plan that contributes to the overall vision for Hertfordshire. Their representations are highlighted in the table below.

Theme	Comments
Preferred Options for Lytton Way: Option 2 - Bus and Taxi access only to Lytton Way – Preferred Option #1	Option 2, is HCC’s preferred option as it addresses a number of objectives and principles of the AAP, removing the majority of vehicles from in front of the station helping reduce severance with the town centre. This option will make it easier for the area outside the station to operate more like a town square with a lower volume of vehicles passing through it. Other areas which need to be considered with

Theme	Comments
	<p>this option:</p> <ul style="list-style-type: none"> • Enforcement and monitoring of traffic • In the information provided there is a failure to demonstrate direct pedestrian connectivity between Train Station, MSCP and Southern car park. • Provision of clearly signed vehicle drop off / pick up facilities in these car parks will also be important to discourage inappropriate stopping / waiting behaviour on adjacent roads (e.g. Swingate, Danesgate) • Confirmation is sought on the two-vehicle access / egress points to the west from the new Swingate roundabout and north of the roundabout. • Option 2 will necessitate changes to the recently installed bus priority measures <p>Option 2 mitigation measures are detailed in the consultation statement and HCC / WSP modelling report.</p> <p>The HCC expects that the identified mitigation measures should address the possible traffic impacts at junction of Fairlands Way / Gunnels Wood Road in the west, at the junction of Fairlands Way and St. George's Way in the east, at the junction of St. George's Way / Six Hills Way and at the junction of Gunnels Wood Road / Six Hills Way and that there needs to be inclusion of a wider package of measures to enable the development of this AAP option.</p>
<p>Preferred Options for Lytton Way:</p> <p>Option 3 – pedestrianised plaza – Preferred Option #2</p>	<p>Option 3: As previously commented, the HCC would have preference Option 2 over Option 3 to avoid bus routes diversions and longer time to access by buses from the north.</p> <p>As with Option 2 removal of traffic from Lytton Way will lead to the diversion of traffic to other routes around the town centre and would need to be accompanied by a wider package of mitigation measures to address the possible traffic impacts at junction of Fairlands Way / Gunnels Wood Road in the west, at the junction of Fairlands Way and St. George's Way in the east, at the junction of St. George's Way / Six Hills Way and at the junction of Gunnels Wood Road / Six Hills Way. Also, it fails to outline how to manage rail replacement bus service.</p> <p>Option 3 Mitigation measures are detailed in the consultation statement and HCC / WSP modelling</p>

Theme	Comments
	report.
Cycle Path Options	<p>Cycle Path Potential layout 1 Preferred Option #1 Cycle Path Potential layout 2 Preferred Option #2</p> <p>Removing the existing cycleway would be a retrograde step. HCC expects that SBC discusses cycling provision options with HCC Officers in more detail and include the Highway Authority in the design process to ensure a route is developed to encourage sustainable/direct and safe access.</p> <p>Cycling provision in any of the options needs to be considered in line with LTN 1/20 guidance. The new cycle path needs to have dedicated crossing facilities across the side road accesses to the MSCP and police station. In this instance, HCC would welcome continues footway crossings in the context of LTN1/20.</p>
East–West Connectivity	<p>In terms of the principles in the North Central Growth & Transport Plan, we suggest that the permeable east west links between the Town Centre Gardens and the Leisure Park to reduce severance and re-classification of A602 / Glaxo roundabout in order to improve multi-modal access between the rail station, Gunnels Wood Road employment.</p> <p>A principle of the AAP is to future proof for possible station upgrade, replacement of the Leisure Centre and improved links and development west of the rail station. On a wider point on access to sustainable transport, whilst it is recognised that there are redevelopment and placemaking opportunities from moving the Leisure Centre (Gordon Craig theatre) away from its location next to the railway station and relocated bus station, this would make it more difficult for users to access it via public transport and any new location would need to consider the access needs of non-car users.</p>
Bus Station and Bus Service	<p>The objectives around enhanced movement and access for all modes, ensuring effective interchange with the relocated bus station is key.</p> <p>The retention of Stop N is important for bus services traveling north, including to the Lister</p>

Theme	Comments
	Hospital. As well as operational convenience, the stop is easier to access than the bus station for passengers arriving by train and wishing to continue northwards by bus.
Retention of existing footbridge	Currently there is direct access from the station to the town centre via the footbridge over Lytton Way. This is a key well used pedestrian route and it is reassuring to see the statement that “any final option would ensure that the existing footbridge is retained, until any redevelopment of the station and wider area takes place”. It is essential that a safe pedestrian route to the town centre is retained throughout any redevelopment process.
Train Station	It would aid access between the bus station and the railway station if a south facing set of steps was installed to the footbridge on the Leisure Centre side of Lytton Way, although it is noted that the new bus stop may create difficulties in achieving this. It is not clear if any thought has been given to where rail replacement buses will stop to access the station. The retention of Stop N would aid the operation of these buses.

Hertfordshire County Council Highways Modelling Report

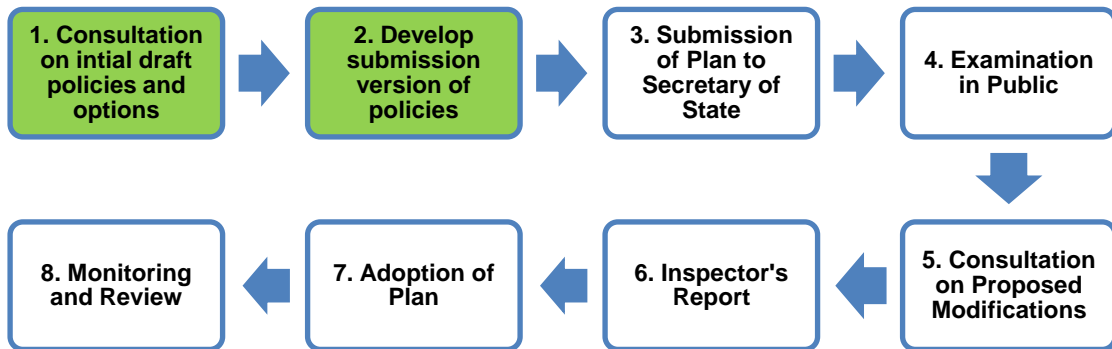
- 4.19 The Hertfordshire County Council response to the first “Issues and Options” consultation specified an order of Preferred Options for the central section of Lytton Way:

1 st choice: Option 2
2 nd choice: Option 3
3 rd choice: Option 1
4 th choice: Option 0

- 4.20 This was maintained in their consultation response to the Preferred Options AAP.
- 4.21 Hertfordshire County Council Highways department produced a report that assessed the impacts of each of the Lytton Way options on the highway network around Stevenage, as well as offer potential mitigation measures [BD8]. The modelling work undertaken is based on a baseline year of 2021, with scenarios based on traffic flows in 2025 and 2031, with and without the A1(M) SMART motorway in operation.

- 4.22 While the Highways Modelling report suggests that Option 1 would have the least impact on traffic flows (particularly at peak hours) around Stevenage, the Hertfordshire County Council AAP consultation response has highlighted Option 2 as the most preferred option which aligns with both theirs and our aspirations to improve active travel.
- 4.23 Hertfordshire County Council, through their response to the consultation and through the Highways Modelling Report, is in broad agreement with Stevenage Borough Council on the desired direction of travel to take forward in the AAP. This aligns with the position taken in preparing Policy TC4 of the Stevenage Borough Local Plan and which had been modelled as part of Local Plan preparation, tested through Examination in Public and subsequently adopted in 2019. The Local Plan includes provision for “major reconfiguration of Lytton Way between Fairlands Way and Six Hills Way” (Policy TC4 (i)).
- 4.24 While the model results make it difficult to recommend Options 2 or 3 from a highway capacity viewpoint, there are other considerations that officers may need to use when assessing which scheme is most appropriate. Both Option 2 or 3 could work in highway capacity terms if residents of Stevenage and users of the town centre accepted a much higher level of mode shift than would be required for Option 1. The level of ambition in the Stevenage Sustainable Travel Town may make the level of mode shift achievable – however without major behaviour change and modal shift, there are potential risks of causing significant congestion.
- 4.25 The Council's objectives to reach net zero carbon by 2030 also need careful consideration in this regard. The Council, as well as ensuring that the AAP final options consider the net zero ambitions, will be carefully considering how to realise climate change and net zero objectives in the forthcoming Local Plan Review.
- 4.26 Effectively, the roadworks associated with the new bus station have already demonstrated that Option 1 is likely to work. This means that one option could be to test the success or otherwise of Options 2 and 3 by temporarily restricting through traffic on Lytton Way to identify if the reality of this situation is the same as predicted in the model.
- 4.27 The modelling report does touch on some potential mitigation measures, for further investigation, to alleviate the traffic flow impact, including:
- Removal of the bypass lane from Danestrete to Six Hills Way;
 - Additional Right Turn Lane from Fairlands Way to St Georges Way;
 - Amendments to eastbound carriageway on Fairlands Way at St. Georges Way roundabout;
 - Signalisation of north bound Gunnels Wood Road approach to Fairlands Way roundabout;
 - It is also recommended that bus priority measures should be considered to help buses traverse the congested network.

Recommendation 2.3: That the Executive approve the next steps for the AAP Preferred Options Report and Local Plan Review, including agreeing to consult on Option 2 as the Preferred Option within the Local Plan Review in 2024.



- 4.28 We have completed the first two stages of development for an Area Action Plan. The “consultation on initial draft policies and options” stage was the first stage for public consultation. The “Issues and Options” draft of the Stevenage Connection Area Action Plan formed this first stage.
- 4.29 The next stage “develop submission version of policies” formed the second stage of the Area Action Plan, the “Preferred Options” report which went out to public consultation from January to March 2023 and has been summarised in the paragraphs above.
- 4.30 The original plan was to then follow the process leading to submission of the AAP to the Secretary of State, ahead of an independent Examination in Public by an appointed Planning Inspector. A final consultation on any modifications proposed by the Inspector to the Plan would have been held prior to the Inspector’s Report, which would confirm whether the Plan can proceed to formal adoption. Monitoring and review of the Plan would then be required for a period of time after the Plan has been adopted.

Local Plan Review

- 4.31 The Stevenage Borough Local Plan [BD1] was adopted in May 2019. As referred to earlier in this Report (paragraph 3.4), adoption of the Local Plan was realised after a long process in which the Plan was placed under a Holding Direction from the Secretary of State at the time. One of the conditions for lifting this Holding Direction, and therefore releasing the Local Plan for adoption, was that an Area Action Plan for the Station area be developed.
- 4.32 In the time that has passed since May 2019, two productive stages of public consultation have been held on the Stevenage Station Gateway Area Action Plan. This has formed a comprehensive and robust evidence base that supports Policy TC4 of the Local Plan.
- 4.33 The National Planning Policy Framework (NPPF) underwent a round of Government consultation in early 2023. This proposed a number of significant changes to the planning system and in particular, policy and plan-making.

- 4.34 Steps are being taken to maximise the number of authorities who can make use of policy changes around plan-making intended to be introduced by the NPPF revisions in 2023, before the revised plan-making system set out in the Levelling Up Bill is intended to be introduced in late 2024. Key considerations for plan-making in the future for Stevenage Borough Council to consider, includes:
- Plan-makers will have until 30 June 2025 to submit their local plans, neighbourhood plans, minerals and waste plans, and spatial development strategies for independent examination under the existing legal framework. The government is also proposing that, to be examined under existing legislation, all independent examinations of local plans, minerals and waste plans and spatial development strategies must be concluded, with plans adopted by 31 December 2026.
 - Authorities that do not meet the 30 June 2025 submission deadline for ‘old-style’ plans will need to prepare plans under the new plan-making system.
 - Authorities will be required to start work on new plans by, at the latest, five years after adoption of their previous plan, and to adopt that new plan within 30 months. Plans that will become more than five years old during the first 30 months of the new system will continue to be considered ‘up-to-date’ for decision-making purposes for 30 months after the new system starts.
 - Authorities will no longer be able to prepare supplementary planning documents (SPDs) in the revised planning system. Instead, they will be able to prepare Supplementary Plans, which will be afforded the same weight as a local plan or minerals and waste plan. The government proposes that, when the new system comes into force (expected late 2024), existing SPDs will remain in force for a time-bound period; until the local planning authority is required to adopt a new-style plan. Current SPDs will automatically cease to have effect at the point at which authorities are required to have a new-style plan in place.
- 4.35 The Planning Policy team are beginning to scope out work, regarding a review of the Local Plan. As an early part of this, officers sought legal advice on the scope of a potential review. The current Local Plan period runs to 2031 and the strategic housing and employment sites, for example, in the current Local Plan are still to be fully realised and the Council maintains a healthy housing land supply.
- 4.36 Officers met with Simon Bird KC (Francis Taylor Building) in February 2023, to:
- provide professional legal advice on the scope of the Stevenage Borough Local Plan Review;
 - advise on a preferred option for the scope of the Local Plan Review;
 - agree a framework and timescales to provide ongoing legal advice and guidance for the duration of a Local Plan Review, from inception through to Examination in Public and eventual adoption.
- 4.37 The advice sought aimed to consider the detail of current Local Plan and associated documents, national, regional and local level policy environment an including the two stages of consultation on the Stevenage Station Gateway Area Action Plan.
- 4.38 Normal practice for the review of a Local Plan is to commence a partial review and update of a Local Plan, 5 years post adoption. It would be appropriate to incorporate the emerging Area Action Plan into this partial review. This approach would also provide opportunity for the review to bring the Local Plan

up to date with wider drivers for change such as climate change, sustainable travel, health and wellbeing and digital engagement.

- 4.39 This would save significant time and costs in combining an Examination in Public for the AAP and Local Plan.
- 4.40 This approach to review of the Stevenage Local Plan would be beneficial in meeting Government requirements to undertake a review by 2025, updating strategic elements.
- 4.41 Following adoption of a revised Stevenage Local Plan, the Council would be in a good position to consider to continue emerging and early-stage work with regional partners to look at long term needs out to 2050, through work on a North East Central Hertfordshire Joint Spatial Plan (JSP).
- 4.42 If the Executive agree, officers will progress with undertaking a partial review and update of the Local Plan, which will incorporate the evidence gathered from the two rounds of consultation on the AAP. This will allow the evidence base already gathered through the two rounds of consultation to form an updated and much clearer policy direction for Policy TC4 of the Local Plan as well as potential other policies of the plan, in accordance with wider strategic updates and objectives, including the continued requirement to tackle the Climate Change agenda and promoting sustainable and active travel across the Borough.
- 4.43 If the Executive agree the approach to the Local Plan Review, officers will seek confirmation from the Department of Levelling Up, Housing and Communities (DLUHC) that this approach is acceptable as it is proposing a revised approach to that agreed when the Holding Direction was lifted in 2019, allowing adoption of the current Local Plan.

Recommendation 2.4: That the Executive approve a revised Local Development Scheme and note the timescales for a Local Plan Review.

- 4.44 The Local Development Scheme (LDS) [BD7] was approved by the Council's Executive on 6 October 2020; it sets out a clear and timetabled programme for the production of the local development plan. The LDS sets out timescales to completion for the following Development Plan Documents:
- Stevenage Borough Local Plan (including Policies Map): Adoption May 2019 (achieved)
 - Stevenage Station Gateway Area Action Plan: Adoption January 2022 (has undergone two rounds of consultation by March 2023)
 - Stevenage Community Infrastructure Levy (CIL) Charging Schedule: Adoption April 2020 (achieved)
 - Stevenage Statement of Community Involvement (SCI): Adoption November 2018 (achieved)
 - Parking Provision and Sustainable Transport SPD: Adoption October 2020 (achieved)
 - Biodiversity SPD: Adoption March 2021 (achieved)
 - Developer Contributions SPD: Adoption March 2021 (achieved)
 - Design Guidance SPD: Adoption December 2021 (adopted December 2022)

4.45 A draft revised Local Development Scheme (Appendix D), subject to Executive approval for the Local Plan Review approach, would comprise of the following broad timescales:

Local Development Document	Timescale for Review	Comments
North East Central Hertfordshire Joint Spatial Plan (JSP)	Likely completion 2024/25.	Will form the basis for a wider Local Plan Review from 2025.
Local Plan	Commence review September / October 2023 First Consultation early 2024, subject to change Second Consultation Summer / Autumn 2024, subject to change Submission to Secretary of State end 2024 / early 2025, subject to change	Based on the option to undertake a Partial Review of the Local Plan which will also incorporate the Stevenage Station Gateway Area Action Plan. Each stage will be subject to Executive approval.
Stevenage Station Gateway Area Action Plan	Incorporation of AAP into Local Plan (see timescales above)	May be scope for a wider evidence document based on information gathered during two rounds of consultation.
Community Infrastructure Levy (CIL)	Commence review Summer 2023	Viability Study work Summer / Autumn 2023 will need to consider Local Plan viability aswell, so important this work is carried out at the early stages. Annual update on Infrastructure Delivery Plan (IDP) will also feed into CIL Review Summer 2023. Consultation on CIL Review Autumn 2023, subject to Executive approval.
Statement of Community Involvement (SCI)	Commence review Autumn 2023	Will need to be reviewed with Local Plan Review as part of first stages of work.
Parking Provision and Sustainable Transport SPD	No plans to review.	Possible change of status to Supplementary Plans or wider incorporation into Local Plan Policies; to be determined.

The Impact of Development on Biodiversity SPD	Initial revision of SPD with assistance from Herts & Middlesex Wildlife Trust in Autumn 2023.	Revised SPD will be reported to Executive and Council late 2023 / early 2024. Possible change of status to Supplementary Plans or wider incorporation into Local Plan Policies; to be determined.
Developer Contributions SPD	No plans to review.	Possible change of status to Supplementary Plans or wider incorporation into Local Plan Policies; to be determined.
Design Guidance SPD	No plans to review.	Possible change of status to Supplementary Plans or wider incorporation into Local Plan Policies; to be determined.
Other SPDs	As required	As identified and required.

4.46 At this stage, The Executive are recommended to approve the option taken for the scope of a Local Plan Review and if so, the draft timescales that would eventually for a new Local Development Scheme.

4.47 If the Executive agree this in principle, the Local Plan Review and Local Development Scheme will be brought back to a future Executive meeting for further scrutiny and agreement.

Recommendation 2.5: That the Executive note that the comments of the Planning & Development Committee will be sought and considered on both the Consultation Statement and the content of this Executive Report.

4.48 The Planning & Development Committee Chair and Vice Chair were presented an update on the AAP, Local Plan Review and Local Development Scheme on 4 July 2022. Comments included:

- The wide range of engagement at Preferred Options stage of consultation was strongly supported, with a suggestion to continue and improve engagement with hard-to-reach groups in future consultation exercises, at every stage of the process.
- There was broad support for the preferred approach taken in the AAP. The need for positive change regarding the Railway Station and surrounding area is needed to reflect the ongoing regeneration of the Town Centre.
- There was support for the approach to incorporate the evidence gathered from the two rounds of consultation on the AAP, into updated and revised policies as part of a Local Plan Review.

4.49 The views of the Planning & Development Committee Members are of significant value in shaping the future direction the Stevenage Station Gateway AAP and Local

Plan Review takes, as future Committee decisions will be based on revised and possibly new Local Plan policies.

- 4.50 Key concerns expressed previously include the need for wide engagement; potential future changes to Lytton Way; and connectivity between the Railway Station and the town centre, as it progresses through several stages of regeneration.

Recommendation 2.6: That the Executive note that informal engagement with key stakeholders will continue, ahead of incorporating the AAP into the Local Plan Review.

- 4.51 There may be scope for further engagement, with other key stakeholders to inform them of progress on the AAP and Local Plan Review and listen to any comments they may wish to make.
- 4.52 Given the role of the Stevenage Development Board in securing funding for masterplanning the future of the Station Gateway area, it is important that the AAP and Local Plan Review is shaped by continued close working with the Stevenage Development Board on masterplanning activity. This is in order to explore the options, scenarios and ideas for development in the area and beyond, in greater depth and to ensure the right outcomes are achieved in time.
- 4.53 The Stevenage Development Board have provided broad support for the AAP throughout the process, as have the key stakeholders who have liaised constructively with officers at meetings and through general dialogue.

5 IMPLICATIONS

Financial Implications

- 5.1 The costs associated with producing and consulting on the draft Stevenage Station Gateway Area Action Plan: Preferred Options Report were met from the agreed departmental budget.
- 5.2 A budget of £7,000 was allocated to procuring the digital engagement platform with the providers, Commonplace. This included access to the webpages, training on the consultation platform and continued support and assistance from the Commonplace team to ensure a positive, engaging consultation platform was released to the public and key stakeholders.
- 5.3 Officers sought legal advice regarding the potential scope of the Local Plan Review. This was produced at a cost of £7,500.
- 5.4 It is possible that further consultancy assistance will be required to progress the Local Plan Review, for which the AAP is proposed to be incorporated into.
- 5.5 The Hertfordshire County Council / WSP Highways Modelling Report work, to supplement the Issues & Options Consultation and Preferred Options report drafting, required a budget of c. £30,000.
- 5.6 Potential further Highways Modelling work could be utilised, for example to test the success or otherwise of the Preferred Lytton Way Options by temporarily restricting through traffic on Lytton Way to identify if the reality of this situation is the same as predicted in the model. This could have further budget implications.

- 5.7 Depending on the extent of public consultation methods to be utilised for a Local Plan Review, there could be further cost / budget implications and resourcing impacts on the Planning Policy team.
- 5.8 Any potential future schemes or plans that are referenced in the AAP and subsequently developed will need to be subject to a business case and / or will require developer or potentially Council funding.

Legal Implications

- 5.9 Officers sought legal advice regarding the scope of a Local Plan Review and will seek further advice once the Local Development Scheme has been agreed and produced, through the Local Plan's statutory rounds of public consultation and up to submission of the Local Plan to the Secretary of State.

Risk Implications

- 5.10 There were no significant risks associated with producing the draft Stevenage Station Gateway Area Action Plan: Preferred Options Report and scoping for the Local Plan Review and wider Local Development Scheme.

Policy Implications

- 5.11 The Stevenage Station Gateway Area Action Plan: Preferred Options Report accords with and is being produced to supplement policies in the adopted Stevenage Borough Local Plan (2019). As it is a Development Plan Document it may also develop policies over and above the Local Plan for the Stevenage Station Gateway area of opportunity.
- 5.12 The Preferred Options Report will align with other corporate Council documents such as the Climate Change Strategy (adopted September 2020), Action Plan and Charter as well as Stevenage's Future Town Future Transport Strategy.
- 5.13 The Local Plan Review will ensure that the Council's Future Town, Future Council Corporate Plan key policies and objectives are reflected as far as possible. Officers will work with the Corporate Policy team to ensure the relevant links and references are made.

Planning Implications

- 5.14 The Stevenage Station Gateway Area Action Plan: Preferred Options Report supplements the adopted Stevenage Local Plan (2019).
- 5.15 The document will add to and complement the Development Plan for Stevenage. It will be a material consideration for planning applications.
- 5.16 The Local Plan Review and wider Local Development Scheme will provide revised, updated and, in some cases, new policies in the Local Plan for Stevenage. Future proposals will need to be in accordance with revised and new policies in the Local Plan as it progresses through the process to adoption.

Environmental Implications

- 5.17 During preparation of the Stevenage Borough Local Plan, officers concluded that Policy TC4 (Station Gateway Major Opportunity Area) had no significant environmental impact. There is potential to include stronger wording in the Stevenage Station Gateway Area Action Plan Preferred Options referring to environmental effects of the development.

Climate Change Implications

- 5.18 The Stevenage Station Gateway Area Action Plan: Preferred Options Report seeks to provide sustainable travel solutions and promote active modes of transport. This will be strengthened in the Partial Review of the Local Plan. This supports the aims and objectives of the Stevenage Climate Change Strategy (September 2020) [BD4] and contribute to the overall climate change aspirations of the Council.

Equalities and Diversity Implications

- 5.19 The Stevenage Station Gateway Area Action Plan: Preferred Options Report seeks to improve disabled and step-free access to Stevenage railway station; therefore, offering further opportunities and benefits for all accessing the railway station and more widely, connecting to the regenerated town centre in future.

Community Safety Implications

- 5.20 Whilst the Stevenage Station Gateway Area Action Plan: Preferred Options Report is unlikely to have any direct community safety implications itself, when implementing any of the proposals the delivery body will need to consider the potential impacts on community safety.

Other Implications

- 5.21 There will be significant economic implications from future work arising from the Stevenage Station Gateway Area Action Plan.
- 5.22 For example, the AAP could help to maximise opportunity for provision of high-quality facilities for the growing local research and development industry as well as the expanding cell and gene therapy catalyst industry that is seeking future accommodation in the town and wider area.
- 5.23 The incorporation into the partial review and update of the Local Plan will mean that the evidence gathered from two rounds of consultation on the AAP will not just provide an update to Policy TC4 of the Local Plan; it is highly likely that a wide range of other policies in the Local Plan will require an update from the evidence gathered on the AAP.

BACKGROUND DOCUMENTS

- BD1 Stevenage Borough Local Plan 2011–2031 (May 2019)
<https://www.stevenage.gov.uk/documents/planning-policy/stevenage-borough-local-plan/stevenage-borough-local-plan.pdf>
- BD2 Letter from Rt. Hon. James Brokenshire MP, Secretary of State for Housing, Communities and Local Government, to Stevenage Borough Council: Stevenage Borough Council's Local Plan (March 2019)
<https://www.stevenage.gov.uk/documents/planning-policy/holding-direction/the-secretary-of-states-letter.pdf>
- BD3 Stevenage Station Gateway Area Action Plan: Preferred Options Report (January 2023)
<https://res.cloudinary.com/commonplace-digital-limited/image/upload/v1674580985/projects/63c67f1b270b6cf88a07f7bf/media-upload/Stevenage%20Station%20Gateway%20AAP%20Preferred%20Options%20Report.pdf/lipkbl2emqe2i4rlnhq4.pdf>
- BD4 Stevenage Climate Change Strategy (September 2020)
<https://www.stevenage.gov.uk/documents/about-the-council/climate-change-strategy/climate-change-strategy-september-2020.pdf>
- BD5 Meeting of the Stevenage Borough Council Executive, Item 8: Stevenage Connection Area Action Plan: Issues and Options Report Public Consultation Feedback (February 2022)
<https://democracy.stevenage.gov.uk/documents/s30618/Station%20Gateway%20AAP%20-%20Exec%20Report.pdf>
- BD6 Meeting of the Stevenage Borough Council Executive, Item 5: Stevenage Connection Area Action Plan: Preferred Options Report for Public Consultation (September 2022)
<https://democracy.stevenage.gov.uk/documents/s32496/Station%20Gateway%20AAP%20-%20Exec%20Report.pdf>
- BD7 Stevenage Borough Local Development Scheme (October 2020)
<https://www.stevenage.gov.uk/documents/planning-policy/local-development-scheme/local-development-scheme-october-2020.pdf>
- BD8 Stevenage Station Gateway Area Action Plan – Summary of Paramics Model Findings (Hertfordshire County Council & WSP, December 2021)
<https://democracy.stevenage.gov.uk/documents/s30623/SG%20AAP%20-%20Appendix%20E%20-%20Model%20Summary%20Technical%20Note%20-%20WSP.pdf>

APPENDICES

- A Stevenage Station Gateway Area Action Plan: Preferred Options Consultation Statement (June 2023)
- B Stevenage Station Gateway Area Action Plan: Preferred Options Report (Executive Summary, January 2023)
- C Stevenage Station Gateway Area Action Plan: Consultation Questions (January 2023)
- D Stevenage Draft Local Development Scheme (July 2023)

APPENDIX A

Stevenage Borough Council

Stevenage Station Gateway Area Action Plan (AAP) Preferred Options (2023)

Consultation Statement

30 January – 18 March 2023

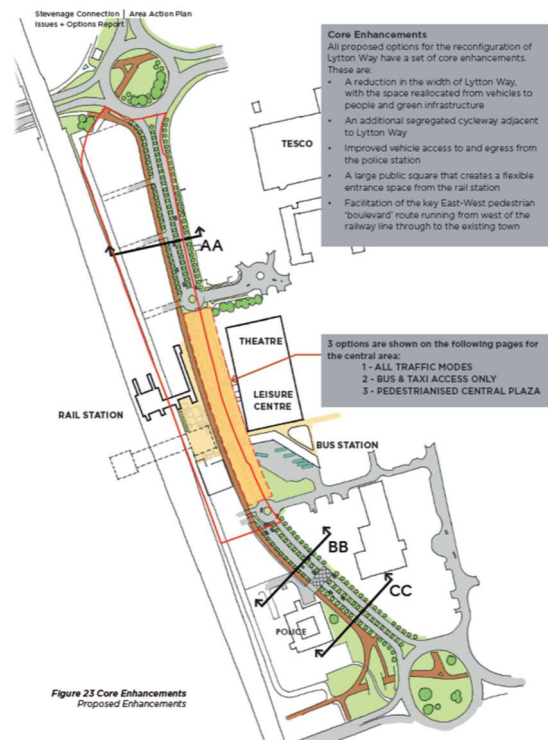


Executive Summary

The Preferred Options Report for the Stevenage Station Gateway Area Action Plan (AAP) was published for consultation in January 2023. The aim of the report is to develop a sustainable solution for the area around Stevenage Station and improve accessibility and create a sense of arrival whilst supporting the promotion of sustainable forms of transport.

A consultation on the first AAP (Issues and Options) was held between the 12 July and 5 September 2021. It included four options for Lytton Way and two cycle path options.

- **Option 0** – Do nothing
- **Option 1** – All traffic modes: reduces the central area of Lytton Way between Swingate and Danesgate to a single carriageway suitable for all modes of traffic
- **Option 2** – Bus and Taxi only: reduces the central area of Lytton Way between Swingate and Danesgate to a single carriageway and restricts movement to buses and taxis only
- **Option 3** – Pedestrianised Plaza: removes regular vehicle movement from the front of the station and Lytton Way ceases to be a through-route. An access through-route is retained for emergency vehicles needing to access and egress the station and immediate environs



Option 2 emerged as a Preferred Option. However, Option 3 was also very popular across many consultation respondents and stakeholders. These two options were brought forward for the Preferred Options consultation. Transport and accessibility attracted a great deal of interest, for which officers have considered closely for this Preferred Options AAP.

During the second Public Consultation period held from 30 January to 18 March, we received upwards of 950 individual representations on the report. These representations came from a variety of mechanisms that we employed for consultation, including pop up consultation stalls at the Railway Station itself and in and around Stevenage Town Centre, social media (Facebook, Twitter and Instagram) and a formal consultation website to record respondents' comments.

The representations came from a combination of members of the public, statutory consultees and other interested parties.

Initially, Option 2 seems to be favoured by the public and consultees and there may be scope for these Options to be combined in some way. But this will be assessed as part of the preparation of the next stage of the Area Action Plan.

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1. Introduction

1.1 This document sets out how Stevenage Borough Council has undertaken consultation in the preparation of the Stevenage Station Gateway Area Action Plan; Preferred Options stage. The statement provides an overview on the following:

- Who was invited to make representations;
- How they were invited to do so;
- Summaries of the main issues raised in the representations; and
- Next steps for the Area Action Plan (AAP).

2. Town and Country Planning Regulations

2.1 This consultation statement complies with the Town and Country Planning (Local Planning) (England) Regulations 2012 (as amended). The most relevant regulations relating to the process are as follows:

- Regulation 12: Regulation 12(a) requires the Council to produce a consultation statement before adoption, this must set out who was consulted, a summary of the issues raised, and how these issues were incorporated.
- Regulation 12(b) requires the Council to publish the documents for a minimum 4 week consultation, specify the date when responses should be received and identify the address to which responses should be sent.
- Regulation 35: Regulation 12 states that when seeking representations, documents must be available in accordance with Regulation 35. This requires the Council to make documents available by taking the following steps;
 - Make the document available at the principal office and other places within the area that the Council considers appropriate;
 - Publish the document on the Council's website

2.2 The Local Development Scheme (LDS) of Stevenage Borough has included the intention to prepare an AAP for this part of Stevenage since 2019 when the Local Plan was adopted. A review of the current Stevenage Borough LDS will continue to include the AAP and consider how this will be included in a Local Plan review.

2.3 The AAP was previously referred to as the Area Action Plan – Railway Station in the LDS; then subsequently renamed for the Issues and Options consultation in 2019 as the Stevenage Connection Area Action Plan. However, in order to reflect the more comprehensive vision being envisaged for the area, and the need to integrate development proposals in the area, the plan has been renamed the Stevenage Station Gateway Area Action Plan.

2.4 The adopted Stevenage Borough Local Plan (2019) includes policy allocating land in the area of the railway station for high quality mixed use development, including an extended and regenerated train station, new bus station, high density housing, new multi-storey car parking and new office and retail premises. Revitalisation of the area will be focussed on the updated and enhanced sustainable transport interchange through the development of the new bus station and the regeneration of the train station. The AAP is being developed and involves close collaborative work with Hertfordshire County Council and other stakeholders in the area.

2.5 Preparation of the AAP commenced in 2020. The Issues and Options Report was reported to Council in early 2022. The Preferred Options Report had been redrafted to reflect the previous consultation and responses to the consultation will be reported to Council in the Summer 2023.

3 Pre Public Consultation

3.1 Prior to the Preferred Options Report being circulated for public consultation, the report went through some internal consultation and also the constitutional process.

3.2 The Report was presented to Members at the following meetings:

- SLT 9 August 2022
- Clearance Board 25 August 2022
- Planning and Development Committee 22 June 2022 and verbal update 8 September
- Executive 14 September 2022
- Overview and Scrutiny 21 September 2022

3.3 A summary of the comments made in those meetings and other general comments are set out below.

Name/Organisation	Comments:	SBC Response
SLT/Clearance Board	Reference to Climate Change and R&D references should be made in the document	This had been incorporated to reflect these comments.
P&D	Accessibility	Incorporated comments into final report and highlighted HCC modelling report.
Executive	Wider Engagement, particularly with the young and a concise document available to the public.	Officers with the assistance of public engagement specialists Commonplace, set up a new online consultation platform.
O&S	Wider engagement and consideration to the vision to incorporate the wider area from the station.	Set up of new online consultation platform and incorporated comments into final draft.

4 Preferred Options Consultation (2023)

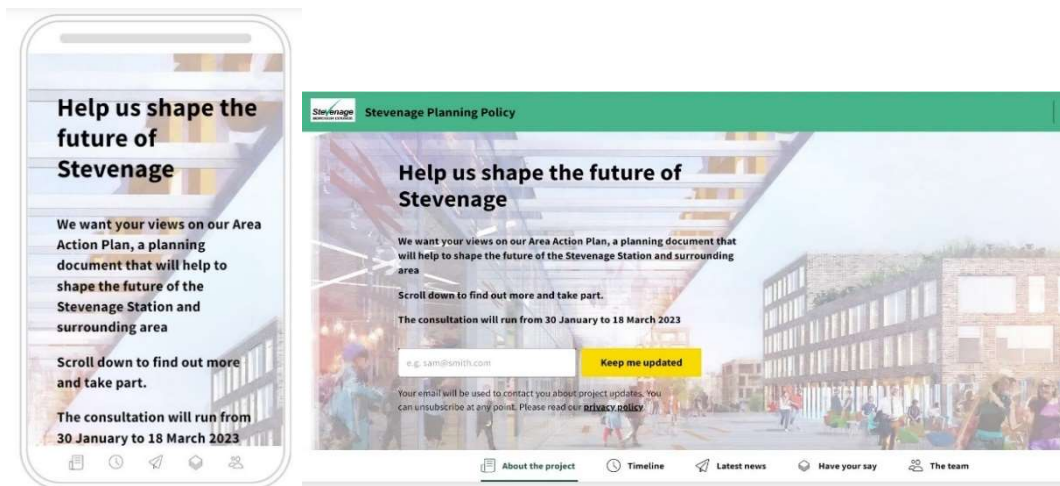
4.1 The Stevenage Station Gateway Area Action Plan: Preferred Options report set out the main issues for the site and a series of possible options for its future development.

4.2 A Sustainability Appraisal (SA) Scoping Report was published for consultation in accordance with the Strategic Environmental Assessment Directive and Regulations. The consultation formally sought the views of a wide range of consultees, including the three statutory consultees: Historic England; Natural England; and the Environment Agency. The purpose of the consultation was to gauge the views of consultees on the defined

scope of the SA and the proposed level of detail that should be included in the SA. The consultation period ran from 30 January until 18 March 2023.

- 4.3 The draft Preferred Options Report was prepared and approved for public consultation by Stevenage Borough Council Executive Committee on 14 September 2022.
- 4.4 The public consultation exercise was undertaken from 30 January until 18 March 2023. Representations were invited in respect of the Preferred Options Report.
- 4.5 Representations could be made using an online consultation system called Commonplace. It was accessed through its own web address which was placed on the Council website, social media or alternatively, responses could be posted or emailed to the Planning Policy Team.
- 4.6 During the first consultation for the Station Gateway AAP (Issues and Options) held in 2021, the council used a consultation platform called Objective. It was considered complicated by consultees and did not capture as many comments as anticipated. There was no quick and efficient process to analyse the results and placed a strain on council officer time.
- 4.7 For this second consultation, research was conducted on several consultation platforms to establish a suitable replacement. After an assessment of providers, Commonplace was chosen as the web platform to host the Station Gateway AAP consultation. It was considered appropriate because it was suitable for mobile phones as well as desktop users. The design of the site was tailored to hold detailed planning documents, allow consultees to visually analyse the area through maps and assist with breaking down complex planning matters. The platform is to help engage residents, businesses and different demographics and by separating topic areas may at times lead to more clicks on a mobile or computer.
- 4.8 Planning documents like the AAP can be complicated and use planning language which often disengages an audience. With the help of Commonplace and using best practice, we have engaged more widely than the last consultation. We learnt from previous Commonplace consultations such as Camden Council's, Euston Area Plan Review and built a consultation platform suitable for Stevenage's Area Action Plan.
- 4.9 Figure 1 shows how the consultation platform was viewed on a desktop computer or mobile device.

Figure 1: Consultation platform on viewed on a desktop and mobile device.

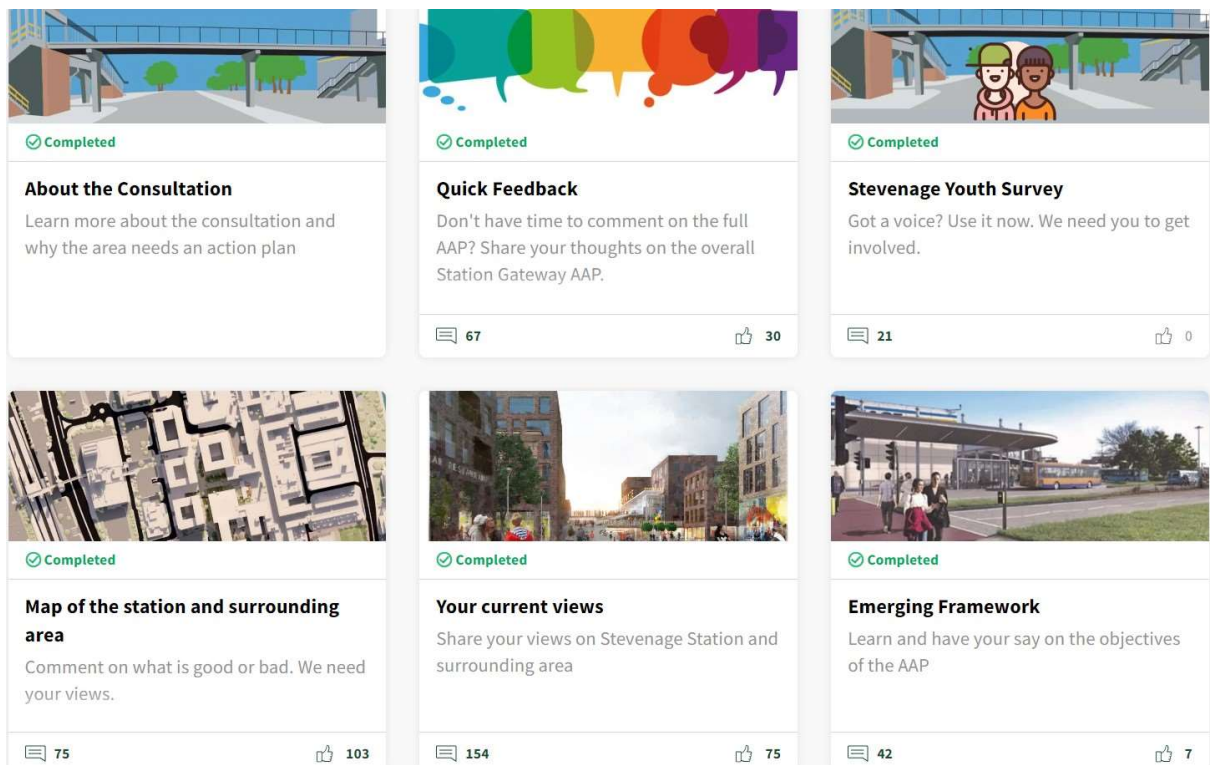


4.10 A direct link to the consultation platform was accessed via a dedicated link:

<http://stevenageplanningpolicy.commonplace.is>

The consultation platform breaks down the document into sections to enable a consultee to answer questions based on a topic area within the AAP. All sections contain questions, but all are optional to allow flexibility to respondents. The image below shows some of the topic areas on the website.

Figure 2: Breakdown of questions on the consultation platform

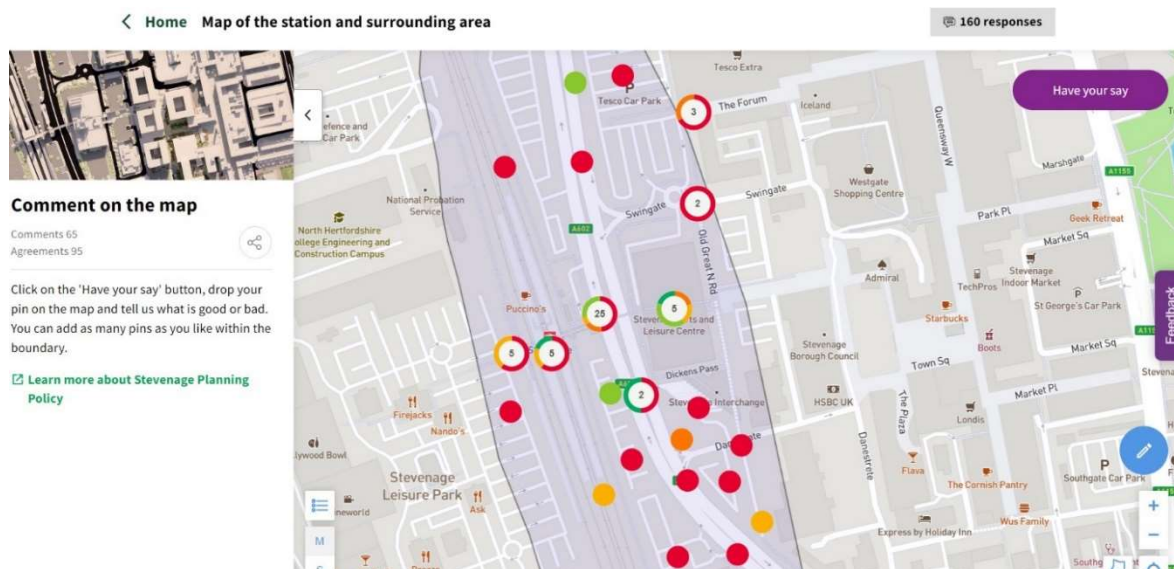


4.11 These sections focus on four main areas in the document, and this includes the AAP's:

- Framework;
- Objectives;
- Proposed Options for the Area;
- Current Views.

4.12 Another option is for respondents to place an exact location for their comment, on an interactive map. This has enabled place shaping analysis on positive or negative elements in and around the station (as shown in the image below). There was also one section to enable quick feedback if they did not wish to look through all the document and submit one response.

Figure 3: Example of Map area with comments.



4.13 The overall aim was to gather consultee views across a wide demographic as well as different types of users in the area. Therefore, the platform had to be suitable for residents, visitors, businesses, and statutory consultees. This can lead to a gap in consultees' proficiency in planning terminology, and the platform was designed with this in mind. Therefore, you could answer as few, or as many questions as you like.

4.14 Formal public consultation period (30 January to 18 March 2023):

A link to the Stevenage Station Gateway AAP Preferred Options Report consultation platform was sent to all individuals who had signed up to the Councils planning consultee register. The register mainly consists of individuals who have responded to previous Local Plan consultations or specific planning applications, and also contains all statutory consultees and Duty to Cooperate bodies, as required by Regulations. Approximately 200 letters were also sent to individuals who had not provided an email address. The letters advised recipients how they would be able to view the document (both electronically and physically) and the process for responding to the consultation. Appendix 1 contains the list of notified consultees.

- 4.15 The formal consultation consisted of:
- Publicity via the Stevenage Borough Council website and social media platforms (including the Council's Facebook, Twitter, Instagram and LinkedIn pages).
 - A link to the Council's consultation interface, where the public were able to download the AAP and submit their observations and representations.
 - The consultation interface included a series of "consultation questions", designed to cover the varying aspects of the AAP and to generate comments on certain sections of the document, for example the cycle path options or general views on the Railway Station and surrounding area. This was primarily to ensure that the Council received responses on the document as a whole and not just, for example on the proposed options for Lytton Way. The questions proved useful in understanding public opinion across the consultation period and subsequent representations made.
 - A series of more formal "key stakeholder meetings" were held virtually and in person at Daneshill House.
 - A press release and articles in the Comet newspaper relating to the AAP public consultation.
 - Continuation of distribution of leaflets and posters publicising the public consultation. This included distribution at Stevenage Central Library, Daneshill House Reception and Stevenage Railway Station.
 - Continuation of engagement with the wider public via consultation stalls at the Railway Station, Stevenage Bus Station and Stevenage Indoor Market.
- 4.16 The Planning Policy team were assisted by the Communities & Neighbourhoods team and in particular, neighbourhood wardens, in promoting the Area Action Plan consultation across Stevenage to ensure a wide a response as possible.
- 4.17 Copies of the Preferred Options Report were made available for inspection, along with supporting documents at the following locations:
- Stevenage Central Library
 - Stevenage Old Town Library
 - Council Office, Daneshill House, Danestrete
 - Online via the Councils website
- 4.18 A series of stalls were held during February and March 2023 at which Council Officers were in attendance to explain the various options and to answer questions. The events took place at the following venues:
- Stevenage Railway Station - 24 February and 7 March 2023
 - Stevenage Bus Station - 9 and 10 March 2023
 - Stevenage Indoor market - 3 March 2023
- 4.19 Representations received in respect of the consultation exercise are available to view in full on the Stevenage Borough Council consultation portal. A summary of the representations received are included in this statement.
- 4.20 The representations were reported to the Executive, Planning and Development, and Scrutiny and Overview committees, of which the minutes can be viewed online. The views of members will be used to inform the next stage of the Area Action Plan.

4.12 The responses received to the Preferred Options Report will be used to inform the preparation of the Local Plan Review.

5 Responses and main issues raised during the consultation

5.1 A total of 950 representations were received from consultees as well as internal teams and committees.

Second consultation on AAP held between: **30 January to 18 March 2023**

- Commonplace: **447** respondents **910** comments
- Emails/letters: **14** respondents **40** comments
- Youth Survey: **35** respondents
- Stakeholders; **7** meetings (comments not included in numbers)
- Social Media comments (not included in numbers)

Total: 461 respondents / 950 comments or agreements

5.2 Responses were received from:

- Hertfordshire County Council
- Historic England
- LEP (Local Enterprise Partnership)
- GTR
- Sports England
- Hertfordshire Constabulary
- Thames Water
- Cycle UK Stevenage
- Members of the public

5.3 A full summary of responses is provided in Appendix 2 as well as an overview of any recommendations to be taken forward for consideration when drafting the next stage of the AAP.

5.4 A wide range of themes emerged from consultation comments, including some of those highlighted in table 1.

Table 1:

Theme	Comments
Traffic / congestion	Traffic flow around the immediate area may suffer. Currently no alternatives to using other modes of transport. Bus services are too infrequent or finish too early.

Connectivity between different modes of transport	Good to have the train and bus station closer together. The new level crossing has made it more accessible on foot.
Accessibility for all	Lifts not always operational at night. Lifts have improved accessibility on to platforms. Ground floor access would make it feel a more inviting place. Ground level pedestrian crossings have made it more accessible especially to bus station.
Signage / wayfinding	Confusing signage around station and beyond for both pedestrians and cyclists. No clear way to walk or cycle.
Car Parking / drop off and pick up areas	Better drop off and pick up points needed. Car parking needs to be priced correctly. Car parks still needed for many due to lack of alternative travel methods.
Facilities and land use (retail / cultural / leisure units /places to eat and drink)	More places to meet and wait would be needed. The Gordon Craig theatre is a community asset in the town and needs to stay in the area. Theatre works well next to train and bus station. Other facilities would work near a transport hub.
The environment and public realm (planting / green space / seating)	Hostile environment; barriers with high-speed road network. No space to sit down. No green space, just aggressive traffic and noise pollution. Air pollution is a concern.
Safety	Cycle paths and footpaths feel isolated early evening and at night. Lighting needs to be improved. No natural surveillance from footfall or slow traffic. Cold and exposed areas fuel fear of safety.
Active Travel	Good cycle racks needed. Alternatives to the car needs to be improved in order to encourage other forms of travel.
Visually Attractive	Either stairs or the back of buildings currently greets those who travel by train. The brutalist architecture of the town needs to be celebrated but also modernised. More attention is needed for the environment with more greenery.

5.5 A total of 7 meetings were held with the key stakeholder groups identified through the early engagement process when the AAP was first drafted and developed. These were as follows:

- Cycling UK Stevenage: 13 March 2023
- Hertfordshire County Council: 6 March 2023
- Hertfordshire LEP: 21 February 2023
- Govia Thameslink Railway (GTR): 16 March 2023
- Mace: 6 March 2023
- Stevenage Bus Users Group: 13 March 2023
- Sustrans: 23 February 2023

5.6 At each meeting, officers presented a set of PowerPoint slides to the stakeholder group detailing the Area Action Plan. The stakeholder group were then invited to comment on the content of the AAP from their perspective and comments recorded as part of the overall consultation response.

5.7 Key issues arising from these meetings are shown in table below.

Table 2 – Key comments from stakeholder meetings

Theme	Comments
Vision & Objectives	Generally supported to provide much needed transformation of this part of the town and to support activities at and around the Railway Station.
Access	Regarding the road bridge, there are key issues in terms of future access. Ramps down to the town and leisure park may not conform to modern standards. Disabled, elderly, young children can struggle with the station and surrounding area.
Destination & Sense of Place	A destination to meet and eat would be beneficial to the town. Attract business into the town.
Connectivity	Further movement analysis could potentially be used to support any future options. Another round of transport modelling could be useful to assess any changes in the last few years. Changes to work patterns have changed how the network operates on certain days of the week.
Cycling	Consideration needed for cycling past or through the Station, not just to and from it. People use the cycle route to commute and travel to places other than the Railway Station. Signage would be beneficial and clear signage is a must. Option 3 would need to be described differently to accommodate not only pedestrians, but also other forms of travel such as a bicycle.

Active Travel	Behaviour change and sustainable travel aspirations are required to assist with any changes in the area.
Economy	The AAP would assist with R&D and long standing industries in the area. Promote and draw in new companies to the area.
Railway Station	Access to the station will need to be considered for maintenance, deliveries, and staff parking. There is pressure on future possibilities for a new Station. This should consider how long this would take and the costs of intervention.
Lytton Way Options	Option 2 would provide flexibility in design and access. Option 3 would provide a Destination for Stevenage.
Bus Station	Access for buses is required North and South of Lytton Way for bus routes.

5.8 Key comments from Hertfordshire County Council Highways are included in the table below:

Hertfordshire County Council Highways would welcome the opportunity to work together to develop a plan that contributes to the overall vision for Hertfordshire.

Table 3 – HCC comments

Theme	Comments
<p>Preferred Options for Lytton Way:</p> <p>Option 2 - Bus and Taxi access only to Lytton Way - Preferred Option #1</p>	<p>Option 2, is HCC's preferred option as it addresses a number of objectives and principles of the AAP, removing the majority of vehicles from in front of the station helping reduce severance with the town centre. This option will make it easier for the area outside the station to operate more like a town square with a lower volume of vehicles passing through it.</p> <p>Other areas which need to be considered with this option:</p> <ul style="list-style-type: none"> • Enforcement and monitoring of traffic • In the information provided there is a failure to demonstrate direct pedestrian connectivity between Train Station, MSCP and Southern car park. • Provision of clearly signed vehicle drop off / pick up facilities in these car parks will also be important to discourage inappropriate stopping / waiting behaviour on adjacent roads (eg Swingate, Danesgate) • Confirmation is sought on the two-vehicle access/egress points to the west from the new Swingate roundabout and north of the roundabout. • Option 2 will necessitate changes to the recently installed bus priority measures <p>Option 2 mitigation measures are detailed in the consultation statement and HCC/WSP modelling report.</p> <p>The HCC expects that the identified mitigation measures should address the possible traffic impacts at junction of Fairlands Way/Gunnel's wood Road in the west, at the junction of Fairlands Way and St. George Way in the east, at the junction of St. George Ways/ Six Hills Way and at the junction of Gunnels Wood Road/ Six Hills Way and that there needs to be inclusion of a wider package of measures to enable the development of this AAP option.</p>

<p>Preferred Options for Lytton Way –</p> <p>Option 3 – pedestrianised plaza - Preferred option #2</p>	<p>Option 3: As previously commented, the HCC would have preference option 2 over option3 to avoid bus routes diversions and longer time to access by buses from the north.</p> <p>As with Option 2 removal of traffic from Lytton Way will lead to the diversion of traffic to other routes around the town centre and would need to be accompanied by a wider package of mitigation measures to address the possible traffic impacts at junction of Fairlands Way/Gunnel’s wood Road in the west, at the junction of Fairlands Way and St. George Way in the east, at the junction of St. George Ways/ Six Hills Way and at the junction of Gunnels Wood Road/ Six Hills Way. Also, it fails to outline how to manage rail replacement bus service.</p> <p>Option 3 Mitigation measures are detailed in the consultation statement and HCC/WSP modelling report.</p>
<p>Cycle Path options</p>	<p>Cycle Path Potential layout 1 Preferred option #1 Cycle Path Potential layout 2 Preferred option #2</p> <p>Removing the existing cycleway would be a retrograde step. HCC expects that SBC discusses cycling provision options with HCC Officers in more detail and include the Highway Authority in the design process to ensure a route is developed to encourage sustainable/direct and safe access.</p> <p>Cycling provision in any of the options needs to be considered in line with LTN 1/20 guidance. The new cycle path needs to have dedicated crossing facilities across the side road accesses to the MSCP and police station. In this instance, HCC would welcome continues footway crossings in the context of LTN1/20</p>
<p>East – West Connectivity</p>	<p>In terms of the principles in the North Central GTP, we suggest that the permeable east west links between the Town Centre Gardens and the Leisure Park to reduce severance and re-classification of A602/Glaxo roundabout in order to improve multimodal access between the rail station, Gunnels Wood Road employment.</p> <p>A principle of the AAP is to Future proof for possible station upgrade, replacement of the Leisure Centre and improved links and development west of the rail station. On a wider point on access to sustainable transport, whilst it is recognised that there are redevelopment and placemaking opportunities from moving the Leisure Centre (Gordon Craig theatre) away from its location next to the railway station and relocated bus station, this would make it more difficult for users to access it via public transport and any new location would need to consider the access needs of non-car users.</p>
<p>Bus Station and Bus Service</p>	<p>The objectives around enhanced movement and access for all modes, ensuring effective interchange with the relocated bus station is key.</p> <p>The retention of Stop N is important for bus services traveling north, including to the Lister Hospital. As well as operational convenience, the stop is easier to access than the bus station for passengers arriving by train and wishing to continue northwards by bus.</p>
<p>Retention of existing footbridge</p>	<p>Currently there is direct access from the station to the town centre via the footbridge over Lytton Way. This is a key well used pedestrian route and it is reassuring to see the statement that “any final option would ensure that the existing footbridge is retained, until any redevelopment of the station and wider area takes place”. It is essential that a safe pedestrian route to the town centre is retained throughout any redevelopment process.</p>
<p>Train Station</p>	<p>It would aid access between the bus station and the railway station if a south facing set of steps was installed to the footbridge on the Leisure Centre side of Lytton Way, although it is noted that the new bus stop may create difficulties in achieving this.</p>

	It is not clear if any thought has been given to where rail replacement buses will stop to access the station. The retention of Stop N would aid the operation of these buses.
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6 Analysis of representations

- 6.1 The analysis was broken down by topics to understand the main themes.
- 6.2 The full breakdown of all questions, including charts and statistics, is attached in Appendix 1. A general overview has been included in the document, and the following section has captured some of the main results from the consultation.
- 6.3 The top five options of what respondents would like from arrival experience at Stevenage Station included (% of overall count):

- Clear Signage – 11%
- Feeling Safe – 11%
- Good Easy Access – 12%
- Toilets – 10%
- Visually Attractive – 8%

Throughout the responses, many felt the current station and surrounding area felt unsafe at quieter times of the day with poor signage to navigate to their next destination. The different levels for pedestrians were criticised for accessibility and added to the concerns of personal safety. Some of the comments also raised the issue of the traffic and the barriers of not only the road but the lack of a visually attractive space to wait. The welcome at the station was described by one respondent “you are greeted by the back of buildings”.

- 6.4 A large proportion of respondents described themselves as local residents, although 22% worked or owned a business in the area. Also a variety of methods were used to travel to the station but by car and on foot was the most popular method with 30% of the consultees. Therefore, the station area has to accommodate pedestrians as well as vehicles, such as the car.
- 6.5 The respondents were also asked to choose what types of land use they would like to see in the area.

Popular choices included:

- Open Space/ Green Space – 11%
- Retail – 11%
- Cultural Facilities (theatres etc) – 19%
- Leisure/sports facilities – 10%
- Car parks – 14%
- Transport Hub – 11%

Cultural facilities were very popular and within the consultation comments, the Gordon Craig theatre came out as a much-loved attraction in the town. Many respondents felt the theatre’s proximity to the train and bus station was very important and encouraged different modes of transport. It was considered detrimental to the area if it moved too

far from its current location. The five other uses listed above focus on the need for accessibility, such as car parks and a transport hub, but also a focus on the environment with need for more green space. Facilities for all ages, such as retail units or leisure facilities were as popular as the environment. The charts below show the full breakdown of results.

6.6 Within the AAP, there are a set of objectives which focus on what should be priorities for the area. The objectives and key design principles of the Area Action Plan (pages 46 - 47), will be brought through any final option in the Area Action Plan. There are eight and respondents were tasked with ranking the objectives in order of importance. The two objectives which were ranked the most important (1) or second most important (2) were:

- A new arrival experience and
- Enhanced movement and access.

The third most popular objective was to enhance the public space with biodiversity and habitats, confirming the environment for both ourselves and nature is important to respondents.

6.7 There is a clear appetite for change in the Station Gateway area and a more sustainable change with public transport / pedestrianisation and a focus on the environment. However, there are concerns with the potential for congestion and issues around car parking in the town.

6.8 **Options for the area:**

A consultation on the first AAP (Issues and Options) was held between the 12 July and 5 September 2021. It included four options for Lytton Way and two cycle path options.

Options 0, 1, 2 or 3 for the central section of Lytton Way were:

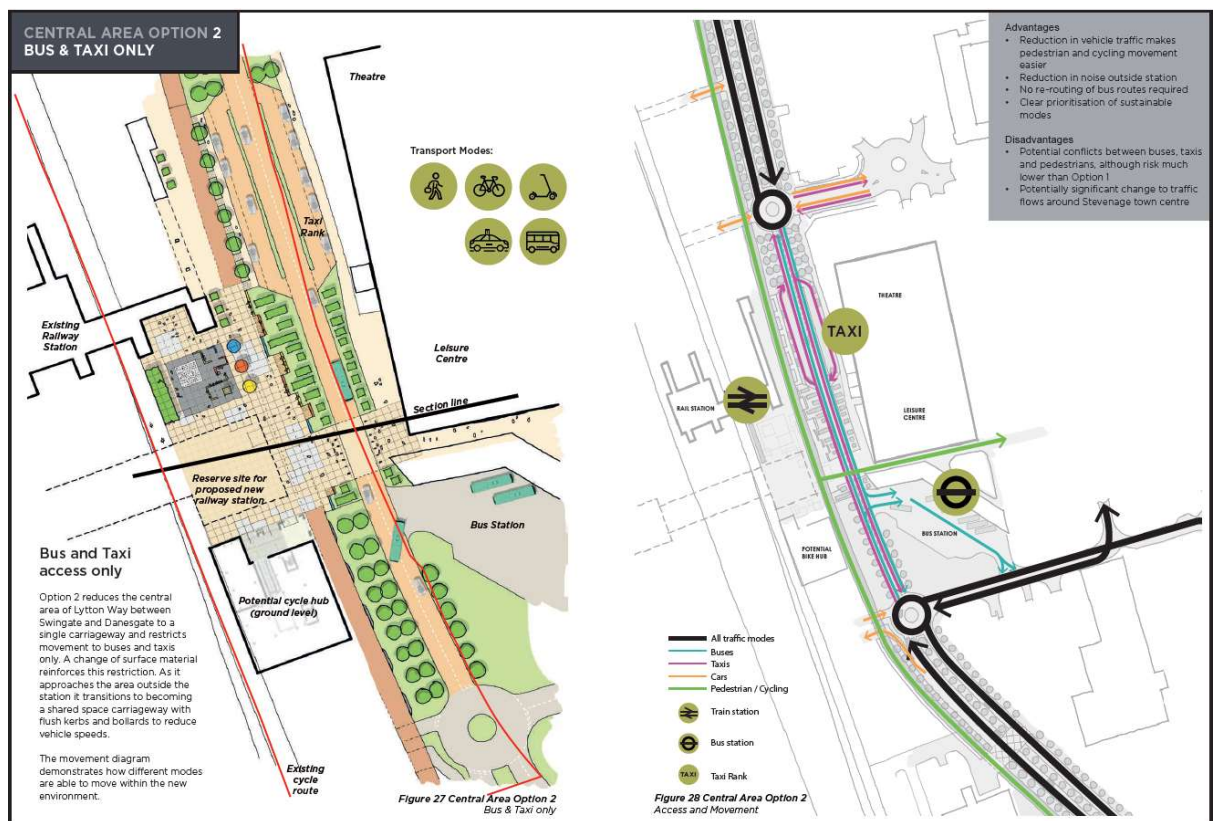
- Option 0 – “do nothing”
- Option 1 – Reduce to single carriageway (all traffic)
- Option 2 – Reduce to single carriageway (bus and taxi only)
- Option 3 – Pedestrianized Plaza (no carriageway)

6.9 The public consultation exercise returned a wide range of responses from members of the public, interest groups and stakeholders. There was a lower level of support for a “do nothing” approach as shown by Option 0. Transport and accessibility attracted a great deal of interest, for which officers have considered closely for this Preferred Options AAP.

6.10 Option 2 emerged as a Preferred Option. However, Option 3 was also very popular across many consultation respondents and stakeholders. While Option 1 is less supportive of active travel aspirations, but it was also popular among respondents in the first consultation. This demonstrated a clear overall desire for some form of positive change involving Lytton Way

6.11 It is important to recognise that the options for Lytton Way form just a part of the overall aims and objectives of the Station Gateway area, as presented throughout this document. While Option 2 has emerged as the Preferred Option, the final solution for this AAP will be flexible in land use terms to move from Option 2 to Option 3 or other solutions, in accordance with sustainable travel aspirations and the overall opportunity the area presents, to bring about the best possible sense of arrival and gateway to the regenerated town centre. This will be in accordance with the objectives and key design principles of this Area Action Plan and Local Plan Policy TC4: Station Gateway.

6.12 Option 2 - Reduce to single carriageway (bus and taxi only)



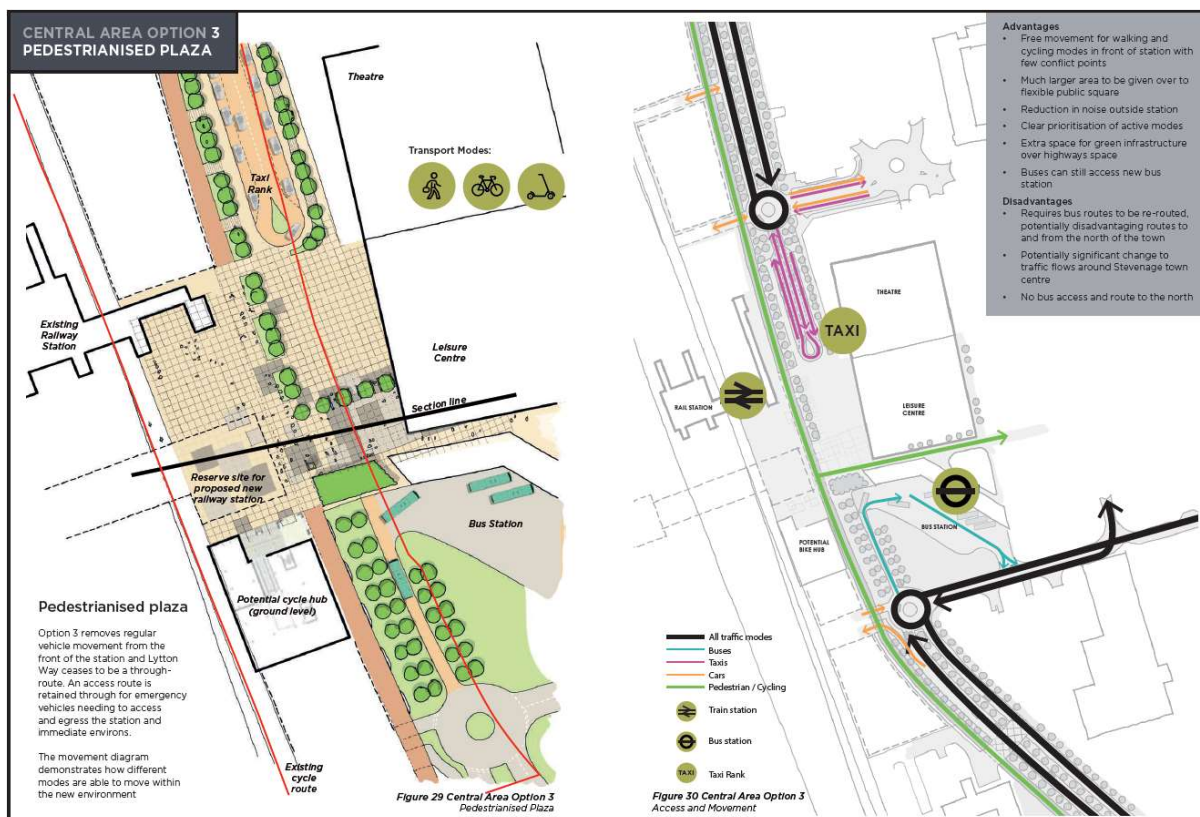
6.13 On a scale of 1 – 5, respondents could reflect their sentiment on how much they supported the proposal. From the results, 30% completely supported and 20% agreed with a mostly yes, providing a total of 50% of respondents. A total of 37% did not support the option.

6.14 The table below shows a summary of positive and negative comments received for Option 2.

Positive	Negative
<p>1. Improves connectivity between the town centre and station.</p> <p>2. Improves first impressions of the town; Nicer welcome into Stevenage and not met by a busy road.</p>	<p>1. Traffic congestion – It will affect car movement and re-route around other parts of the town centre generating new problems elsewhere.</p>

<p>3. Breaks the constraint of Lytton Way and unlocks potential for future development to the West of the station.</p> <p>4. Attractive, pedestrian-scale arrival experience with reduction of vehicle types and greatly improved green infrastructure.</p> <p>5. Maintaining through-traffic combined with roundabout junction to Danesgate will also optimise the current bus interchange operation without considerable re-routing.</p> <p>6. Cleaner air from reduced Traffic.</p> <p>7. Easier for pedestrians to walk to and from the bus stop and town centre. It will permit pedestrians to feel much safer, and will allow them to traverse easily to the town centre.</p> <p>8. Future developments will add to the ""Hub"".</p> <p>9. It will open more foot traffic and opportunities to use the area around the station in a more community-friendly way. Cars should be discouraged as a main transportation method, however the public transport needs to be significantly improved to achieve the desired effect!</p> <p>10. It would considerably reduce the feeling I get of being oppressed by the traffic in that part of the town, by reducing noise, the amount of traffic and the overriding necessity to watch out. It would lead to greater connection between the Town Centre and the leisure park.</p> <p>11. Makes Stevenage more welcoming. Lots separation between station and city centre.</p> <p>12. With reclaimed land from the removal of the lanes of Lytton Way, it also provides the opportunity to potentially, if space permits, to erect high density office, and living space around the station. This would be great as it could potentially result in people commuting to Stevenage itself, rather than having the populace commute elsewhere to places such as London.</p> <p>13. Provisions for both Buses and Taxis only could lead to quicker pick-up/drop off times.</p> <p>14. Would be impressive for a growing number of internationally significant companies locating here.</p>	<p>2. All the micro-simulation modelling I have seen of the impact of the closure of Lytton Way to general traffic indicates grid lock in the town.</p> <p>3. Both Option 2 & 3 will have an impact on the response times for Police vehicles going North to respond to incidents etc. by not allowing emergency access the response times will increase as vehicle will have to take alternative routes to service the population of the north of Stevenage.</p> <p>4. Car access and Parking.</p> <p>5. Effect on safety, pollution and efficiency of the roads all around the area.</p> <p>6. How will cars access the new multi storey car park at the station?</p> <p>7. I am concerned by the number of places where cars cross cycle/walking routes. For cyclists particularly this can be dangerous and should be minimised. The current cycling route by the railway line is continuous and forms part of NCN12. I want this enhanced and not degraded.</p> <p>8. I don't like the fact that the busses would cross the pedestrian route. I think buses and taxis should go around and leave the area fully pedestrianised.</p> <p>9. Removes an essential thoroughfare through the town. Makes it harder to drop off/pick up from the station.</p> <p>10. Concern is the servicing of new developments between Swingate and Danesgate if vehicle types are restricted.</p> <p>11. Concerns surround entry to Tesco's</p>
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6.15 Option 3 - Pedestrianized Plaza (no carriageway)



As with Options 2, On a scale of 1 – 5 (1 = No and 5 = Yes), respondents could reflect their sentiment on how much they supported the proposal. From the results, 34% completely supported and 14% agreed with a mostly yes, providing a total of 48% of respondents. A total of 36% did not support the option. There was a higher proportion of respondents which opted for the Unsure/Neutral decision, in comparison to Option 2.

6.16 The table below shows a summary of positive and negative comments received for Option 3.

Positive	Negative
<p>. The focus on the arrival experience is welcomed as Stevenage looks to improve how it's perceived through this regeneration effort.</p> <p>2. Better access, to and from town centre. Better link from bus station and train station.</p> <p>3. Creation of new car-free spaces reflects the heritage of the pedestrianised town centre.</p>	<p>1. A plaza might create additional space for Anti Social Behaviour.</p> <p>2. Traffic congestion - "All it will do is move the pollution and traffic to the side roads, making things worse for drivers".</p> <p>3. Growth in the town - At a time when large amounts of residential properties are being constructed in Stevenage it is madness to further restrict the already congested town centre traffic.</p> <p>4. Bus journeys would take longer.</p>

<p>4. Definitely great for anyone walking, much better impact for people visiting Stevenage for the day.</p> <p>5. Easy access to the bus station.</p> <p>6. Feel safer in term of less traffic and a cleaner environment for sustainable travel.</p> <p>7. This option would cut down on heavy traffic in and around the train station and indeed pollution.</p> <p>8. Plazas are great to add greenery and scenery, which is beneficial to those who use them.</p> <p>9. Looks like a fabulous place to be and a worthy entrance to the town.</p> <p>10. An improved space for pedestrians and cyclists.</p> <p>11. More facilities in the public realm (such as seating, shops), will make it an attractive place to be</p>	<p>5. Complicates local transportation connections from the rail network, takes additional bus and taxi routing time.</p> <p>6. Hard to drop-off/pick-up passengers by car</p> <p>7. How will cars access the new multi storey car park at the station.</p> <p>8. Lytton way is a vital thoroughfare through the town, especially for those from the south of the town.</p>
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6.17 The Cycle Path Preferred Layout seeks to retain the existing bicycle path and creates a new segregated path within the revised Lytton Way street profile. This was the preferred option from the first consultation held in 2021 for the Issues and Options AAP. On a scale of 1 – 5 (1=No and 5 =Yes), respondents could reflect their sentiment on how much they supported the proposal. From the results, 28% completely supported and 26% agreed with a mostly yes, providing a total of 54% of respondents in full/partial support. A total of 17% did not support the option.

6.18 The preferred options proved to be a popular area for consultees. There is clearly a public appetite to improve the effectiveness and functionality of the Station Gateway Area in Stevenage. Respondents are supportive of change, but concerns lie with traffic and congestion and how the surrounding network can cope if radical changes were made. Option 2 was the preferred choice, but some respondents felt there needed to be viable alternatives in place before any significant changes could occur.

7 How has the Council responded to these Preferred Options?

7.1 A complete schedule of consultation responses, the Council’s response to the comments is provided in Appendix 2.

7.2 The opinions and views of the public will be considered when we work through the Area Action Plan and this will feed into our Local Plan Review in which Policy TC4, will reflect the outcomes from this consultation.

7.3 We have now completed the first two stages of development for an Area Action Plan. The “Issues and Options” draft of the Stevenage Connection Area Action Plan (AAP)

formed this first stage and the Stevenage Station Gateway Preferred Options AAP is the second stage.

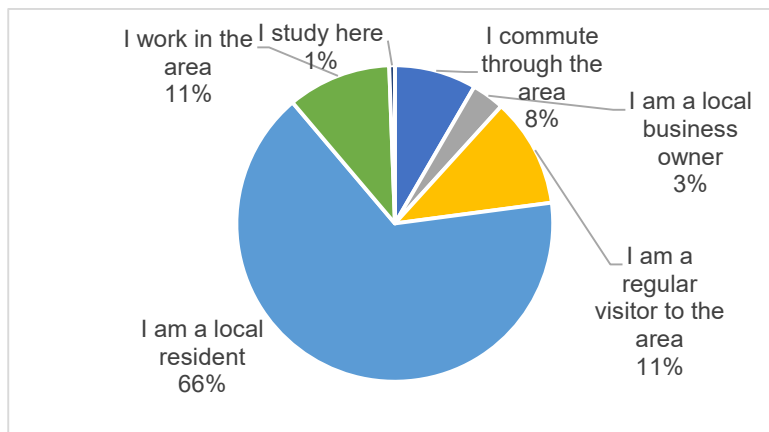
- 7.4 After two public consultations, the original plan was to then follow the process leading to submission of the AAP to the Secretary of State, ahead of an independent Examination in Public by an appointed Planning Inspector.
- 7.5 In the time that has passed since May 2019, the proposed number of significant changes to the planning system has led to the Planning Policy team to scope out work regarding a review of the Local Plan and incorporate the work of the AAP into the review. Two productive stages of public consultation on the Area Action Plan has led to a comprehensive and robust evidence base that supports Policy TC4 of the Local Plan. A partial review of the Stevenage Local Plan would be beneficial in meeting Government requirements to undertake a review by 2025, updating only the essential strategic elements.
- 7.6 Therefore a Partial Review of the Local Plan, will incorporate the evidence gathered from the two rounds of consultation on the AAP. This will allow the evidence base already gathered through the two rounds of consultation to form an updated and much clearer policy direction for Policy TC4 of the Local Plan as well as potential other policies of the plan, in accordance with wider strategic updates and objectives, including the continued requirement to tackle the Climate Change agenda and promoting sustainable and active travel across the Borough.

Appendix 1 – Analysis of questions

Quick Feedback- Aim of questions: To understand how respondents use the area and provide quick feedback.

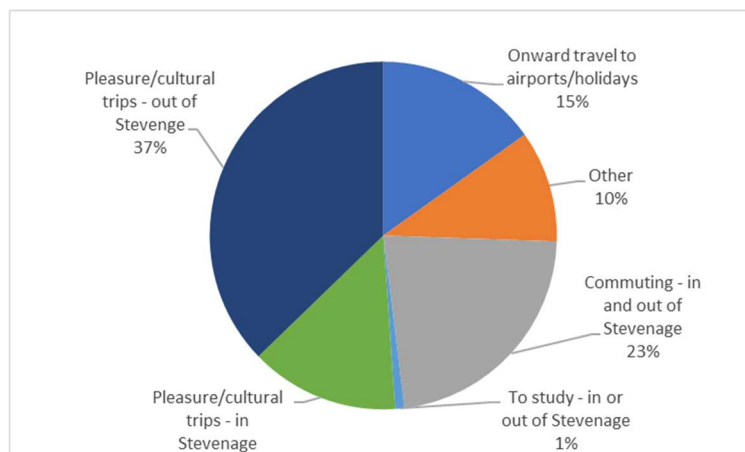
Which of the following best describes you?

A large proportion of respondents described themselves as local residents, although 22% worked or owned a business in the area.



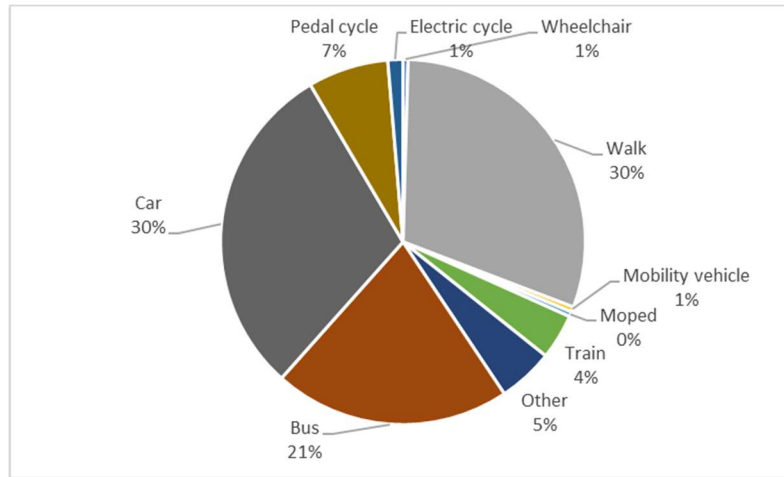
Why do you use the train station?

Most journeys were for pleasure / cultural trips out of Stevenage with 37% of respondents, although 23% were commuting in or out of the town.



How do you travel to the train station?

Walking and travelling by car were the most popular forms of travel to the station with 30%.

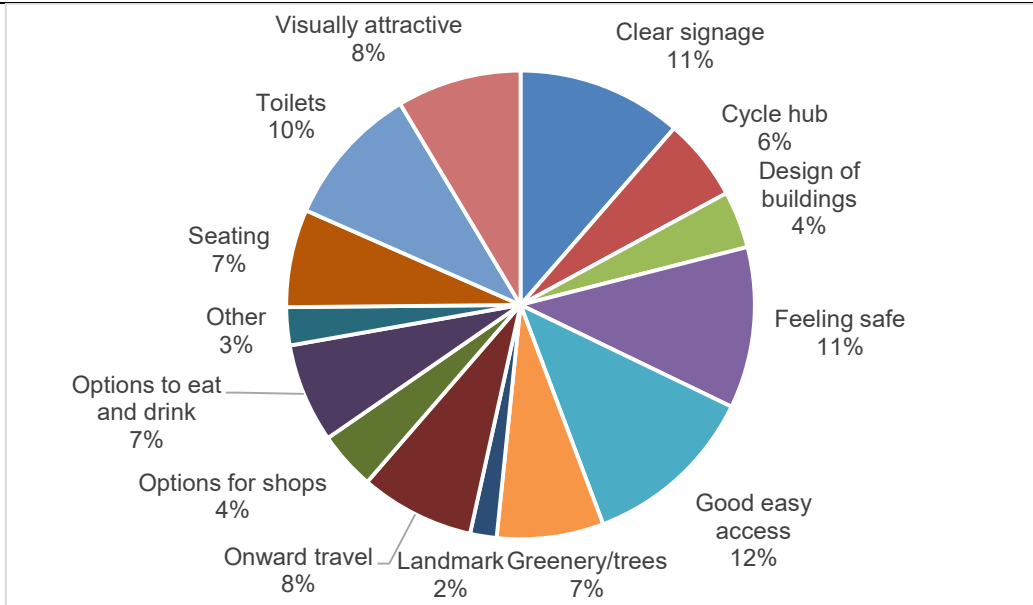


Current Views - Aim of questions: To understand views of the area and what should be included within an arrival experience. This included people's expectations of a new station and potential land uses.

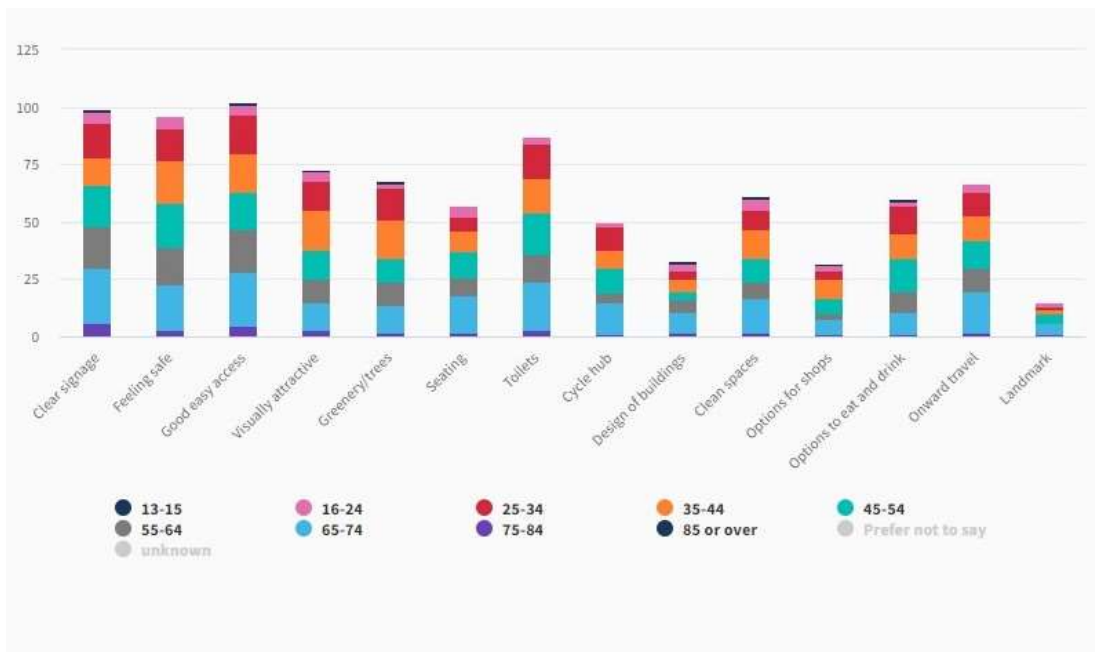
What do you think a positive arrival experience at Stevenage Station should include?

Top five responses of what respondents think a positive arrival experience should feel at Stevenage Station:

- Clear Signage – 11%
- Feeling Safe – 11%
- Good Easy Access – 12%
- Toilets – 10%
- Visually Attractive – 8%

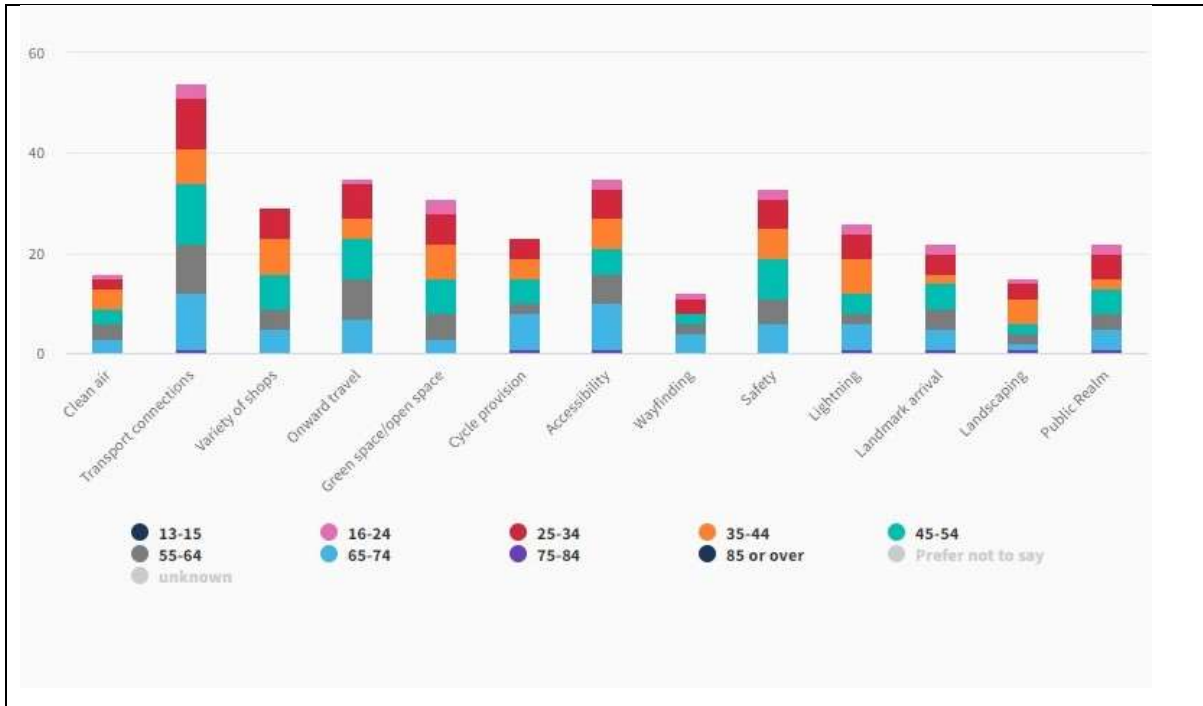


Generally, all options were considered by the respondents. However, age of recipient also influenced the options that were chosen. A general pattern is those respondents aged 44 or younger chose green, clean spaces with facilities, as opposed to respondents aged 45 or older preferred access, signage and toilets. The chart below shows the breakdown of responses according to age.



Any other comments on the Station and surrounding area?

Respondents could provide their comments on the station. The word cloud below draws out the main words used in the text. Some of the main issues which are highlighted include access, transport, and the area is likened to the centre of the town with a busy through road.



Emerging Framework - Aim of questions: To enable respondents to have their say on the objectives of the Area Action Plan.

Can you rate the following AAP objectives in order of how important they are for the station and surrounding area

What is a framework and why is it in the Area Action Plan?

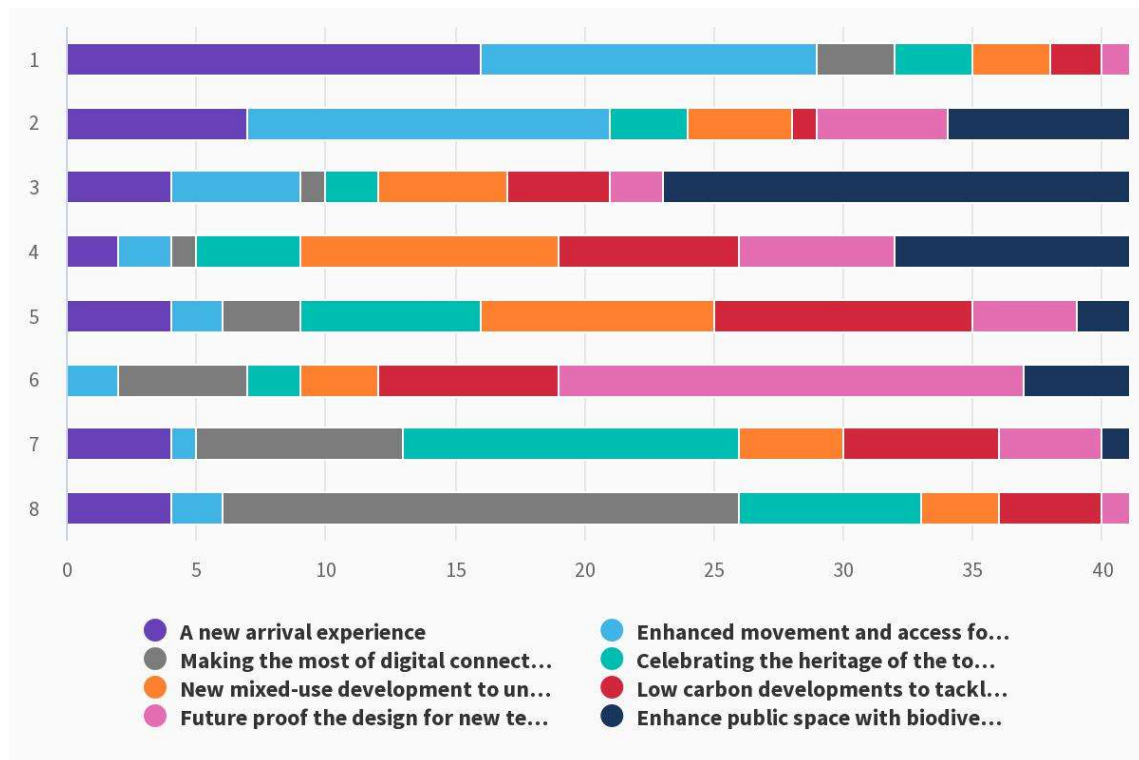
A framework in a planning document helps you flesh out the ideas that will take you where you want to go. A strategic planning framework outlines how you will theoretically approach your strategic plan. So, the framework in the Station Gateway AAP needs to show what ideas we need in place to create change.

Within the AAP, there are a set of objectives which tackle this question. The objectives and key design principles of the Area Action Plan (pages 46 - 47), will be brought through any final option in the Area Action Plan. All potential changes to this area and scenarios proposed will promote movement and improve access to and from the Railway Station to the Town Centre, and enhance the sense of arrival to Stevenage, providing the gateway to improved opportunities for the area.

The set of objectives are:

- A new arrival experience;
- Enhanced movement for different types of travel (e.g walking, cycling);
- Enhance public space with biodiversity, habitats, urban drainage and improving air quality;
- New mixed-use development to unlock economic potential (a mix of houses, shops);
- Low carbon developments to tackle climate change;
- Future proof the design for new technologies;
- Celebrating the heritage of the town;
- Making the most of digital connectivity and high-speed broadband.

Respondents were asked to rank these objectives in order of importance (1= Important, 8 = Less Important). The results are displayed below.



The two objectives which were ranked the most important (1) or second most important (2) were:

- A new arrival experience and
- Enhanced movement and access.

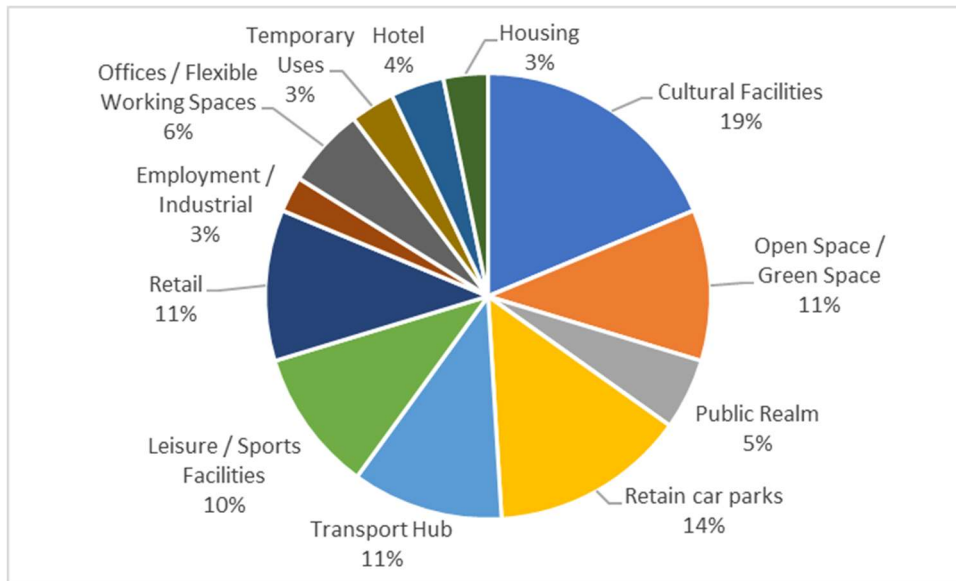
The third most popular objective was to enhance the public space with biodiversity and habitats, confirming the environment for both ourselves and nature is important to respondents.

Regarding development north and south of the railway station, what would you like to see?

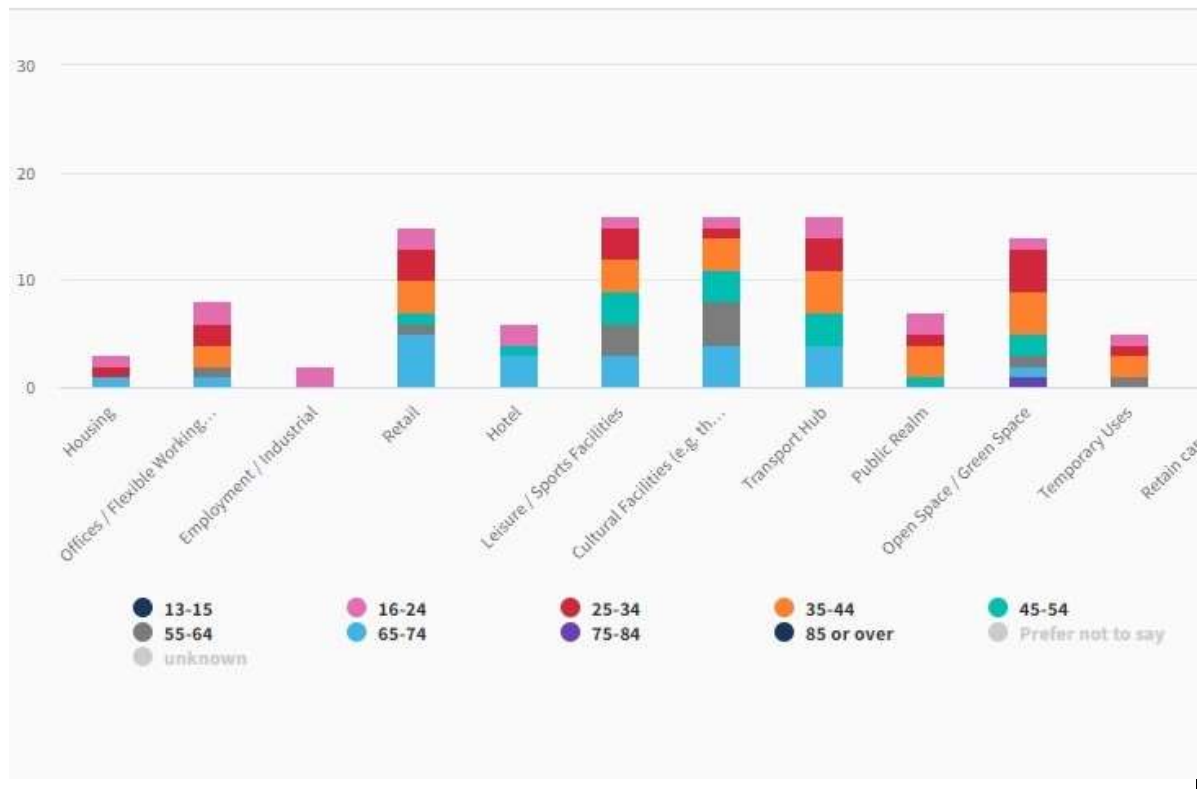
The respondents were asked to choose what types of land use they would like to see in the area. Popular choices included:

- Open Space/ Green Space – 11%
- Retail – 11%
- Cultural Facilities (theatres etc) – 19%
- Leisure/sports facilities – 10%
- Car parks – 14%
- Transport Hub – 11%

Cultural facilities were very popular and within the consultation comments, the Gordon Craig theatre came out as a much-loved attraction in the town. Many respondents felt the theatre's proximity to the train and bus station was very important and encouraged different modes of transport. It was considered detrimental to the area if it moved too far from its current location. The five other uses listed above focus on the need for accessibility, such as car parks and a transport hub, but also a focus on the environment with need for more green space. Facilities for all ages, such as retail units or leisure facilities were as popular as the environment. The charts below show the full breakdown of results.



The chart below is the same data above but broken down by age. The most popular land uses for ages 44 and under were: open space/green space, retail and leisure/sports facilities. Retaining car parks and a transport hub was more popular with ages 45 and above.



Options and Opportunities – Aim of questions: To understand views of the preferred options of the Area Action Plan

Summary

A consultation on the first AAP (Issues and Options) was held between the 12 July and 5 September 2021. It included four options for Lytton Way and two cycle path options.

Options 0, 1, 2 or 3 for the central section of Lytton Way were:

- Option 0 – “do nothing”
- Option 1 – Reduce to single carriageway (all traffic)
- Option 2 – Reduce to single carriageway (bus and taxi only)
- Option 3 – Pedestrianized Plaza (no carriageway)

The public consultation exercise returned a wide range of responses from members of the public, interest groups and stakeholders. There was a lower level of support for a “do nothing” approach as shown by Option 0. Transport and accessibility attracted a great deal of interest, for which officers have considered closely for this Preferred Options AAP.

Option 2 emerged as a Preferred Option. However, Option 3 was also very popular across many consultation respondents and stakeholders.

While Option 1 is less supportive of active travel aspirations, but it was also popular among respondents in the first consultation.

This demonstrated a clear overall desire for some form of positive change involving Lytton Way.

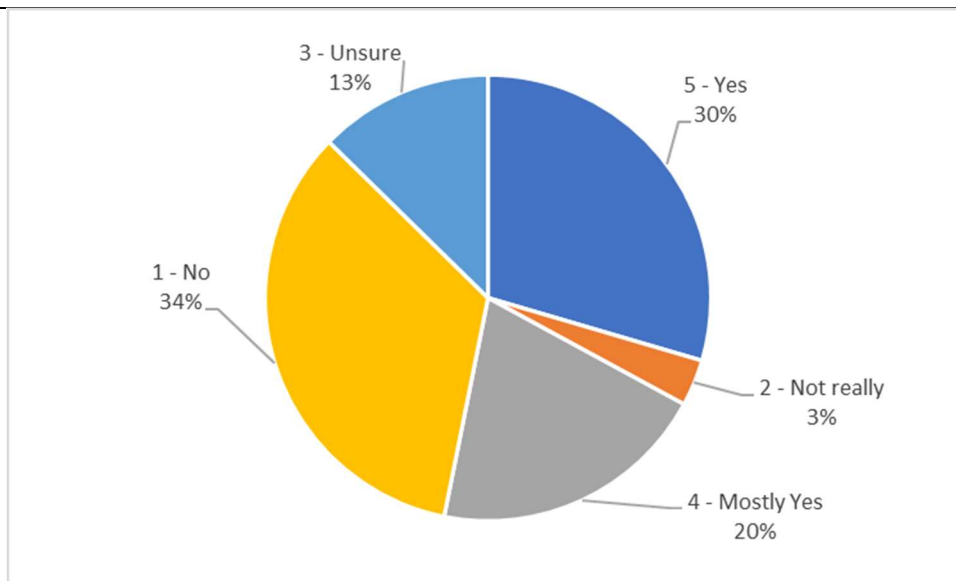
It is important to recognise that the options for Lytton Way form just a part of the overall aims and objectives of the Station Gateway area, as presented throughout this document. While Option 2 has emerged as the Preferred Option, the final solution for this AAP will be flexible in land use terms to move from Option 2 to Option 3 or other solutions, in accordance with sustainable travel aspirations and the overall opportunity the area presents, to bring about the best possible sense of arrival and gateway to the regenerated town centre. This will be in accordance with the objectives and key design principles of this Area Action Plan and Local Plan Policy TC4: Station Gateway.

The results from the questions are found below.

Preferred Option 2 – Do you support this option?

Preferred Option 2 for Lytton Way seeks to reduce the central area of Lytton Way between Swingate and Danesgate to a single carriageway and restricts movement to buses and taxis only.

Respondents were asked if they supported the option.



On a scale of 1 – 5, respondents could reflect their sentiment on how much they supported the proposal. From the results, 30% completely supported and 20% agreed with a mostly yes, providing a total of 50% of respondents. A total of 37% did not support the option.

Top comments why Option 2 was supported

Respondents were able to provide their positive thoughts on Option 2 in an open text box. The main comments and themes are summarised below:

1. Improves connectivity between the town centre and station.
2. Improves first impressions of the town; Nicer welcome into Stevenage and not met by a busy road.
3. Breaks the constraint of Lytton Way and unlocks potential for future development to the West of the station.
4. Attractive, pedestrian-scale arrival experience with reduction of vehicle types and greatly improved green infrastructure.
5. Maintaining through-traffic combined with roundabout junction to Danesgate will also optimise the current bus interchange operation without considerable re-routing.
6. Cleaner air from reduced Traffic.
7. Easier for pedestrians to walk to and from the bus stop and town centre. It will permit pedestrians to feel much safer, and will allow them to traverse easily to the town centre.
8. Future developments will add to the ""Hub"".
9. It will open more foot traffic and opportunities to use the area around the station in a more community-friendly way. Cars should be discouraged as a main transportation method, however the public transport needs to be significantly improved to achieve the desired effect!
10. It would considerably reduce the feeling I get of being oppressed by the traffic in that part of the town, by reducing noise, the amount of traffic and the overriding necessity to watch out. It would lead to greater connection between the Town Centre and the leisure park.
11. Makes Stevenage more welcoming. Lots separation between station and city centre.
12. With reclaimed land from the removal of the lanes of Lytton Way, it also provides the opportunity to potentially, if space permits, to erect high density office, and living space around the

station. This would be great as it could potentially result in people commuting to Stevenage itself, rather than having the populace commute elsewhere to places such as London.

13. Provisions for both Buses and Taxis only could lead to quicker pick-up/drop off times.

14. Would be impressive for a growing number of internationally significant companies locating here.

15. King's Cross is one of the places that is mentioned as an example.

King's Cross is good not only because it is modern and well connected by train and tube, but also because it has sport facilities for locals (Better St Pancras), places for shopping (i.e. Waitrose and local markets), a vibrant atmosphere (with the Central St Martins University of Arts London), cultural activities and displays (i.e. in Granary Square and theatres), green spaces, etc.

Likewise, King's Cross is good because their special atmosphere is the continuation of the rest of the city instead of being an isolated bubble (i.e. other Better gyms, theatres and green areas are found outside of that area, close by) This could be provided in Stevenage.

Top comments why Option 2 was NOT supported or liked

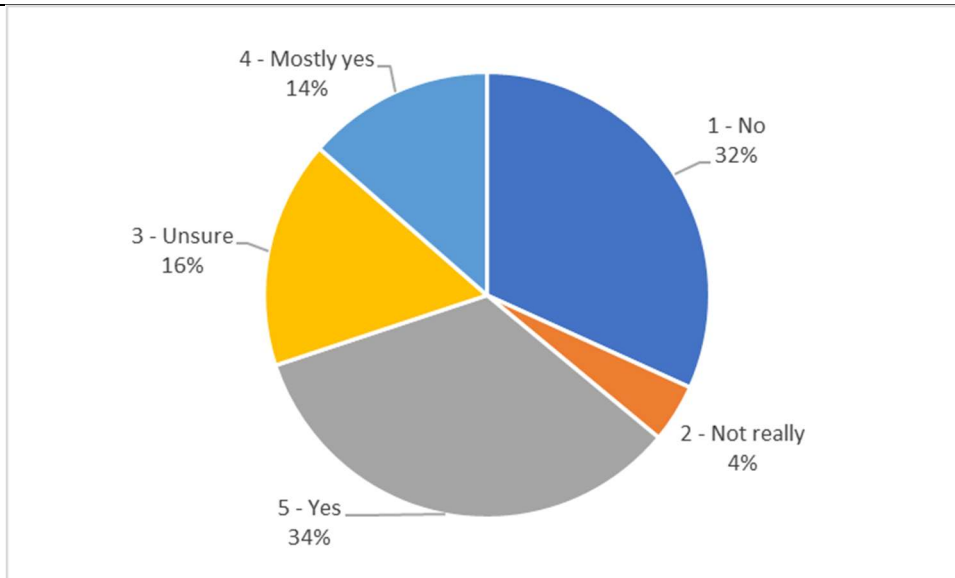
Respondents were able to provide their thoughts on why Option 2 may not work in an open text box. The main comments and themes are summarised below:

1. Traffic congestion – It will affect car movement and re-route around other parts of the town centre generating new problems elsewhere.
2. All the micro-simulation modelling I have seen of the impact of the closure of Lytton Way to general traffic indicates grid lock in the town.
3. Both Option 2 & 3 will have an impact on the response times for Police vehicles going North to respond to incidents etc. by not allowing emergency access the response times will increase as vehicle will have to take alternative routes to service the population of the north of Stevenage.
4. Car access and Parking.
5. Effect on safety, pollution and efficiency of the roads all around the area.
6. How will cars access the new multi storey car park at the station?
7. I am concerned by the number of places where cars cross cycle/walking routes. For cyclists particularly this can be dangerous and should be minimised. The current cycling route by the railway line is continuous and forms part of NCN12. I want this enhanced and not degraded.
8. I don't like the fact that the busses would cross the pedestrian route. I think buses and taxis should go around and leave the area fully pedestrianised.
9. Removes an essential thoroughfare through the town. Makes it harder to drop off/pick up from the station.
10. Concern is the servicing of new developments between Swingate and Danesgate if vehicle types are restricted.
11. Concerns surround entry to Tesco's.

Preferred Option 3

Preferred Option 3 for Lytton Way seeks to remove regular vehicle movement from the front of the station and Lytton Way ceases to be a through-route.

Respondents were asked if they supported the option. The chart below shows the breakdown of answers.



As with Options 2, On a scale of 1 – 5 (1 = No and 5 = Yes), respondents could reflect their sentiment on how much they supported the proposal. From the results, 34% completely supported and 14% agreed with a mostly yes, providing a total of 48% of respondents. A total of 36% did not support the option. There was a higher proportion of respondents which opted for the Unsure/Neutral decision, in comparison to Option 2.

Top comments why Option 3 was supported

As per Option 2, respondents were able to provide their positive thoughts on Option 3 in an open text box. The main comments and themes are summarised below:

1. The focus on the arrival experience is welcomed as Stevenage looks to improve how it's perceived through this regeneration effort.
2. Better access, to and from town centre. Better link from bus station and train station.
3. Creation of new car-free spaces reflects the heritage of the pedestrianised town centre.
4. Definitely great for anyone walking, much better impact for people visiting Stevenage for the day.
5. Easy access to the bus station.
6. Feel safer in term of less traffic and a cleaner environment for sustainable travel.
7. This option would cut down on heavy traffic in and around the train station and indeed pollution.
8. Plazas are great to add greenery and scenery, which is beneficial to those who use them.
9. Looks like a fabulous place to be and a worthy entrance to the town.
10. An improved space for pedestrians and cyclists.
11. More facilities in the public realm (such as seating, shops), will make it an attractive place to be.

Top comments why Option 3 was NOT supported or liked

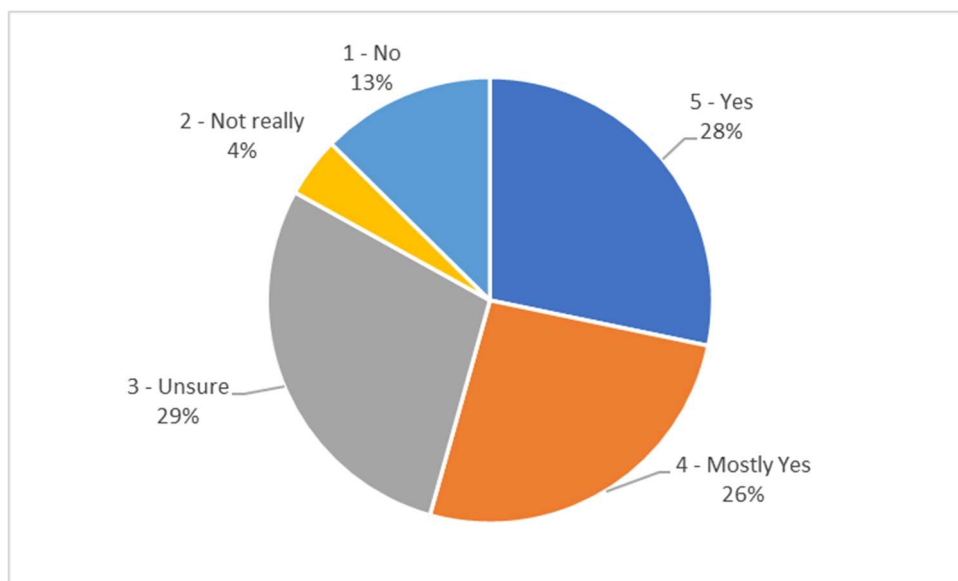
As per Option 2, respondents were able to provide their thoughts on why Option 3 may not work in an open text box. The main comments and themes are summarised below:

1. A plaza might create additional space for Anti Social Behaviour.
2. Traffic congestion - "All it will do is move the pollution and traffic to the side roads, making things worse for drivers".
3. Growth in the town - At a time when large amounts of residential properties are being constructed in Stevenage it is madness to further restrict the already congested town centre traffic.
4. Bus journeys would take longer.
5. Complicates local transportation connections from the rail network, takes additional bus and taxi routing time.
6. Hard to drop-off/pick-up passengers by car
7. How will cars access the new multi storey car park at the station.
8. Lytton way is a vital thoroughfare through the town, especially for those from the south of the town.

Preferred Cycle Option

The Cycle Path Preferred Layout seeks to retain the existing bicycle path and creates a new segregated path within the revised Lytton Way street profile. This was the preferred option from the first consultation held in 2021 for the Issues and Options AAP.

Respondents were asked if they supported the option. The chart below shows the breakdown of answers.



On a scale of 1 – 5 (1=No and 5 =Yes), respondents could reflect their sentiment on how much they supported the proposal. From the results, 28% completely supported and 26% agreed with a mostly yes, providing a total of 54% of respondents in full/partial support. A total of 17% did not support the option.

General Comments on the Cycle Option

1. Encourage walking and cycling for cleaner air and health to the benefit of us all by providing safe and easy access by bike and by foot to the station and surrounding facilities.

2. The cycle ways are important in the town and need to be included to ensure good active travel links to the station.
3. As a cyclist I don't think there would need to be two cycle paths running parallel as long as there is clear signage of how to enter the bike path.
4. Cycle path needs more lighting.
5. Current cycle routes are fine.
6. I don't cycle around the town currently, due to concerns over safety, however the introduction of more well-maintained, safer cycle paths may lead to this changing.
7. I don't see the point of introducing another cycle path that runs parallel to the existing cycle path which is never heavily used. Stevenage already has a very good cycle path provision.
8. Easier connections to the station would be welcome.
9. This will reduce a significant barrier to cycling accessibility in the New Town. As a current cyclist access to the new town is extremely frustrating coming from the North/West of the station as you need to dismount either on the north of town, at the station or cycle all the way south to Six Hills way.

Summary

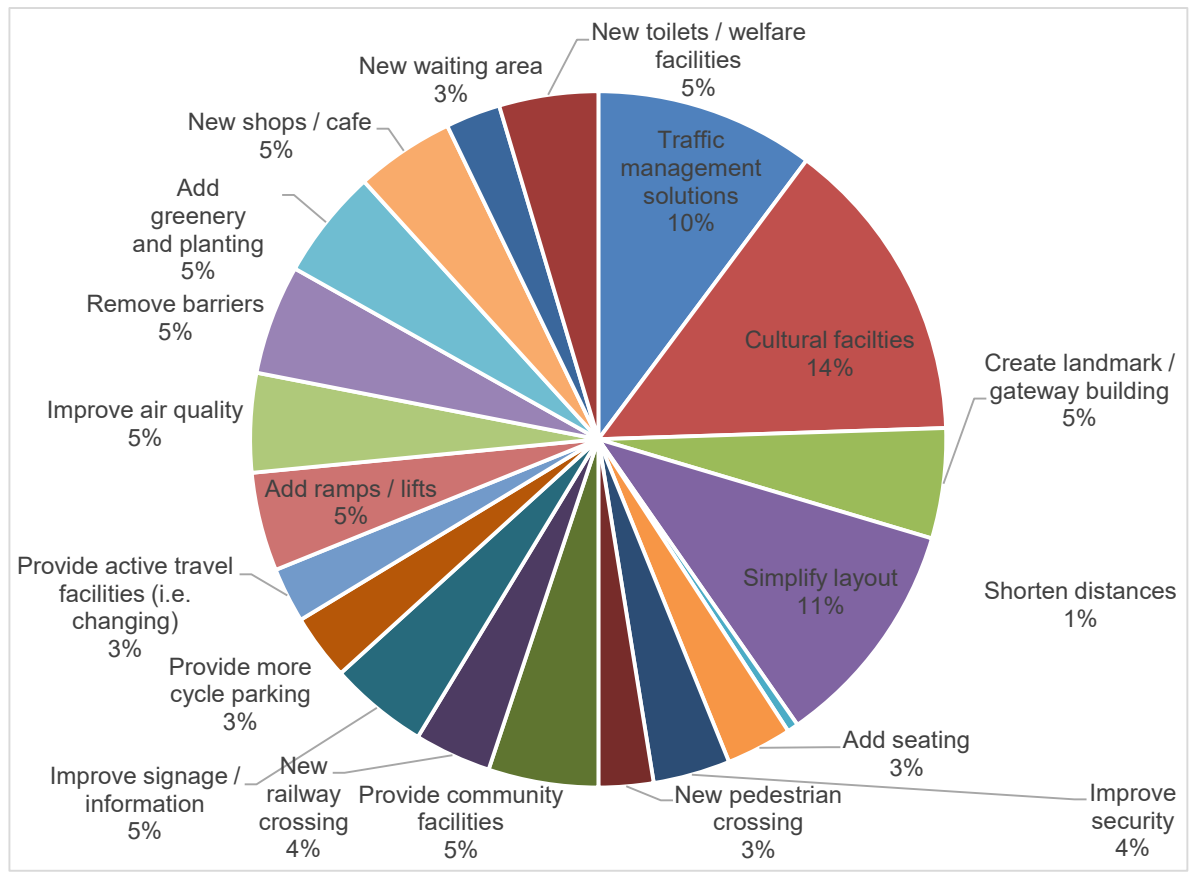
The options and opportunities section of the consultation proved a popular area for consultees. It is clear that respondents are supportive of change, but concerns lie with traffic and congestion and how the surrounding network can cope if radical changes were made.

Option 2 was the preferred choice, but some respondents felt there needed to be viable alternatives in place before any significant changes could occur.

Map - Aim of question: To enable respondents to pinpoint positive or negative comments spatially

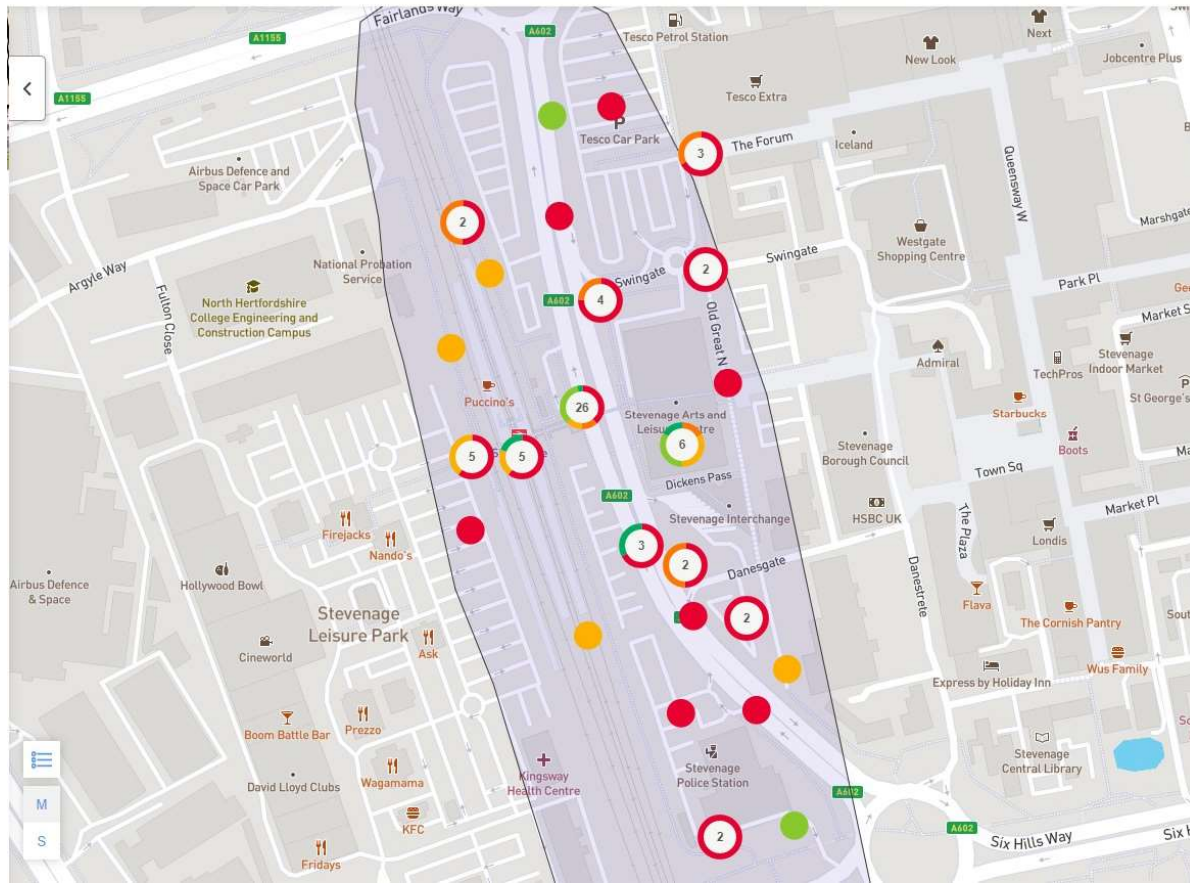
How could this place be improved?

Many suggestions were made by respondents to improve the area. The top three responses included improved cultural facilities (14%) such as a theatre, a simplified layout (11%) and traffic management solutions (10%). The breakdown of all suggestions is shown in the chart below.



Map with pinpoint comments

The map below shows the comments placed spatially on a map highlighting positive and negative comments.



Main themes from map comments

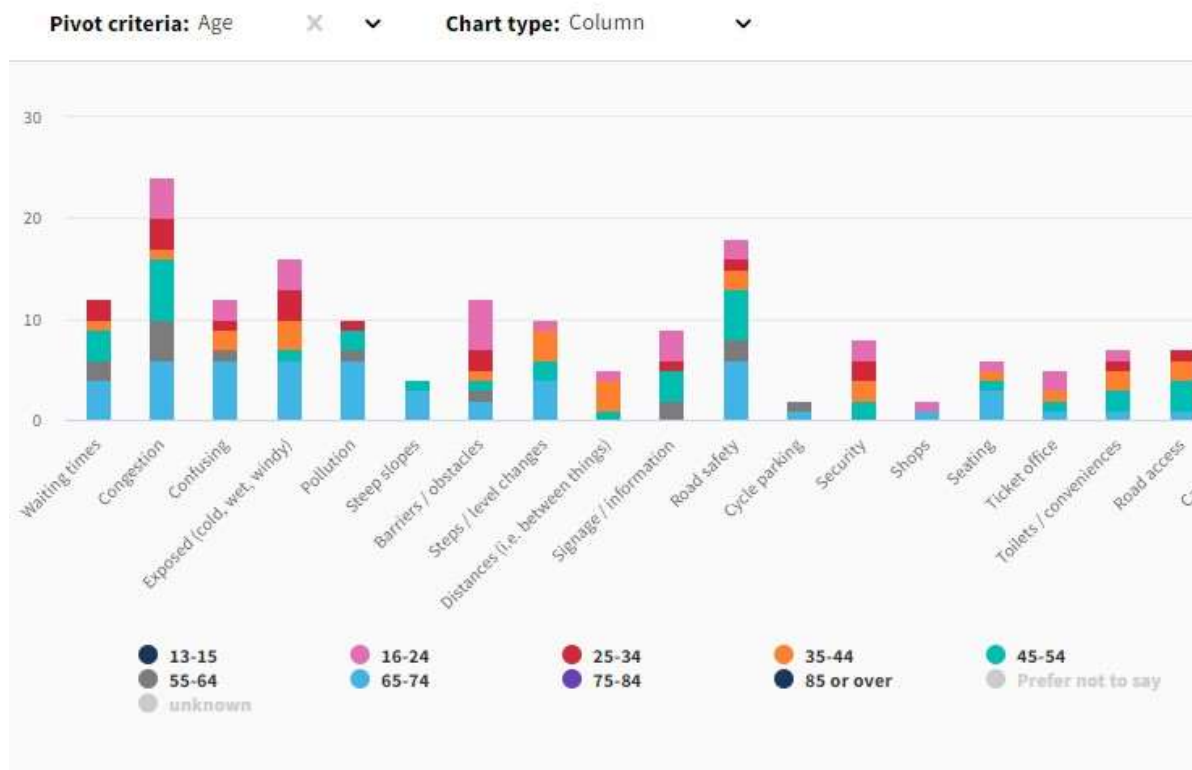
Positive	Negative
<p>1 – The theatre is a community asset and in the best location.</p> <p>2 - Cycleways are still an asset to Stevenage.</p> <p>3 – AAP proposals will improve connectivity between station and town.</p> <p>4 – The pedestrian overpass is currently the quickest way to cross over to the new town.</p>	<p>1 – Cycle path lightning is too dark at night.</p> <p>2 - Green space is underutilised and is inaccessible to pedestrians. Redevelopment should seek to make this area more functional.</p> <p>3 – Entry and exit for Tesco does not work.</p> <p>4 – Congestion</p> <p>5 – The leisure park has no through route for cyclists or pedestrians.</p> <p>6 – Safety concerns, especially at night.</p> <p>7 – Poor signage.</p> <p>8 – Drop off / pick up points do not work.</p>

9 – Buses north bound do not use the bus station – suggestion of all buses using the new bus station for consistency.

What do you not like / current problems?

Respondents were able to pin point areas which have current problems. The following chart shows the types of problems broken down by age.

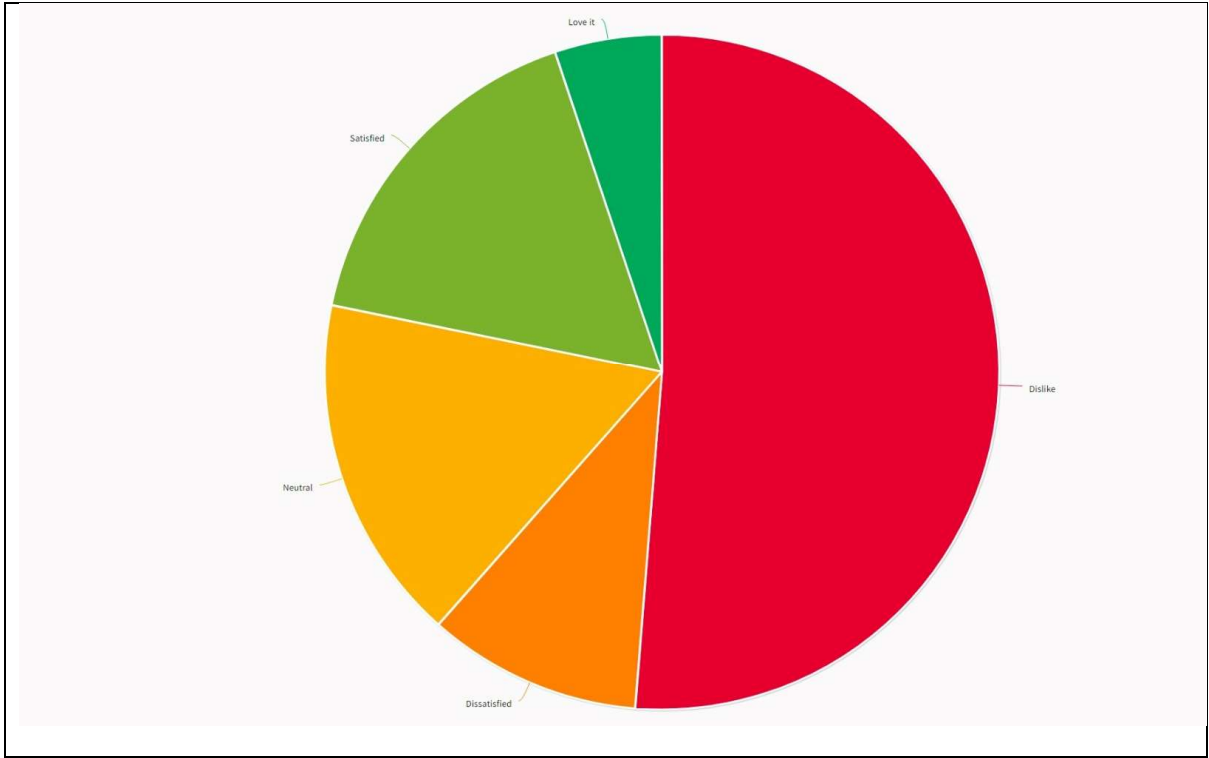
The top two problems highlighted by the consultation include Congestion and Road Safety.



General sentiments of the station and surrounding area

The consultation captured how people felt about Stevenage Station and surrounding area. The following chart displays this information.

Over half of respondents disliked or were dissatisfied with area.



Appendix 2 – Responses to the consultation and agreements

ID	Name/Org	Theme of Comment	Agreements (the number of consultees which agreed with comment)	Comment ID	Can you rate the following AAP objectives in order of how important they are for the station and surrounding area - Emerging Framework (1 very Important - 8 least important)	Regarding development north and south of the railway station, what would you like to see? - Emerging Framework	SBC Response
1	Member of public	Emerging Framework		64164a647571c100198ecec5	Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Low carbon developments to tackle Climate Change, Future proof the design for new technologies, A new arrival experience, Making the most of digital connectivity and high-speed broadband, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Celebrating the heritage of the town	Transport Hub, Retain car parks	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
2	Member of public	Emerging Framework		64149c5f29a2d200192041f3	Low carbon developments to tackle Climate Change, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, A new arrival experience, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Future proof the design for new technologies, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband	-	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
	Member of public	Emerging Framework		64144cbd75131900197902cf	Celebrating the heritage of the town, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., A new arrival experience, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Low carbon developments to tackle Climate Change, Future proof the design for new technologies, Making the most of digital connectivity and high-speed broadband	Cultural Facilities (e.g. theatre, heritage related), Retail, Leisure / Sports Facilities , Retain car parks, Transport Hub, Public Realm	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
4	Member of public	Emerging Framework		641446a07513190019790272	Making the most of digital connectivity and high-speed broadband, Future proof the design for new technologies, Celebrating the heritage of the town, Low carbon developments to tackle Climate Change, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Enhance public space with biodiversity, habitats, urban drainage and improving air quality, A new arrival experience, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc.	Retain car parks	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.

5	Member of public	Emerging Framework	6412ff13a127db00190ca9b5	New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), A new arrival experience, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Low carbon developments to tackle Climate Change, Future proof the design for new technologies, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband	Employment / Industrial , Retail, Offices / Flexible Working Spaces, Housing, Cultural Facilities (e.g. theatre, heritage related), Public Realm , Open Space / Green Space	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
6	Member of public	Emerging Framework	640f0f6133dc4b001928dc71	Making the most of digital connectivity and high-speed broadband, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Low carbon developments to tackle Climate Change, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Future proof the design for new technologies, Celebrating the heritage of the town, A new arrival experience	Retain car parks	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
7	Member of public	Emerging Framework	640f0de3d349fd0018fd4fec	Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Celebrating the heritage of the town, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Low carbon developments to tackle Climate Change, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Future proof the design for new technologies, Making the most of digital connectivity and high-speed broadband, A new arrival experience	Retain car parks	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
8	Member of public	Emerging Framework	640f0d5e8df520001968c7db	A new arrival experience, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Low carbon developments to tackle Climate Change, Future proof the design for new technologies, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband	-	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
9	Member of public	Emerging Framework	640e5172be3c6c0019e8b697	A new arrival experience, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Future proof the design for new technologies, Low carbon developments to tackle Climate Change, Making the most of digital connectivity and high-speed broadband, Celebrating the heritage of the town	Housing, Hotel, Leisure / Sports Facilities , Cultural Facilities (e.g. theatre, heritage related), Retail, Transport Hub	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
10	Member of public	Emerging Framework	6408b7ad8547e10019d4312b	Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., A new arrival experience, Low carbon developments to tackle Climate Change, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Future proof the design for new technologies, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband	Cultural Facilities (e.g. theatre, heritage related), Retail, Transport Hub, Retain car parks	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.

11	Member of public	Emerging Framework	6406547dc44a0d00196d0ec7	Making the most of digital connectivity and high-speed broadband, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Future proof the design for new technologies, Celebrating the heritage of the town, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., A new arrival experience, Low carbon developments to tackle Climate Change	Retain car parks	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
12	Member of public	Emerging Framework	63ff2d4f6492dd00184c89b9	Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, A new arrival experience, Low carbon developments to tackle Climate Change, Celebrating the heritage of the town, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Future proof the design for new technologies, Making the most of digital connectivity and high-speed broadband	Open Space / Green Space, Transport Hub, Offices / Flexible Working Spaces, Public Realm , Temporary Uses	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
13	Member of public	Emerging Framework	63fa575687226d001a5d0cbf	Celebrating the heritage of the town, Future proof the design for new technologies, Making the most of digital connectivity and high-speed broadband, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, A new arrival experience, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Low carbon developments to tackle Climate Change, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc.	Retail, Temporary Uses, Open Space / Green Space, A landscaped area with a new skatepark on the South side would encourage uptake of a sport, provide a free activity for Stevenage's youth and encourage travel to Stevenage from surrounding towns all while being in view of the police station to prevent antisocial behaviour.	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
14	Member of public	Emerging Framework	63f4f5cec55e770019aeca0a	-	Retail, Open Space / Green Space, Leisure / Sports Facilities , Hotel, Cultural Facilities (e.g. theatre, heritage related)	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
15	Member of public	Emerging Framework	63f3e9941d273900192a4673	A new arrival experience, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Celebrating the heritage of the town, Future proof the design for new technologies, Low carbon developments to tackle Climate Change, Making the most of digital connectivity and high-speed broadband	Offices / Flexible Working Spaces, Retail, Cultural Facilities (e.g. theatre, heritage related), Transport Hub, Open Space / Green Space, Outernet	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.

16	Member of public	Emerging Framework		63f38397a3b78f0019ada006	-	Retain car parks, Transport Hub, Hotel	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
17	Member of public	Emerging Framework		63f20e188ef1840019b606fd	Future proof the design for new technologies, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Making the most of digital connectivity and high-speed broadband, Low carbon developments to tackle Climate Change, A new arrival experience, Celebrating the heritage of the town	Retail, Leisure / Sports Facilities , Cultural Facilities (e.g. theatre, heritage related), Open Space / Green Space, Retain car parks, Public Realm	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
18	Member of public	Emerging Framework		63ef928a57d5580019d9bc71	Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Low carbon developments to tackle Climate Change, Future proof the design for new technologies, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband, A new arrival experience, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops)	Open Space / Green Space	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
19	Member of public	Emerging Framework		63ef8d53ce26740018f5ba6b	-	Not impressed shows a total bias in the way it has presented. Where are the options to nothing save money and accept cars. been designed	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
20	Member of public	Emerging Framework		63ef87c43e41ee001929d82f	A new arrival experience, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Low carbon developments to tackle Climate Change, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband, Future proof the design for new technologies	Leisure / Sports Facilities , Cultural Facilities (e.g. theatre, heritage related), Retain car parks	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
21	Member of public	Emerging Framework		63ef86c3db330c0019f20a09	A new arrival experience, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Low carbon developments to tackle Climate Change, Future proof the design for new technologies, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband	Cultural Facilities (e.g. theatre, heritage related), Retain car parks	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.

22	Member of public	Emerging Framework		63ecf1f97af02d0018afa847	-	Leisure / Sports Facilities , Cultural Facilities (e.g. theatre, heritage related), Public Realm , Temporary Uses, Open Space / Green Space	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
23	Member of public	Emerging Framework		63ea14d9ed4aa40019182c80	Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Low carbon developments to tackle Climate Change, Future proof the design for new technologies, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband, A new arrival experience	-	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
24	Member of public	Emerging Framework		63ea0e5eed4aa40019182c19	-	Transport Hub	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
25	Member of public	Emerging Framework		63e3724840aa3500194a37fd	Low carbon developments to tackle Climate Change, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), A new arrival experience, Celebrating the heritage of the town, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Future proof the design for new technologies, Making the most of digital connectivity and high-speed broadband	-	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
26	Member of public	Emerging Framework		63e35111477d320019aae3a0	A new arrival experience, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Low carbon developments to tackle Climate Change, Future proof the design for new technologies, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband	Retain car parks	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
27	Member of public	Emerging Framework		63e351111bd2b30019259b1f	A new arrival experience, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Low carbon developments to tackle Climate Change, Future proof the design for new technologies, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband	Retain car parks	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.

Page 96	28	Member of public	Emerging Framework		63e2d2b7477d320019aae297	Celebrating the heritage of the town, Future proof the design for new technologies, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Low carbon developments to tackle Climate Change, Making the most of digital connectivity and high-speed broadband, A new arrival experience	-	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
	29	Member of public	Emerging Framework		63e277d5c2edbf00191a4a44	A new arrival experience, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Low carbon developments to tackle Climate Change, Future proof the design for new technologies, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband	Retail, Leisure / Sports Facilities , Cultural Facilities (e.g. theatre, heritage related), Transport Hub	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
	30	Member of public	Emerging Framework		63e2390e7ff94c0019ed54cb	Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), A new arrival experience, Future proof the design for new technologies, Making the most of digital connectivity and high-speed broadband, Low carbon developments to tackle Climate Change, Celebrating the heritage of the town	Cultural Facilities (e.g. theatre, heritage related), Leisure / Sports Facilities , Transport Hub	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
		Member of public	Emerging Framework		63e10fba5b3de30018311d72	A new arrival experience, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Low carbon developments to tackle Climate Change, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Future proof the design for new technologies, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband	Offices / Flexible Working Spaces, Open Space / Green Space	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
	32	Member of public	Emerging Framework	1	63dc275fa44dc50019c02ef2	Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Low carbon developments to tackle Climate Change, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Celebrating the heritage of the town, A new arrival experience, Future proof the design for new technologies, Making the most of digital connectivity and high-speed broadband, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops)	Retain car parks	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
	33	Member of public	Emerging Framework		63db985221689900197ece2d	Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., A new arrival experience, Low carbon developments to tackle Climate Change, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Future proof the design for new technologies, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband	Leisure / Sports Facilities , Public Realm , Transport Hub, Cultural Facilities (e.g. theatre, heritage related), Retail	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.

34	Member of public	Emerging Framework	1	63db7bdc689cef0019ac2462	-	Open Space / Green Space, Retain car parks, Cultural Facilities (e.g. theatre, heritage related), Leisure / Sports Facilities	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
35	Member of public	Emerging Framework	1	63dae95fb13ef400191c0408	New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), A new arrival experience, Future proof the design for new technologies, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Celebrating the heritage of the town, Low carbon developments to tackle Climate Change, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Making the most of digital connectivity and high-speed broadband	Leisure / Sports Facilities , Retail, Cultural Facilities (e.g. theatre, heritage related), Retain car parks, Offices / Flexible Working Spaces	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
36	Member of public	Emerging Framework	1	63da58c6f8bad10019b0bf7e	A new arrival experience, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Making the most of digital connectivity and high-speed broadband, Future proof the design for new technologies, Low carbon developments to tackle Climate Change, Celebrating the heritage of the town	Housing, Retail, Leisure / Sports Facilities , Transport Hub, Retain car parks, Open Space / Green Space	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
Page 97	Member of public	Emerging Framework		63d982bbff9f6001a5d4107	-	Hotel, Retail, Transport Hub, Offices / Flexible Working Spaces	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
38	Member of public	Emerging Framework		63d9805862022200195850f4	A new arrival experience, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Future proof the design for new technologies, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Low carbon developments to tackle Climate Change, Making the most of digital connectivity and high-speed broadband, Celebrating the heritage of the town	-	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
39	Member of public	Emerging Framework		63d91282ff400e001a55cd72	A new arrival experience, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Celebrating the heritage of the town, Low carbon developments to tackle Climate Change, Future proof the design for new technologies, Making the most of digital connectivity and high-speed broadband	Offices / Flexible Working Spaces, Employment / Industrial , Hotel, Transport Hub, Public Realm , Retail	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.

40	Member of public	Emerging Framework		63d861ce7a9a5a0019cf3751	-	Retain car parks, Open Space / Green Space	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
41	Member of public	Emerging Framework	1	63d84de474e497001a6bec9b	Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., A new arrival experience, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Future proof the design for new technologies, Low carbon developments to tackle Climate Change, Making the most of digital connectivity and high-speed broadband, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Celebrating the heritage of the town	Transport Hub, Open Space / Green Space, Retain car parks, Leisure / Sports Facilities	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
42	Member of public	Emerging Framework	1	63d84c8fd93b7b00187ecdfa	A new arrival experience, Future proof the design for new technologies, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Low carbon developments to tackle Climate Change, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops)	Leisure / Sports Facilities , Cultural Facilities (e.g. theatre, heritage related), Retain car parks, Open Space / Green Space, Temporary Uses	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
Page 98	Member of public	Emerging Framework		63d83cb57a9a5a0019cf33dc	A new arrival experience, Celebrating the heritage of the town, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Future proof the design for new technologies, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Low carbon developments to tackle Climate Change, Making the most of digital connectivity and high-speed broadband	Housing, Offices / Flexible Working Spaces, Hotel, Cultural Facilities (e.g. theatre, heritage related), Leisure / Sports Facilities , Transport Hub, Retail, Employment / Industrial , Public Realm , Open Space / Green Space, Temporary Uses	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
	44	Member of public	Emerging Framework	1	63d83a4974e497001a6bea2e	Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., A new arrival experience, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Future proof the design for new technologies, Celebrating the heritage of the town, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Making the most of digital connectivity and high-speed broadband, Low carbon developments to tackle Climate Change	Transport Hub, Retain car parks

45	Member of public	Emerging Framework		63d82a8c74e497001a6be872	Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Celebrating the heritage of the town, A new arrival experience, Future proof the design for new technologies, Making the most of digital connectivity and high-speed broadband, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Low carbon developments to tackle Climate Change	Offices / Flexible Working Spaces	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
46	Member of public	Emerging Framework		63d822d17a9a5a0019cf3161	Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., A new arrival experience, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Low carbon developments to tackle Climate Change, Celebrating the heritage of the town, Future proof the design for new technologies, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Making the most of digital connectivity and high-speed broadband	-	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
47	Member of public	Emerging Framework		63d8221074e497001a6be7cf	New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Future proof the design for new technologies, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Celebrating the heritage of the town, A new arrival experience, Making the most of digital connectivity and high-speed broadband, Enhance public space with biodiversity, habitats, urban drainage and improving air quality, Low carbon developments to tackle Climate Change	Housing, Retail, Employment / Industrial , Open Space / Green Space, Retain car parks	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
48	Member of public	Emerging Framework		63d80b56d93b7b00187ec7d9	A new arrival experience, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Low carbon developments to tackle Climate Change, Future proof the design for new technologies, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband	-	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
49	Member of public	Emerging Framework		63d7fd9274e497001a6be563	A new arrival experience, Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc., Enhance public space with biodiversity, habitats, urban drainage and improving air quality, New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops), Low carbon developments to tackle Climate Change, Future proof the design for new technologies, Celebrating the heritage of the town, Making the most of digital connectivity and high-speed broadband	-	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.
50	Member of public	Emerging Framework		63d7fd5a4dac00001a824a27	-	Retail, Leisure / Sports Facilities , Open Space / Green Space, Places ro seat down with trees and flowers.	Comments noted and acknowledged. We look to improve things through new initiatives and will continue to be open to new ideas in order to assist with providing a high quality environment for all. The results will feed in to out Local Plan Review.

ID	Name/Org	Theme of Comment	Agreements	Comment ID	How do you feel about this place? - Map of the station and surrounding area	What area are you commenting on? - Map of the station and surrounding area	Are there any issues or problems in this place? - Map of the station and surrounding area	How could this place be improved? - Map of the station and surrounding area	Any other comments? - Map of the station and surrounding area	SBC Response
51 Page 100	Member of public	Map of the station and surrounding area		64150ba629a2d20019204409	Neutral	Staircase from pedestrian bridge	Confusing	Add ramps / lifts	Stairs direct pedestrian traffic northward away from new bus interchange, so not a welcoming multi-modal transportation connection; pedestrian bridge is more welcoming pathway for crossing Lytton Way however, rather than facing intimidating high-speed cars even with street-level walk signal now	Issues with accessibility, signage/wayfinding and road issues. SBC are working with HCC on Sustainable Travel Town initiatives to resolve issues around the network and will also use feedback to inform the decisions in a Local Plan Review.
52	Member of public	Map of the station and surrounding area		64149ca6883fb400188c32fa	Neutral		Signage / information	Improve signage / information	Signs in this area state that the shared use cycle path ends a few yards short of the crossing where you can cycle. Which seems pointless.	Issues with signage/wayfinding noted. SBC are working with HCC on Sustainable Travel Town initiatives to resolve issues around the network.

53	Member of public	Map of the station and surrounding area		64144ce042f40000197a825e	Dislike	Swingate carpark between station and town centre	Exposed (cold, wet, windy), Barriers / obstacles, Steps / level changes, Distances (i.e. between things), Security, Car parking	Add ramps / lifts, Provide more cycle parking, Provide community facilities, New shops / cafe, New toilets / welfare facilities, Add greenery and planting, Improve air quality, Improve security	The effort to renew the railway station surroundings is wasted if it doesn't lead anywhere. Without fixing swingate, all you're doing is creating new flats and inconveniencing resident public. Large investment should first make the path from leisure centre to town centre attractive and welcoming.	Issues noted and will be fed back to the relevant teams.
Page 101 54	Member of public	Map of the station and surrounding area		64144691a9f6ee00191508b6	Satisfied	Station Drop-off zone			The station drop-off/pick-up zone is great. The plans propose making car drop-offs substantially further away. This would force drop-offs into the leisure centre, or make them far away, which is bad for residents and visitors, who have to handle luggage and mobility issues a long way, and probably without weather protection.	Access and drop off/pick up points has been noted as an issue.
55	Member of public	Map of the station and surrounding area		64139b2094ccc8001925a8e5	Neutral	West-side ramp access	Signage / information	Clarify cycle access signing	I think the leisure park landowners have chosen to exclude cyclists from their ramp, but there is no prohibition on the main ramp	Signage issues noted and will be fed back to the relevant teams.

									to Argyle Way. The result is confusing signing for everyone, on the easiest northbound cycle exit.	
56	Member of public	Map of the station and surrounding area		641367ee55cd620019000ce2	Satisfied	Cycleway route 12.	Cycleway route 12. It is essential that this route remains. Any additional routes must be in addition to this fast uninterrupted route for people travelling north south by cycle not wanting to access the rest of town., Cycle parking	Provide more cycle parking, Better lighting at northern end.		Cycle network/ signage / lightning issues. Issues noted and will be fed back to the relevant teams.
Page 102	Member of public	Map of the station and surrounding area		6413608555cd620019000c8d	Love it	Lytton Way crossing	Signage / information		The crossing is really convenient and has made cycling to the station much more pleasant.	Signage issues noted and will be fed back to the relevant teams.

<p>Member of public</p>	<p>Map of the station and surrounding area</p>	<p>64133cd6a127db00190cb16f</p>	<p>Dissatisfied</p>	<p>New car park</p>	<p>Confusing, Pollution, Cycle parking</p>	<p>Provide more cycle parking, Provide active travel facilities (i.e. changing), New toilets / welfare facilities, Improve air quality</p>	<p>Is there a mixed message here? Stevenage is now describing itself as a sustainable travel town yet as you arrive by train from the north the first thing you see is a massive shiny new car park. Unfortunately the multi-storey car park has caused a visual block close to the east side of the vital cycle route. The sides of the structure are too opaque for people to be observed. In addition on the other side of the fence a dead end area has been created which could be hazardous. At the least the route from here north to the bottom of the slope must be checked, after dark, to ensure that the lighting is sufficient for the new situation and there must be a maintenance regime to maintain sightlines.</p>	<p>Issues noted and will be fed back to the relevant teams. The use of sustainable travel is an important point and this comment is noted. Our Mobility Strategy (2016) , Future Town, Future Transport (2019) and Walking/Cycling Strategy (2018) work towards a modal shift and sustainable transport methods to encourage walking and cycling. This is being pushed further with Stevenage Sustainable Travel Town (STT) Implementation Plan. The key difference from previous initiatives is that the Sustainable Travel Town will fully integrate behavioral change techniques with infrastructure improvement</p>
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s. This will assist with the overall vision for the delivery of growth plans, sustainable development and promoting a healthy and active community

<p>59</p> <p>Page 105</p>	<p>Member of public</p>	<p>Map of the station and surrounding area</p>		<p>641338076ef88e001a39002e</p>	<p>Neutral</p>	<p>Stevenage Bus Station</p>	<p>Congestion, Confusing</p>	<p>Shorten distances, Traffic management solutions</p>	<p>It is hugely disappointing that, apparently for financial reasons, this compromise layout was adopted. Amongst other things it hugely adds to bus journey times between the north and south of the town and will make the aspiration of an electric spine public transport route between the Roebuck and the Lister harder to achieve. With the original proposal to have the bus stops alongside and parallel with the railway there would have been no need to spin backwards and forwards between the Lytton Way roundabouts. The design could have allowed for a future upgrade of public transport provision.</p>	<p>Congestion/traffic. An area of work being closely modelled to address the current and future issues with the roads.</p>
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60	Member of public	Map of the station and surrounding area		64133167a127db00190cb084	Dislike	Stopping area for cars picking up and dropping off	Congestion, Pollution, Road safety, Dropping off and picking up should either be strictly patrolled or ticketed(charged) unless for disabled access. The number of motorists who idle their engines while waiting is awful. An opportunity to charge for parking is being missed.	Improve air quality, Improve security, Traffic management solutions		Congestion/tr affic. An area of work being closely modelled to address the current and future issues with the roads.
61	Member of public	Map of the station and surrounding area		6413018b0e6306001992c8cb	Dislike	Lytton Way	A barrier to the town centre	Traffic management solutions	Removal of vehicular traffic would improve connectivity to the town centre	Connectivity issues noted.
Page 106	Member of public	Map of the station and surrounding area		6412fe0278da22001a2022a6	Dislike	Poor connection from Town centre to Station	Congestion, Confusing, Exposed (cold, wet, windy), Steps / level changes		AAP proposals will improve connectivity between the station and town centre	Connectivity. Positive point noted.
	63	Member of public	Map of the station and surrounding area	1	640a16c6d115ce0019848c1d	Satisfied			The existence of this road as a route between Fairlands Way and Six Hills Way stops other roads being more congested.	Congestion/tr affic. An area of work being closely modelled to address the current and future issues with the roads.
64	Member of public	Map of the station and surrounding area		640655162e82f90019c2a968	Satisfied	South Car Park	Car parking	License plate recognition rather than chip coins.		Noted
65	Member of public	Map of the station and surrounding area		64046d847ac6e90019d1adfb	Dislike	Stevenage			No	Noted
66	Member of public	Map of the station and surrounding area	2	64033d89ff65370019fa9084	Dislike	Congestion	Waiting times, Congestion			Noted

67	Member of public	Map of the station and surrounding area		640327032e82f90019c282c9	Dislike	Traffic lights / crossing	Road safety, Confusing	Ramp via the over bridge		Noted
68	Member of public	Map of the station and surrounding area		63ff0a445b627a0018c00722	Neutral	Stevenage Station Bridge	Steps / level changes	Add ramps / lifts	Perhaps a lift could be added at the stairs by the coach stop as at the moment it's difficult for anyone who's disabled or has a child in a buggy to get from the bus station or coach stop to the railway station without going all the way round to back of the Leisure Centre to the slope that leads to the bridge.	Accessibility to the station. Issues noted and will be fed back to the relevant teams.
69	Member of public	Map of the station and surrounding area		63fe40b76492dd00184c7c2d	Dislike	New Train Station	Congestion, Exposed (cold, wet, windy), Steps / level changes, Distances (i.e. between things), Signage / information, Toilets / conveniences, Ticket office, Seating, Shops, Barriers / obstacles, Security	Simplify layout, Create landmark / gateway building, Improve signage / information, New railway crossing, New shops / cafe, New toilets / welfare facilities, New waiting area, Remove barriers, Add ramps / lifts, Add seating, Improve security,	A new train station building is absolutely essential and should be the core of the AAP, as funding and timescales for this are likely complex and will affect development of the surrounding area. Given the constrained nature of this environment with already narrow platforms, the station layout should be optimised to provide dual frontages with at-grade entrances, providing a	Local Plan review will incorporate many of these concerns and local plan policies will be examined to ensure they are sound.

Add
greenery
and
planting

vastly improved amenity offer while freeing up platform space for increasing passenger numbers. If the current cycle route were re-routed (Cycling Option 1), this land could be used for a new southbound platform with an at-grade ticket hall and amenities leading to the Lytton way crossing. Extending platform 5 for northbound services and establishing a large station plaza surrounded by development (like Cambridge) is better suited to the West side with more land available. A proposal in this form would provide a future-proofed, impressive station with three platforms each north/southbound and would likely cause less disruption than attempting to construct the entire station above the platforms (potentially reducing costs),

								spaces to be built		
Page 110	Member of public	Map of the station and surrounding area	3	63fb402f7bccf1001998ba14	Love it	Lytton Way	None	Leave Lytton Way as it is	Leave Lytton Way as it is. The access for commuters by car is really important. Removing this you are adding extra cost to commuters as they have to find other ways to get to the station. If there were more reliable bus services this wouldn't be an issue. This seems like a massive waste of money	Traffic/connectivity of road comments noted.
72	Member of public	Map of the station and surrounding area	1	63fb3fc17bccf1001998ba0e	Satisfied	Taxi/drop off/pick up	Congestion, Exposed (cold, wet, windy)	Simplify layout, Traffic management solutions, Create a way for cars to come in and out easier without creating congestion		Noted

73	Member of public	Map of the station and surrounding area	3	63fa4e5d79d74200191ce06e	Satisfied	Station Drop-off Zone	Congestion, Confusing, Exposed (cold, wet, windy), Road safety, Car parking	Simplify layout, Improve signage / information, Traffic management solutions	Being able to drop someone off at the station is very convenient though this area would be better if it was bigger or had a better layout with a clear route and signage to drop-off and pick up..	Drop off/pick up/signage comments Noted.
Page 111	Member of public	Map of the station and surrounding area	1	63fa4be987226d001a5d0c6c	Satisfied	Pedestrian overpass	The ramp leading up to the overpass from the town centre is too narrow.	Widen ramp.	The pedestrian overpass is the fastest and most convenient way to get to the station and the leisure park from the town centre. It's a great link between the town centre without having to cross roads or use lifts if you struggle or are unable to use stairs. The arrangement of walking through the Gordon Craig is novel and different from other towns which I feel is part of Stevenage's identity.	Walking Accessibility issues noted.

336

Member of public

Stevenage Station Gateway Area Map

1

63f64187bd340d0019ee60cd

Dislike

Railway Station/Lytton Way

Congestion, Exposed (cold, wet, windy), Pollution, Steep slopes, Steps / level changes, Shops, Seating, Ticket office, Toilets / conveniences

Simplify layout, Create landmark / gateway building, New railway crossing, Add ramps / lifts, Provide community facilities, Provide active travel facilities (i.e. changing), New shops / cafe, New toilets / welfare facilities, New waiting area, Add greenery and planting, Add seating

Enclosed ground floor Plaza style entrance to Railway station with public toilets and more shops/sit in cafe, better waiting areas on platforms. pedestrian walkway across to town centre would make the area more appealing welcome to Stevenage. The bridge across Lytton way is at present not great when the weather is not good. The drop off and pick up area which is shared with the taxi rank is not fit for purpose and too small. Maybe a section of the Leisure Park alongside the station could be used as a purpose made area as an added alternative.

Issues noted and will be fed back to the relevant teams.

337

Member of public

Stevenage Station Gateway Area Map

63f55d474dde820018f7ce9c

Dislike

Danesgate exit onto Lytton Way South

Waiting times, Congestion, Pollution, Road safety

Traffic management solutions, Add/Extended Filter Lane

Buses exiting the Interchange via Danesgate onto Lytton Way have to wait for a gap in the traffic as the bus lane on Lytton Way south doesn't come all the way up to the Danesgate intersection with Lytton Way!

Issues noted and will be fed back to the relevant teams.

									Extending this bus lane by removing some of the grass verge south of Dansgate would provide an extended bus lane / filter lane allowing buses to safely exit Danesgate without having to wait for a gap in the traffic. N.B. A similar solution should be applied to the Swinggate exit onto Lytton Way from Tesco car park. Removal of a section of the grass between Swinggate exit and the bus stop would create an extended filter lane for traffic exiting Swinggate onto Lytton Way (the way it used to be, and used to work well)		
338	Member of public	Stevenage Station Gateway Area Map	4	63f3e3e64f03ad00195c6869	Neutral			Road access, Car parking	Create landmark / gateway building, Traffic management solutions, Simplify layout	The Leisure Park, rightly or wrongly, is a main access point for many people using the station to commute. I often get dropped off or picked up here but often walk through it. The Leisure Park is not intended to be used for this but it does work well as an access to those	Issues noted and will be fed back to the relevant teams.

									coming from the Symonds Green/Fishers Green part of town. It would be nice to see this area formally become part of the train station rather than a back access. The land is privately owned but if it could be acquired to provide an improved drop off and pick up zone this would be good, as well as facilities for people entering and exiting the station. Please do not acquire this space for more housing/flats but to form part of the new, perhaps broader, Town Centre hub.	
339	Member of public	Stevenage Station Gateway Area Map	1	63f3e283ee5b6500190afa68	Neutral	Stevenage Station Ticket Hall	Exposed (cold, wet, windy), Steps / level changes, Seating, Ticket office, Toilets / conveniences, Distances (i.e. between things)	Simplify layout, Create landmark / gateway building, New shops / cafe, New toilets / welfare facilities, New waiting area	The main area of Stevenage Station is very small yet continues to increase in footfall with more and more commuters using the space. Whilst it is quite quick to gain access to the platforms as it currently is, I would prefer that the station was a bigger unit with more shops and services to	Issues noted and will be fed back to the relevant teams.

								<p>use whilst waiting to meet people or burn time waiting for a train. I love that we have a Costa there and I use it regularly but would prefer a unit that I could sit inside sometimes. Toilets are only available to customers on the other side of the ticket barriers. Whilst this probably provides more control for the station, when you have small children and need to change nappies etc you need the toilets to be as convenient to access as possible - as well as an adequate size.</p>	
<p>340</p>	<p>Member of public</p>	<p>Stevenage Station Gateway Area Map</p>	<p>2</p>	<p>63f3e06eee5b6500190afa58</p>	<p>Dislike</p>		<p>Provide community facilities, New shops / cafe, Add greenery and planting, Improve air quality, Add seating, Create landmark / gateway building</p>	<p>Unsure what the future plans for Tesco Extra are but some time ago they were going to close this unit. I think it's time that Tesco left the space and it becomes repurposed for other units for people to use close to the train station. This area should form a new outdoor pedestrianised space which has</p>	<p>Land use changes noted and fed back to relevant workstreams.</p>

									<p>a variety of new shops, bars and restaurants that people can easily access on foot from the station. I feel this supermarkt is probably not needed now with the large Asda close by and the second Tesco not too far away in Broadwater. Supermarkets are better placed on the outskirts of a town centre. The town centre ought to focus on being a pedestrianised metropolis where people no longer have the need to bring a car to load up on groceries. This space could be better used but PLEASE not for more flats!</p>	
341	Member of public	Stevenage Station Gateway Area Map	2	63f3def4ee5b6500190afa47	Neutral	Stevenage Arts and Leisure Centre	Steps / level changes, Security	Change of land use, Improve security, Improve air quality, Remove barriers	<p>The Stevenage Arts and Leisure Centre has been a fantastic part of our town. Sadly I think it's time that the building was gone and the land use becomes an outdoor throughfare at ground level towards the town centre - led from a plaza out of the train station. It would</p>	<p>Theatre a community asset. Addressing land use changes in the area noted and fed bck to relevant workstreams.</p>

								<p>be good to see an open space lined with trees and plants that leads from the station to the main town centre hub. In removing this building it would be great to save part of it, the Gordon Craig Theatre which is much loved and if it could remain inside a new structure that would be fantastic. Of course that would mean only part of the space could be used as the throughfare to the town centre.</p>	
<p>Member of public</p>	<p>Stevenage Station Gateway Area Map</p>	<p>3</p>	<p>63f3dd611d273900192a45de</p>	<p>Dissatisfied</p>	<p>Lytton Way</p>	<p>Distances (i.e. between things), Exposed (cold, wet, windy), Confusing, Toilets / conveniences, Road access</p>	<p>Simplify layout, Create landmark / gateway building, Remove barriers, New shops / cafe, Add seating, Pedestrianised Plaza, Provide community facilities, Provide more cycle parking</p>	<p>Lytton Way is used as a main road through the town by car, I personally use it almost every day in the car. I feel however it is time to close it and the space should form a major part of a new Town Centre. The arrival point into Stevenage ought to be welcoming. In closing this through road and leaving just access to the car parks on one side and the bus entry and exit on the other side, there could be a</p>	<p>Landmark buiding \ sense of arrival</p>

									central pedestrian space. This space should flow through to the new town (assuming the Leisure Centre building will be taken down) and should be filled with seating areas, cafe's, shops etc. The area needs to be full of activity and an area that is clean and feels safe for those arriving and departing the town.	
Page 118	343	Member of public	Stevenage Station Gateway Area Map	3	63efd95397d7ba00182ef3ad	Dissatisfied	Entrance to drop off/pick up point of train station	Waiting times, Congestion, Road safety	Simplify layout, Traffic management solutions, There needs to be a better layout for cars waiting as part of drop off / pick up. There is not enough space and this shouldn't be shared with taxis. Better layout for more cars waiting is needed	Issues noted and will be fed back to the relevant teams.
	344	Member of public	Stevenage Station Gateway Area Map	2	63ef868e3e41ee001929d811	Dislike	Rail passengers	Seating, Access to railway station	If lytton way is reduced to one lane in each direction (taxis	Issues noted and will be fed back to

									or busses only) how do rail passengers get to the railway station by car	the relevant teams.
345	Member of public	Stevenage Station Gateway Area Map	1	63ef84ef158cf10 019bf6cf4	Dislike	railway station	Waiting times, Congestion, Steps / level changes, Signage / information, Road safety, Security, Ticket office, Toilets / conveniences, Road access, Car parking, Not fit for purpose. Needs more stairs to platforms and due to new road layout a nightmare. Access to staff car park can be blocked by vehicles trying to get to taxi rank waiting area. Taxis parking in disable bays when taxi lanes full.	Create landmark / gateway building, New railway crossing, Add ramps / lifts, Provide active travel facilities (i.e. changing), New toilets / welfare facilities, Improve security, Traffic managem ent solutions		Issues noted and will be fed back to the relevant teams.
346	Member of public	Stevenage Station Gateway Area Map	3	63ee3fdeff2d420 01966016a	Dislike	Tesco car park	Confusing, Pollution, Barriers / obstacles, Road safety, Blocks the pedestrian and cycling route between the new town centre and Ditchmore Lane (for the High Street).	Traffic managem ent solutions, Remove at least some of the car park to restore a safe and continuous route for cyclists and pedestrian s	Hard to see how this Tesco development was ever allowed to proceed in this way	Issues noted and will be fed back to the relevant teams.

347	Member of public	Stevenage Station Gateway Area Map	3	63e8f8b5ed4aa4001918270d	Dislike	bus stop outside Rail Station.	Waiting times, Congestion, Confusing, Exposed (cold, wet, windy), Pollution, Steep slopes, Seating, Since the opening of the bus station some northbound buses eg 301 do not use the bus station, but only use the rail station. This means that passengers for Lister or the Old Town have to choose between here and the bus station, increasing waiting time. This area is a very unpleasant area to wait, not helped by the fast speed of the approaching buses.	Ensure all buses use the Bus Station.		Bus station and connetcity.. Issues noted and will be fed back to relevant workstreams.
348	Member of public	Stevenage Station Gateway Area Map	1	63e8f638ed4aa400191826e3	Dislike	station pick up area/Taxi rank	Congestion, Confusing, Exposed (cold, wet, windy), Pollution, Road safety	Separate the pick up area from the taxi rank, moving the taxi rank further from the station.		Issues noted and will be fed back to the relevant teams.
349	Member of public	Stevenage Station Gateway Area Map	1	63e8f4aa1bd2b3001925cb86	Dislike	Lytton Way		Reduce Lytton Way from 3 to 2 lanes pending further changes later		Issues noted and will be fed back to the relevant teams.

350	Member of public	Stevenage Station Gateway Area Map	5	63e8f2549c89d500190024b1	Satisfied	Stevenage Arts and Leisure Centre	I am opposed to the demolition of the Leisure Centre. It is a waste of the materials and energy spent on its construction, at a time when we must be conserving energy and materials.			Environment. Comments noted and will be fed back to the relevant workstreams.
Page 121	Member of public	Stevenage Station Gateway Area Map		63e8f02bddf95b0018f8a8a5	Love it	Station Cycle Hub		Provide active travel facilities (i.e. changing), Provide more cycle parking, I strongly support a cycle hub, containing cycle parking, cycle hire, facilities to recharge e-cycles, e-scooters, wheelchairs etc, changing rooms etc, both at the Station and at the Town Centre and elsewhere eg Listerc		Issues noted and will be fed back to the relevant teams.

352	Member of public	Stevenage Station Gateway Area Map		63e8ee301bd2b3001925cb49	Dislike	Stevenage Bus Station	Waiting times, Exposed (cold, wet, windy)	Provide community facilities, There is little point in spending money on a new bus station only to make the buses impossible or difficult to use due to lack of buses, caused by a lack of drivers, due to Brexit meaning a lack of lorry drivers, and bus drivers becoming lorry drivers.		Issues noted and will be fed back to the relevant teams.
353	Member of public	Stevenage Station Gateway Area Map		63e8eb8addf95b0018f8a886	Dislike			Provide community facilities, There is little point in spending money on a new bus station only to make the buses impossible or difficult to use due to lack of buses, caused by a lack of drivers, due to		Issues noted and will be fed back to the relevant teams.

								Brexit meaning a lack of lorry drivers, and bus drivers becoming lorry drivers.	
354	Member of public	Stevenage Station Gateway Area Map		63e8ea64ed4aa4001918266c	Dislike	Stevenage Railway Station	Exposed (cold, wet, windy), Steep slopes, Steps / level changes	Add ramps / lifts, provide step-free access to platforms/ walkway by replacing steps with escalators and accessible lifts.	Accessibility/ exposed walkways - Issues noted and will be fed back to the relevant teams.
355	Member of public	Stevenage Station Gateway Area Map		63e8e8c11bd2b3001925cb1d	Dislike	Danesgate/Lytton Way junction	Congestion, Waiting times, Road safety, Road access, Buses exiting the bus station have to wait for a gap in the traffic.	Simplify layout, Extend the bus lane south of Danesgate to Danesgate.	Congestion / traffic issues are noted and fed back to the relevant workstreams.
356	Member of public	Stevenage Station Gateway Area Map		63e8e53005e9170019c846bc	Dislike	Stevenage Police Station	Pollution, Barriers / obstacles, Road safety, The police station has a large car park and awkward entrances. adding to the car-dominated nature of the area.	Move police station out of the town centre, and reuse the building for offices etc with reduced parking, add to Action	The Police Station and its accessibility will be analysed thoroughly to ensure it is not compromised in the new plans.

								Plan Area to ensure consistent approach.		
357 Page 124	Member of public	Stevenage Station Gateway Area Map	1	63e8d7051bd2b3001925ca55	Dislike	Road exit from Swingate on Lytton Way south	Congestion, Waiting times, Road safety	Traffic management solutions	The temporary cones which have replaced the old cut through which allowed traffic to exit quickly could easily be rectified by replacing the coned off area with a bus only lane until just after the junction. This would allow traffic exit like it did before in between buses and also still give buses priority in that lane which feeds directly towards the bus station.	Congestion / traffic issues are noted and fed back to the relevant workstreams.

<p>358</p> <p>Page 125</p>	<p>Member of public</p>	<p>Stevenage Station Gateway Area Map</p>	<p>63e56c081bd2b3001925b435</p>	<p>Dislike</p>	<p>Drop off/Taxi rank station</p>	<p>Congestion, Exposed (cold, wet, windy), Pollution, Barriers / obstacles, Steep slopes, Steps / level changes, Distances (i.e. between things), Signage / information, Road safety, Security, Seating, Toilets / conveniences, Road access, Car parking, Onward connections during major events</p>	<p>Simplify layout, Create landmark / gateway building, New pedestrian crossing, Improve signage / information, New railway crossing, Add ramps / lifts, Remove barriers, Provide active travel facilities (i.e. changing), New toilets / welfare facilities, New waiting area, Improve air quality, Improve security, Add seating, Traffic management solutions, Provide adequate floor space for rail operations</p>	<p>The cleaning in this area is very poor. And Network Rails maintenance of the station/Highways foot bridge and SBC staircase & lift is very poor. It gives a very poor welcome for the town</p>	<p>Accessibility issues around the station are noted and fed back to the relevant workstreams.</p>
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359	Member of public	Stevenage Station Gateway Area Map	1	63e51eb71bd2b3001925b0c8	Dissatisfied	Exit from Swingate to Lytton Way	Waiting times, Congestion, Pollution, Road safety, Car parking	Simplify layout, Traffic management solutions	Agree with other commenters that the removal of the filter lane from Swingate onto Lytton Way has been an absolute disaster. The situation has improved greatly since a temporary filter lane was introduced. This should be made permanent. This is the only exit point onto a main road for over 1,000 parking spaces (560 Tesco, 395 Westgate, 95 Sports centre car park F). Traffic flow out of these car parks is a valid consideration. Please make the current temporary arrangement permanent, or reinstate the old filter lane.	Congestion / traffic issues are noted and fed back to the relevant workstreams.
360	Member of public	Stevenage Station Gateway Area Map		63e43c531bd2b3001925aa46	Neutral	Cycle path	Confusing	Simplify layout, Improve signage / information		Noted
361	Member of public	Stevenage Station Gateway Area Map	1	63e370eb40aa3500194a37cd	Dissatisfied	Tesco car park	Congestion, Road safety, Road access, Car parking	Simplify layout, Traffic management solutions		Noted
362	Member of public	Stevenage Station Gateway Area Map	3	63e34dfbc2edbf00191a4f1a	Satisfied	Dual carriageway	Congestion	Keep as dual carriageway and		Noted

								flow of traffic with two lanes not one		
363 Page 127	Member of public	Stevenage Station Gateway Area Map	1	63e2a8f640aa3500194a3415	Satisfied	Pedestrian footbridge			The bridge between the station and town is a great way of ensuring everyone gets on their journey. Commuters already exit the train station on the second floor and have a safe way of travelling the A602 without waiting in the rain or risking danger to themselves or drivers. I'm not sure why it was deemed a good idea to make Commuters walk up stairs to exit the platform, then back down stairs to exit the station, wait at a busy road for the lights to change in all weather condition, and have the steady flow of car traffic held up for people to cross in comparison to the functioning of the bridge	Coonectivity and Accessibility issues are nored and will be fed back to the relevant workstreams.

364	Member of public	Stevenage Station Gateway Area Map	7	63e2a6dd477d320019aae11c	Dislike	Exit to A602	Waiting times, Congestion, Pollution, Barriers / obstacles, Road access	Simplify layout, Remove barriers, Traffic management solutions	Removing the filter lane from Tesco and Westgate was a mistake, it hasn't reduced the amount of cars, only increased the amount of cars waiting with idle engines. It has been eased since instating the cones, and the filter lane should be reintroduced, particularly as the A602 will become used by more drivers when the multi storey car park at that station opens	Congestion / traffic issues are noted and fed back to the relevant workstreams.
365	Member of public	Stevenage Station Gateway Area Map	2	63e29ced40aa3500194a339c	Dislike	swingate	Congestion, Waiting times	Simplify layout, Traffic management solutions	Removing the lane to exit Tescos was a mistake and has caused no end of chaos for anyone leaving the town from this exit.	Congestion / traffic issues are noted and fed back to the relevant workstreams.
366	Member of public	Stevenage Station Gateway Area Map	2	63e113658ab3ba0019ca3a04	Dissatisfied	Stevenage Arts and Leisure Centre	Building aesthetics	Add greenery and planting	The building is grey, miserable and cheap looking. The activities they hold are great for families but to make Stevenage welcoming from the train station the exterior of the building needs improving.	Visually attractive buildings. Design and greenery is an important element of our built environment and this will be noted and fed back to the relevant workstreams.

367	Member of public	Stevenage Station Gateway Area Map	2	63e111c65b3de30018311da7	Dissatisfied			New pedestrian crossing, Add greenery and planting, New shops / cafe, Traffic management solutions, Provide community facilities	The station and bridge walkway is outdated, run down and uninviting. The new bus stop looks fantastic and the train station is the hub into stevenage and should match the bus stop.	Visually attractive buildings. Design and greenery is an important element of our built environment and this will be noted and fed back to the relevant workstreams.
Page 129	Member of public	Stevenage Station Gateway Area Map	2	63de7648c607960018bee9d5	Dislike	bus stop, taxi area and drop off	Congestion, Barriers / obstacles, Road safety, with the new traffic lights, and lane filtering, there is often now a queue of cars and busses attempting to get into taxi area/drop off or bus cut out, often spilling into the main carriage way of Lytton way.	Simplify layout, Traffic management solutions, increase area to reduce queuing, or move part function (eith taxi, drop off or busses elsewhere) on site. Including bicycle racks to other side of tracks.		Noted

<p>Member of public</p>	<p>Stevenage Station Gateway Area Map</p>	<p>1</p>	<p>63de459414ed5c001836f2c1</p>	<p>Satisfied</p>	<p>New Theatre</p>	<p>Exposed (cold, wet, windy), Barriers / obstacles, Signage / information</p>	<p>Create landmark / gateway building, Add greenery and planting, Provide community facilities, Improve signage / information</p>	<p>Provision for a new theatre should absolutely be made and retained in this high profile location to make a significant cultural contribution to Stevenage as a destination location. An iconic, accessible building, midcentury modern-inspired in architecture perhaps, fronting onto the new boulevard running from the train station through SG1 to the town centre has the potential to highlight arts and culture in the same way STEM already is while celebrating the 20th century character that makes Stevenage so unique. By relocating the sports centre, this land parcel has the space and road access still to deliver a 1000-1200 seat main auditorium required for large touring shows with secondary performance spaces for smaller productions as</p>	<p>Visually attractive buildings. Design and greenery is an important element of our built environment and this will be noted and fed back to the relevant workstreams.</p>
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								<p>well as community rehearsal spaces (e.g., see the Marlowe Theatre in Canterbury for what can be achieved). This kind of asset in its current location (even if productions have to cease during development) has the connectivity and potential to bring people from across Herts and neighbouring counties with an associated spend to massively benefit the local economy and its people.</p>	
370	Member of public	Stevenage Station Gateway Area Map	7	63dbeee7b5ed79001a8efbb1	Dislike	exit from tesco	Waiting times, Congestion, Barriers / obstacles, Signage / information, Road safety, Car parking, Road access	Simplify layout, New pedestrian crossing, Remove barriers	terrible decision to remove the feeder lane from Tesco joining the A602, now cone ally.. reinstate the feeder lane and also add in a pedestrian crossing on swine gate road between roundabout and A602 (there is a crossing on a blind corner and not controlled!)

Member of public

Stevenage Station Gateway Area Map

63db8d338ea8420019df94d3

Dislike

It's clear capacity has far outgrown the facilities provided for in the 70s station building, only set to worsen as Stevenage grows. Future-proofing capacity (potentially extending to a full, northbound platform 5 + adding a terminating platform 6 in combination with a new station building further South) should be prioritised/masterplanned to avoid being prejudiced by redevelopment of the leisure park. Greater space to the West could also allow for a large plaza with taxi/drop-off facilities, fronted by development (much like Cambridge), freeing up space in the constrained land to the East. Both East and West sides of the ECML should be considered to provide all facilities of a full arrival experience while maximising land use.

East West connectivity and better use of land around the station. Many issues that the AAP is working on improving for the area and beyond.

372	Member of public	Stevenage Station Gateway Area Map	2	63db8b6beecd6700194c678c	Dislike	Station Entrance	Security, Signage / information, Ticket office	Create landmark / gateway building, New railway crossing, New shops / cafe, New waiting area, Improve signage / information	Poor secondary arrival experience with safety concerns at night. Opportunity to create an iconic station building further South, potentially postwar modern inspired with a feature canopy covering two full station entrances and a large glazed walkway across the line.	Safety and viually attractive buidings comment sare noted.
Page 133	Member of public	Stevenage Station Gateway Area Map	5	63d85cf574e497001a6bedbe	Dislike	Swingate	Congestion, Road safety, Barriers / obstacles	Remove barriers, Improve air quality	The area between Tesco car park and the leisure centre is very unfriendly to pedestrians. The North-South cycle link should be properly provided for. At grade crossings should be built here for pedestrians and cyclists, and the roundabout shrunk or removed.	Walking and safety between areas around the Station. The comment sare noted and will be fed back to the relevant workstreams.
374	Member of public	Stevenage Station Gateway Area Map	1	63d85c183bcd5d0019ac968c	Dislike	Station Car park	Car parking	Redevelop	This car parking should be removed and the land included in the redevelopment.	Car Park removal. The MSCP in the North has consolidated a lot of the capacity for parking and now the parcels of land can be used for alternative uses.

375	Member of public	Stevenage Station Gateway Area Map	3	63d8591f3bcd5d0019ac9663	Satisfied	Pedestrian footbridge		Improve air quality	This footbridge is good as it is. It is plenty wide enough and a transparent covering would quickly get dirty and would look awful, clashing with the architectural style of the station. This walkway should retain its outdoor character, being the entrance to Stevenage, at most having a roof without sides.	Postive comment on footbridge noted.
Page 134	Member of public	Stevenage Station Gateway Area Map	1	63d857b93bcd5d0019ac9643	Dissatisfied	Bus station green space	Exposed (cold, wet, windy), Confusing	Simplify layout	This Green space is underutilised as it is inaccessible to pedestrians. Redevelopment should seek to make this area more functional.	More functional greennspace. This is noed ad will be fed back in to the analys of the area.
377	Member of public	Stevenage Station Gateway Area Map	2	63d856f074e497001a6bed6c	Satisfied	Stevenage Station	Confusing, Congestion	Improve signage / information	I think the distinctive brutalist architecture of the current station building is a culturally significant and valuable part of the Stevenage cityscape. It is 50 years old this year, and whilst some may condemn its dated stylings, I see it as an important icon of Stevenage that should be preserved, refurbished, and integrated into	The brutalist archictecture needs to be celebrated and the heritage of the town will be protected for the future.

									any new development.	
378	Member of public	Stevenage Station Gateway Area Map	5	63d855d374e497001a6bed5c	Love it	Stevenage Arts and Leisure Centre		Provide community facilities	Stevenage Art and Leisure Centre is an extremely valuable community asset. It is vital its facilities and their proximity to public transit are still provided for with any redevelopment.	Theatre is a community asset. Addressing land use changes in the area noted and fed bck to relevant workstreams.
Page 135 379	Member of public	Stevenage Station Gateway Area Map		63d855483bcd5d0019ac9607	Dislike	Danesgate car park	Car parking	Provide community facilities, Add greenery and planting, Traffic management solutions, Simplify layout	With options 2 or 3, Danesgate car park should be redeveloped along with the parts of Lytton Way and the Police station car park immediately to the west. Buses may be re-routed along Danesgate, or the old route of the Great North Road may be redeveloped as a cycle path and bus lanes. This frees up a large portion of land on Danesgate car park and to its west. This may be redeveloped into valuable real estate with unparalleled transport connections.	Access /connectivity and traffic. All issues noted and fed back into the relevant workstreams.

380	Member of public	Stevenage Station Gateway Area Map	2	63d84f1cd61b58001935d17e	Dislike	Sightline from The Forum	Barriers / obstacles	Remove barriers	New multi-story car park across the street, by Lytton Way, blocks this sightline from The Forum with a gargantuan monstrosity. Any future development should endeavour not to repeat this mistake.	Design of buildings/visually attractive. These issues have been noted and will be fed back in to the analysis.
381	Member of public	Stevenage Station Gateway Area Map	1	63d84ce07a9a5a0019cf35ce	Dislike		Security	More lighting	The cycle path is too dark at night, it is not safe.	Safety and lightning. Issues that have been noted and will be incorporated in to the analysis of the area.
382	Member of public	Stevenage Station Gateway Area Map	2	63d848eed93b7b00187ecd6e	Dislike	Swingate	Congestion, Road safety, Barriers / obstacles	New pedestrian crossing, Remove barriers	The area between Tesco car park and the leisure centre is very unfriendly to pedestrians. The North-South cycle link should be properly provided for. At grade crossings should be built here for pedestrians and cyclists, and the roundabout shrunk or removed.	Walking and safety areas around the Station. The comment sare noted and will be fed back to the relevant workstreams.
383	Member of public	Stevenage Station Gateway Area Map	1	63d847993bcd5d0019ac9470	Dislike	Entrance and exist of Police station	Break in Pavement	Simplify layout, New pedestrian crossing	Two wide breaks in the pavement is hostile to pedestrians. This should be reconfigured into one junction, ideally with the level of the	Walking and safety areas around the Station. The comment sare noted and will be fed back to

									pavement retained on the crossing.	the relevant workstreams.
384	Member of public	Stevenage Station Gateway Area Map	1	63d84793d93b7b00187ecd3c	Dislike			Waiting times, Congestion, Could benefit to become a Bus/Taxi lane instead of just buses on the inside lane. It's costing Taxi customers money while they wait for the middle lane to be clear before pulling out from the Stevenage Train Station.		Noted
385	Member of public	Stevenage Station Gateway Area Map	1	63d836fcd8291500196ae1cd	Dislike	Cycle route crossing the road	Road safety	Remove greenery from south side, as this blocks car seeing cyclists (and vice versa).	The Stevenage Interchange path encourages cycling here, so it needs to be safer.	Safety between different modes of transport. Issues noted.
386	Member of public	Stevenage Station Gateway Area Map	1	63d80a5ff1ec3a0019c5b7f6	Neutral	Pedestrian access	Barriers / obstacles	Simplify layout, Add greenery and planting	This pedestrian/cyclist access from the roundabout to the new bus station isn't inviting.	Cycleways uninviting. The use of sustainable travel is an important point and this comment is noted. Our Mobility Strategy (2016), Future Town, Future Transport (2019) and Walking/Cycling Strategy (2018) work towards a modal shift and sustainable transport methods to encourage

										walking and cycling. This is being pushed further with Stevenage Sustainable Travel Town (STT) Implementation Plan. The key difference from previous initiatives is that the Sustainable Travel Town will fully integrate behavioral change techniques with infrastructure improvements. This will assist with the overall vision for the delivery of growth plans, sustainable development and promoting a healthy and active community
387	Member of public	Stevenage Station Gateway Area Map	2	63d7f4d12f9ce700199266f0	Neutral	Station	Road safety	Traffic management solutions	Make the bus lane for taxis as well to ease Congestion and make another public service have priority through the traffic.	Traffic/connectivity of road comments noted.
388	Member of public	Stevenage Station Gateway Area Map		63d7f0a62f9ce700199266b7	Neutral		Exposed (cold, wet, windy), Steps / level changes, Is the bridge being taken away?	New railway crossing, New toilets / welfare facilities,		Noted

										New shops / cafe		
389	Member of public	Stevenage Station Gateway Area Map	0	63d7e196b9da740019757309	Dislike		Cycle path		What happened to the cycle path past the station. Infact the map doesn't show any cycle paths. Are you trying to remove them from Stevenage?	Provide more cycle parking		Noted

ID	Name/ Org	Theme of Comment	Agreements	Comment ID	Do you support this proposal (Option 2) ? - Options and Opportunities	What do you like about Option 2? - Options and Opportunities	What don't you like about Option 2? - Options and Opportunities	Do you support this proposal (Option 3) ? - Options and Opportunities	What do you like about Option 3? - Options and Opportunities	What don't you like about Option 3? - Options and Opportunities	Do you support this proposal? - Options and Opportunities (1 = Yes / 5 = No)	Do you have any other comments? - Options and Opportunities	SBC response
Page 139	Member of public	Options and Opportunities		64164b647571c100198ecec8	1	Green planting	Where is the option for car pick ups at the train station? Where is the provision for disabled drop off and collection? All this does is push more traffic into the leisure park and no specific disabled access there - no lift etc.	1	Green planting	No access for private car pick up and drop offs. No disabled access for private car drop off and pick ups. No disabled car parking close to the station.	-	-	Positive comments on more green planting noted. Car parking/ traffic and congestion are negative comments and will be fed back into the project.
	76	Member of public	Options and Opportunities	641636e29e2e7b0019e63ee6	-	It will make no difference	It will affect on traffic those who need to travel to hotel, westgate and tesco.	-	Nothing	There is crossing already and paths for travel	-	-	Noted

77	Member of public	Options and Opportunities		6416182f027ce4001908c305	1	-	-	1	-	-	1	-	Noted
78	Member of public	Options and Opportunities		64150eea29a2d20019204411	5	Removes intimidating higher-speed vehicles from close proximity to limited (and presently confusing) pedestrian zones; could improve bus traffic flow to/from new Stevenage Interchange (northbound buses needing to traverse two roundabouts two times each to accommodate an Interchange stop seems like a waste of time and carbon on every trip through); reduces lane-clogging queues for private vehicle passenger pickup at rail station, clarifies taxi stand location and makes it more accessible to non-station traffic	Slightly complicates driving directions from north-central/northeast Stevenage to the big box stores on South Lytton Way (B&Q, Roaring Meg, etc.)	4	Most welcoming for pedestrian station traffic	Complicates local transportation connections from the rail network, takes additional bus and taxi routing time	5	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

79	Member of public	Options and Opportunities		6414e867321d650019b249aa	1 -	<p>There are lots of occasions when the town becomes gridlocked with traffic on one or more of the roads around the town centre. Removing one of the through routes around the town will cause huge problems. Our town is situated near a motorway which often jams and people rely on cutting across town to get home if their regular junction/route is jammed. As a local I know I can divert and get home. Also at Christmas the town centre is very busy and you are going to make it worse. The likely hood is I will just take the easy option and drive to Letchworth or Hitchin instead, I think plenty of others will do the same, this kind of defeats the point of regenerating the town centre. At the moment we</p>	1 -	Same as reason as option 2, the town centre traffic will struggle to cope as soon as there is a traffic issue in this area.	4	<p>You are making so many changes to the town centre but not allowing any time for the changes to bed in and for everyone to see the effects. How can you model anything when you keep changing it and have no current data or a decent amount of data history. Seems a crazy way to plan!!</p>	<p>Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.</p>
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						have a terrible bus service and proof the council cannot organise a new traffic scheme (think Tesco Lytton Way fiasco). So why potentially are you going to make a bad situation worse?						
Member of public	Options and Opportunities		64144b4c75131900197902a9	1	I'm happy with some pedestrianization (but the option goes too far).	<p>Car pickup/drop-off too far away. We don't need a huge taxi rank.</p> <p>Through-access from old town to roaring meg etc will require cars to take a huge diversion, increasing traffic and emissions.</p> <p>Station access via leisure centre will become preferred and that will be a huge mess of fines and traffic blockage and private vs public. We</p>	1	Almost nothing. It doesn't make sense until the town centre is successful.	<p>No public access to pick-up/drop off from the station. Huge uncovered walk to wherever that would be (or access via private land on leisure centre, which will become a big mess if lots of non-paying traffic starts going there).</p> <p>There's no point having a pretty railway station that leads into an ugly carpark (swingate + mecca bingo). Why would</p>	4	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

							should retain good public access without forcing paying taxis.			anyone hang around there?			
81	Member of public	Options and Opportunities		6414481f42f40000197a821b	1	Nothing it will worsen congestion and as a result will make air quality worse.	At rush hour this proposal will choke up the road to the east of the town centre. With people trying to drop off at the train station it will be gridlock.	1	Nothing. The long term damage this proposal would cause cannot be understated. It will create a north/south divide and will reduce access to the train station.	Cutting one of the main arterial roads is madness. There will be gridlock during rush hour. This proposal has clearly been created by someone who a) has never visited the location during rush hour, and b) lives in a bubble detached from reality.	1	There is already good cycling provision, which is underused. Creating more will just waste space.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
	Member of public	Options and Opportunities	1	6413756ed7509b0018a07420	1	nothing	discriminates against the elderly, disabled/less mobile who can't use buses to get to the train station, anti car restrictions will result in the death of the town centre. the current road system works well yet the planners seem hell bent on ruining it - traffic cones into Tesco car park shows the	1	nothing	great for the fit and mobile. Rubbish for elderly and disabled just see my 86 year old mum on a bike or scooter and unable to walk very far	1	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

							complete lack of understanding. Take a leaf out of Dunstables town centre redesign and the fact that the roads are being reinstated. I HATE TO SEE THE MESS THE PLANNERS ARE MAKING OF OUR TOWN CENTRE						
83	Member of public	Options and Opportunities		6412fff90e6306001992c82b	5	<ol style="list-style-type: none"> 1. Improves connectivity between the town centre and station 2. Improves first impressions of the town 3. Breaks the constraint of Lytton Way and unlocks potential for future development to the West of the station 	Bus / taxi routes will need to be well managed to avoid issues with pedestrian routes	5	<ol style="list-style-type: none"> 1. Improves connectivity between the town centre and station 2. Improves first impressions of the town 3. Breaks the constraint of Lytton Way and unlocks potential for future development to the West of the station 4. Gives priority to pedestrian / cycle movement 	-	5	Most cost effective and practical solution to the existing cycle network. Will need to be supported with improved cycle facilities (parking, showeres etc.) in the locality	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

84	Member of public	Options and Opportunities		6410730b3ce7ca0019dfcad4	5	<p>Have your say on the new look of Stevenage Station Gateway " March 2023 Short comments and notes prepared by Bill Hayes of 72 Whitney Drive, Stevenage, on 13 March 2023. The Town Centre of Stevenage defines the way the media and people outside the Town view Stevenage and unfortunately in recent years often these views have been negative. The Gateway redevelopment is at the heart of this regeneration area. The sustainable transport design and underground services/infrastructure of the Town Centre area need to be considered. Options (2) and (3) should be adopted which remove two existing dual carriageway roads which form the A602. The land under the road is far too valuable to be used as a road and should be part of the</p>	<p>CYCLE WAY NEEDS TO BE UPGRADED NO DROP OFF POINT FOR CARS AND PASSENGERS TO STATION OR IS THE DROP OFF POINT BY THE NEW CAR PARK??? THE BRIDGE TO THE LEISURE CENTRE IS NOT SHOWN</p>	4	<p>Think you should leave the option of public transport going past the station</p>	<p>Still good but level 2 may be enough</p>	1	<p>Why have two cycle paths to maintain in the future Just make one good one going down the middle</p>	<p>Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.</p>
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central business district by the main railway station. Only the central part of the Town Centre should be pedestrian only. Where feasible all modes of transport should be allowed having regard to speed and safety. The area needs to remain alive and appealing to all people. Option 3 would restrict too many modes of transport. There are footpath/cycle paths tunnels under Six Hills Way, Fairlands Way and St Georges Way to link Bedwell, Old Town and Asda districts to the town centre area. When the Forum redevelopment is completed there should be another tunnel built under St Georges Way to link the new Leisure Centre area to the Town Centre. The footpath and cycle way design in the new Gateway area needs to be improved. Removing the A602 dual

carriageway link road will create a new ring road system via St Georges Way, Fairlands Way, Gunnels Wood Road and Six Hills Way all of which have roundabouts connecting these four main motor vehicle routes. Assuming that the Tesco Superstore will want to be part of the New Town centre. This has a large valuable car park. Consider forming an entrance from the dual carriageway to the north of Fairlands Way by the Tesco petrol station. Leave the existing entrance into Swingate. The existing footpath/cycle track to the west by the main railway line has poor lighting at night and may not appear safe to both pedestrians and cyclists. The slope at the southern end to the south west of the police station is too steep. The slope at the north end

is also steep so the design is not perfect. There is no proper footpath/cycle track system from the roundabout just to the south of the retirement flats at Pinetree Court. No proper crossing at Danesgate. No proper cycleway by the bus station or Leisure Centre. Part of a cycle track by Tesco then no cycle track to the bridge over Fairlands Way. This north-south route needs to be improved. The police station and car park will need to be retained. A new joint footpath/cycleway has been started in front of the police station. At the south end, there are out of place two flights of steep concrete stairs with a sloping ramp on the right hand side where someone is meant to push a bike up – potential safety hazard here. No disabled access. No traffic lights in front of the

police station on the cycle track. No complete cycle track to the new car park. Options (2) and (3) should incorporate a full cycle track along the west side of existing Lytton Way. Engineering works required to the south end. Poor visibility at the south junction with the existing cycle track. Potential conflict with the rear access road going into the regional police station building. Redesign access from Lytton Way into Swingate as a new footpath has been built but no pedestrian crossing. Potential conflict with cars. The design to the front of the railway station has become inadequate for use. Options (2) and (3) require the provision of new taxi rank, drop-off points for cars delivering/picking up rail passengers. Improve design of bus stop

shelter at the front of the railway station. Design the new area to prevent vehicles dropping rail passengers. Consider future plans for the Leisure Park. Platform 5 of the station has recently been built and there is a well-used cycle track and footpath access to the west of the railway. The Town Centre plan appears to include the Leisure Park as part of the central area. Assumed to be private land. Investigate who owns these footpaths and cycle ways " could these now be considered to be public rights of way? The railway station is about fifty years old. The original travelator was not properly designed or maintained. A modern station should have an escalator going up to the first floor. The lift is small and not in an obvious location. If the first floor bridge to the Leisure

Centre is removed, the whole front of the station will need to be redesigned. There is little wrong with the actual design of the ticket office, stairs, platforms etc. Ask Network Rail to build a new front to the station to include further shops, cafes etc. Has anyone actually asked Network Rail whether they have the money to build a new station in the future? Network Rail has improved London termini by using the sale and redevelopment of land to pay for the improvements. I cannot think that they have completely moved or rebuilt a railway station on the main line between London and Edinburgh in recent years so why would they do this in Stevenage unless there was financial gain. There seems to be a move to relocate the Leisure Centre.

From a sustainability point of view, this is a waste of the existing structure but the land use here may have to be changed to fit the overall plan of the Town Centre.

Understood the Leisure Centre and swimming pool will be rebuilt to the eastern side of St George's Way.

Construct a new theatre/arts building in the Gateway area. Carry out feasibility study to see how big the theatre needs to be and whether this could make a profit. May be part public, part private building.

All footpaths and cycle tracks to be joint use with appropriate signage. Blue tarmac to show which is the cycle track. All junctions to have level disabled access. Traffic lights to be used where routes cross over roads used by cars. All paths etc to be fully linked into all buildings, car parks etc.

Construct a cycle hub building near the railway station to provide servicing, cycle storage, cycle training etc. The cost of this would be funded from payments for use of the facility.

85	Member of public	Options and Opportunities	3	640f1bc68df520001968c885	1	Nothing; it is the least logical option.	Doesn't achieve anything other than aesthetic changes. There will still be vehicles travelling along the road so pedestrians are no safer (not that safety is an issue currently anyway), so simply serves to inconvenience car drivers; the vast majority of road users.	1	Nothing.	This is a scheme that puts ideology above practicality. Stevenage is not London; nobody arriving on the train here has come for a day trip to view our cultural delights. People have travelled to Stevenage by train to either work or go home, so this proposal's obsession with an "enhanced sense of arrival" is totally misguided. Of course we want a clean, safe, well-lit train station, but as a lone female traveller, I want to walk to my car from the train in as short a time as possible and drive home quickly and safely. A large pedestrianised area outside the station serves no purpose in the efficient movement of the greatest number of commuters in the shortest amount of	1	Cycling is a minority hobby, primarily indulged in by middle-aged men. Giving these people priority over families, the elderly, disabled and the 99% of journeys for which cycling is totally impractical, is both discriminatory and unreasonable.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
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time. Surely that should be the mark of a successful travel hub? Finally, there has been no serious survey into the enormous amount of displaced car traffic closing Lytton Way would result in. There are already lengthy queues at rush hour every day to access Gunnelswood Road from the roundabout at the Fairlands Way junction. This closure would increase this traffic enormously, resulting in lengthier car journeys for people travelling to the ever-increasing Roaring Meg site and therefore result in increased car emissions. This is totally counter-productive to the aim of cleaner air for Stevenage residents. As SBC have encouraged retail units to relocate from the town centre to

										Roaring Meg (eg TK Maxx), the only option for most people to travel there is by car, using either Lytton Way or St George's Way.			
86	Member of public	Options and Opportunities	3	640f105cf00e61001a5e20e3	1	I don't!!	Restriction of traffic. The knock on effect found the town will be disastrous. Improve the access, drop off and pick up	1	It's madness.	Closing off the traffic. The highways agency advised not to.	1	What's the point? There's already one there. Improve it with lighting and better access to the station.	Positive and negative comments noted on the options. All feedback will be

							zones and a wider new well lit overpass to the town.							collated and fed back in to the Council's projects and future work.
87	Member of public	Options and Opportunities		640f0cb2f00e61001a5e20bf	1	It's a stupid idea to restrict the access to busses and taxis.	-	1	-	-	-	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
88	Member of public	Options and Opportunities	1	640c5596b7916900190e0f6e	1	Nothing.	This will only increase traffic on other roads such as St Georges Way and create more hazards for pedestrians and traffic, particularly with the new science centre being planned.	1	Nothing	This will only further increase traffic on other roads such as St Georges Way and create more hazards for pedestrians and traffic, particularly with the new science centre being planned.	1	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.	

89	Member of public	Options and Opportunities	2	640b96e4b7916900190e018d	1	It looks good for pedestrians and taxi drivers.	<p>While the aim to improve the town centre sounds admirable, I don't believe either of the proposals to make Lytton Way a no-through-road to cars are a viable solution.</p> <p>It would take away a lot of choice from a number of people: the only way to get to the train station would be by bus, taxi or on foot. Some people cannot afford taxis and are not mobile enough to take the bus and walk from the interchange.</p> <p>There would not be the option to drop off your, friend, neighbour or elderly relative at the station. So, I think, people will find the next closest point where they can do this, such as the bottom of the stairs in the Leisure Park (provided the Leisure Park permits this), or at the</p>	-	Also good for pedestrians, and would probably cause /slightly/ less traffic chaos than option 2.	<p>While the aim to improve the town centre sounds admirable, I don't believe either of the proposals to make Lytton Way a no-through-road to cars are a viable solution.</p> <p>It would take away a lot of choice from a number of people: the only way to get to the train station would be by bus, taxi or on foot. Some people cannot afford taxis and are not mobile enough to take the bus and walk from the interchange.</p> <p>There would not be the option to drop off your, friend, neighbour or elderly relative at the station. So, I think, people will find the next closest point where they can do this, such as the bottom of the stairs in the Leisure Park (provided the Leisure Park permits this), or at the</p>	4	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
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turning point at the end of Argyle Way. This would result in more traffic, with people dropping off or collecting people who have used the ramp entrance.

This relates to the other issue of through-traffic on Lytton Way being displaced onto other north-south routes through town. This will lead to increased traffic on St George's Way, Gunnels Wood Road, and through the Leisure Park. These roads are already very busy. It is unclear how this will be addressed.

It also needs to be recognised that patterns of behaviour will not immediately change. It is most likely people will continue to use cars in the short term due to convenience. This needs to

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be taken into consideration otherwise the change will just be seen as causing an inconvenience. If Lytton Way is left open only to taxis and buses, this will lead to frustration, confusion and misuse if this is not well managed.

I concede that the current traffic flow does not work, and the pedestrian access from bus interchange to train station is not ideal either, so I agree that something clearly needs to be done. Instead of the current proposals, I would suggest opening up the other end of the Tesco car park (where Staples used to be) to make the Tesco car park a one-way system (entry from Fairlands Way and exit onto Lytton Way or vice-versa). Perhaps also add an another

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							walkway over Lytton Way from the bus interchange to the potential bicycle hub for added pedestrian/cyclist convenience?			walkway over Lytton Way from the bus interchange to the potential bicycle hub for added pedestrian/cyclist convenience?			
90	Member of public	Options and Opportunities		640b0b96387a91001950c441	1	-	-	1	-	I need to collect my children many times late at night due to problems with the trains and I do not want them hanging	1	I support option 0 or 1 not restricting access by car.	Positive and negative comments noted on the options. All feedback will be

										about or walking. I collect by car and live in Knebworth. Restore the train service to Knebworth and we won't need to travel to and from Stevenage.			collated and fed back in to the Council's projects and future work.
91	Member of public	Options and Opportunities		640a1835d115ce0019848c42	1	Not much	This appears to achieve none of the goals, there's no point having a semi-pedestrianised area where someone can still get hit by a bus. But it still cuts off traffic and forces it onto other roads running parallel.	2	There's something "nice" about a flat and pedestrianised entrance to the train station. Feels modern etc.	This option cuts off through traffic and forces it onto other roads running parallel. If this plan goes ahead then part of it must include measures to ease the flow of traffic on surrounding roads. Without that, this is a development that just provides a "nicer" experience for visitors and commuters at the expense of the quality of life of the people who live and work in the town. That would be a failure of the council to serve the people who elect and pay for them.	4	Stevenage has a large cycle path network. I like it and (in general and in isolation from other factors) support promoting and improving it.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

92	Member of public	Options and Opportunities	3	640a03d0387a91001950b0a2	1	nothing much	<p>Lytton Way is not just an access route to the station, but is a key link between the London Road and the Hitchin Road. It is unfortunate that Stevenage was built with residential areas mainly to the east of the railway, and industrial areas mainly to the west. There are only two cross routes available (St. Georges Way/Monkswood way and Lytton Way/Hitchin road) between the main east-west routes (Martins Way, Fairlands Way, Six Hills Way and Broadhall way). Removal of Lytton way from the network will result in increased cross traffic on St. Georges Way and Gunnells Wood road, and increased length of journeys in some cases. It will also mean that the network is substantially more</p>	1	-	<p>Please see my comments about option 2. In both options the phrase "potentially significant change to traffic flows about Stevenage Town centre" appears. In what way is this only "potentially significant"?</p> <p>My wife is disabled. At present I can drive very close to the station so I can get her into her wheelchair and up to the station. I don't see this addressed in the plans</p>	3	<p>I am a regular cyclist. There is a strong need for more sensible access to the town centre and around the town centre. It is not easy to come from the north or the old town and get into the town centre. I'm not sure this proposal would be help. In particular, the two cycle routes meet near the Fairlands way roundabout. The existing cycle path is on a steep slope here, and adding a meeting with another cycle path which would likely also be on a steep slope is a recipe for high speed collisions - it only takes one mistake.</p>	<p>Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.</p>
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vulnerable to roadworks or breakdowns since the ability to bypass blocks will be muc reduced. The additional congestion would surely mean increased pollution, not reduced.

No proposal to remove Lytton Way from the overall Stevenage road network sghould be considered unless there is a full traffic modelling for both nominal and contingency cases. Additional traffic on St. Georges way is not likely to help the fire service.

It appears that only the station to town centre area is being considered. This piecemeal approach is dangerous if it does not consolidate the overall picture of how Stevenage will work for its residents.

							No information is given on how pick up/set down is intended to work, taking account of the number of commuters from Stevenage station who do not park at the station or use taxis.						
93	Member of public	Options and Opportunities		6408b804c4a4a80019ac2f88	3	-	-	4	-	-	4	-	Positive and negative comments noted on the options. All feedback will be

														collated and fed back in to the Council's projects and future work.
94	Member of public	Options and Opportunities	1	640652f1ee1be30019a64d93	1	At least you can get a taxi there	I cant drive from the south to the Tesco or the new multi story - it will cause traffic chaos.	1	Nothing at all	It will be a nightmare to get to the station by CAR. Picking my wife up in the dark away from the station- she will not feel safe.	3	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.	
95	Member of public	Options and Opportunities	2	640645b32e82f90019c2a7ab	1	-	Closing Lytton way to general traffic will certainly increase the burden on the other Stevenage town roads causing additional congestion around the town in what is already difficult to travel during busy periods.	1	-	Reduction of through routes. Stevenage already gets contested and closing Lytton way will have a detrimental effect on traffic flow around the town centre.	1	I don't see the point of introducing another cycle path that runs parrallel to the existing cycle path which is never heavily used anyway. Stevenage already has a very good cycle path provision.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.	
96	Member of public	Options and Opportunities		6405e1d2ee1be30019a63ff6	1	-	-	1	-	-	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed	

													back in to the Council's projects and future work.
97	Member of public	Options and Opportunities	1	6405c5c02e82f90019c2992c	1	-	There is already a load of traffic on the side roads, blocking the A602 half way down will make things worse.	1	-	All it will do is move the pollution and traffic to the side roads, making things worse for drivers wont make me use the bus.	1	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
98	Member of public	Options and Opportunities	1	64045f437ac6e90019d1ad6d	1	Nothing	Increasing congestion elsewhere. More built up traffic, pollution, longer journey times etc.	1	-	-	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
99	Member of public	Options and Opportunities		64036c8b231e2600196cfdcb	1	Literally nothing	Everything	1	Nothing	Everything	3	No	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the

													Council's projects and future work.
100	Member of public	Options and Opportunities	2	6403663b2e82f90019c2869e	1	-	Impact on traffic flows in other parts of town	1	What is the point in the huge unnecessary public square?	Closure on Lytton Way	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
101	Member of public	Options and Opportunities		640328bb20f17e00199bccab	1	-	Car access and Parking	1	-	-	4	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
102	Member of public	Options and Opportunities		64023f4d8b9694001a3e9f54	2	No through traffic apart from public transport/taxis	Having any through traffic means that safety for pedestrians is not optimised. No facility for private car drop off/pick up near to station to allow access particularly for those with restricted	4	Safety of no through traffic at all	Need for car access, particularly for those with restricted mobility, to be closer to the Station which can occur at least in the South. Does the cycle hub really need to be that large - if you can	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects

							mobility. The area designated as a cycle hub could easily be reduced in size to allow for such a facility. Most other Stations I have used of late eg Peterborough, Cambridge, Newcastle have such a facility. The bus service for those not living nearby is inadequate and so private transport cannot be ignored.							cycle you are not likely to have significant mobility issues and could walk on protected pathways from a slightly further site.			and future work.
10 3 Page 169	Member of public	Options and Opportunities		6400695b71eb380019ee8784	1	I don't, you're going to kill what's left of the town.	No point in travel to stevenage .. what's in stevenage people want to come for? We don't have much left here and it's looking very dated, and not enough parking is an issue	1	-	Is tescos and the hotel moving ? Have we given up on the town? Theirs nothing here left to come to stevenage for.. if you remove cars no one will travel into town ..	1	-					Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
10 4	Member of public	Options and Opportunities		63ff2eef5b627a0018c009a0	4	Good balance of giving more space to cycling and walking, it makes the area safer. Still retaining the access by bus and taxi near the station. Looks like it would be easy to navigate.	Consider another pedestrian and bike crossing on the North side to allow access to the Tesco.	5	Seems to leave more open space for walking and cycling which could make it a safer option. It looks like a very inviting place.	Lack of bus access to North.	5	The path currently near the tracks is quite narrow so an additional bike lane would be good. However the current bike path is more direct across the station					Positive and negative comments noted on the options. All feedback will be collated and fed back in to the

						Ensure the current connections to the existing cycling network remains in place.						area which is why it should be kept in place.	Council's projects and future work.
105	Member of public	Options and Opportunities	1	63fecfce1af3d1001883f908	1	Nothing	All thos will do is create extreme congestion on six hills way and st George's way, which increases pollution Where s the logic in closing the main through road past the town centre There is already a safe pedestrian access to the town centre and new bus depot across the foot bridge it just needs a slope installed on leisure centre side of Lytton way and a lift for wheelchair access. The new zebra crossing and traffic lights should be removed immediately before someone gets seriously injured, as they go completely against the original	-	Nothing	Same as for option 2	1	Stevenage new town was built to separate pedestrians and vehicles but this council has lost sight of the original concept including placing industry within the town centre and new housing without cycle ways connected to the existing network	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

						proposals of the plan for Stevenage which was to keep public and traffic separate at all times							
106	Member of public	Options and Opportunities		63fe49ad1af3d1001883f0d3	5	Vastly improved arrival experience, more pedestrian in scale and impressive for a growing number of internationally significant companies locating here. Maintaining through-traffic combined with roundabout junction to Danesgate will also optimise the current bus interchange operation without considerable re-routing.	Displacement of through traffic and servicing of new developments in the AAP area would all need to be considered to limit any adversities.	2	As above, the focus on arrival experience is welcomed as Stevenage looks to improve how it's perceived through this regeneration effort.	I fear removing through-traffic entirely will be too disruptive to the surrounding transport network. As well as general traffic, busses will have to be re-routed and emergency service responses would likely be disrupted. Significantly amending the surrounding transport network (as detailed in the transport assessment) will also surely add to construction disruption and costs.	3	Absolutely agree with the cycleway provision along the length of Lytton way, increasing the profile for modal shift and linking to entrances of new developments. While I acknowledge removing the original cycleway would remove an uninterrupted route, I do wonder if Cycle Option 2 should be revisited as this land could allow for a new train station platform provision and/or at-grade ticket hall.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

107	Member of public	Options and Opportunities		63fd117cd3f49d00199cde13	3	-	-	5	-	-	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
108	Member of public	Options and Opportunities	1	63fcdc7b73ed6100197d3de7	1	Very little to like	Tesco and Westgate parkers are already having traffic issues. this seems to be the worst of all worlds.	1	nothing to like	Lytton way is a vital thoroughfare through the town, especially for those from the south of the town.	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
109	Member of public	Options and Opportunities		63fcd39ceca9590019b0017d	2	Having access by cycle to the town centre is necessary and I see a green line heading in that direction. What is important is that this is viable and there is infrastructure (cycle parking, etc) that makes this practical. People will then use it!	I am concerned by the number of places where cars cross cycle/walking routes. For cyclists particularly this can be dangerous and should be minimised. The current cycling route by the railway line is continuous and forms part of NCN12. I want this enhance	4	The fact that there will be less cars in front of the station will be nicer generally but this very much depends on what else is planned and the timelines associated with it.	I do not support the number of places where buses and taxis cross the route of cyclists particularly. The continuity of the current path is lost and this is definitely not an improvement, it makes active travel frustrating and annoying. Cars always get the	1	I do not see how this proposal improves anything. At the northern end there is a giant incline to get up near the road, then I see places where cars enter and exit a carpark crossing the proposed route. This is terrible. The current route is continuous	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

						and not degraded.			right of way and cyclists priority continues to reinforces the narrative that cars are more important. The same has happened along Gunnels Wood Road (including Costco and other crossing points) and it means the route is not user friendly. The station route is part of NCN12 and changes should encourage people to use the route not make it a broken up and dangerous navigation.		and the terrain does not require an ebike or extreme fitness to get past the station.		
	Member of public	Options and Opportunities	1	63fbcf0ad66b75001921c165	3	The fact that some transport is still possible through	Some form of transport is required, but the best option is actually to keep Lytton Way completely open. Stevenage lacks enough North to South routes!	1	I dont	Some form of transport is required, but the best option is actually to keep Lytton Way completely open. Stevenage lacks enough North to South routes!	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
111	Member of public	Options and Opportunities	2	63fb12f77bccf1001998b909	1	Nothing	Roads are already busy especially during peak time this will	1	Nothing	So wasted all our tax money moving bus station and absolutely shocking road	1	The planning is an absolute disgrace you are making the town worse	Positive and negative comments noted on the

							just make it worse			lay out. To now go and change it again			options. All feedback will be collated and fed back in to the Council's projects and future work.
112	Member of public	Options and Opportunities		63fa8b5d87226d001a5d0f17	5	The inclusion of cycle access. Retains good access for buses and taxis.	-	3	Provides good cycle access. Great for pedestrians.	Routes more restricted for buses and taxis.	5	Encourage walking and cycling for cleaner air and health to the benefit of us all by providing safe and easy access by bike and by foot to the station and surrounding facilities.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
114	Member of public	Options and Opportunities	1	63fa482a87226d001a5d0c65	1	No positives	Inability to drop someone off at the station by car. Big detour to get from Roebuck/Knebworth area to the Old Town. Extra congestion during peak times. No pedestrian overpass from town centre to station.	1	No positives.	Inability to drop someone off at the station by car. Big detour to get from Roebuck/Knebworth area to the Old Town. Extra congestion during peak times. No pedestrian overpass from town centre to station.	1	There's no benefit to adding this route, it goes the same way as the current route. It is better to keep cycle paths and pedestrian paths apart if possible as cycle paths are often blocked by pedestrians.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
114	Member of public	Options and Opportunities		63fa26036e615800197cadf5	1	Very little. What is the need for this option?	It affect car movement meaning cars will need to re-route around other parts of the town centre	1	Nothing	There is little need for this degree of change and where does the budget for it come from in	-	-	Positive and negative comments noted on the options. All feedback

							generating new problems elsewhere			a Borough with low funds			will be collated and fed back in to the Council's projects and future work.
115	Member of public	Options and Opportunities		63fa23eced37cc0019f7182d	1	Nothing!	Will only cause further congestion to other roads which run parallel and are already extremely busy. No easy drop off/ pick up from the station.	1	Nothing	Ridiculous idea. Just reduce to one lane each way	3	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
Page 175	Member of public	Options and Opportunities	1	63f541fcc5e1370019514c19	1	Nothing	It will cause huge traffic issues for the surrounding main roads, which are already busy at peak times and are only likely to become busier with the increasing housing being build in the locality.	1	Nothing	It will cause traffic issues for the surrounding area. No need for extra pedestrianisation.	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

117	Member of public	Options and Opportunities	2	63f4f8fcea3066001973b406	1	Nothing.	This is an essential route for all traffic. If it is not open to all traffic there will be more congestion on St George's way (30mph which seems to be disregarded by most) and possible higher collisions occurring.	1	Nothing	It will put more pressure on other routes for all vehicles. This town is constantly growing with more vehicles requiring access. All routes should be available as they are, so congestion is kept to a minimum. Quality of air in other areas will be worse with vehicles stuck in congestion. The town centre is already pedestrianised so this should be developed further for pedestrian needs, not take away essential routes.	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
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118	Member of public	Options and Opportunities		63f3e64e1d273900192a462f	1	It does bring about a fresh new change to the space and changes the land use that I would like to see. I like that there is a clear plaza space for people to enter and exit the train station. I like the new improved taxi rank.	I reject option 2 on the basis I do not want to see traffic flow through this area any more at all. I believe that the middle section of Lytton Way ought to be fully pedestrianized to lead through to the new Town Centre hub with a seamless ground floor journey to the bus interchange - without the need to cross a road (albeit improved with a crossing right now). I feel that transport could operate from either side of a new plaza.	5	This is by far my most preferred option and one I've often thought about before this consultation. A clean, wide open space on exit from the train station would completely modernise the area and bring Stevenage back to the heart of it's roots - pedestrianization. Accessibility would be improved and a clear easy path over to either a taxi rank on one side or the bus station on the other. I love this option. This brings the opportunity for pop up kiosks offering food/drink. It could be designed like a pocket of the Olympic Park.	My only criticism would be that the map shows the existing Leisure Centre. I feel this building needs to go to fully maximise the opportunity to lead people through from the train station onto the new Town Centre. As mentioned in my previous comments, it would be fantastic to save the Gordon Craig theatre into a new structure but move the Leisure Centre over to the swimming pool (currently planned?). The removal of the through road that many of us use daily in our cars would have a huge impact on existing roads around the town. There will need to be a solution to the surrounding roads, perhaps acquiring the land where the Leisure Park is to put a road through there or widening existing roads	3	I think the existing cycle path does not feel safe to use as it is very hidden. It would be good to improve access around the front of the station. I would say that any new cycle path should not spoil the enjoyment of pedestrians exiting the station and using a new plaza, they should not have to avoid bikes going past. If there is a way they can be diverted away from a new entrance point to the station that would be good. I feel that land should be acquired behind the train station to improve access links for bicycles and pick up/drop offs leaving the new front of the station a vehicle free space.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
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that people use. Perhaps even an long underpass road somewhere. Please do not put any residential units in this space.

Member of public	Options and Opportunities		63f38598d4f6170018d9488f	-	Green, low carbon aspirations are always commendable, but they can't just relocate the problem or ignore functionality of a location.	I just don't think it's functional - it's too much of a necessary through-fare. Removing one of the main road routes for transit across the whole of Stevenage will just cause congestion elsewhere and make the whole town less accessible! And alternative transport is fine if you are fit, but if you are elderly, or have lots of luggage, and can't stand waiting for infrequent	-	Same as for Option 2, but this is at least simpler / more complete with zero traffic.	Same as for Option 2.	4	Fine, if it's needed.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.	

12 Page 179							buses from near your home, or affording taxis, how are you suppose to get to the station? So many people rely on lifts to access it. Only a proportion of railway users are doing so to access the town centre - there is so much more to Stevenage - businesses on Gunnells Wood, retail parks, all the housing estates....						
	Member of public	Options and Opportunities		63f0cb268c3a56001915cd29	1	None	No car pick up/drop off access at train station. Not everyone wants to use Bus or Taxi - particularly at night.	1	-	Bus station should have been nearer to train station, if you where doing this.	1	Already a cycle way.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
	Member of public	Options and Opportunities		63f000635c818a0019c7a30e	1	-	-	1	-	-	3	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to

														the Council's projects and future work.
12 2	Member of public	Options and Opportunities		63efe01397d7ba00182ef445	1	-	All private drop offs will be pushed to the leisure park	5	Truly will be a stevenage gate way. If buses and taxi still there may as well keep it the same.	Private vehicle drop off would need to be in the leisure park and roads either side would be congested	5	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.	
12 Page 180	Member of public	Options and Opportunities	1	63efd7215c818a0019c79eb1	1	-	Lytton Way has already become more congested due to the existing changes. Cars won't disappear and Lytton Way is the main route through the centre of town. Why build a multistorey car park if you are going to take away the access?	1	Nothing	Ridiculous idea. Will make other roads very congested.	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.	
12 4	Member of public	Options and Opportunities	1	63efd00597d7ba00182ef331	1	Designed by the anti common sense part of the traffic department	Makes no plans for where the traffic will go. Nor does it take into account the "backing up " of the traffic with the withdrawal of a major north south route	1	Nothing	Where will all the traffic go ? What about all the traffic back ups due to the constrictions with the withdrawal of a major north south route across Stevenage. How will an	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the	

							across Stevenage			ambulance get from M&S to the Lister hospital?			Council's projects and future work.
125	Member of public	Options and Opportunities		63efcdfb97d7ba00182ef31d	1	-	It's a key road for cars. By closing it the traffic will get congested in other roads nearby. This will create a bottle neck. Gunnels Wood Road is already busy at rush hours.	1	-	It's a key road for cars. By closing it the traffic will get congested in other roads nearby. This will create a bottle neck. Gunnels Wood Road is already busy at rush hours.	2	Keep the current cycle tracks.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
126	Member of public	Options and Opportunities		63ef9993166b3d0019f006ee	4	It would considerably reduce the feeling I get of being oppressed by the traffic in that part of the town, by reducing noise, the amount of traffic and the overriding necessity to watch out. It would lead to greater connection between the Town Centre and the leisure park.	It allows for the movement of buses, which is fine, because they are big and relatively easy for everyone to see and avoid. This is not the case with taxis, which would be an important flaw in the Option. The emergency services, particularly the police, should also have access to the road. They have expressed (to me, anyway) opposition to the plan, partly because the road could be	1	It would completely solve the fundamental problem of the area, for Lytton Way should never have been built.	It cannot be done, for much has been built and placed on the assumption that the road will be there. To make it work, an awful lot would have to be dug up and the whole area redesigned.	3	I cannot usefully comment on this proposal. I am, however, dubious about the viability of cycling where there is other traffic. Personally, I gave up cycling for fear of my life and given the capacity of roads and driving standards, I would not encourage anyone to use a bike or motorbike or, sadly, to ride a horse on any road.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

						used by people not entitled to. I see this as no problem, because street cameras are so readily available that they practically grow on trees, and I am sure the Hertfordshire Constabulary would be happy to prosecute unauthorised persons having the effrontery of taking the royal road passed the Nick.							
	Member of public	Options and Opportunities	1	63ef949ace26740018f5bbd6	1	There is nothing to like about option 2	If it isn't broken don't fix it This is one of the only roads that does not get congested I can get from the Roebuck to the town centre Tesco without any traffic 90% of the time	1	Nothing	I hate the whole idea	3	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
128	Member of public	Options and Opportunities		63ef8a6e57d5580019d9bb88	1	Main through road any change will increase congestion on other roads and have greater adverse effect on Stevenage residents	Effect on safety pollution and efficiency of the roads all around the area.	1	Nothing insensitive to Stevenage residents and needs. Catering for personal agenda. Has bias built into the survey.	Cost already incurred for redesign of this road which was poor and caused congestion which with this idea will be worse all over this area.	-	Already have adequate cycle paths.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the

													Council's projects and future work.
129	Member of public	Options and Opportunities		63ef805bce26740018f5b941	1	I don't like it at all as it will just shift car traffic to surrounding roads and make journey times longer.	There is no need for this. It is already easy to reach the station on bus, foot or cycle and just makes life more difficult for people who live further and need to drive to the station or through the town.	1	I don't like it.	As previously, shifts traffic to surrounding roads and the town is already well set up for cycling.	2	Retain the existing cycle paths but spend some money on these making them safer and well maintained. No need to add a cycle path on the existing road.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
130	Member of public	Options and Opportunities		63ef5449ce26740018f5b6b1	2	-	Both Option 2 & 3 will have an impact on the response times for Police vehicles going North to respond to incidents etc. by not allowing emergency access the response times will increase as vehicle will have to take alternative routes to service the population of the north of Stevenage. Of the two options " Option 2 offers the best possible solution. This would be some form of access control that would allow emergency	1	-	This would not be acceptable to the Police Crime Prevention Design Service as it would exclude any emergency vehicles from accessing the pedestrian area and would also exclude British Transport Police Officers from attending the railway station as part of their normal duties. As stated in Option 2 by excluding emergency vehicles it would increase response times to incidents, especially to	3	These appears to be a good idea. However, there would need to be some form of "Give Way"™ marking on the vehicle entrance to the Police Station to allow Police vehicles responding to incidents to have unimpeded travel when leaving the Station to respond to an incident.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

							vehicles continued access whilst on "Blues & Twos" (blue flashing lights and two-tone sirens) otherwise known as "Immediate". The access control could either be in the form of some form of ANPR camera or an automated barrier that is sensor controlled. In addition, both of these options would have an impact on both Police Staff and visitors entering and leaving the property in vehicles.			the north half of Stevenage.			
131	Member of public	Options and Opportunities		63ee53ee1f293e0019efc35e	1	Nothing	It will make travelling to the town and train station longer, less cost effective and mean i will travel to other stores-I do not believe I am alone in this choice.	1	Nothing	It will make life harder in so many ways and will make commuting a nightmare	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

13 2	Member of public	Options and Opportunities		63ec9cd77af02d0018afa328	-	-	-	3	I like the space for pedestrian.	This area is still disconnected from the atmosphere of the rest of the city and does not resolve the issues mentioned for option 2.	1	As I mentioned I think the best plan "for the long term" is joining bikes a cars, while the max speed for cars is reduced (inside the cities) and the aesthetics and quality of those routes are improved. In my opinion a city should aim to make all the paths a pleasant place to be/go through, instead of just suitable highways for vehicles (cars, motorbikes and cycles).	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
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133	Member of public	Options and Opportunities	1	63ec995691b43300198a436f	3	<p>I like that is reducing the immense amount of space that cars have to benefit bikes and pedestrian. This will increase the quality of air and potentially the health of the people.</p> <p>Although there is no a long-time planning: there is no numbers of cyclist expected or how long or wide the bike line will be (in other cities it is very uncomfortable to cycle in pick hours as the lines are overcrowded so they are a limit for cyclist; considering the expectations of having people arriving from other places, I think this is essential for this part of the city and planning).</p> <p>I think that the best plan "for the long term" is joining bikes a cars, while the max speed for cars is reduced (inside the cities) and the aesthetics of those routes is improved.</p>	<p>It and thinking on the inhabitants but, with all respect, it seems just a façade reformation to change the opinion of people that arrive to Stevenage and increase the income with new developments, without considering the needs of residents.</p> <p>One example is the leisure centre: It is said that the Arts & Leisure Centre is going to be demolished to replace it "elsewhere within Stevenage Central". This entails that:</p> <p>A) There is no space for it, and this service in the centre of the city will be reduced / eliminated.</p> <p>B) There will be an unnecessary expense to demolish a premise that works well and</p>	-	I like the space for pedestrian.	This area is still disconnected from the atmosphere of the rest of the city and does not resolve the issues that I listed for option 2.	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
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is fully equipped, just to replicate it somewhere else.

King's Cross is one of the places that is mentioned as an example.

King's Cross is good not only because it is modern and well connected by train and tube, but also because it has sport facilities for locals (Better St Pancras), places for shopping (i.e. Waitrose and local markets), a vibrant atmosphere (with the Central St Martins University of Arts London), cultural activities and displays (i.e. in Granary Square and theatres), green spaces, etc.

Likewise, King's Cross is good because their special atmosphere is the continuation of the rest of the city instead of being an isolated bubble (i.e. other

							Better gyms, theatres and green areas are found outside of that area, close by)						
							Coming back to the example of the Arts & Leisure Centre, this is holding a number of activities and competitions (i.e. fencing, a couple of weeks ago) and is used extensively. In my opinion, instead of being demolished, it should be highlighted and reinforced with pride, as an hallmark, rather than only fabricating green and cycling spaces around the station to seem healthy.						
134	Member of public	Options and Opportunities		63e8c7011bd2b3001925c9d8	3	-	-	3	-	-	3	-	Positive and negative comments noted on the options. All feedback will be

													collated and fed back in to the Council's projects and future work.
135	Member of public	Options and Opportunities		63e8c0b21bd2b3001925c997	1	I don't like anything	It will make traffic worse around Stevenage. The road never should have been changed	1	I don't like it	Traffic will be made worse in a town where it's already bad	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
136	Member of public	Options and Opportunities		63e52198c2edbf00191a64a0	1	-	There is no need to change Lytton Way. There is already safe pedestrian access between the bus and rail stations via the bridge and the new pedestrian crossing. This proposal will disrupt traffic flow and have knock-on effects on other surrounding roads.	1	-	There is no need to change Lytton Way. There is already safe pedestrian access between the bus and rail stations via the bridge and the new pedestrian crossing. This proposal will disrupt traffic flow and have knock-on effects on other surrounding roads.	3	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
137	Member of public	Options and Opportunities	1	63e519d33fc808001992fb29	4	It'll probably reduce bus travel time for busses like SB2, SB3 and SB7 being able to take a more	-	3	-	-	4	-	Positive and negative comments noted on the options. All

						direct route to the bus station							feedback will be collated and fed back in to the Council's projects and future work.
138	Member of public	Options and Opportunities		63e50fc6c2edbf00191a63ce	4	-	-	3	-	-	3	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
139	Member of public	Options and Opportunities		63e40e7ec2edbf00191a5d11	1	-	This option is completely unrealistic. It appears to restrict access to the new multi storey car park. The road currently is very busy and this will create so much disruption in the area that is open and in surrounding roads. Similarly, access to and from Tesco and the car park will be more difficult. It is not clear how passengers can be	1	Nothing	Please see comments made against option 2.	1	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

							dropped off at the station, or is it expected that this will happen in the leisure park, where there is no lift. If people are dropped off at the entrance to the multi storey car park then that will block the entrance and make people walk further than currently.						
140	Member of public	Options and Opportunities		63e40e1f477d320019aaf13a	1	Terrible idea	Removes an essential thoroughfare through the town. Makes it harder to drop off/pick up from the station	1	Terrible idea	Removes an essential thoroughfare through the town. Makes it harder to drop off/pick up from the station	1	Don't support as it relies on the thoroughfare being closed off	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
141	Member of public	Options and Opportunities		63e3e7df1bd2b3001925a74a	5	-	-	3	-	-	4	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

14 2	Member of public	Options and Opportunities	1	63e3d95bc2edbf00191a5a6d	5	Enhancement of public transport options and the reduction of road danger on Lytton way. The current situation with drop-off and ranking taxis in the station leads to regular near misses on the thoroughfare where cars stop on/in the filter to the station or in the bus stop.	-	5	Creation of car-free spaces in the town centre.	Re-routing of bus routes. Removing permeability for public transport seems counter-productive.	5	This will reduce a significant barrier to cycling accessibility in the New Town. As a current cyclist access to the new town is extremely frustrating coming from the North/West of the station as you need to dismount either on the north of town, at the station or cycle all the way south to Six Hills way.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
	Member of public	Options and Opportunities		63e3c296477d320019aaec87	1	Leave Lytton way as it is just replace the cones with a permanent fixture. The bridge between the railway station and the theatre needs covering.	-	1	Nothing	-	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

14 4	Member of public	Options and Opportunities		63e3887ac2edbf00191a535e	1	Nothing	Who is going to use the pedestrianised area? Also how are buses from the north of Stevenage going to get to the bus station without either using Gunnels wood road or St Georges way which will of course be even busier when Lytton way is removed. Gresley way cease to become a through North/South road due to all the sets of traffic lights given planning re: Gresley Park estate so where is the through traffic going to go. Stevenage will be grid locked causing even more pollution probably worse than it would be if nothing was done	1	Nothing	As before re: comments for option 2	1	Cycle tracks are seriously underused . Most cyclists use the pavements anyway even if there is a cycletrack available	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
14 5	Member of public	Options and Opportunities		63e37ce01bd2b30019259df6	1	The roundabout into Tesco and the new car park	The traffic chaos caused by traffic funnelling around the Town using St George's Way and Gunnels Wood will be horrendous	1	nothing	The traffic chaos caused by traffic funnelling around the Town using St George's Way and Gunnels Wood will be horrendous No Bus access from north of town so	3	not a cyclist but seems ok	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the

										increase journey and pollution Prefer to have public space in the town not in the dead space between the station and town - who will use it???			Council's projects and future work.
146	Member of public	Options and Opportunities		63e372e7477d320019aee553	1	Nothing	Cause a issue with entry to Tesco and move congestion to another road. Also won't be able to pick anyone up from the station by car.	2	Not much really, would cause major traffic disruption to the town centre and possibly cause problems with traffic trying to get in to Tesco's, nice to have some pedestrianised areas though	-	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
194	Member of public	Options and Opportunities		63e36892c2edbf00191a4fa5	1	-	-	1	-	Thinking about the volume of traffic at peak times and the new car park access, this would cause so much more congestion - pollution.	1	The existing cycle way allows access to the station from all directions. Its wide enough for both directions. This really don't need to change.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

14 8	Member of public	Options and Opportunities		63e3492040aa3500194a3681	5	Nicer view	Railway stations, much like airports, are used by people travelling with luggage, particularly when trains services run to major airports. The less distance you have to drag your luggage around, the better your experience will be. Drop off and pick up areas for personal vehicles are needed. Taxi ranks should be outside the station. Even if people have to park and wait further away then drive up to collect someone waiting would be a novel solution.	3	Definitely great for anyone walking, much better impact for people visiting Stevenage for the day.	Travelling with luggage would be terrible	3	Keeping cyclists and pedestrians separate is a good idea	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
14 9	Member of public	Options and Opportunities		63e2ed6040aa3500194a362b	1	Nothing	Restricting vehicle access to Lytton Way will cause chaos elsewhere in the town centre and reduce footfall	1	Nothing	Making Lytton Way a no-through route for vehicles	3	Current cycle routes are fine	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

150	Member of public	Options and Opportunities		63e2d36740aa3500194a357c	1	How is the police station supposed to operate without a dual carriage way, increasing response times.	-	1	nothing	the previous system with dual carriageway and filter lane worked.	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
151	Member of public	Options and Opportunities		63e2b1d41bd2b300192598f4	1	-	Restrictions of traffic as not everyone can use public transport or bikes to get around	1	-	-	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
152	Member of public	Options and Opportunities		63e29dbd477d320019aae0c7	1	Nothing	Makes transportation to and from the station if you don't live nearby (and need to drive) or are disabled and need access to close to the station. Not everyone can ride, or indeed wishes to, a bike, or has ease of walking.	-	-	What I don't like about this is the thought of the potential damage to your health that the drugs you are taking that lead to such proposals may cause...	1	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

15 3	Member of public	Options and Opportunities	63e29dac1bd2b3001925985b	1	Nothing	<p>How do you propose to enable vehicles to enter and exit Tesco's and Westgate car park.</p> <p>How do you propose to ensure easy free moving roads. Its already a nightmare existing Tesco's. What's your plan to ensure the roads don't become blocked. If traffic gets stuck in the tescos car park because of the road plans is it your plan to reimburse those that get trapped over the three hours at peak times.</p>	1	-	-	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
15 4	Member of public	Options and Opportunities	63e279355519820019357756	-	-	-	1	-	-	5	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

15 5	Member of public	Options and Opportunities		63e25ed1c0eab7001995440b	1	-	The flow of traffic would be disrupted, this will not reduce traffic only increase travel times and engines running idle this causing more air pollution. How can there be any proposal on reducing roads even to single lanes when the population of Stevenage is increasing	1	-	Will just push traffic to other routes and cause more congestion.	1	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
15 6	Member of public	Options and Opportunities		63e24f6ce940a100194159cc	3	-	Would Ubers be allowed? Would struggle as disabled autistic person without them	3	Nicer for pedestrians	Bus would take longer	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
15 7	Member of public	Options and Opportunities		63e24324f3d9db0019c993b3	3	Makes Stevenage more welcoming. Lots separation between station and city centre.	Private quick drop off / pick up of visitors at directly at the station by car will not be possible anymore. Perhaps create dedicated and well signalled meeting point (no charge for a couple of minutes) very near by	1	Probably even more welcoming for visitors. Should have some shops to make it not just big dead space	Difficult for buses and taxis routes	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects

													and future work.
158	Member of public	Options and Opportunities		63e23a917ff94c0019ed54f2	3	less traffic and more pedestrian/cycle friendly	Hard to drop-off/pick-up people at the station by car	4	Much improved gateway to the town. Improved ped/cycle access.	Hard to drop-off/pick-up passengers by car	4	Stevenage cycle network needs much better wayfinding/signage.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
159	Member of public	Options and Opportunities		63e22f65ed5e7f0019c9c459	-	-	Penalises other users. Will load even more traffic onto St George way. The best solution is that currently active as managed by cones. It works well. Access to Tescos will be impossible eventually leading to their leaving the town centre..	1	Nothing	Everything	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
160	Member of public	Options and Opportunities		63e22d7d54abf80019e9e38e	1	-	-	1	-	-	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to

													the Council's projects and future work.
161	Member of public	Options and Opportunities		63e22a76ed5e7f0019c9c420	1	Nothing	Will generate significant congestion on other roads in the area for no real benefit. The station is linked to the town centre by the walkway already.	1	Nothing	At a time when large amounts of residential properties are being constructed in Stevenage it is madness to further restrict the already congested town centre traffic	1	The existing cycle path is sufficient	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
16	Member of public	Options and Opportunities		63e10f048ab3ba0019ca39c2	5	Traffic management, addresses issue with exit to Tesco car park	Measures to control taxi speed, and pedestrian safety.	5	Very green approach, far better taxi management and reduced risk to pedestrians	Nothing	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
163	Member of public	Options and Opportunities		63e10d308ab3ba0019ca397f	5	Cleaner air from reduced Traffic. Easier for pedestrians to walk to and from the bus stop and town centre. Nicer welcome into Stevenage not met by a busy road. Future developments	not "don't like" but consideration needs to be given to: 1. how this will affect the traffic coming out of Tesco and the surround rounds to Stevenage. 2. Where will	3	Plaza are great to add greenery and scenery.	-I believe this will be too distributive for traffic in the surrounding areas. - The reduced traffic with option 2 is enough to reduce the traffic as exiting the train station e.g. the	2	As a cyclist I don't think there would need to be two cycle paths running parallel as long as there is clear signage of how to enter the bike path.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's

						will add to the"Hub"		the pick up and drop off area be for drivers? I'm assuming at the taxi pick up drop off there will be an area?			train development at Cambridge. -Given the new event plaza in town I don't think the town would need another plaza. As there isn't that much 'going on' no the plaza.			projects and future work.
164	Member of public	Options and Opportunities		63e0d0f010b9b3001937a59b	3	-	-		5	-	-	5	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
201	Member of public	Options and Opportunities	0	63e076fce9b1c50019fae59d	2	-	-		3	-	-	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

16 6	Member of public	Options and Opportunities		63dea6a08bf19e0019d76492	4	It will open more foot traffic and opportunities to use the area around the station in a more community-friendly way. Cars should be discouraged as a main transportation method, however the public transport needs to be significantly improved to achieve the desired effect!	I don't like the fact that the busses would cross the pedestrian route. I think busses and taxis should go around and leave the area fully pedestrianised.	5	I like everything about this option. It will also improve access to Tesco as less traffic will be around to block it.	-	5	The new segregated path is much needed. This is the best option.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
16 7	Member of public	Options and Opportunities		63dd1628df770a0018667813	1	nothing at all, the reasons for option 2 have no factual basis.	You're creating a ghost town, businesses will leave the area due to reduced footfall and ruin the already flagging economy.	1	absolutely nothing at all. Its a complete waste of money and time which will end up being reversed in 10 years.	It will ruin the town centre and business. If you were looking for a way to destroy the town you've got it.	1	There aren't enough cyclists in the town to justify this and the ones we have aren't using the current cycle paths and use the road. waste of time and money.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
16 8	Member of public	Options and Opportunities		63dce6515a4c89001904557a	4	-	-	4	-	-	4	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

169	Member of public	Options and Opportunities		63dcde435a4c8900190454a4	-	-	-	5	-	-	3	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
170	Member of public	Options and Opportunities		63dccbe7048a5600183fd0a5	1	-	-	1	-	-	3	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

17 1	Member of public	Options and Opportunities	2	63dbf4114d314d00197eed32	5	<p>Option 2 would be a massive boost to the town. As the report indicates, a huge problem with a lot of cities and towns in the UK is that their respective railway stations lie on the edge, far from where they should be. Before recently moving to Stevenage, I've lived all my life in Nottingham, and a key issue with Nottingham is that the railway station for the town lies far away from the city centre, right on the southern boundary.</p> <p>Whilst Nottingham has done things to attempt to rectify this, such as the expansion of the tram network to the station (which links up the station with the market square), the railway station still feels significantly far away from where the "action" is. Many in Nottingham lament the the demolition of the old central railway station, mainly because</p>	<p>The pertinent issue with Option 2 is how it will impact traffic, in and around Stevenage. Whilst Stevenage has great cycling facilities, thanks to the cycle network implemented in the 1960s; it's a key fact of life that people can and will use cars. Anecdotally, the only traffic I've ever seen on Lytton Way is the build up of cars leaving the Tesco supermarket at the north end of the site, so provided that this can be fully accounted for, I don't foresee this as being a significant hurdle. The only problem then is how much of a build up of traffic will this option cause on adjacent roads. One option that the Council may wish to consider is an underpass, provided that the belief is that traffic will</p>	5	<p>Option 3 has many of the same great features, and possibilities, as I've highlighted with Option2, though with Option 3, there would be an even greater possibility to really go for it, and make the entrance to Stevenage as fantastic as possible. In a perfect world, this would be my ideal choice, as it would provide a clear, welcoming, central hub for the town. There would be easy access to the town centre, moreso than Option 2.</p>	<p>Again, the only issue with this option, as with Option 3, ultimately comes down to traffic, and traffic flow. I don't think it would be too much of an issue with respect to bus routes, as they can be changed, it's just ultimately how this will impact the surrounding area traffic-wise.</p>	-	-	<p>Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.</p>
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of the loss of architecture, but also because of the loss of a central hub from which people can reach the city centre from.

The proposal to reduce Lytton Way to a single lane road, consigned to only bus and taxi traffic, will be ideal in "joining" the town together, and making it feel as one. Lytton Way, at the moment, wastes a large amount of space, and does nothing more than segregate the town into two parts; the town centre, and the station/leisure park. In it's current state, it doesn't feel adhesive at all, or as "one".

There's also the fact that of course, it will permit pedestrians to feel much safer, and will allow them to traverse easily to the town centre. The current route to the town centre, the bridge through the art centre,

build up too much on the surrounding roads.

For example, Option 2 can, and should remain in place, but if it's found that traffic would be too much of an issue, perhaps an underpass for existing traffic should be considered. For example, an underpass could permit existing traffic, whilst pedestrianisation could still be achieved over the top of it. There is of course a history for this, with an underpass on the adjacent Gunnels Wood Road. Again though, this is just a suggestion; whether it's feasible with respect to budget, and road configuration is another question!

has always felt like a rather poor entrance into the heart of the town, and so this will provide a great opportunity to erect a pedestrian boulevard into the town centre.

With reclaimed land from the removal of the lanes of Lytton Way, it also provides the opportunity to potentially, if space permits, to erect high density office, and living space around the station. This would be great as it could potentially result in people commuting to Stevenage itself, rather than having the populace commute elsewhere to places such as London.

17 2	Member of public	Options and Opportunities		63dbf2bbc995d80019 16187a	1	<p>increasing traffic everywhere else surrounding the town, seems like a good idea!</p> <p>bike storage but of course all the bikes would be stolen so pointless</p> <p>rebuild the train station would be a better than this half baked idea</p>	<p>so you don't want people to park at Tesco or the multi million pound parking (clap clap) - the car is not going to go away you know. reduced noise outside the station, what? Trains don't produce noise any more what a stupid advantage!</p> <p>seriously what problem are you trying to solve here? you are going to cause chaos everywhere surrounding the town centre</p> <p>waste of money, just because the previous bus station was moved (as it want maintained, neither will the new one be) doesn't mean you have to waste millions on this. you want people to use more bikes well fix the paths, use this money on that or better inter connected busses. better yet, make sure the bus drivers</p>	1	<p>the use of the underground sign in Stevenage although that would mean its under TFL which would be worse!</p> <p>bike storage but of course all the bikes would be stolen so pointless</p> <p>rebuild the train station !</p>	<p>seriously what problem are you trying to solve here? you are going to cause chaos everywhere surrounding the town centre</p> <p>multi million pound car park you can no longer use!</p> <p>waste of money, just because the previous bus station was moved (as it want maintained, neither will the new one be) doesn't mean you have to waste millions on this. you want people to use more bikes well fix the paths, use this money on that or better inter connected busses. better yet, make sure the bus drivers actually stop and don't drive past!</p>	1	<p>what problem are you trying to solve? how about repairing the existing one and putting better access in including better bike storage. WASTE OF MONEY</p>	<p>Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.</p>
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							actually stop and don't drive past!						
17 Page 208	Member of public	Options and Opportunities		63dbcfcec37d8f0019d336fd	-	-	-	5	-	-	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
17 4	Member of public	Options and Opportunities		63db95c38f188e00195a4697	5	Seems like an easier transition to the train station from town centre. Also, easier drop off and collection to train station.	Impact on other traffic in areas of the town. What impact would this have?	4	Better access, to and from town centre. Better link from bus station and train station.	A plaza might create additional space for ASB.	5	Fully agree with this, the cycle ways are important in the town and need to be included to ensure good active travel links to the station.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's

													projects and future work.
175	Member of public	Options and Opportunities	1	63daec1db13ef400191c0421	1	Nothing - it will cause major congestion in other areas of the town with even higher pollution due to traffic congestion	The idea of just allowing taxis and buses	1	Nothing - remember the leisure centre and theatre will no longer be there - what will be there instead ? A plaza area so far from the town centre area is not needed in this area	What is the obsession of removing cars from this area	3	No	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
176	Member of public	Options and Opportunities		63dae537de911f001a8e851d	1	Good link between old and new town currently	-	1	Route to lister, old town and aldi	-	-	-	Noted
Page 209	Member of public	Options and Opportunities		63da5abba3fd5b0019d58042	4	Less traffic outside the main station area. It would also encourage the use of public transport - however the bus routes/services may need to be reviewed to keep up with demand, and reliability will need to be improved.	Potentially difficult to get picked up / dropped off in a car (non-taxi) unless another short stay area is created.	5	The idea of reducing as much traffic, noise and pollution as possible is great, and it would make the nearby areas more accessible on foot.	The bus services in Stevenage are already not great, so some serious thought and investment would need to go into improving the bus services before considering completely altering routes.	4	I don't cycle around the town currently, due to concerns over safety, however the introduction of more well-maintained, safer cycle paths may lead to this changing.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
178	Member of public	Options and Opportunities		63d97fa1ff400e001a55d6a7	4	-	-	2	-	-	4	-	Noted
179	Member of public	Options and Opportunities		63d952a6a0cf920019a1960e	1	Nothing	ALL vehicles except those that do not pay road taz	3	Safer for pedestrians	Cyclists should be banned from all pedestrian areas	2	Cyclists spill over into roads where they pay no road tax and onto pedestrian	Positive and negative comments noted on the

													areas. putting pedestrians at risk	options. All feedback will be collated and fed back in to the Council's projects and future work.
180	Member of public	Options and Opportunities	1	63d94bb0ff9f6001a5d3bc8	1	Would make a nice area to exit the station from.	The traffic is already really busy on the roundabouts leading to Lytton Way in the morning, it's currently a lot quicker to go through here than go straight over towards Gunnels Wood Road.	2	Easy access to the bus station	Concerns about the increased traffic levels on surrounding roads and roundabouts	1	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.	
210	Member of public	Options and Opportunities	1	63d9120ff400e001a55cd6d	1	-	It pushes traffic onto surrounding roads/roundabouts that are already very busy. Also how are people to access the new station carpark? or drop people off/Pick people up at the station? lytton way is a very crucial road in the flow of stevenage and without it causes congestion issues	-	-	-	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.	

18 2	Member of public	Options and Opportunities	1	63d884793bcd5d0019ac9718	1	NA	The roads in Stevenage are choked as it is. Trains are too expensive. Stop trying to stop us driving!	-	-	As before - stop taking the roads away! Who can afford to take the train anyway?! And they are never on time. Cars are essential, as is a good flow of traffic	1	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
18 3	Member of public	Options and Opportunities	1	63d84edd74e497001a6becb5	1	New station building	Removes car access to Lytton way which will increase traffic on other roads and make accessing new town more difficult	1	New station building	Removing car access will increase traffic on other roads and make getting to new town or other side of Stevenage more difficult. The bus service in Stevenage is not frequent enough or on time enough to be useful.	4	Cycle path needs more lighting	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
18 4	Member of public	Options and Opportunities	1	63d84a9b74e497001a6bec1b	1	-	Having multiple routes around Stevenage town centre keeps the traffic flowing. By removing this access to cars we are more likely to get traffic build up on the other ways around. The plans still show the leisure centre and theatre but it seems that	1	-	Same as specified for option 2. Traffic build up in the town as a result of removing one thoroughfare	3	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

							they might move from the current location. This thus takes away some of the attraction of having a plaza.						
185	Member of public	Options and Opportunities		63d84a703bcd5d0019ac94ee	5	Provisions for both Buses and Taxis only as im sure this would lead to quicker pick-up/drop off times?	-	5	Would definitely cut down on heavy traffic in and around the Train station and indeed pollution.	-	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

186	Member of public	Options and Opportunities		63d8424a74e497001a6beb10	4	<p>I am very much in favour of removing traffic in such a people-focussed area. Bus connectivity should remain a priority, and this option achieves that. The much larger share of space being dedicated for people is very welcome. It should make for a pleasant entrance for Stevenage.</p>	<p>I can see no justification for continuing to allow taxis through Lytton Way. This is my largest grievance with option 2. I would imagine only the low Bus traffic through Lytton way would enable the pedestrian space to feel safe.</p>		5	<p>Looks like a fabulous place to be and a worthy entrance to the city.</p>	<p>Lack of greenery. Impact on bus routes should be investigated.</p>	4	<p>I fully and enthusiastically support the provision of cycle paths, especially in Stevenage. However I am concerned that even with removing road carriageways, the parcel of land is quite narrow.</p> <p>I believe the isolation and lack of passive surveillance on the existing cycle path can be mitigated by the new infrastructure. I am concerned that a cycle path between the station and retail area would be more of a barrier than a bus lane, and would hurt the pedestrian-friendly nature of option 3.</p> <p>If proposal 3 is incorporated, I would retain only the left cycle-path along the side of the railway, so the pedestrian space is not interrupted. I would ensure adequate cycle paths</p>	<p>Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.</p>
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												<p>lead from the south roundabout to the bus station.</p> <p>If proposal 2 is incorporated I would disallow taxi access (possibly rising bollards), and turn Lytton way into a shared bike/bus route.</p>	
187	Member of public	Options and Opportunities	63d8385474e497001a6be9df	1	-	-	1	-	-	2	-	<p>Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.</p>	

188	Member of public	Options and Opportunities	1	63d832463bcd5d0019ac920b	1	I don't see any significant benefits.	<p>Completely stopping cars from using Lytton Way is a terrible idea, because it will force a large amount of north/south traffic (to/from the Old Town, B&Q and Roaring Meg) to divert either west or east along Six Hills Way - greatly exacerbating the already really bad traffic queues at it's roundabouts.</p> <p>This will contribute to *killing off* Stevenage's town centre, by making it an even less attractive place go to on the weekend (the traffic queues are already bad enough), and in general make Stevenage a less attractive place for people to live in.</p> <p>I say all of this as a keen cyclist - who realises that walking/cycling is not practical for many people & situations.</p>	-	It would presumably make cycling to/from the town center easier - but the downsides far outweigh this.	<p>Same as Option 2 - Completely stopping any vehicles from using Lytton Way is a terrible idea, because it will force a large amount of north/south traffic (to/from the Old Town, B&Q and Roaring Meg) to divert either west or east along Six Hills Way - greatly exacerbating the already really bad traffic queues at it's roundabouts.</p> <p>This will contribute to *killing off* Stevenage's town centre, by making it an even less attractive place go to on the weekend (the traffic queues are already bad enough), and in general make Stevenage a less attractive place for people to live in.</p> <p>I say all of this as a keen cyclist - who realises that walking/cycling is not practical</p>	5	<p>Keeping the existing cycle path is a must, as it's the only way for cyclists to be kept completely separate & safe from vehicle traffic. Cycling along Lytton Way will be MUCH LESS safe, because there would be places where other vehicles cross the cycle path (giving ample opportunity for horrible accidents).</p> <p>Stevenage's original cycle paths were sensibly designed to keep cyclists completely separate from other vehicles (like they do in the Netherlands), don't abandon this now.</p>	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
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										for many people & situations.			
Page 216	Member of public	Options and Opportunities		63d82f48d93b7b00187eca8f	1	-	All the micro-simulation modelling I have seen of the impact of the closure of Lytton Way to general traffic indicates grid lock in the town.	1	-	All the micro-simulation modelling I have seen of the impact of the closure of Lytton Way to general traffic indicates grid lock in the town.	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
	190 Member of public	Options and Opportunities	1	63d82b87dc545d0019dbc052	1	Nothing	Getting rid of Lytton way as a through road will close the town centre down. People do not have time to travel and park far away. There are also a huge amount of people that	1	Nothing	This would also change the way people use the station and would likely restrict people using it. It is already difficult with pick up and drop off at the leisure park side.	3	I do enjoy and use the cycle ways in Stevenage	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the

							will not have the inclination to carry their shopping all the way to the other side of town for parking. There are so few shops in the town as it is, it is not worthwhile going to town for a long "shopping trip" as it is only feasible to pop in and leave. If I need a big selection of shops I go to Cambridge or Milton Keynes.						Council's projects and future work.
19 Page 217	Member of public	Options and Opportunities	63d82557d93b7b00187ec9b7	4	Easier for vehicles entering and exiting swinggate. Greater	Not sure how the existing bike infrastructure safely integrates into existing provision	3	Feel safer in term of less traffic and a cleaner environment for sustainable travel	Buses would still have to use roads that are absorbing traffic in order to get to bus interchange. This not improving punctuality of buses	3	I feel more easier connections to the station would be welcome	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.	
19 2	Member of public	Options and Opportunities	63d8241674e497001a6be7f2	3	-	-	1	-	-	-	-	Noted	
19 3	Member of public	Options and Opportunities	63d80e4d64c84300182b3608	1	-	-	-	-	-	-	-	Noted	

19 4	Member of public	Options and Opportunities	1	63d80cde64c84300182b35ee	1	I like the idea of a cycle hub	It will push all the traffic onto surrounding roads making them busier, less safe and creating more potential pollution	1	Good that there's new trees etc	It will make it harder to travel around the town and push traffic onto surrounding roads making them busier and less safe	-	Why is the train station going to move? Surely that's going to cost money that could be better spent elsewhere?	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
19 5	Member of public	Options and Opportunities		63d80b507a9a5a0019cf2f8d	4	Less traffic. More connection to the town centre.	No access for disabled user vehicles to drop or pick up at station. Generally lack of a place to pick up or drop off at station. I'm not sure restricting the road use will change much, as long as it's still there and people are using the flyover it doesn't actually matter that much? I think practically need to come before looks.	3	More of a square entrance, better feel	No access for vehicles to station which seems illogical.	5	I like that the existing path by the train line is being kept but additional path also looks good. I guess my question is if the existing path is being kept, do we really need the additional. I think the new path will be better lit but question if this is going to be road level wouldn't the new path be less safe than what is existing?	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

19 6	Member of public	Options and Opportunities		63d806dc74e497001a6be5f8	1	I don't like it at all.	This will cause more traffic on surrounding roads. It's not viable for everyone to travel by public transport and cycling especially when you already have a long commute into London and the bus services are not up to scratch. It feels like everything is geared towards being "anti-car", which I am not happy about. I think the road should be left as it is. The changes which have already been made are not ideal due to the issues in exiting Tesco - I know there are traffic cones easing the flow but what is the permanent solution here? I feel this kind of money can be better spent elsewhere such as helping residents in the cost of living crisis.	1	Nothing.	Same as option 2 response.	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
19 7	Member of public	Options and Opportunities	1	63d805673bcd5d0019ac8f0e	1	Nothing as you have not explained what happens to the	You are not giving enough information as to what the impacts will be	1	nothing	where are you going to send all the traffic	1	No body uses the existing cycle network as it was envisaged to	Positive and negative comments noted on

						traffic the uses this road	and where the traffic will go. all the roads are very busy at peak times.					be used a route also exists along side the train line	the options. All feedback will be collated and fed back in to the Council's projects and future work.
198	Member of public	Options and Opportunities		63d80379d67e9e0019984c87	4	-	-	5	-	-	-	-	Noted
199	Member of public	Options and Opportunities	1	63d800dec83bec00190e69a3	1	It's part way to pedestrianisation	It's not option 3	-	-	-	-	-	Noted
200	Member of public	Options and Opportunities		63d7fb8d3bcd5d0019ac8e60	5	Attractive, pedestrian-scale arrival experience with reduction of vehicle types and greatly improved green infrastructure. Maintaining through-traffic combined with roundabout junction to Danesgate will also optimise the current bus interchange operation without considerable re-routing.	Only concern is the servicing of new developments between Swingate and Danesgate if vehicle types are restricted.	1	Reduction of vehicle access passed station and pedestrian-scale of arrival experience.	No through-traffic will lead to greater impact on surrounding road network and bus re-routing.	5	Absolutely retain and add to the cycling infrastructure passed the station (and hopefully improve connections towards GWR through other TIP funding).	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
201	Member of public	Options and Opportunities	1	63d7f54e365cbb001afb4432	1	Nothing	How will cars access the new multi storey car park at the station?	1	Nothing	How will cars access the new multi storey car park at the station?	-	-	The new MSCP will be factored into any new developments, particularly any issues

													around the highways.
20 2	Member of public	Options and Opportunities	1	63d7f3d7365cbb001afb4416	1	Nothing	How would you drop off or pick up from the train station? How would access be gained to the new station car park?	1	Nothing	It will merely push all vehicles to the other already busy and rush hour grid locked routes	-	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

Page 221	Name/Org	Theme of Comment	Agreements	Comment ID	Which of the following best describes you? - Quick Feedback	Why do you use the train station? - Quick Feedback	How do you travel to the train station? - Quick Feedback	We would like to hear your views on the area and/or AAP - Quick Feedback	Alternatively, you can upload any images or documents to support your views - Quick Feedback	SBC Response
20 3	Member of public	Quick Feedback		641611b757b8b70019011376	I am a local resident	Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays, Commuting - in and out of Stevenage	Walk	My walk from the old town in Stevenage can feel isolated, especially in the winter months. The cycle tracks can feel quiet, especially from 8pm onwards and it would be good to provide a good walking/cycling link to the old town. This could include better lighting, more green space, and generally an attractive public realm.		Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

20 4	Member of public	Quick Feedback	1	6415d4c449f368001a3f981d	I am a local resident	Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Car, Bus	<p>I strongly believe that Lytton Way should be retained for through traffic for all types of road users. It is the most useful of all the roads near to the Stevenage Town Centre.</p> <p>The proposals to close it to through traffic depend on:</p> <p>1) The reduction in the use of cars to get to or move about in Stevenage.</p> <p>2) Gunnels Wood Road and St George's Way taking the North / South traffic which can no longer use Lytton Way if it is closed to through traffic.</p> <p>I attended the Stevenage Plan Examination in 2017 when the closure of Lytton Way was proposed and traffic flow modelling predicted log-jam conditions would occur if Lytton Way was closed without a reduction in traffic.</p> <p>The Planning Department seem to have a constant desire to reduce traffic by restricting the road system, without much evidence that traffic by motor car will drop. It is highly likely that petrol and diesel traffic will just be replaced by hybrid and electric vehicles. The railway station is already well served by cycle tracks, busses and taxis but there is no evidence that the people who use Lytton Way as an access route are inclined to cycle or walk.</p> <p>The railway line already divides the town centre from the Leisure Park and the removal of Lytton Way does little to help the integration of the 2 parts of the town centre.</p> <p>Lytton Way should therefore be retained.</p>	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
20 5	Member of public	Quick Feedback		641592796c9d7200191f9aae	I am a local resident	Pleasure/cultural trips - out of Stevenage	Wheelchair	Access needs to be at all times without the need to prebook	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the

										Council's projects and future work.	
20 6	Member of public	Quick Feedback		64154b3629a2d2001920444 6	I am a local resident	Commuting - in and out of Stevenage	Walk, Car		I don't cycle to the station as there isn't a secure place to store my bike. I have a nice bike and would expect it to be stolen if I left it there for 8-10 hours a day. Secure parking like they have in Peterborough would be popular. There is a waiting list on their station for this.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
20 7	Member of public	Quick Feedback		6414e4fe29a2d2001920439 0	I am a local resident	Pleasure/cultural trips - out of Stevenage, Occasionally for meetings in London	-	-		-	Noted

208	Member of public	Quick Feedback		64144fa6a9f6ee0019150937	I am a local resident	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage	Car, Pedal cycle	<p>The train station is good as it's easy to access by bus, train, car or bike. You go to the train station to go somewhere else, not to stay. It's a super important public facility, where excellent access for all should be paramount. It is NOT a destination, it is a CONNECTION between destinations for EVERYONE.</p> <p>The town centre is ugly to enter, because you walk through swingate carpark to get there. I'd rather the train station be all carparks and ugly - but a fantastic *travel hub*, than for it to be beautiful but with no destination.</p> <p>It is for travel, please don't make stevenage less attractive by reducing accessibility to the travel hub.</p> <p>To make stevenage desirable, what matters is what comes after the travel hub. Hence the exit into swingate carpark being a very unpleasant welcome to the town centre. Better to move the carpark to lytton way and redevelop the swingate area with shops/residential to make it a place to hang out.</p>	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
209	Member of public	Quick Feedback		6414493c42f40000197a822f	I am a local resident	-	-	-	-	Noted
210	Member of public	Quick Feedback		64144583a9f6ee00191508a5	I am a local resident	Commuting - in and out of Stevenage	Car, Train, Bus, Walk	<p>The current area works fine. No further work needs to be done to increase pedestrian/cyclist provision. This will just cause mayhem for the majority of people who are dropped off at the station by cars and buses.</p>	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

21 1	Member of public	Quick Feedback		6414212a7de8ea00193b3fc6	I am a local resident, I work in the area	Pleasure/cultural trips - in Stevenage, Visting business - e.g. meetings, seminars, Onward travel to airports/holidays	Pedal cycle	The current multi story car park work has cut off access to the station from the cycleway that passes by. The access via the leisure park is significantly further for those coming from the east. The current Lytton Way lift is small and difficult to fit a cycle in (not that you can easily reach it with a bike). Accessing the station by cycle requires local knowledge as it is not signed, and is an unattractive approach via Industrial units. If a person with a cycle wanted to visit the retail area, it would not be the easiest.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
Page 225 12	Member of public	Quick Feedback		64137b5255cd620019000d87	I am a local resident, I am a local business owner	Pleasure/cultural trips - out of Stevenge, Onward travel to airports/holidays	Walk, Car, Train, Pedal cycle, Electric cycle	I want to see existing cycle access kept and improved. Cycle parking at the station needs to be expanded and made more secure. Equally, we need more charging points for electric cars and bikes. Finally, whoever plans the road access to the station needs to look at the disaster that has already been made of Lytton Way and find a way to correct it. To design a new traffic scheme that six weeks later needs a blocked-off lane and a hundred cones, permanently, to prevent gridlock is utter incompetence.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

21 3	Member of public	Quick Feedback	64136bbd55cd620019000d0f	I am a local resident	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Pedal cycle, Walk	Why did you start by building a monster of a car park? It doesn't send the right message that people should be considering public transport and active travel first. And it looks terrible. I like the pedestrianised / public transport options to the central area. But surely these are redundant given the new car park - how would you get cars in and out? Again - you shouldn't have allowed building of this in the first place. Also Stevenage is increasingly (M&S, B&Q, Home Bargains, The Range) becoming a car friendly retail place - so you're effectively killing the environment at the same time as proposing pedestrian friendly schemes. It's a bit Jekyll and Hyde.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
21 4	Member of public	Quick Feedback	641301630e6306001992c8c8	I work in the area, I commute through the area	Commuting - in and out of Stevenage, Visting business - e.g. meetings, seminars	Walk	Any plans need to be intergrated with the SG1 project and other key developments in the area	-	Noted
21 5	Member of public	Quick Feedback	64117cc7320e760019446f0a	I am a local resident	Visting business - e.g. meetings, seminars, Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Bus, Walk, Car	I think you have grossly underestimated the impact on surrounding roads of displaced traffic. It is also disappointing to see the limited treeplanting proposals in this area. The vision would be more appealing if you had included my suggestion of a rapid transit system (e.g. https://prtconsulting.com/gallery2.html) taking Stevenage into the 21stC	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
21 6	Member of public	Quick Feedback	6410df663ce7ca0019dfd3fb	I am a local resident	Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Car	What is in the plans to accommodate the traffic that currently uses Lytton Way?	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

217	Member of public	Quick Feedback	1	640f2247f00e61001a5e2289	I am a local resident	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage	Car	The single thing that would most enhance my experience at the train station would be to put a perspex roof/tunnel on the pedestrian walkway over Lytton Way to protect travellers from the weather.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
218	Member of public	Quick Feedback		640f0ef533dc4b001928dc68	I am a local resident	Pleasure/cultural trips - out of Stevenage	Walk, Car, Pedal cycle	-	-	Noted
219	Member of public	Quick Feedback		640f0e3a33dc4b001928dc5d	I am a local resident, I am a local business owner, I work in the area, I am a regular visitor to the area, I study here, I commute through the area	Commuting - in and out of Stevenage, Visiting business - e.g. meetings, seminars, Pleasure/cultural trips - in Stevenage, Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Walk, Car, Pedal cycle	Ye	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
220	Member of public	Quick Feedback	1	640f0d168df520001968c7d8	I am a local resident, I am a local business owner, I work in the area, I am a regular visitor to the area, I commute through the area	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Car	Better drop off facilities and keep Lytton way open.	-	Noted
221	Member of public	Quick Feedback		640b48ffc9635f001936b82f	I am a local resident	Pleasure/cultural trips - in Stevenage	Walk, Bus	Wayfinding for blind/partially sighted needs to be clearer or at least organised assistance.		Noted

22 2	Member of public	Quick Feedback		640b486ac9635f001936b821	I commute through the area, I am a regular visitor to the area	Commuting - in and out of Stevenage, Visting business - e.g. meetings, seminars	Walk, Bus, Train	Signage needs to be configured in a clear way. A bit like the tube map and display clearly. An App of Stevenage and the surrounding area with integrated "route planner"		Signage / Wayfinding issues are noted. Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
22 3	Member of public	Quick Feedback		640b47f0c9635f001936b800	I am a local resident, I am a regular visitor to the area	Pleasure/cultural trips - in Stevenage	Walk, Bus	Clear and better signage is essential to encourage walking and movement in the area. Perhaps utilise Great North Road and London Road.		Signage / Wayfinding issues are noted. Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
22 4	Member of public	Quick Feedback		640b473ec9635f001936b7ba	I am a local resident	Pleasure/cultural trips - in Stevenage	Walk, Bus	Would love to see Lytton Way pedestrianised to create a better destination. Police need to sort their issue of coming out down one way. Re-routing roads would need consideration. Change would be a breath of fresh air.		Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
22 5	Member of public	Quick Feedback	1	640b0d5b387a91001950c48d	I am a local resident	Commuting - in and out of Stevenage, Onward travel to airports/holidays	Car, Train	Retain access by car to Station in order to collect/deliver vulnerable people to the station.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's

										projects and future work.
22 6	Member of public	Quick Feedback	1	640a154fd115ce0019848bc1	I am a local resident, I work in the area	Commuting - in and out of Stevenage	Car, Bus	I'm concerned that effectively removing this portion of Lytton way from the road network will have a negative impact on the surrounding roads. I haven't seen or heard anyone talking about measures to mitigate this.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
22 7	Member of public	Quick Feedback		6409e71b8973f300193c6b7b	I am a local resident	Pleasure/cultural trips - out of Stevenage, Pleasure/cultural trips - in Stevenage	Walk, Bus	Key is to maintain/improve bus/pedestrian links between Bus Interchange and any revised Rail Station.		Accessibility issues are noted.
Page 229 22 8	Member of public	Quick Feedback		6409e6be8973f300193c6b65	I am a local resident, I am a regular visitor to the area	Pleasure/cultural trips - out of Stevenage, Pleasure/cultural trips - in Stevenage	Walk, Bus	Multi storey car park is a marmite building. How will this help the sense of arrival experience of Stevenage going forward.		Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
22 9	Member of public	Quick Feedback		6409e63439c2600018d65bb2	I work in the area, I commute through the area	Commuting - in and out of Stevenage, Visting business - e.g. meetings, seminars	Walk, Bus, Car	Connections for onward travel not obvious (including bus) especially shuttle bus to GSK camps. Are there other shuttle buses to other employment sites apart from GSK?		Onward connections is a important element for the town. These issues have been noted and will be fed back into the analysis.
23 0	Member of public	Quick Feedback		6409e5d78973f300193c6b51	I am a local resident, I am a regular visitor to the area	Pleasure/cultural trips - out of Stevenage, Pleasure/cultural trips - in Stevenage	Walk, Bus	Real time information and a presence of staff to help people make the right connections and from A to B.		Digital upgrades are important for future developments. These comments will

									be noted and fed through to relevant workstreams.
23 1	Member of public	Quick Feedback		6409e56839c2600018d65b95	I am a local resident, I am a regular visitor to the area	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage, Pleasure/cultural trips - in Stevenage, Onward travel to airports/holidays	Walk, Bus	Need real time information and phone apps to be better connected and easy to use. Better technology which is easy to use for those not tech savvy.	Digital upgrades are important for future developments. These comments will be noted and fed through to relevant workstreams.
23 2	Member of public	Quick Feedback		6409e5188973f300193c6b3f	I am a local resident	Pleasure/cultural trips - in Stevenage	Walk, Bus	Wanted to know what would happen if the footbridge came down.	Any changes to the current infrastructure will have to undergo significant masterplanning and be subject to a planning process. The ideas within the AAP does not include detail to this level, but any comments will be noted and fed through to the Council's workstreams.

23 3	Member of public	Quick Feedback	6409b3b2469c540018aa2483	I am a local resident	Pleasure/cultural trips - out of Stevenage, Commuting - in and out of Stevenage	Car	I think the plans look to regenerate a currently very tired area of Stevenage. I agree that as a visitor to Stevenage the first impressions are tired and outdated. By providing a less car dominated area along Lytton Way will allow better and a more pleasant access between the Town Centre, Train Station and leisure park. I would love to see a completely car free space, due to the existing network in and around Stevenage this would not be a difficult task. I understand the need however for a comprehensive bus network and for taxis' to provide access to and from the station for residents and visitors, as well as residents in the immediate vicinity. I therefore support the proposals to remove as much motorised traffic movements from this area as possible.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
23 4	Member of public	Quick Feedback	6408e9415e68ad001904e45e	I am a local resident	Pleasure/cultural trips - out of Stevenage	Walk	-	-	Noted
23 5	Member of public	Quick Feedback	6.41E+62	I am a local resident	Pleasure/cultural trips - out of Stevenage	Walk, Bus	Concerned about accessibility and traffic around the town.		Accessibility and movement of traffic has been monitored within the HCC/WSP modelling report. The road network will always be considered in any future development.
23 6	Member of public	Quick Feedback	640748af7473220019739e3c	I am a local resident	Pleasure/cultural trips - out of Stevenage	Walk, Bus	Positive about change but would be concerned about the traffic moving around the town. Accessibility around the station is important to them.		Traffic and Accessibility comments have been noted. Positive and negative comments noted on the options. All feedback will be collated

									and fed back in to the Council's projects and future work.
23 7	Member of public	Quick Feedback		64074851b88a41001979ef23	I am a local resident	Pleasure/cultural trips - out of Stevenage, Pleasure/cultural trips - in Stevenage	Walk, Bus	Accessibility is a big problem around the station. Positive about the changes and would like the station to be more accessible at a ground level.	Traffic and Accessibility comments have been noted. Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
23 8	Member of public	Quick Feedback		640747dc7473220019739e12	I am a local resident, I am a regular visitor to the area	Commuting - in and out of Stevenage	Walk, Bus	What will happen to the footbridge as part of any future proposals. Access at ground level to any proposed new station.	Any changes to the current infrastructure will have to undergo significant masterplanning and be subject to a planning process. The ideas within the AAP does not include detail to this level, but any comments will be noted and fed through to the Council's workstreams.

239	Member of public	Quick Feedback		640747842d73d000194a097a	I am a local resident	Commuting - in and out of Stevenage	Walk, Bus	The drop off point isn't great. Leisure park side is dangerous for pedestrians and not often a clear way to walk through. Would like to see this improved.	Drop off / pick up points have been a concern with the comments. Any changes to the current infrastructure will have to undergo significant masterplanning and be subject to a planning process. The ideas within the AAP does not include detail to this level, but any comments will be noted and fed through to the Council's workstreams.
240	Member of public	Quick Feedback		64074716e926a900190b9ba3	I am a local resident	Visting business - e.g. meetings, seminars, Pleasure/cultural trips - out of Stevenage, Pleasure/cultural trips - in Stevenage	Car	Drop off point is essential. Positive for regeneration but concerned about the traffic that already use the road and access via vehicles around the area.	Drop off / pick up points have been a concern with the comments. Any changes to the current infrastructure will have to undergo significant masterplanning and be subject to a planning process. The ideas within the AAP does not include detail to this level, but any comments will be noted and fed through to the Council's workstreams.

24 1	Member of public	Quick Feedback	640746a7b88a41001979ef13	I am a local resident	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Walk, Pedal cycle	Would like to see more shops, evening activities, bars etc. Increase leisure activities. Access to the town centre needs to be improved.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
24 2	Member of public	Quick Feedback	6407462ad64ab300199c57df	I am a local resident	Pleasure/cultural trips - in Stevenage	Walk, Bus	Concerned about the traffic. Where will it go if the Options 2 and 3 are implemented. Drop off and Pick up points need to be looked at.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
24 3	Member of public	Quick Feedback	6404d2670d874a00193e94ae	I am a local resident	Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays, Pleasure/cultural trips - in Stevenage	Car, Bus	I would like to see a friendlier drop off/pick up area at the station. Also accessibility needs to be addressed as a ramp is not always a suitable alternative to stairs, maybe a moving walkway? this would accommodate more people than a lift. However I am unsure about the closure of Lytton Way to cars as it would only add to the congestion elsewhere. Using the leisure park as an alternative access for vehicles, with appropriate accessibility, could also be an option.	Drop off / pick up points have been a concern with the comments. Any changes to the current infrastructure will have to undergo significant masterplanning and be subject to a planning process. The ideas within the AAP does not include detail to this level, but any comments will be noted and fed through to the Council's workstreams.

244	Member of public	Quick Feedback	640464ec7ac6e90019d1adb a	I am a local resident	Commuting - in and out of Stevenage, Pleasure/cultural trips - in Stevenage, Onward travel to airports/holidays	Walk, Car, Train	-	-	Noted
245	Member of public	Quick Feedback	6402341dff65370019fa8999	I am a regular visitor to the area	Pleasure/cultural trips - out of Stevenage	-	-	-	Noted
246	Member of public	Quick Feedback	64021b9f6d80c9001938f0b8	I am a local resident	Pleasure/cultural trips - out of Stevenage, Pleasure/cultural trips - in Stevenage	Walk, Car	No Change! What will the impact be on St George's Way and where will people park for the station.		Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
Page 235 247	Member of public	Quick Feedback	64021b356d80c9001938f0b7	I am a local resident	Pleasure/cultural trips - in Stevenage, Pleasure/cultural trips - out of Stevenage	Car	No way to a pedestrianised section and believe this will make other roads too congested.		Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
248	Member of public	Quick Feedback	64021ac26d80c9001938f0b2	I am a local resident	Pleasure/cultural trips - out of Stevenage	Bus	Bus routes are not adequate enough to get around Stevenage and struggle with mobility.		Bus route comments have been noted.
249	Member of public	Quick Feedback	64021a6421e83c001a09d677	I am a local resident	Pleasure/cultural trips - out of Stevenage	Bus	Bus routes are not adequate enough and need more green lines back in to London.		Bus route comments have been noted.
250	Member of public	Quick Feedback	64021a2d6949800019dfd1d a	I am a local resident	Commuting - in and out of Stevenage	Walk, Car			Noted

25 1	Member of public	Quick Feedback	640219c3ff65370019fa8762	I am a local resident, I work in the area, I commute through the area	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage	Walk, Bus	Want to know when the Lytton Way will implement changes.	Any changes to the current infrastructure will have to undergo significant masterplanning and be subject to a planning process. The ideas within the AAP does not include detail to this level, due to the document looking at visionary scenarios but any comments will be noted and fed through to the Council's workstreams.
25 2	Member of public	Quick Feedback	640218da2e82f90019c27aa a	I am a local resident	Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Car, Bus	1. can't believe bus lane debacle near to bus station. 2. Can't believe with increase in population ever considering reducing number of trains. 3. Can't believe even considering pedestrianising a dual carriageway when traffic flows is compromised anyway, especially in rush hour.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
25 3	Member of public	Quick Feedback	6402184e21e83c001a09d65 b	I am a local resident, I work in the area	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage	Car	Would like to use their bicycle more. Pick up and drop off points need addressing. Like the pedestrianised option but concerned how this would impact on traffic.	The Council is looking at how to improve active travel in the town and will note the comments and feed back to relevant workstreams.

25 4	Member of public	Quick Feedback	640217dd21e83c001a09d64f	I am a local resident	Pleasure/cultural trips - out of Stevenage, Pleasure/cultural trips - in Stevenage	Car	Drop off/collection is a problem at the moment. Lytton Way needs to stay open. Concerned over traffic.	Drop off / pick up points have been a concern with the comments. Any changes to the current infrastructure will have to undergo significant masterplanning and be subject to a planning process. The ideas within the AAP does not include detail to this level, but any comments will be noted and fed through to the Council's workstreams.
25 5	Member of public	Quick Feedback	64021791ff65370019fa873b	I am a local resident, I am a regular visitor to the area	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage, Pleasure/cultural trips - in Stevenage	Walk	Worried about road network but happy to see some change.	Accessibility and movement of traffic has been monitored within the HCC/WSP modelling report. The road network will always be considered in any future development.
25 6	Member of public	Quick Feedback	6402169aff65370019fa8726	I am a local resident, I am a regular visitor to the area	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage, Pleasure/cultural trips - in Stevenage	Walk, Train	Really want to see changes to the area. Interested in reasons behind options approach. Note the impact on the wider road network with options 2 and 3.	Traffic and accessibility has been a concern for many in the consultation. Any changes to the current infrastructure will have to undergo significant masterplanning and be

										subject to a planning process. The ideas within the AAP does not include detail to this level, but any comments will be noted and fed through to the Council's workstreams.
257	Member of public	Quick Feedback		6402162b2e82f90019c27a78	I am a regular visitor to the area	Pleasure/cultural trips - in Stevenage	Walk	Good to see some changes to the town. Needs to move with the times.		Noted
Page 238	Member of public	Quick Feedback		64021599ff65370019fa8711	I am a local resident, I work in the area	Onward travel to airports/holidays Pleasure/cultural trips - in Stevenage, To study - in or out of Stevenage	Car, Mobility vehicle	A bus stop outside the indoor market would be great for the area and their business. This would help revitalise the indoor market and link better to regenerated town centre.		Bus route comments have been noted.
	Member of public	Quick Feedback		6402151a21e83c001a09d60d	I am a local business owner, I work in the area	Commuting - in and out of Stevenage	Walk, Train	Interested to see what the proposed changes to the station will bring and the link to the regeneration in the town centre.		Noted
	260	Member of public	Quick Feedback	640213ecca77fd001922074a	I am a local resident	Travel to hospital in London	Walk	Concerned about accessibility around the station but positive about connecting the station to the town.		Noted
261	Member of public	Quick Feedback		64021321ff65370019fa86e3	I am a local resident	Pleasure/cultural trips - in Stevenage	Bus, Walk	Better facilities for disabled, including those who struggle to hear. Accessibility in and around the station to the town is poor. I am positive about change and like the ideas to change things. Pick up/drop points needs a lot of improvement.		Accessibility issues are noted.
262	Member of public	Quick Feedback		640206b2ff65370019fa8637	I am a local resident	-	-	-	-	Noted
263	Member of public	Quick Feedback		6401f87021e83c001a09d456	I am a regular visitor to the area	Visting business - e.g. meetings, seminars	Car	-		Noted

26 4	Member of public	Quick Feedback	6400ba3a9623ac0018de71cb	I am a local resident	Pleasure/cultural trips - out of Stevenage	Bus	I don't see any benefit in pedestrianising lyton way as access from the train Station is at an elevated level offering a bridge in to the town. In order to cross lyton way would involve descending a level from the station concourse, crossing the road and reaching the same place as the current overbridge	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
26 5	Member of public	Quick Feedback	64005385fe6c0800192e6d70	I am a local resident	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage	Walk	-	-	Noted
26 6	Member of public	Quick Feedback	63fe7cba9c4f510019f7686d	I am a local resident	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Car	If it's not broken don't fix it! Why build a multi storey car park onto this road? How will people get into and out of tescos? What a waste of money again!	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

Page 240	267	Member of public	Quick Feedback		63fd46b573ed6100197d4065	I am a local resident	-	-	Can you explain why there is nothing in the plan about knocking down the arts and leisure centre, used by thousands of people every week other than a bland "statement"? That "The provision of replacement sports and theatre facilities elsewhere within Stevenage Central". What facilities? Where? When? To knock down this facility to do no more than create better east west links? There must be clear on how where and when this will be done. That new facilities at least as good and as big as the existing ones will be completed before the old one is removed. They arts and leisure centre is a fantastic facility for local residents being sacrificed for commuters. With no concrete plan in places to replace it.	-	Any changes to the current infrastructure will have to undergo significant masterplanning and be subject to a planning process. The ideas within the AAP does not include detail to this level, due to the document looking at visionary scenarios but any comments will be noted and fed through to the Council's workstreams.
	268	Member of public	Quick Feedback		63fb7b437bccf1001998bb76	I am a local resident	Visting business - e.g. meetings, seminars, Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage	Pedal cycle, Walk, Electric cycle	-	-	Noted
	269	Member of public	Quick Feedback	1	63fb5d08ed37cc0019f71dfb	I am a local resident	Pleasure/cultural trips - out of Stevenage	Car	I don't want this area pedestrianised as it will cause congestion on other roads and waste the tax money I have to pay.	-	Noted
	270	Member of public	Quick Feedback		63fb27457bccf1001998b95d	I am a local resident, I am a regular visitor to the area	Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Walk, Car, Bus	-	-	Noted
	271	Member of public	Quick Feedback		63f8c760e3a53a001848d3bc	I am a local resident	Commuting - in and out of Stevenage	Walk	Works in London and is able to walk to the train station for commuting. All positive for change and different uses being available around the station.		Positive and negative comments noted on the options. All feedback will be collated

									and fed back in to the Council's projects and future work.
27 2	Member of public	Quick Feedback	63f8c682e8aa2d00192ceed0	I am a local resident	Pleasure/cultural trips - in Stevenage	Bus	Positive about change in the area but concerns were around how to implement use of other transport rather than the car. Uses the buses regularly but frustrated that there are no buses after 7pm from the old town to his local neighbourhood. Enjoys using the old town leisure facilities but feels the town is still too reliant on the car with no other form of transport, particularly buses.		Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
27 3	Member of public	Quick Feedback	63f8c5a6e3a53a001848d39e	I am a local resident	Pleasure/cultural trips - out of Stevenage	Car	Concerns were over parking for shopping and how the new MSCP car park will cost in the future. Felt the town centre had moved to the Roaring Meg. The M&S and soon to be TK Maxx changing the nature of the area around the roaring meg with not enough parking for demand. How do you fix this with the changing nature of the town centre.		Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
27 4	Member of public	Quick Feedback	63f8c511e3a53a001848d394	I am a local resident	Pleasure/cultural trips - out of Stevenage, Pleasure/cultural trips - in Stevenage	Walk, Bus, Car	The station does not need any improvements. Lytton Way should be left as it is. Relayed concern over traffic movement and access to the station in the future.		Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
27 5	Member of public	Quick Feedback	63f8c4965d378400180a5e77	I am a local resident	Pleasure/cultural trips - out of Stevenage, Pleasure/cultural trips - in Stevenage	Walk, Car, Bus	Concerned about car parking and accessibility for vehicles along Lytton Way. Car movement and parking important to their lifestyles.		Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

27 6	Member of public	Quick Feedback	63f8c420e3a53a001848d378	I am a local resident	Pleasure/cultural trips - out of Stevenage	Bus	Positive about the regeneration of the town. Not interested in shops but leisure facilities in the area would be advantageous. A fan of the Gordon Craig.	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
27 7	Member of public	Quick Feedback	63f8c37ee8aa2d00192cee7b	I am a local resident	Pleasure/cultural trips - out of Stevenage	Bus	The lighting and general maintenance of the station and surrounding area needs to be improved. Areas have been slippery in bad weather and too dark in and around the station at night. The station is inaccessible in a number of locations.	Lighting / Safety and wayfinding have been common concerns. All feedback will be collated and fed back in to the Council's projects and future work.
27 8	Member of public	Quick Feedback	63f8c330cfcec40019aba806	I work in the area	Commuting - in and out of Stevenage	Train	Supportive of option 2 and 3	Noted
27 9	Member of public	Quick Feedback	63f8c2dae8aa2d00192cee6f	I am a local resident	Pleasure/cultural trips - out of Stevenage, Pleasure/cultural trips - in Stevenage	Bus	Uses station a lot and interested to learn about the new ideas for the area.	Noted
28 0	Member of public	Quick Feedback	63f8c0db8fba070018c46d73	I am a local resident	Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Walk	The Tesco entry needs to be addressed within the wider plans. Very positive about the ideas to improve the area.	Noted

28 1	Member of public	Quick Feedback	63f3eca4ee5b6500190afae2	I am a local resident, I commute through the area	Commuting - in and out of Stevenage, Onward travel to airports/holidays , Pleasure/cultural trips - out of Stevenage	Walk, Car	<p>The existing train station is an eyesore and it's very awkward to use. As a local resident you get used to it but in comparison to the modern stations in London and in various parts of the country, it feels very outdated and somewhat depressing! This particular land space has so much potential. Lytton Way ought to be closed to through traffic and a new station with plaza offering places to relax, places to eat/drink, meet friends etc before moving through to the town centre would be much better. I've commented throughout this proposal and so may repeat views here but I'd love to see the area completely transformed. A pedestrianized thoroughfare to the town centre would completely enhance Stevenage. The Leisure Centre building currently blocks the route through and in removing that brings potential for a new tree lined pathway through, with perhaps retail or restaurant units along the way. Whilst I feel the Leisure Centre ought to go, we should try to keep the Gordon Craig Theatre but in a new modernised structure. We should take inspiration from parts of London that have modernised in the last 10 years, such as the developments at Stratford, Wembley, Greenwich etc. Stevenage is the London overspill and ought to have a bit of a modern London feel. This will attract higher earners to live here and put money into the economy of Stevenage. I often arrive late home to the station and it's dark and not a welcoming space, this could really change too with development. The Outernet at Tottenham Court Road is an interesting use of space and something modern like that on arrival to Stevenage would be good to see. Pop up fountains in a plaza that children could enjoy and seating for people to meet others would be nice. The new bus interchange is great, as is the ability to cross the road now to get to it from the station. However I feel that this would be better as a pedestrianized space, a seamless journey from train station to bus interchange, without the need to cross any roads. I also believe it's time that Tesco vacated the space and the land put to new use, to form part of the town which is rich in a variety of retail, restaurants etc but not more residential apartments etc.</p> <p>I feel passionately about this regeneration of Stevenage and have been waiting for it for about 20 years now.</p>	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
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28 2	Member of public	Quick Feedback		63f38713ef3ecc00194a1b25	I am a local resident	Commuting - in and out of Stevenage	Car	Concerned about Lytton Way to be accessed only by bus or taxi. When I collect and drop off family & friends to the station, this will be impossible under your plans. Making it into 1 lane is a possibility, but I'd rather it was left as it is.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
28 3	Member of public	Quick Feedback		63f2820df9949e00193f7277	I am a local resident, I commute through the area	Commuting - in and out of Stevenage	Car, Walk, Pedal cycle	I mostly get dropped off by car in the early morning for my daily commute. I would be very disappointed if Lytton Way was not available for my partner to drop me off easily right in front of the station without having to go all the way round to the leisure park to drop off.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
28 4	Member of public	Quick Feedback	1	63f232d38ef1840019b60866	I am a local resident	Pleasure/cultural trips - in Stevenage	Car	Why do we bother, you've already made up your minds. Stevenage is being ruined, hardly any shops etc. worth visiting in the Town Centre, now ruining other areas. If Lytton Way is pedestrianised, or one lane for buses and taxis only, how are you supposed to pick people up at the railway station, especially if they have a lot of heavy bags/luggage etc.? It was better before all the messing about, and making it two lanes. We've got traffic lights for buses to pull out into the traffic which are never used, more money already wasted!!!!	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work. Any changes to the area will be subject to a full planning process with inclusion from residents, businesses and key stakeholders. The AAP document is to develop strategic ideas and a framework for future development.

										All comments are taken onboard and fed through to the Council's workstreams.
28 5	Member of public	Quick Feedback		63f000ba12db21001936e673	I am a local resident	Pleasure/cultural trips - out of Stevenge	Walk, Car	-	-	Noted
Page 245 8 6	Member of public	Quick Feedback		63efda6e5c818a0019c79ed1	I am a local resident	Onward travel to airports/holidays	Car	The station needs to be updated with better toilet facilities and disabled access. Access to the short stay car park has been worsened by the existing changes to Lytton Way. I don't feel there is any problem with access to the bus station or town centre from the railway station and the Leisure Centre should remain where it is.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

28 7	Member of public	Quick Feedback	1	63ef9a4f166b3d0019f006f6	I am a local resident, I am a regular visitor to the area, I work in the area, I commute through the area	Visting business - e.g. meetings, seminars, Pleasure/cultura I trips - out of Stevenage, Onward travel to airports/holidays	Car, Walk	<p>Currently I get a lift to the station, firstly because the cost of parking in town and around the station is too high, and the reliability and frequency of buses is vastly reduced. Getting a lift, dropped off and then picked up is doubling emissions than it would be if I could park near the station for a reasonable amount. I cannot rely on the bus network Because it is far too unreliable, expensive and infrequent. Not having free/low cost parking is supposed to encourage greener travel, but the cost of that Greene travel, compared to getting a lift which doubles emissions than just parking somewhere is the opposite of what the parking charges are trying to achieve. For the Greener town idea to work, you either need to increase the bus network, make it more reliable and affordable. Or scrap it and have some sort of free/cheap parking which gives people the option to drive in.</p> <p>The addition of traffic lights has caused a lot more congestion, which again is increasing emissions and local air quality. Frankly I saw no issue with the overpass and using the ramp to get to the bus station/town centre from station. There are far more issues that the council should be tackling and allocating resource too, than a slightly shorter step free link to the bus station.</p>	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
28 8	Member of public	Quick Feedback		63ee8f67196d450019d1917 6	I am a local resident	Visting business - e.g. meetings, seminars, Pleasure/cultura I trips - out of Stevenage	Pedal cycle	<p>Would be great to pedestrianise or create a park on Lytton Way to connect the train station to the town center.</p>	-	Noted

289	Member of public	Quick Feedback	2	63ee63911f293e0019efc463	I am a local resident	Don't use train station often	-	I am very concerned regarding plans to reduce Lytton Way to single lane or close to traffic completely. Living on the far side of town I commute to work on Gunnels wood Road and even if there is one road closed in town it causes lots of traffic build up. By closing this road you are restricting traffic flow which the 2 main through roads of Stevenage pull you 2 and you need to get across town. You have continued to expand the town beyond the original boundaries, I now no longer live on edge of town as I originally did and you continue to squash more and more housing in the middle. You need to be sensible with roads. We have aging population which will rely on personal cars to daily tasks, I live with disability and rely on my own car and making large areas where you can't drive to and have to walk lots is not sensible. More housing will mean more cars and soon this town will be as congested as London if you shut off key roads and this will lead to more pollution as people try to get to and from work. As it is the roads in this town are not enough for the amount of rush hour traffic.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
290	Member of public	Quick Feedback		63edf343b4a5ee00185049c9	I work in the area	Visting business - e.g. meetings, seminars	Car	test	-	Noted.
291	Member of public	Quick Feedback		63ebb75514a2fd0019301f7a	I am a local resident	Pleasure/cultural trips - out of Stevenage	Bus	Leave it alone, there is an adage, if it aint broke don't fix it. Leave the theatre, the population of Stevenage and beyond enjoy the facilities.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

29 2	Member of public	Quick Feedback		63eb9b8cd3c98000183816fd	I commute through the area	Commuting - in and out of Stevenage	Car	Reduce the multi-storey station north car park season ticket permit in line with all the other long stay car park permit prices. Youâ€™ll attract more people to use it if it wasnâ€™t so expensive. Or maybe just offer the reduced rate to EV owners.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
29 3	Member of public	Quick Feedback		63e8d38205e9170019c84609	I am a local resident, I work in the area	Pleasure/cultural trips - out of Stevenage, Visting business - e.g. meetings, seminars	Bus	-	-	Noted.
29 4	Member of public	Quick Feedback	2	63e812781bd2b3001925c7e0	I commute through the area	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage	Train, Pedal cycle, Bus	Taxi rank close to bus stop. Maintain road connection between roaring meg area and old town without having to go around town centre. No tight corners, narrow passages or shared pedestrian access on cycle route.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
29 5	Member of public	Quick Feedback	1	63e750a6a10fa8001910793a	I am a local resident, I commute through the area, I am a regular visitor to the area	Onward travel to airports/holidays , Pleasure/cultural trips - out of Stevenage	Bus, Car, Walk	I don't see the point of making Lytton Way for pedestrians. The train station can be easily reached on foot already, there is nothing in the area to see.. this is usually done where there are lots of shops so people are "forced" to walk, therefore shop. The problem is the new road layout there, I was an hour late from work once as couldn't get out of Tesco Car Park at lunchtime for 1 hour 20 minutes. How is this okay.. The left lane needs to be Tesco only, I don't know how the current plans could have been approved to start with!! The traffic is worse each year, loosing that road would be a disaster. The suggestion makes no sense at all.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

29 6	Member of public	Quick Feedback	1	63e558fa1bd2b3001925b397	I am a local resident	Pleasure/cultural trips - out of Stevenage	Car	If you reduce Lytton Way to either one lane or pedestrianise it you should all be banned from running, sitting or having anything to do with planning ever again at best, and criminal charges at worst. You have RUINED the critical infrastructure of this town over the last 20 years or so.	-	
Page 249	Member of public	Quick Feedback	1	63e43a0b3fc808001992f4aa	I am a local resident, I am a local business owner, I work in the area, I am a regular visitor to the area, I commute through the area	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage	Car	I think pedestrianising Lytton way is a ridiculous idea. These town planners really need their heads knocked together. What we need is a smoother pick up and drop of point for the station, clearer access from the cycle path to the station, a better well lit and covered bridge through to the town centre. The huge waste of money at the old bus stations needs to be removed too. It's disgraceful and awful to look at. Sure chuck in a few more trees but restricting the flow ground the town is a recipe for gridlock.	-	Accessibility and movement of traffic has been monitored within the HCC/WSP modelling report. The road network will always be considered in any future development.
	Member of public	Quick Feedback		63e3ca701bd2b3001925a4b5	I am a local resident	Pleasure/cultural trips - in Stevenage, Pleasure/cultural trips - out of Stevenage	Walk, Bus, Pedal cycle	-	-	Noted.
	29 9	Member of public	Quick Feedback	1	63e398d440aa3500194a3b89	I am a local resident	Pleasure/cultural trips - in Stevenage	Car	It needs to go back to the original lay out, pedestrian area wont work and bulky cutting it to taxis and buses only you wont be able to easily get to the station. Also traffic is already horrendous on gunnells wood road in the morning you are just going to increase disruption to people who cant walk to work in the morning causing more traffic jams and accidents both proposed plans are awful and need further planning	-

300	Member of public	Quick Feedback	63e39610477d320019aae85e	I am a local resident	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Walk, Car	The whole area is an absolute mess at the moment. The changes to the lanes outside tesco was a joke. It regularly took me over an hour to get outof the carpark. It needs to go back to a filter lane. The pedestrian crossing is an accident waiting to happen. Not sure who thought that was a good idea when there's a bridge to use to safely cross the road.	-	Accessibility and movement of traffic has been monitored within the HCC/WSP modelling report. The road network will always be considered in any future developmennt.
301	Member of public	Quick Feedback	63e3753a40aa3500194a385a	I am a local resident	Pleasure/cultural trips - out of Stevenge	Car	Please don't forget access for the disabled. we need adequate amounts of parking spaces allocated where we can either park to collect someone coming into Stevenage or leave the car all day in order to travel into London or Brighton. The disabled assistance is currently brilliant and it's a pleasure to travel (I'm in a wheelchair). The lift to the ticket office needs to be bigger. It doesn't take all the 5 o'clock commuters and a wheelchair in order to get out (or down to the platform).	-	Access for all is an incredibly important element for the future. Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
302	Member of public	Quick Feedback	63e371d8c2edbf00191a5095	I am a local resident	Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Walk, Car	-	-	Noted.
303	Member of public	Quick Feedback	63e369b7c2edbf00191a4fb2	I am a local resident, I work in the area, I commute through the area	Pleasure/cultural trips - out of Stevenge	Car, Bus, Walk	One of the main roads through the center of Stevenage needs at least 2 lanes. Reducing it or closing it will just cause gridlock around the rest of the town center area.	-	Noted.

304	Member of public	Quick Feedback	1	63e361cb477d320019aae401	I am a local resident	Commuting - in and out of Stevenage, Visting business - e.g. meetings, seminars, To study - in or out of Stevenage, Pleasure/cultura l trips - out of Stevenge, Onward travel to airports/holidays	Walk, Car, Bus	Just one - Do not close Lytton way to traffic. Open a new entrance to tesco on the disused slip road on the petrol station side. Right now the cones on the road show what it should always be like, with tesco traffic being able to merge easily onto Lytton way. Making it a pedestrian area or a road for only taxis and buses would only make other roads so much worse for congestion and I do not believe there is enough attraction in Stevenage for people to use the pedestrian area. It would be a waste.	-	Accessibility and movement of traffic has been monitored within the HCC/WSP modelling report. The road network will always be considered in any future developmennt.
305	Member of public	Quick Feedback	2	63e356d41bd2b30019259b37	I am a local resident	Pleasure/cultura l trips - out of Stevenge, Onward travel to airports/holidays	Walk, Bus	The new bus station is brilliant, good design and location. Lytton Way is a crucial artery through Stevenage, please donâ€™t close it to traffic. The other North-South roads we used to have, have all been made cumbersome by traffic lights to facilitate shops and are already quite busy. To lose another major route would add to increased traffic on roads such as Monkswood and Gunnelswood and cause congestion elsewhere.	-	Accessibility and movement of traffic has been monitored within the HCC/WSP modelling report. The road network will always be considered in any future developmennt.
306	Member of public	Quick Feedback		63e350a940aa3500194a369d	I am a local resident	Commuting - in and out of Stevenage	Walk	The pick up area is still awful thatâ€™s what should have been changed as a priority. I walk to the station but the walk home is too dark to be safe so I get collected- lâ€™ve commuted for 32 years and itâ€™s always been awful but itâ€™s the worst it has ever been now youâ€™d think it would have improved by now. The taxis need to go to the other side of the station in a proper rank in the leisure park. Also the awful ramp needs to change and a proper lift put in.	-	
307	Member of public	Quick Feedback		63e2e55840aa3500194a35dc	I am a local resident	Commuting - in and out of Stevenage	Car	-	-	Noted.
308	Member of public	Quick Feedback		63e29bbcc2edbf00191a4bf8	I am a local resident	Pleasure/cultura l trips - out of Stevenge	Walk	-	-	Noted.

309	Member of public	Quick Feedback	63e275751bd2b3001925963b	I am a local resident	Commuting - in and out of Stevenage	Car	-	-	Noted.
310	Member of public	Quick Feedback	63e24db3e65e48001919fb79	I am a local resident	-	-	-	-	Noted.
311	Member of public	Quick Feedback	63e192be54abf80019e9e1c3	I am a local resident	Pleasure/cultural trips - out of Stevenage	Bus, Walk, Car	Something along the lines of http://www.shopstopclaphamjunction.com/shopping/	Ideal for commuters and those wanting a variety of retail offers before and after using the train services	Noted.
312	Member of public	Quick Feedback	63e10b758ab3ba0019ca3970	I am a local resident	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Walk	-	-	Noted.
313	Member of public	Quick Feedback	63e0e79410b9b3001937a721	I am a local resident	-	-	Put the slip road next to Tesco's back and add another entrance exit to cut down on traffic entering/exiting the same area as people entering/exiting the large carpark for town	Accessibility and movement of traffic has been monitored within the HCC/WSP modelling report. The road network will always be considered in any future development.	
314	Member of public	Quick Feedback	63dfa7e8a023a30019814659	I am a local resident	Pleasure/cultural trips - out of Stevenage	Car	SBC are intent on ruining the area and town, seemingly all for profit.	-	Noted.
315	Member of public	Quick Feedback	63dc07c2fac5730019e274e6	I am a local resident	-	-	-	-	Noted.
316	Member of public	Quick Feedback	63db97fc8f188e00195a46d6	I am a local resident, I work in the area	Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Car, Walk, Pedal cycle	-	-	Noted.

317	Member of public	Quick Feedback	2	63daeb3eb13ef400191c041c	I am a local resident	Pleasure/cultural trips - out of Stevenage	Car	Lytton way should not be closed to cars. congestion will be moved to other roads (st George's /gunnels wood. This area can be made to look tidier, smarter, cleaner without major works. A new signage for the train station, new entrance to station. No more flats needed for this town. Don't take away the leisure park - a place for residents and visitors alike to go to. Enough can be done without causing more chaos on a main road for the town	-	Accessibility and movement of traffic has been monitored within the HCC/WSP modelling report. The road network will always be considered in any future development.
318	Member of public	Quick Feedback	3	63da6e23d50d330019c2fb7c	I am a local resident	Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Bus	I don't believe the options for partial or complete closure of the dual carriageway near the station can be judged without more information on how traffic flow would be re-routed. The recent relatively simple changes related to the new bus station access produced traffic problems that should have been easily foreseen. How can we have any confidence in the major re-routing implied by these plans, without knowing a great deal more about it? N-S traffic could be seriously impacted.	-	Accessibility and movement of traffic has been monitored within the HCC/WSP modelling report. The road network will always be considered in any future development.
319	Member of public	Quick Feedback		63da5d4af8bad10019b0bfb6	I am a local resident	Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Car	-	-	Noted.
320	Member of public	Quick Feedback		63d98ae0ff9f6001a5d41d7	I am a local resident	Pleasure/cultural trips - out of Stevenage	Car	-	-	Noted.
321	Member of public	Quick Feedback		63d981e3ff400e001a55d6d8	I am a local resident	Pleasure/cultural trips - out of Stevenage	-	-	-	Noted.
322	Member of public	Quick Feedback		63d9787c8f11b100194d4e64	I work in the area	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage	Walk	-	-	Noted.

32 3	Member of public	Quick Feedback	2	63d91a4cff9f6001a5d381d	I am a regular visitor to the area	Pleasure/cultural trips - out of Stevenage	Car, Walk, Bus	Lytton way should remain ,there are already plenty of cycle lanes in the area ,plus the demolition of the Leisure Centre/Theatre would be a great loss ,the loss of Lytton Way to through traffic would put a tremendous strain on other roads ,Stevenage was designed with the car in mind ,HCC should remember this ,before embarking on building another folly .	-	Accessibility and movement of traffic has been monitored within the HCC/WSP modelling report. The road network will always be considered in any future development.	
32 4	Member of public	Quick Feedback		63d915baf88b90019534831	I am a local resident	Commuting - in and out of Stevenage	Walk, Pedal cycle, Moped, Electric cycle	-	-	Noted.	
Page 254	32 5	Member of public	Quick Feedback	1	63d8dde1ff400e001a55c9a8	I am a local resident	Pleasure/cultural trips - in Stevenage, Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Bus	Leave the bridge across Lytton Way over the train station as it is. It's safer it was put there for a reason so people wouldn't have to cross the dangerous dual carriageway below please leave our train station alone. Fed up with Stevenage being made into a concrete city this was not the aim of this lovely new modern country town in the 1950's. This is not inner city London. It is not a commuter town stop building expensive high rise flats I'm moving out it this carries on .	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
	32 6	Member of public	Quick Feedback		63d8c1e43bcd5d0019ac981d	I am a local resident	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage	Walk, Car, Pedal cycle	At the moment the area looks ugly and uninviting. It would be good for it to look modern, bright and welcoming.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
32 7	Member of public	Quick Feedback	1	63d84d7474e497001a6bec8d	I am a local resident	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage,	Walk, Car	Keep easily and free drop off by car	-		

						Onward travel to airports/holidays				
328	Member of public	Quick Feedback		63d8297cd93b7b00187eca06	I am a local resident, I am a regular visitor to the area, I commute through the area	-	-	-	-	
329	Member of public	Quick Feedback		63d8224dd93b7b00187ec990	I am a local resident	Pleasure/cultural trips - out of Stevenage, Commuting - in and out of Stevenage, Onward travel to airports/holidays	Walk, Car	-	-	
330	Member of public	Quick Feedback		63d809f73bcd5d0019ac8f39	I am a local resident	Commuting - in and out of Stevenage, Pleasure/cultural trips - in Stevenage	Car	Greener. More accessible. Make the leisure park more accessible- flow from town centre. Join the old and new towns better.	-	
331	Member of public	Quick Feedback		63d80825f1ec3a0019c5b7df	I am a local resident	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage, Onward travel to airports/holidays	Bus, Car	Cars pulling into the current carpark to drop/pick people off needs to be addressed, can lead to long lines and buses getting caught up in this. New carpark may address some of this issue. Lift from street level to platform level needs to be re-looked at, often dirty, small & slow to use because of this. Would be great if bridge over the dual carriageway could have some character, ?local artwork etc. Currently it just makes Stevenage look less inviting as first impressions.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.

33 2	Member of public	Quick Feedback		63d807787a9a5a0019cf2f6c	I am a local resident	Commuting - in and out of Stevenage, Pleasure/cultural trips - out of Stevenage	Car, Pedal cycle	Would be good to feel more secure in the evenings/ when it gets dark. It's a shame that people who don't have the money to pay the outrageous parking fees so have to cycle or walk have to suffer the awful/poorly maintained cycle paths and walk ways across Stevenage. Despite continued reporting greener transport is just a tick box exercise and there is regular vandalism and smashing of glass across them. I hope Stevenage will also consider people with dogs around the town- with thefts on the up you can't leave them and going places that can't accommodate them puts people off visiting.	-	Positive and negative comments noted on the options. All feedback will be collated and fed back in to the Council's projects and future work.
33 3	Member of public	Quick Feedback		63d802cb3bcd5d0019ac8ee1	I am a local resident, I work in the area	Pleasure/cultural trips - out of Stevenage	Car, Walk	-	-	Noted.
33 4	Member of public	Quick Feedback	2	63d7f949365cbb001afb447d	I am a local business owner	Pleasure/cultural trips - out of Stevenage	Car	I think closing Lytton Way to traffic is a bad idea. It will just put more pressure on the alternative routes. Leave it alone, and spend the money on resurfacing the roads, the pot holes are terrible.	-	Noted.
33 5	Member of public	Quick Feedback		63d7f9402f9ce70019926755	I am a regular visitor to the area	Commuting - in and out of Stevenage	Walk	-	-	Noted.

ID	Name/Org	Theme of Comment	Agreements	Comment ID	How long have you lived in Stevenage? - Stevenage Youth Survey	How do you feel about living in Stevenage? - Stevenage Youth Survey	Tell us why? - Stevenage Youth Survey	Why do you use the train station? - Stevenage Youth Survey	What do you think would make Stevenage station better? - Stevenage Youth Survey	Regarding development north and south of the railway station, what would you like to see? - Stevenage Youth Survey	Any other comments on the Station and surrounding area? - Stevenage Youth Survey	SBC Response
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39 0	Stevenage Youth Survey	6411ca3001721c00198ae289	2 1/2 years.	It's ok	It is well connected with rail and cycle paths, I have a spacious garden, along with lots of countryside and a nice house.	To go places with my family	Design of buildings, Visually attractive, Clean spaces, Toilets, Clear signage, Good easy access	Open space/Greenspace, Transport hub, Hotel, Cultural Facilities (e.g. theatre, heritage related), Retain car parks	The main problem with the station is that is extremely tired, old and worn out. There is a good train service from all the train operators - although it would be nice to see contactless/PAYG travel come to fruition - so no real faults there. I would say that a new station is in order, with improved drop off/pick up facilities and more paved areas to facilitate such. The current layout of the forecourt means it gets congested and requires you to walk across it. In terms of design, it goes without saying - it needs to be step free (on the ticketed side), spacious, have better retail space, help points and retain ticketing facilities and staff.	Visually attractive spaces and modern technology within railway stations area valid comments and will be fed back to the relevant workstreams.
39 1	Stevenage Youth Survey	641006edda35d500187d3ad9	All my life	Neutral	All my friends live here	To go places with my family	Feeling safe	Retail	-	Noted

39 2		Stevenag e Youth Survey		640f4952f00e61001a5e25 76	Since Secondary	It's ok	There is no enough places for the young people to go and enjoy	To go places with my family , To go places with my friends	Clear signage, Visually attractive, Greenery/tree s, Seating, Toilets, Options for shops, Options to eat and drink	-	-	Noted
39 3		Stevenag e Youth Survey		640f0e947b58040019d3b3 5b	All my life	It's ok	Walk and cycle to school Bowling cinema food	To go places with my friends, To go places with my family	Feeling safe, Visually attractive, Greenery/tree s, Clean spaces	Leisure/Sports Facilities , Retail	-	Noted
39 4		Stevenag e Youth Survey		640f0e0f33dc4b001928dc 56	All my life	It's ok	Everything I need is here	-	-	-	-	Noted.
39 5		Stevenag e Youth Survey		640f0da58df520001968c7 de	All my life	It's ok	-	To go places with my friends, To go places with my family	Greenery/tree s, Feeling safe, Seating	Leisure/Sports Facilities , Retail	-	Noted.
	Page 258	Stevenag e Youth Survey		640c82b59c607c00185fad d3	Since Nursery	It's ok	There are clubs and entertainment facilities as well as many shops and a few parks however i sometimes feel unsafe living here and the rubbish in places near roads and in forests is shocking.	To go places with my friends, To go places with my family	Clean spaces, Visually attractive, Feeling safe	Leisure/Sports Facilities , Open space/Greenspa ce	-	Noted.
39 7		Stevenag e Youth Survey		640c745c84ea430019d12 73a	All my life	Neutral	-	To go places with my family , To go places with my friends	Visually attractive	Retail	-	Noted.
39 8		Stevenag e Youth Survey		640a17f8d115ce0019848c 39	All my life	Meh	the council don't do their repairs as they should, council tax is rising so it's unliveable, it's dull, not well kept however there is	To go places with my friends, Onward travel to airports/holiday s, To go places with my family	Feeling safe, Visually attractive, Greenery/tree s, Seating, Design of buildings, Clean spaces	Open space/Greenspa ce, Retail	Looks horrible with the new car park, silly prices, looks ugly AF	Visually attractive spaces and the environmen t are valid comments and will be fed back to the relevant

							a station with good links to leave ASAP					workstreams.
399		Stevenage Youth Survey		6408dd3b8547e10019d43771	All my life	It's ok	It's got very good train links into London.	On the way to/from school	Toilets, Visually attractive, Options to eat and drink, Options for shops, Design of buildings	Housing, Retail, Open space/Greenspace, Transport hub, Retain car parks	It would be nice if the station was built so that passengers could connect from the Hertford Loop to the ECML without having to go through a ticket barrier	Connectivity has been a common issue with respondents and this will be fed back in the analysis.
400		Stevenage Youth Survey		6408856d6be5840019c0b9e1	All my life	It's ok	It has lots of places to walk, parks and restaurant	To go places with my family	Options to eat and drink, Options for shops, Clean spaces, Seating, Toilets, Visually attractive, Cycle hub, Greenery/trees, Feeling safe	Leisure/Sports Facilities, Cultural Facilities (e.g. theatre, heritage related), Open space/Greenspace, Retail	Maybe a place to meet your friends where it's safe. And a safe place to cross and if you get lost or feel unsafe	Safety is an important issue for all and will be fed back in the analysis.
		Stevenage Youth Survey		640880186be5840019c0b8ad	Since College/Sixth Form	Dislike	It's the pits.. no shops, no sense of community	To go places with my friends	Good easy access, Visually attractive, Design of buildings, Greenery/trees, Feeling safe	Retail, Cultural Facilities (e.g. theatre, heritage related)	-	Noted.
402		Stevenage Youth Survey		6407ac034e776e00185c947b	All my life	It's ok	Green, cycling, parks,	-	Clear signage, Toilets, Cycle hub, Onward travel, Options to eat and drink, Options for shops	Retain car parks, Open space/Greenspace, Cultural Facilities (e.g. theatre, heritage related)	-	Noted
403		Stevenage Youth Survey		6407a8b5390dee001839fe45	All my life	Neutral	Not enough things to do	-	-	-	-	Noted
404		Stevenage Youth Survey		6407a87c390dee001839fe40	All my life	Neutral	-	To go places with my family	Visually attractive, Cycle hub, Clean	Leisure/Sports Facilities	-	Noted

									spaces, Design of buildings			
40 5		Stevenag e Youth Survey		6407a0f3390dee001839fd 3b	All my life	Neutral	Its good, but i feel like things such as crime is too high and people need to get a grip on it, also westgate should allow you to walk bikes through, its obvious not to ride then, but why no walking them?	Onward travel to airports/holiday s, To go places with my family	Visually attractive, Feeling safe, Seating, Greenery/tree s, Clean spaces, Options to eat and drink, Options for shops, Design of buildings, Cycle hub , Good easy access, Clear signage	Open space/Greenspa ce, Transport hub, Retail, Hotel, Offices/flexible working spaces	-	Noted
40 6		Stevenag e Youth Survey		64078ee86be5840019c0a 69a	Since Nursery	Dislike	-	-	-	-	-	Noted
Page 260		Stevenag e Youth Survey		64076eea47f3a400191578 18	-	-	-	-	Cycle hub	-	-	Noted
		Stevenag e Youth Survey		6406ff65c44a0d00196d18 68	All my life	Love it	-	Onward travel to airports/holiday s, To go places with my family	Clear signage, Greenery/tree s, Options for shops, Options to eat and drink, Onward travel	Retail	-	Noted
40 9		Stevenag e Youth Survey		6406fe5eee1be30019a655 5a	All my life	It's ok	-	-	-	-	-	
41 0		Stevenag e Youth Survey		64068405c44a0d00196d1 07a	All my life	It's ok	-	To go places with my family , Onward travel to airports/holiday s	Visually attractive, Toilets, Design of buildings, Feeling safe	Transport hub, Retain car parks	-	
41 1		Stevenag e Youth Survey	0	640668122e82f90019c2aa 2c	Since Nursery	It's ok	The area I live in is nice, and lots of leisure, sports and restaurants on offer	To go places with my friends, To go places with my family	Feeling safe, Options for shops, Options to eat and drink, Visually attractive, Seating, Clean spaces	Retail, Offices/flexible working spaces, Leisure/Sports Facilities , Open space/Greenspa ce	Needs to be lit up more and not feel so dirty and dingy! Needs more options for drinks at late	Lighting has been another common issue in the area. This will be fed back in the analysis.

41 2		Stevenage Youth Survey		640665f32e82f90019c2aa1e	All my life	It's ok	Town still needs modernising & cleaning - Has aged badly in recent years but good to see new brands coming to Stevenage.	On the way to/from school, To go places with my friends, To go places with my family	Options to eat and drink, Options for shops, Clean spaces	Retail, Offices/flexible working spaces	Needs to be cleaner.. a repaint, new shops and improve design.	Noted.
41 3		Stevenage Youth Survey		6406396aee1be30019a64bc6	All my life	Neutral	-	-	-	-	-	Noted.
41 4		Stevenage Youth Survey		6406359cee1be30019a64b5f	Since College/Sixth Form	Neutral	New town is super weird, better to keep your head down.	Onward travel to airports/holidays	Options to eat and drink, Options for shops, Greenery/trees	Open space/Greenspace	-	Noted.
41 5		Stevenage Youth Survey		64063573ee1be30019a64b58	All my life	Neutral	-	To go places with my friends, Onward travel to airports/holidays, To go places with my family	Feeling safe, Toilets, Options to eat and drink, Clear signage, Good easy access	Retail, Transport hub, Open space/Greenspace, Retain car parks	-	Noted.
41 Page 261		Stevenage Youth Survey		64062f632e82f90019c2aa5aa	All my life	It's ok	Its got everything you need and is only a short train ride to london.	On the way to/from school, To go places with my friends, To go places with my family	Feeling safe, Visually attractive, Greenery/trees, Clean spaces, Options for shops, Options to eat and drink	Open space/Greenspace, Cultural Facilities (e.g. theatre, heritage related), Leisure/Sports Facilities , Retail	Definitely having a greener and cleaner place where we can achieve to be a more eco friendly town.	

41 7	Stevenage Youth Survey	640620e9c44a0d00196d09c9	Since College/Sixth Form	Meh	Nothing for teenagers to do the skate park & Bowes youth centre will be closing down soon	To go places with my family , To go places with my friends	Feeling safe, Clean spaces, Clear signage, Good easy access	Leisure/Sports Facilities , Open space/Greenspace	Put the road leading into & out of tesco back to the way it was. Get rid of the pedestrian crossing in the middle of the dual cartage way. There's a bridge encourage people to use it. Make getting to pats at home corn Tesco saver both ends of the bridge are at the far end of both car parks and you have to walk across a busy carpark to access the bridge.	
Page 262	Stevenage Youth Survey	640617acc44a0d00196d085b	All my life	Meh	Not much to do. All shops are dead and the restaurants are awful	To go places with my family	Feeling safe, Good easy access, Visually attractive, Greenery/trees, Seating, Design of buildings, Clean spaces, Options for shops, Options to eat and drink, Onward travel	Retail, Leisure/Sports Facilities , Open space/Greenspace, Transport hub, Retain car parks	-	Noted.
41 9	Stevenage Youth Survey	6405d459904d86001ab34553	All my life	It's ok	My friends and family live here	To go places with my family	Greenery/trees, Feeling safe, Good easy access	Open space/Greenspace, Leisure/Sports Facilities	It is a bit ugly but would love more trees to make it more pretty	Visually attractive spaces and the environment are valid comments and will be fed back to the relevant workstreams.

Stevenage Youth Survey

63fc338163c9f40019806d3f

For over 2 years.

Meh

There aren't that many jobs, as well as well-paid jobs here compared to London, for example.

The bus service Arriva, is so incredibly unreliable, it's such a bad service as the buses don't turn up sometimes or even actually turn up on time (e.g. SG2 and SG3 buses).

Stevenage Council/Arriva Stevenage should take note of how their London Buses operate in and around London - they are so reliable, quite frequent and run till late/throughout the night. I think Arriva Stevenage should adopt and apply this amazing approach to the entirety of Stevenage.

The Arriva buses are also quite filthy here, both inside and out, they all need a very good jet wash (especially the windows) and kept clean regularly!

To go places with my friends

Feeling safe, Good easy access, Seating, Toilets, Design of buildings, Visually attractive, Clear signage, Clean spaces, Options to eat and drink, Options for shops, Better Lighting adaptive to the time of day/Green Energy. Plus, Stevenage Station needs to adopt Oyster cards/tap-in-tap-out/contactless, please ðŸ™ ðŸ »

Housing, Retail, Leisure/Sports Facilities, Cultural Facilities (e.g. theatre, heritage related), Open space/Greenspace, Transport hub, Hotel, Retain car parks, Offices/flexible working spaces

The Cineworld carpark needs a redesign to make it more convenient and efficient.

Stevenage Station needs to adopt Oyster cards/tap-in-tap-out/contactless, please ðŸ™ ðŸ »

Refer to earlier comments too.

Connectivity has been a common issues with respondents and this will be fed back in the analysis.

Stevenage Station needs to adopt Oyster cards/tap-in-tap-out/contactless, please
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You need a car to travel to things like shops or the gym etc., if you don't live in the town centre.

Everything is so spread out and far away from each other, basically Stevenage has been poorly designed, which makes you feel isolated as if you're living in the outbacks of Australia.

There isn't a huge variety of good, well-known, branded clothing shops in Stevenage.

Most, if not all the shops close so early, compared to London, which, in my eyes, is ridiculous, as a lot of people love doing a bit of evening/night-time shopping/browsing.

The "new" town centre looks quite old, cheap, unclean and

tacky, especially the buildings that the shops are based in (e.g. Boots, Wilko, Poundland etc).

There's no big Morrisons supermarket or even a Waitrose, in fact.

Stevenage is quite a boring town, and needs a huge revamp/face-lift as a whole if it is intending on boosting so-called tourism and visits from people in the wider and surrounding areas. There's needs to be some sort of attraction that draws people to come to Stevenage and want to come back again and again, for now, there is no special attraction about Stevenage if I am being honest - take note of what London offers and how it works.

Basically, Stevenage needs to be current and up-to-date, and modernised (e.g. all current buildings need a

							fresh redesign with Green Energy, trendy new shops need to open up etc)					
421	Stevenage Youth Survey		63f8cc69e3a53a001848d45b	All my life	It's ok	There are some good bits in Stevenage but could be better	To go places with my friends	Feeling safe, Options to eat and drink, Options for shops, Greenery/trees, Toilets	Retail, Leisure/Sports Facilities, Cultural Facilities (e.g. theatre, heritage related)	-	Noted.	

422		Stevenage Youth Survey		63f796de43b6990019834f64	All my life	Love it	all my friends live here	To go places with my family	Good easy access, Toilets, Feeling safe, Options to eat and drink	Housing, Leisure/Sports Facilities	-	Noted
423		Stevenage Youth Survey		63f747d958c08200186aa1df	Since Nursery	Neutral	-	To go places with my family	Feeling safe, Visually attractive, Options to eat and drink	Cultural Facilities (e.g. theatre, heritage related), Leisure/Sports Facilities , Retail, Open space/Greenspace	-	Noted

ID	Name/Org	Theme of Comment	Agreements	Comment ID	What do you think a positive arrival experience at Stevenage Station should include? - Your current views	Any other comments on the Station and surrounding area? - Your current views	We are interested in learning from other places where investment has been secured. Which of these stations do you prefer? - Your current views	What do you like about these stations? - Your current views	Any other comments? - Your current views	SBC Response
424	Member of public	Your current views		641649f17571c100198ecec2	Onward travel, Clean spaces, Cycle hub , Greenery/trees	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
425	Member of public	Your current views		641649824d54c20019532da7	Onward travel, Cycle hub , Greenery/trees, Good easy access	-	-	-	-	Noted.
426	Member of public	Your current views		641616b4027ce4001908c301	Cycle hub	-	Cambridge	Cycle provision	-	Noted.
427	Member of public	Your current views		6415ee9249f368001a3f98d7	Visually attractive, Greenery/trees, Options for shops, Options to eat and drink	The town centre should be for shops cafes parking etc, the industrial estate should be for large	-	Variety of shops, Green space/open space	Cleanliness is & good shops are key to encouraging people to the town centre	Noted.

					business's eg pharmaceutical companies					
428	Member of public	Your current views		641591c0321d650019b24b44	Good easy access, Toilets, Options to eat and drink, Visually attractive, Feeling safe, Clear signage, Needs to be accessible for those with disabilities including visual and physical	-	-	-	-	Noted.
429	Member of public	Your current views		641510a6d98d2b001871d69c	Greenery/trees, Cycle hub , Onward travel, Feeling safe, Visually attractive, Seating, Toilets, Clear signage, Good easy access, Design of buildings	Present station utilitarian, but not practical or friendly for meeting visitors (whether as pedestrian or driver) as no waiting space or seating and limited public toilet facilities (have to go into Town Centre or Interchange); intimidating higher-speed vehicles along station interface with Lytton Way makes that area unfriendly for pedestrians; no or confusing signage for transition from station concourse to onward transportation options.	Cambridge, Kings Cross	Clean air, Transport connections, Onward travel, Wayfinding, Accessibility, Public Realm	-	All feedback will be collated and fed back in to the Council's projects and future work.
430	Member of public	Your current views		641481364ec9b800196472e2	Clear signage, Good easy access, Toilets, Options for shops, Onward travel, Options to eat and drink, Seating, Visually attractive, Feeling safe	-	-	Transport connections, Variety of shops, Onward travel, Accessibility, Lightning	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

431	Member of public	Your current views		6414497942f40000197a8233	Good easy access, Feeling safe, Visually attractive, Onward travel	There's no need for the railway station to be beautiful first. The priority should be given to the part after the pedestrian bridge through the art&leisure centre: that's the ugly town centre entrance. There's no point having an attractive gateway to an ugly area.	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
432	Member of public	Your current views		64136a8055cd620019000d07	Good easy access, Visually attractive, Greenery/trees, Seating, Toilets, Cycle hub , Clean spaces, Options for shops, Options to eat and drink, Onward travel, Fewer cars moving around the station entrance area will help increase the feeling of safety.	-	-	-	-	Noted.
433	Member of public	Your current views		64134225d7509b0018a07235	Toilets, Cycle hub , Visually attractive	The emphasis that this is just an area for connections between trains in and out of Stevenage and other modes of transport is a mistake. This is also the area where people arrive in the town centre by bus and through which people on bicycles and in buses travel across the Borough. Providing for an assumption that a huge proportion of people will arrive at the railway station by car seems very dated.	Cambridge, Reading, Kings Cross	Cycle provision, Transport connections, Lightning	There could be many more choices including East Croydon, Nottingham, Edinburgh, Amsterdam, Flinders Street. Getting a bike from train to cycle route without having to be a body builder. Electric public transport just outside the door.	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

434	Member of public	Your current views		64130109a127db00190caa88	Good easy access, Clear signage, Feeling safe, Visually attractive, Seating, Greenery/trees, Cycle hub , Toilets, Design of buildings, Clean spaces, Options for shops, Options to eat and drink, Onward travel, Landmark	This is the main gateway to the pedestrianised town centre and so needs to make a positive statement.	Cambridge, Reading	Transport connections, Green space/open space, Cycle provision, Accessibility, Wayfinding, Landmark arrival, Landscaping, Public Realm, Safety	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
435	Member of public	Your current views		6411dda9de4d9a001963c1d4	Good easy access, Onward travel, Clear signage	Brighter access for cyclists	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

436	Member of public	Your current views		64107101f81f3600197fb97e	<p>Good easy access, Visually attractive, Cycle hub , Toilets, Options to eat and drink, Clear signage, Feeling safe, Greenery/trees, Seating, Design of buildings, Clean spaces, Options for shops, Onward travel, Landmark</p>	<p>Have your say on the new look of Stevenage Station Gateway " March 2023 Short comments and notes prepared by Bill Hayes of 72 Whitney Drive, Stevenage, on 13 March 2023. The Town Centre of Stevenage defines the way the media and people outside the Town view Stevenage and unfortunately in recent years often these views have been negative. The Gateway redevelopment is at the heart of this regeneration area. The sustainable transport design and underground services/infrastructure of the Town Centre area need to be considered. Options (2) and (3) should be adopted which remove two existing dual carriageway roads which form the A602. The land under the road is far too valuable to be used as a road and should be part of the central business district by the main railway station. Only the central part of the Town Centre should be pedestrian only. Where feasible all modes of transport should be allowed having regard to speed and safety. The area needs to</p>	Cambridge, Reading	<p>Variety of shops, Cycle provision, Transport connections, Green space/open space, Landmark arrival, Safety, Accessibility</p>	PLEASE SEE ABOVE COMMENTS	<p>Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.</p>
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remain alive and appealing to all people. Option 3 would restrict too many modes of transport. There are footpath/cycle paths tunnels under Six Hills Way, Fairlands Way and St Georges Way to link Bedwell, Old Town and Asda districts to the town centre area. When the Forum redevelopment is completed there should be another tunnel built under St Georges Way to link the new Leisure Centre area to the Town Centre. The footpath and cycle way design in the new Gateway area needs to be improved. Removing the A602 dual carriageway link road will create a new ring road system via St Georges Way, Fairlands Way, Gunnels Wood Road and Six Hills Way all of which have roundabouts connecting these four main motor vehicle routes. Assuming that the Tesco Superstore will want to be part of the New Town centre. This has a large valuable car park. Consider forming an entrance from the dual carriageway to the north of Fairlands Way by the Tesco petrol station. Leave

the existing entrance into Swingate.
The existing footpath/cycle track to the west by the main railway line has poor lighting at night and may not appear safe to both pedestrians and cyclists. The slope at the southern end to the south west of the police station is too steep. The slope at the north end is also steep so the design is not perfect. There is no proper footpath/cycle track system from the roundabout just to the south of the retirement flats at Pinetree Court. No proper crossing at Danesgate. No proper cycleway by the bus station or Leisure Centre. Part of a cycle track by Tesco then no cycle track to the bridge over Fairlands Way. This north-south route needs to be improved.
The police station and car park will need to be retained.
A new joint footpath/cycleway has been started in front of the police station. At the south end, there are out of place two flights of steep concrete stairs with a sloping ramp on the right hand side where someone is meant to push a bike up â€” potential safety hazard here. No disabled access.

No traffic lights in front of the police station on the cycle track. No complete cycle track to the new car park. Options (2) and (3) should incorporate a full cycle track along the west side of existing Lytton Way. Engineering works required to the south end. Poor visibility at the south junction with the existing cycle track. Potential conflict with the rear access road going into the regional police station building. Redesign access from Lytton Way into Swingate as a new footpath has been built but no pedestrian crossing. Potential conflict with cars. The design to the front of the railway station has become inadequate for use. Options (2) and (3) require the provision of new taxi rank, drop-off points for cars delivering/picking up rail passengers. Improve design of bus stop shelter at the front of the railway station. Design the new area to prevent vehicles dropping rail passengers. Consider future plans for the Leisure Park. Platform 5 of the station has recently been built and there

is a well-used cycle track and footpath access to the west of the railway. The Town Centre plan appears to include the Leisure Park as part of the central area. Assumed to be private land. Investigate who owns these footpaths and cycle ways – could these now considered to be public rights of way?

The railway station is about fifty years old. The original travelator was not properly designed or maintained. A modern station should have an escalator going up to the first floor. The lift is small and not in an obvious location. If the first floor bridge to the Leisure Centre is removed, the whole front of the station will need to be redesigned. There is little wrong with the actual design of the ticket office, stairs, platforms etc. Ask Network Rail to build a new front to the station to include further shops, cafes etc.

Has anyone actually asked Network Rail whether they have the money to build a new station in the future? Network Rail has improved London termini by using the sale and redevelopment of land to pay for the

improvements. I cannot think that they have completely moved or rebuilt a railway station on the main line between London and Edinburgh in recent years so why would they do this in Stevenage unless there was financial gain.

There seems to be a move to relocate the Leisure Centre. From a sustainability point of view, this is a waste of the existing structure but the land use here may have to be changed to fit the overall plan of the Town Centre.

Understood the Leisure Centre and swimming pool will be rebuilt to the eastern side of St

George's Way.

Construct a new theatre/arts building in the Gateway area.

Carry out feasibility study to see how big the theatre needs to be and whether this could make a profit.

May be part public, part private building.

All footpaths and cycle tracks to be joint use with appropriate signage.

Blue tarmac to show which is the cycle track. All junctions to have level disabled access. Traffic lights to be used where routes cross over roads used by cars.

All paths etc to be fully linked into all

					buildings, car parks etc. Construct a cycle hub building near the railway station to provide servicing, cycle storage, cycle training etc. The cost of this would be funded from payments for use of the facility.					
437	Member of public	Your current views		640f982bf00e61001a5e2912	Clear signage, Feeling safe, Visually attractive, Good easy access, Toilets, Design of buildings, Options for shops	-	Kings Cross	Variety of shops, Transport connections, Green space/open space	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and

										fed back in to the Council's projects and future work.
438	Member of public	Your current views		640f52b9f00e61001a5e265e	Clear signage, Good easy access, Toilets, Options for shops, Onward travel, Feeling safe, Seating, Clean spaces, Cycle hub , Visually attractive, Options to eat and drink, Design of buildings	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
439	Member of public	Your current views		640f0e96f00e61001a5e20d5	Clear signage, Feeling safe, Toilets, Onward travel	Just needs modernising	Kings Cross	Transport connections, Onward travel, Lightning	-	Noted.
440	Member of public	Your current views		640f0c1cf00e61001a5e20b8	Clear signage, Feeling safe, Good easy access, Greenery/trees, Toilets, Cycle hub , Onward travel	-	-	-	-	Noted.
441	Member of public	Your current views		640e527cf00e61001a5e1c79	Onward travel, Options for shops, Options to eat and drink, Cycle hub , Toilets, Greenery/trees, Clear signage, Good easy access, Seating, Design of buildings	-	-	Transport connections, Variety of shops, Onward travel, Green space/open space, Cycle provision, Accessibility, Landmark arrival	-	Noted.
442	Member of public	Your current views		640dfec58d543001a550714	Clear signage, Good easy access, Visually attractive, Toilets, Cycle hub , Options for shops, Options to eat and drink, Onward travel, Feeling safe, Seating, Greenery/trees,	-	Cambridge	Transport connections, Cycle provision, Accessibility, Green space/open space, Variety of shops	-	Noted.

					Design of buildings, Clean spaces, Landmark					
443	Member of public	Your current views		640cb79a58d543001a550048	Good easy access, Clear signage, Feeling safe, Greenery/trees, Options to eat and drink, Options for shops, Toilets, Seating, Visually attractive	Don't close Lytton way from public access! Ridiculous! What was the point of building the car park! Waste of money and time! Plus the congestion it will cause	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
444	Member of public	Your current views	1	640b378e35454f0019f6baf4	Clear signage, Good easy access, Greenery/trees, Toilets, Feeling safe, Seating, Cycle hub , Clean spaces, Options to eat and drink, Options for shops, Onward travel	how can you possibly consider closing off lytton way, the towns road infrastructure is already overloaded due to overpopulation and new home building. the town becomes gridlocked if there is a simple breakdown on any of the main connection roads in the town, with many of these links onlt single lane roads. Until improvements can be made to the flow of traffic any projects being proposed will make the town a nightmare to travel around in.	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

445	Member of public	Your current views	1	640a1bbb387a91001950b2d1	-	-	-	-	Given what a mess of Lytton way the Council has already recently and confidently made, what makes it think that it knows what it's doing here? I certainly have no confidence at all. Where is the evidence that the wider effects have been properly considered? Is there anyone who works on these things who is capable of effectively analysing this? It doesn't seem like it.	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
446	Member of public	Your current views		640a122ed115ce0019848b43	Clear signage, Feeling safe, Good easy access, Toilets, Visually attractive, Seating, Options to eat and drink, Onward travel	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
447	Member of public	Your current views		6408b5e1c4a4a80019ac2f6c	Good easy access, Clear signage, Onward travel	-	-	Transport connections	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

448	Member of public	Your current views	2	640862afed2fce0019f6f239	-	And yet another ill conceived plan by Stevenage Labour Council giving no thought what so ever to the impact on traffic flow and congestion around other roads such as Gunnells Wood Road, Fairlands Way, Six Hills Way, St Georges Way especially at peak times. â€œ	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
449	Member of public	Your current views		640850576be5840019c0aac7	Visually attractive, Greenery/trees, Toilets, Design of buildings, Clean spaces, Options to eat and drink, Onward travel	-	Kings Cross	Onward travel, Wayfinding, Lightning, Safety, Public Realm	-	Noted.
450	Member of public	Your current views		6407acb44e776e00185c9485	Clear signage, Feeling safe, Design of buildings, Greenery/trees	-	-	Cycle provision, Green space/open space, Variety of shops	-	Noted.
451	Member of public	Your current views	1	6407aa8a390dee001839fe70	-	The bridge needs a roof	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
452	Member of public	Your current views	1	64064f03ee1be30019a64ccd	Good car pick up point, Toilets	-	-	Safety, Transport connections, Easy to get in and out of	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's

										projects and future work.
453	Member of public	Your current views		64060e0d2e82f90019c2a1ed	Clear signage, Good easy access, Toilets, Options to eat and drink, Feeling safe, Seating	-	Kings Cross, Cambridge	Accessibility, Transport connections, Landmark arrival, Onward travel, Variety of shops, Clean air	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
454	Member of public	Your current views		6405e24a2e82f90019c29c75	Feeling safe, Clear signage, Visually attractive, Seating, Toilets, Clean spaces, Options for shops, Options to eat and drink, Onward travel	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
455	Member of public	Your current views		640482522e82f90019c28edc	Clear signage, Feeling safe, Good easy access, Visually attractive, Greenery/trees, Seating, Toilets, Clean spaces	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
456	Member of public	Your current views		640475772e82f90019c28e84	Good easy access, Options for shops, Seating	-	Kings Cross	Clean air, Green space/open space, Accessibility, Landscaping	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and

										fed back in to the Council's projects and future work.
457	Member of public	Your current views		64045d182e82f90019c28db7	Clear signage, Feeling safe, Good easy access, Visually attractive, Greenery/trees, Seating, Toilets, Cycle hub , Clean spaces, Options to eat and drink, Onward travel, Easy pick up and drop off	It's always been a tricky station for pick up and drop off. Can't rely on the buses they are shocking. People need lifts to stations not everyone can walk and cycle. Also we want to attract visitors via rail not force them to drive. Any visitor to our house has to drive or take an Uber from station. The pick up and drop off zone needs to be clear and dedicated to cars and not taxis. We can't keep going into leisure park to drop off its silly.	-	-	The new plans are all well and good but blocking road access via Lytton way is not good. Leave our lovely roads alone, you'll not stop people driving this way only increase congestion more so and take more time out of people's days. Rail and bus infrastructure may and can improve but it will not stop people driving. I grew up with a bus driving dad and a mum that didn't drive. We took public transport everywhere and even though the services were much better in St Albans than Stevenage, I'd not wish it on anyone. Now I drive I rarely take bus and train but when I do it's even more painful knowing I could have driven. I'd never go back from driving now. You can't forget that we also get a lot of through traffic in Stevenage and you can't reroute that unless you widen the A1 and I don't see that happening any time soon. Finally it's worth adding	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

									that it is possible to improve the station area, improve bus and rail reliability and network WITHOUT hampering car users.	
458	Member of public	Your current views		640451607ac6e90019d1ad1d	Clear signage, Feeling safe, Good easy access, Toilets	If it ain't broke, don't fix it. Closing Lytton Way would cause traffic congestion on surrounding roads. There is already easy access to and from the train station. Could it be that someone on the council is being offered a huge backhander to push this through? Let's hope not.	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
459	Member of public	Your current views		64039ed07678a8001a127ba4	-	I definitely feel very strongly that whatever changes are proposed closing Lytton Way to cars is a bad idea because	-	-	-	Positive and negative comments noted on the questions and fed back in to

						of the congestion it will cause on nearby roads				the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
460	Member of public	Your current views		64039df22e82f90019c28ac5	Clear signage, Feeling safe, Good easy access, Visually attractive, Seating, Toilets, Cycle hub , Clean spaces, Onward travel	-	-	-	They all look very pleasant. Difficult to comment as have only used Cambridge Station and didn't feel it stood out in either a positive or negative way.	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
461	Member of public	Your current views		640378a67678a8001a12798d	Clear signage, Good easy access, Visually attractive	-	-	-	All the stations shown are pedestrianised, so picking any one signals that I'm opting for pedestrianisation. I'm not. I know that many people are dropped off at and picked up at the station. This has to be continued.	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
462	Member of public	Your current views		640377697678a8001a12797b	Clear signage, Feeling safe, Good easy access, Visually attractive, Greenery/trees, Seating, Toilets, Cycle hub , Design of buildings, Clean spaces, Options for shops, Options to eat and drink, Onward travel, Car parking , Landmark	Hitchin station	-	Transport connections, Cycle provision, Accessibility, Lightning, Landmark arrival, Landscaping, Public Realm	Ease for connection to shopping area and bus connection	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

463	Member of public	Your current views		64036aa82e82f90019c28713	Access by car	Don't change it. It works. It has worked for years. It will continue to work.	Kings Cross	You can drive there	I like to be able to access the station by car	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
464	Member of public	Your current views		6403687bdf5fa30019fe3b3c	Clear signage, Feeling safe, Good easy access, Toilets, Onward travel	<p>Lyton way should be kept open for travel via car. If this road is closed it will cause more traffic and congestion on the surrounding roads.</p> <p>There is an overhead pass for pedestrians and a new crossing to help them get to the bus station and town centre.</p> <p>To pedestrianise this area is a bad idea as Lyton way is a key road to reach areas of stevenage.</p> <p>Closing this road will have severe implications for train commuters who do not get the bus. Many commuters are dropped off at the train station by other commuters in their household.</p> <p>If lyton way is closed these commuters will be dropped off in the leisure park, which will cause more traffic in the surrounding roads.</p>	Kings Cross	Transport connections, Onward travel, Safety, Lightning	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

465	Member of public	Your current views		64036820df5fa30019fe3b34	Toilets, Design of buildings, Clean spaces, Options for shops, Options to eat and drink, Greenery/trees, Visually attractive, Good easy access, Clear signage, Feeling safe, Seating	You need to sort out Lytton way- you have messed that road up it's ridiculous! Put the slip road back to come out of tesco and removed the cones. The vines don't help at all!	Kings Cross	Onward travel	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
466	Member of public	Your current views		640366727678a8001a12777f	Good easy access, Visually attractive, Clear signage, Landmark	-	Reading	Landmark arrival, Transport connections, Accessibility	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
467	Member of public	Your current views		6403660ddf5fa30019fe3b01	Clear signage, Feeling safe, Good easy access, Toilets, Onward travel	-	Kings Cross	Transport connections, Onward travel, Wayfinding, Accessibility, Safety, Lightning	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
468	Member of public	Your current views		640364fe7678a8001a127753	-	-	Kings Cross	Transport connections, Onward travel, Safety, Wayfinding, Accessibility	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

469	Member of public	Your current views		640362b8df5fa30019fe3aad	Clear signage, Feeling safe, Good easy access, Visually attractive, Seating, Toilets, Cycle hub , Clean spaces, Options to eat and drink, Onward travel, Greenery/trees	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
470	Member of public	Your current views		64036270df5fa30019fe3aa1	Clear signage, Feeling safe, Good easy access, Options to eat and drink, Onward travel	-	Kings Cross	Onward travel, Variety of shops	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
471	Member of public	Your current views		6403488c20f17e00199bccd9	Clear signage, Feeling safe	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
472	Member of public	Your current views		64033c882e82f90019c283ba	Clear signage, Feeling safe, Good easy access, Greenery/trees, Toilets, Clean spaces, Options to eat and drink, Onward travel	-	-	Clean air, Variety of shops, Green space/open space, Accessibility, Safety, Lightning, Landscaping	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

473	Member of public	Your current views		640336f920f17e00199bcd5e	Clear signage, Feeling safe, Good easy access, Greenery/trees, Toilets, Cycle hub , Clean spaces, Options for shops, Onward travel	-	Cambridge	Transport connections, Variety of shops, Onward travel, Safety, Accessibility	-	Noted.
474	Member of public	Your current views		6403328dff65370019fa9030	Feeling safe, Clear signage, Good easy access, Toilets, Clean spaces, Options to eat and drink	-	Kings Cross	Variety of shops, Onward travel, Transport connections, Landmark arrival	-	Noted.
475	Member of public	Your current views		640327802e82f90019c282d2	Clear signage, Good easy access, Visually attractive, Seating, Toilets, Cycle hub , Options to eat and drink, Onward travel, Feeling safe	Donâ€™t close the road.	Kings Cross, Cambridge	Transport connections, Variety of shops, Onward travel, Cycle provision, Accessibility, Safety, Lightning	-	Noted.
476	Member of public	Your current views	1	640325a8ff65370019fa8f8e	Clear signage, Toilets, Good easy access, Options to eat and drink, Onward travel	Traffic access in and out is important and public / taxi drop off / pick up provision right next to the station must be maintained or improved.	Photo of Oxford train station	Transport connections, Accessibility, Onward travel	The adverse impact on town centre shopping through the bus / road layout, especially the ridiculous road crossing when a foot bridge already existed!, needs to be re thought.	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
477	Member of public	Your current views		640324082e82f90019c2829e	Clear signage, Feeling safe, Toilets, Onward travel	The road layout is a disaster, the cones now in place do not solve the issue of this I'll thought out layout. The mess the council has made of the space where the old bus station was is embarrassing, what an eyesore and waste of money and space.	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

478	Member of public	Your current views		6403237120f17e00199bcc71	Clear signage, Feeling safe, Good easy access, Greenery/trees, Toilets, Clean spaces	Do not block cars	-	-	Do not shut a major artery road. Madness	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
479	Member of public	Your current views		640242ed2e82f90019c27dd0	Clear signage, Good easy access, Feeling safe, Seating, Toilets	-	Reading	-	-	Noted.
480	Member of public	Your current views		64023c6d2e82f90019c27d32	Clear signage, Feeling safe, Good easy access, Toilets, Cycle hub , Onward travel, Options to eat and drink	I feel the proposal for Lytton Way to not be a thoroughfare is appropriate and I see no need for any traffic to go through when there can be access from either end. This will allow direct walking access to the centre with no worry re any vehicle. I use Stevenage Station regularly to access LNER or Lumo services either for travelling North personally or picking up family members from LNER or lumo trains. Due to inadequate bus services most of these journeys are by private car and I am concerned that the various options do not cater for cars to be able to drop off and pick up at a point close to access to the station. This is of particular relevance to those with restricted mobility. I am aware	Cambridge	Accessibility, Wayfinding, Safety, Cycle provision	I think it inappropriate to consider Kings Cross being a terminus and in London. The others have different positive and negative points making it difficult to answer for more than one option above. Cambridge has good cycle provision and reasonable drop off/pick up facility although some of the other nearby developments I would not have thought to be of relevance to Stevenage.	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

						there is room for such a facility particularly on the Southern aspect.				
481	Member of public	Your current views		6401e729ff65370019fa84ac	-	-	-	Transport connections, Landscaping, Safety	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
482	Member of public	Your current views		6401e650ff65370019fa8466	Clear signage, Good easy access, Visually attractive	-	Kings Cross	-	-	Noted.
483	Member of public	Your current views		6401dfc16614d00019783523	Clear signage, Good easy access	-	-	-	-	Noted.
484	Member of public	Your current views		6400fc1493670d001980083d	Greenery/trees	-	-	-	-	Noted.
485	Member of public	Your current views		6400c80d2e15c20019366a4f	-	Please do not block off Lytton Way in the middle.	-	-	-	Noted.

486	Member of public	Your current views		6400a3aea2286500196b483c	Clear signage, Feeling safe, Good easy access, Visually attractive, Greenery/trees, Toilets, Cycle hub , Design of buildings, Clean spaces, Options for shops, Options to eat and drink, Onward travel	-	Kings Cross	Transport connections, Onward travel, Safety, Lightning, Landmark arrival	-	Noted.
487	Member of public	Your current views		6400955242255900199de70b	Feeling safe, Good easy access, Clear signage, Toilets, Onward travel	-	Kings Cross	Transport connections, Variety of shops, Onward travel, Safety, Accessibility, Lightning, Green space/open space, Landmark arrival	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
488	Member of public	Your current views		640093e7a2286500196b4743	Feeling safe, Visually attractive, Clear signage	-	Kings Cross	Landscaping	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
489	Member of public	Your current views	1	64006894a2286500196b4313	Options for shops	I don't like the traffic management it's gridlocked, not enough parking is killing business in the town. What's the point of coming to stevenage when theirs nothing left in the town. And if you live here, you still need a car to get	Reading	Transport connections	Shops are leaving, rates are too high to continue running a shop in a dead shopping centre, the internet shopping is too big to compete with.. shop fronts aren't worth the prices per month. And not enough parking, stops people popping into	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

						about, not enough bus service late night, only the old town is open late.			town so all we have left is charity, coffee, phone repair, or betting .. very sad, no independent or individual shop ideas ..	
490	Member of public	Your current views		6400535b71eb380019ee868d	Good easy access, Visually attractive, Greenery/trees, Cycle hub , Options for shops, Options for eat and drink, Feeling safe	-	Kings Cross	Transport connections, Cycle provision, Accessibility, Wayfinding, Safety, Lightning, Landscaping, Public Realm	-	Noted.
491	Member of public	Your current views	3	63ff417afe6c0800192e5f0f	-	I do not agree that we should be closing Litton way this is pretty much the forwardthinking of the 15 minute city quite a ring road and everyone has to cutting round it been one of the proposals of the 15 minute city and 100% against this for any reasons other than youâ€™re trying to control what we were at the movement of people it wonâ€™t work it will never happen so forget it. You try and shut down lyton way , go look at Oxford and what the public think about it ,you will create chaos in Stevenage , use your bloody brains before coming out with stupid idea	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis.

492	Member of public	Your current views		63ff404b9eb2260019b6f0ef	-	I	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
493	Member of public	Your current views		63ff30976492dd00184c89f2	Clear signage, Good easy access, Visually attractive, Feeling safe, Seating, Onward travel	-	Kings Cross	Transport connections, Landmark arrival	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
494	Member of public	Your current views	1	63fed31d1af3d1001883f910	Clear signage, Good easy access	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
495	Member of public	Your current views		63fd09dcbae7400019747527	Visually attractive, Greenery/trees, Design of buildings	-	Reading	Landscaping, Safety, Landmark arrival	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

496	Member of public	Your current views	1	63fcfa9cd3f49d00199cdd0d	Toilets, Easy drop off / pick up, Good easy access	-	-	Variety of shops, Transport connections	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
497	Member of public	Your current views		63fcfa9173ed6100197d3dd0	Toilets, Cycle hub , Clean spaces, Visually attractive, Good easy access, Options to eat and drink, Onward travel, Seating, Feeling safe, Clear signage	Itâ€™s not very welcoming or easy to find town centre or bus station. Toilet refurb is welcome	Kings Cross	Transport connections, Onward travel, Variety of shops, Green space/open space, Accessibility, Safety, Public Realm	Good clean toilets, shops and refreshments	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
498	Member of public	Your current views		63fcd6f2d3f49d00199cd97e	Feeling safe, Visually attractive, Toilets, Greenery/trees, Seating, Landmark, Options for shops, Cycle hub	-	Reading	Lightning, Green space/open space, Public Realm	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

499	Member of public	Your current views	3	63fcd344eca9590019b0016a	<p>Feeling safe, Clear signage, Good easy access, Toilets, Clean spaces, Private car drop-off and pick-up points - short-term stay, Seating</p>	<p>Much better short-term private car drop-off and pick-up. Please don't ignore this facility. It will only lead to dangerous parking elsewhere. Cycling from Chells Manor/Gresley Park to catch the train to London is unlikely to be the first choice for most people. Bus service? Not reliable as is evidenced by the current local campaign which has resulted in fewer buses per hour. Taxis feel like an expensive option but judging by the rank now it must be popular. Please don't force these changes on people they only become more disillusioned with planners and politicians. Please don't plant trees and so on, that aren't going to be maintained properly by a cash-strapped council in the future. The town already has shrubs that are poorly maintained. Please also only use native trees grown in the UK not imported from abroad.</p>	Kings Cross	<p>Landmark arrival, Variety of shops, Onward travel, Please read your material before publishing - Lightning!!!, Transport connections, Public Realm</p>	<p>I do like Kings Cross and St Pancras stations but I don't think they are comparable with Stevenage.</p>	<p>Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.</p>
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500	Member of public	Your current views	4	63fcb094eca9590019affd34	Feeling safe, Good easy access, Clean spaces	I don't think you should close Lytton Way in the middle as proposed as traffic is a nightmare already on days when the motorway junctions are blocked so we still need this road to remain open otherwise everyone will have to use Gunnels Wood road causing utter chaos. Don't block off Lytton Way ridiculous idea.	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
501	Member of public	Your current views		63fc9dc4eca9590019affbb3	Clear signage, Feeling safe, Good easy access, Visually attractive, Seating, Toilets, Cycle hub , Clean spaces, Options to eat and drink, Onward travel	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
502	Member of public	Your current views	1	63fc7f1f63c9f40019806ecb	Clear signage, Feeling safe, Good easy access, Visually attractive, Greenery/trees, Seating, Toilets, Cycle hub , Options to eat and drink, Onward travel	The station should have easy access for cars to drop off or pick up family and friends. Lytton Way should stay at least one lane each way. There should also be easy access for Taxis and Busses. The station needs good public transport access. There should also be good pedestrian and cycle access.	Cambridge, Kings Cross	Onward travel, Variety of shops, Accessibility, Cycle provision, Transport connections, Public Realm	Good pedestrian and cycle access. Also good public transport access	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

503	Member of public	Your current views	1	63fc7c4b63c9f40019806eac	Clear signage, Good easy access, Options for shops, Feeling safe, Seating	I like the layout of the new bus station but think the means of getting there has obviously been designed by someone who is never going to use it. If you are travelling into the town centre from Broadwater are of Chells to get to the bus station is an extra amount of travel as you have to go pass the railway station to the roundabout and then back on yourself and the same for travellers then wanting to return to either old town, Pin Green. Surely it would have been more advantageous to have either a roundabout or T junction with traffic light for entry and exit to and from the bus station.	-	Accessibility	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
504	Member of public	Your current views		63fc67f05b21f90018f82e2a	Visually attractive, Clear signage, Clean spaces, Options for shops, Options to eat and drink, Greenery/trees, Good easy access, Feeling safe, Seating, Toilets	-	-	Safety, Transport connections, Onward travel	of the options I've only used Kings Cross and the redevelopment is very nice but I don't hang around... I pass through as quickly as possible. to get to my end destination. The rest is a bonus but little used,.	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
505	Member of public	Your current views		63fc275763c9f40019806d33	Clear signage, Feeling safe, Good easy access, Visually attractive, Greenery/trees, Toilets, Design of buildings, Clean spaces, Seating, Options to eat	Needs a better designed shelter, and better designed seating within the shelter along the platform. Possibly extending the width of the platforms too, to allow better	Kings Cross, Reading, Photo of Oxford train station	Clean air, Transport connections, Onward travel, Variety of shops, Green space/open space, Wayfinding, Accessibility,	I think the entire platform roofs at King's Cross needs a redesign, but other than that it's a good station, the interior brickwork dotted around is a nice feature, along with the lighting and	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to

					and drink, Onward travel, Faster and easy- access elevators	structured shelters to be built.		Safety, Landmark arrival, Public Realm, Lighting, Lightning	open space to enter and leave the station. It is very convenient! I think Stevenage should adopt this approach.	the Council's projects and future work.
506	Member of public	Your current views	3	63fbcdb763c9f40019806c6a	Good easy access, Onward travel, Feeling safe, Design of buildings	Do not close of LyttonWay, this is a vital artery for travel north and south, to the railway station, to the town centre, and beyond.	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
507	Member of public	Your current views		63fbaca17d3f9800196cb888	Clear signage, Visually attractive, Options to eat and drink	-	-	-	-	Noted.
508	Member of public	Your current views		63fb8ee77d3f9800196cb5f5	Clear signage, Feeling safe, Good easy access, Visually attractive, Greenery/trees, Cycle hub , Clean spaces, Options to eat and drink, Options for shops, Onward travel, Toilets	-	-	-	-	Noted.
509	Member of public	Your current views	1	63fb5c92a019a3001937ce64	Visually attractive, Feeling safe	-	Kings Cross, Cambridge	They are near theatres	-	Noted.
510	Member of public	Your current views		63fb546ca019a3001937ce38	Good easy access, Toilets, Cycle hub , Onward travel	Adequate parking for commuters who cannot cycle in or live too far to walk. In this time of constraint the council should stop spending unnecessary money and making changes just for sake of it.	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's

										projects and future work.
511	Member of public	Your current views	4	63fb50b17bccf1001998ba4e	Toilets, Clear signage, Feeling safe, Seating, Cycle hub , Onward travel, Greenery/trees, Good easy access	Any idea to block off Lytton Way in the middle would be a total disaster as it would cause major congestion all round the centre of Stevenage. Already the messing with Lytton Way has caused chaos as can be seen with the major problems trying to get out of Tesco's and the Westgate carpark before Christmas. Any more tinkering would be disastrous.	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
512	Member of public	Your current views		63fb4c0c7bccf1001998ba41	Options to eat and drink, Toilets, Visually attractive, Feeling safe, Greenery/trees	-	Kings Cross	Variety of shops, Onward travel, Safety, Landscaping	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
513	Member of public	Your current views	1	63fb3f317bccf1001998ba0a	Clear signage, Good easy access, Toilets, Cycle hub , Clean spaces, Options for shops, Options to eat and drink, Onward travel, Drop off and pick up area for commuters (private cars not taxis)	I like that my husband is able to drop me off and pick me up easily from the station	Kings Cross	Onward travel, Transport connections, Wayfinding	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

514	Member of public	Your current views		63fb250187226d001a5d101f	Clear signage, Feeling safe, Greenery/trees, Toilets, Good easy access, Cycle hub , Onward travel	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
515	Member of public	Your current views	1	63fa540587226d001a5d0ca8	Clear signage, Feeling safe, Good easy access, Visually attractive, Toilets, Onward travel, Seating	-	Cambridge	Pick up/drop off area.	None of these stations are very good or good comparisons as they are too big. There is far more seating on the platforms at Stevenage currently. All of these stations have a big bit of concrete wasted space that serves no purpose which should be used as a drop off/pick up zone - Cambridge has this at least though and also has some trees.	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
516	Member of public	Your current views		63fa2ae787226d001a5d0b90	Clear signage, Greenery/trees, Seating, Toilets, Good easy access, Cycle hub , Clean spaces, Options to eat and drink, Landmark, Onward travel, Options for shops, Feeling safe	Help for disabled braille signage also low level signage and maps for local amenities	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

517	Member of public	Your current views	4	63fa1e0fed37cc0019f71806	Clear signage, Good easy access, Toilets, Seating, Clean spaces	Access is great with free flowing traffic on Lyon way which causes no issues at all. Any thought if closing the road would be idiotic even the current crossing is unnecessary as people need to climb stairs either way so using the existing over bridge is all that is needed . Stop making unneeded changes and destroying the flow of traffic	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
518	Member of public	Your current views		63fa0fa36e615800197cad53	Feeling safe, Visually attractive, Greenery/trees, Clean spaces, Clear signage, Good easy access, Onward travel, Cycle hub	Good access by road. DONT CLOSE LYTTON WAY	Cambridge	Safety	-	Noted.
519	Member of public	Your current views	3	63fa0cda87226d001a5d0abe	No Tramps sitting in cardboard boxes on the floor, begging for money	Do not shut off the road on Lytton Way. Traffic is getting worse every year. We need more roads not less. Stop wasting money on things that are not needed. Try fixing what we already have.	-	Safety	A fancy looking train station does not make a town good! Spend money more wisely on things like schools, crime, parking, fixing the roads and clearing the overgrown cycle tracks.	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
520	Member of public	Your current views	1	63fa090b6e615800197cad2c	Feeling safe, Good easy access, Onward travel, Easy parking so I can travel by train giving me a greener footprint.	You should be encouraging people to park at the station and going on by public transport rather than driving to places.	Kings Cross	Transport connections, Onward travel, Accessibility	Good access, clear signage and ease of use as a passenger even late at night.	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

521	Member of public	Your current views		63f9fe5eed37cc0019f71773	Clear signage, Feeling safe, Good easy access, Visually attractive, Greenery/trees, Clean spaces, Onward travel, Landmark	-	Kings Cross	Transport connections, Onward travel	-	Noted.
522	Member of public	Your current views		63f9f16287226d001a5d0a38	Feeling safe, Good easy access	-	-	-	-	Noted.
523	Member of public	Your current views	1	63f74d44807bd0001959bbdb	Good easy access	-	-	-	I mentioned it in the previous consultation, but I still don't see any provision for private vehicles dropping off and collecting at the railway station. This is a huge part of the facility that a railway station offers, and yet it appears to be ignored in these plans.	Drop off and pick up points has been a common theme in reponses. The AAP document is a visionary piece of work to understand the ojectives for the area in the next 20 years These comments will be fed back in to the analysis and future development will undergo a full planning process with detailed plans and scope for scrutiny.
524	Member of public	Your current views		63f684f7f759d4001938d4ca	Clear signage, Good easy access, Greenery/trees, Toilets, Design of buildings, Options for shops, Onward travel, Landmark, Clean spaces, Cycle hub , Seating, Visually attractive, Feeling safe, Options to eat and drink	-	Cambridge, Kings Cross	Transport connections, Variety of shops, Onward travel, Green space/open space, Cycle provision, Accessibility, Wayfinding, Lightning, Landmark arrival, Landscaping, Public Realm	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

525	Member of public	Your current views		63f55bcbc5e1370019514c62	Visually attractive, Design of buildings, Options to eat and drink, Toilets, Clear signage, Options for shops	-	Kings Cross	Variety of shops, Landmark arrival, Accessibility, Public Realm, Transport connections	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
526	Member of public	Your current views		63f54f12c55e770019aecc81	Feeling safe, Good easy access, Visually attractive, Seating, Toilets, Clean spaces, Options to eat and drink, Onward travel	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
527	Member of public	Your current views		63f542bdc55e770019aecc51	Clear signage, Feeling safe, Greenery/trees, Seating, Toilets, Clean spaces	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
528	Member of public	Your current views	1	63f4f74b4dde820018f7cc56	Clear signage, Feeling safe, Good easy access, Toilets, Onward travel	The pick up area needs to be easier to access and to continue to be available. My daughter often has a large suitcase with her so getting the bus isn't practical. Also, the taxis are often blocking the way in to the pick up area because there are too many of them	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

529	Member of public	Your current views		63f4aa20f6bed80019030a4e	Clear signage, Good easy access, Seating, Toilets, Cycle hub , Feeling safe, Clean spaces, Onward travel, Options to eat and drink	-	Cambridge	Landscaping	-	Noted.
530	Member of public	Your current views		63f3dc899f8950001949396b	Visually attractive, Options to eat and drink, Toilets, Greenery/trees, Good easy access, Feeling safe, Clean spaces	The existing station has a very poor layout and depressing arrival and exit. It would be fantastic to have a ground level entrance which on exit of the station opens up into a pedestrian plaza, similar to that of Kings Cross, but with a modern glass front. This plaza, replacing the existing Lytton Way could be full of seating, meeting points, trees, eateries etc with vehicle access remaining to the far left or right or even around the back where the Leisure Park currently is. It should be a seamless journey across to the new bus interchange without the need to cross a busy main road. I visualise the space to be completely different to now which would transform arrival into Stevenage and make more pleasant for commuters.	Kings Cross, Photo of Oxford train station , Reading	Green space/open space, Variety of shops, Landscaping, Accessibility, Safety, Clean air	I arrive into Kings Cross a lot and the big open plaza makes the arrival much calmer and more pleasant than it used to be. There's something nice about being able to use the open space to sit and relax or just use as a meeting point. These spaces also feel a lot safer. From an accessibility point of view, it would be great if the arrival to the town made a seamless ground level journey over to the town centre - as it currently stands we have a bridge and a lot of stairs which is not good for anybody with accessibility issues. The lifts are not nice to use. I am genuinely excited about the change we could have here.	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
531	Member of public	Your current views	2	63f29440f9949e00193f7339	Clear signage	Put Lytton way back to how it was and stop wasting money.there was no problems until you altered it ie exit from tescos and bus traffic	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will

						lights which are never used				be collated and fed back in to the Council's projects and future work.
532	Member of public	Your current views		63f20a8c8ef1840019b606c3	Clear signage, Feeling safe, Good easy access, Visually attractive, Toilets, Clean spaces, Options to eat and drink, Onward travel, Seating, Greenery/trees, Design of buildings, Cycle hub	-	-	Green space/open space, Landmark arrival, Transport connections, Public Realm, Cycle provision	-	All feedback will be collated and fed back in to the Council's projects and future work.
533	Member of public	Your current views		63f0c09b90b6b60019cd77e6	Clear signage, Good easy access, Visually attractive, Greenery/trees, Seating	-	Reading	Accessibility, Lightning, Landmark arrival, Public Realm	-	All feedback will be collated and fed back in to the Council's projects and future work.
534	Member of public	Your current views		63eff5c55c818a0019c7a060	Feeling safe, Good easy access, Visually attractive, Design of buildings, Clean spaces, Options for shops, Options to eat and drink, Onward travel, Landmark	-	Kings Cross	Transport connections	-	All feedback will be collated and fed back in to the Council's projects and future work.
535	Member of public	Your current views		63efdb3c5c818a0019c79edf	Good easy access, Clear signage, Toilets, Seating, Cycle hub, Visually attractive, Feeling safe, Options to eat and drink, Clean spaces	-	-	-	-	All feedback will be collated and fed back in to the Council's projects and future work.
536	Member of public	Your current views		63efd5bc12db21001936e208	Feeling safe, Visually attractive, Clean spaces, Greenery/trees, Good easy access, Design of buildings	Need to manage anti social behaviour in these areas	Kings Cross	Green space/open space	-	All feedback will be collated and fed back in to the Council's projects and future work.

537	Member of public	Your current views	63efd29e12db21001936e1de	-	<p>The road between the Post Office sorting building and the roundabout by the Police station needs to be made dual lane northbound.</p> <p>The road from Dunelms up between the football stadium and The Range/ Wickes needs to be made dual lane again northbound.</p> <p>The junction at the Tesco entrance needs to be reverted to what it was before. How will access be maintained to the town centre and Tesco under the new Lytton Way proposals ?</p>	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
538	Member of public	Your current views	63ef8763db330c0019f20a0f	Good easy access, Clear signage, Feeling safe, Onward travel	-	Kings Cross	Accessibility, Safety	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
539	Member of public	Your current views	63ef8460db330c0019f209bb	Onward travel, Landmark, Design of buildings, Toilets, Good easy access, Clear signage, Feeling safe, Visually attractive, Seating, Clean spaces, Options for shops, Options to eat and drink	Station is not fit for purpose. Needs twice as many stairs/lift access to platforms. It is the first building people see when arriving so needs to make a statement.	Reading	Transport connections, Clean air, Onward travel, Green space/open space, Landmark arrival, Cycle provision, Accessibility, Landscaping, Lightning, Safety, Variety of shops	Very modern with airport connections to Heathrow. Stevenage could have a connection to Luton airport which could be frequent.	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

540	Member of public	Your current views	2	63ef78f8158cf10019bf6c8e	Clear signage, Good easy access, Feeling safe	<p>I am amazed that you have used a photo of the area which is prior to the recent works carried out. We as a town have spent a huge amount of money putting in a transport hub as well as redesigning the roads. The result of which has been a disaster, causing congestion additional pollution. Who is taking responsibility for this? This road takes the majority of the traffic passing through the the area. This proposal will force traffic onto other roads that have residential buildings and future leisure areas and industrial/Office buildings (latest plan for Stevenage). Congestion and pollution will be increased with a need for trips on non appropriate roads. If there is a desire to use the land which are currently car-parks then contain the design to the space available. Waste no more money in the current climate. All of the above wants and needs are catered for with the current set up. Trains have toilets as does the station eating places can be got to in both the leisure park and the future town centre we can continue cover all of the above</p>	-	-	<p>You are again trying to place bias on the survey. The project is weak in regards to covering the leisure park the out of town shopping which are the big draws for the town. an over road walk into the town centre will serve all needs just improve that area. Covered walk way leading into a well design town centre.</p>	<p>Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.</p>
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with what we have.
You are looking to
justify this by biasing
the survey.

541	Member of public	Your current views	2	63ef5579ce26740018f5b6ba	Clear signage, Feeling safe, Good easy access, Toilets, Onward travel, Seating	I live in Little Wymondley & my wife & i are both disabled we do shop in stevenage & come to bingo every two or three weeks & we drive my wife has to use a walker so we park in the disabled bays at the side of westgate so if you are to restrict access to Lytton way this should also include disable access by road as we would both have difficulty walking to the bus stop here and from the bus stop in stevenage and late on a Saturday night walking home from the bus stop on the main road though our village. You already have crossings on the road which seem to work well enough and we do use the Iner trains from the station to see our grand daughter in Darlington so road access to the station for parking is important to us.	-	-	-	Accessibility for all is very important and these comments will be fed back in to the analysis of the AAP.
542	Member of public	Your current views	1	63ed496e44b75500196ff04c	Clear signage, Good easy access, Visually attractive, Greenery/trees, Design of buildings, Clean spaces, Options for shops, Options to eat and drink	The station stairs they are really trippy. Steep and when you go into leisure park from the train station it should be more attractive rather than seeing the backs of buildings. More greenery in the leisure park Parking.	Photo of Oxford train station	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

543	Member of public	Your current views	2	63eba34c7af02d0018af9dd0	Clear signage, Good easy access, Seating, Greenery/trees, Toilets, Clean spaces, Options to eat and drink, Onward travel	There should be a drop off/pick up zone not just for taxis but for friends/family picking up. A shuttle that regularly (every 10 mins) goes between the train station, bus station and town centre would be really helpful for those with limited mobility.	Kings Cross	Clean air, Green space/open space, Landscaping	I like the historical/classic look. The problem with looking 'modern' is inevitably it will become out of date. Easy access is key too, with open spaces and trees etc.	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
544	Member of public	Your current views		63eb38989a2bee001984b626	Good easy access, Onward travel, Seating, Cycle hub	-	Kings Cross	Transport connections, Green space/open space, Variety of shops	-	Noted.
545	Member of public	Your current views		63ea54b16527e20019ccd349	Clear signage, Feeling safe, Good easy access, Visually attractive, Greenery/trees, Seating, Toilets, Design of buildings, Clean spaces, Options for shops, Options to eat and drink	The whole bridge area and the tunnel steps leading to car park could be more attractive	-	-	-	Noted.
546	Member of public	Your current views		63ea119105e9170019c84d2a	Good easy access	-	-	-	-	Noted.
547	Member of public	Your current views		63e8d6cd1cf05c0019cf3b8b	Clear signage, Feeling safe, Good easy access, Seating	-	-	Removal of 1960s addition to reveal original station facade.	-	Noted.
548	Member of public	Your current views		63e8d23605e9170019c845f6	Clear signage, Good easy access, Feeling safe, Seating	-	Kings Cross	Removal of old 1960s addition from the front of the station to reveal the original facade.	-	Noted.
549	Member of public	Your current views		63e8c73305e9170019c845b3	Feeling safe, Greenery/trees, Cycle hub, Options to eat and drink, Landmark	-	Cambridge	Variety of shops, Green space/open space, Cycle provision, Accessibility, Public Realm	-	Noted.
550	Member of public	Your current views		63e8c164ddf95b0018f8a6c2	Design of buildings, Onward	-	-	-	-	Noted.

					travel, Clear signage, Good easy access					
551	Member of public	Your current views		63e8864505e9170019c84472	Clear signage, Feeling safe, Visually attractive, Greenery/trees, Good easy access, Seating, Toilets, Cycle hub , Options for shops, Options to eat and drink, Onward travel	-	Kings Cross	Transport connections, Variety of shops, Green space/open space	Mixes historic with modern	Noted.
552	Member of public	Your current views		63e80a7d1bd2b3001925c787	Good easy access, Clear signage	-	Kings Cross	Onward travel, Safety, Landmark arrival	-	Noted.
553	Member of public	Your current views	1	63e7c3afa10fa80019107cbd	Feeling safe, Good easy access, Visually attractive, Greenery/trees, Seating, Toilets, Cycle hub , Landmark	<p>Removing cars from all the area near the train station is the only way. Zero room for pedestrians in a literally urban highway.</p> <p>Station and roads are old 70s designs that are not attractive anymore for people and businesses. An old, tiny and dangerous station surrounded by highways with 40mph!!! Speed limit (deathly speed in case of a running over) and full of parking places.</p> <p>Old, inadequate, polluting, and dangerous. Stevenage is minced by several highways as Lytton, therefore I consider it should be completely pedestrianized as there are many other combinations by car.</p> <p>The whole Stevenage</p>	Reading	Clean air, Transport connections, Variety of shops, Green space/open space, Cycle provision, Accessibility, Landscaping	-	Noted.

						roads should be max. 20mph, to reduce risks for pedestrians. Infrastructures as bridges or tunnels make it difficult for people who walk, they should be removed and replaced by zebra crossings in streets that must become friendlier.				
554	Member of public	Your current views		63e7bf0505e9170019c84140	Feeling safe, Greenery/trees, Visually attractive, Seating, Toilets, Cycle hub , Options for shops, Landmark	NO CARS.	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis.
555	Member of public	Your current views	1	63e78e81ed4aa40019181ecd	Feeling safe, Visually attractive, Greenery/trees, Seating, Clean spaces, Options for shops, Options to eat and drink, Comfortable and safe space for walking	At the moment I find difficult cycling and walking, as there are minimum and common space for cyclist and pedestrian	Kings Cross	Transport connections, Cycle provision, Green space/open space, Onward travel, Landmark arrival, Landscaping, Public Realm	It is easy to move around that station, it has modern services and facilities without losing the identity (although there are too many franchises, so I miss some authenticity/originality)	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's

										projects and future work.
556	Member of public	Your current views		63e69dd91bd2b3001925bf2d	Clear signage, Feeling safe, Clean spaces, Good easy access, Toilets, Weatherproof Roof on the walkway between the Leisure Centre & Station	I think the boxes that I have highlighted are the most important. NO shops other than Coffee, Tea, Hand Food & Newspapers, we need to encourage arrivals to visit the shops in the Town Centre Make PERMANENT the cones on the Tesco's side of Lytton Way. Thameslink need to upgrade the Station Appearance!	-	Onward travel, Wayfinding, Accessibility, Safety, Transport connections, Lightning	I cannot convince myself any of the above Station Designs are suitable for Stevenage	All feedback will be collated and fed back in to the Council's projects and future work.
557	Member of public	Your current views		63e5700e1bd2b3001925b444	Design of buildings	-	-	Transport connections	-	Noted.
558	Member of public	Your current views		63e51090477d320019aaf7e3	Good easy access	The open -air pathway connecting to the train station is dangerous in winter! When it snows and freezes, a lot of people including myself have experienced falls, and there is nothing to hold on to in order to stand up. A covered pathway would offer a much improved experience in winter. Also in high winds, the pathway is hazardous.	Cambridge	Green space/open space, Onward travel, Transport connections, Cycle provision, Lightning	-	Noted.
559	Member of public	Your current views		63e50e8fc2edbf00191a63b8	Greenery/trees, Feeling safe, Clean spaces, Toilets, Seating, Options to eat and drink	-	Kings Cross	Transport connections, Green space/open space, Onward travel	-	Noted.

560	Member of public	Your current views	1	63e43bed3fc808001992f4b1	Clear signage, Feeling safe, Good easy access, Visually attractive, Greenery/trees, Seating, Toilets, Design of buildings, Clean spaces	Effect drop off and pick up points to ease congestion. Removal of traffic lights and creation of a nicer overpass bridge.	-	-	-	Noted.
561	Member of public	Your current views		63e42b81477d320019aaf21d	-	-	-	Clean air, Variety of shops, Transport connections	-	Noted.
562	Member of public	Your current views		63e3f004c2edbf00191a5bd5	Visually attractive, Greenery/trees, Cycle hub , Design of buildings, Clean spaces, Onward travel	-	-	-	-	Noted.
563	Member of public	Your current views		63e3e6421bd2b3001925a734	Feeling safe, Toilets, Clean spaces, Onward travel	No ease of access to drop of or pick up	Kings Cross	Variety of shops, Transport connections	These city stations are not really a good comparison to a town station.	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
564	Member of public	Your current views		63e3a49ec2edbf00191a555d	Clear signage, Good easy access, Toilets, 24 hour step free access between platforms and pavement	The footbridge from the station to the leisure centre needs to be covered	-	-	-	Noted.
565	Member of public	Your current views		63e37b7c477d320019aae635	Greenery/trees, Clear signage, Clean spaces, Design of buildings, Onward travel, Landmark, Visually attractive, Feeling safe, Good easy access, Seating, Cycle hub , Toilets, Options	The gateway to Stevenage town should be clear on arrival. That does not mean that Lytton Way should be pedestrian only it means that the route to the Town should be clear and inviting - with the Leisure Centre removed a wider	Cambridge	Clean air, Transport connections, Landmark arrival, Landscaping, Public Realm, Safety	cars are still allowed	Noted.

					for shops, Options to eat and drink	more inviting green bridge could be provided with clear sightlines to the town				
566	Member of public	Your current views		63e37044477d320019aae4b7	Clear signage, Feeling safe, Good easy access, Toilets, Design of buildings, Clean spaces, Onward travel, Landmark	-	-	-	-	Noted.
567	Member of public	Your current views	1	63e3603e1bd2b30019259b6a	Visually attractive, Clear signage, Seating, Design of buildings	I like how many points of access the station has to tesco, to town, to the leisure park and to the taxi ramp, there are so many and that is perfect.	Kings Cross	Accessibility, Green space/open space, Safety, Aesthetic	I think there should be two drop off zones on Lytton way, one for taxis and buses and another for cars who need to drop people off, this would reduce congestion	All feedback will be collated and fed back in to the Council's projects and future work.
568	Member of public	Your current views		63e35650c2edbf00191a4f30	Greenery/trees, Cycle hub , Good easy access, Options to eat and drink	Pedestrianise the area around the station	-	-	-	Noted.
569	Member of public	Your current views	1	63e355a8477d320019aae3ac	Feeling safe, Seating, Toilets, Onward travel, Clear signage, Good easy access, Clean spaces	I like the location and access to the station. Lytton Way is a major route through town and should remain open and used as such. With the other major through roads all having been given crossings and traffic lights for shops etc itâ€™s become more and more cumbersome to get from one end of toen to the other and the current traffic light situation on Lytton Way already creates obstacles.	Kings Cross, Cambridge	Clean air, Transport connections, Onward travel, Wayfinding, Accessibility, Lightning, Safety	-	Accessibility for all is very important and these comments will be fed back in to the analysis of the AAP.

570	Member of public	Your current views	1	63e354b91bd2b30019259b28	Parking	There needs to be more parking	-	-	-	Noted.
571	Member of public	Your current views		63e3468940aa3500194a3675	Visually attractive, Onward travel, Clear signage, Feeling safe, Good easy access, Design of buildings	The station itself is a dreadful concrete monstrosity. If the areas around it are improved and the station itself is left as is, any expected impact could be limited. It's separation from the bus station when travelling with bags is problematical. It's elevation to enter or exit is a problem too. The ugly car park is unpleasant to look at.	Kings Cross	Public Realm	It's only familiar with Kings Cross and Cambridge. The redevelopment of King's Cross has been a big success with the new pedestrian orientated square and passengers being moved into the wonderful new concourse whilst they wait for trains.	Accessibility for all is very important and these comments will be fed back in to the analysis of the AAP.
572	Member of public	Your current views	1	63e2e8b9477d320019aae325	Clear signage, Feeling safe, Good easy access, Visually attractive, Greenery/trees, Design of buildings, Clean spaces	The idea of restricting vehicle access to Lytton Way is crazy. It will lead to gridlock around the town centre. Yes, the area needs a tidy-up and should be made more attractive with some green landscaping but doesn't need major changes. You need to keep traffic flowing around the town centre otherwise footfall will reduce. The proposed weekend car parking charges for the new multi-storey car park are outrageous.	-	-	It is impossible to comment on the basis of these photos. You need to use a place to understand whether it works.	
573	Member of public	Your current views	1	63e29ef840aa3500194a33bf	Clear signage, Good easy access, Feeling safe	Should be easy to get to and park for those who live on the outskirts of Stevenage. Buses are not always an option for people. Consider early/late trains, mobility issues, that you have just put an expensive car park in, it needs to be	Kings Cross	Onward travel, Landmark arrival, Transport connections	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

						used. Also more EV charging outlets.				
574	Member of public	Your current views	1	63e29d26c2edbf00191a4c25	Clear signage, Feeling safe, Good easy access, Seating, Visually attractive	More secure cycle storage is required, need to maintain pick up and drop off zones for cars, not just buses and taxis	Kings Cross	Transport connections, Onward travel, Landmark arrival	If Lytton Way is to be closed to general traffic I would be interested to hear about the impact on the other roads around the town centre, eg St George's Way. I often go from one side of town to the other via St George's Way, I can only imagine how congested it would get if Lytton Way traffic was diverted through here as well. The issue with pedestrian access to the town from the train station is more about having to walk through the leisure centre "tunnel". Unless this project includes flattening the leisure centre then pedestrianising Lytton Way makes little difference. I like a nicer bridge, more like a garden bridge would make a more attractive introduction to the town. Whilst I appreciate people's comments that we should be using public transport or cycling, we should	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

									appreciate that for some time to come people will continue to depend on driving, perhaps do more to encourage the switch to electric vehicles might be a compromise?	
575	Member of public	Your current views		63e2937a1bd2b30019259802	Feeling safe, Clear signage, Good easy access, Visually attractive, Seating, Cycle hub , Toilets, Onward travel, Clean spaces, Options to eat and drink, Options for shops, Greenery/trees, Design of buildings, Landmark	-	Kings Cross	Variety of shops, Onward travel, Lightning, Public Realm, Safety, Clean air, Transport connections	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
576	Member of public	Your current views		63e276a61bd2b30019259668	Clear signage, Feeling safe, Good easy access, Visually attractive,	-	Photo of Oxford train station , Cambridge, Reading	Lightning, Transport connections, Onward travel, Clean air, Cycle	-	Positive and negative comments noted on the questions and

					Greenery/trees, Clean spaces, Toilets, Design of buildings, Onward travel			provision, Variety of shops		fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
577	Member of public	Your current views		63e236f67ff94c0019ed54b7	Feeling safe, Visually attractive, Clear signage	The route from the station to the town centre is horrible. Routes to Old Town are poor too. No signing for peds/cyclists.	Kings Cross	Landmark arrival, Public Realm, Variety of shops, Transport connections	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
578	Member of public	Your current views	2	63e22fce7462a0001a780aaf	Clear signage, Feeling safe, Toilets, Cycle hub , Clean spaces, Onward travel	Keep Lytton Way as a through way past the station as it allows easy access to the station and the main car parks into the town centre. Making this a pedestrian area to my mind would be a bad move. We already have a green area in the town in the way of the garden near St Georges .	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
579	Member of public	Your current views		63e22eceed5e7f0019c9c44f	Clear signage, Feeling safe, Visually attractive, Greenery/trees, Good easy access, Cycle hub , Clean spaces, Design of buildings, Landmark, Toilets, Seating, Onward travel	I like the idea of just buses and taxis only using this road.	Photo of Oxford train station	Clean air, Transport connections, Onward travel, Accessibility, Wayfinding, Safety, Lightning, Landmark arrival, Public Realm	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

580	Member of public	Your current views		63e22e3f7462a0001a780a81	Clear signage, Toilets, Feeling safe	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
581	Member of public	Your current views		63e116888ab3ba0019ca3a2b	Clear signage, Feeling safe, Good easy access, Visually attractive, Greenery/trees, Seating, Toilets, Cycle hub , Design of buildings, Clean spaces, Options for shops, Options to eat and drink, Onward travel, Landmark	-	Kings Cross	Variety of shops, Green space/open space, Safety, Landmark arrival, Landscaping, Public Realm	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
582	Member of public	Your current views		63e10bdc5b3de30018311d50	Feeling safe, Visually attractive, Clean spaces, Options to eat and drink, Toilets, Greenery/trees, Good easy access, Clear signage, Cycle hub	-	Reading, Cambridge	Clean air, Transport connections, Green space/open space, Public Realm	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
583	Member of public	Your current views	1	63e0d220386a9c00189f6647	Greenery/trees, Visually attractive, Feeling safe, Clean spaces	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's

										projects and future work.
584	Member of public	Your current views		63e07737e9b1c50019fae5a0	Clear signage, Feeling safe, Good easy access, Seating, Toilets, Clean spaces	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
585	Member of public	Your current views		63e074a974da4a0019ba06f6	Good easy access, Feeling safe, Clean spaces, Onward travel	-	Kings Cross	Transport connections, Green space/open space, Accessibility, Lightning	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
586	Member of public	Your current views		63dfcbd28fd0a300199def3a	Clear signage, Seating, Visually attractive, Feeling safe, Good easy access, Greenery/trees	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
587	Member of public	Your current views		63df8d34759ff500185a323b	Visually attractive, Greenery/trees, Seating, Toilets, Clean spaces, Options for shops, Options to eat and drink, Clear signage, Feeling safe	-	Kings Cross	Transport connections, Variety of shops, Landmark arrival	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and

										fed back in to the Council's projects and future work.
588	Member of public	Your current views	1	63df8ba5af9e280019433554	Clear signage, Feeling safe, Good easy access, Seating, Cycle hub , Toilets, Clean spaces, Onward travel, Visually attractive	The choice between various means of transport, taxi, bus, cycling, and private pick up point. A place to park store your vehicle while using the trains as public transport does not provide a good enough service all the time.	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
589	Member of public	Your current views		63dea78ceead830018e0aa2c	Clear signage, Good easy access, Visually attractive, Greenery/trees, Toilets, Options to eat and drink, Onward travel, Cycle hub	-	Kings Cross	Transport connections, Green space/open space, Public Realm, Cycle provision	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
590	Member of public	Your current views		63dd3759ef8aa80019bb4709	Feeling safe, Good easy access, Seating, Toilets, Clean spaces, Options to eat and drink, Clear signage	The options you give are obvious ones as example toilets and seating. Why would they not be there ? It is a train station giving access to Stevenage or leaving the town, not a meeting place for having a meal or buying your weekly shop. Making it attractive and clean again should be the given rather than an option	Cambridge, Kings Cross	Onward travel, Transport connections	Connections are needed if public transport is to be used more but again making it a meeting place is not a requirement, itâ€™s for getting from a to b rather than congregating	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

591	Member of public	Your current views	1	63dcf726df770a001866752d	Clear signage, Toilets, Onward travel	I don't use the station as a tourist visiting Stevenage. (Does anyone?) I use it to get between my Stevenage home and London or other parts of the country by train. Efficiency of the station & sufficient, helpful staff are what I need. Also, importantly, coordination between local buses and trains. On Sundays, the fast ThamesLink trains from London and further south arrive hourly. The buses to the northern parts of Stevenage (Lister etc) leave roughly hourly - JUST BEFORE THE ARRIVAL OF THE THAMESLINK SERVICE. This kind of thing makes using public transport on Sunday very uncomfortable and time-consuming.	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
592	Member of public	Your current views		63dbe4a6e4fc2b00191904ee	Clear signage, Feeling safe, Good easy access, Visually attractive, Seating, Toilets, Cycle hub, Options to eat and drink, Onward travel, Design of buildings	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
593	Member of public	Your current views		63dbd1e765f6e100195cdd32	Clear signage, Feeling safe, Good easy access, Greenery/trees, Clean spaces, Onward travel	It currently looks very tired and "bleak"	Cambridge	Clean air, Transport connections, Safety	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will

										be collated and fed back in to the Council's projects and future work.
594	Member of public	Your current views		63db98b57aec89001a3b5ce7	Clear signage, Cycle hub , Greenery/trees, Visually attractive, Feeling safe, Options to eat and drink, Options for shops, Good easy access	-	Cambridge, Kings Cross	Transport connections, Variety of shops, Accessibility, Cycle provision, Landmark arrival, Safety	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

595	Member of public	Your current views	2	63db7d52689cef0019ac2466	Feeling safe, Visually attractive, Seating, Greenery/trees, Toilets, Cycle hub , Options to eat and drink	Stevenage is a commuter town not a destination town. It needs to work for the people who live in it over and above anybody else. Platforms are over-crowded and access from platform to terminal could be improved. More staircases and a bigger station concourse, it's a little bottle-necked currently. With regards to Lytton Way, people still need to be able to drive safely and easily from one side of town to the next. Removing one of the main arteries to traffic through Stevenage doesn't make sense, it will force traffic onto the other arterial roads causing more congestion and busy roads. Lytton Way should remain open to traffic in its current form. A new multi-storey car park has just been built, what was the point of that if you now intend to reduce traffic on Lytton Way as an option?? Bridges to ferry pedestrians across Lytton way would work well and keep people and traffic separate which is always safer. The current cycle lane behind the station is in an ideal place, it just needs to be resurfaced, better lit and better signed. I	-	Green space/open space, Cycle provision, Safety, Landscaping	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
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use it regularly and don't see a need to move it from its current location.

596	Member of public	Your current views	2	63db7b4c664d7c0019e84618	Greenery/trees, Cycle hub , Options to eat and drink, Seating, Visually attractive, Feeling safe, Toilets	Stevenage is a commuter town not a destination town. It needs to work for the people who live in it over and above anybody else. Platforms are over-crowded and access from platform to terminal could be improved. More staircases and a bigger station concourse, it's a little bottle-necked currently. With regards to Lytton Way, people still need to be able to drive safely and easily from one side of town to the next. Removing one of the main arteries to traffic through Stevenage doesn't make sense, it will force traffic onto the other arterial roads causing more congestion and busy roads. Lytton Way should remain open to traffic in its current form. A new multi-storey car park has just been built, what was the point of that if you now intend to reduce traffic on Lytton Way as an option?? Bridges to ferry pedestrians across Lytton way would work well and keep people and traffic separate which is always safer. The current cycle lane behind the station is in an ideal place, it just needs to be resurfaced, better lit and better signed. I	-	-	No comment	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
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					use it regularly and don't see a need to move it from its current location.					
597	Member of public	Your current views		63da576744473400194ff7cd	Options to eat and drink, Design of buildings, Options for shops, Greenery/trees, Clear signage, Good easy access, Visually attractive, Seating, Clean spaces, Feeling safe, Toilets	The station itself has good transport links, however visually it's unappealing - appearing outdated and often unclean.	Kings Cross, Cambridge	Transport connections, Accessibility, Landmark arrival, Green space/open space	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

598	Member of public	Your current views		63d9830eff400e001a55d6f0	Clear signage, Feeling safe, Visually attractive, Good easy access, Greenery/trees, Design of buildings, Clean spaces, Cycle hub , Toilets, Onward travel	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
599	Member of public	Your current views		63d97f1b8f11b100194d4f07	Clear signage, Good easy access, Visually attractive, Greenery/trees, Seating, Toilets, Options for shops, Options to eat and drink, Onward travel	-	Kings Cross	Transport connections, Onward travel, Accessibility	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
600	Member of public	Your current views		63d91556ff400e001a55cde1	Clear signage, Feeling safe, Good easy access, Visually attractive, Greenery/trees, Toilets, Cycle hub , Design of buildings, Clean spaces, Onward travel, Parking	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

601	Member of public	Your current views		63d8e41c2b02c100184f7bae	Clear signage, Good easy access, Greenery/trees, Design of buildings, Onward travel, Visually attractive, Feeling safe, Seating, Cycle hub , Clean spaces, Landmark	Stevenage really benefits from its station being so centrally located, unlike Oxford and to a lesser extent Cambridge. Unfortunately the station and its tracks are currently considered a physical barrier before its poor condition are even considered. There is a major opportunity now to exploit the locality and facilitate the expansion of the town centre to the West, brining forward highly sustainable, brownfield development parcels with all transport methods fully integrated.	Cambridge, Kings Cross	Clean air, Transport connections, Onward travel, Green space/open space, Wayfinding, Safety, Landmark arrival, Lightning, Landscaping, Public Realm	<p>Redevelopment of the AAP location is very much welcome as Stevenage makes an international name for itself in STEM. I appreciate the land under consideration is in policy terms but I can't help but think the context of town centre expansion to the West needs greater reference.</p> <p>I appreciate this land is owned by Legal & General but to facilitate a dual frontage train station and joined up arrival experience, this space should surely be considered? It could also ease the facilities required within the constrained AAP land (e.g., a large taxi rank and drop-off area on the West side freeing up space to the East). This may all be under consideration in delivering the Station Gateway TIP but if there is the means for better collaboration between SBC and Legal & General, I think this should be sought. Integrating the AAP and Station Gateway work beyond not prejudicing each other would also make for a better communicated project to the public, abating the poor</p>	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
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									perception and misinformation regarding regeneration that currently exists.	
602	Member of public	Your current views	2	63d84c403bcd5d0019ac9525	Visually attractive, Greenery/trees, Seating, Toilets, Cycle hub , Onward travel, Feeling safe, Good easy access	Please keep the retail park on one side. Do not turn it into flats. There needs to be somewhere you can drive to drop off / pick up and wait for people off the train. The cycle path next to the station going to the underpasses towards the old town need more lighting.	Kings Cross	Transport connections, Onward travel, Landscaping, Lightning, Safety	The most important feature of the station is that it remains easily accessible by car as well as by foot. The buses are not frequent enough or on time to be the main way to get to the station.	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

603	Member of public	Your current views		63d84c233bcd5d0019ac9522	Clear signage, Good easy access, Toilets, Seating, Visually attractive, Feeling safe, Options to eat and drink, Greenery/trees, Onward travel	-	Cambridge	Green space/open space, Landscaping, Transport connections, Wayfinding	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
604	Member of public	Your current views		63d83c1c89f55d00196cdf03	Feeling safe, Visually attractive, Toilets, Design of buildings, Options to eat and drink	-	Kings Cross	Variety of shops, Green space/open space, Lightning	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
605	Member of public	Your current views		63d83af7d93b7b00187ecbd3	Cycle hub , Toilets, Options to eat and drink, Good easy access, Clear signage, Onward travel, Feeling safe	-	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
606	Member of public	Your current views		63d8396cd93b7b00187ecb88	Clear signage, Feeling safe, Good easy access, Visually attractive, Greenery/trees, Seating, Toilets, Cycle hub , Design of buildings, Clean spaces, Options for shops, Options to eat and drink,	I think the distinctive brutalist architecture of the current station building is a culturally significant and valuable part of the Stevenage cityscape. It is 50 years old this year, and whilst some may condemn its dated stylings, I see it as an important icon of Stevenage that should be preserved,	Kings Cross	Transport connections, Landmark arrival, Public Realm	Stevenage has far too much parking already, and the recently constructed multi-story car park is yet another ugly abomination. It further promotes car use when we should be doing the opposite, and stands alone in a relatively open area,	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

					Onward travel, Landmark, Tram network, event plaza, bandstand	refurbished, and integrated into any new development.			blocking valuable sightlines.	
607	Member of public	Your current views		63d838843bcd5d0019ac92b3	Clear signage, Feeling safe, Good easy access, Visually attractive, Toilets, Clean spaces, Options to eat and drink	Clean well kept area, that is managed well. Unlike existing areas.	-	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.
608	Member of public	Your current views		63d82a1c7a9a5a0019cf31e2	Clear signage, Feeling safe, Good easy access, Toilets, Onward travel	-	-	-	-	Noted.
609	Member of public	Your current views		63d80187d67e9e0019984c63	Clear signage, Greenery/trees, Visually attractive, Good easy access, Toilets, Cycle hub , Clean spaces, Options to eat and drink	-	Kings Cross	Transport connections, Onward travel, Variety of shops, Cycle provision, Landmark arrival, Public Realm	-	Noted.
610	Member of public	Your current views		63d7fc0a2f9ce70019926785	Visually attractive, Good easy access, Greenery/trees, Toilets, Clean spaces, Options for shops, Options to eat and drink	Clean the graffiti, Clean the area around with jet washing and put hanging flowers, remove phone posts that smells collecting rubbish. Get the drug sellers out and the drinkers also! Make it been able to enjoy the area till late hours and not been a dead place by 5pm	-	-	-	Noted.

611	Member of public	Your current views		63d7fc0674e497001a6be54a	Visually attractive, Good easy access, Greenery/trees, Toilets, Clean spaces, Options for shops, Options to eat and drink	Clean the graffiti, Clean the area around with jet washing and put hanging flowers, remove phone posts that smells collecting rubbish. Get the drug sellers out and the drinkers also! Make it been able to enjoy the area till late hours and not been a dead place by 5pm	-	-	-	Noted.
612	Member of public	Your current views		63d7fa874dac0001a824a05	Greenery/trees, Toilets, Cycle hub , Clean spaces, Options for shops, Options to eat and drink, Onward travel, Good easy access, Feeling safe, Clear signage	-	Photo of Oxford train station , Reading	Green space/open space, Cycle provision, Accessibility, Safety, Lightning, Landscaping, Variety of shops, Onward travel, Transport connections, Clean air	-	Noted.
613	Member of public	Your current views	1	63d7f9f63bcd5d0019ac8e3d	Visually attractive, Clean spaces, Options for shops, Options to eat and drink, For residents of stevenage you should do a discount with a special vehicle sticker to park the car there cheaper. Its already very expensive the trian and parking and taking a taxi to the station .	It needs a new refurbished out and more green around it to make it cosy to stay there and wait for busses etc.	Kings Cross	Variety of shops, Green space/open space, Accessibility, Safety, Lightning, Landscaping	-	Noted.
614	Member of public	Your current views		63d7f86c4dac00001a8249c8	Greenery/trees, Seating, Cycle hub , Options to eat and drink, Clear signage	Improve cycling areas. Make it much greener with trees/ flowers	Cambridge	Green space/open space, Cycle provision, Accessibility, Safety	-	Noted.

615	Member of public	Your current views		63d7f75c3bcd5d0019ac8df9	Visually attractive, Clear signage, Good easy access, Greenery/trees, Clean spaces, Design of buildings	-	Reading, Kings Cross	Green space/open space, Accessibility, Lightning, Landscaping, Variety of shops	-	Noted.
616	Member of public	Your current views	3	63d7c3da7861c000197b97b9	Clear signage, Good easy access, Clean spaces, Visually attractive, Design of buildings	I have little faith in planning competence since the total lash-up of traffic routing along Lytton Way following the opening of the new bus station. Coning now has to sort out the mess. The new multi-storey is an eyesore before it's even opened. Stevenage regeneration seems to lurch from one disaster to another.	Kings Cross	-	-	Positive and negative comments noted on the questions and fed back in to the analysis. All feedback will be collated and fed back in to the Council's projects and future work.

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	Name/Organisation	Comment ID	Theme of Comment	General Comment	SBC Response
617	Coal Authority	GATEWAY - 001	General	In the spirit of ensuring efficiency of resources and proportionality, it will not be necessary for the Council to provide the Coal Authority with any future drafts or updates to the emerging Plans. This email can be used as evidence for the legal and procedural consultation requirements at examination, if necessary.	Noted and acknowledged.
618	Historic England	GATEWAY - 002	General	The Area Action Plan (APP) report is focused on the area around the station in Stevenage and is outside the immediate setting of the Town Square Conservation Area and associated heritage assets. It is therefore not a highly sensitive location. However, the wider town centre area does form an intrinsic part of the setting of the central area and the masterplanning is itself of historical interest, and this should be borne in mind as proposals are developed. We therefore welcome the numerous references to the New Town throughout the preferred options report (e.g. 'Setting the Context', 'Greening the Grey', 'Objectives' and 'Key Principles' etc), and the recognition that new development should 'reflect Stevenage's heritage'. We recognise that the various proposals are not resolved to a level of detail that shows how this might be achieved in terms of architectural design etc. Therefore, while we do not have any specific comments to make at this stage, we look forward to engaging with you as these proposals progress over the coming months/years.	Comments noted and will engage with Historic England on future work.

619	Member of Public	GATEWAY - 003	Transport and Access	<p>I am concerned about the possibility of restricting any access to Lytton Way, or reducing the carriageway to one lane, without creating an alternative road to gain access to the station and the newly built multi-storey car park. I think you should "Do Nothing" until you have resolved the traffic flow around that area as any change would add traffic flow to the already congested roads including Six Hills Way, St Georges Way, and Fairlands Way.</p> <ol style="list-style-type: none"> 1. The Railway station by car to park, drop off and leave the area - would you need to create an exit to Fairlands Way / Gunnelswood Road? 2. Access from and to the Police Station - the Police would need speedy access to north and south 3. Access to Tesco Car Park 4. Access to Stevenage Registry Office if you restrict Lytton Way Road access 5. Access to Westgate Car Park and the parking area at the back of Lloyds Bank including disabled parking. 6. Access to Gordon Craig Theatre whilst consideration of possible relocation to another area. 7. Access for the increasing volume of residents and visitors to the new block of flats being built on the old Confederation Life site. <p>The problem you have is that Lytton Way has become an arterial road in Stevenage both for public and private transport and without adding another road, I find it difficult to see how any pedestrianised or restrictive option will be good for Stevenage. We need to concentrate on making transport more climate friendly and perhaps consider more bus routes including park and ride solutions before looking at this</p>	<p>Accessibility and movement of traffic has been monitored within the HCC/WSP modelling report. The road network will always be considered in any future development and comments will be fed back to in to the analysis for the area.</p>
Page 20 337	Member of Public	GATEWAY - 004	Sense of Arrival	<p>The Town Centre of Stevenage defines the way the media and people outside the Town view Stevenage and unfortunately in recent years often these views have been negative.</p> <p>The Gateway redevelopment is at the heart of this regeneration area.</p> <p>The sustainable transport design and underground services/infrastructure of the Town Centre area need to be considered.</p>	<p>Sense of arrival noted and included in the analysis of the AAP.</p>
621	Member of Public	GATEWAY - 005	Options and Opportunities	<p>Options (2) and (3) should be adopted which remove two existing dual carriageway roads which form the A602. The land under the road is far too valuable to be used as a road and should be part of the central business district by the main railway station. Only the central part of the Town Centre should be pedestrian only. Where feasible all modes of transport should be allowed having regard to speed and safety. The area needs to remain alive and appealing to all people. Option 3 would restrict too many modes of transport.</p> <p>There are footpath/cycle paths tunnels under Six Hills Way, Fairlands Way and St Georges Way to link Bedwell, Old Town and Asda districts to the town centre area. When the Forum redevelopment is completed there should be another tunnel built under St Georges Way to link the new Leisure Centre area to the Town Centre. The footpath and cycle way design in the new Gateway area needs to be improved.</p>	<p>Option 2 noted as preferred.</p>
622	Member of Public	GATEWAY - 006	Transport and Access	<p>Removing the A602 dual carriageway link road will create a new ring road system via St Georges Way, Fairlands Way, Gunnels Wood Road and Six Hills Way all of which have roundabouts connecting these four main motor vehicle routes.</p> <p>Assuming that the Tesco Superstore will want to be part of the New Town centre. This has a large valuable car park. Consider forming an entrance from the dual carriageway to the north of Fairlands Way by the Tesco petrol station. Leave the existing entrance into Swingate.</p>	<p>Accessibility and movement of traffic has been considered significantly, especially with transport modelling. All comments will be considered and noted in the report.</p>

<p style="text-align: center;">623</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 338</p>	<p>Member of Public</p>	<p>GATEWAY - 007</p>	<p>Cycle tracks/footpaths</p>	<p>The existing footpath/cycle track to the west by the main railway line has poor lighting at night and may not appear safe to both pedestrians and cyclists. The slope at the southern end to the south west of the police station is too steep. The slope at the north end is also steep so the design is not perfect.</p> <p>There is no proper footpath/cycle track system from the roundabout just to the south of the retirement flats at Pinetree Court. No proper crossing at Danesgate. No proper cycleway by the bus station or Leisure Centre. Part of a cycle track by Tesco then no cycle track to the bridge over Fairlands Way. This north-south route needs to be improved.</p> <p>The police station and car park will need to be retained.</p> <p>A new joint footpath/cycleway has been started in front of the police station. At the south end, there are out of place two flights of steep concrete stairs with a sloping ramp on the right hand side where someone is meant to push a bike up – potential safety hazard here. No disabled access. No traffic lights in front of the police station on the cycle track. No complete cycle track to the new car park. Options (2) and (3) should incorporate a full cycle track along the west side of existing Lytton Way. Engineering works required to the south end. Poor visibility at the south junction with the existing cycle track.</p> <p>Carry out land survey to make certain that the south curved end of the proposed cycle/walking track to the south east corner of the police station can be constructed with the correct shallow gradient to be user friendly. Potential conflict with the rear access road going into the regional police station building. If this cannot be achieved with a safe design you will need to keep the existing section behind the police station. If constructed then remove the cycle way to the concrete steps and rear section behind the police station. All footpaths and cycle tracks to be joint use with appropriate signage. Blue tarmac to show which is the cycle track. All junctions to have level disabled access. Traffic lights to be used where routes cross over roads used by cars. All paths etc to be fully linked into all buildings, car parks etc.</p> <p>Construct a cycle hub building near the railway station to provide servicing, cycle storage, cycle training etc. The cost of this would be funded from payments for use of the facility.</p>	<p>Lighting and issues with current cycle network are noted. Accessibility for all modes of transport will be considered in detail and the comments will be noted in the report.</p>
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624	Member of Public	GATEWAY - 008	Land Redevelopment	<p>The design to the front of the railway station has become inadequate for use. Options (2) and (3) require the provision of new taxi rank, drop-off points for cars delivering/picking up rail passengers. Improve design of bus stop shelter at the front of the railway station. Design the new area to prevent vehicles dropping rail passengers. Consider future plans for the Leisure Park. Platform 5 of the station has recently been built and there is a well-used cycle track and footpath access to the west of the railway. The Town Centre plan appears to include the Leisure Park as part of the central area. Assumed to be private land. Investigate who owns these footpaths and cycle ways – could these now considered to be public rights of way?</p> <p>The railway station is about fifty years old. The original travelator was not properly designed or maintained. A modern station should have an escalator going up to the first floor. The lift is small and not in an obvious location. If the first floor bridge to the Leisure Centre is removed, the whole front of the station will need to be redesigned. There is little wrong with the actual design of the ticket office, stairs, platforms etc. Ask Network Rail to build a new front to the station to include further shops, cafes etc. Has anyone actually asked Network Rail whether they have the money to build a new station in the future? Network Rail has improved London termini by using the sale and redevelopment of land to pay for the improvements. I cannot think that they have completely moved or rebuilt a railway station on the main line between London and Edinburgh in recent years so why would they do this in Stevenage unless there was financial gain.</p> <p>There seems to be a move to relocate the Leisure Centre. From a sustainability point of view, this is a waste of the existing structure but the land use here may have to be changed to fit the overall plan of the Town Centre. Understood the Leisure Centre and swimming pool will be rebuilt to the eastern side of St George's Way.</p> <p>Construct a new theatre/arts building in the Gateway area. Carry out feasibility study to see how big the theatre needs to be and whether this could make a profit. May be part public, part private building.</p>	Improvements required in both Options. These will be noted. Details of drop off / pick up points has not been decided due to the nature of this document, but these issues will be noted.
625	Member of Public	GATEWAY - 009	Transport and Access	<p>The main problem with redeveloping the railway station is Lytton Way which is quite a barrier to free safe pedestrian movement between the bus interchange, the town centre, the leisure centre and the station. Personally I would favour making Lytton Way underground in a short tunnel as it passes the rail station for distance of say 200 meters. I realise that would be disruptive and expensive, maybe a pedestrian underpass rather than a bridge might be considered. The present pedestrian crossing over a dual carriageway is totally unsatisfactory for both pedestrians and traffic movement.</p>	Barriers and safety have been noted
626	Sports England	GATEWAY - 010	Objectives and Principles	<p>Objectives and key principles set out in chapter 6 are supported especially those relating to increasing space for walking and cycling, the integration of green infrastructure, wayfinding, ensuring permeable links and high quality public realm. All of these are consistent with Sport England's Active Design https://www.sportengland.org/guidance-and-support/facilities-and-planning/design-and-cost-guidance/active-design-principles which relate to designing the built and natural environments to create opportunities for physical activity. This will be particularly important in the Station Gateway area as creating the conditions to encourage active travel will help inform how people travel to this area and how they will travel beyond it;</p>	The comments on Active Design have been noted.

627	Sports England	GATEWAY - 011	Transport and Access	The proposals to create a large public square adjoining the station is welcomed as a new civic space can encourage physical activity. This should be designed so that it is large enough for pop-up events and temporary uses to encourage people to walk/cycle to it. The space should also be supported by sufficient seating to allow people to rest while walking between the station and the town centre;	Comments noted and will engage with Sport England on future work.
628	Sports England	GATEWAY - 012	Land Redevelopment	The proposals for meanwhile uses are welcomed. Such uses should be designed to encourage physical activity such as children's play and places for people to rest as suggested by the examples on page 71;	Comments noted and will engage with Sport England on future work.
629	Sports England	GATEWAY - 013	Best Practice	The pointers to best practice set out in principles 6 'High Quality Streets and Spaces' and 7 'Supporting Infrastructure' of the Active Design guidance may be of assistance for guiding the detailed proposals that come forward and it is advocated that the finalised document signposts to Active Design. This is pertinent given that the current review of the Active Design guidance that will be published shortly will be including a good practice case study on the masterplanning of Stevenage town centre	Comments noted and will engage with Sport England on future work.
Page 340 630	Member of Public	GATEWAY - 014	Transport and Access	<p>Reading the "consultation " 16th February 2023, concerning Lytton Way this to me was totally meaningless. It is a fact of life that NOBODY in life can say "I've made a mistake " concerning Lytton Way reference our new temporary layout. So now look forward:-</p> <ol style="list-style-type: none"> 1. Where does the traffic that used to use Lytton Way transfer to? St Georges Way? 2. How are the access to new awful looking multiple car park/ Tesco's being serviced ? 3. What is the increase in congestion expected on the St Georges Way roundabouts? 4. With the new development on Gresley Way, what percentage of the increased in traffic expected to impinge on the St Georges Way roundabouts? <p>With the emphasis on the requirement to use public transport the location of the new bus station has had the opposite effect on my wife and myself - both being in our 80's and lived in Stevenage for nearly 60 years. Because of now uncovered walking for some 300 yards to the shops we now use the car MORE, not less. Just check our bus pass usage. We are not the only ones and in cold, windy weather, this is not the place to stand around. It's a wind tunnel- the old covers used to have side entrances so reducing the effects.</p> <p>I'm well aware that because of our age none of the re-development will affect us(thankfully). I'm fed up with the computer generated Stevenage layouts which mean absolutely nothing- I just can't find the pond off St Georges Way. I have found NOBODY who understands them. Please treat us with respect and display in an understandable method.</p> <p>Just how many of the these developers ACTUALLY live and work in Stevenage and see the day to day problems?</p> <p>There used to be a slogan-"Pride in Stevenage ". Sorry but the pride has vanished for ever.</p>	The AAP is currently a high level strategy document which is designed to show options and opportunities for the next 20 years. At present there are no detailed designs but the HCC/WSP modelling report analyses the different proposed options and the impact on roads in Stevenage. Comments will be noted and considered if any future development proceeds in the future.
631	TFL	GATEWAY - 015	General	Thank you for consulting Transport for London (TfL). I can confirm that we have no comments to make on the Area Action Plan	Noted and acknowledged.

632	Thames Water	GATEWAY - 016	General	<p>Drainage Requirements</p> <p>Changes to the density of development will impact on sewerage infrastructure. To ensure that any development within the AAP area is aligned with any necessary upgrades to sewerage infrastructure developers should be encouraged to engage with Thames Water ahead of the submission of any application to discuss development proposals and timescales for delivery. There may be occasions where planning conditions are needed to ensure that any relevant phase of development is not occupied until such time as infrastructure upgrades have been completed in line with the requirements of Policy SP5 of the Local Plan. To assist with aligning the development of the Station Gateway area with any necessary sewerage infrastructure upgrades it may be beneficial to add reference into the AAP to encourage developers to engage with Thames Water ahead of any planning applications being submitted.</p>	The comments on drainage have been noted and will continue to engage with Thames Water for any future development.
633	Member of Public	Gateway - 017	General	<p>I have some concerns about the effect of the AAPs on surrounding roads and traffic flow. Where is the analysis of this? It seems to me that closing Lytton way to through traffic would only serve to increase congestion on St.George's Way and reduce overall air quality. The air quality on St.Georges Way is already dangerously bad apparently.</p> <p>I would welcome an opportunity to bring my concerns in person should the opportunity arise. Please keep me informed</p>	The AAP is currently a high level strategy document which is designed to show options and opportunities for the next 20 years. At present there are no detailed designs but the HCC/WSP modelling report analyses the different proposed options and the impact on roads in Stevenage. Comments will be noted and considered if any future development proceeds in the future.
634	HCC	Gateway - 018	Transport and Access	<p>LTP4 Policy 1: Transport User Hierarchy states "to support the creation of built environments that encourage greater and safer use of sustainable transport modes, the County Council will in the design of any scheme and development of any transport strategy consider in the following order:</p> <ul style="list-style-type: none"> • Opportunities to reduce travel demand and the need to travel • Vulnerable road user needs (such as pedestrians and cyclists) • Passenger transport user needs • Powered two-wheeler (mopeds and motorbikes) user needs • Other motor vehicle user needs <p>The County Council have developed a number of Growth and Transport Plans (GTP) which sit as supporting documents to LTP4. The North Central Growth and Transport Plan (NCGTP) is a strategic spatial transport plan consisting of the northern portion of the A1(M) corridor, including Stevenage Borough. In terms of the Objectives and Principles of the AAP these seem sensible and are generally in line with LTP policy aspirations and the Growth and Transport Plan.</p>	Comments on transport and movement for all have been noted.

635	HCC	GATEWAY - 019	Cycle tracks/footpaths	The adopted North Central Growth and Transport Plan includes schemes listed below which are associated with the AAP; <ul style="list-style-type: none"> • PR97 Walking and cycling access to the town centre: Infrastructure changes to make it easier to access Stevenage town centre at street level across St George's Way. Changes to Lytton Way and Gunnels Wood Road will also improve walking and cycling access to the town centre • PR10: Cycle hire: A cycle hire scheme covering the whole town. A hire arrangement lowers the barriers to entry into cycling and allows people who do not currently cycle to explore new and improved cycleways. Cycle hire therefore has the potential to increase take-up of cycling and acceptance of investment in the cycleway network • SM9: Cycle hub at Stevenage Rail Station: A dedicated cycle hub as part of the regeneration of area, the new bus station and town centre. 	Cycleway comments noted.
636	HCC	GATEWAY - 020	Transport and Access	SM96 Changes to the function of Lytton Way: Support proposals within the Stevenage Local Plan for changes to the function of Lytton Way with the removal of the Lytton Way/Six Hills Way roundabout to support a new development site, improvements in the east-west corridor between the Town Centre Gardens and the Leisure Park to reduce severance and re-classification of A602/Glaxo roundabout in order to improve multimodal access between the rail station, Gunnels Wood Road employment	Comments on transport and movement for all have been noted.
637	HCC	GATEWAY - 021	Objectives and Principles	The objectives around enhanced movement and access for all modes, ensuring effective interchange with the relocated bus station is key. In terms of the principles in the North Central GTP, we suggest that the permeable east west links between the Town Centre Gardens and the Leisure Park to reduce severance and re-classification of A602/Glaxo roundabout in order to improve multimodal access between the rail station, Gunnels Wood Road employment	Comments on objectives and movement for all have been noted.
638	HCC	GATEWAY - 022	Cycle tracks/footpaths	Segregated cycle way - The new cycle path needs to have dedicated crossing facilities across the side road accesses to the MSCP and police station. In this instance, HCC would welcome continued footway crossings in the context of LTN1/20 Also, further discussion on shared use path along the western side of Lytton Way associated with any preferred option would be welcomed.	Cycleway comments noted.
639	HCC	GATEWAY - 023	Transport and Access	Vehicle drop off / pick up facilities It is essential that these are provided on both sides of the station, clearly signed, and have direct, obvious pedestrian links to the station including option for wheelchair users. Measures to be taken to discourage vehicles stopping for drop off on Danesgate, Swingate of the northern or southern sections of Lytton Way outside the scheme. Provision of clearly signed vehicle drop off / pick up facilities in these car parks will also be important to discourage inappropriate stopping / waiting behaviour on adjacent roads (e.g. Swingate, Danesgate)	Drop off / pick up points are an important feature and these comments have been noted. Any detailed plans would need to show these clearly.
640	HCC	GATEWAY - 024	Transport and Access	Retention of existing footbridge Currently there is direct access from the station to the town centre via the footbridge over Lytton Way. This is a key well used pedestrian route and it is reassuring to see the statement that "any final option would ensure that the existing footbridge is retained, until any redevelopment of the station and wider area takes place". It is essential that a safe pedestrian route to the town centre is retained throughout any redevelopment process.	Comments on transport and movement for all have been noted.
641	HCC	GATEWAY - 025	Options and Opportunities	Central Area Option 0 - Do nothing HCC would not support this as this is contrary to SBC policy and the aims of the AAP	Comments on Option 0 have been noted.

642	HCC	GATEWAY - 026	Options and Opportunities	<p><u>Central Area Option 1 - Reduce Lytton Way to single carriageway for all traffic modes -Not a preferred Option #3</u></p> <p>There is a risk that the road outside the station would be blocked by vehicles dropping off / picking up passengers unless this is strictly monitored and controlled. It is likely that there would be additional delays to bus services travelling along this section.</p> <p>Also, it appears that option1 may retain the current issues with vehicle entering exiting to and from Tesco. Confirmation needed to address this issue at these vehicle access/egress points to the west from the new Swingate roundabout and north of the roundabout will be for?</p>	Comment on Option 1 have been noted.
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	HCC	GATEWAY - 027	Options and Opportunities	<p>Central Area Option 2 - Bus and Taxi access only to Lytton Way - Preferred Option #1</p> <p>Option 2, is HCC's preferred option as it addresses a number of objectives and principles of the AAP, removing the majority of vehicles from in front of the station helping reduce severance with the town centre. This option will make it easier for the area outside the station to operate more like a town square with a lower volume of vehicles passing through it.</p> <p>Further explanation needs to be provided on how other vehicles will be prevented/enforcement will take place for other vehicles that operate in the vicinity. It should be noted that HCC are currently seeking powers for camera enforcement of moving traffic offences, however currently legislation only allows this if there is an evidenced problem with enforcement of vehicle restrictions.</p> <p>In the information provided there is a failure to demonstrate direct pedestrian connectivity between Train Station, MSCP and Southern car park.</p> <p>Provision of clearly signed vehicle drop off / pick up facilities in these car parks will also be important to discourage inappropriate stopping / waiting behaviour on adjacent roads (eg Swingate, Danesgate)</p> <p>Confirmation is sought on the two-vehicle access/egress points to the west from the new Swingate roundabout and north of the roundabout.</p> <p>Option 2 will necessitate changes to the recently installed bus priority measures. For example, by enabling buses to turn right from Lytton Way south into the bus station, the need for the bus gate further north to facilitate u turning buses will largely disappear. Egress from Swingate should also be easier with the removal of through traffic. Consideration will therefore need to be given to the further adaption of the layout of Lytton Way to the north and south and this will need to be communicated carefully.</p> <p>Removal of through traffic will lead to the diversion of traffic to other routes around the town centre. Paramics modelling has been carried out in the context of AAP and indicates that traffic using Lytton Way will divert to Gunnels Wood Road, St. Georges Way and Six's Hill Way creating additional pressure on a number of nearby junctions such as</p> <ul style="list-style-type: none"> ; Fairlands Way/ Gunnels Wood Road ; Fairlands Way/ Lytton Way ; Fairlands Way/ St Georges Way ; Six Hills Way/ Gunnels Wood Road ; Six Hills Way/ Lytton Way ; Six Hills Way/ Monkswood Way/ St Georges Way. <p>The modelling work identified potential lower cost mitigation measures to reduce delay at these junctions caused by the additional traffic volumes as follows: Removal of the bypass lane from Danestrete to Six Hills Way</p> <ul style="list-style-type: none"> ; Additional Right Turn Lane from Fairlands Way to St Georges Way ; Amendments to eastbound carriageway on Fairlands Way at St Georges Way roundabout ; Signalisation of NB Gunnels Wood Road approach to Fairlands Way roundabout ; Minor tweaks to lane destinations at Six Hills Way/ St Georges Way roundabout <p>The model also shows that there is a risk of queueing southbound into the Fairlands Way/ Lytton Way junction which extends back up the A602 towards the Old Town.</p> <p>It should be noted that these impacts have already allowed for a mode shift away from the car in line with Stevenage's Sustainable Travel Town ambitions</p> <p>The HCC expects that the identified mitigation measures should address the possible traffic impacts at junction of Fairlands Way/Gunnel's wood Road in the west, at the junction of Fairlands Way and St. George Way in the east, at the junction of St. George Ways/ Six Hills Way and at the junction of Gunnels Wood Road/ Six Hills Way and that</p>	Option 2 noted as preferred. However, the comments regarding further details and mitigation measures have been noted.
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there needs to be inclusion of a wider package of measures to enable the development of this AAP option.

644	HCC	GATEWAY - 028	Options and Opportunities	<p>Central Area Option 3 - Pedestrianised Plaza in place of Lytton Way Preferred option #2</p> <p>Option 3: As previously commented, the HCC would have preference option 2 over option3 to avoid bus routes diversions and longer time to access by buses from the north.</p> <p>As with Option 2 removal of traffic from Lytton Way will lead to the diversion of traffic to other routes around the town centre and would need to be accompanied by a wider package of mitigation measures to address the possible traffic impacts at junction of Fairlands Way/Gunnel's wood Road in the west, at the junction of Fairlands Way and St. George Way in the east, at the junction of St. George Ways/ Six Hills Way and at the junction of Gunnels Wood Road/ Six Hills Way. Also, it fails to outline how to manage rail replacement bus service. Issues that would need to be considered in addition to those already flagged up in relation to Option 2 are as follows: Provision for rail replacement buses at the station needs to be allowed for. Additional bus priority measures are likely to be required on St Georges Way and Six Hills Way to support buses travelling from the north.</p> <p>Provision for safe and inclusive dropped off and pick up from Train Station</p>	Comments on options and movement for all have been noted.
645	HCC	GATEWAY - 029	Transport and Access	<p>Bus service</p> <p>The retention of Stop N is important for bus services traveling north, including to the Lister Hospital. As well as operational convenience, the stop is easier to access than the bus station for passengers arriving by train and wishing to continue northwards by bus.</p>	Comments on transport and movement for all have been noted.
Page 346 646	HCC	GATEWAY - 030	Cycle tracks/footpaths	<p>Cycle Path Options</p> <p>Cycle Path Potential layout 1 Preferred option #1 Cycle Path Potential layout 2 Preferred option #2</p> <p>Removing the existing cycleway would be a retrograde step. HCC expects that SBC discusses cycling provision options with HCC Officers in more detail and include the Highway Authority in the design process to ensure a route is developed to encourage sustainable/direct and safe access.</p> <p>Cycling provision in any of the options needs to be considered in line with LTN 1/20 guidance. The new cycle path needs to have dedicated crossing facilities across the side road accesses to the MSCP and police station. In this instance, HCC would welcome continues footway crossings in the context of LTN1/20</p> <p>Further consideration needs to be given to the connections of the proposed cycle path with the existing cycle network on Six Hills Way and at Fairlands Way (East–West cycle and footway connections). Level differences at Six Hills Way are an issue that need to be overcome.</p> <p>The existing cycle track (west side of Lytton Way) should be retained unless the land is required for redevelopment of the station or other sites. This will ensure that cycle routes remain as convenient as possible.</p> <p>In the view of HCC, removal of the existing cycle path should only be done if required for redevelopment of the station and other sites.</p>	Cycleway comments noted.
647	HCC	GATEWAY - 031	Transport and Access	<p>Train Station</p> <p>It would aid access between the bus station and the railway station if a south facing set of steps was installed to the footbridge on the Leisure Centre side of Lytton Way, although it is noted that the new bus stop may create difficulties in achieving this.</p> <p>It is not clear if any thought has been given to where rail replacement buses will stop to access the station. The retention of Stop N would aid the operation of these buses.</p>	Option 3 is not preferred by HCC and this will be reflected in the report.

648	HCC	GATEWAY - 032	Land Redevelopment	Proposed Developments in the North and South Building on the existing car park sites would be detrimental to the visibility to and from the railway station. The buildings will hide the railway station from the town centre side (thus not encouraging people to use the train) and will also reduce the views of passengers waiting on the platforms (thus reducing the customer experience). This would require a comprehensive wayfinding arrangement.	Landway comments noted.
649	HCC	GATEWAY - 033	General	Other Comments Hertfordshire County Council Highways would welcome the opportunity to work together to develop a plan that contributes to the overall vision for Hertfordshire.	Comments on movement for all have been noted.
650	Hertfordshire Police	GATEWAY - 034	Access for Emergency vehicles	In the absence of more detailed information, options 1, 2 and 3 appear to have a potentially detrimental effect in terms of vehicular access / egress at Stevenage Police Station. If vehicular access via Lytton Way is not available, officers responding to an incident north of the Police Station will be forced to travel approximately twice the distance via St Georges Way or Gunnels Wood Road which risks increased response times. Please can consideration be given to "standard" and "emergency" vehicular access and egress at Stevenage Police Station?	Comments on access for emergency movement for all have been noted.
Page 347 651	GTR	GATEWAY - 035	General	We are the train operating company that administer Great Northern Services through Stevenage station. We would like to write a letter in support of the Council's station gateway plans to improve the area around the station to make it more welcoming to rail users and visitors to Stevenage. The station will celebrate its 50th year this year and it, and the surrounding area are in need of modernisation and refurbishment to make it fit for the 21st Century. We particularly support the council's key objectives for the plan: <ul style="list-style-type: none"> • A new gateway and arrival experience • Enhanced movement and access for all modes of transport • Green infrastructure integrated throughout • Mixed use development to unlock opportunity • Create a low carbon urban village • Sustainability in mobility, built form and landscaping • Celebrating the heritage of Stevenage • Making the most of digital connectivity, high speed broadband We are committed to supporting the Council in achieving its objectives and improving the station and its surrounding area for Stevenage residents and visitors	Comments on movement for all have been noted.

652	LEP	GATEWAY - 036	Objectives p46	While we fully support the objectives as set out we consider that more could be made of the station as a destination in its own right, as well as the point of arrival and departure. For instance the new Reading Station, which has parallels with Stevenage in terms of location, opportunity and impact, has become a destination in its own right. Destination could be an additional objective (our preference) or be incorporated into one of the existing objectives.	Objectivesway comments noted.
Page 348	LEP	GATEWAY - 037	Options and Opportunities	<p>We note the four main options for Central Area, focusing on mobility:</p> <ol style="list-style-type: none"> 0. Do Nothing 1. All Traffic Modes 2. Buses & Taxis only 3. Pedestrian only <p>We support entirely the view that option 0. i.e. Do Nothing is included for completeness but for all the reasons set out in the Options Report, plus other reports, this is not a viable or desirable option.</p> <p>Of the remaining three options we are least comfortable with option 1. All Traffic Modes. Even with traffic calming and other measures to downgrade and control cars and other vehicles, we consider that there will still be a considerable risk that the area will remain car-dominated which will undermine the objectives underpinning the AAP. For these reasons we agree that the focus should be on options 2. and 3.</p> <p>We note that option 2. is SBC's preferred option. Ideally we would like to see option 3. adopted i.e. a pedestrian-only plaza that optimises the pedestrian experience and the east-west linkages between the station and the town centre. We do recognise that this option creates practical problems in relation to bus and taxi movements in the vicinity. As a result, and on balance, we support option2. i.e. bus/taxi only with one lane each way. This should have only limited impact on bus and taxi routes/journeys, although there will be disruption to car users without a through route along Lytton Way. This will need to be managed carefully. We take the point that blending buses, taxis, pedestrians and cyclists has the potential for conflict so it will be vital to design in pedestrian priority with other modes subservient. This is an issue for many areas around stations – through use of paving materials etc. – so we are confident that potential conflict can be managed very capably.</p>	Comments on options and movment for all have been noted.
	LEP	GATEWAY - 038	HCC/WSP Highways Impact Assessment	We are not surprised that the HCC/WSP Assessment of the three options finds that option 1 will have the least disruption on traffic flows in the town centre and around Stevenage. Our view is that traffic disruption is not a strong enough reason to not implement option 2 or option 3. Any regeneration on this scale and with this level of ambition will cause disruption. The disruption to car users needs to be measured against the very considerable benefits that the scheme will bring to pedestrians (especially), bus and taxi users.	Comments on hcc wsp highways impact movment for all have been noted.
	LEP	GATEWAY - 039	Cycle Path Options	<p>In terms of the current cycle route, we agree that this is rather forgotten and uninviting to cyclists. Of the two alternatives, i.e. Layout 1 and Layout 2, we favour, again on balance, Layout 2 i.e. a single cycle route relocated next to the downgraded Lytton Way and going through the plaza outside the station. Provided that speeds are managed properly, this makes the cycle route part of the new and improved gateway area rather than being pushed to one side.</p> <p>Although we understand the appeal of Layout 1 i.e. retaining the existing cycling route and allowing cyclists to follow the route under Layout 2, this does not overcome the problems with the current cycling route of being tucked away behind the station. That said if the existing cycling route is suitably upgraded, as part of a more strategic cycling network, then we would probably favour Layout 1.</p>	Comments on cycle path movment for all have been noted.

	LEP	GATEWAY - 040	Phasing and Temporary Uses	<p>We agree that the phasing and management of delivery of any of the proposed options will be critical, both in terms of the technical requirements of maintaining access to a busy station, maintaining bus services and managing expectations. This is also a very prominent location and a high-profile scheme, which will likely add to the pressure. The four-phase approach set out on p.69 appears to be logical and has sufficient flexibility to enable external projects, notably a new station building and redevelopment of adjoining sites such as the Leisure Box, to be delivered at a future date. This also enables future-proofing the area, referenced in the following chapter of the Options Report, while delivering change.</p> <p>We also strongly support 'meanwhile uses' while the scheme is being implemented.</p>	Comments on phasing and temporary movement for all have been noted.
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Appendix 3 - Consultees

Specific Consultee Bodies and Duty to Cooperate Bodies consulted

- *The Coal Authority,*
- *The Environment Agency,*
- *Historic England,*
- *The Marine Management Organisation,*
- *Natural England,*
- *Network Rail,*
- *Highways England,*
- *East And North Herts NHS Trust*
- *East and North Herts Clinical Commissioning Group*
- *Communications operators/organisations (including; Mobile Operators Association, BT Cellnet*
- *Limited, Telefónica, O2 UK Limited, Telereal Trillium, T-Mobile, Virgin Media, Virgin Mobile,*
- *Vodafone Ltd.,)*
- *The Homes and Communities Agency*
- *North Hertfordshire District Council*
- *East Hertfordshire District Council*
- *Other Hertfordshire authorities (including; Borough of Broxbourne, Dacorum Borough Council, Hertsmere Borough Council, St Albans City And District Council, Three Rivers District Council, Watford Borough Council, Welwyn Hatfield Borough Council)*
- *Hertfordshire County Council (including Growth & Infrastructure Unit, Public Health, Passenger Transport)*
- *Hertfordshire Highways*
- *Hertfordshire LEP*
- *Parish councils (including; Aston Parish Council, Codicote Parish Council, Datchworth Parish Council, Graveley Parish Council, Knebworth Parish Council, St Ippolyts Parish Council, Walkern Parish Council, Weston Parish Council, Woolmer Green Parish Council, Wymondley Parish Council)*
- *Hertfordshire Constabulary*
- *Anglian Water*
- *Thames Water*
- *Veolia Water Central (VWC)*
- *National Grid*

General consultation bodies/organisations

<i>5th Stevenage Air Scout Group</i>	<i>Broadwater Community Association</i>
<i>Aberdeen Asset Management</i>	<i>Broom Barns JMI</i>
<i>Active4Less</i>	<i>Brown And Lee</i>
<i>Adlington Planning Team</i>	<i>Brown And Lee Chartered Surveyors</i>
<i>Age Concern Stevenage</i>	<i>Buddhist Centre</i>
<i>Ahmadiyya Muslim Association</i>	<i>Building Research Establishment</i>
<i>Aldi Stores</i>	<i>Bus Users Group Stevenage</i>
<i>Aldwyck Housing Association</i>	<i>C.D.Bayles</i>
<i>Almond Hill Junior Mixed School</i>	<i>Campaign for Real Ale</i>
<i>Alzheimer's Society</i>	<i>Campaign For Real Ale Ltd</i>
<i>Anglian Water</i>	<i>Camps Hill Community Primary School</i>
<i>Aragon Land And Planning</i>	<i>Canyon Play Association</i>
<i>Archangel Michael And St Anthony Coptic Orthodox Church</i>	<i>Carers in Hertfordshire</i>
<i>Arriva</i>	<i>Catesby Property Group</i>
<i>Arriva The Shires And Essex Buses</i>	<i>CBRE Ltd.</i>
<i>Ashtree Primary School</i>	<i>Central Bedfordshire UA</i>
<i>Asian Women Group</i>	<i>Centrebus</i>
<i>Association of North Thames Amenity Societies</i>	<i>Chair North Herts Ramblers Group</i>
<i>Aston Parish Council</i>	<i>Chambers Coaches Stevenage Ltd</i>
<i>Aston Village Society</i>	<i>Chells Community Association</i>
<i>Aviva Investors</i>	<i>Chells Manor Community Association</i>
<i>BAA Safeguarding Team</i>	<i>Chells Scout Group</i>
<i>Barclay School</i>	<i>Chelton Radomes</i>
<i>Barker Parry Town Planning</i>	<i>Christadelphian Community</i>
<i>Barnwell School</i>	<i>Churches Together</i>
<i>BEAMS Ltd</i>	<i>Churches Together in Stevenage</i>
<i>Bedwell Community Association</i>	<i>Circle Anglia</i>
<i>Bedwell Primary And Nursery School</i>	<i>Citizens Advice Bureau</i>
<i>Bell Cornwell LLP</i>	<i>Clague Ashford</i>
<i>Bellway (Northern Home Counties)</i>	<i>Codicote Parish Council</i>
<i>Bellway Homes</i>	<i>Colinade Associates Ltd</i>
<i>Bellway Homes Miller Homes</i>	<i>Colliers International</i>
<i>Bellway Homes, Miller Homes & Wheatley Plc</i>	<i>Commercial Estates Group</i>
<i>Bidwells</i>	<i>Connexions Stevenage</i>
<i>Bloor Homes</i>	<i>Cortex</i>
<i>Bloor Homes South Midlands</i>	<i>Costco Wholesale UK Ltd</i>
<i>Borough of Broxbourne</i>	<i>Countryside Management Service</i>
<i>Bragbury End Residents Group</i>	<i>Countryside Properties plc, Stevenage Rugby Club and the Homes and Communities Agency (Cambridge)</i>
<i>Bridge Builders Christian Trust</i>	<i>CPRE Hertfordshire</i>
<i>British Horse Society</i>	<i>Crossroads Care (Hertfordshire North)</i>
<i>Croudace Strategic Ltd</i>	<i>Finishing Publications Ltd</i>

<i>CTC The National Cycling Charity</i>	<i>First Plan</i>
<i>Cycling UK Stevenage</i>	<i>Fitness First Plc</i>
<i>Dacorum Borough Council</i>	<i>Friends of Forster Country</i>
<i>Datchworth Parish Council</i>	<i>Friends of the Earth (Luton)</i>
<i>Davies And Co</i>	<i>Friends Religious Society</i>
<i>Defence Infrastructure Organisation</i>	<i>Friends, Families and Travellers and Traveller Law Reform Project Community Base</i>
<i>Deloitte</i>	<i>Fusion</i>
<i>Department For Business, Innovation and Skills</i>	<i>Gabriel Securities Ltd</i>
<i>Department For Culture Media And Sport</i>	<i>Genesis Housing Group</i>
<i>Department For Environment Food And Rural Affairs</i>	<i>GHM Consultancy Group Ltd (Logic Homes)</i>
<i>Department For Transport Rail Group</i>	<i>Giles Junior School</i>
<i>Design Council</i>	<i>Giles School</i>
<i>Dixons Dispatch Ltd</i>	<i>Glanville</i>
<i>Douglas Drive Senior Citizens Association</i>	<i>Glasgow City Council</i>
<i>DPDS Consulting Group</i>	<i>GlaxoSmithKline</i>
<i>EADS Astrium</i>	<i>Government Equalities Office</i>
<i>East and North Herts Clinical Commissioning Group</i>	<i>Graveley Against SNAP Proposals (GASP)</i>
<i>East and North Herts NHS Trust</i>	<i>Graveley Parish Council</i>
<i>East Coast</i>	<i>Graveley School</i>
<i>East Hertfordshire District Council</i>	<i>Great Ashby Community Council</i>
<i>East Herts District Council</i>	<i>Great Ashby Community Group</i>
<i>East Herts Footpath Society</i>	<i>Great Ashby Community Resource Centre</i>
<i>East of England Ambulance Service</i>	<i>Greene King Plc</i>
<i>East Of England Local Government Association (formerly EERA)</i>	<i>Greenside School</i>
<i>Eastlake Stevenage Limited</i>	<i>Gregory Gray Associates</i>
<i>Ecovril Ltd</i>	<i>Gujarati Hindu Association</i>
<i>Endurance estates</i>	<i>Hanover Housing Association</i>
<i>Environment Agency</i>	<i>HAPAS</i>
<i>Epping Forest District Council</i>	<i>Heaton Planning Ltd</i>
<i>Essex County Council</i>	<i>Hermes Real Estate Investment Ltd</i>
<i>Executive</i>	<i>Hertford Road Community Association</i>
<i>F&C REIT Asset Management</i>	<i>Hertfordshire Action on Disability</i>
<i>Fairlands Primary School And Nursery</i>	<i>Hertfordshire Association for the Care and Resettlement of Offenders</i>
<i>Fairlands Valley Sailing Centre</i>	<i>Hertfordshire Association Of Parish And Town Councils</i>
<i>Fairview Road Residents Association</i>	<i>Hertfordshire Association of Parish and Town Councils / Welwyn Hatfield Association of Local Councils</i>
<i>Featherstone Wood Primary School</i>	<i>Hertfordshire Association Of Young People</i>
<i>Fields in Trust</i>	<i>Hertfordshire Biological Records Centre</i>
<i>Hertfordshire Care Trust</i>	<i>Iceni Projects Ltd</i>

<i>Hertfordshire Chamber Of Commerce And Industry</i>	<i>Independent Custody Visitors Scheme</i>
<i>Hertfordshire Constabulary</i>	<i>Intercounty Properties</i>
<i>Hertfordshire County Council</i>	<i>J Young Investments Ltd.</i>
<i>Hertfordshire County Council (Archaeology)</i>	<i>JB Planning Associates</i>
<i>Hertfordshire County Council (Estates)</i>	<i>Jehovah's Witnesses</i>
<i>Hertfordshire County Council (Highways)</i>	<i>John Henry Newman RC School</i>
<i>Hertfordshire County Council Public Health</i>	<i>Jones Day</i>
<i>Hertfordshire Fire And Rescue Service</i>	<i>Jones Lang LaSalle</i>
<i>Hertfordshire Gardens Trust</i>	<i>Kirkwells</i>
<i>Hertfordshire Hearing Advisory Service</i>	<i>Knebworth Estates</i>
<i>Hertfordshire Highways</i>	<i>Knebworth House Education and Preservation Trust</i>
<i>Hertfordshire LEP</i>	<i>Knebworth Parish Council</i>
<i>Hertfordshire Police</i>	<i>Lambert Smith Hampton</i>
<i>Hertfordshire Police Authority</i>	<i>Land Registry Head Office</i>
<i>Hertfordshire Police Eastern Area</i>	<i>Lanes New Homes</i>
<i>Hertfordshire Property (HCC)</i>	<i>Langley Parish Meeting</i>
<i>Hertfordshire Society for the Blind</i>	<i>Larwood School</i>
<i>Hertfordshire Stop Smoking Service</i>	<i>Lepus Consulting</i>
<i>Hertfordshire University</i>	<i>Letchmore Infants And Nursery School</i>
<i>Hertfordshire Visual Arts Forum</i>	<i>Letchworth Garden City Heritage Foundation</i>
<i>Herts & Middlesex Wildlife Trust</i>	<i>Leys Primary And Nursery School</i>
<i>Herts Against the Badger Cull</i>	<i>Lincolns Tyre Service Ltd.</i>
<i>Herts and Middlesex Wildlife Trust</i>	<i>Living Streets</i>
<i>Herts Gay Community</i>	<i>Lodge Farm Primary School</i>
<i>Hertsmere Borough Council</i>	<i>London and Cambridge Properties Ltd</i>
<i>Hightown Praetorian Churches Housing Association</i>	<i>London Borough of Barnet</i>
<i>Highways England</i>	<i>London Borough of Enfield</i>
<i>Hill Residential Limited</i>	<i>London Borough of Harrow</i>
<i>HilliersHRW Solicitors LLP</i>	<i>London Gypsies and Travellers Unit</i>
<i>Historic England</i>	<i>Longmeadow Primary School</i>
<i>Hitchin Town Action Group</i>	<i>Lonsdale School</i>
<i>Holiday Inn Express</i>	<i>Luton Borough Council</i>
<i>Holy Trinity Church</i>	<i>Mantle</i>
<i>Home Builders Federation</i>	<i>Marine Management Organisation</i>
<i>Home Group</i>	<i>Marriotts Gymnastics Club</i>
<i>Homes And Communities Agency</i>	<i>Marriotts School</i>
<i>Howard Cottage Housing Association</i>	<i>Martin Ingram Opticians</i>
<i>Howard Property Group</i>	<i>Martins Wood Primary School</i>
<i>HSBC Trust Company (UK) Limited</i>	<i>Mayor of London</i>
<i>Hubert C Leach Ltd</i>	<i>MBDA UK Ltd</i>
<i>Hythe Ltd</i>	<i>Miller Strategic Land</i>
<i>Mind in Herts</i>	<i>Pin Green Community Centre</i>
<i>MKG Motor Group</i>	<i>Pin Green Residents Association</i>

<i>Moss Bury Primary School</i>	<i>Pin Green Residents Group</i>
<i>Moult Walker Chartered Surveyors</i>	<i>Planning Issues Ltd</i>
<i>MS Society Mid Hertfordshire</i>	<i>Planning Potential Ltd</i>
<i>NaCSBA</i>	<i>Planware Ltd</i>
<i>National Express</i>	<i>Planware Ltd.</i>
<i>National Housing Federation</i>	<i>POhWER</i>
<i>Natural England</i>	<i>Princes Trust</i>
<i>Network Rail</i>	<i>Putterills Of Hertfordshire</i>
<i>NFGLG</i>	<i>Rapleys LLP</i>
<i>NHS East and North Hertfordshire CCG</i>	<i>REACT</i>
<i>North Hertfordshire and Stevenage Green Party</i>	<i>Redrow Homes (Eastern) Ltd</i>
<i>North Hertfordshire College</i>	<i>Redrow Homes Eastern Division</i>
<i>North Hertfordshire District Council</i>	<i>Regional Land Holdings Ltd.</i>
<i>North Hertfordshire Friends Of The Earth</i>	<i>Relate North Hertfordshire And Stevenage</i>
<i>North Hertfordshire People First</i>	<i>Renshaw UK Limited</i>
<i>North Herts & Stevenage Green Party</i>	<i>rg+p Ltd</i>
<i>North Herts and Stevenage Community Learning Disability Team</i>	<i>Richborough Estates</i>
<i>North Herts Homes</i>	<i>Ridgemonk Park Training Centre</i>
<i>North Herts People First</i>	<i>River Beane Restoration Association</i>
<i>North Stevenage Consortium</i>	<i>Road Haulage Association</i>
<i>Odyssey Group Holdings</i>	<i>Roebuck and Marymead Residents Association</i>
<i>Office for Rail Regulation</i>	<i>Roebuck Nursery And Primary School</i>
<i>Old Stevenage Community Association</i>	<i>Round Diamond Primary School</i>
<i>On Behalf Of St. Peter's Church</i>	<i>RPF Developments</i>
<i>Origin Housing Group</i>	<i>RPS Planning and Development Ltd</i>
<i>Oval Community Centre</i>	<i>RSPB</i>
<i>PACE</i>	<i>Sainsbury's Supermarkets Ltd</i>
<i>Paradigm Housing Group</i>	<i>Savills</i>
<i>Passenger Transport Unit, Hertfordshire County Council</i>	<i>Saving North Herts Green Belt</i>
<i>Patient Liaison Group</i>	<i>Secretary of State for Communities</i>
<i>Peacock And Smith</i>	<i>Seebohm Executors</i>
<i>Peartree Spring Junior School</i>	<i>Shephalbury Sports Academy</i>
<i>Pennyroyal Ltd.</i>	<i>Shephall Community Association</i>
<i>Pentangle Design</i>	<i>Shephall Residents Association</i>
<i>Persimmon Homes</i>	<i>Showmen's Guild Of Great Britain</i>
<i>PHD Associates</i>	<i>Simmons And Sons</i>
<i>Physically Handicapped And Able Bodied Club</i>	<i>South East Midlands Local Enterprise Partnership</i>
<i>Picture Ltd</i>	<i>Sport England</i>
<i>Pigeon Investment Management Ltd</i>	<i>Sport Stevenage</i>
<i>Pigeon Land Ltd</i>	<i>Springfield House Community Association</i>
<i>St Albans City And District Council</i>	<i>Thames Water Property</i>
<i>St Ippolyts Parish Council</i>	<i>The Baha'I Community of Stevenage</i>

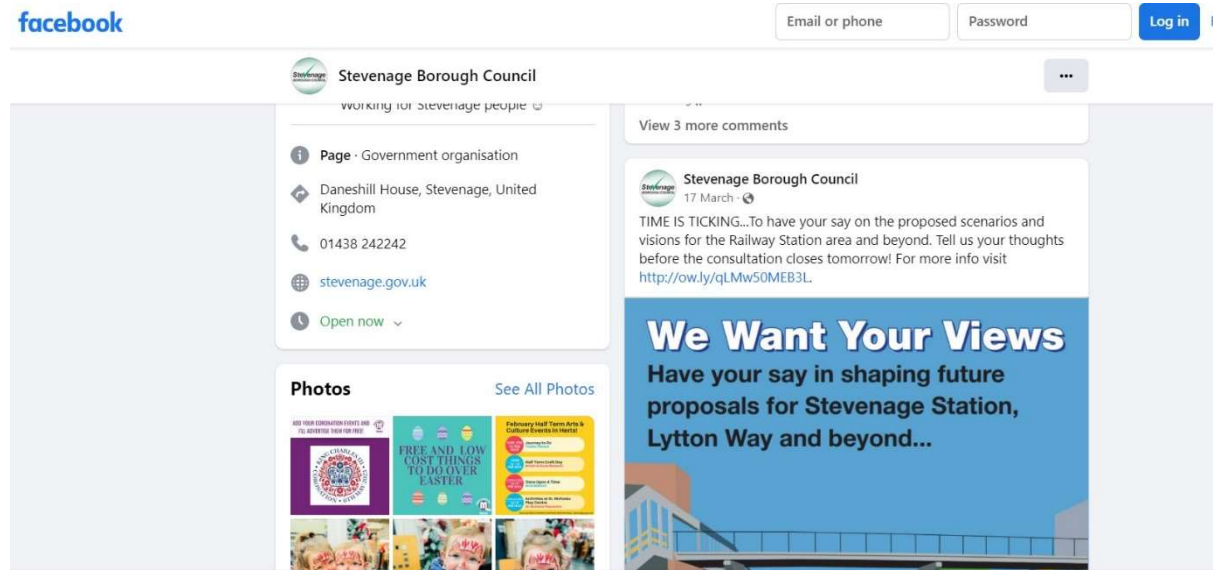
<i>St Margaret Clitherow RC Primary School</i>	<i>The Campaign for Real Ale</i>
<i>St Nicholas Community Centre</i>	<i>The Coal Authority</i>
<i>St Nicholas School</i>	<i>The Greens & Great Wymondley Residents Association</i>
<i>St Vincent De Paul RC Primary School</i>	<i>The Guinness Trust</i>
<i>St. Nicholas and Martins Wood Residents Association</i>	<i>The Guinness Partnership</i>
<i>Stanhope Plc</i>	<i>The Gypsy Council</i>
<i>STARCOURT CONSTRUCTION LTD</i>	<i>The Hitchin Forum</i>
<i>Stevenage And North Hertfordshire Indian Cultural Society</i>	<i>The Living Room</i>
<i>Stevenage and North Herts Women's Resource Centre</i>	<i>The National Trust</i>
<i>Stevenage Borough Council</i>	<i>The Nobel School</i>
<i>Stevenage Borough Council Transportation Development</i>	<i>The Salvation Army</i>
<i>Stevenage Business Initiative</i>	<i>The Theatres Trust</i>
<i>Stevenage Caribbean and African Association</i>	<i>The Woodland Trust</i>
<i>Stevenage Caribbean And African Association (SCARAFa)</i>	<i>Theatres Trust</i>
<i>Stevenage Cricket Club</i>	<i>Thomas Alleyne School</i>
<i>Stevenage CVS</i>	<i>T-Mobile</i>
<i>Stevenage Depression Alliance</i>	<i>TRACKS (Autism)</i>
<i>Stevenage Haven</i>	<i>Transport for London</i>
<i>Stevenage Irish Network</i>	<i>Trotts Hill Primary And Nursery School</i>
<i>Stevenage League Of Hospital Friends</i>	<i>Troy Planning</i>
<i>Stevenage Mosque</i>	<i>Turley</i>
<i>Stevenage Polish Association</i>	<i>Universities Superannuation Scheme Ltd</i>
<i>Stevenage Quakers</i>	<i>USF Nominees Ltd.</i>
<i>Stevenage Regeneration Ltd.</i>	<i>Veale Associates</i>
<i>Stevenage Sikh Cultural Association</i>	<i>Veolia Water Central (VWC)</i>
<i>Stevenage Town Rugby Club</i>	<i>VEOLIA WATER CENTRAL LIMITED</i>
<i>Stevenage Women's Refuge</i>	<i>Vincent And Gorbng Planning Associates</i>
<i>Stevenage World Forum For Ethnic Minorities</i>	<i>Virgin Media</i>
<i>Stevenage Youth Council</i>	<i>Visit East Anglia</i>
<i>Stewart Ross Associates</i>	<i>Vodafone Ltd</i>
<i>Strutt and Parker LLP</i>	<i>Waitrose Ltd</i>
<i>Symonds Green Community Association</i>	<i>Walkern Parish Council</i>
<i>Taylor Wimpey</i>	<i>Watford Borough Council</i>
<i>Taylor Wimpey / Persimmon</i>	<i>Welwyn Hatfield Borough Council</i>
<i>Terence O'Rourke Ltd</i>	<i>Welwyn Hatfield Council</i>
<i>Thames Water</i>	<i>West Stevenage Consortium</i>
<i>Wheatley Homes Ltd</i>	<i>Weston Parish Council</i>
<i>Willmott Dixon Housing</i>	<i>Wheatley Homes</i>
<i>Wm Morrisons Supermarket Plc</i>	<i>Woolmer Green Parish Council</i>
<i>Women's Link</i>	<i>WPNPF</i>
<i>Woodland Trust</i>	<i>Wymondley Parish Council</i>

<i>Woolenwich Infant And Nursery School</i>	<i>Wyvale Garden Centres Ltd</i>
	<i>Young Pride in Herts</i>
	<i>Youth Council</i>

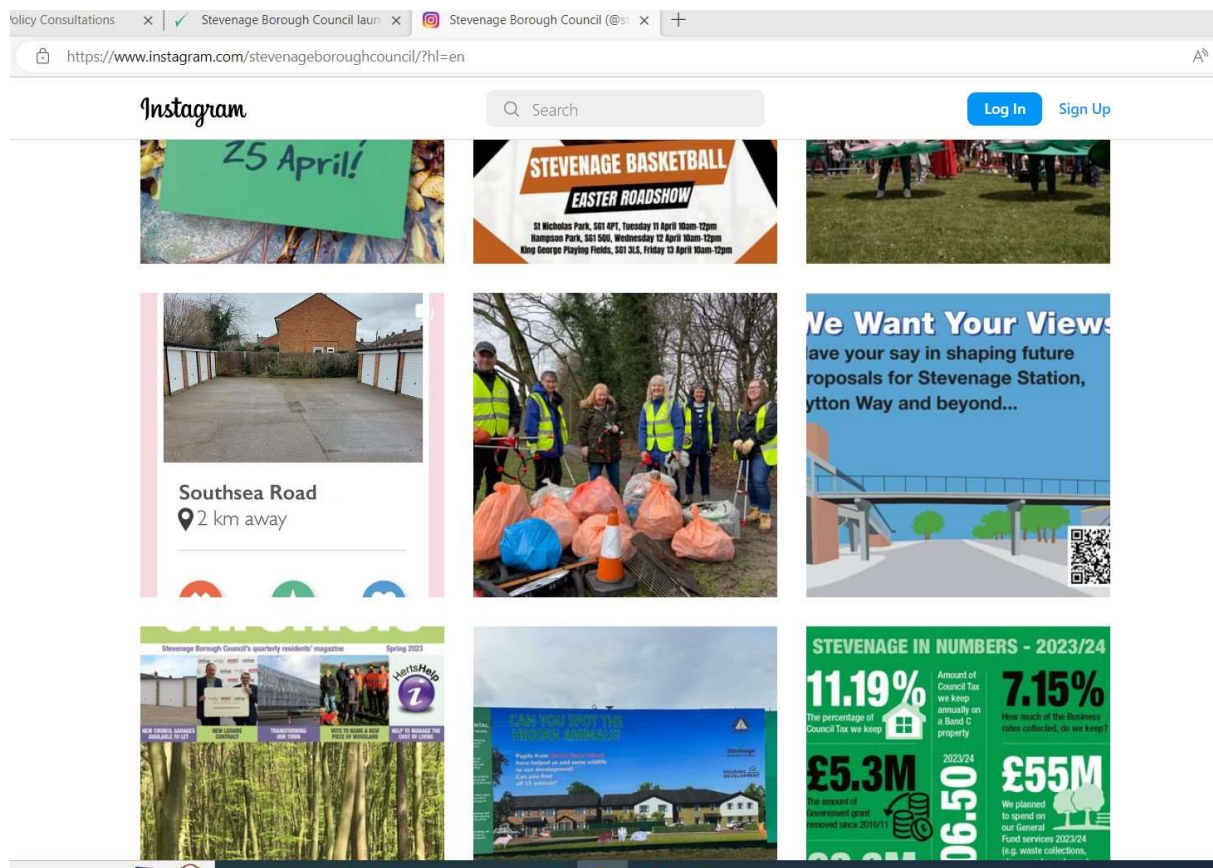
Approximately 950 individuals on the Council consultation register were also consulted.

Appendix 4 – Consultation Publicity

Facebook



Instagram



https://twitter.com/StevenageBC?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor

12.4K Tweets

Stevenage Council @StevenageBC · 17 Mar

TIME IS TICKING...To have your say on the proposed scenarios and visions for the Railway Station area and beyond. Tell us your thoughts before the consultation closes tomorrow! For more info visit ow.ly/qLMw50MEB3L.

We Want Your Views
Have your say in shaping future proposals for Stevenage Station, Lytton Way and beyond...

348

Stevenage Council @StevenageBC · 17 Mar

Things that you can do with a camera 5 minutes

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- Trending in United Kingdom Girls Aloud
- Trending in United Kingdom Celtic End 4,214 Tweets

BRIEFING SPONSORED CONTENT FROM ASHBOURNE INSURANCE

Why an experienced broker can beat an online comparison site

The obvious solution is not always the best one in the long term, says Peter Smits of Ashbourne Insurance

Many people, whether they are searching for business or personal insurance, will often question the role and value of involving a broker when it comes to choosing their insurance solution - after all it is one 'self service' online, surely that will guarantee a cheaper insurance premium.

But does it? I would argue, and of course you would expect me to, that using a broker - one that fully understands your needs and risk - would not only provide you with a more comprehensive solution, but one that could save you money in the longer term and provide you with complete peace of mind. Let me tell you why.

In the current economic climate, we all want to ensure that we are getting the best value for money and while it could be perceived that the cheaper insurance option is to buy online via one of the aggregators, what about the consequences of buying 'budget' cover when it comes to making a claim?

Times are hard enough, but imagine not being able to replace that insured personal possession, not having the use of your motor vehicle, or having the use of some valuable business equipment?

At times like these that 'cheap' premium will serve not only to compound your misery but also your costs.

When you purchase any form of cover online, you become your own broker. It is closed as a 'non-advised' sale and you have no right of recourse; you made the selection, and the choice of cover was down to you.

In comparison, if you purchase cover from a regulated insurance broker and engage them for advice, then not only will you have that extra layer of comfort, but if it all does go wrong then you have the right to claim back any losses incurred for incorrect advice.

In fact, most insurers save their best rates for independent regional insurance brokers as well. They recognise that we will conduct a full and thorough analysis before making a recommendation, then ensuring that a risk to them and avoiding potential fraudulent policy set-ups, something which is much more common via the online platforms.

Ultimately the choice of how you buy your insurance solution is down to you and given that more of us over think we're going to make a claim, then perhaps cheapest is best.

However, do remember that we can't control all the variables; the other advice, the opportunities that or even a genuine accident. Ashbourne Insurance are a third generation family-run business established over 40 years offering insurance solutions to both the business community and local residents.

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BRIEFING SPONSORED CONTENT FROM STEVENAGE BOROUGH COUNCIL

Have your say on the new look of Stevenage Station Gateway

Stevenage Borough Council wants to hear your views on an Area Action Plan for future change

The CGI shows one proposal for how the area could look.

It's a great time to live in Stevenage at present, with plenty of excitement happening to fund major redevelopment within our town.

Your views will help to shape the renewal and regeneration of Stevenage for future generations. As part of this consultation, Stevenage Borough Council would love to hear your comments on the proposals for the Station Gateway Area Action Plan, which has been identified as a key site for new development within the borough.

The previous round of consultation closed in November 2021 and as a result, we've listened and drawn up new proposals based on this feedback.

We've reached a stage where we're ready to hear your thoughts on these new proposals for the Station Gateway Area Action Plan.

It's worth bearing in mind that the AAP contains key concepts at this stage and does not suggest specific proposals for the railway station or Lytton Way.

Give us your views

It includes proposed scenarios and visions as to how the railway station area and beyond could look and this is where we need you to tell us your thoughts - whether you commute into or out of the town for work, come and visit relatives or you live here, everyone's opinion counts and we want to hear from people of all ages too.

This consultation closes on 18th March 2023 and is an opportunity for everyone to have a say in shaping these proposals and the future look of a major gateway into our town.

It will provide a great opportunity for the public and key stakeholders to engage and shape this area, acting as a catalyst for developers interested in supporting this key part of the Stevenage Borough Local Plan.

Submit your views today, by visiting stevenageplanningpolicy.com/consultation or email your thoughts to the Planning Policy Team at planning.policy@stevenage.gov.uk

HOW TO TAKE PART


The consultation runs from 30th January to 18th March 2023.

Tell us your views today: stevenageplanningpolicy.com/consultation

We Want Your Views

Appendix 5 – Consultation Questions

Stevenage Station Gateway Preferred Option Area Action Plan Questions 30 January to 18 March 2023	
Quick Feedback- Aim of questions: To understand how respondents use the area and provide quick feedback.	
1	Name/Company (optional)
2	Where do you live? (postcode)
3	<p>What age bracket are you in?</p> <p><input checked="" type="radio"/> Under 18 years</p> <p><input type="radio"/> 18 - 24 years</p> <p><input type="radio"/> 25 - 34 years</p> <p><input type="radio"/> 35 - 44 years</p> <p><input type="radio"/> 45 - 54 years</p> <p><input type="radio"/> 55 - 64 years</p> <p><input type="radio"/> 65 - 74 years</p> <p><input type="radio"/> 75 years +</p>
4	<p>Which of the following best describes you?</p> <p><input type="radio"/> I am a local resident</p> <p><input type="radio"/> I work in the area</p> <p><input type="radio"/> I study in the area</p> <p><input type="radio"/> I commute through the area</p> <p><input type="radio"/> I am a local business owner</p> <p><input type="radio"/> I regularly commute through the area</p>
5	<p>Why do you use the railway station?</p> <p><input checked="" type="radio"/> Commuting – in and out of Stevenage</p> <p><input type="radio"/> Business – meetings, seminars etc in Stevenage</p> <p><input type="radio"/> Pleasure / Cultural (visiting Stevenage)</p> <p><input type="radio"/> Pleasure / Cultural (visits to London and Northwards)</p>
6	<p>How do you travel to the station? (more than one if applicable)</p> <p><input checked="" type="checkbox"/> Car</p> <p><input type="checkbox"/> Train</p> <p><input type="checkbox"/> Bus</p> <p><input type="checkbox"/> Taxi</p> <p><input type="checkbox"/> Walk</p> <p><input type="checkbox"/> Wheelchair</p> <p><input type="checkbox"/> Mobility Vehicle</p> <p><input type="checkbox"/> Pedal Cycle</p>

	<input type="checkbox"/> Electric Cycle <input type="checkbox"/> Scooter <input type="checkbox"/> Electric Scooter <input type="checkbox"/> Motorcycle Other (Please state)
Current Views - Aim of questions: To understand views of the area and what should be included within an arrival experience. This included people's expectations of a new station and potential land uses.	
7	<p>What do you think a positive arrival experience at Stevenage Station should include?</p> <ul style="list-style-type: none"> <input type="radio"/> Select one or more options <input type="radio"/> Clear signage <input type="radio"/> Feeling safe <input type="radio"/> Good easy access <input type="radio"/> Visually attractive <input type="radio"/> Greenery/trees <input type="radio"/> Seating <input type="radio"/> Toilets <input type="radio"/> Cycle hub <input type="radio"/> Design of buildings <input type="radio"/> Clean spaces <input type="radio"/> Options for shops <input type="radio"/> Options to eat and drink <input type="radio"/> Onward travel <input type="radio"/> Landmark <input type="radio"/> Other (please specify)
8	Any other comments on the Station and surrounding area?
9	<p>We are interested in learning from other places where investment has been secured; Which of these stations do you prefer?</p>  <p style="text-align: right;">Oxford</p>



Reading



Cambridge



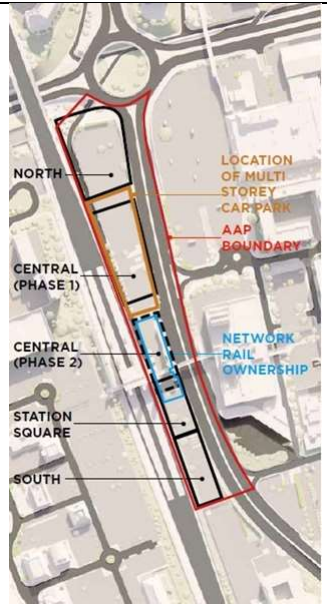
Kings Cross

10 What do you like about these Stations?

Select one or more options

- Clean air
- Transport connections
- Variety of shops
- Onward travel
- Green space/open space
- Cycle provision
- Accessibility
- Wayfinding
- Safety
- Lighting
- Landmark arrival
- Landscaping
- Public Realm
- Add something else

	Any other comments?
Emerging Framework - Aim of questions: To enable respondents to have their say on the objectives of the Area Action Plan.	
11	<p>Can you rate the following Area Action Principles in order of how important they are for the station and surrounding area? (1 = Most Important 8 = Least Important)</p> <p>A new arrival experience</p> <p>Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc.</p> <p>Enhance public space with biodiversity, habitats, urban drainage and improving air quality</p> <p>New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops)</p> <p>Low carbon developments to tackle Climate Change</p> <p>Future proof the design for new technologies</p> <p>Celebrating the heritage of the town</p> <p>Making the most of digital connectivity and high-speed broadband</p>
12	<p>Regarding development north and south of the railway station, what would you like to see developed here?</p> <p>Select one or more options below:</p> <ul style="list-style-type: none"> <input type="radio"/> Housing <input type="radio"/> Offices / Flexible Working Spaces <input type="radio"/> Employment / Industrial <input type="radio"/> Retail <input type="radio"/> Hotel <input type="radio"/> Leisure / Sports Facilities <input type="radio"/> Cultural Facilities (e.g. theatre, heritage related) <input type="radio"/> Transport Hub <input type="radio"/> Public Realm / Open Space / Green Space <input type="radio"/> Temporary Uses <input type="radio"/> Retain car parks



Options and Opportunities – Aim of questions: To understand views of the preferred options of the Area Action Plan



13 Preferred Option 2 for Lytton Way seeks to reduce the central area of Lytton Way between Swinggate and Danesgate to a single carriageway and restricts movement to buses and taxis only.



Do you support this option?
Rating 1 (No) – 5 (Yes)

14 What do you like about Option 2?

15 What don't you like about Option 2?

16	<p>Preferred Option 3 for Lytton Way seeks to remove regular vehicle movement from the front of the station and Lytton Way ceases to be a through-route.</p>  <p>Do you support this option? Rating 1 – 5</p>
17	What do you like about Option 3?
18	What don't you like about Option 3?
19	<p>The Cycle Path Preferred Layout seeks to retain the existing bicycle path and creates a new segregated path within the revised Lytton Way street profile.</p>  <p>a) Do you support this option? Rating 1 – 5</p> <p>b) Any other comments on this option?</p>
20	Do you have any other comments?

Map - Aim of question: To enable respondents to pinpoint positive or negative comments spatially

21 Place a pin on the map and tell us what is good or bad?

Home Map of the station and surrounding area [completed]

177 responses



Stevenage Youth Survey – Aim of question: To enable a younger audience to engage with planning

22 How long have you lived in Stevenage? Select one option

- All my life
- Since nursery
- Since primary
- Since Secondary
- Since sixth form/college
- I am just visiting Stevenage

23 How do you feel about living in Stevenage?

- Love it
- Its ok
- Neutral
- Meh
- Dislike

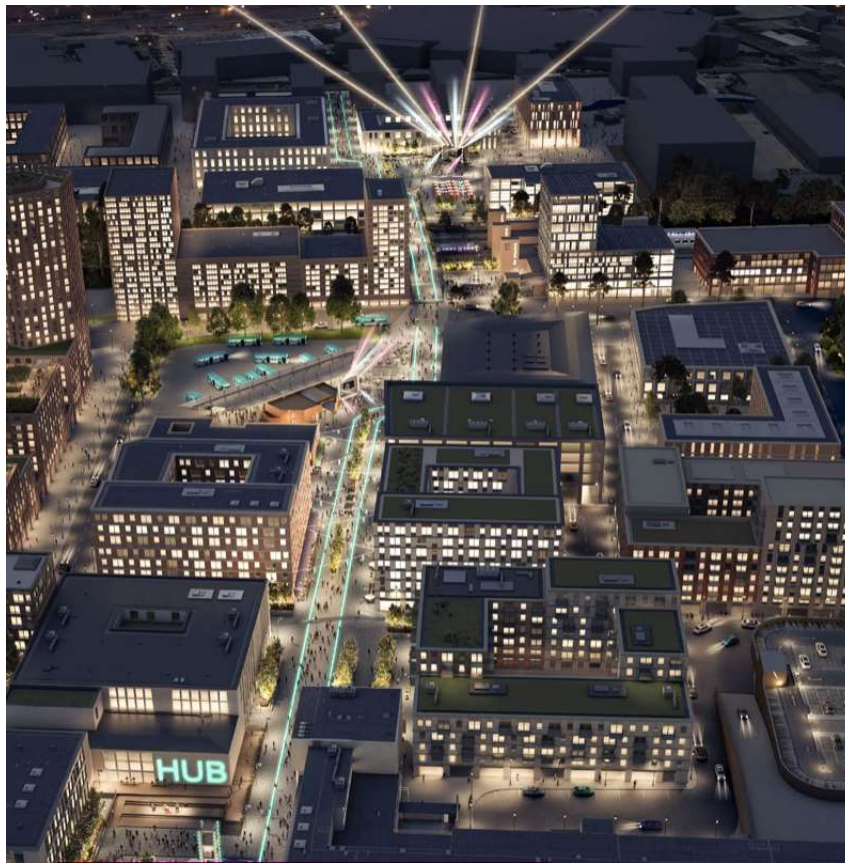
24 Tell us Why?

25 Why do you use the train station?

- To go to places with my friends
- Onward travel to airports / holidays
- On the way to / from school
- To go places with my family

26	<p>What do you think would make Stevenage station better?</p> <ul style="list-style-type: none"> ○ Clear signage ○ Feeling safe ○ Good easy access ○ Visually attractive ○ Greenery/trees ○ Seating ○ Toilets ○ Cycle hub ○ Design of buildings ○ Clean spaces ○ Options for shops ○ Options to eat and drink ○ Onward travel ○ Add something else
27	<p>Regarding development north and south of the railway station, what would you like to see?</p> <p>Housing Retail Offices / flexible working spaces Hotel Sports / leisure facilities Cultural facilities / theatre Transport hub Retain car parks Green open spaces</p>
28	<p>Any other comments on the Station and surrounding area?</p>

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Stevenage Station Gateway Area Action Plan Preferred Options Report



Executive Summary

What is an AAP?

An Area Action Plan (AAP) is an optional development plan document which provides specific planning policy and guidance for a particular location or area of significant change. AAPs must be in general conformity with the Local Plan and the National Planning Policy Framework (NPPF). The key stages of an AAP are summarised below:

- Publication of Issues and Options, which seek the views of stakeholders on Issues and Options for the future development of the area. (*Stevenage Connection Area Action Plan: Issues and Options Report, produced for Stevenage Borough Council by David Lock Associates*¹. Consultation: July to September 2021)
- **Publication of Preferred Options, to set out the Council's preferred way forward for the area.** (*Stevenage Station Gateway Area Action Plan: Preferred Options Report. This Consultation document*)
- Following consideration of responses to this consultation, the Submission Document will be prepared. This will be submitted to the Secretary of State.
- The fourth stage is the independent Examination of the submitted document. The purpose of this is to consider the soundness of the AAP and representations. A Planning Inspector will be appointed by the Secretary of State to conduct the examination.
- The Planning Inspector will produce a binding report that sets out the final version of the AAP. This will then be adopted by the Council and incorporated into the wider development plan.

Stages 1 to 3 will each be subject to a minimum 6-week public consultation (in compliance with SBC's Statement of Community Involvement (SCI; 2018) which sets out statutory consultation requirements).

Why create an Area Action Plan (AAP)?

After reviewing Stevenage's Local Plan during the Hold Direction, the Secretary of State for Housing, Communities and Local Government (MHCLG) asked Stevenage Borough Council (SBC) to prepare an Area Action Plan (AAP) for Stevenage Station Gateway Area to support Policy TC4: Station Gateway Major Opportunity Area. This is a limited area within the wider Stevenage Central area.

The AAP can create new policy over and above the Local Plan and will require its own Sustainable Environmental Assessment at the Preferred Options Stage. Other mechanisms are available to provide appropriate planning and design guidance.

It is important to understand that this version of the Area Action Plan is not prescribing specific solutions to the issues and challenges raised. This Preferred Options Report is discussing key concepts and high level, strategic options and scenarios around Stevenage Railway Station, in order to enable potential future development that could take place. It does not, at this stage, suggest specific proposals for Stevenage Railway Station or relating to Lytton Way which would ultimately be subject to the planning application process.

Stevenage Borough Council is a co-operative Council and will undergo several rounds of consultation, work and co-operation with residents, businesses and key stakeholders to shape the Area Action Plan through these key stages. As a co-operative Council, Stevenage Borough Council will take into account all views and representations before discussing and developing any final options.

¹ A series of images and diagrams have been reproduced within this Preferred Options Report, from the Issues and Options Report. Credit: David Lock Associates, 2021

Fitting within the Local Plan

Stevenage Borough Local Plan policy TC4 (“Station Gateway Major Opportunity Area”) states:

Within the Station Gateway Major Opportunity Area, as defined on the Policies Map, planning permission will be granted for:

- a. An extended and regenerated train station;*
- b. New bus station;*
- c. High-density Use Class C3 residential units;*
- d. New multi-storey or basement car parking;*
- e. New Use Class B1 office premises;*
- f. A new Use Class C1 hotel; and*
- g. New Use Class A1 and Use Class A3 restaurant and cafe uses.*

Applications should address the following design and land use principles:

- i. Major reconfiguration of Lytton Way between Fairlands Way and Six Hills Way;*
- ii. Demolition of the Arts & Leisure Centre to facilitate better east-west integration and create new development sites in the environs of the train station*
- iii. The provision of replacement sports and theatre facilities elsewhere within Stevenage Central*
- iv. A significantly regenerated and enlarged dual-frontage train station of high quality, with associated facilities*
- v. New public squares on the eastern and western frontages of the train station*
- vi. High quality office buildings within a short walking distance of the train station*
- vii. At least one multi-storey car park and cycle parking plus drop-off space*
- viii. Establishment of an attractive east - west pedestrian route across the East Coast Main Line*
- ix. High quality landmark gateway environment to create a positive image of Stevenage for all rail visitors*

Within this policy context, there are a range of high-level policy objectives which align with the Local Plan and national policy direction for the AAP to respond to. These include:

- Sustainable travel considered throughout
- Green infrastructure in the public realm
- Climate change consideration in all development decisions
- Design of the highest architectural standards

The options proposed for the area included within the AAP will be strongly influenced by the masterplan for the SG1 development which lies to the east and within the town centre. Connections to this development and connections through into the town square and central area will form the emerging physical context within which the AAP sits.

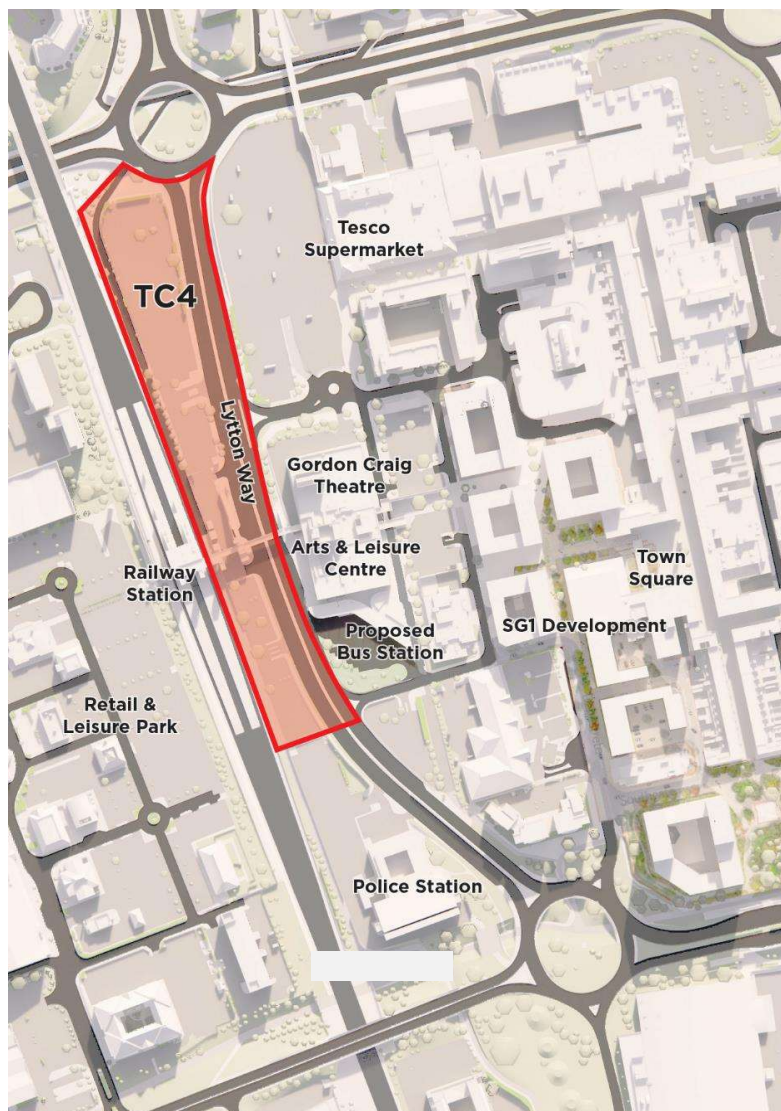
The Site

The selected Stevenage Station Gateway AAP area is tightly defined. It abuts the railway land / tracks and includes the dual carriageway of Lytton Way. The ambitious regeneration plans for Stevenage Central anticipated that Lytton Way would largely be redeveloped as part of a major reorganisation of the town's distributor road network.

Most of the site is currently occupied by surface level car parks which largely serve commuters using Stevenage Station. The constrained nature of the site limits both the volume of building which can be accommodated, the range of uses and how the buildings are organised on site.

The site, designated as TC4 in the Local Plan, is approximately 440m from north to south, and varies between 100m wide at the northern end, to 55m at the station entrance. The total site area is about 3ha. The site is oriented roughly north-south and is situated to the west of the main part of Stevenage town centre.

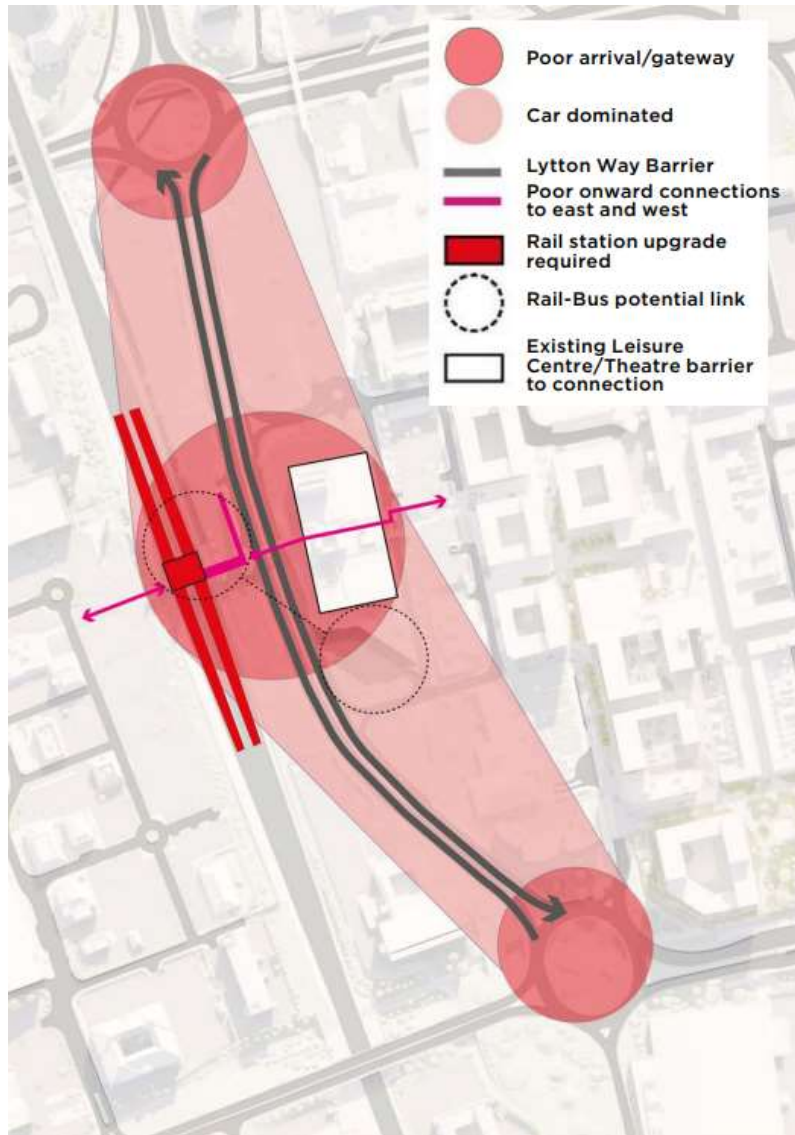
The boundary of Local Plan Policy TC4 includes the two sites that form the Gordon Craig Theatre / Stevenage Arts & Leisure Centre and proposed new Bus Station development. These sites, current developments and future proposals regarding them are considered in the context of this Area Action Plan but not included for the purposes of the Area Action Plan boundary.



Site plan showing TC4 area and selected nearby locations

Issues and Challenges

Our analysis has divided the issues within the TC4 station area boundary into three categories: experiential issues, functional issues and development issues. Although there is overlap between them, this forms a useful framework for understanding the main challenges to be addressed.



Issues and challenges in the station area

The area around Stevenage station is compromised by:

- Poor access and linkages for pedestrians and over-dominant car infrastructure
- Few uses and activities beyond the station and associated car parking
- Unattractive public realm and landscaping, giving little comfort and a poor image
- No opportunity for street life, connections between people or other sociability

Emerging Framework

Objectives

The baseline analysis presented in previous chapters point towards a series of complementary objectives to address the issues facing the station area. Interventions in the AAP area should deliver:

- **A new gateway and arrival experience:** *the station area should create a sense of arrival in a distinctive and vibrant place. It should be welcoming, safe, legible and accessible to all and capitalise on helpful wayfinding and positive signposting. The station has a presence in the urban landscape as it is highly visible to people in the town.*
- **Enhanced movement & access for all modes:** *rationalisation of space currently given over to vehicles will increase space for walking and cycling, making movement and access better and easier for all, with good segregation to ensure safety. Effective transport interchange between sustainable modes should be facilitated by grouping of activities and modes.*
- **Green infrastructure integrated throughout:** *'greening the grey', by converting surfaces to permeable green infrastructure and habitats provides relief from dense urban environments, enhances biodiversity, creates more pleasant microclimates, improves air quality and urban drainage, and contributes to attractive public realm and placemaking.*
- **New mixed use development to unlock the economic opportunity:** *Stevenage's location and connectivity create the perfect conditions for strong economic growth. The station area is the ideal place to locate new development to support this, with sustainable transport connections and under-used land. The AAP will support this with a new mix of uses designed to create a vibrant and successful place.*
- **Creating a low-carbon urban village:** *mixing new homes, employment, retail and other uses with strong placemaking and exceptional mobility has the potential to deliver on Stevenage's ambitious climate change targets, creating an exemplar development in the heart of the town. It must be flexible to accommodate changing lifestyles, encourage low car ownership rates, and including buildings that are adaptable.*
- **Sustainability in mobility, built form and landscaping:** *the station area has a significant part to play in creating supporting active travel and other low-carbon travel modes, as well as creating sustainable development opportunities. Development must be future-proofed for new technologies, with resilience and adaptability to new forms of micro-mobility such as e-scooters.*
- **Celebrating the heritage of the town:** *as one of the original New Towns, with a unique heritage and design, Stevenage's station area must reflect what makes the town special and use it to create a sense of place on arrival and departure.*
- **Making the most of digital connectivity and high speed broadband:** *many firms and some industries already located in Stevenage operate at a global level and have a tradition of research and development, innovation and high-tech solutions. In order to maintain these industries and attract further economic growth, the town must continue to offer the best possible digital connectivity to businesses, residents and visitors, in particular high speed broadband on arrival to Stevenage Station.*

Key Principles

To deliver on these objectives, a set of design principles has been adopted that will be carried through the process of creating the AAP. These are:

- ***Enhance the station arrival experience, wayfinding and signposting to create a people-friendly space***
- ***Ensuring permeable east-west links between the station, town centre and Leisure Park area***
- ***Improve step-free, disabled and accessible pedestrian links with town centre***
- ***Improve links between rail and bus stations***
- ***Turn Lytton Way into a 'town street'***
- ***Create good access for all travel modes with high quality, attractive cycling facilities, and prioritising sustainable and active modes***
- ***Provide new options for people to move at ground level.***
- ***Consolidate surface car parking to make better use of land and enable development opportunities***
- ***High quality public realm, green infrastructure and creating space and opportunities for landscaping through rationalisation of vehicle space***
- ***Future proof for possible station upgrade, replacement of the Leisure Centre and improved links and development west of the rail station***
- ***Design in flexibility to accommodate changing behaviours and the most up to date and attractive technology and high speed digital connection***
- ***Celebrate the heritage of the town in the fabric, layout and design of the station gateway***
- ***Creating a lasting legacy of high quality placemaking***
- ***Putting people first, at the heart of the decision-making process***

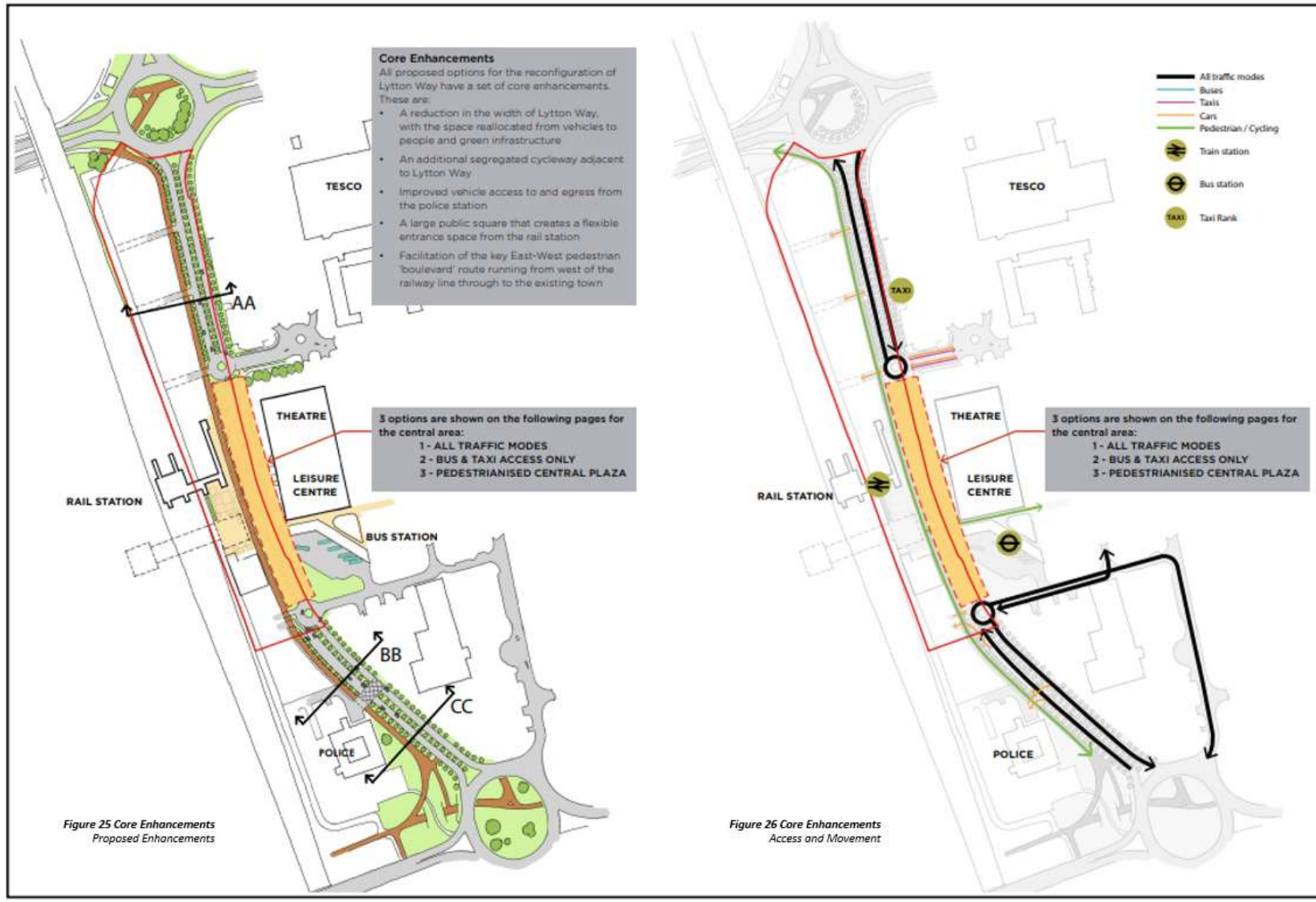
Preferred Option for Lytton Way

At the heart of the issues affecting Stevenage's station area is the design and function of Lytton Way. It severs the station from the town centre, provides a barrier and unpleasant environment for active travel modes and the public realm, uses land inefficiently so as to create unusable development parcels between it and the railway line, and undermines SBC and HCC's commitment to sustainable transportation.

To unlock the potential of the AAP area, it is essential first to determine the preferred option for a redesign of Lytton Way. This chapter of the report presents the core enhancements proposed, the preferred option(s) for the key central area between Swingate and Danesgate, and then a series of themes that the reconfiguration of Lytton Way will enable.

***It is important to recognise that the objectives and key design principles of the Area Action Plan, as listed above, will be brought through any final option the Area Action Plan recommends. All potential changes to this area and scenarios proposed will promote movement and improve access to and from the Railway Station to the Town Centre and enhance the sense of arrival to Stevenage, providing the gateway to improved opportunities for the area.**

Core Enhancements



All proposed options for the reconfiguration of Lytton Way have a set of core enhancements, primarily in the northern and southern zones of the AAP area, north of Swingate and south of Danesgate. These are:

- A reduction in the width of Lytton Way, with the space reallocated to pedestrian or cycling movement, street trees and other landscaped green infrastructure. In these northern and southern areas Lytton Way will remain open to all modes, providing continued access for other parts of the town centre.
- An additional segregated cycleway adjacent to Lytton Way, away from the railway tracks. Making use of the improved street environment along Lytton Way, cycling along this route will become more attractive. Along with built form development along this route, this offers the advantages of creating an overlooked cycling route that will feel considerably safer to users than the current path adjacent to the tracks. It will add movement and vibrancy to the street and create visibility for all modes. An additional cycleway should connect to the existing cycle network at Six Hills Way and Fairlands Way to provide safe onward links to destinations including Gunnels Wood and Stevenage Old Town.
- Improved vehicle access to and egress from the police station, making use of the reduction in speeds and change in character of Lytton Way to offer a limited use right-turn access box.
- Vehicle drop off and pick up facilities will need to be provided in the Multi-Storey Car Park and southern car park with good pedestrian links to the station.
- A large public square that creates a flexible entrance space from the existing station building, future-proofed for a new station or enhanced station entrance further to the south.
- Facilitation of the key East-West pedestrian 'boulevard' route running from west of the railway line through to the existing town centre, crossing at the railway station and the proposed public square in front. The enhancements proposed enable this connection to be made and provide the key spaces through which it will pass through within the AAP area.
- A 'cycle hub', compatible with existing and potential new station buildings, that contains secure cycle parking, cycle hire schemes, cycle maintenance facilities and the potential for a local transport information point to aid multi-modal interchange. Above the cycle hub on the ground floor would be development opportunities.
- Any final option would ensure that the existing footbridge is retained, until any redevelopment of the station and wider area takes place. This would maintain a traffic free route for pedestrians.
- Development plots made available by the consolidation of surface car parking into a multi-storey car park.

The real improvement required is the delivery of the Railway Station Vision as set out by Arup. In advance of this, some improvements could include:

- Creating an enclosed, but transparent, footbridge across Lytton Way to provide weather protection
- A new set of steps to the footbridge on the leisure centre side of the road to create a more direct route to the new bus station
- Re-instatement of the travellator
- Improved staircases / ramps from the retail park
- Additional high quality cycle parking

Summary of Issues and Options Consultation Responses

Consultation on the Stevenage Connection Area Action Plan: Issues and Options Report was held between 12th July 2021 and 5th September 2021.

The representations made to the Issues and Options AAP, and representations to this Preferred Options AAP, will be fully considered when preparing the final version of the AAP, the Submission version. More detailed information on the Issues and Options AAP consultation is detailed within a *Consultation Statement*.

The public consultation exercise returned a wide range of responses from members of the public, interest groups and key stakeholders. The AAP covers many planning and policy issues and challenges.

The varied response the Council received, not just on the Options for the central section of Lytton Way, proves that when developing the Preferred Options AAP and taking the AAP through to its final stages, the ambitions and aspirations in the vision section of this AAP are of prime importance. This is to ensure that the Station Gateway area of opportunity is brought to life and delivered in the appropriate manner, in accordance with other related measures.

Taking everything into consideration, the indications were that there was a lower level of support for a “do nothing” approach as advocated by Option 0. Transport and accessibility attracted a great deal of interest, for which officers have considered closely for this Preferred Options AAP.

Option 2 has emerged as a Preferred Option. However, Option 3 was also very popular across many consultation respondents and key stakeholders. Some elements of Option 3 will be reflected or future proofed as much as possible, in order to match the aspirations of active travel and the regeneration plans for the Town Centre (SG1).

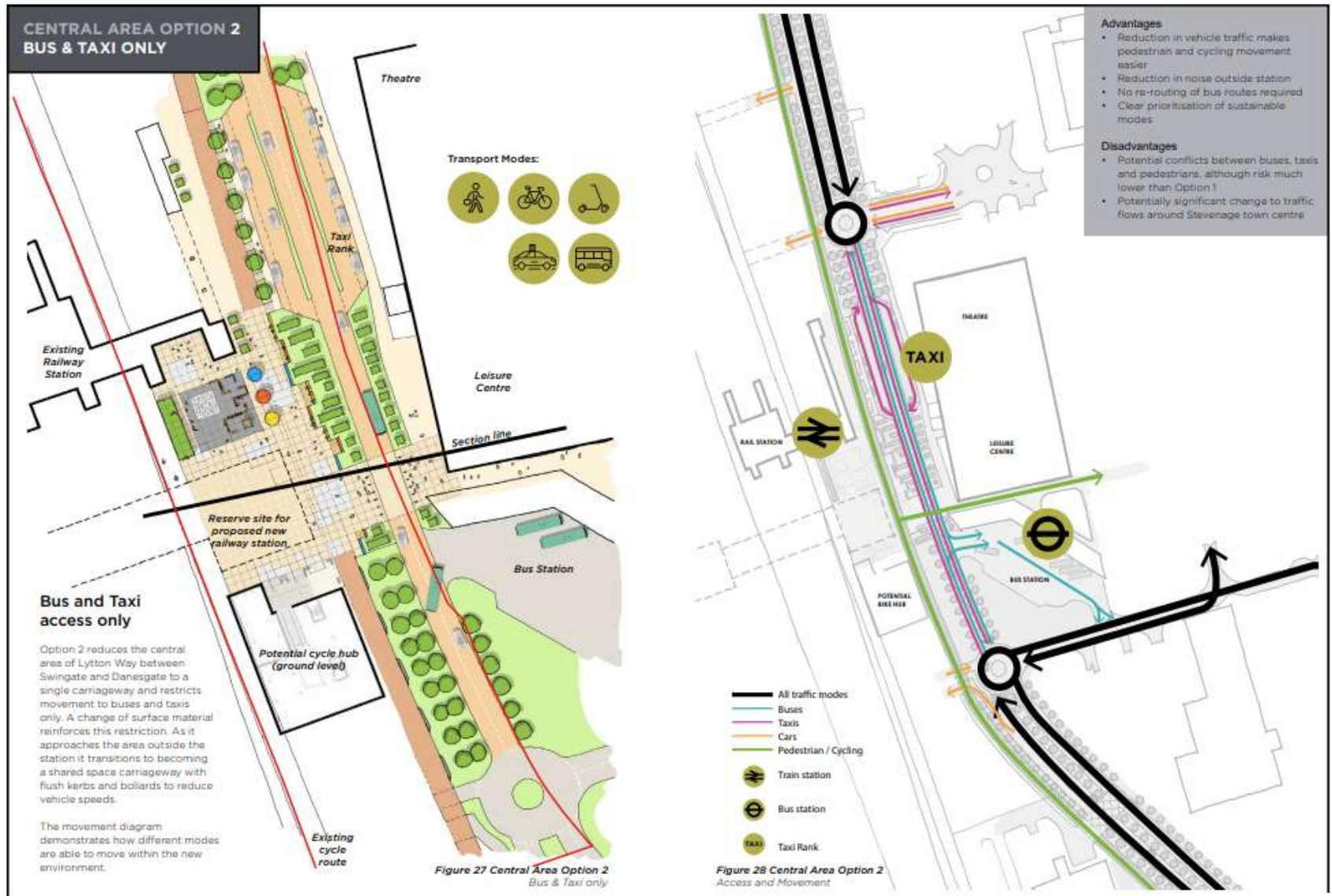
While Option 1 is less supportive of active travel aspirations, it was also popular among respondents. This demonstrated a clear overall desire for some form of positive change involving Lytton Way. Option 0 received significantly less support than Options 1, 2 or 3.

Preferred Option(s) for Lytton Way

The following preferred option(s) proposed illustrate the core options available within the central area, defined as that south of Swingate but north of Danesgate.

***It is important to recognise that the options for Lytton Way form just a part of the overall aims and objectives of the Station Gateway area, as presented throughout this document. While Option 2 has emerged as the Preferred Option, the final solution for this AAP will be flexible in land use terms to move from Option 2 to Option 3 or even Option 1, in accordance with active travel aspirations and the overall opportunity the area presents, to bring about the best possible sense of arrival and gateway to the regenerated town centre. This will be in accordance with the objectives and key design principles of this Area Action Plan and Local Plan Policy TC4: Station Gateway.**

Central Area Option 2 – Bus and Taxi access only



Option 2 reduces the central area of Lytton Way between Swingate and Danesgate to a single carriageway and restricts movement to buses and taxis only. A change of surface material reinforces this restriction. As it approaches the area outside the station it transitions to becoming a shared space carriageway with flush kerbs and bollards to reduce vehicle speeds.

The movement diagram demonstrates how different modes are able to move within the new environment.

Advantages

- Reduction in vehicle traffic makes pedestrian and cycling movement easier
- Reduction in noise outside station
- No re-routing of bus routes required
- Clear prioritisation of sustainable modes

Disadvantages

- Potential conflicts between buses, taxis and pedestrians, although risk much lower than Option 1
- Potentially significant change to traffic flows around Stevenage town centre
- Drop off and pick up solutions at the Station require further design consideration

Central Area Option 3 – Pedestrianised Plaza



Option 3 removes regular vehicle movement from the front of the station and Lytton Way ceases to be a through-route. An access route is retained through for emergency vehicles needing to access and egress the station and immediate environs.

The movement diagram demonstrates how different modes are able to move within the new environment.

Advantages

- Free movement for walking and cycling modes in front of station with few conflict points
- Much larger area that can be given over to flexible public square
- Reduction in noise outside station
- Clear prioritisation of active modes
- Extra space for green infrastructure over highways space

Disadvantages

- Requires bus routes to be re-routed, potentially disadvantaging routes to and from the north of the town
- Potentially significant change to traffic flows around Stevenage town centre
- May need innovative solutions regarding rail replacement buses, when required

Cycle Path Options

The existing cycle path along the edge of the railway tracks has been identified earlier in this document as suffering from a lack of passive surveillance and perceived lack of safety and security. Its position constrains the width of potential development parcels that could otherwise back straight onto the railway tracks. Due to its location pushed to the edge, it appears as a back-of-house or service access and feels secondary to vehicles.

However, the cycle path does provide a direct, uninterrupted and segregated cycle route through the area, although it also functions as the only north-south pedestrian route.

The Issues and Options AAP proposed two potential options for improving cycle access within the station area, building on its strengths while addressing weaknesses.

At this stage of the Area Action Plan, Stevenage Borough Council is determined in seeking the very best solutions for sustainable travel. The importance of the cycle link is paramount in any scenario presented. The Council remains committed to providing cycling routes in the town in accordance with the Future Town Future Transport Strategy.

CURRENT ALIGNMENT

POTENTIAL LAYOUT 1

POTENTIAL LAYOUT 2

Page 384



Summary of Issues and Options Consultation Responses

There was a clear preference for “Potential Layout 1” relating to the cycle path options.

Potential Layout 2 proposed to remove the existing cycle path and was not thought as feasible in achieving positive modal shift in accordance with active travel ambitions. Potential Layout 1 retains this cycle path and offers the opportunity to connect the AAP area to the Town Centre (with any Lytton Way Option(s) taken forward) and a new north–south route.

Potential Layout 1 also offers the opportunity to enhance the existing National Cycle Route and create additional cultural features, for example, to celebrate the town and relate to the new identity being created by regeneration of the Town Centre and a sense of arrival into Stevenage, in accordance with other regeneration measures.

Preferred Option for Cycle Path

Preferred Option – Two Cycle Paths

This option retains the existing bicycle path and creates a new segregated path within the revised Lytton Way street profile. It is compatible with all three Central Area Options for Lytton Way. The provision of a new cycle hub facility can be accessed conveniently from both routes.

Provision of the new path within the enhanced streetscape of Lytton Way contributes to an activated public realm and the increased safety and security this provides. It elevates cycling to the street and makes it more visible as a mobility option.

The new path would be segregated from cyclists by use of a different surface colour and small kerb upstands, as recommended in LTN 1/20 (Cycle Infrastructure Design). The routing along the street would create some potential conflict points with pedestrians, and cars at the multi-storey car park entrance. These would need to be mitigated with clear markings and signage.

Cycling provision in the preferred option will need to be developed in accordance with LTN 1/20 guidance. Further consideration will be given to the connections of the proposed cycle path with the existing cycle network on Six Hills Way and at Fairlands Way. Level differences at Six Hills Way will also need to be addressed. Consideration will also be given to crossing of side road accesses and provision for cyclists wanting to access Swinggate and Danesgate via any proposed new roundabouts.

Consideration will need to be given to crossing of side road accesses and provision for cyclists wanting to access Swinggate and Danesgate via any proposed new roundabouts.

Any final option for cycle paths will need to consider the following challenges:

- Significant differences in levels between Six Hills Way and Lytton Way
- Accounting for cycle commuters who perform cycle – train – cycle journeys as well as those who ride through the station area to commute to other destinations
- Relationship at the south end of Lytton Way with the emergency exit from the Police Station
- Management of the crossing of the proposed new cycle path with the Railway Station entrance – this would need to be designed in accordance with the final option for Lytton Way and the Railway Station entrance
- Integration of the proposed new cycle path with the access and egress from the new Multi-Storey Car Park
- Signage, lighting should be encouraged as well as an opportunity to showcase cultural and heritage aspects relating to Stevenage
- Potential to improve cycle infrastructure at the north end of the AAP site, in order to connect to the existing cycle route safely and practically
- Maintenance of the cycleways in order for people to be encouraged to use them and to keep them attractive and well-used

Phasing and Temporary Uses

To transform the station area towards one of these options requires a phasing strategy that considers:

- Timing of highway works
- Provision of active travel infrastructure
- Timing of relocation of key mobility uses such as taxi ranks and drop-off
- Relocation and consolidation of station surface car parking
- Integration with the new Bus Interchange and new at-grade crossing of Lytton Way

A potential phasing strategy that is robust and flexible enough to accommodate all three options is presented overleaf. Phase 1 provides the temporary groundwork for Phase 2, which fully implements the options as presented in this report. Phase 3 considers potential future developments and how they would interact with the options presented.

To enable this phased approach, a strategy employing temporary uses should be put in place. The phasing strategy clearly identifies locations suitable for such temporary uses, which can enliven the space around the station and establish the groundwork and footfall for permanent development in the future. This can provide reassurance to potential developers that a location is viable and visited, as well as creating a safer and more vibrant place during the process of transformation.

Phasing needs to recognise the changes already planned as part of the new bus interchange and the new at-grade crossing. The existing footbridge should be retained until there is a wider redevelopment that enables suitable alternatives to be provided.

Responding to Stevenage's Arts & Culture Strategy, it would also be possible to include early space in developments for artists' studios or workshops to activate the ground floor and provide a placemaking catalyst as a temporary use. The use of such temporary arts provision could also be used to 'kick-start' a local arts trail, as recommended in the strategy document.

Using Development to Make a Place

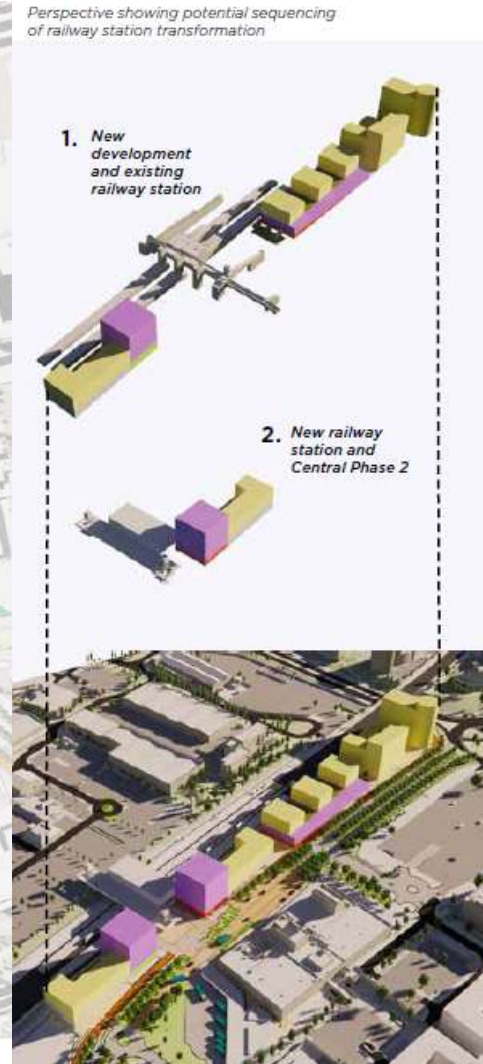
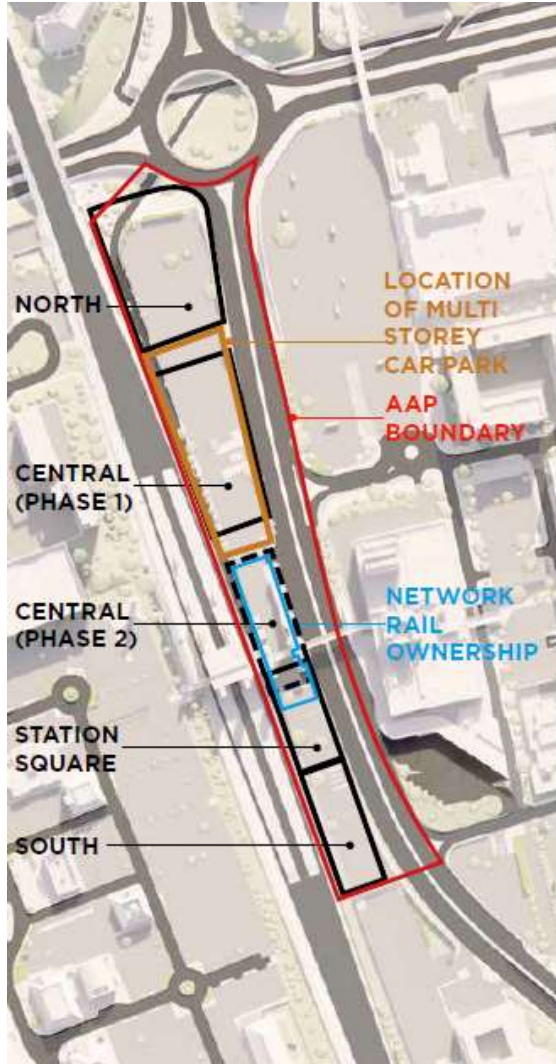
The reconfiguration of mobility along Lytton Way enables a range of development opportunities to come forward on land previously used for car parking or transport infrastructure.

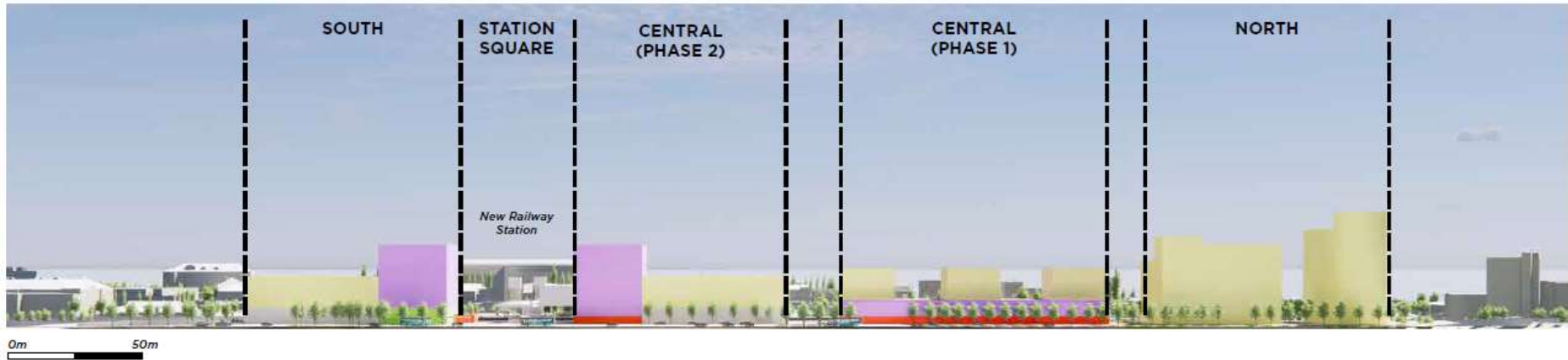
Opportunities for investment and development are important to identify within this key location. Beyond this, the design of developments should support the creation of the station area as a functional, vibrant, interesting and useful place for the town – a destination as well as a transit point towards other places. There is a potential in this area to showcase exemplary design of buildings to secure a strong sense of arrival to the town.

Development Parcels

Five main development parcels have been identified.

It is important to note at this stage that the opportunities offered within each development parcel reflect the stage this Area Action Plan is at and are intended to be strategic, high-level details. There will be scope to build on and progress the opportunities identified within each development parcel through the process of developing this Area Action Plan. The Issues and Options version of this AAP detailed some hypothetical diagrams for each of the development parcels, showing the potential of the area to deliver significant growth and opportunities to complement the regeneration of Stevenage Town Centre.





Perspective view of station area 1



Perspective view of station area 2

Conclusions and Feedback

This report outlines the core issues that are present within the station area as well as the background policy and wider context that affects its development. This is the second stage of the preparation of an AAP, and preferred options that focus on mobility, and promotion of active travel in Stevenage, are presented for feedback from the public and targeted stakeholders.

Stakeholder Feedback

This report will be circulated to key stakeholders who operate within and around the area covered by the AAP. It seeks targeted feedback from these stakeholders on the following topics:

- Chapters 1–5: Overall Vision, Aims, Objectives, Key Design Principles of the Stevenage Station Gateway AAP
- Chapter 6: The Enhancements for Preferred Options
- Chapter 6: Preferred Option(s) for Central Section of Lytton Way, with a particular focus on issues and opportunities raised by the different mobility options
- Chapter 6: Preferred Cycle Path Option
- Chapter 6: Phasing approaches



In addition to these, this stage of the process seeks informal thoughts and feedback on opportunities for and the form of Temporary Uses, Green Infrastructure and potential Development Options.

Following consultation on this document, the Preferred Options AAP, the next stage of the process of preparation of the AAP will be a formal public consultation on the final version of the AAP, which will have been influenced by feedback from this report. The final version of the AAP is submitted to the Secretary of State for Levelling Up, Housing and Communities (DLUHC) before undergoing the process of Examination in Public.

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APPENDIX C

Stevenage Station Gateway Preferred Option Area Action Plan Questions 30 January to 18 March 2023	
Quick Feedback- Aim of questions: To understand how respondents use the area and provide quick feedback.	
1	Name/Company (optional)
2	Where do you live? (postcode)
3	<p>What age bracket are you in?</p> <p><input checked="" type="radio"/> Under 18 years</p> <p><input type="radio"/> 18 - 24 years</p> <p><input type="radio"/> 25 - 34 years</p> <p><input type="radio"/> 35 - 44 years</p> <p><input type="radio"/> 45 - 54 years</p> <p><input type="radio"/> 55 - 64 years</p> <p><input type="radio"/> 65 - 74 years</p> <p><input type="radio"/> 75 years +</p>
4	<p>Which of the following best describes you?</p> <p><input type="radio"/> I am a local resident</p> <p><input type="radio"/> I work in the area</p> <p><input type="radio"/> I study in the area</p> <p><input type="radio"/> I commute through the area</p> <p><input type="radio"/> I am a local business owner</p> <p><input type="radio"/> I regularly commute through the area</p>
5	<p>Why do you use the railway station?</p> <p><input checked="" type="radio"/> Commuting – in and out of Stevenage</p> <p><input type="radio"/> Business – meetings, seminars etc in Stevenage</p> <p><input type="radio"/> Pleasure / Cultural (visiting Stevenage)</p> <p><input type="radio"/> Pleasure / Cultural (visits to London and Northwards)</p>
6	<p>How do you travel to the station? (more than one if applicable)</p> <p><input checked="" type="checkbox"/> Car</p> <p><input type="checkbox"/> Train</p> <p><input type="checkbox"/> Bus</p> <p><input type="checkbox"/> Taxi</p> <p><input type="checkbox"/> Walk</p> <p><input type="checkbox"/> Wheelchair</p> <p><input type="checkbox"/> Mobility Vehicle</p> <p><input type="checkbox"/> Pedal Cycle</p> <p><input type="checkbox"/> Electric Cycle</p> <p><input type="checkbox"/> Scooter</p> <p><input type="checkbox"/> Electric Scooter</p>

	<input type="checkbox"/> Motorcycle Other (Please state)
Current Views - Aim of questions: To understand views of the area and what should be included within an arrival experience. This included people's expectations of a new station and potential land uses.	
7	What do you think a positive arrival experience at Stevenage Station should include? <ul style="list-style-type: none"> ○ Select one or more options ○ Clear signage ○ Feeling safe ○ Good easy access ○ Visually attractive ○ Greenery/trees ○ Seating ○ Toilets ○ Cycle hub ○ Design of buildings ○ Clean spaces ○ Options for shops ○ Options to eat and drink ○ Onward travel ○ Landmark ○ Other (please specify)
8	Any other comments on the Station and surrounding area?
9	We are interested in learning from other places where investment has been secured; Which of these stations do you prefer? <div style="text-align: right; margin-top: 10px;">  <p>Oxford</p> </div> <div style="text-align: right; margin-top: 10px;">  <p>Reading</p> </div>



Cambridge



Kings Cross

10 What do you like about these Stations?

Select one or more options

- Clean air
- Transport connections
- Variety of shops
- Onward travel
- Green space/open space
- Cycle provision
- Accessibility
- Wayfinding
- Safety
- Lighting
- Landmark arrival
- Landscaping
- Public Realm
- Add something else

Any other comments?

Emerging Framework - Aim of questions: To enable respondents to have their say on the objectives of the Area Action Plan.

11 Can you rate the following Area Action Principles in order of how important they are for the station and surrounding area? (1 = Most Important 8 = Least Important)

A new arrival experience

Enhanced movement and access for different type of travel e.g. cycling, walking, bus, etc.

Enhance public space with biodiversity, habitats, urban drainage and improving air quality

New mixed-use development to unlock the economic opportunity (e.g. a mix of uses such as housing, offices, homes, shops)

Low carbon developments to tackle Climate Change

Future proof the design for new technologies

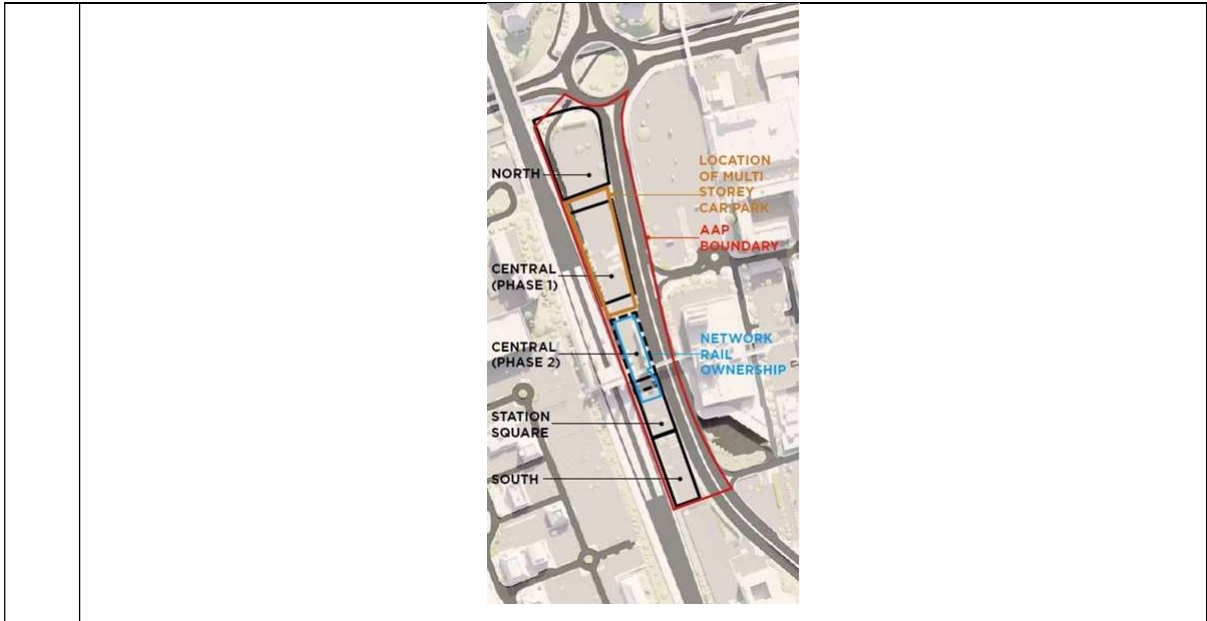
Celebrating the heritage of the town

Making the most of digital connectivity and high-speed broadband

12 Regarding development north and south of the railway station, what would you like to see developed here?

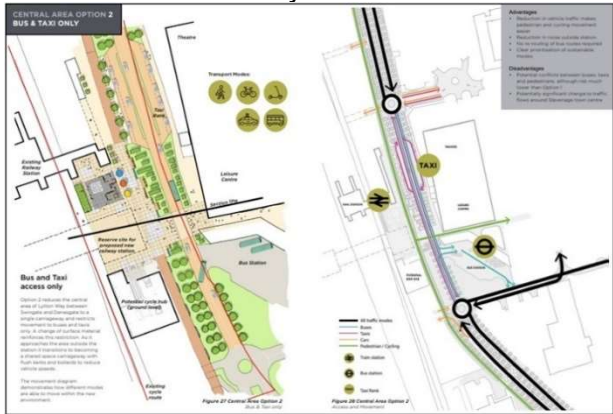
Select one or more options below:

- Housing
- Offices / Flexible Working Spaces
- Employment / Industrial
- Retail
- Hotel
- Leisure / Sports Facilities
- Cultural Facilities (e.g. theatre, heritage related)
- Transport Hub
- Public Realm / Open Space / Green Space
- Temporary Uses
- Retain car parks



Options and Opportunities – Aim of questions: To understand views of the preferred options of the Area Action Plan

13 Preferred Option 2 for Lytton Way seeks to reduce the central area of Lytton Way between Swinggate and Danesgate to a single carriageway and restricts movement to buses and taxis only.

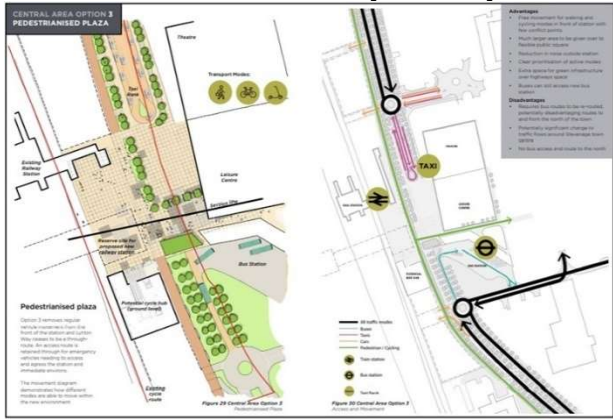


Do you support this option?
 Rating 1 (No) – 5 (Yes)

14 What do you like about Option 2?

15 What don't you like about Option 2?

16 Preferred Option 3 for Lytton Way seeks to remove regular vehicle movement from the front of the station and Lytton Way ceases to be a through-route.



Do you support this option?
Rating 1 – 5

17 What do you like about Option 3?

18 What don't you like about Option 3?

19 The Cycle Path Preferred Layout seeks to retain the existing bicycle path and creates a new segregated path within the revised Lytton Way street profile.



a) Do you support this option?
Rating 1 – 5

b) Any other comments on this option?

20 Do you have any other comments?

Map - Aim of question: To enable respondents to pinpoint positive or negative comments spatially

21 Place a pin on the map and tell us what is good or bad?

Home Map of the station and surrounding area [completed]

177 responses



Stevenage Youth Survey – Aim of question: To enable a younger audience to engage with planning

22 How long have you lived in Stevenage? Select one option

- All my life
- Since nursery
- Since primary
- Since Secondary
- Since sixth form/college
- I am just visiting Stevenage

23 How do you feel about living in Stevenage?

- Love it
- Its ok
- Neutral
- Meh
- Dislike

24 Tell us Why?

25 Why do you use the train station?

- To go to places with my friends
- Onward travel to airports / holidays
- On the way to / from school
- To go places with my family

26	<p>What do you think would make Stevenage station better?</p> <ul style="list-style-type: none"> ○ Clear signage ○ Feeling safe ○ Good easy access ○ Visually attractive ○ Greenery/trees ○ Seating ○ Toilets ○ Cycle hub ○ Design of buildings ○ Clean spaces ○ Options for shops ○ Options to eat and drink ○ Onward travel ○ Add something else
27	<p>Regarding development north and south of the railway station, what would you like to see?</p> <p>Housing Retail Offices / flexible working spaces Hotel Sports / leisure facilities Cultural facilities / theatre Transport hub Retain car parks Green open spaces</p>
28	<p>Any other comments on the Station and surrounding area?</p>

**Draft Stevenage Local Development Scheme
July 2023**

APPENDIX D

Local Plan Document	2 0 2 2												2 0 2 3												2 0 2 4												2 0 2 5											
	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
North East Central Hertfordshire Joint Spatial Plan*																																																
Stevenage Borough Local Plan Review (Partial Review and Update)																																																
Policies Map																																																
Stevenage Station Gateway Area Action Plan**																																																
Stevenage CIL Charging Schedule																																																
Statement of Community Involvement																																																
The Impact of Development on Biodiversity SPD (2021)																																																
Parking & Sustainable Transport SPD (2020)																																																
Developer Contributions SPD (2021)																																																
Design Guidance SPD (2023)																																																
Other SPDs (as identified and required)																																																
Stevenage Borough Local Plan Review (Full Review)***																																																

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North East Central Hertfordshire Joint Spatial Plan*																								
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Parking & Sustainable Transport SPD																								
Developer Contributions SPD																								
Design Guidance SPD																								
Other SPDs (as identified and required)																								
Stevenage Borough Local Plan Review (Full Review)***																								

NOTES:

- * North East Hertfordshire Joint Spatial Plan is outside of the scope of the Stevenage Local Development Scheme; however progression with this Plan will have a large bearing of the Local Plan Review. Progress subject to change.
 - ** The Stevenage Station Gateway Area Action Plan has gone through Regulation 18 and Regulation 19 consultation. It is proposed to incorporate evidence gathered during these two stages of consultation into the Local Plan Review (Partial Review and Update of the Plan).
 - *** A Full Review of the Local Plan will only commence upon Adoption of the Local Plan Review (Partial Review and Update) and will seek to reflect the North East Central Hertfordshire Spatial Plan, as well as look at a longer term Plan Period, beyond 2031.
- Dotted line between June and July 2025 indicates likely change to planning policy system under the revised National Planning Policy Framework, expected to be announced from Autumn 2023.

Key Planning Documents & Preparation Stages	
Resolution to Prepare	
Document / Evidence in Preparation	
Preparation Consultation (Regulation 18)	
Publication Consultation (Regulation 19)	
Submission to Government (Regulation 22)	
Independent Examination (Regulation 22 & 23)	
Inspector's Report (Regulation 25)	
Adoption (Regulation 26)	

Supplementary Planning Documents	
Resolution to Prepare	
Document / Evidence in Preparation	
Public Consultation (Regulation 12)	
Adoption (Regulation 14)	

Community Infrastructure Levy	
Resolution to Prepare	
Document / Evidence in Preparation	
Preliminary Draft Charging Schedule (Regulation 15)	
Draft Charging Schedule (Regulation 16)	
Submission for Examination (Regulation 19)	
Independent Examination (Regulation 20 & 21)	
Publication of Recommendations (Regulation 23)	
Approval and Publication (Regulation 25)	

Statement of Community Involvement	
Document / Evidence in Preparation	
Public Consultation (Regulation 12)	
Adoption (Regulation 14)	

All timescales are indicative at this stage and subject to change.

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Part I – Release to Press



Meeting Executive
Portfolio Area Community Safety and Equalities
Date 18 July 2023



EQUALITY, DIVERSITY, AND INCLUSION ACTION PLAN (2023 – 2024)

KEY DECISION

Authors Sally Norman | 07566 788339
Charlotte Bott
Gemma Maret | 01438 242397

Lead Officers Rob Gregory | 2568

1 PURPOSE

1.1 This report presents Stevenage Borough Council’s Equality, Diversity, and Inclusion (EDI) Action Plan 2023 -2024 (Appendix A), the recommendations of the Stevenage Equalities Commission (SEC) (Appendix B – Part 1) and the SEC Legacy Group Action Plan (Appendix B – Part 2).

- 1.2 The Council's EDI Action Plan sets out the activities the Council will undertake to advance equality, diversity and inclusion across its services, communities and workforce between August 2023 and August 2024.
- 1.3 The SEC Recommendation Report sets out the findings of the SEC, which was a Commission set-up in 2021 to assess the nature, extent, and impact of racism in Stevenage. This community led approach has resulted in the documentation of the observations and perceptions of the communities impacted by racial disparity in Stevenage, and a set of recommendations for Commission partners to help address the challenges identified.
- 1.4 The SEC Legacy Group Action Plan sets out the activities that the independent Legacy Group will implement over the next 12 months in response to the findings of the SEC.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Executive:
 - 2.1.1 Approve the EDI Action Plan 2023-2024 (Appendix A)
 - 2.1.2 Agree that an EDI progress report and updated EDI Action Plan is brought back to Executive in Autumn 2024.
 - 2.1.3 Note the SEC Recommendations Report and SEC Legacy Group Action Plan (Appendix B – Part 1 and 2)

3 BACKGROUND

3.1 The Council's EDI Policy and Strategy (2022-2026)

- 3.1.1 In March 2022, the Executive approved the EDI Policy and Strategy (2022-2026). In the policy, the Council reaffirmed its commitment to fulfilling the requirements of the Public Sector Equality Duty (PSED) and Equality Act (2010). The Council committed to:
 - the publication of six clear, updated equality objectives every four years

- annual publication of equality information relating to people with protected characteristics (employees, services users, and residents), including gender pay gap information about its workforce
- the completion and publication of Equality Impact Assessments when there is a new or revised policy, procedure, function, or service
- building upon the 'Inclusion and Wellbeing' theme of the Workforce Strategy: Future Town Future People (2020-2023) and further engagement with staff to nurture a progressive, inclusive safe and healthy working environment.

3.1.3 The EDI Strategy set out the Council's ambitions to go beyond the requirements of the Public Sector Equality Duty (PSED) and Equality Act (2010). Central to this approach was the Council's commitment to implementing an annual EDI Action Plan which would bring together all strands of EDI work across existing Council strategies, services, and programmes, ensuring that a clear link between the Council's policy objectives and projects could be established.

3.1.4 The identification of existing projects and programmes as part of the Action Plan has helped demonstrate the significant amount of EDI work already taking place across the Council. By identifying existing programmes, the need to identify additional budget has been reduced, and the Council can be assured that its 6 policy objectives are not only being delivered, but that the activities in the Action Plan are embedded and realistic.

3.2 The Equality Framework for Local Government (EFLG) Self-Assessment

3.2.1 Key to the mapping of existing projects and programmes has been the self-assessment of Council EDI activity against the Equality Framework for Local Government (EFLG). The purpose of the EFLG is to help organisations review and improve performance against 'Developing', 'Achieving' and 'Excellent' criteria. The Council had previously assessed itself against the 'Achieving' level.

3.2.2 Under the Achieving Level criteria of the EFLG there are 4 modules, 17 themes and 121 criteria in total. The green bubbles in Figure 1 show the 4 modules of

the EFLG. Each of the Council's 6 Stevenage Borough Council EDI policy objectives (white bubbles) are aligned with a module.

3.2.3 The Officers undertaking the self-assessment were required to provide specific examples of existing or future activities against modules and themes within the framework. The work was completed over a period of 10 weeks. The aim of the exercise was to find good examples of where the Council had fulfilled 'achieving level' criteria, and the future activities or plans in place.

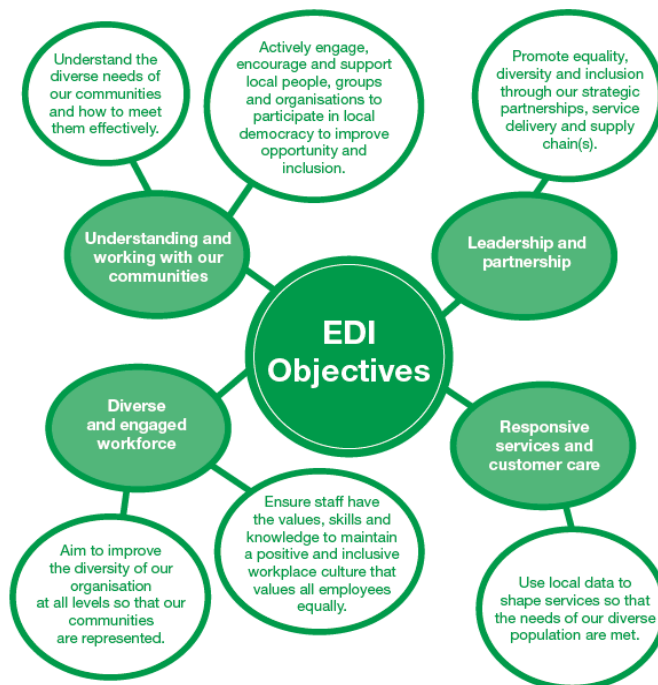


Figure 1

3.2.4 The outcome of the ELFG work indicated that whilst the Council comfortably continue to fulfil the Achieving Level criteria, there are 2 areas where it may seek to develop its response, these are:

- the review of Equality Impact Assessments as part of the service planning cycle to inform decision-making and the wider understanding of existing and future community needs
- the extent to which the Council's procured services inform and help to uphold and implement its equality objectives

Both of the above activities are currently being delivered through existing corporate functions; and by introducing an action to explore coordination and utilisation of the information it will be possible to improve insight into these areas and inform decision-making in future.

3.3 Equality & Diversity Annual Report (2021-2022)

3.3.1 The Equality & Diversity Annual Report 2021-2022 indicates that Stevenage is a diverse town representing a number of protected characteristic groups, this includes:

- 25% of Stevenage residents were from an ethnic minority compared to 20.2% in England
- Stevenage has a younger population when compared with both Hertfordshire and England with an increase of 4.6% in people aged 15 to 64 years, and an increase of 7.7% in children aged under 15 years, since 2011
- 23.9% of households in Stevenage included a person with a long-term health problem or disability
- There are 8,550 unpaid carers in Stevenage which represents 10.2% of the population

3.3.2 The demographic data in the Equality & Diversity Annual Report 2021-2022 demonstrates the diversity of Stevenage, and it is important the actions in the Action Plan seek to advance equality across all groups. For example, Stevenage has a high number of young people, an action to provide support to children as part of the Healthy Stevenage Place-Based Health Inequalities Project will help improve the Council's understanding of the needs of young people and how to meet those needs effectively. Further details about the types of projects being delivered as part of the Action Plan are contained within section 4 of this report.

3.4. Consultation and Monitoring

3.4.1 The Action Plan has been shared for comment with Officers and Members of the Equality & Diversity Governance Group (EDGG) and the Officer Equality Group (OEG). Both groups been very positive about the areas of focus and have welcomed the identification of existing projects and programmes to help demonstrate work in this area. By bringing together the good work already happening in the services the Council will seek to add value where there is an opportunity. For example, working in partnership with HR to deliver the Focus Group sessions for staff.

- 3.4.2 To test that the actions in the Action Plan are meaningful to local people, attendees at the Stevenage International Day were asked to provide their views on the proposed actions and flag any emerging inequality issues for consideration. The majority of people responded that they could not identify any inequality issues outside of the areas described. For those that could, these were linked to services outside of the Council's control, for example Special Educational Needs provision in schools. Respondents felt that the activities identified in the Action Plan had the right focus and breadth.
- 3.4.3 Ongoing engagement activities with partners and residents as part of delivery of the Action Plan is a key element to making sure that dialogue with residents, community groups and staff is maintained. This is central to advancing the Council's EDI work and why updates through social media and attendance at community events will continue throughout the lifecycle of the Action Plan.
- 3.4.4 To support the Council's approach to engagement and communication, specific analysis of social media, websites, and other local authority communications has been undertaken. Analysis shows that the Council publish more posts on both Facebook and YouTube in relation to equality, diversity, and inclusion, when compared with larger local authorities. For larger authorities who do have a strong online EDI presence, this is understood to be in response to their use of clear, impactful, and engaging images (such as those used as part of its Stevenage Annual Report). This suggests that infographics are a tool that could be used to help communicate the Council's EDI progress, and this will be a key consideration in the forthcoming development of the Equality & Diversity Annual Report 2022/2023.
- 3.4.5 The Action Plan will be monitored by the OEG on a quarterly basis and regular updates provided to the EDGG. To demonstrate progress against the EDI objectives, an Annual EDI Progress Report will be presented to the Executive in July 2024. The Progress Report will be published on the Council website and promoted through social media.

4 REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS

- 4.1 Approval of an EDI Action Plan fulfils the commitment the Council made in its EDI Strategy (2022-2026) to strive beyond the fulfilment of its responsibilities under the Public Sector Equality Duty (PSED), and to meaningfully advance equality, diversity and inclusion ambitions across services, communities, and the workforce for the next four years. By identifying existing EDI projects that are already being delivered in the services the Council is committing to realistic and attainable outcomes. This approach will help ensure that EDI is embedded across services going forward.
- 4.2 The EDI Action Plan (2023-2024) consists of 15 EDI actions each aligned with one of the Council's six EDI policy objectives:

Objective 1: We will understand the diverse needs of our communities and how to meet them effectively

- 4.3 **Action 1a: Community Safety – ‘The Council will continue to foster good community relations and social cohesion through the Community Safety Strategy programme of work’**

To further help understand the needs of the community the Council will continue to work closely with partners and residents to foster good community relations and social cohesion through the So Safe Community Safety Strategy programme of work. A project particularly relevant to the policy objective is the North Herts Deprivation Project being delivered through Stevenage Against Domestic Abuse (SADA). This project is supporting schools by providing domestic abuse training for teachers, onsite support and onward referrals for families who are experiencing domestic abuse, and provision of food bank services. An equivalent project is due to be launched in St Nicholas in June 2023. Representation from the Police Hate Crime lead will build upon the project aims to improve social cohesion and inclusion in the community. The data captured as part of this work will be used to inform the Council's understanding

of hate crime in Stevenage and future actions within the So Safe Community Safety Strategy.

4.4 Action 1b: EqIA Service Plan Monitoring – ‘The Council will review its approach to how the Equality Impact Assessments through Service Plans are monitored, and how the information is used to inform decision making and the wider understanding of existing and future community needs’.

As part of its approach to understanding the diverse needs of the community, the Council will review its approach to Service Plan monitoring and how the Equality Impact Assessment information is used to inform decision-making. EqIAs are working documents which are owned, monitored, and updated by Council services. Sharing information about forthcoming EqIAs as part of their annual Service Plan will help inform the Council’s understanding of upcoming EDI considerations, and approach to workload planning. These findings will be shared with the OEG and the EDGG for discussion. This is a new action identified in response to the self-assessment against the EFLG best practice framework.

4.5 Action 1c: SEC Legacy Group – ‘The Council will continue to champion the work of the Stevenage Equalities Commission (SEC) through the facilitation of the SEC Legacy Group. The Legacy Group will work with partners for 12 months to deliver meaningful change in response to the initial findings of the SEC.’

The SEC was set up in April 2021 following a motion carried by the Council to address racial disparity in Stevenage and to assess the nature, extent, and impact of racism in the town. The recommendations of the SEC (Appendix B – Part 1) indicate that further work with partners to identify next steps and opportunities for joint working is welcomed. The SEC Legacy Group will be facilitated by the Council for a 12-month period and a Legacy Group Action Plan setting out the main activities of the group is included in Appendix B (Part 2).

Objective 2: We will actively engage, encourage, and support local people, groups, and organisations to participate in local democracy to improve opportunity and inclusion

- 4.6 **Action 2a: Housing Management Forum – ‘The Council will strengthen the voice of tenants and leaseholders, including consideration of people’s differing needs, through the development and implementation of a Housing Management Forum’**

Tenants and Leaseholders will be encouraged to raise issues and provide challenge to housing policy and procedural changes. In establishing the Forum, agency for protected characteristic groups will be promoted.

- 4.7 **Action 2b: Digital Engagement – ‘Digital engagement through the Cooperative Neighbourhoods programme of work (e.g., Proptech funding) will help shape the approach to the development of local community plans and provide opportunities for people, including those who share protected characteristics, to participate in local democracy’**

The analysis will be used alongside Resident and Tenant Survey findings to inform project, policy, and infrastructure spending at a local level. A further period of digital engagement is due to take place in Summer 2023, and the Council will explore how protected characteristic groups can be further engaged.

- 4.8 **Action 2c: Civic Leadership Programme ‘The Council and its partners will work together to establish a Civic Leadership Programme that targets and provides support for underrepresented communities who are interested in political representation and standing for public roles.’**

Targeting underrepresented communities who are interested in standing for public roles through a Civic Leadership Programme was an initiative put forward as part of the Stevenage Equalities Commission (SEC) discussions. The Commission included membership from local Borough Councillors, County Councillors, and former Councillors, and this was a proposal that received widespread support.

Objective 3: We will promote equality, diversity and inclusion through strategic partnerships, service delivery and supply chains

4.9 Action 3a: Social Value Procurement – ‘The Council will review the extent to which its procured services inform and help to uphold and implement our equality objectives’

The Council will look to explore how the themes, outcomes and measures captured in the social value portal currently inform understanding of community needs. EDI social measures of interest would include monitoring improved opportunities for disadvantaged people; improved employability of young people; and initiatives throughout the supply chain to identify and manage the risk of modern slavery. The findings will inform understanding of the impact of social value procurement on the advancement of EDI locally. This is a new action identified in response to the self-assessment against the EFLG best practice framework.

4.10 Action 3b: Healthy Stevenage – ‘Through its Healthy Stevenage Partnership, the Council will continue to promote activities and events that reduce health inequalities and improve the health and wellbeing of Stevenage residents.’

The Healthy Stevenage Partnership's objective is to work collaboratively to improve health, promote wellbeing, and reduce health-based inequalities locally. Examples of existing projects that inform this agenda include the Stevenage Place-Based Health Inequalities Project which is focused on reducing the stigma of mental health, the Saracens Project which seeks to tackle low self-esteem in girls, and partnership work to help improve how the Council can effectively utilise partners project demographic data to shape future activities.

Objective 4: We will use local data to shape services so that the needs of the diverse population are met

- 4.11 **Action 4a: The Equality & Diversity Annual Report – ‘The Council will publish the Equality & Diversity Report 2022/2023 and use the information it contains to help shape its services so that the needs of the diverse population are met’**

In 2022/23, the Office for National Statistics (ONS) will publish further tranches of census 2021 data and the new information will be used by the Council to shape services, programmes and projects which reflect the changing needs of the community. The OEG will be central to communicating the findings of the E&D Report 2022/2023 to the services and developing (in parallel) an EDI Action Plan for 2024-2025.

- 4.12 **Action 4b: Gender Pay Gap – ‘The Council will publish the Gender Pay Gap report 2022 and use it to inform its findings to inform its review of the Workforce Strategy and gender pay parity in the workforce’**

The Council’s most recent Gender Pay Gap report (31st March 2022) indicated a gender pay difference of 4.23%, which is a reduction from 8.22% in 2017. The Council is committed to using the findings of the report to further inform its continuing focus on inclusive recruitment and retention practices as part of the wider Workforce Strategy.

- 4.13 **Action 4c: Workforce Data – ‘The Council will continue to review its workforce data and explore opportunities to collate specific ethnicity data that can help identify and address key issues.’**

The Council will explore opportunities to collate specific ethnicity data upon review of their workforce data. This action was added in response to a discussion at a Stevenage Equalities Commission (SEC) meeting which suggested that there was a significant absence of local data on ethnicity trends. Recording of this data is currently not a statutory requirement, nor is there national guidance on the approach, however opportunities to record such data alongside other existing protected characteristic will be explored by the Council.

Objective 5: We aim to improve the diversity of our organisation at all levels to be representative of our communities

- 4.14 **Action 5a: Build upon the ambitions of the Workforce Strategy – ‘As part of its planned review of the Workforce Strategy (2020-23) the Council, informed as well by the findings of the 2022 recruitment audit and national best practice guidance, will continue to develop its response to improving the diversity of the organisation.’**

The Council will continue to build upon the ambitions of the Inclusion and Wellbeing Theme of the Workforce Strategy: Future Town Future People (2020-2023). This will be achieved by using the findings of the recruitment audit in 2022 to inform targeted action around career development and retention strategies for under-represented groups. The Council will also consider Government guidance and best practice schemes including but not limited to:

- the Department of Business, Energy, and Industrial Strategy (BEIS) guidance on voluntarily ethnicity pay gap reporting
- Government’s ‘Inclusive Britain’ report (March 2022) and the Government Equalities Office updated guidance on positive action (Dec 2022) which seeks to support employers and industry sectors to create opportunity for groups that are underestimated in their workforce

Objective 6: We are committed to ensuring our staff have the values, skills, and knowledge to maintain a positive and inclusive workplace culture that values all employees equally

- 4.15 **Action 6a: Review EDI E-learning Modules – ‘The Council will review the equality induction eLearning package and introduce an updated module on equality, diversity and inclusion’**

To increase staff knowledge of equality, diversity and inclusion, the Council will review the equality induction eLearning package and introduce an updated module on protected characteristics. By reviewing learning the Council will build upon the current training package, ensuring staff have clear expectations of inclusivity ambitions.

- 4.16 **Action 6b: EqIA Toolkit Review and Training – ‘The Council will review the EqIA Toolkit and provide updated guidance and training to business units, as well as exploring the addition of an independent review process for EqIAs going forward.’**

The Council will continue to provide guidance to staff on the EqIA process, this will be underpinned by a review the EqIA Toolkit and the publication of updated guidance and training to staff. The introduction of EqIA monitoring as part of Service Plan reporting will allow the Council to plan EqIA workload and improve how it currently supports staff through the process. The independent review aspect of this action was added in response to discussions with members of the Stevenage Equalities Commission.

- 4.17 **Action 6c: Champion Workshops – ‘The Council will work with the Officer Equality Group (OEG) to develop individual-led ‘Champion’ workshops that focus on particular EDI subjects. The purpose of the events will be to share understanding and raise awareness.’**

The Council will work with the OEG to develop focused workshops on particular EDI subjects to raise awareness and understanding of each topic. The Council will also, in partnership with the OEG, facilitate bi-monthly staff focus meetings to discuss subjects such as Health, Gender Pay Gap, Gender Bias and Work/Life Balance. This will also be informed by the findings of the Spring 2023 Inclusion Survey.

6 IMPLICATIONS

6.1 Financial Implications

- 6.1.1 The activities identified as a result of the Action Plan are incorporated in existing budgets and resource.

6.2 Legal Implications

6.2.1 The Equality Diversity and Inclusion Policy sets out the Council's commitment to meeting its Public Sector Equality Duty (PSED). This includes the publication of equality information relating to people with protected characteristics (employees, services users, and residents) every year. The Equality & Diversity Report 2021/2022 presented as part of this report fulfils part of the PSED.

6.3 Risk Implications

6.3.1 If the Council does not fulfil its Public Sector Equality Duty, then there would be reputational and financial risks in regard to compliance with the Equality Act (2010). Commitment to the activities in the Action Plan, specifically those that are a requirement of the PSED, mitigate these risks.

6.4 Policy Implications

6.4.1 The EDI Policy (2022) and its objectives are applicable to all policies, strategies and plans across the Council. The basis for the publication of an EDI Action Plan exists within the EDI Strategy 2022-2026.

6.5 Staffing and Accommodation Implications

6.5.1 The proposed activities and actions will primarily be delivered as part of the core responsibilities of staff within the relevant services. Any unforeseen implications for staff resulting from the implementation of this action plan will be fully considered at an appropriate time, and with consultation and engagement as required.

6.6 Human Resources

6.6.1 The proposed recommendations will bring together the existing and forthcoming workforce EDI activities as set out in the Workforce Strategy: Future Town Future People (2020-2023). This approach seeks to advance equality, diversity, and inclusion activities across the workforce.

8.7 Equalities and Diversity Implications

8.7.1 The EDI Action Plan and E&D Annual Report, underpinned by the EDI Policy & Strategy, are key parts of how the Council demonstrate and furthers its commitment to promoting equal opportunity. The Action Plan includes a range of actions that are designed to challenge discrimination, advance equality, diversity, and inclusion, and ensure that impacts on protected characteristic groups are considered throughout all stages of the Council's decision-making process.

8.8 Service Delivery Implications

8.8.1 Service delivery implications will emerge through implementation, development, and agreement of the EDI Action Plan. It is anticipated that the approach to delivery, engagement and governance will continue to sit within the current operating model.

8.9 Community Safety Implications

8.9.1 The So Safe Community Safety Strategy 2021-2024 has a core objective of tackling hate crime and promoting community cohesion. This has been embedded into the Stevenage Community Safety Partnership (CSP) Action Plan and is captured within the EDI Action Plan. It is anticipated that this work will have positive implications for community safety aims.

8.10 Safeguarding Children Implications

8.10.1 It is anticipated that the Action Plan will have positive implications for safeguarding children, enhancing our approach to engaging with young people, and fulfilment of our responsibilities under the Children Act (2004).

8.11 Other Corporate Implications

8.11.1 Communications: To promote openness and transparency, the EDI Action Plan (2023-2024) and Equality & Diversity Annual Report (2021/2022) will be published on the Council website and promoted to residents through social media campaigns.

Background documents

Equality, Diversity & Inclusion Strategy (2022-2026)

<https://www.stevenage.gov.uk/documents/equality-and-diversity/equality-diversity-and-inclusion-strategy-2022-2026.pdf>

Equality, Diversity & Inclusion Policy (2022-2026)

<https://mysbc.invoitra.com/file/5434/download/Equality%252C%2520Diversity%2520and%2520Inclusion%2520Policy%25202022%2520-%25202026.pdf>

Equality & Diversity Annual Report (2021-2022)

<https://www.stevenage.gov.uk/documents/equality-and-diversity/equality-and-diversity-report-2021-22.pdf>

Community Safety Strategy (2021-2024)

<https://democracy.stevenage.gov.uk/documents/s28848/CSC%20-%20Appendix%20A%20-%20SoSafe%20Community%20Safety%20Strategy%202021.pdf>

Gender Pay Gap Report – 31st March 2022

<https://www.stevenage.gov.uk/documents/council-and-democracy/data-transparency/gender-pay-gap-31-march-2022.pdf>

The Equality Act (2010)

<https://www.legislation.gov.uk/ukpga/2010/15/contents>

The Public Sector Equality Duty

<https://www.gov.uk/government/publications/public-sector-equality->

Workforce Strategy: Future Town Future People (2020-2023)

<https://democracy.stevenage.gov.uk/documents/s26597/Item%204%20-%20Workforce%20Strategy.pdf>

APPENDICES

- A. Equality, Diversity, and Inclusion (EDI) Action Plan (2022-2024)
- B. Part 1. SEC Recommendations Report
 - Part 2. SEC Legacy Group Action Plan

Table of Abbreviations

BEIS	Business, Energy, and Industrial Strategy
E&D	Equality & Diversity
EDGG	Equality & Diversity Governance Group
EDI	Equality, Diversity, and Inclusion
EFLG	Equality Framework for Local Government
EqIA	Equality Impact Assessment
NIHR	National Institute Health Research
OEG	Officer Equality Group
ONS	Office for National Statistics
PSED	Public Sector Equality Duty
SEC	Stevenage Equalities Commission
SLT	Senior Leadership Team

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(July 2023 - June 2024)

There are three types of actions listed: those that are being delivered by services as part of **existing** programmes of work, and **new or extended** actions which build upon our ambitions as an 'Achieving' Council under the Equality Framework for Local Government (EFLG) and also in response to recommendations from the Stevenage Equality Commission (SEC). Each action is aligned with an objective of the Council's Equality, Diversity & Inclusion Policy (2022) and will underpin the council's approach to advancing equality, diversity, and inclusion over the next year.

SBC Objective 1: We will understand the diverse needs of our communities and how to meet them effectively				
Action(s)	Lead Responsibility	Protected Characteristic	Existing / Extended / New	Due by
a. The Council will continue to foster good community relations and social cohesion through the Community Safety Strategy programme of work.	Community Safety	All	Existing	November 2023
b. The Council will review its approach to how the Equality Impact Assessments through Service Plans are monitored, and how the information is used to inform decision making and the wider understanding of existing and future community needs.	Corporate Policy & Performance	All	<u>New – EFLG addition</u>	March 2024
c. The council will continue to champion the work of the Stevenage Equalities Commission (SEC) through the facilitation of the SEC Legacy Group. The Legacy Group will work with partners for 12 months to deliver meaningful change in response to the recommendations of the SEC.	Community & Neighbourhoods	Race	<u>New – SEC addition</u>	July 2024
SBC Objective 2: We will actively engage, encourage, and support local people, groups, and organisations to participate in local democracy to improve opportunity and inclusion				
Action(s)	Lead Responsibility	Protected Characteristic	Existing / Extended / New	Due by

a. The Council will strengthen the voice of tenants and leaseholders, including consideration of people's differing needs, through the development and implementation of a Housing Management Forum	Communities & Neighbourhoods /Housing	All	Existing	March 2024
b. Digital engagement through the Cooperative Neighbourhoods programme of work (e.g., including Proptech funding) will help shape the approach to the development of local community plans and provide opportunities for people, including those who share protected characteristics, to participate in local democracy.	Communities & Neighbourhoods	All	Existing	March 2024
c. The Council and its partners will work together to establish a Civic Leadership Programme that targets and provides support for underrepresented communities who are interested in political representation and standing for public roles.	Communities & Neighbourhoods/Dem Services	Race	<u>New – SEC Addition</u>	July 2024

SBC Objective 3:

We will promote equality, diversity and inclusion through strategic partnerships, service delivery and supply chain(s)

Action(s)	Lead Responsibility	Protected Characteristic	Existing / Extended / New	Due by
a. The Council will review the extent to which its procured services inform and help to uphold and implement our equality objectives.	Procurement	All	<u>New – EFLG addition</u>	March 2024
b. Through its Healthy Stevenage Partnership, the Council will continue to promote activities and events that reduce health inequalities and improve the health and wellbeing of Stevenage residents.	Communities & Neighbourhoods	All	<u>New addition</u>	March 2024

SBC Objective 4:

We will use local data to shape services so that the needs of our diverse population are met

Action(s)	Lead Responsibility	Protected Characteristic	Existing / Extended / New	Due by
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a. The Council will publish the Equality & Diversity Report 22/23 and use the information it contains to help shape its services so that the needs of the diverse population are met.	Corporate Policy & Performance	All	Existing	November 2023
b. The Council will publish the Gender Pay Gap report 2023/24 and use its findings to inform its review of the Workforce Strategy and gender pay parity in the workforce	HR	Gender	Existing	April 2024
c. The Council will continue to review its workforce data and explore opportunities to collate specific ethnicity data that can help identify and address key issues.	HR	Race	<u>New – SEC addition</u>	March 2024

SBC Objective 5:

We aim to improve the diversity of our organisation at all levels so that our communities are represented

Action(s)	Lead Responsibility	Protected Characteristic	Existing / Extended / New	Due by
a. As part of its planned review of the Workforce Strategy (2020-23) the Council, informed as well by the findings of the 2022 recruitment audit and national best practice guidance, will continue to develop its response to improving the diversity of the organisation.	HR	All	Existing	October 2023

SBC Objective 6:

We are committed to ensuring our staff have the values, skills, and knowledge to maintain a positive and inclusive workplace culture that values all employees equally

Action(s)	Lead Responsibility	Protected Characteristic	Existing / Extended / New	Due by
a. The Council will review the equality induction eLearning package and introduce an updated module on equality, diversity, and inclusion, and explore opportunities for further equalities training.	HR	All	Existing	October 2023
b. The Council will review the EqIA Toolkit and provide updated guidance and training to business units, as well as exploring the addition of an independent review process for EqIAs going forward.	Corporate Policy & Performance	All	Existing <u>(SEC addition - independent review element)</u>	April 2024

c. The Council will work with the Officer Equality Group to develop individuals led 'Champion' workshops that focus on particular EDI subjects. The purpose of the events will be to share understanding and raise awareness.	HR/Corporate Policy & Performance	All	<u>New - HR addition</u>	April 2024
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Table of Terminology

Equality Impact Assessment (EqIA) Toolkit

An EqIA is a document that helps us to evidence, understand and seek to mitigate impacts that our decisions might have on different types of people. An EqIA toolkit is a collection of resources that provide support for staff when completing EqIAs.

Procured Services

As a council we acquire services from external companies and expect them to meet equalities criteria as part of the contract.

Protected Characteristics

There are nine protected characteristics within the Equality Act (2010), these are:

1. Age
2. Disability
3. Gender Reassignment
4. Marriage and Civil Partnership
5. Pregnancy and Maternity
6. Race
7. Religion or Belief
8. Sex
9. Sexual Orientation

Stevenage Equalities Commission (SEC) Service Plan

The SEC was set up in April 2021 to assess and address racial disparities and inequalities in Stevenage. A document setting out a team's objectives and deliverables for the year.

Summary of Stevenage Equalities Commission Recommendations

Introduction

The Stevenage Equalities Commission was set up in April 2021 following a motion carried by the Council; to address the inequalities for Ethnically diverse communities in Stevenage. The purpose of the Commission was to assess the nature, extent and impact of racism and racial disparities in the town and to make recommendations for tackling them. This was prompted by the death of George Floyd and the disparities highlighted through the Black Lives Matters movement.

Following the successful recruitment of 18 commissioners, the Commission held its inaugural meeting in August 2021. The membership consists of 10 people from Black, Asian, and Minority Ethnic communities along with 8 members representing organisations providing county wide and local services.

The independently chaired commission has been supported by Stevenage Borough Council (SBC) through initial funding and the provision of officer support. Since December 2021, the Commission has secured £40,000 of external funding to deliver on its recommendations, including making training available for SBC elected members and direct delivery officers in areas such as racial literacy and cultural competence as part of the legacy group work.

The objectives of the Commission as laid out in its terms of reference are as follows.

- To ensure that Stevenage Borough Council's HR and management policies fully meet the requirements for equalities, diversity and inclusion in the recruitment and career progression of all staff and to promote best practices to all employers in the town.
- To consider the nature, extent, and impact of racial disparities on BAME individuals and communities in Stevenage and the implications for the Town as a whole.
- To invite written and verbal evidence from a wide range of interested parties across the town (and beyond it) particularly those with lived experience.
- To consider evidence on what has worked with regard to reducing racism and race inequalities within the town and elsewhere.
- To establish a wider community dialogue with the town's BAME communities to make further clear recommendations to the council and other public bodies on further actions required to tackle discrimination and reduce inequalities across the town.
- To engage with Hertfordshire County Council to address systemic issues of racial inequality and disparities and their impact on BAME communities across Hertfordshire.

At the outset 5 major areas were identified for exploration:

- Health
- Criminal Justice
- Education
- Business and Employment (SBC & Town Wide)
- Sports, Arts, Leisure and Culture

Statutory representatives from each of the five areas were sought to sit on the commission, with positive responses from all. These representatives have engaged fully with the process, driving forward the conversation around inequality for ethnically diverse communities as well as in the case of Health representatives, providing extensive funding for ongoing initiatives.

The engagement of these organisations alongside the continuing dialogue with other service providers who the Commission wish to engage with in the future is essential in the delivery of the recommendations. The driving force behind this will be the SEC Legacy Group with continued support and associations provided by SBC. The ongoing work of the commission alongside the support of SBC has meant that much of the groundwork towards the delivery of the recommendations is already underway.

Process for gathering evidence

The research and gathering of information conducted by the commissioners includes a range of personal and lived experience. This community led approach has resulted in observations and recommendations that are both specific to Stevenage as well as based on the perceptions and realities of the communities living and working in the town.

A range of methods have been adopted to gather qualitative and quantitative information relating to each theme:

- Participation in meetings, forums, and activities around racial inequalities in the Town, County and beyond
- Evidence provided by witnesses at the Commission's bi-monthly meetings
- Meetings, conversations with policy makers, practitioners, also individuals, and organisations from Black Asian and Minority Ethnic communities
- Scrutiny panels, strategic groups, national organisations, local authorities who have set up similar initiatives to the Stevenage Equalities Commission
- Census, ONS, JSNA data, and local intelligence
- Desk based research and literature reviews

Some of the statistical data gathered so far needs further interrogation to tease out the Stevenage specific information and the implications for the town. An ongoing issue is the gaps in data which prohibit concrete analysis. The Commission has held 5 bimonthly focus group meetings to date covering 5 major areas that were identified for exploration. The video recordings from those sessions are available for public viewing.

Themes emerging from the Equality Commission's work:

Several themes emerging from the evidence gathered from service providers, people with lived experiences and the other processes outlined above have been identified

- Racial disparities evident in data across agencies
- Data collection, gaps, analysis, monitoring and acting on the evidence
- Mismatch between service providers narratives, data, outcomes and minoritised communities/Individual's experiences and analysis.
- Under representation in senior leadership roles, on boards, governors, the judiciary, and influential positions
- Belonging/not belonging- labelling, stigmatising stereotyping - i.e., Hard to reach
- Moving beyond denial, fear, and discomfort
- A sense of collective ambition and willingness to address issues of racism, racial disparities and make positive changes – Plethora of activities in motion locally and countywide, significant resources and finances invested
- Leadership models and organisational design- Integrated service provision- Whole systems approach
- Approaches to tackling racism and racial disparities - Unconscious Bias- Anti- Racist Practice- Building Racial Literacy, Cultural Competence and Confidence – Intersectionality – Equality and Diversity- Building Community Assets (groups)
- Move from fitting square pegs into round holes – to culturally appropriate services
- Funding, procurement, commissioning
- Independent scrutiny, transparency, accountability
- Identifying and sharing good practice
- Effective engagement
- The role of Black, Asian, and Minority Ethnic organisations and communities
- Trust and confidence.

These themes broadly outline some of the key issues for Stevenage, its leaders, statutory bodies, charities, voluntary sector organisations, and residents in addressing racism and racial disparities in outcomes.

They are also indicators of the nature and extent to which these issues manifest themselves in Stevenage and serve as an important signal of the gaps in trust and confidence between diverse communities and the organisations providing services to them.

The Evidence:

Racism and racial disparities are paramount concerns for service providers, and communities with lived experiences.

The Commission heard evidence from witnesses from different organisations and disciplines who shared available data that demonstrated racial disparities continue to persist in the county and in Stevenage. Some of the data confirms that longstanding issues which are of concern for Black Asian and Minority Ethnic communities nationally are also present in Stevenage.

The data presented on mental health disparities, for example, clearly shows that Black Asian and Minority Ethnic children, adults, and older adults who live in Stevenage are highly overrepresented in restrictive inpatient settings having been sectioned under the mental health act, and highly overrepresented in community based mental health services. There are also ongoing concerns that many end up in the mental health system following detention by the police

The ongoing impact of Covid 19 placed a harsh spotlight on the vulnerability of Black, Asian, and Minority Ethnic communities who have been disproportionately affected and were at markedly higher risk of developing and dying from COVID-19 for a range of socio and economic reasons as well as longstanding health inequalities.

Data was presented outlining the current picture in Hertfordshire. There are social, structural, and clinical determinants that contribute to disparities amongst Black Asian and Minority Ethnic communities locally and nationally.

Data on stop and search in Hertfordshire and Stevenage also reveals disproportionality in the numbers of people of colour and other minority ethnic backgrounds who are stopped and searched. The highly publicised 2022 case of Yvonne Farrell, who was detained in Stevenage police station, also added to existing concerns.

In Education there is further work to be done to hone in on data relating to disparities in school exclusions, managed moves, off rolling, recording, and reporting of racist incidents, bullying, educational attainment. The commission heard from witnesses of initiatives in the county to support schools in developing anti-racist approaches and a particular initiative taking place in a local school.

Diversifying the workforce and the lack of Black Asian and Minority Ethnic people in leadership roles is common thread across agencies.

The significant amount of investment in resources and finances currently devoted to addressing racial disparities across statutory, public, and voluntary sector organisations is further evidence of the attempts by public bodies to tackle racial disparities,.

The testimonies of people with lived experience:

The testimonies of people with lived experience of racism and racial disparities in outcomes is also evidence that these issues are real. Examples of personal experiences have been shared at the Commission's bimonthly meetings and in other forums that could be categorised as: individual, institutional, direct, or indirect racism/ discrimination, stereotypes, conscious, and unconscious bias, micro and macro aggressions in the workplace, service provision and public life.

There are a range of views, experiences, and opinions about the issues within Black Asian and Minority Ethnic Communities, as is the case within all communities, different groups have different and common concerns and experiences.

Some people say they have never experienced any form of discrimination or unequal outcomes, but they know others who have, some have experienced negative treatment and have decided to get on with their lives regardless. Some have had personal experiences within a range of settings that have been unsatisfactory, unfair, or even harmful and know of others with similar stories.

In many households locally and around the country conversations about racism are never far away, the intense media spotlight on these issues over the past 3 years has also kept it at the forefront of policy makers and private and public sector institutions. There is acknowledgement that improvements have been made over the years but some of the issues being dealt with today have not shifted.

In the workplace staff recount experiences of racism and racial disparities. Examples include the disproportionate levels of grievance and disciplinary cases, more severe sanctions for members of Black, Asian, and Minority Ethnic groups, who also face more cases of bullying and harassment.

The testimonials obtained through the work of the commissions indicate that there are ongoing concerns about the ways in which issues of racism and racial disparities are tackled, understood, and managed within organisations, the support for individuals in the processes and incorporating learning from the experiences.

The evidence from service providers:

Workforce issues, recruitment, selection, retention, promotion, performance measures continue to be areas of concern and diversifying the workplace is a focus for all organisations. There is a pattern of boards and leaders of organisations and other influential spaces such as politics, school governors, the judiciary etc, historically being unrepresentative of the population, so they are unable to reflect the lived experiences of those absent from these influential spaces. This is further compounded by the fact that revolving doors operate between these influential spaces, therefore the potential to capitalise on diverse talent and experiences is regularly missed.

The Commission also heard evidence about how leadership models and organisational structures, institutional systems and processes are being redesigned and adapted to try and eliminate these disparities i.e., Integrated care systems, whole systems approaches and strategies for breaking through glass ceilings.

Currently there is a highly fragmented approach to addressing inequalities, different responsibilities between organisations, limited data, and information to support interventions and limited engagement with communities on inequalities.

A key theme that arose was the need to reframe the question of, 'How do we support people to engage with services?' to 'How do we adapt and design services to enable people to access them more easily?' the need for a shift in perspective across the system from seeing BAME communities as 'hard to reach groups' that need support to access the services as they are currently delivered, to considering whether it is 'hard to reach services' that need to adapt the way in which they deliver to meet the needs of all BAME communities to ensure genuine accessibility.

The role and importance of Black Asian and Minority Ethnic Organisations

Effective community engagement and the building of groups and individuals as community assets is an important element in moving forward on these issues. Black Asian and Minority Ethnic community organisations have historically been under resourced and trends in the funding and commissioning environment have put them at further disadvantage. This consistently emerged as an area requiring improvement, monitoring, and better consultation processes.

Many of the issues relate to equity and fairness of funding, recognition and co-production of solutions and sustainability. In a recent study of the impact of Covid 19 on the sector in Hertfordshire many community organisations reported that they feel as though they are living a hand-to-mouth existence, spending more time on bidding for funds than delivering in the community. At the same time, larger less well-connected organisations with superior infrastructures have then been seen to take advantage of this historical situation by winning funding and then subcontracting smaller portions of their grants to community organisations which are already struggling to become sustainable. For them to contribute in meaningful and equitable ways they believe that they should be adequately resourced and supported to do so.

Introduction to the rationale for recommendations

In order to produce the recommendations, Commissioners spent the year participating in meetings, forums, and activities around racial inequalities in the Town, County and beyond. The evidence collected was obtained from testimonials and data provided at the Commission’s bi-monthly meetings, these meetings were held following a series of focus groups consisting of statutory representatives, conversations with policy makers, practitioners as well as individuals, and organisations from Black Asian and Minority Ethnic communities and commissioners.

The focus groups engaged with scrutiny panels, strategic groups, national organisations, and local authorities who have set up similar initiatives to the Stevenage Equalities Commission. They conducted both desk-based research and literature reviews and devised a survey for the local community that was advertised online, through community groups and at events.

The following rationales link directly to the recommendations made by the Stevenage Equalities Commission. The table below provides details of the recommendations, partner organisations, and the rationale for the recommendation.

Recommendations and rationales

Stevenage Borough Council Specific Recommendations: Leadership – A Call to Action		
Recommendation	Details	Rationale
Legacy Group	<p>The Council with its partners are recommended to facilitate an independent Legacy Group that will:</p> <ul style="list-style-type: none"> •Support the Council and its partners in sharing the Commission’s findings with Stevenage residents, key stakeholders, community groups, businesses, and wider audiences. •Keep the fire in the bellies of stakeholders burning to maintain the passion, energy, and momentum for change. •Provide external scrutiny, community accountability, and support to key stakeholders with the implementation of the recommendations •Facilitate the creation and constitution of a sustainable Legacy Body that will be able to attract its own funding and resources to build community assets and develop more effective mechanisms for community engagement so that they are empowered to play an equal part in co-producing culturally appropriate 	<p>The creation of a Legacy Group to share Commission findings and action its recommendations is key to the fulfilment of the Stevenage Equalities Commission’s ambition to advance racial equality across the community. Stevenage Borough Council has received external funding to facilitate a Legacy Group and will work with partners to progress Commission recommendations.</p>

	solutions to major issues that blight their lives.	
Political Representation	Political leaders in Stevenage are encouraged to explore opportunities to increase the numbers of Black Asian and Minority Ethnic people in political representation. The main parties to develop clear action plans with measurable targets and take proactive steps to achieve diversity in selection and election.	The commission members included local Borough/District Councillors, County Councillors and former Councillors who contributed to the focus groups and commission meetings. Their commitment to the Commission objectives, and their feedback provided as part of the discussions, indicated a clear desire to improve political representation for Black Asian and Minority Ethnic people, and this recommendation is in response to that.
Civic Leadership Programme	The Council and its partners are encouraged to develop a Civic Leadership Programme targeting underrepresented communities who are interested in standing for public roles. They can be assisted in this endeavour by tapping into established schemes run by Operation Black Vote to develop people's skills and interest in participation and standing for civic and public roles. This recommendation is relevant across the Commissions 5 priority areas where there is under representation on boards, governors, magistrates, and other leadership roles.	The commission members included local Borough/District Councillors, County Councillors and former Councillors who contributed to the focus groups and commission meetings. Their commitment to the Commission objectives, and their feedback provided as part of the discussions, indicated a clear desire to target underrepresented communities who are interested in standing for public roles, and this recommendation is in response to that.
Strengthening Community Development	Work in partnership with communities to develop strategies and plans to ensure that more grassroots minority-led and specialist, voluntary or community sector organisations are able to access the resources they need.	Representatives of SBC Community Development Team spoke about their work with partners to develop strategies and plans to ensure that more grassroots minority-led and specialist, voluntary or community sector organisations are able to access the resources they need to deliver restorative services.
Equality, Diversity, and Inclusion (EDI) Action Plan 23/24	Integrate these recommendations Into SBC EDI Action Plans and ensure that they are reflected in the relevant portfolio holders' plans.	EDI Action Plan 23/24 includes relevant SBC recommendations, particularly the establishment of a Legacy Group which will oversee the work with partners
Recommendations for Commissioners and Funders		
Recommendation	Details	Rationale
Review and monitor funding and distribution strategies	Commissioners/Funders are encouraged to review: <ul style="list-style-type: none"> •The design of funding criteria – making sure it reflects the requirements of the communities they serve. •Consultation and co-production – making sure they are built in and helping to ensure partnership and ownership. •Long-term funding for community development, capacity building and innovation. 	A Survey conducted by Hertfordshire Equality Council during Covid into the infrastructure and support needs of BAME organisations in Stevenage indicated that statutory and VCFSE organisations continuously seek out BAME groups to be involved in consultations and engagement activities or to join forums. Unfortunately, these groups do not have the resources/capacity to respond. The Survey involved 44 organisations and 15 community activists.

	<ul style="list-style-type: none"> •Funding applications and procurement making sure processes are as accessible and inclusive as possible. •what support is in place to overcome barriers that may exist. •Bid writing and Fundraising support - providing support to community organisations. 	Funders and commissioners have acknowledged that capacity of groups to submit applications is an area they need to do address, some have taken proactive steps already to encourage more applications.
Recommendations for the Criminal Justice System: Ensure Justice is fair for all		
Recommendation	Details	Rationale
CJS partners to provide representation on the Commissions Legacy Group	The Criminal Justice System Partners are encouraged to provide representation on the Legacy Group to ensure that the recommendations identified in this report are explored.	The creation of a Legacy Group to share Commission findings and action its recommendations is key to the fulfilment of the Stevenage Equalities Commission’s ambition to advance racial equality across the community. Stevenage Borough Council has received external funding to facilitate a Legacy Group and will work with partners to progress Commission recommendations.
Tackle Racial Inequalities in the Criminal Justice System	Agencies working within the Criminal Justice System, in the administration of their duties and powers, are encouraged to take action to eliminate differential treatment and processes, that result in continued discriminatory outcomes for individuals and communities of different ethnicities.	Through the focus groups commissioners gathered personal testimonies in addition to local and county wide data from - Probation, CPS, Office of the Police and Crime Commissioner
Build Trust and Confidence with Communities	Make use of local advisory groups and ensure they are made up of diverse community groups/ individuals and representatives from all relevant organisations. In this way local issues can be discussed and data such as stop and search, sentencing trends, hate crime and implementation of the police race action plan can be scrutinised, and action plans created implemented and monitored.	Participation took place within in different forums on Hate crime, input into the Police race action plan. Trust and confidence proposed as an ongoing theme.
Training	Develop a training program for relevant organisations within the criminal justice sector encompassing racial literacy and cultural competence that is created and delivered in partnership with people from impacted communities that can be delivered throughout agencies and organisations working within the criminal justice system across the town.	Through the focus group process, a training program on racial literacy was welcomed and supported by the Chief Inspector.
Outreach work	Engage with communities to listen to concerns and develop joint solutions to address trust and confidence gaps.	Engagement from the local PCSO’s & hate crime officers fed into the focus groups alongside joint participation in community events
Recruitment	Community campaigns to increase workforce diversity at different levels	Data gathered from joint community events as well as through the focus group and representation.

Recommendations for Education- Ensure that no child is left behind		
Recommendation	Details	Rationale
Education partners to provide representation on the Legacy Group:	Educations Partners are encouraged to provide representation on the Legacy Group to ensure that the recommendations identified in this report are explored.	The creation of a Legacy Group to share Commission findings and action its recommendations is key to the fulfilment of the Stevenage Equalities Commission's ambition to advance racial equality across the community. Stevenage Borough Council has received external funding to facilitate a Legacy Group and will work with partners to progress Commission recommendations.
Collect and forensically analyse data at a local level	<p>Relevant education organisations and services to collect and forensically analyse data at a local level that will give better insight into the nature of racial disparities in Stevenage schools and support the development of comprehensive strategies to address expressed areas of concern. The following areas should be given attention:</p> <ul style="list-style-type: none"> •How are racist incidents reported and handled in schools - numbers, and locations? •Emotional support for pupils and families affected by racial incidents? •What is the level and types of exclusions for different ethnic groups of pupils? •What are the patterns for managed moves and home schooling? •Make up of pupil referral units? •Who monitors trends, patterns, and facilitates sharing of good practice? •What is the make-up of staff and governors in our schools? •Inclusion and progression •Curriculum diversity - consider how the curriculum reflects and embeds Black, Asian and minoritised ethnic communities' histories. •The level of engagement of Black, Asian, and Minority Ethnic parents and carers in school forums? 	Through the focus groups, HCC representation at the meetings and consultations with Stevenage Education Trust (represented on the commission) there was a significant absence of local data to give further insights. Through discussion it was established that the data around BAME student's exclusion, expulsion and attendance was not captured in a way that could be easily represented as it is down to the individual schools in many cases to provide this and it is not a statutory requirement for them.
Event for Stevenage schools	Relevant education organisations and services are encouraged to create a workstream to give a longer-term focus to tackling racial disparities and be actively involved in the data collection, analysis, and strategy development.	Commissioners' experiences of their interactions with schools, other testimonies from people in the community, those in leadership roles and governors' experiences, indicated that an event would be welcomed.
Increase the diversity of staff in	Relevant education organisations and services are encouraged to explore	HFLS recruitment of specialist roles to address, curriculum and staffing issues and provide anti-racist training

leadership roles and as governors.	efforts to increase the diversity of staff in leadership roles and as governors.	
Leaders and teachers undertake training on race equality and racial literacy	Training: Relevant education organisations and services to explore the implementation of race equality and racial literacy training. To ensure that leaders and teachers are equipped with the understanding about the ways in which race and racism work in society, and to have the skills, knowledge, and confidence to implement that understanding in teaching practice.	This was identified by the chair of the Stevenage Education trust as an opportunity which would be welcomed.

Recommendations for Sports Arts and Culture

Recommendation	Details	Rationale
Sports, Arts and Culture partners to provide representation on the Legacy Group	Continue engagement with relevant leisure, sport, culture, and arts organisations to develop action plans to increase the participation at all levels of Black Asian and Minority Ethnic Communities in the Sporting, Artistic and Cultural life of the Town.	
Heritage project	A project that will document the contributions of the diverse communities of Stevenage since its inception. The work can be developed in partnership with local community organisations.	<p>Long history of community organisations contributing to this agenda, materials scattered in different places, knowledge and not easily accessible (people elderly or no longer with us) not showcased in prominent spaces that document the history of the Town.</p> <p>Time and resources did not allow for following up expressed needs of contributors in the Sports Arts and Leisure fields who shared their ambitions, acknowledged the gaps, and wanted input to help make their services more inclusive.</p>

Recommendations for Business and Employment

Employment: SBC

Recommendation	Details	Rationale
SBC to collect race and ethnicity data about its workforce	SBC to continue drilling down into workforce data to identify BAME specific issues.	Through meetings with SBC HR, it was established that the council offers an excellent opportunity to provide guidance and support to other organisations around their equality, diversity and inclusion policies and strategies. Further work to drill down into data would enable the council to identify any underrepresentation and build on its commitment to advance equality, diversity, and inclusion across its workforce.
Independently Review Equality Impact Assessments	The council are encouraged to explore the introduction of an independent review of Equality impact Assessments on a regular basis.	Through meetings with SBC Corporate Policy & Performance Team, it was established that the council could look at offering provision for independent review as part of its continued commitment to provide transparency, which includes publication of the EqlAs publicly via its website

Undertake an audit of current race equalities data	SBC and the Legacy Group in conjunction with strategic public sector bodies and third sector organisations: Undertake an audit of current race equalities data, internal and external from partners to collect and share complete and robust data on ethnicity and other intersecting characteristics across social, health, economic and environmental factors.	SBC and Legacy Group will work with partners to identify relevant sources of data that improve our understanding of race equality issues and will seek to report against these and help shape services.
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Business Recommendations

Recommendation	Details	Rationale
Business and Economic Partners to provide representation on the Legacy Group	Business and Economic Partners are encouraged to provide representation on the Legacy Group to ensure that the recommendations identified in this report are explored.	
Launch a Race Equality Charter for Businesses	SBC and partners are encouraged to launch a Race Equality Charter for Businesses and sign up to The Race at Work Charter or create a bespoke charter to utilise the calls for action within, to take practical steps to ensure workplaces are tackling barriers minoritised people face in, recruitment, progression, and workplace experiences. Leading by example and promote the charter to businesses, statutory and third sector organisations, contractors and suppliers of services could also provide a mechanism for bringing people together to report and share good practice.	The Charter- A call to action from SBC to others to join them and learn from one another in addressing disparities.
Build opportunities specifically designed to bolster Black Asian and Minority Ethnic businesses	SBC in conjunction with relevant business and economic support partners are encouraged to build opportunities specifically designed to bolster Black Asian and Minority Ethnic businesses who are under the local radar, including: creating spaces for local businesses and entrepreneurs to connect, networking and support groups, educational resources, mentorship programs, and financing — These activities will contribute to a supportive and healthy business ecosystem.	Focus group made up of 10 individuals running or in the process of setting up businesses in the Town. Discussions with stall holders at Stevenage International day, Stevenage day. Discussion in other forum also with past business owners.

Recommendations for Health

Recommendation	Details	Comments
The Commissions Legacy Group:	The Commissions Legacy Group: should share the Commissions work with agencies working within the Health System, to build a level of expectation and challenge.	Funding obtained to support legacy group for 12 months

<p>Review and analysis of the local and countywide health inequalities outcomes data</p>	<p>SBC and Health partners are encouraged to carry out a thorough review and analysis of the local and countywide health inequalities outcomes data amassed since Covid and the death of George Floyd to gain a more accurate picture of the extent to which racial health disparities exist in Stevenage.</p>	<p>Specific health issues identified through the process and ongoing dialogue with service users and professionals. - Sickle Cell Anaemia, mental health, breast screening, prostate cancer, maternity services, Access issues, differential outcomes and experiences Promotional / educational /engagement activities required reach communities.</p> <p>The Commission has also been engaged in ongoing dialogue with Mental Health services to secure funding for a 1-year project to improve access treatment and outcomes in community mental health services, a wide range of professionals, service users and non-users of services have been consulted as part of this process.</p> <p>The Commission participated in the running of a six-month partnership project focusing on mental health to develop and pilot culturally appropriate services for BAME Communities in Stevenage The Commission has also been engaged in ongoing dialogue with Mental Health services to secure funding for a 1-year project to improve access treatment and outcomes in community mental health services, wide range of professionals and service users and non-users engage in yearlong process.</p>
<p>Develop strategies and action plans to address Health inequalities for Black Asian and Minority Ethnic Communities</p>	<p>SBC and its Healthy Stevenage Partners: should continue to develop strategies and action plans to address Health inequalities for Black Asian and Minority Ethnic Communities in partnership with those communities. The commission heard evidence that racism is a public health issue which requires a public health response, this dimension should be factored into the development of strategies.</p>	<p>SEC working with NHS Trusts and Mind around mental health aspects with funding obtained for this</p>
<p>Review of funding priorities</p>	<p>SBC and health agencies are encouraged to carry out a review of funding priorities for Black, Asian, and Minority Ethnic communities and obtain funding to develop innovative and sustainable projects to tackle inequalities.</p>	<p>SEC working with NHS Trusts and Mind around mental health aspects with funding obtained for this</p>

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Stevenage Equalities Commission (SEC) Legacy Group Action Plan

Action	Details	Responsibility	Timescale
1. The Legacy Group will work with partners to identify a clear set of recommendations and actions in response to the findings of the Stevenage Equalities Commission (SEC)	<ul style="list-style-type: none"> Legacy Group Terms of Reference (TOR) will be circulated to existing SEC members and partners for agreement A 12-month Action Plan based on the SEC recommendations will be developed in partnership and circulated for agreement The group will be facilitated by Stevenage Borough Council (SBC) for 12 months 	SEC Legacy Group/SBC	September 2023
2. The Legacy Group will seek representation from NHS, Education, Police, Business and Criminal Justice partners to ensure that existing or future opportunities for future partnership working to tackle racial disparity are identified.	<ul style="list-style-type: none"> Existing partners and members of the SEC will be approached to attend as well as new members as identified in the development of the TOR 	SEC Legacy Group	September 2023
3. The Legacy Group will promote the Action Plan to Stevenage residents, key stakeholders, community groups, businesses, and wider audiences and seek to incorporate their views into development and implementation of activities	<ul style="list-style-type: none"> The Legacy Group will develop a list of local community, VCSE, and resident groups who are interested in contributing to the work of the Legacy Group a clear programme of engagement by which progress can be shared and feedback obtained will be established 	SEC Legacy Group	July 2023 – June 2024
4. The Legacy Group will provide a 6-month progress update and final report detailing actions and outcomes to partners.	<ul style="list-style-type: none"> Partners will be asked to contribute to the development of the progress report by providing regular updates as specified in the TOR 	SEC Legacy Group	December 2023 and June 2024
5. The Legacy Group will seek to formalise into a constituted organisation in order to access funding and resources to further its work.	<ul style="list-style-type: none"> Community Officers with experience of supporting other constituted group formation will support the group to become a formalised, independent and sustainable agency 	SEC Legacy Group /SBC	June 2024

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Meeting Executive
Portfolio Area Housing and Housing Development
Date 18 July 2023



HOUSING UNDER OCCUPATION POLICY REVIEW

KEY DECISION

1. PURPOSE

- 1.1. This report provides an update on the Under Occupation Policy which suggests various amendments and incentives to encourage those living in homes that are too large for them to downsize into more appropriate accommodation that may better serve their needs, if they wish to do so. A separate policy applies to under occupying successors.
- 1.2. Downsizing into more appropriate homes benefits residents by providing a home that is more manageable both physically and financially. Larger homes can lead to higher energy costs and bedroom taxes.
- 1.3. This policy will also help the Council make best use of its housing stock by freeing up larger homes for families.
- 1.4. The review of the policy is in line with the Allocations Policy review which will be presented to the Executive in September 2023.

2. RECOMMENDATIONS

- 2.1. That the reviewed Housing Under Occupation Policy, as attached at Appendix A, be approved and adopted.
- 2.2. That the results of the Downsizing pilot be noted.

2.3. That Executive note that the budget for the Downsizing Officer role has been factored into the 2023/24 budget. Beyond that, a growth bid will be submitted for the 2024/25 HRA business plan to maintain this role.

3. BACKGROUND

- 3.1. Under Occupation formed part of the review of the Allocations Scheme in 2008. The need to consider the Council's approach to under occupation was also highlighted by the Audit Commission in February 2009. This was used to inform the report to the Executive in November 2009.
- 3.2. The Under Occupation Policy was adopted in November 2013 to respond to Welfare Benefit changes which introduced the Social Size Criteria and to address the needs of under and over occupying tenants.
- 3.3. The 2013 Under Occupation Policy offered further incentive such as the extension of the removal scheme to under occupying tenants, financial incentives and additional points per spare bedroom as per the Allocation Policy.
- 3.4. A light touch review of the policy was made in April 2018 which introduced the Home Choice Scheme which allowed incentive payment to be used to pay arrears, if applicable.
- 3.5. The Housing Development team Housing Development have delivered a total of 396 homes to date. There are a further 303 currently in development, 153 in the Planning process and over 400 in the Design Development phase. This provision will support the Under Occupation policy's ambitions. The Downsizing Officer role was reintroduced in May 2022 to address the growing Housing Register numbers and the need to make best use of the Council's housing stock. It provides tailored support to tenants wishing to downsize. This role was previously divided across colleagues and supported tenants on an ad-hoc basis.
- 3.6. In June 2022, prior to the Downsizing Officer commencing, 622 properties were registers as under occupiers while 304 were registered as over occupiers wishing to move into homes with more bedrooms. Of the 304 over occupied properties, 63 are currently in one bed, 181 in two beds, 59 in 3 beds and 1 in four beds.
- 3.7. The responsibility of the Downsizing Officer is to:
 - 3.7.1. identify tenants who are under occupying and supporting them to downsize if they wish to do so via one-to-one help and assistance.
 - 3.7.2. match tenants to suitable properties based on their choices to ensure best use of stock and maximum benefit to those waiting to move on the Housing Register.
 - 3.7.3. contribute to marketing and the allocation of new developments.
- 3.8. The Downsizing Officer role has resulted in the following outcomes:
 - 3.8.1. 197 under occupation tenants were contacted by the Downsizing Officer. 16 have been referred to the Independent Living Schemes, 3 have already moved into various schemes.

3.8.2. 41 tenants have chosen to bid for suitable accommodation (4x 4 Bed houses, 3 x 3 bed maisonettes, 21 x 3 bed houses, 5 x 2 bed houses and 8 x 2 bed flats). 5 are on hold whilst debt issues are resolved. Of the 41 tenants bidding, 6 require Aids and Adaptions as they have them in their present property.

3.8.3. 7 tenants have successfully downsized into more appropriate accommodation. These moves resulted in five x 3 bed houses, one x 4 beds and one x 2 beds becoming available. The tenants moved into three x 2 bed houses, one x 2 bed bungalows (housing association), one x 1 bed bungalow, one x 3 bed house and one x 1 bed flat.

3.8.4. The following properties are awaiting the Voids process:

- Three x 3 bed houses waiting to move into two x 1 bungalow and one x 2 bed house
- One x 2 bed flats wait to One x 1 bed bungalow
- One x 5 bed house waiting to one x 1 bungalow
- One x 2 bed flat waiting to move to one 1 x bed flat.

4. REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS

4.1. The Under Occupation Policy:

- was benchmarked against comparable Local Authorities and informed by internal and external best practice to ensure that the policy offers the right incentives for residents. The policy aims to increase awareness and uptake of downsizing benefits, make larger homes available for over occupiers and generate churn in the housing stock.
- offers tenants one additional bedroom than their basic need, subject to an affordability assessment, and an uplift in the financial incentives
- will be reviewed in June 2025 where an assessment on its effectiveness and impact will be evaluated
- will have no impact on the Allocation policy Review.
- was reviewed by the Portfolio Holder's Advisory Group which was held on 30th March 2023 and supported the above recommendations and recognised the benefits of the approach.

4.2. The Downsizing Pilot was launched in September 2022. It offers tenants who are downsizing one additional bedroom than their housing need according to our Allocations Policy. Tenants can already move into a property with one bedroom more than their need by mutually exchanging. This can lead to out of area exchanges and doesn't always assist those most in need. The Downsizing Pilot is proving to be very successful and approval is recommended. The Downsizing Pilot was successful as 8 tenants registered their interest in having an additional bedroom.

4.3. The Downsizing Officer will:

- work with the Accommodation and Complex Needs team to provide bespoke support to downsizing tenants. This includes, understanding their accommodation requirements, supporting with removal costs and connection services. This has proven to reduce the anxiety levels which can prevent residents from moving
- promote the policy through physical and virtual advertising, one to one support and events (such as the Mutual Exchange event).
- Work with the Resident and Estates team to deliver a Mutual Exchange event later in the year that will bring together people who wish to move into size appropriate homes.

4.4. The Downsizing Officer provided the following Case Studies:

Case Study One	“2 bed house to a one bed bungalow within the Independent Living Scheme: Established good communication with the tenant and worked with the Independent Living Scheme to manage this move. The tenant was blind and had a guide dog. The tenant needed to be able to walk to work which was difficult with her previous accommodation. The tenant is really happy in their new home. Two adults and one child have now moved into the property that downsized from a 3 bed property.”
Case Study Two	“3 bed house to Independent Living: “A 60 year old lady was living in a 3 bed property. Her husband had passed away, leaving her unable to afford the rent. Worked with the relevant teams to ensure that assessments and procedures were carried out. The tenant has now moved to an Independent living property near her son.”
Case Study Three	“In the property there was an elderly woman living in the 3 bed maisonette on her own. She slept in a chair downstairs and had only been as far as the shop under the maisonettes for years. This case was originally referred by the Compliance Co-ordinator when they had to get a warrant to enter a property to complete electrical works/checks. Currently working with Income, Debt Advisor, Adult Care Services and the Independent Living Scheme. Work is underway to find her a suitable accommodation and to ensure that her move is as seamless and stress-free as possible.”
Case Study Four	“3 bed house to 1 bed bungalow: The tenant became unwell and was on life support over Christmas and did not return home until March. Established regular contact with her family. There were benefit issues to resolve with the tenant. This was resolved and tenant moved into the property and is happy with it. We have now let this property to a family of four who were in temporary accommodation due to homelessness.”

5. IMPLICATIONS

Financial Implications

5.1. The incentives will be increased from £750 per bedroom downsized. The new incentive is as follows:

Number of bedrooms downsized	Incentive payment
First bedroom downsized	£1000
Each subsequent bedrooms	£850

5.2. Payments will be off-set against any rent arrears or recharges incurred. It is possible for people to have more than one incentive in the same financial year should they downsize more than once. Assistance for removals is paid separately.

5.3. No additional funding will be required for the incentives or removals as both will be paid from existing budgets. The budget has been underspent in previous years. As a result, the underspend was used to recruit an additional staffing resource.

5.4. The Downsizing Officer role has proved beneficial in supporting people to move into more appropriate homes. The cost of maintaining this role would be £38,880 including on costs per annum, excluding annual salary increases. The budget for the Downsizing Officer role has been factored into the 2023/24 budget. Beyond that a growth bid will need to be submitted to for the 2024/25 HRA business plan.

5.5. This policy may have an impact on the Voids team as more moves are made. The ongoing Voids Improvement Plan and the recently recruited Empty Homes Coordinator will mitigate this as it seeks to improve the process.

Legal Implications

5.6. The Council is entitled to provide advice and incentives to tenants to move to smaller accommodation as part of its housing management powers under the Housing Act, 1985.

5.7. The Under Occupation policy is associated with the following legislation and guidance:

5.8. Legislation:

- Localism Act 2011
- Welfare Reform Act 2012
- The charter for social housing residents: social housing white paper

5.9. Guidance:

- Communities and Local Government – A plain English guide to the Localism Act

- Communities and Local Government – Allocation of accommodation: guidance for local housing authorities in England

Risk Implications

- 5.10. Age-based bias: It is recognised that a high percentage of older tenants are under occupying which can prove to be a longer term challenge. It is further recognised that specialist support is being offered to people over the age of 55 as they can be referred to the Accommodation and Complex Needs Officer who will promote the benefits of independent living. To mitigate this, officers will ensure that people over the age of 55 are given the choice whether or not they wish to explore independent living accommodation options including any future developments.
- 5.11. Debt/Financial risk: It is recognised that downsizing is an opportunity to relieve the financial strain on those affected by the cost-of-living crisis and those with arrears. The Council will consider allowing tenants in arrears to downsize; on the basis that smaller accommodation will not only be cheaper to rent and it will be cheaper to run. An affordability assessment will be carried out with the Downsizing Officer to identify the financial benefit and/or impact of downsizing.
- 5.12. Downsizing people who have had home adaptations: The Council will work closely with colleagues in the Aid and Adaptations and Lettings team to downsize people into properties with suitable adaptations where possible.
- 5.13. Downsizing people from/to Housing Associations: Housing Associations manage movement within their stock according to their own policies. Housing Association tenants wishing to downsize will be advised to contact their housing provider to agree their downsizing options. Incentive payments will not be available to existing Housing Association tenants. For Council tenants downsizing to a Housing Association property, the incentive payment will be made available.

Policy Implications

- 5.14. This policy does not apply to under occupying successors.
- 5.15. The Under Occupation Policy is impacted by several SBC housing policies and strategies such as:
- [The Allocations Policy](#)
 - [Empty Homes Policy](#)
 - [Adaptations Policy](#)
 - [Lettable Standard](#)
 - [Housing for Older People Strategy](#)
- 5.16. The policy also responds to the Council's emerging transformation agenda focussing on effective advice and guidance to prevent future demands to the Council and other agencies.

Staffing and Accommodation Implications

- 5.17. Officers would like to seek continued funding to retain the Downsizing Officer post as it is proven beneficial in supporting people to move into more appropriate homes.

Equalities and Diversity Implications

- 5.18. Whilst this policy will promote specialist housing and the active ageing environment it brings, the Council aims to ensure that older people do not feel pressured to move from their existing homes and this project recognises that 'staying put' may be the right option for some people. Additionally, the Council seeks to support older people in overcoming the barriers they may associate with a move to specialist housing, to ensure they are not excluded from accessing the housing options on offer.

Service Delivery Implications

Promoting and utilising the policy effectively will be dependent on the continuation of the Downsizing Officer role.

BACKGROUND DOCUMENTS

- 1.1 All documents that have been used in compiling this report, that may be available to the public, i.e. they do not contain exempt information, should be listed here:**

- BD1 [The Allocations Policy](#)
- BD2 [Empty Homes Policy](#)
- BD3 [Adaptations Policy](#)
- BD4 [Lettable Standard](#)
- BD5 [Housing for Older People Strategy](#)

APPENDICES

- A Under Occupation Policy 2023
- B Under Occupation EqIA 2023

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Under-occupation Policy

APPENDIX A

Date of Original Policy: November 2013

Reviewed and Revised: July 2023

Due for review: July 2025

Owner: Tracy Jackson

Author: Lethius Charles

1 Aim of the policy

- 1.1 This policy aims to support under-occupying council tenants who wish to downsize by providing them with practical support and financial assistance.
- 1.2 A tenant is assessed to be under-occupying by having more bedrooms in their accommodation than is necessary for their current household composition. Housing Benefit might be reduced if your home is considered too large for you as per the Social Size Criteria: this is sometimes known as the 'bedroom tax'.
- 1.3 Helping tenants to downsize appropriately will:
 - release larger properties for re-letting to overcrowded families
 - make best use of existing council stock
 - relieve the financial pressures on under-occupying households adversely affected by the rising cost of living
 - help reduce customer debt and council rent arrears
 - Ensure tenants have the right sized home

2 Scope of policy

- 2.1 The terms of this policy will apply to all under-occupying council tenants, with the exception of under occupying succession applications.
- 2.2 Under-occupation is defined as having more than one bedroom than is required for the number of occupants, based on appropriate sharing and/or single bedroom arrangements.

3 Responsibility

- 3.1 Operations **Manager** will have oversight of the under-occupation policy.
- 3.2 **Housing Officers** are responsible for implementation, promotion and enforcement of the under-occupation policy as detailed below.
- 3.3 **Housing management staff** assist in the implementation and promotion of the under-occupation policy.

4 Policy

4.1 In carrying out this policy we will:

- follow best practice
- treat all tenants in a fair and non-discriminatory way, as set out in our Equality and Diversity Policy
- treat all information provided as confidential, and release it to a third party-only after discussion and with the tenant's agreement.

4.2 We will not require under-occupying tenants to downsize unless they agree to it. A separate policy applies to under occupying successors.

4.3 Tenant profiling

We will identify under-occupying tenants through data available from tenancy records, the Housing Register and the council's mutual exchange services. We will then work with tenants in carrying out the aims of this policy.

4.4 Support and assistance

We will:

- aim to understand and assess our tenants' needs via a downsizing assessment carried out with a council representative.
- provide a range of advice and assistance to under-occupying tenants moving to a new home.
- discuss available options.
- provide a 'one-stop' service to support to older residents to move into Independent Living schemes. This will be delivered via a dedicated team who will work with tenants to ensure that their move is as seamless as possible.

4.5 Financial and other assistance

4.6 Stevenage Borough Council will pay an incentive of £1000 for the first bedroom room downsized with £850 for each subsequent bedroom. Payments will be off-set against any rent arrears or recharges incurred. It is possible for people to have more than one incentive in the same financial year should they downsize more than once.

4.7 We may offer painting and decorating vouchers and may cover the cost of removals on a discretionary basis.

4.8 Tenants will be able to move to a home that has one bedroom more than the minimum required to meet their housing need, when making the move to downsize; this is in line with the Mutual Exchange Policy. This will be subject to an affordability assessment and on the basis that downsizing does not lead to overcrowding.

4.9 Tenants would not usually be allowed to move home if they have a current housing debt owed to the council, however we will consider allowing tenants in arrears to downsize; on the basis that smaller accommodation will be cheaper to rent and it will be cheaper to run. An affordability assessment will be carried out with the Downsizing officer to identify the financial benefit and/or impact of downsizing. This will be at the discretion of Stevenage Borough Council. Incentive payments will be offset against arrears.

4.9.1 Where applicable, we will refer tenants with significant arrears, where the downsizing payment would not be enough to offset it, to the Income team to apply for the Discretionary Housing Fund.

4.10 We will consider offering under-occupiers other incentives to downsize. This will be considered on a case by case basis and is at the discretion of Stevenage Borough Council. This may include removal and/or painting and decorating vouchers.

4.11 Some tenants occupy properties that have adaptations which meet their particular needs. We will apply to the Secretary of State for authority to pay the government's housing-benefit spare-room subsidy for such tenants. This funding will top up the existing Discretionary Housing Payment funding and will be administered by the Income Team. We will periodically review the expenditure and reapply to the Secretary of State where necessary.

4.12 **Publicity**

We will:

- increase public knowledge and awareness of the opportunities available for downsizing
- promote the benefits of downsizing to tenants, such as the savings made from lower utility costs and more accessible homes
- work closely with partners and colleagues to identify people who are under occupying and make referrals to appropriate services.
- provide information to our tenants on how to secure alternative accommodation in an understandable format.

4.13 **Data matching**

We will:

- support initiatives which bring together upsizing and downsizing tenants through chain lettings or local mutual exchange schemes
- actively seek downsizing opportunities for our tenants.

4.14 **Mutual exchange**

We will:

- make tenants aware of their options to downsize through the mutual exchange services. Mutual exchanges moves are not subject to downsizing incentive payments
- provide ways for tenants to come together to agree mutual exchanges.

4.15 The Allocation Scheme

4.16 The Housing Allocations Scheme will award greater priority to under-occupiers wanting to downsize.

4.17 To encourage downsizing, we will ring-fence some high-demand properties, such as bungalows, for under-occupiers. Our Allocations Scheme allows us to make best use of stock in this way. This will make available larger properties and homes with adaptations to those who need them.

4.18 We will make sure that only in exceptional and justifiable circumstances will successions lead to under-occupation.

4.19 Non-statutory/discretionary succession downsizing applications will be placed on a time limited bidding period. If no bids are made during this period, the Council will make a direct offer to the tenant. Refusals will be reviewed and enforcement actions issued if necessary. The additional bedroom incentive is not applicable to succession downsizing applicants and will be assessed on housing need as per the Housing Allocations Policy.

4.20 Tenants who are under-occupying and wish to downsize are required to join the Housing Register.

4.21 Adaptations

4.22 Mobility difficulty is a major reason for under-occupiers wanting to downsize. When we can meet these tenants' needs either by downsizing or by adapting their existing home, we will encourage downsizing and offer incentives as detailed in this policy and in line with the Aid and Adaptations Policy.

4.23 We will identify potential downsizers through closer working with those providing adaptations.

4.24 Specialist Support Services

4.25 We will continue working closely with internal and external partners to meet the needs of our older population. People over the age of 60 or those living with a disability may be referred to the Supported Living team to discuss Independent Living, Flexicare and other assisted living options (including careline). These accommodation options are homes that are or can be easily adapted to ones needs both now and in the future.

4.26 The Council will offer information on connection/disconnection services available to aid in the transition from one property to another.

4.27 Housing Associations

4.28 Housing Associations manage movement within their stock according to their own policies. Housing Association tenants wishing to downsize will be advised

to contact their housing provider to agree their downsizing options. Incentive payments will not be available to existing Housing Association tenants.

4.29 For Council tenants downsizing to a Housing Association property, the incentive payment will be made available.

4.30 The Council retain nomination rights to downsize tenants into Housing Association accommodation.

5 Review

5.1 The policy will be reviewed by the Housing Management team every two years or earlier if changes in legislation or demand require this. The review will take into account any changes in statutory guidance and good practice. The policy will be measured on its effectiveness and the availability of the resources. Any major changes will be consulted on.

5.2 We will aim to understand the performance and effectiveness of the policy in encouraging tenants to downsize by measuring:

- tenant downsizing satisfaction surveys
- the number of tenants under-occupying their homes
- the number of those interested in the downsizing scheme
- benchmarking against the approach other organisations take to under-occupation
- consideration of ideas that will help us improve the policy.

6 Associated documents

6.1 Internal

Related strategies, policies and standards

- The Allocations Policy
- Empty Homes Policy
- Adaptations Policy
- Lettable Standard
- Housing for Older People Strategy

6.2 External

Legislation

- Localism Act 2011
- Welfare Reform Act 2012
- The charter for social housing residents: social housing white paper

Guidance

- Communities and Local Government – A plain English guide to the Localism Act
- Communities and Local Government – Allocation of accommodation: guidance for local housing authorities in England

Full Equality Impact Assessment

For a policy, project, service or other decision that is new, changing or under review

What is being assessed?		Under Occupation Policy		
Lead Assessor	Lethius Charles – Project Manager - Housing for Older People Strategy		Assessment team Tracy Jackson, Operations Manager (Providing Homes), Stevenage Borough Council Lori Smith, Housing Supply Manager, Stevenage Borough Council Susan Blackman, Downsizing Officer, Stevenage Borough Council Karen Long, Operations Manager (Managing Homes), Stevenage Borough Council	
Start date	June 2023	End date		June 2025
When will the EqIA be reviewed?	June 2025			

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Who may be affected by it?	All under occupying tenants
What are the key aims of it?	<p>The policy aims to support under-occupying council tenants who wish to downsize by providing them with practical support and financial assistance, such as funds to cover the removal costs and cash incentives to downsize.</p> <p>Helping tenants to downsize appropriately will:</p> <ul style="list-style-type: none"> • release larger properties for re-letting to overcrowded families • make best use of existing council stock

	<ul style="list-style-type: none"> • relieve the financial pressures on under-occupying households adversely affected by the rising cost of living • help reduce customer debt and council rent arrears • ensure tenants have suitable and affordable homes
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What positive measures are in place (if any) to help fulfil our legislative duties to:					
Remove discrimination & harassment	N/A	Promote equal opportunities	N/A	Encourage good relations	Assisting under-occupiers to move to more suitable accommodation will help facilitate mixed/sustainable communities. By referring suitable downsizing tenants to the Specialist Accommodation team we are providing the option to move to an age-appropriate home that can meet their future needs. Although this policy allows for additional support to older people, it provides incentives for all ages.

What sources of data / information are you using to inform your assessment?

The research used to review the under occupation policy included desktop based exercise, various policy and strategy reviews and a pilot. These were as follows:

- Housing for Older People Strategy
- Housing Income Policy
- Benchmarking against other authorities recognised for delivering best practice (see examples in the table below)
- Downsizing pilot – September 2022
- Allocations Policy review 2023
- Housing Register

	<i>Incentive value per bedroom</i>	<i>Other incentive value</i>
Central Beds council	£500 per bedroom (max £1000)	Removal service and reconnecting cookers and appliances
Epping Forest District Council	£1000 per bedroom	£500 for removal services & £500 to meet decoration costs
Hightown H/A	Giving up 2 bedrooms or more £750	Residents moving to sheltered will get assistance with decoration choice
Luton Borough Council	See next page	See next page
Network homes	£500 per room	£1000 and removing services plus carpets, curtains and decorating

	<p>Broxbourne Council</p>	<p>200 points under their point scheme</p> <p>“Social Housing tenants giving up at least one bedroom can be awarded points”</p>		
	<p>Dacorum Council</p>	<p>45 (to be given for each bedroom a household is choosing to downsize by).</p>		
	<p>East Herts Council</p>	<p>Assured tenants of an existing social tenancy in East Herts, who wish to transfer to a smaller property, will have 20 points allocated to their application for each bedroom that is freed up by the move. The Council will take into account the number of bedrooms guidelines for their household when deciding on the number of points to be awarded.</p>		
	<p>St. Albans</p>	<p>“tenants living in the St Albans district that are under occupying 3- and 4-bedroom accommodation and looking to move into 1-bedroom accommodation into Band A. All other social tenant under occupiers living in the district will be placed in Band B. St</p>		

		<p>Albans Council tenants who under occupy and who move to accommodation with fewer bedrooms from two bedrooms or larger may qualify for the Tenant's Incentive Scheme. Under occupiers who are aged 50 and over are able to apply for bungalows"</p>		
<p>Cambridge</p>	<p>£500 per bedroom *see more information in table below</p>	<p>Those under-occupying by either 2 bedrooms or giving up an adapted property are awarded a Band A status those under-occupying by 1-bedroom are awarded a Band B status To help with removals a removal payment of up to £750 (depending upon number of bedrooms) will be paid as part of the lettings process.</p>		
<p>Cambridge</p>	<p>Point based system: Those under occupying by 2 or more beds, placed in band 1. Those under occupying by 1 bed, moved to band 2</p>			
<p>Tamworth Council</p>	<p>Those under occupying by 2 or more beds, placed in band</p>			

	1. Those under occupying by 1 bed, moved to band 2	
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In assessing the potential impact on people, are there any overall comments that you would like to make?	It is important that, as a Local Authority, we monitor and assess the impact this policy may have on people wishing to downsize. We need to ensure that there is no indirect, or direct, discrimination, contrary to our public sector equality duty. We are morally and legally accountable for ensuring our homes are let in a way that doesn't put any individuals or marginalised groups at a disadvantage.
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Evidence and impact assessment

Explain the potential impact and opportunities it could have for people in terms of the following characteristics, where applicable:

Age					
Positive impact	✓	Negative impact	✓	Unequal impact	
Please evidence the data and information you used to support this assessment					<p>There is expected to be a positive impact on older people who need access to more suitable housing. Appropriate housing is seen as an integral part of keeping people safe, well and independent which leads to better health and wellbeing outcomes.</p> <p>Specialist housing is generally perceived to be safer for vulnerable people, who might otherwise fall victim to targeted crime (such as doorstep distraction burglary) or abuse, or dangers in the home such as falls and fire.</p> <p>Specialist housing for older people should reduce social isolation but allowing people to make new friends with other residents in the scheme, while also being able to keep links to their existing communities and friendships. Social isolation has a detrimental effect on health and wellbeing and can shorten mortality by some 26% (https://www.campaigntoendloneliness.org/threat-to-health/)</p> <p>For younger people, providing a good alternative to family-sized housing for older residents may</p>

encourage more general needs housing to be available. This will positively impact on younger adults and children in homeless or insecurely housed families.

Specialist housing for older people can reduce pressure on working-age people who may be supporting older relatives to the detriment of their own families or careers.

There is a potential negative aspect of providing housing specifically for older people, in that they may feel pressured to move from their existing homes into smaller specialist homes which move them away from their existing communities and require them to dispose of their possessions and pets to do so.

Also loss of amenity, such as gardens, full-sized kitchens and rooms for visitors and family to stay (especially grandchildren) could lead to sadness or in some cases depression or anxiety.

Older people may not wish to live in a single age group community (although this could still be over a range of 40+ years) and may prefer to live in communities where there are mixed ages and families with children. For some people, staying in their current homes may be the right option.

The HOPS stakeholder event feedback shows that older people do not want to be treated as being incapable, and that housing has to reflect their aspirations and continued participation in the community.

The ONS population pyramids of 2016 estimate that there are significantly more women in higher ages than men – as high as 2/3s of the 90+ population, and a higher proportion than England as a whole. With this, the ONS report a higher social care dependency from older women, with 42% of women compared with 34% of men have at least some problems with washing or dressing, at the age of 85+.

In 2018-19 Stevenage had a population of 87,754, which is expected to increase to almost 103,000 by 2039. 49.32% of residents are male and 50.68% are female.

The age profile of Stevenage residents is shown in the table below:

Age	% Stevenage	% England
0 -14	19.71	18.13
15-19	5.24	5.53
20-24	5.69	6.28

25-29	7.06	6.82
30-34	7.74	6.77
35-39	7.29	6.64
40-44	6.04	6.06
45-49	6.72	6.79
50-54	7.4	6.99
55-59	6.61	6.38
60-64	5.24	5.44
65-69	4.1	5.04
70-74	3.76	4.87
75-79	2.73	3.33
80-84	2.39	2.51
85+	2.28	2.44

<https://www.ons.gov.uk/visualisations/dvc411/pyramids/pyramids/pyramids.html?initialWidth=944&childId=67d-411e-8d75-7cbb68ac2b44%20-%202015/389/131/null/null/false/false/na/1#15/389/352/null/null/false/false/na/1>

The ExtraCare Charitable Trust (2019) Integrated Homes Care and Support: measurable outcomes for a Healthy Ageing <https://www.extracare.org.uk/media/1169231/full-report-final.pdf>

House of Commons Communities and Local Government Committee, Housing for Older People, Second Report of the Session 2017-19 (2018) available at:

	<p>https://publications.parliament.uk/pa/cm201719/cmselect/cmcomloc/370/370.pdf</p> <p>https://www.campaigntoendloneliness.org/loneliness-research/</p> <p>https://www.stevenage.gov.uk/documents/equality-and-diversity/equality-and-diversity-report-2018-19-acc.pdf#:~:text=Stevenage%20has%20a%20population%20of%2087%2C754%2C%20which%20increases,The%20age%20profile%20of%20Stevenage%20residents%20is%20shown</p>		
<p>What opportunities are there to promote equality and inclusion?</p>	<p>The Downsizing Officer role was reintroduced in May 2022 with the responsibility to:</p> <ul style="list-style-type: none"> - identify tenants who are under occupying and supporting them to downsize if they wish to do so via one-to-one help and assistance. - match tenants to suitable properties based on their choices to ensure best use of stock and maximum benefit to those waiting to move on the Housing Register. - contribute to marketing and the allocation of new developments. <p>We also support tenants with removal costs in addition to the incentive payments. For those who may have difficulty putting up shelves or curtain rails, we can pay for a handyman, low-cost DIY and provide vouchers to cover the cost of decorating.</p> <p>Older tenants moving into independent</p>	<p>What do you still need to find out? Include in actions (last page)</p>	<p>N/A</p>

	<p>living schemes will receive one-to-one support to ensure that their move is as smooth as possible and that they settle in well.</p> <p>The policy introduces the option to downsize to a property with one more bedroom than the household's need so mitigates the possible effects of downsizing. Tenants may also decide to move to a smaller general needs property rather than an Independent Living Scheme.</p>		
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Disability e.g. physical impairment, mental ill health, learning difficulties, long-standing illness					
Positive impact	✓	Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment					<p>Mobility difficulty is a major reason for under-occupiers wanting to downsize. In 2011, 7.5% of Stevenage residents who were 16-64 years of age had a disability which limited their day to day activities. The figure was 15.7% for all ages. 23.9% of households in Stevenage included a person with a long term health problem or disability. The Downsizing Officer and the Aids and Adaptations team will work together with tenants wishing to downsize to match them to suitable pre-adapted accommodation options where possible.</p> <p>Independent Living Schemes helps to reduce social isolation and anxiety; as such schemes encourage socialisation and community activities. The schemes are staffed and include assistive technology to help reduce anxiety over falls or other issues is significantly reduced which helps with mental health and depression.</p>

What opportunities are there to promote equality and inclusion?	To make the policy clear and transparent, ensuring all disabled customers receive equitable treatment and priority.	What do you still need to find out? Include in actions (last page)	

Gender reassignment				
Positive impact		Negative impact		Unequal impact
Please evidence the data and information you used to support this assessment	The policy will have no Impact on gender reassignment			
What opportunities are there to promote equality and inclusion?	N/A	What do you still need to find out? Include in actions (last page)	N/A	

Marriage or civil partnership				
Positive impact		Negative impact		Unequal impact
Please evidence the data and information you used to support this assessment	The policy will have no Impact on marriage or civil partnership.			

What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	
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Pregnancy & maternity					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	No impact – Pregnant tenant can downsize as long as it doesn't leave to overcrowding.				
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)			

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Race					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	The policy will have no Impact on race				
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)			

Religion or belief					
Positive impact		Negative impact		Unequal impact	✓
Please evidence the data and information you used to support this assessment	The policy will have no Impact on religion or belief.				
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

Sex					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	The policy will have no Impact on sex				
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

Sexual orientation

e.g. straight, lesbian / gay, bisexual

Positive impact	Negative impact	Unequal impact
		✓
Please evidence the data and information you used to support this assessment	The policy will have no Impact on sexual orientation	
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)

Socio-economic¹

e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement

Positive impact	Negative impact	Unequal impact
	✓	
Please evidence the data and information you used to support this assessment	<p>Tenants would not usually be allowed to move home if they have a current housing debt owed to the council, however we will consider allowing tenants in arrears to downsize; on the basis that smaller accommodation will not only be cheaper to rent and it will be cheaper to run. Incentives payment will be offset against any arrears</p> <p>There are currently 258 tenants are under occupying and on Housing Benefits. The Downsizing Officer is currently engaging over 70 residents who are under occupying of which the majority are in arrears. In</p>	

¹Although non-statutory, the council has chosen to implement the Socio-Economic Duty and so decision-makers should use their discretion to consider the impact on people with a socio-economic disadvantage.

addition to the [rising cost of living](#), these tenants are subject to the bedroom tax putting further pressure on their already stretched budgets. The Downsizing Officer has supported 6 tenants to move so far with 4 more waiting for properties to become available.

The Public Health profiles show that in 2015, income deprivation score for older people in Stevenage was 16.1 which is the lowest quintile in the east of England. [Public Health Profiles, Productive Healthy Ageing](#)

Specialist housing for older people has a number of benefits in terms of being easier to manage and maintain, and cheaper to run and keep warm. Also, specialist housing for older people is exempt from LHA housing caps, and therefore less likely to incur additional rent requirements.

What opportunities are there to promote equality and inclusion?

An affordability assessment will be carried out with the Downsizing officer to identify the financial benefit and/or impact of downsizing. This will be at the discretion of Stevenage Borough Council. Incentive payments will be offset against arrears. Where applicable, we will refer tenants with significant arrears, where the downsizing payment would not be enough to offset it, to the Income team to apply for the Discretionary Housing Fund.

What do you still need to find out? Include in actions (last page)

Other

please feel free to consider the potential impact on people in any other contexts

Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	N/A				
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

What are the findings of any consultation with:

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Staff?	N/A	Residents?	Tenants have responded positively to Downsizing pilot which provided one additional bedroom than their need. So far this has resulted 6 downsizing moves with 4 waiting for properties to become available.
Voluntary & community sector?	N/A	Partners?	N/A
Other stakeholders?			

Overall conclusion & future activity

Explain the overall findings of the assessment and reasons for outcome (please choose one):	
1. No inequality, inclusion issues or opportunities to further improve have been identified	
Negative / unequal	2a. Adjustments made

impact, barriers to inclusion or improvement opportunities identified	2b. Continue as planned	<p>Steps will be taken to eliminate/reduce such risk wherever it is possible and economical to do so:</p> <p>Age: whilst this policy will promote specialist housing and the active ageing environment it brings, we aim to ensure that older people do not feel pressured to move from their existing homes and this project recognises that 'staying put' may be the right option for some people. Additionally, we seek to support older people in overcoming the barriers they may associate with a move to specialist housing, to ensure they are not excluded from accessing the housing options on offer.</p>
	2c. Stop and remove	

Detail the actions that are needed as a result of this assessment and how they will help to remove discrimination & harassment, promote equal opportunities and / or encourage good relations :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
N/A				

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Approved by Assistant Director / Strategic Director:

Date:

Please send this EqIA to equalities@stevenage.gov.uk

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Meeting Executive



Report LOCAL LETTINGS POLICY FOR
SPECIALIST ACCOMMODATION (OLDER
PEOPLE)

Portfolio Area Housing and Housing Development

Date: 18 July 2023

1. PURPOSE

- 1.1 This report presents the Local Lettings Policy for the allocation and letting of Independent Living, Flexicare (also known as Extra Care) and designated Older People accommodation.
- 1.2 The policy will work alongside Stevenage Borough Council's Allocations scheme and is designed to support the sustainable letting of Independent Living, Flexicare and designated Older People accommodation.
- 1.3 Independent Living, Flexicare and designated Older People accommodation is also known as Independent living accommodation with the aim of maintaining older residents' independence in their own homes with the support of the Specialist Support team and the commissioned on site care provider (in Flexicare). The schemes are a mixture of properties either 'all under one roof' where the front door leads to an internal corridor or dispersed out in the community e.g., small flat blocks or bungalows.

2 RECOMMENDATIONS

- 2.1 That the Local Lettings Policy for Specialist Accommodation (older people), as attached at Appendix A, be approved and adopted.
- 2.2 That Executive note that the budget for the Specialist Support Officer (Lettings) role has been factored in until December 2023. Beyond that, a growth bid will be submitted for the 2024/25 HRA business plan to maintain this role. This is in addition to the Accommodation and Complex Needs Officer post.

3 BACKGROUND

- 3.1 The Local Lettings Plan follows on from implementation of the Housing for Older People Strategy (HOPS) in November 2020 which sets out our joint approach with Hertfordshire County Council (HCC) to improve housing options for older people in the town. One of the strategic objectives is to enable healthy ageing for older people in Stevenage through the provision of a new housing and support offer. One of the four key themes of the strategy is support and assistance to help people move. The strategy action plan outlines the actions below;
- Review the allocations policy and lettings plan to include older people's housing.
 - Develop a local lettings policy for older people's housing to ensure that age friendly housing is available to older people and to allow family or other housing to be released for families or younger people in housing need.
- 3.2 Currently the Lettings team are responsible for advertising properties; the bidding platform is open for seven working days. Applicants bid on the system themselves on available properties of their choice.
- 3.3 During the Covid-19 pandemic 2020, and the closure of choice based lettings (CBL) for three months, specialist accommodation's letting team was able to continue letting Independent Living, Flexicare and designated Older People housing and complete essential moves. They adopted the principles of allocating a property laid out in the Local Lettings policy (see Appendix A). This was successful in reducing the void length of time. See table 1 below.

Year	Number of Void Weeks	Average Days to re-let	Number of properties let	Average time taken to receive keys after termination
2018	236	45	93	6

2019	190	83	89	3
2020	137	47	72	2
2021	91	69	107	-4
2022	33	95	103	4

Table 1

Table 1 also shows the increasing volume of properties let each year since 2018. Through this work, the number of days it takes to receive keys after the termination of the tenancy has been reduced.

- 3.4 Customers are referred to specialist support services team by a professional, self-referral or from a family member/friend of the applicant or identified through reviewing the housing register. They are assessed by the specialist support services team. The assessment identifies the support needs and any specific property requirements such as level access shower for each customer. The assessment will also take into consideration the customer's choice of where they would consider living within Stevenage. The assessment may result in a change to their current banding due to the identified circumstances.
- 3.5 From the assessments it has been established that customers in general family rented stock are not always aware of the type of accommodation they place their bids on and do not have the specific knowledge of the Independent living housing stock. This can result in a delay in securing the right property as they may bid on something that is unsuitable for their needs.
- 3.6 There is also a high proportion of customers each week bidding on Independent living accommodation that are not eligible, being under the age of 55 years. These customers are reducing their chances with the three allocated bids each week of securing a property in general needs housing. The Local Lettings Plan would mitigate that.
- 3.7 The Lettings team will shortlist the suitable applicants and advise the outcomes. Bids placed by the Accommodation and Complex Needs Officer are likely to have a higher acceptance rate than those who bid themselves due to the suitability of the property.

4 REASONS FOR RECOMMENDED COURSE OF ACTION

- 4.1 Developing a local lettings policy for older people's housing is to ensure that age friendly housing is available to older people and will enable general needs housing to be released for families or younger people in housing need which is one of the actions in the HOPS action plan.
- 4.2 The Council recognises that we have an increasing older person's population and as part of the HOPS commitments, the Local Lettings Policy ensures that:
- the Council meet the needs of older people and complex cases requiring specific property types
 - the Council puts in place support for older residents who wish to move to Independent Living, Flexicare and designated Older People accommodation.
 - specific property requirements are met in the shortest possible timeframes, reducing void rent loss and
 - Reduce waiting times
- 4.3 The policy will work alongside Stevenage Borough Council's Allocations Scheme and its aims are underpinned by:
- Excellent management
 - Consistency
 - Continuous improvement
 - Maintaining good community relations and
 - Providing satisfaction to stakeholders
- 4.4 Adopting this policy and the principles it sets out, will improve service delivery in the following ways:
- improve the customer journey for those who wish to move by making it easier and less stressful
 - by removing Specialist Accommodation from CBL it will make best use of housing stock.
 - reduce the waiting time, from the assessment through to identifying the most suitable property, to the successful letting.
 - To reduce the void rent loss by direct offering properties to customers outside of a seven-day bidding cycle
- 4.5 The Local Lettings Policy will apply only to a small proportion of the Council's total housing stock. The Local Lettings Policy applies to around 830 Independent Living, Flexicare and designated Older People accommodation, compared to over 8,000 homes in the total Council housing stock (excluding homes owned by leaseholders, which are not available for allocation).

4.6 There are proposals to increase supply of this type of accommodation with the first development of 88 properties (Brodie House) expected early 2024 which consists of wheelchair accessible 1 and 2 bed properties. The Council is looking to develop and increase Older People accommodation.

4.7 The policy sets out:

- principles and the process of allocating and letting Independent Living, Flexicare and designated Older People accommodation. It outlines the criteria and reasons of allocating this type of property and the size, whether one or two bed property is allocated.
- Exceptional circumstances in which applicants below the age of 55 and 60 are considered depending on the property types such as if there is a diagnosed long-term illness or disability and demonstration of a support need where they would benefit from the support provided from the Specialist Support Team.
- Circumstances under which allocation is made to out of area applicants without a local connection e.g., family living in Stevenage, where the applicant would benefit from the support of family and the Council's services to support them, will be considered for a low demand property subject to the outcome of the suitability assessment.
- When consideration will be given for management moves for existing residents within the Council's accommodation by recommendation of the Specialist Support Services Team.
- There is a support charge for living in Independent Living and Flexicare accommodation which covers the support provided by the team including the 24/7 emergency response service. This is subject to a review in line with the rent and service charging policy.

4.8 During the implementation of the HOPS, extensive consultations and surveys were carried out between 2019 and 2020 both with residents and both internal and external stakeholders such as Adult Care Services, Integrated Accommodation Commissioning Team, age concern and Alzheimer's Society. Overall the feedback was that older residents preferred older person's housing against intergenerational living schemes with the emphasis on support. This informed the Local Lettings Policy. Furthermore, a Portfolio Holder Advisory Group (PHAG) held on 30th March 2023 supported the above recommendations and recognised the benefits of the approach.

5 IMPLICATIONS

5.1 Financial Implications

The Specialist Support Officer (Lettings) role has proved beneficial in supporting people to move into more appropriate homes. The cost of maintaining this role would be £43,600 per annum including on-costs, excluding annual salary increases. This provision would be factored into the HRA Business Plan as a growth bid.

5.2. Legal Implications

5.2.1 The Local Lettings Policy is associated with the following Legislation;

- Localism Act 2011
- Housing Act 2004
- Welfare Reform Act 2012
- Care Act 2014
- Social Housing Regulation Bill

5.2.2 Guidance:

- Communities and Local Government – A plain English guide to the Localism Act
- Communities and Local Government – Allocation of accommodation: guidance for local housing authorities in England

5.2.3 Local authorities are obliged, under the Housing Act, 1996, to have allocation schemes. Council are obliged to give reasonable preference to the following:

1. people who are statutorily homeless (including those who are intentionally homeless and those not in priority need)
2. people who are owed a housing duty by any housing authority under homelessness provisions
3. people occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
4. people who need to move on medical or welfare grounds, including grounds relating to a disability, and
5. people who need to move to a particular locality in the district of the housing authority, where failure to meet that need would cause hardship (to themselves or others)

5.3 Risk Implications

5.3.1. There are several risks associated with failure to effectively and efficiently manage the allocation of Specialist Accommodation as outlined below:

- reputational risk by failure to meet the Council's performance standards and older person's strategy commitments.
- high number of voids.
- unmanaged under-occupation level where older persons are in larger properties that they can no longer manage.
- failure to make best use of the housing stock.
- increasing waiting time for customers
- poor customer journey
- failure to maximise income from Specialist Accommodation.

5.3.2. There are measures put in place to mitigate all risks identified as far as is reasonably possible. The risks will be monitored regularly through operational

risk registers. This policy along with an efficient, effective and consistent allocation process will contribute to mitigate these risks.

5.4. Policy Implications

5.4.1. This policy is aligned to the following policies

- The Allocations Policy
- Empty Homes Policy
- Adaptations Policy
- Lettable Standard
- Housing for Older People Strategy
- Under occupation policy
- Rent and Service Charges Policy

5.4.2. The policy outcomes will be measured across a range of key indicators such as:

- service standards
- customer satisfaction
- Letting and voids performance
- tenancy sustainment
- any innovative new approaches

5.5. Staffing and Accommodation Implications

See section 5.1 financial implications

5.6. Equalities and Diversity Implications

5.6.1 An Equalities Impact Assessment is attached

5.6.2 Older people will be supported in overcoming the barriers they may associate with a move to specialist accommodation and to ensure they are not excluded from accessing the housing options on offer.

5.6.3 Applicants with any of the protected characteristics will not be disadvantaged in respect of decisions made about the allocation of available homes. Homes will be allocated strictly in accordance with this LLP and the Council's Allocation policy criteria.

5.7 Service Delivery Implications

Adoption of this policy will enable the council to meet its wider objectives and commitments of the Older Person's strategy whilst putting in place the required support for older people. The policy will help to minimise voids turnaround, void loss and maximise income move.

5.8 Review Process

The Council is positive about the principles of the Local Lettings Plan and is keen to see successful long-term lettings achieved for this type of property.

It is intended to review the local lettings plan bi-annual. The review may consider:

- Turnover of vacancies
- Any failed tenancies and the reasons why
- Households accessing/needing support services
- General tenant satisfaction
- Any changes to Council's policies

BACKGROUND DOCUMENT

Housing for Older People Strategy (HOPS)

APPENDICES

- A Local Lettings Policy (LLP) for Specialist Accommodation (Older People)
- B Equality Impact Assessment

**Local Lettings Policy for Specialist Accommodation APPENDIX A
(Older People)**



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1 Introduction

This local lettings policy is for the allocation of Independent Living, Extra Care (also referred to Flexicare) and designated Older People accommodation and will outline the allocation process.

The policy will work alongside Stevenage Borough Council's Allocations scheme.

2 Independent Living

The aim of Independent Living accommodation is to maintain a resident's independence in their own home. The schemes are a mixture of properties either 'all under one roof' where the front door leads to an internal corridor or dispersed out in the community e.g. small flat blocks or bungalows. All our properties are linked to or have a communal lounge where residents can take part in various activities should they wish to.

The assessment will be carried out by the Specialist Support Team usually in the applicant's current home in person.

We may consider applicants over the age of 55 for 1st floor un-lifted properties in a dispersed scheme, subject to a suitability assessment. There will be also be schemes/ properties which are designated for over 55.

2.1 Property Allocation

The process for allocating Independent Living accommodation is set out below;

- Applicant joins the Housing Register (applicant must be eligible for the Housing Register meeting all the requirements as set out in the Allocations Scheme);
- An assessment will be carried out to assess suitability and identify support needs;
- If assessed as suitable, applicant will join the Independent Living waiting list
- Properties will be allocated as outlined in Table 1 below;

Criteria	Reason	Description
1	Allocations scheme	<ul style="list-style-type: none">• Priority of banding (as per the allocations scheme);• Length of time in band;
2	Medical / Welfare Needs	<ul style="list-style-type: none">• Suitability of accommodation as identified in the assessment e.g. requirements for a lift, level access shower or scooter storage.

		<ul style="list-style-type: none"> Adapted properties - any property identified specifically for wheelchair access will be allocated on medical priority
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Table 1

Once a property is on notice we will actively review our waiting list in the priority order as stated above to identify potential applicants. If an applicant refuses the property we shall go to the next applicant in line with the above.

Assessments will be reviewed approximately every 6 months to ensure we are supporting applicants to meet their most suitable housing and support need.

2.2 Two bed property allocation

The two bedroom priority is not always captured by a medical need alone as per the Allocations Scheme; therefore we shall take into consideration the best use of our housing stock and supporting our older residents to move to more manageable accommodation to maintain their independence.

Therefore two bedroom Independent Living properties will be allocated in the priority order of the criteria set out in Table 2 below;

Criteria	Reason	Description
1	Allocations scheme	A 2 bed priority awarded through the allocations scheme. 'Couple with medical recommendation for separate bedrooms, single person or couple with verified need for full time live in carer'
2	Welfare Needs	Non-medical but has an impact on either physical or mental wellbeing as identified at Independent Living Assessment.
3	Downsizing	Couple downsizing from General Needs and considered best use of our housing stock.

Table 2

2.3 Exceptional circumstances

We may consider applicants below the age of 55 and 60 as stated in 1.1 depending on the property types if there is a diagnosed long-term illness or disability and demonstration of a support need where they would benefit from the support provided from the Specialist Support Team. Receipt of Disability Living Allowance or Personal

Independence payment is not in itself evidence of a support need. The final decision on individual cases will be made by the service manager.

2.4 Out of Area Applicants

Applicants with a local connection e.g. family living in Stevenage, where the applicant would benefit from the support of family and our services to support them, will be considered for a low demand property subject to the outcome of the suitability assessment.

The applicant will need to be available in Stevenage for the assessment in person.

2.5 Management Moves for existing residents within our accommodation

Consideration will be given for moves to existing residents within our service by recommendation of the Specialist Support Services Team.

Where there is a clear demonstration that their current accommodation is affecting their health or wellbeing e.g. resident currently lives on 1st floor with lift access, however the distance from their property to the lift means they are unable to leave their property without support due to their mobility or living on 1st floor with no lift access. The Specialist Support Officer makes the recommendation providing the reasons for requesting the move to the service manager, who is responsible for approving the request. This will be providing the current housing register waiting list has been exhausted and subject to availability of suitable properties.

3 Extra Care (also known as Flexicare)

The aim of Extra Care accommodation is to maintain a resident's independence in their own home with the support of the Specialist Support team and the commissioned on site care provider.

Our schemes are a mixture of properties either 'all under one roof' where the front door leads to an internal corridor or a few bungalows within the scheme grounds. They have a communal lounge where residents can take part in various activities should they wish to.

Extra Care accommodation will normally only be allocated to applicants over the age of 60. In all cases a joint assessment with the care provider will be carried out to assess that the applicant:

- a) Is able to live independently within Extra Care
- b) Would benefit from living in an Extra Care scheme and receiving the housing related support service.
- c) Has a personal care need which can be met by the care provider

The assessment will be carried out by the Specialist Support Team and the care provider usually in the applicant's current home in person.

In exceptional circumstances people below this age may be considered, for example those with a long-term physical illness

3.1 Referrals

Referrals can be made by a professional, self-referral or from a family member/friend of the applicant and an adult care assessment should have been carried out within the last 3 months; however, we can support the applicant with a referral to the social worker team if this is not yet in place.

3.2 Property Allocation

Extra Care accommodation is allocated through a multi-disciplinary panel which meets every month and includes representatives from Stevenage Borough Council (Specialist Support Team), Hertfordshire County Council, home care agency and any other professionals involved in cases.

The panel will discuss cases referred to them and will make a joint decision to allocate properties once the following has taken place;

- Applicant joins the housing register (applicant must be eligible for the Housing Register meeting all the requirements as set out in the Allocations scheme);
- An assessment has been carried out to assess suitability and identify housing related support needs;
- A care assessment has been carried out to identify personal care needs to ensure care needs can be met.

If agreed as suitable the applicant will join the waiting list and properties will be allocated by the panel using the criteria outlined below in Table 3:

	Key Area	Requirement
1	eligibility	Applicant joins the housing register (applicant must be eligible for the Housing Register meeting all the requirements as set out in the Allocations scheme);
2	Support needs	An assessment has been carried out to assess suitability and identify housing related support needs
3	Care needs	A care assessment has been carried out to identify personal care needs to ensure these can be met

Table 3

It is important to note that properties are allocated by housing need in the first instance, not the time on the housing register.

3.3 Two bed property allocation

The two bedroom priority is not always captured by a medical need alone as per the Allocations Scheme; therefore we shall take into consideration the best use of our housing stock and supporting our older residents to move to manageable accommodation to maintain their independence.

Therefore, two bedroom Extra Care properties will be allocated in the priority order of the criteria set out in Table 4 below:

Criteria	Reason	Description
1	Allocations scheme	A 2 bedroom priority awarded through the allocations scheme. 'Couple with medical recommendation for separate bedrooms, single person or couple with verified need for full time live in carer'
2	Welfare Needs	Non-medical but has an impact on either physical or mental wellbeing as identified at the extra care assessment.
3	Downsizing	Couple downsizing from General Needs and considered best use of our housing stock.

Table 4

4 Support Charge for Independent Living and Extra Care Accommodation

There is a support charge for living in Independent Living and Extra Care accommodation which covers the support provided by the team including the 24/7 emergency response service. This is subject to a review. Refer to the service charging policy for the most up to date information on support charges.

Applicants are made aware of the support charge at the assessment and there is no opting out of the support service or related charge, this includes regular contact with specialist support staff and the support planning process we provide to our residents to capture any support needs to enable our residents to live independently.

Reviews of support plans are undertaken with existing tenants to identify changing needs throughout their tenancy.

5 Low demand properties

Low demand properties are where we have exhausted our current active waiting list at the time the property is ready to let. (The team would have actively been trying to find an applicant on the waiting list for a minimum of 6 weeks at the point of ready to let) This excludes Extra Care accommodation.

6 Future Older People Accommodation

Stevenage Borough Council may designate some accommodation specifically for older people over the age of 55 to build a retirement community. The applicant may not have a support need. This accommodation may not have access to communal facilities, the housing related support or the 24/7 emergency response service however these can be provided through the Specialist Support teams' Careline and Community Support services should they be needed on an individual basis.

6.1 Property Allocation

The process for allocating designated older people accommodation is set out in Table 3 above.

If assessed as suitable, the applicant will join the Older People accommodation waiting list and the properties will be allocated based on the factors outlined in Table 5 below;

	Property Allocation basis
1	Priority of banding (as per the allocations scheme)
2	Length of time in band
3	Taking into consideration applicants wishes for area and type of accommodation as identified at the assessment (applicants can change this at any time)
4	Suitability of accommodation as identified in the assessment e.g. requirements for a lift, level access shower or scooter storage
5	Adapted properties - any property identified specifically for wheelchair access will be allocated on medical priority

Table 5

Once a property is on notice we will actively review our waiting list in the priority order as stated above to identify potential applicants. If an applicant refuses the property we shall go to the next applicant in line with above.

6.2 Two bed property allocation

The two bedroom priority is not always captured by a medical need alone as per the allocation scheme; therefore we shall take into consideration the best use of our housing stock and supporting our older residents to move to manageable accommodation to maintain their independence.

Therefore two bedroom properties will be allocated in the priority order of the criteria set out in Table 6 below:

Criteria	Reason	Description
1	Allocations scheme	A 2 bedroom priority awarded through the allocations scheme. 'Couple with medical recommendation for separate bedrooms, single person or couple with verified need for full time live in carer'
2	Downsizing	A couple downsizing from General Needs and considered best use of our housing stock.
3	Welfare Needs	Non-medical but has an impact on either physical or mental wellbeing

Table 6

7 Best use of Stock Specialist Accommodation

We are constantly reviewing the demand of our accommodation and in the circumstances set out below we will approach residents to move into more suitable accommodation:

- When a resident has moved in with a partner and only that partner had an identified care or support need and they leave the accommodation on a permanent basis e.g. moving to residential. The remaining tenant will be supported to either move out of specialist accommodation or transferring to more appropriate accommodation e.g. from extra care into independent living based on their current needs.
- When a couple moves into a 2 bed accommodation and their circumstances change e.g. one move into residential care, we will support the remaining resident to downsize to a 1 bedroom home, if there is demand for 2 bedroom homes.

This ensures our accommodation is available for those that need the appropriate care and support and in both of these circumstances; this will be handled sensitively and in a timely manner.

8 Appeals process

The final decision on the suitability of an applicant for Independent Living accommodation will be made by the service manager and if there is a need for escalation this will be to the Operations Manager for Managing Homes

To appeal a decision, please contact specialist.support@stevenage.gov.uk

Appendix A

What accommodation you can expect from us

Your circumstances	What you will be considered for
Downsizing	If you are an existing council tenant, you will be eligible for a 1 bed roomed home and may be considered for a 2 bedroom home (see relevant section in policy)
Home owner	The Right-to-Buy-back policy is where Stevenage Borough Council may re-purchase accommodation previously sold by the council under the Right to Buy (RTB) scheme. https://www.stevenage.gov.uk/housing/housing-policies-and-strategies/right-to-buy-buy-back This is subject to suitability assessments.
Under 60 years old	1 st floor un-lifted if 55 years old and over unless exceptional circumstances.
Future Older People Accommodation	Stevenage Borough Council may designate some accommodation specifically for older people over the age of 55 to build a retirement community. The applicant may not have a support need.
Out of Area	Low demand properties as per section 1.4

Full Equality Impact Assessment

For a policy, project, service or other decision that is new, changing or under review

What is being assessed?		Project – Housing for Older People in Stevenage (HOPS)		
Lead Assessor	Kate Ford, Research Officer, Stevenage Borough Council		Assessment team Alison Spalding, Business and development Programme Manager, Adult Care Services, Hertfordshire County Council Karen Long, Operations Manager (Managing Homes), Stevenage Borough Council Kelly Potts, Specialist Support Services and Contracts Manager, Stevenage Borough Council	
Start date	14-Feb-2019	End date		November 2020
When will the EqIA be reviewed?	December 2021			

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Who may be affected by it?	<p>Older people over the age of 55 including those who will reach 55 during the strategy’s lifespan</p> <p>Adults with disabilities, including learning disabilities</p> <p>People with caring responsibilities</p> <p>Older people who are married, co-habiting or in civil partnerships</p> <p>Families waiting for social housing</p> <p>Our Staff</p> <p>Our Internal and external partners</p>
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What are the key aims of it?	<p>To assess the current provision of housing for older people living in Stevenage, the aspirations of future residents needing specialist housing for older people, and to bring forward recommendations to improve the housing offer to older people, including potential incentives and approaches to support to enable them to move to more suitable accommodation in the Borough thereby releasing family housing back into the general needs stock.</p> <p>This is a tenure neutral project, so will relate to all sections of society, although it is expected that the greatest benefit will be felt by those on low incomes.</p>
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What positive measures are in place (if any) to help fulfil our legislative duties to:					
Remove discrimination & harassment	Well-designed specialist older persons housing, such as extra care, allows older people to live in safe environments while still maintaining social and community links. This reduces vulnerability to criminal, discriminatory or anti-social behaviour.	Promote equal opportunities	This Strategy will be tenure blind and will assess the needs of all older people in Stevenage regardless of differences in social, economic, or physical characteristics.	Encourage good relations	Well-designed older persons' housing promotes community relationships and reduces social isolation and maintains existing relationships as well as promoting new friendships.

What sources of data / information are you using to inform your assessment?	To develop this EqlA, we have undertaken a structured research programme, using a variety of methods to gather evidence and information from older people, their families and carers, and professionals who work with them. We have used data available both locally and nationally and our assessment has been underpinned by up to date and reliable information about the different groups this strategy is likely to affect. Our research programme consisted of;
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	<p>2011 Census information on population structures, household composition, tenure and ethnicity</p> <p>a review of general health profiles</p> <p>a Borough wide service user survey of those aged 45 and over (to determine needs of people who will be approaching 55 over the plan period, and as recommend by planning policy guidance)</p> <p>a professionals survey for those working with older people in the Borough</p> <p>stakeholder events inclusive of groups representing those from minority groups</p> <p>the review of other Strategies for Older People</p> <p>benchmarking against other authorities recognised for delivering best practice</p> <p>desktop review of data held by SBC inclusive of waiting lists and voids, under occupation in council homes and stock condition</p> <p>desktop review of data held by HCC inclusive of DFGs, falls and frailty data and health and care packages</p> <p>analysis of Central Government guidance</p>
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<p>In assessing the potential impact on people, are there any overall comments that you would like to make?</p>	<p>It is important that, as a Local Authority, we monitor and assess the impact this strategy may have on older people that fall within the protected groups. We need to ensure that there is no indirect discrimination contrary to our public sector equality duty. An action of the Strategy is to improve our monitoring and statistical recording of this group.</p>
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Evidence and impact assessment

Explain the potential impact and opportunities it could have for people in terms of the following characteristics, where applicable:

Age					
Positive impact	✓	Negative impact	✓	Unequal impact	
<p>Please evidence the data and information you used to support this assessment</p>	<p>There is expected to be a positive impact on older people who need access to more suitable housing. Appropriate housing is seen as an integral part of keeping people safe, well and independent which leads to better health and wellbeing outcomes.</p> <p>Specialist housing is generally perceived to be safer for vulnerable people, who might otherwise fall victim to targeted crime (such as doorstep distraction burglary) or abuse, or dangers in the home such as falls and fire.</p> <p>Specialist housing for older people should reduce social isolation but allowing people to make new friends with other residents in the scheme, while also being able to keep links to their existing communities and friendships. Social isolation has a detrimental effect on health and wellbeing and can shorten mortality by some 26% (https://www.campaigntoendloneliness.org/threat-to-health/)</p> <p>For younger people, providing a good alternative to family-sized housing for older residents may encourage more general needs housing to be available. This will positively impact on younger adults and children in homeless or insecurely housed families. Currently, evidence does not show a great movement of people downsizing in this way, but this could be to a lack of suitably attractive homes, and a poor perception of specialist housing in the wider community.</p> <p>Specialist housing for older people can reduce pressure on working-age people who may be supporting older relatives to the detriment of their own families or careers.</p> <p>There is a potential negative aspect of providing housing specifically for older people, in that they may feel pressured to move from their existing homes into smaller specialist homes which move them away from their existing communities and require them to dispose of their possessions and pets to do so.</p> <p>Also loss of amenity, such as gardens, full-sized kitchens and rooms for visitors and family to stay (especially grandchildren) could lead to sadness or in some cases depression or anxiety.</p> <p>Older people may not wish to live in a single age group community (although this could still be over a</p>				

	<p>range of 40+ years) and may prefer to live in communities where there are mixed ages and families with children. For some people, ‘staying put’ may be the right option.</p> <p>The HOPS stakeholder event feedback shows that older people do not want to be treated as being incapable, and that housing has to reflect their aspirations and continued participation in the community.</p> <p>The ONS population pyramids of 2016 estimate that there are significantly more women in higher ages than men – as high as 2/3s of the 90+ population, and a higher proportion than England as a whole. With this, the ONS report a higher social care dependency from older women, with 42% of women compared with 34% of men have at least some problems with washing or dressing, at the age of 85+.</p> <p>https://www.ons.gov.uk/visualisations/dvc411/pyramids/pyramids/pyramids.html?initialWidth=944&childId=67d-411e-8d75-7cbb68ac2b44%20-%202015/389/131/null/null/false/false/na/1#15/389/352/null/null/false/false/na/1</p> <p>The ExtraCare Charitable Trust (2019) <u>Integrated Homes Care and Support: measurable outcomes for a Healthy Ageing</u> https://www.extracare.org.uk/media/1169231/full-report-final.pdf</p> <p>House of Commons Communities and Local Government Committee, <u>Housing for Older People, Second Report of the Session 2017-19</u> (2018) available at: https://publications.parliament.uk/pa/cm201719/cmselect/cmcomloc/370/370.pdf</p> <p>https://www.campaigntoendloneliness.org/loneliness-research/</p>		
<p>What opportunities are there to promote equality and inclusion?</p>	<p>A good older person’s scheme should provide a good link between community and residents. This could be through including commercial or community facilities within the scheme, for example shops, cafes, meeting rooms etc, and by encouraging activities that brings the outside in. examples could include charities bringing in cats, rabbits and dogs for residents to groom or walk, schools bringing in children for</p>	<p>What do you still need to find out? Include in actions (last page)</p>	

	<p>intergenerational learning – helping older people use modern technology for example, or older people telling students about their lives and experiences from recent history (war years, the 60s etc.)</p> <p>Well planned intergenerational communities are seen as one way of tackling loneliness across all age ranges, and social groups: https://www.housinglin.org.uk/blogs/Intergenerational-Living-a-new-way-of-living-the-old-way/</p>		
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Disability e.g. physical impairment, mental ill health, learning difficulties, long-standing illness					
Positive impact	✓	Negative impact	✓	Unequal impact	
Please evidence the data and information you used to support this assessment	<p>Providing specialist housing for older people, including increasing the ability for them to access adaptation services to make their home environment more suitable for their needs, should have a positive effect on those with disabilities.</p> <p>Age related disability, such as mobility, sight and other sensory loss, and frailty can have significant impacts on people’s ability to use their homes as they are designed to be used (for example not being able to get to the bathroom or bedroom if upstairs), which in turn can lead to poor health outcomes, loss of independence and confidence, and isolation. Specifically designed older persons housing, which will be accessible, often wheelchair compliant, and usually on a single storey, helps people navigate more easily and can allow them more dignity in their own homes.</p> <p>General needs housing that is built specifically with the needs of people with disabilities is general good practice, as anyone with a physical, mental or age-related condition will still be able to live there. Not all</p>				

	<p>people with disabilities will be eligible for or want to live in supported housing schemes.</p> <p>An ageing population will see the numbers of disabled people continuing to increase. This strategy will help us to plan to meet the needs of Stevenage residents by influencing an increase in the supply of accessible and adaptable housing, reducing the risk of people with disabilities facing discrimination and disadvantage in housing.</p> <p>Older persons housing, such as extra care, helps reduce social isolation and anxiety, as such schemes encourage socialisation and community activities. As care provision is often on site 24/7, anxiety over falls or other issues is significantly reduced which helps with mental health and depression.</p> <p>Extra Care also is flexible enough to accommodate older people with cognitive impairments and early signs of dementia.</p> <p>It is not unusual for extra care schemes to also allow middle aged adults with learning disabilities to be residents, although they will usually be allocated homes in a separate block from the older residents, due to differences in care requirements and behaviour (on both sides).</p> <p>As with age, specialist housing is generally perceived to be safer for vulnerable people who have disabilities, who might otherwise fall victim to targeted crime (such as doorstep distraction burglary) or abuse, or dangers in the home such as falls and fire.</p> <p>A potential negative impact may be that people with disabilities may feel that schemes such as extra care – which can be quite large – mean that they should not be living in their own homes in the community. Specialist housing for older people with or without disabilities may be delivered in different ways however, and this includes accessible general needs housing.</p>		
<p>What opportunities are there to promote equality and inclusion?</p>	<p>Creating a housing market which encourages and supports affordable, accessible housing suitable for all people who have disabilities in all age ranges will encourage communities to remain together, and not to consider people with disabilities as any different to anyone else living in the community.</p>	<p>What do you still need to find out? Include in actions (last page)</p>	

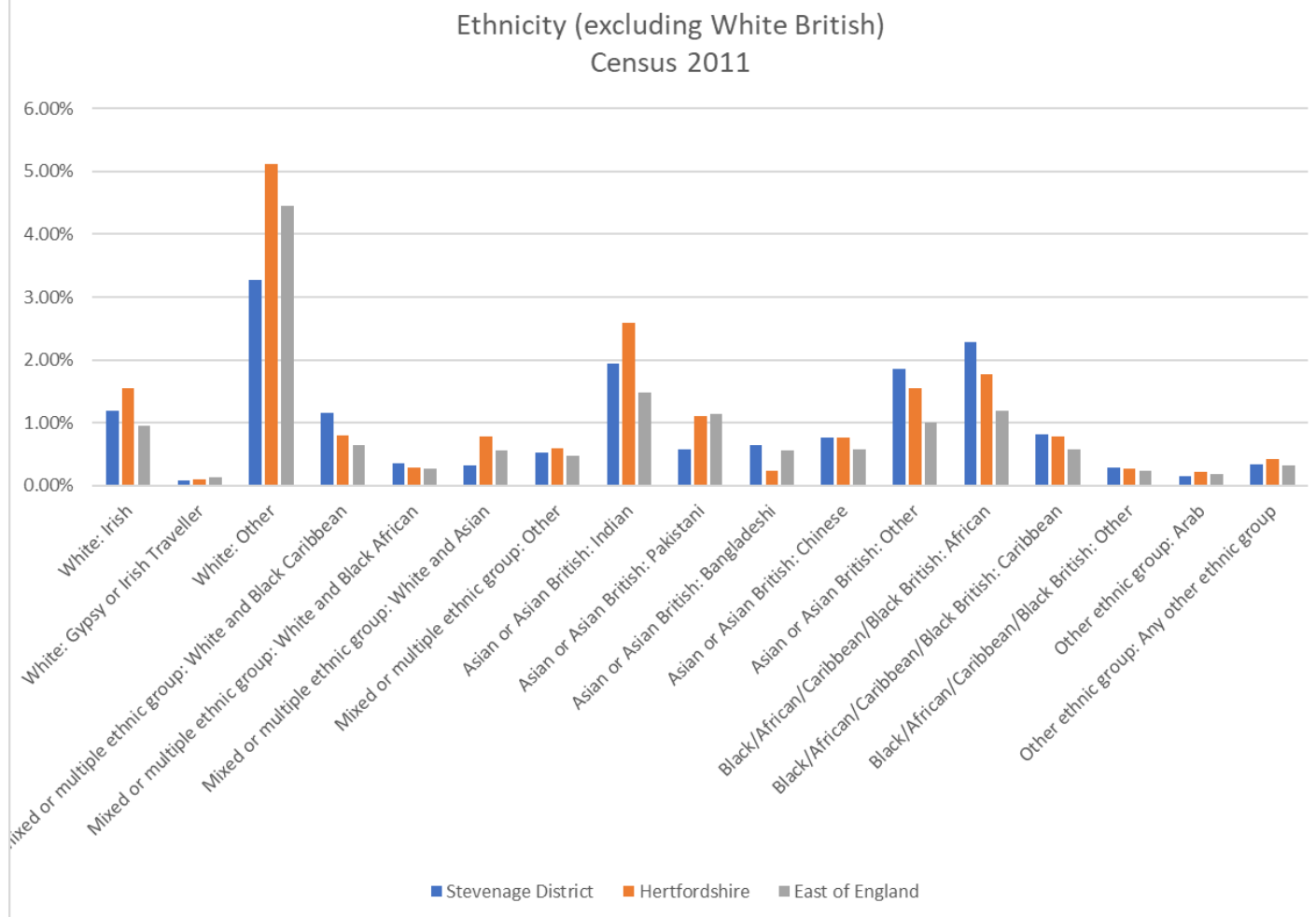
Gender reassignment				
Positive impact		Negative impact		Unequal impact
Please evidence the data and information you used to support this assessment	<p>We recognise the profile of gender reassignment and how this intersects with issues of equality. Our data shows that this group is too small to offer any meaningful trend analysis at this time and it is felt that the project does not have any impacts on the specific requirements of people who are experiencing gender reassignment.</p> <p>However, staff are aware of this particular group and are committed to ensuring that no group is disadvantaged and that no-one falls through the safety net.</p>			
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)	

Marriage or civil partnership				
Positive impact	✓	Negative impact		Unequal impact
Please evidence the data and information you used to support this assessment	<p>Specialist housing for older people can help couples stay together when one of them develops a care need, and this should be for couples of the same sex as well as those of different sexes.</p> <p>When developing new housing for older people, consideration must be given to size and layout to enable couples to live together. This includes providing some homes with two bedrooms for where spouses or partners cannot, or do not choose to, sleep in the same room. Health considerations or care needs for example, may make sharing a room difficult for some, and some older people may be married for companionship reasons where sleeping in the same room is not preferred.</p>			

	<p>The ONS suggests that, as people are living longer, more older people are getting married or entering civil partnerships. The number of marriages or civil partnerships of people over 65 has increased by some 46% between 2004 and 2014, against a backdrop of the number of people aged 65 and over increasing by over 20%. ONS marriage and divorce 2017-07-18 This could indicate that the need for homes suitable for older couples will also increase.</p> <p>This should be balanced, however, against the opposing statistic that divorce rates among the over 65s is also on the increase: Between 2005 and 2015 the number of men over 65 divorcing increased by 23%, while the number of women over 65 divorcing rose by 38%, although this trend seems to be now on the decline again. Feedback from a local housing association indicates that a number of applications for extra care or other older peoples housing is from people (most notably men) who are coming out of relationships (HOPS Stakeholder Event feedback, 2019).</p> <p>Almost all of the new couples forming within the over 65 age group during this period were divorced or widowed (92%), so it can be reasonably expected that there would be some overlap between these two sets of data.</p>		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

Pregnancy & maternity					
Positive impact	✓	Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	Increasing the supply of good quality housing suitable for older people to move to when their needs of larger family homes are no longer a factor, may help towards balancing the housing market for younger families. Under-occupation particularly in limited social housing, impacts on the ability for the Council to allocate suitable properties to families in need, including pregnant and nursing women.				
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)			

Race					
Positive impact	✓	Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	<p>The ONS Census (2011) shows that when compared with Hertfordshire and the East of England, Stevenage has a higher than average population of Asian or Asian British (other), and Black African, Caribbean or Black British, and mixed white and Caribbean. It also has high populations of people from Irish, Indian, and white other communities. In total, the population of people who are not white British is comparatively low at only 16.53% (Hertfordshire 18.91%; east of England 14.72%).</p>				



National research shows that older people from BME communities may find it difficult to access affordable housing, and research from the Housing LIN and the Race Equality Foundation suggests that there is an increasing proportion of BME groups living in the private rented sector together with higher levels of housing deprivation. [HLIN Briefing BME Housing.pdf](#) This was supported further in a local SBC study of 2013 into the condition of private sector housing where it was found that the private rented sector exhibits a higher concentration of BME households at 17.6% compared to 4.6% in the owner

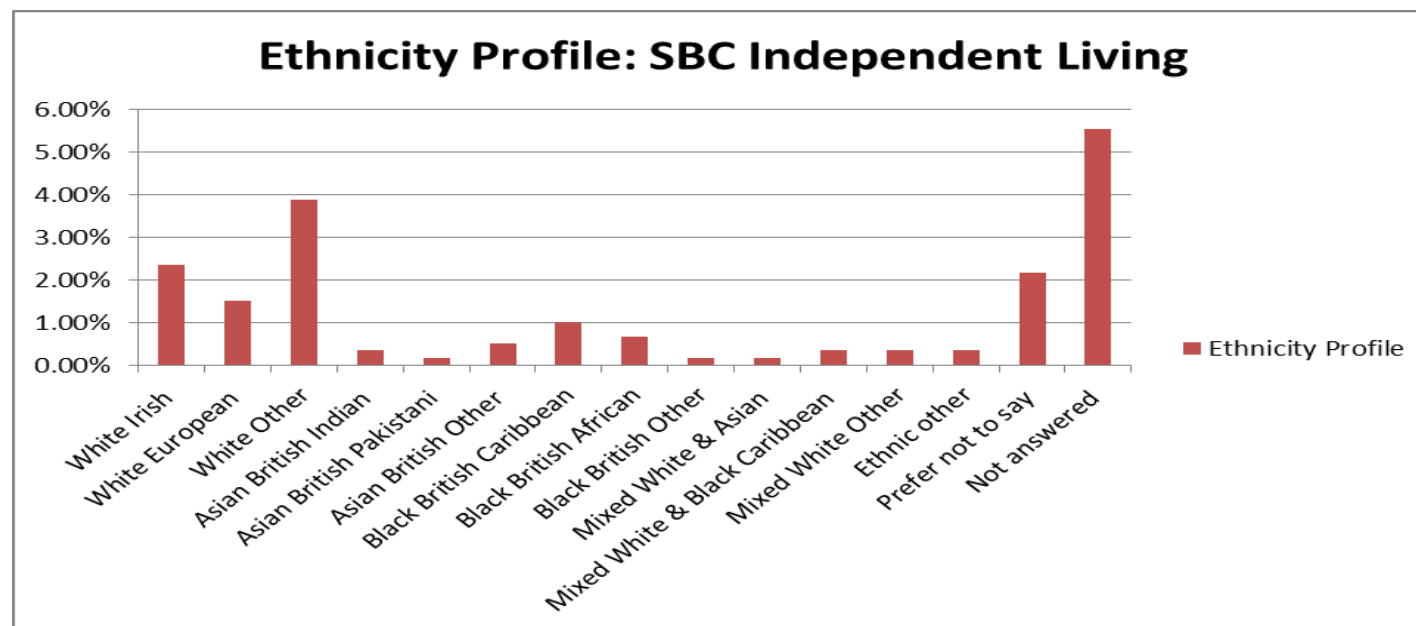
occupied sector. Also, BME households were five times more likely to live in over-crowded circumstances than white households, with black households particularly adversely affected.

Overcrowding, caused by the choice of some families to live within extended families, possibly exacerbated by high housing costs as well as cultural norms, is higher in BME families, and any new housing development must be sensitive to this. The development of older persons housing generally can help alleviate some of this overcrowding by allowing movement within the wider housing market.

Furthermore, it is important to note that Black/African/Caribbean/Black British ethnic groups had the highest levels of living alone in 2011 Census (17%) while Asian/Asian British ethnic groups were the least likely to live alone at 7%.

At the time of the 2011 Census, the White ethnic group made up 97.7% of households with a pensioner couple and 96.7% of the single pensioner households - by comparison, the same ethnic group made up 86.0% of the general population of England and Wales.

<https://www.ethnicity-facts-figures.service.gov.uk/uk-population-by-ethnicity/demographics/families-and-households/latest#ethnic-groups-by-household-type>



A review of the ethnicity data held in respect of tenants of specialist accommodation for older people, across SBC's 16 Independent Living Schemes established that White Irish may be overrepresented in comparison to the Stevenage population as a whole. Whereas Mixed White and Black Caribbean, Asian British Indian, Asian British Other and Black British African may be underrepresented.

It is important to note that this question was unanswered by nearly 6% of those tenants that were asked, with an additional 2% of tenants selecting 'prefer not to say'. As such, any comparisons drawn to the Census 2011 using this data, could vary significantly from the true ethnicity mix within our schemes.

This is an area that should be explored further so as to gain a more detailed understanding of the ethnicity mix of all our tenants of Independent Living Schemes and why some tenants may prefer not to disclose their ethnicity, thus ensuring that an opportunity to promote equality has not been lost.

We will also work to align our data relating to ethnicity groupings with that of the Census 2021, if appropriate. This will make it easier to identify under/over representations to explore further.

What opportunities are there to promote equality and inclusion?

What do you still need to find out? Include in actions (last page)

Religion or belief

Positive impact	Negative impact	Unequal impact	✓																		
Please evidence the data and information you used to support this assessment	The majority of people in Stevenage identify as Christian (54%) with the next largest group being those who hold no religious belief (34%)																				
	Stevenage – Census 2011																				
	<table border="1"> <thead> <tr> <th>Christian</th> <th>Buddhist</th> <th>Hindu</th> <th>Jewish</th> <th>Muslim</th> <th>Sikh</th> <th>Other religion</th> <th>No religion</th> <th>Religion not stated</th> </tr> </thead> <tbody> <tr> <td>count</td> <td>45694</td> <td>442</td> <td>996</td> <td>147</td> <td>1654</td> <td>303</td> <td>460</td> <td>28606</td> <td>5644</td> </tr> </tbody> </table>			Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other religion	No religion	Religion not stated	count	45694	442	996	147	1654	303	460	28606
Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other religion	No religion	Religion not stated													
count	45694	442	996	147	1654	303	460	28606	5644												

	% 54.43% 0.53% 1.19% 0.18% 1.97% 0.36% 0.55% 34.08% 6.72%			
	<p>In the HOPS User Survey, one respondent suggested that new schemes should be sited close to a church, and one suggested that a chapel should be incorporated into the design. This could be interpreted as a contemplation space to accommodate a range of faiths. A conversation with the Imram from a local mosque suggested access to Sharia compliant mortgage options may be helpful to support home ownership and promote equal opportunities.</p>			
What opportunities are there to promote equality and inclusion?	<table border="1" style="width: 100%;"> <tr> <td style="width: 33%;"> Promote Sharia-compliant mortgage products to support access to property purchases (based on comment made by Imran of the Mosque located in St Nicolas) and in turn promote equal opportunities. </td> <td style="width: 33%;"> What do you still need to find out? Include in actions (last page) </td> <td style="width: 33%;"></td> </tr> </table>	Promote Sharia-compliant mortgage products to support access to property purchases (based on comment made by Imran of the Mosque located in St Nicolas) and in turn promote equal opportunities.	What do you still need to find out? Include in actions (last page)	
Promote Sharia-compliant mortgage products to support access to property purchases (based on comment made by Imran of the Mosque located in St Nicolas) and in turn promote equal opportunities.	What do you still need to find out? Include in actions (last page)			

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Sex					
Positive impact	✓	Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment	<p>The life expectancy of women is on average 4 years longer than that of men living in Stevenage, with women over the age of 65 living an additional 20 years, and men living an additional 17.6 years (2015-17 average: Public health profiles)</p> <p>There is a bank of evidence and research around gender and loneliness, although much of the results are ambiguous or even contradictory. A 2014 report by Bristol City Council suggests that while women's tendency to outlive men and other family members, coupled with their traditional caring roles, makes women more vulnerable to isolation in later life, other studies point to men declining more sharply after the loss of a spouse than women (including through divorce). Men were also found to score more highly</p>				

	<p>on global, social and emotional loneliness than women (Wittenburg,1987). Studies have also found, however, that men are less likely to admit to being lonely than women. The Bristol study also cites ONS data which suggests a quarter of all suicides in Britain in 2012 were by men aged between 44-59. Social isolation is cited as a major contributor for this.</p> <p>Thoughtfully designed and marketed older persons housing which allows men to be part of a new community can potentially help to reduce this hidden isolation, as new friendships of both sexes can be encouraged with other residents and people can look out for each other. Ensuring that facilities offered are able to attract both men and women, for example access to gardening, sports and activities, and possibly even a bar, which reflect traditional male roles, may encourage men to move before they hit crisis.</p>		
What opportunities are there to promote equality and inclusion?		What do you still need to find out? Include in actions (last page)	

Sexual orientation e.g. straight, lesbian / gay, bisexual					
Positive impact		Negative impact		Unequal impact	✓
Please evidence the data and information you used to support this assessment	<p>A 2010 YouGov survey commissioned by the LGBT campaigning organisation Stonewall compared the experiences of just over a thousand heterosexual and a similar number of lesbian, gay and bisexual people over the age of 55 across Britain. It found that lesbian, gay and bi people are more likely to be single and to live alone and less likely to have children or see family members. Lack of support from conventional family can lead to greater dependence on statutory or voluntary health and care services. Yet 61% of LGBT people in the Stonewall survey were concerned about whether those services are properly able to meet their needs. And one in six lesbian or bi women and one in nine gay or bi men reported discrimination, hostility or poor treatment because of their sexual orientation when using GP services.</p> <p>Some studies suggest that LGBT people living with dementia may worry that they will experience discrimination or abuse from other residents and staff when living in 'care homes', and that their privacy</p>				

	<p>will be breached when their dementia develops to a greater extent. Recognition of this group of people's additional and personal needs is important and person-centred approach is paramount - http://www.ageuklondonblog.org.uk/2017/05/19/dementia-care-lgbt-community/</p> <p>'Safety' and 'security' are often interpreted as meaning physical safety or security. However, psychological safety is equally important for a person who has experienced prejudice in the past and may automatically anticipate negative reactions in new situations. This can be especially true of an LGBT person living with dementia or who is very dependent on others for aspects of their care.</p> <p>By showing that we are committed to LGBT inclusion, by actively communicating our commitment to inclusion, we will help service users feel confident and comfortable accessing our service, without fear of discrimination and with reassurance that their needs will be considered. Such communication, in the form of clear statements on our commitment to LGBT inclusion and the celebration of the diversity of our communities, should be aimed at reaching all services users.</p> <p>Frontline staff must be equipped with the knowledge and confidence to deliver an LGBT-inclusive service.</p>		
<p>What opportunities are there to promote equality and inclusion?</p>	<p>As above.</p>	<p>What do you still need to find out? Include in actions (last page)</p>	

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Socio-economic¹ e.g. low income, unemployed, homelessness, caring responsibilities, access to internet, public transport users, social value in procurement					
Positive impact	✓	Negative impact		Unequal impact	
<p>Please evidence the data and information you used to support this assessment</p>	<p>The Public Health profiles show that in 2015, income deprivation score for older people in Stevenage was 16.1 which is the lowest quintile in the east of England. Public Health Profiles, Productive Healthy Ageing</p> <p>Specialist housing for older people has a number of benefits in terms of being easier to manage and maintain, and cheaper to run and keep warm. Also, specialist housing for older people is exempt from</p>				

¹Although non-statutory, the council has chosen to implement the Socio-Economic Duty and so decision-makers should use their discretion to consider the impact on people with a socio-economic disadvantage.

LHA housing caps, and therefore less likely to incur additional rent requirements.

Social housing is a tenure of choice for many people in Stevenage, partly due to its status as a New Town and its retention of its extensive housing stock. However, a range of tenures that encourages home ownership or other forms of renting might be suitable for older people. More research needs to be done on this, however results of the HOPS Service User survey appear to support the idea that people would consider moving to different tenures if a suitable option were available to them.

Would move to	Buy outright or with a mortgage	Rent from SBC	Rent from a housing association	Shared Ownership	Not sure
Existing					
A home you own with a mortgage	13	12	1	1	8
A home you own without a mortgage	41	11	2		15
Rented from the Council (SBC)	1	40	3		
Rented from a Housing Association	1	6	3		2
Extra Care or sheltered / independent living scheme		6	1		1
Rented from a private landlord		8	2		
Living with Friends and Family	2				2
Granny Annex					1

What opportunities are there to promote equality and inclusion?

What do you still need to find out? Include in actions (last page)

Other					
please feel free to consider the potential impact on people in any other contexts					
Positive impact		Negative impact		Unequal impact	
Please evidence the data and information you used to support this assessment					
What opportunities are there to promote equality and inclusion?			What do you still need to find out? Include in actions (last page)		

What are the findings of any consultation with:

Staff?	Staff recognise the lack in the supply of housing and how a more attractive accommodation offer for older people could promote active ageing and make available family accommodation.	Residents?	Our consultation with residents highlighted a consensus amongst many that they aspire to remain located in the area in which they are currently living and familiar with, amongst friends and family. This was a finding mirrored in informal staff consultation.
Voluntary & community sector?	Our consultation with the voluntary and community sector, by way of both surveys and inclusion at stakeholder events, highlighted issues as a result of the lack of decent and accessible homes.	Partners?	Our consultation with partners at our stakeholder event highlighted the need to consider the caring responsibilities of our client group with a direct reference to adult children with learning disabilities.

	<p>The preferred feature of specialist accommodation was confirmed amongst professionals as storage for mobility equipment.</p>		
<p>Other stakeholders?</p>	<p>We have consulted with our stakeholders at scheduled events associated with this project. Our stakeholders shared our concerns in respect of the ageing population and the current housing offer. There is a consensus on the need for a more collaborative approach with protocols for information sharing.</p>		

Overall conclusion & future activity

Explain the overall findings of the assessment and reasons for outcome (please choose one) :		
1. No inequality, inclusion issues or opportunities to further improve have been identified		
Negative / unequal impact, barriers to inclusion or improvement opportunities identified	2a. Adjustments made	
	2b. Continue as planned	<p>The project is to continue as planned as in the main it will have positive impacts on residents of Stevenage. However, in areas where there is a risk of a negative impact, steps will be taken to eliminate/reduce such risk wherever it is possible and economical to do so:</p> <p>Age: whilst this project will promote specialist housing and the active ageing environment it brings, we aim to ensure that older people do not feel pressured to move from their existing homes and this project recognises that 'staying put' may be the right option for some people. Additionally, we seek to support older people in overcoming the barriers they may associate with a move to specialist housing, to ensure they are not excluded from accessing the housing options on offer.</p> <p>Disability: this project identifies that there is a need for a varied accommodation offer that includes a range of different accommodation types and tenures. This offer should include accessible general needs accommodation to meet the needs of those with disabilities and in turn should eliminate any sense of obligation felt by customers to move into specialist schemes if they would prefer to remain in their homes in the community.</p>
	2c. Stop and remove	

Detail the actions that are needed as a result of this assessment and how they will help to remove discrimination & harassment, promote equal opportunities and / or encourage good relations :				
Action	Will this help to remove, promote and / or encourage?	Responsible officer	Deadline	How will this be embedded as business as usual?
The adoption of the principles of coproduction when planning/designing the actions to be undertaken to achieve the strategic aim.	By involving our service users, ensuring the inclusion of representatives related to the protected characteristics, in service design, we can remove discrimination, promote equal opportunities and/or encourage good relations.		End of strategy lifespan	Strategy Action Plan
Confirm ethnic mix of SBC's current older people's housing and evaluate how it compares with the population.	It may bring to our attention unparalleled ethnic mixes within our stock and highlight the need for review of current practices with the promotion of equal opportunities and the encouragement of good relations in mind.	Kate Ford – Policy and Research Officer	December 2020	It will form part of normal monitoring systems and the strategy review.
Ensure the range of housing options on offer does not exclude options for those service users who chose to 'stay put'.	It will help to remove any discrimination experienced by older people and people with disabilities who make the decision to remain in their existing homes.	HOPS Project Team	October 2020	It will form part of the strategy and action plan This action is recognised in the strategy and captured in one of its key themes – support, and assistance to help people move. Consideration of the future needs of residents will be factored into new developments, so homes

				<p>are future-proofed should resident's wish to remain in place as they age. Furthermore, the expansion of current community support services and its offer, accounts for this aspiration and will be reviewed in line with this strategy to ensure it promotes the independence and support of those who take the decision to age in place.</p>
<p>Review the way in which we capture and store data relating to ethnicity groups, to ensure it aligns with ONS/Census 2021 ethnicity groupings.</p>	<p>It will make it easier to compare the ethnic mix of our service users and tenants and to recognise unparalleled ethnic mixes.</p>	<p>Charlotte Smith – Business Support Officer</p>	<p>Dec 2021</p>	<p>It will form part of normal monitoring systems and the strategy review.</p>

Approved by Assistant Director / Strategic Director:
Date:

Please send this EqIA to equalities@stevenage.gov.uk

Meeting Executive
Portfolio Area All
Date 18 July 2023



CORPORATE PERFORMANCE QUARTER FOUR 2022/23, ANNUAL REPORT 2022/23 AND CORPORATE PERFORMANCE SUITE 2023/24

KEY DECISION

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1 PURPOSE

- 1.1 The purpose of this report is to highlight the Council's performance across key priorities and themes for the past year through the Annual Report 2022/23, including a particular focus on quarter four performance.
- 1.2 This report also proposes the Future Town, Future Council Co-operative Corporate Plan priorities and the Corporate Performance Suite for 2023/24.

2 RECOMMENDATIONS

- 2.1 That the draft Annual Report 2022/23 (Appendix A) and Summary Action Plan/Plan on a Page (Appendix B) be agreed, subject to any changes discussed at the Executive meeting and with final sign off delegated to the Chief Executive, after consultation with the Leader of the Council.
- 2.2 That the significant progress in the delivery of priorities which form the Future Town, Future Council Programme and strong performance of the Council across the key themes for quarter four 2022/23, together with the latest achievements, be noted (see Appendices C and D).
- 2.3 That the proposed Corporate Performance Suite 2023/24 (Appendix F) be agreed.

3 BACKGROUND

- 3.1 Each year, the Council agrees its key outcomes and priorities for the town and the Council during the coming 12 months. These are framed within the Future Town Future Council (FTFC) Co-operative Corporate Plan, with delivery driven through service areas and the FTFC programme.
- 3.2 Throughout 2022/23 the Council has continued to make significant progress in delivering its ambitions under the Future Town Future Council programme. Continued effort is being applied to areas where improvements are needed, including re-focusing resources on specific action plans. This report sets out these achievements and areas of focus in more detail.
- 3.3 The achievements and areas of focus identified in 2022/23 should be considered in the context of another particularly challenging year for Stevenage residents, businesses and the Council. This has included:
 - 3.3.1 The ongoing pressures from the cost of living, caused by rising prices for fuel, energy, utility, rent / mortgages, food and other household expenses.
 - 3.3.2 The continued impact of the war in Ukraine, impacting on the availability and cost of fuel, energy, utility, food and construction materials as well as increased risk of cyber threats and interruptions to the supply of goods, services and labour.
 - 3.3.3 Continuing reductions in council funding from central government, exacerbated by difficult business environment impacting business rates and inflation continuing to be unstable.
- 3.4 It is highly likely that these issues will continue throughout 2023/24 and will continue to impact on the demand for and delivery of council services, and the achievement of priority programmes. These impacts will be closely monitored by Members and Officers and reported to the Executive as appropriate.

- 3.5 With the aforementioned in mind, the Council should be rightly proud of its achievements in the past year. The need to address the General Fund budget gap was recognised when the budget for 2023/24 was approved earlier this year and work is being undertaken to develop options for Members to consider ahead of a related report being presented to the Executive in September 2023.
- 3.6 This report aims to give Executive an overview of the achievements the Council has made during the last 12 months, with a particular focus on the previous quarter. It also identifies (through the Annual Report at Appendix A and the Corporate Performance Suite Appendix F) the priorities for 2023/24.
- 3.7 The Senior Leadership Team and Service Managers have been consulted to determine the appropriate content and to identify the key achievements.

4 REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS

Future Town Future Council (FTFC) Programme

- 4.1 A summary of progress against the FTFC Programme is attached at Appendix C. The key highlights this quarter have also been included in the Annual Report 2022/23 (see Appendix A). The Annual Report 2022/23 is an external-facing document which sets out the Council's progress in delivering excellent services for Stevenage and achieving the strategic priorities of the Future Town Future Council Corporate Plan.
- 4.2 The content of the Annual Report 2022/23 has been structured around service performance across the 8 business units and the five FTFC strategic priorities of the Corporate Plan.

Particular highlights this year include:

- 4.2.1 Successfully launching the multipurpose space Event Island Stevenage, following the successful opening of the new bus interchange.
- 4.2.2 Progressing the building of a new Multi-Storey Car Park that became fully operational in quarter one 2023/24.
- 4.2.3 The successful procurement and mobilisation of the Everyone Active contract, which will include the refurbishment of the Stevenage Arts and Leisure Centre and upgrades to other council leisure facilities.
- 4.2.4 Appointment of Morgan Sindell, as the Council's preferred consultants to commence the design of the new Sports and Leisure Hub.

- 4.2.5 Secured funding of £110,000 in partnership with the Lawn Tennis Association for the investment and refurbishment of the tennis courts at Shephalbury Park.
- 4.2.6 The first phase of the Stevenage Innovation and Technology Centre (SITEC) launched with the new facilities at the North Hertfordshire College Stevenage Campus.
- 4.2.7 Provided a mix of 49 new council and private homes over the past 12 months, bringing the total new homes since 2014 to 330, and secured planning permission for 27 one, two and three - bed supported accommodation unit at Dunn Close and 17 private homes at Courtlands.
- 4.2.8 Planting three community orchards and 4000 new trees as part of the new Community Woodland for Fairland Valley Park South Field, managed around 33 ha of meadow grasslands for wildlife, and successfully retained 5 Green Flag Awards confirming the high quality of local parks.
- 4.2.9 Improved the energy efficiency of 209 council owned properties through the Social Housing Decarbonisation Fund Wave 1 Programme. Also upgrading 7 Council Independent Living sites to hybrid gas boilers and air source heat pumps, with solar thermal systems added to 2 sites. The upgrades will reduce 34% of greenhouse gas emissions from these sites.
- 4.2.10 Received £760,000 from the government's Community Renewal Fund to support our Community Wealth Building initiatives, enabling the provision of carbon footprint and procurement training for local businesses.
- 4.2.11 Successfully securing £125,000 of funding from the Department for Levelling Up, Housing and Communities (DLUHC) to support a digital engagement offer as part of the Co-operative Neighbourhoods programme.
- 4.2.12 Launching the Nightlight Crisis Café in partnership with HertsMind Network, Healthy Hub Stevenage (Adult), Govia ThamesLink and wider key stakeholders to support service users with immediate mental health advice and signposting to other services.
- 4.2.13 Launching a Women's Centre with partners, to be used by local services including the probation service to meet with their vulnerable female clients.

4.2.14 Working in partnership with key stakeholders to build pride in place and increase life chances including supporting local businesses to improve their digital skills, working with the voluntary sector and working with young people to increase awareness of that Stevenage has to offer in the Science, Technology, Engineering and Maths (STEM) as part of the funding received from the UK Shared Prosperity Fund.

4.2.15 Successfully launching the Council’s events brochure and filming offer to enhance commercial opportunities within the town.

4.2.16 Launched more online services including applications for bulky waste collections and digital garage lettings to improve the customer experience and forge a more flexible way for customers to interact with the Council.

4.3 Please note that a draft design version of the Annual Report will be circulated electronically to Members prior to the Executive meeting.

Corporate Performance 2022/23

4.4 In addition to tracking progress against the delivery of the FTFC Programme, performance across all Council services is monitored throughout the year to highlight achievements and identify areas for improvement. Results for the full set of current corporate performance measures for 2022/23 are attached at Appendix E. The overview of these results for quarter four are outlined below:

Number of Measures Reported	Meeting or exceeding target	Amber Status (within a manageable tolerance)	Red Status (urgent improvement action required)	Missing Data
63	43	3	11	6

Spotlights and Areas for Improvement

4.5 Council teams continue to be focused and engaged on delivery of the agreed priorities, from creating new social and affordable housing, to driving forward the transformation of the town centre and embedding the co-operative neighbourhood approach.

4.6 Performance highlights for quarter four include:

4.6.1 The number of households in temporary/emergency accommodation was 149, this is significantly less than the end of year target of 205. Over the last twelve months the number of households in Bed & Breakfast has also reduced from 60 to 1. The Housing Options team

continue to proactively assist people who are struggling with the cost of living with advice to avoid homelessness and the need for temporary accommodation. The reduced need for bed and breakfast accommodation can in part also be attributed to a growth in the Council's own temporary accommodation housing stock and quicker processing of homelessness applications.

4.6.2 There were 27 new business start-ups in the Business Technology Centre (BTC) against a target of 8 this was an outcome of the business sector beginning to recover from the economic impacts of the pandemic and work with partners to promote BTC services

4.6.3 It took on average 5.6 days to process new housing benefit claims and change events against a target of 10 days

4.6.4 The letting of residential Garages exceeded expectations in 2022/23. Significant progress has been made in this area following the implementation of a range of actions that resulted from a Performance Improvement Clinic held in April 2022, including the launch of digital garage lettings making it easier for residents to apply for a garage online. The Garage Improvement Programme also refurbished 95 garages over 10 sites and 47 void garages were made available for letting as a result. This led to an additional yearly income of £16,000, with a further 26 garages to let.

4.7 As reported for quarter 3, there are some areas where performance is not yet at the desired levels, specifically housing voids, customer service and human resources. Improvement Plans, which set out how officers are seeking to address the performance concerns, are in place and are regularly monitored. The plans are owned by the relevant service and overseen by the responsible Portfolio Holder.

4.8 Appendix D sets out in more detail some of the activities that the Council have implemented as part of Improvement Plans to address these challenges:

- Customer Service Centre (CSC) (see para 1.2.4 to 1.2.8)
- Housing Repairs & Voids (see para 1.3.5/6/7 & 1.4.4)
- Human Resources (Agency Staff) (see para 1.2.10)

Officers and Portfolio Holders will continue to focus on these challenges and progress activities in 2023/24.

Priorities for 2023/24

4.9 In December 2016, the priorities of the Future Town Future Council (FTFC) Cooperative Corporate Plan were approved by the Council. In February 2021, the Council agreed to continue with the Plan beyond its original 5-year term. Following discussion at the Informal Executive meeting in June 2023 it was agreed that the strategic priorities of FTFC would be continued for another year.

A new Corporate Plan will be presented to the Council for agreement alongside the General Fund budget in February 2024.

- 4.10 There are 200+ FTFC milestones due to be delivered in 2023/24, and the milestones presented in Appendix F represent a small sub-set of these. Completion and reporting of these milestones will be vital to demonstrating a complete picture of performance i.e., activities that can be measured quantitatively, such as number of homes provided, as well as those that cannot, such as the launch of a new Cultural Strategy.
- 4.11 To ensure that the Council’s continued significant investment (£24.6 million) in its social housing stock in 2023/24 is clear, it is sensible that the FTFC priority of ‘More Social and Affordable Housing’ is amended to include a focus on the provision of good quality homes. Therefore, in 2023/24, ‘More Social and Affordable Housing’ has been amended to include ‘Good Quality’ (see Figure 1).



Figure 1

- 4.12 As an outcome of the continuation of FTFC, and to ensure that the Council’s approach to performance management remains representative of existing and future areas of focus, the approach to performance monitoring has been amended to reflect the following:
- resident priorities as expressed through tenant, resident and engagement surveys, specifically:
 - climate change
 - anti-social behaviour
 - provision and maintenance of homes
 - delivery of good local services
 These measures have been classified as ‘Community Measures’, of which there are 13.
 - the significant investment (£24.6 million in 2023/24) in good quality housing through provision of new homes and maintenance of existing social housing stock – particularly in response to new regulatory and

- legislative requirements (such as those set out by the Regulator of Social Housing and through the Building Safety and Fire Safety Act)
 - streamlined and improved reporting of performance information against the 5 FTFC strategic objectives
- 4.13 By renewing focus in the areas that matter most to residents and providing a clear link between performance and the strategic objectives in the FTFC Corporate Plan, the Council will simplify and streamline how performance monitoring and progress is communicated. By refining the list of corporate measures, the Council will sharpen focus on the areas that really matter to residents, rather than reporting on everything equally across all services. An outcome of this is that outdated performance themes of 'Place, 'Transformation and Support' and 'People' are replaced, and performance progress against the 5 FTFC priorities clearly indicated. The renewed focus on demonstrating performance against these priorities has resulted in the 63 measures reported in 2022/23 being reduced to 36 for 2023/24.
- 4.14 In addition, to help the Council demonstrate a more complete picture of activity, in 2023/24 the FTFC milestones (which were previously monitored and reported through a separate internal programme arrangement) will now be reported through the Council's performance management system. By taking this mixed-method approach and linking the corporate measures in the quarterly compendium to programme milestones, the Council will be able to present a holistic overview of performance activity. This will help communicate to residents that the Council is on track to deliver key projects, programmes and service improvements associated with FTFC, as well as demonstrating performance against key service delivery targets.
- 4.15 In addition to performance and programme progress, the quarterly corporate performance report, will be supplemented by information obtained from the quarterly Tenant Perception Survey. The implementation of a Tenant's Perception Survey is a new requirement for Landlords introduced by the Regulator of Social Housing (RSH). The survey will be sent out to 150 tenants per quarter. It will contain 12 key questions covering areas such as tenant's satisfaction with repairs, maintenance, communal areas and views on the Council's willingness to engage and respond. The survey findings will be reported annually to the RSH and will also include the 10 RSH measures included in the 2023/24 corporate performance suite (see Appendix F and measures starting 'RSH').
- 4.16 There are 14 new measures included in the corporate performance suite for 2023/24 and the majority of these reflect the increased regulation and focus on housing compliance in 2023/24. As these are new, they are known as 'Baseline' measures and will provide a starting point from which to assess and compare performance in future. The remaining 22 are existing measures which are relevant to the Council's renewed focus on what matters to residents and progress against the FTFC objectives.
- 4.17 The proposed suite of corporate measures is based on input and conversations with the Strategic Leadership Team, Cllr Speller (Portfolio Holder for Climate Change & Performance), Cllr Henry (Leader of the Council), research into best

practice, benchmarking, and building on previous / existing measures where appropriate, including regulatory requirements.

- 4.18 A significant period of discussion has been undertaken with Officers, seeking to ensure that the measures chosen as part of the Executive suite are meaningful, provide good business insight and are relevant to decision-making and the priorities of the Council. The Executive suite of 36 measures is supported by 64 statutory and local measures which will be managed internally and overseen by the Strategic Leadership Team.
- 4.19 The Council's streamlined approach to performance management and monitoring allows the organisation to proactively identify issues and challenges and ensure prompt management intervention. The fluid nature of the framework enables the Senior Leadership Team to proactively adapt service delivery models, where necessary, and support and drive forward additional improvements in services when required.
- 4.20 The proposed Corporate Performance Suite 2023/24 will form the basis of quarterly performance reports to Executive throughout 2023/24. The proposed measures, targets and milestones present an accurate reflection of what the Council is seeking to deliver in 2023/24 and how it will monitor progress against these ambitions.

5 IMPLICATIONS

5.1 Financial Implications

- 5.1.1 There are no direct financial implications from the recommendations contained in this report. However, officers responsible for delivering the priorities over the coming year and implementing any improvement activity set out within this report will need to identify and consider any resulting financial implications. Any financial impacts will be reported as part of the quarterly corporate performance reporting cycle.

5.2 Legal Implications

- 5.2.1 There are no direct legal implications from the recommendations contained in this report. However, officers responsible for delivering the priorities over the coming year and implementing any improvement activity set out within this report will need to identify and consider any resulting legal implications.

5.3 Equalities and Diversity Implications

- 5.3.1 There are no direct equality, diversity and inclusion implications arising from this report, although examples are given in the Annual Report 2022/23 where positive action has been taken to advance equality, diversity and inclusion across our workforce and the community. Where necessary, Equality Impact Assessments will be completed for programmes, projects, service changes and improvement activity identified.

5.4 Risk Implications

5.4.1 There are no direct significant risks to the Council in agreeing the recommendation(s). However, officers responsible for delivering the priorities over the coming year and implementing any improvement activity set out within this report will need to consider any risk implications that arise.

5.4.2 The Council has an embedded approach to risk management that mitigates any adverse effect on delivery of the Council's objectives and internal control processes and also provides good governance assurance.

5.5 Other Corporate implications

5.5.2 Implementing the priorities and improvement activity outlined in this report may impact on the development of future policy or procedure.

APPENDICES

- Appendix A: Draft Annual Report 2022/23, including priorities and FTFC programme focus for 2023/24
- Appendix B: Plan on a Page / Summary Action Plan 2023/24
- Appendix C: FTFC Summary Quarter 4 2022/23
- Appendix D: Corporate Performance Summary Quarter 4 2022/23
- Appendix E: Compendium of Performance Results
- Appendix F: Proposed Corporate Performance Suite 2023/24

Stevenage Borough Council Annual Report 2022-2023

Message from Richard Henry, Stevenage Borough Council

<image of Richard Henry to be provided>

Welcome to our 2022/23 Annual Report and my first one as Leader of the Council. I am proud to share what we have achieved this year and our ongoing efforts to make our award-winning town a great place to live, work and visit.

This year has not been without its challenges – the impact of the cost-of-living crisis and the war in Ukraine continue to affect our daily lives. Through close working with our partner organisations, we have been able to provide help and advice to people during these difficult times, including providing timely advice and guidance through our front-line services and website, opening 15 Warm Spaces across Stevenage and supporting our voluntary and charitable communities to provide food and clothing to the most vulnerable in our community.

Alongside this work, we have continued to deliver on the priorities that we know are important to you. During 22/23 we progressed our plans to regenerate the town, we provided more homes for local families and worked with local residents to improve neighbourhood spaces and tackle anti-social behaviour. Through our Cooperative Neighbourhood programme activities, and ongoing resident engagement plans in 23/24 we will continue to listen to your views and act on these so that we can deliver the services that matter to you most.

Through this report, you will see just a few of the past year's highlights and successes, and in each section a summary of the priorities we are seeking to deliver in the coming year. I hope you enjoy reading this year's report and you will join me in looking forward to another productive and fulfilling year ahead.

Message from Matt Partridge – Chief Executive, Stevenage Borough Council

>image of Matt to be provided<

Over the past year, we have continued with our ambitious **Future Town Future Council** programme to transform the town for current and future residents.

Our regeneration programme has made significant progress, with the successful launch of our Event Island Stevenage, the opening of the new Multi-Storey Car Park, and the launch of the new Stevenage Innovation and Technology Centre (SITEC) facilities at North Herts College Stevenage Campus. We have built more homes including social, affordable and for market sale - the proceeds from which are recycled to deliver more housing to help meet the growing demand in the town. We have invested in the maintenance of our buildings, including ongoing de-carbonisation of Council homes to ensure that our net-zero target for 2030 is achieved. Through our ongoing investment in bio-diversity initiatives, such as the planting of 3 new community orchards, and our determination to progress our climate change commitments in 23/24, we remain on track to make Stevenage a greener place to live.

This year, we have increased the roll-out of online service options which allow residents to transact with the Council when and where it suits them. The development of the online service options will also help to reduce costs which, in a time of increasing financial challenges for the local government sector, will continue to be a key focus for 2023/24.

I am very proud of what my colleagues do on behalf of those we serve, and this report highlights just some of their many successes during the year. We will continue to build on these successes, and I look forward to what we will achieve as we continue to make Stevenage Even Better during 2023/24.

Cost of Living

Rising inflation and interest rates continue to have a significant impact on local people especially those costs related to fuel, food and utilities. The Council continues to work hard to provide support for residents, and over the past year we have worked closely with partners to ensure that meaningful support can be provided where it is needed most. We are committed to supporting our residents during this challenging time and we will continue to do so in 2023/24.

This year we have:

- Received £100,000 from the Household Support Fund (£67,000 for food poverty & £33,000 to help provide support for rising energy costs). This funding has supported 38 organisations to provide food, clothing and energy vouchers to those in need.
- <graphic designer to provide infographic>
- Supported 15 Warm Spaces across the town to provide a place for people to keep warm, get some food and drink and access support services
- <graphic designer to provide relevant CoL graphics>
- Helped signpost 1,700 people to Council support and Government guidance, local grant opportunities, and support with household costs such as school uniforms, through our dedicated Cost of Living information hub on our website
- <graphic designer to provide relevant CoL graphics>

A Cooperative Council

Cooperative Council Logo

As a Cooperative Council, we are passionate about our communities and making sure they have a say in how services are delivered. Central to this approach is the principle of community wealth building which focuses on how much money is held and reinvested in an area for the benefit of local communities. As one of the largest procurers of goods and services locally we are committed to ensuring that not only do we champion this approach to other partners and businesses, but through our actions too.

This year we have:

- Received £760,000 from the government's Community Renewal Fund to support our Community Wealth Building initiatives. Some of this funding has helped provide carbon footprint training for businesses and enabled the Council to review its procurement processes to ensure the bidding process is much more accessible for small businesses.
- Received £1million from the UK Shared Prosperity Fund (UKSPF) to support our communities, businesses people and skills over the next three financial years. This funding will be used to:
 - Support local business to improve their digital skills and their ability to bid for contracts
 - Helped businesses work with our local schools to raise awareness of being more sustainable

- Worked with our voluntary sector organisations to make sure they have the same access to opportunities as businesses do
- Encourage greater diversity in the types of organisations we have in the town, for example Co-operatives, Community Interest Companies and Social Enterprises

CRF 1 photo

Delivering for Stevenage

At Stevenage Borough Council we have circa 700 members of staff who deliver customer service support, housing, waste, environmental health, planning and leisure services. In 2022/23, we continued to ensure that council services operate for the benefit of local people and to a high-quality that provides value for money.

This year we have:

- worked closely with our partners to ensure that appropriate support is provided in response to 195 adult and children safeguarding cases

<infographic required>

- Dealt with 97,550 enquiries, including:
 - 80,600 calls
 - 14,200 Emails
 - 550 Social media enquiries
 - 2,200 Customers served face to face

customer service <infographic required>

- collected 18,518 tonnes of refuse which is equivalent to an average of 491 kg per household

<infographic required>

- Reused, recycled or composted 11,385 tonnes of waste – that's on average the same weight as the Eiffel Tower! *Eiffel tower/cartoon*

- Removed 2,899 fly tips of illegally dumped waste

<infographic required>

- Carried out 561 vehicle condition checks on taxi and private hire vehicles

<infographic required>

- Investigated 409 noise complaints, of which 83 related to barking dogs and 129 to loud music, and served 7 abatement notices

<infographic required>

- Dealt with 123 service requests relating to Houses in Multiple Occupation, including 19 regarding suspected illegal properties due to the number of households living at the property

<infographic required>

- Carried out 49 inspections of non-licensable Houses in Multiple Occupation

<infographic required>

- Investigated 71 complaints about standards in single private rented properties and served 9 enforcement notices

<infographic required>

- Dealt with 57 service requests about rubbish accumulations on domestic premises and served 5 enforcement notices

<infographic required>

- Dealt with 6 filthy and verminous premises

<infographic required>

- Undertook 166 food safety interventions at food businesses, registered 84 new premises and inspected 49 new businesses

<infographic required>

- Completed safety checks of 48 private rental properties hosting Ukrainian refugees

<infographic required>

- With our partners at the Business & Technology centre we helped support
 - 72 new jobs being created
 - 48 new businesses start up

<infographic required>

Future Town Future Council Achievements

FTFC Logo

Our Corporate Plan 'Future Town Future Council' sets out the Council's vision for revitalising both the town and council for the 21st century. Our key aims and objectives are laid out across five programmes of work:

- Transforming our Town
- Cooperative Neighbourhoods
- More Social and Affordable Homes
- Clean, Green, Safe and Thriving town
- Making Your Money Count

The following pages set out what we have achieved in each programme.

Transforming our Town

Our town is evolving and becoming **Even Better**, with the introduction of new transport facilities, spaces for leisure activities, new workspace, homes and arts and culture. By providing new spaces for our communities in a town centre that is vibrant and green, we are supporting our businesses and transforming our town into a place with something for everyone.

We aim to create a vibrant town centre where people want to live, work and play.

This year we have:

- Opened a new event space in October 2022. Event Island Stevenage is on the site of the former bus station. This is a multi-purpose space for the community with a stage, areas for events and informal play all set in a green space in the centre of the town.

Event Island Stevenage Logo

- All trees were retained on site and 11 new trees and over 1,800 sustainable plants and flowers were planted.

Event Island Photos

- There were 260 entries from local school children to name the new area – Event Island Stevenage.

Event Island Winner Photo

- The Railway North car park – adjacent to the Railway Station – closed in May 2022 as works began on the new Multi-Storey Car Park (opened in May 2023!). The car park also has a secure storage facility for bicycles, operated by specialist company Spokesafe.

MSCP Photo and infographic

- In March 2021 Stevenage was awarded £37.5 million as part of the national Government's Towns Fund, which is allocated to nine projects across the town.

Towns Fund image

- One of the Towns Fund projects is a new Sports and Leisure Hub for the town. Morgan Sindall has been appointed to help deliver the project and the Council will consult with the local community as we work together towards a facility with something for all.

Hub artist impression

INFOGRAPHIC - Stevenage Sports and Leisure Hub will be a flexible state-of-the-art facility with swimming, studios, gym space and flexible sports facilities

- Stevenage has continued to see the growth of the life science industry in the town. Work is almost complete on the new £65 million European Headquarters for Autolus Therapeutics, bringing new jobs to the town.
- Elsewhere, a planning application for a new life sciences development at the Forum has been granted, which will generate 1,850 jobs on site, with the new workforce adding £98 million to the local economy every year.

Science image

- Through our community outreach work we have engaged with 8 community centres to get views on our programme of work, and this engagement will continue to expand in 23/24 with a focus on schools
- Increasing skills and opportunities is a key priority of transformation. The first phase of the Stevenage Innovation and Technology Centre (SITEC) launched in March, with the new facilities including a refurbished laboratory, state of the art industry equipment and upgrades to lighting for sustainability improvements. The project is being delivered in partnership with North Hertfordshire College and Hertfordshire Local Enterprise Partnership (Hertfordshire LEP)

SITEC image

- Each year, the new science laboratories will be able to accommodate over 140 full time students and an equal number of Apprentices and Higher Education students!

<infographic required>

- Our partners have started work on their sites within the town centre. The Guinness Partnership have started construction on the former Matalan site. Phase 1 will provide 143 one and two-bedroomed apartments and all new homes in this phase will be offered as affordable tenures

CGI and groundbreaking image

- We granted planning permission for 4 major developments including:
 - re-development of the Forum Centre to deliver a new Life Science development
 - redevelop the Sanders Building and Gunnels Building to create new employment floorspace
 - MBDA were permitted to create a new research and development facility
 - Permission for a new TKMaxx and Homesense store within Roaring Meg.

<infographic required>

Infographic – (open for business?)

In the Town Centre we:

- Welcomed 12 new businesses into the town
- We hosted 4 business resilience events to support our local businesses with over 150 business taking part
- We organised 18 public events including our Halloween Trail and Christmas Light Switch on

WHAT WE WILL DO

In 2023-24:

- Our new Multi-Storey Car Park and secure cycle storage facility will become fully operational
- Subject to Member consideration construction will start on phase one of the £350 million SG1 town centre regen scheme on the former Swingate House site
- A design for the new Leisure and Swimming Centre will be developed
- Proposals for a new Public Services Hub will continue to progress, offering a one-stop location for public services including health, library, voluntary, café, and council all under one roof
- A new events programme for the town centre and Event Island Stevenage will be delivered

More Social and Affordable Homes

The total number of new affordable homes provided by the council since 2015 is 336 and we are on track to achieve our ambition of building a further 300 homes by 2025.

This year we have:

- Reinvested more into affordable and social homes, with work progressing on Helston House in Symonds Green with the funds secured from the private sales of De-Haviland House on North Road. *Helston House and De-Haviland House images*
- Secured planning permission following significant community engagement for the 27 one, two and three - bed supported accommodation unit at Dunn Close as well as 17 private homes at Courtlands, with completion on both sites due Winter 2023/Spring 2024 *Artist impression Dunn Close/Courtlands*
- Completed 11, one-bedroom homes at Oaks Cross, providing supported accommodation for people who find themselves homeless. This scheme has also been shortlisted in the Innovative Housing categories at this year's LGC and MJ awards and secured an additional £525,000 funding pot for the Councils rough sleeper initiative for the next three years from 2022-2025 *Oaks Cross image*
- Completed two rounds of consultation for the developments proposals of The Oval, with over 4700 responses for the online survey as well as over 200 residents attending the multiple in person events *graphic of consultation*
- We continue to work towards the Councils Carbon Neutral pledge with all new builds now benefiting from a range of environmental enhancements such as solar panels, triple glazing, heat recovery systems as well as being zero gas.
- At the heart of each development is the Five Star quality approach, which is helping to define the quality of our wider housing programme: (insert 5* image)

WHAT WE WILL DO

In 2023-24 we will:

- Handover the 29 new social rent apartments at Helston House, Symonds Green
- Progress the 27-bed supported accommodation unit at Dunn Close
- Progress the 17 new private sale homes at Courtlands

- Aim to secure planning permission and subsequently start works at the proposed developments on Shephall View and at Brent Court
- Hold further consultation rounds for the development proposals at the Oval with the intention to submit proposals to the planning department late 2023/24

Managing and Improving our Homes

We currently look after over 8000 Council Homes across the town, and we are committed to providing good quality homes for all our tenants.

This year we have:

- Removed and disposed of 55 tonnes of fly tipping from our flat blocks – that’s as much as seven elephants! ***elephant graphic?***
- Made 420 visits to our independent living flat blocks and 156 visits to our independent living schemes to make sure they were clean and tidy

<infographic required>

- 1796 visits were made to all our flat blocks to clean and provide a safe and clean environment for all our residents.
- cleaned over 330,000 square meters of glass in our flatblocks, independent living schemes and communal areas – the same as cleaning the Shard 6 times/48 football pitches! ***Shard image***

- We have dealt with:
 - Over 2000 emergency repairs
 - Over 7500 urgent repairs
 - Over 16,300 routine repairs
 ...and 90% of our repairs were fixed first time

<infographic required>

- Through our Major Works contract we provided the following: ***infographic***
 - Kitchens – 76
 - Bathrooms – 33
 - Boilers – 94
 - Full Central Heating – 35
 - Electrics – 15
 - Window replacements – 1
 - Door replacements – 95
- Through our £45 million 5-year flat block and garages refurbishment programme delivered through Mulalley & Wates: *** Mulalley and Wates logo***
 - 67 Resident Consultation events have taken place
 - 303_Blocks have now been completed
 - As a contractor invested in making a positive social impact on the community Mulalley & Wates in partnership with the Council have:
 - Used 21 local businesses

- Offered 25 apprenticeships
- 144 people have started training courses

<infographic required>

- replaced and renewed communal heating systems at all 15 of our sheltered housing blocks
- refurbished 24 lifts in our flat blocks as part of lift refurbishment project
- retro-fitted sprinklers at all 7 of our high rise flat blocks
- let 340 homes through either our own social housing or nominations to Housing Associations

<infographic required>

- received 2004 new applications to join our housing register
- With Government funding we supported 16 prison leavers into private rented tenancies to help rebuild their lives and prevent them from returning to prison.

WHAT WE WILL DO

In 2023-24:

- through the delivery of our capital and revenue programmes we will continue to invest in the Council Homes to provide safe high quality housing for residents
- Complete a review of our repairs function to ensure we are delivery an efficient and effective service to our tenants
- Implement our new statutory duties under the Building & Fire Safety Act
- Implement our new duties under the Regulator for Social Housing consumer standards
- Establish a replacement for the Housing Management Advisory Board to ensure the tenants voice is strengthened

Cooperative Neighbourhoods

The Cooperative Neighbourhoods programme was launched in late summer 2020 to ensure residents are at the heart of decision-making. The neighbourhood-based teams work co-operatively with residents, ward members and local businesses to shape the services in their area. Through this work we seek to make services more responsive to the strengths, needs and aspirations of communities and localities.

This year we have:

- received £125,000 funding from central government to improve how we interact with residents digitally. 1700 residents responded to this survey to let us know what improvements they would like to see in their local area ***Consultation 1 image***
- Neighbourhood Wardens have been working in specific areas of the town to help tackle issues such as fly tipping and dog fouling and work with residents to identify what really matters to them

- obtained over 4,500 sign ups to our digital newsletters - which provide regular updates on what is going on in the local area. To sign up please visit our council website at www.stevenage.gov.uk

<insert hyperlink>

- awarded £60,000 through our local community budgets and supported over 50 organisations to help improve their neighbourhoods
- we were awarded £214,000 through the UK Shared Prosperity Fund over the next few years to deliver projects that matter to residents and will help deliver positive results for neighbourhoods. Including:
 - improvements to neighbourhood public realms and neighbourhood centres
 - local arts and culture projects
 - local volunteering projects and events
- demolished and rebuilt 27 garages over 4 sites which are wider to fit modern day vehicles ***garage image***
- improved our neighbourhood areas by refurbishing 194 garages across 26 sites, including the replacement of hardstanding, fencing and surrounding areas of garage blocks, and the addition of solar lighting
- Generated over £133,000 income from letting of empty garages - enabling us to fund more services that matter to residents

WHAT WE WILL DO

In 2023-24:

- Develop and implement resident led Cooperative Neighbourhoods Plans for each of our neighbourhood areas
- Through our UK Shared Prosperity Fund Local Investment Plan we will work cooperatively with our local communities to take pride in where they live and best support the needs of local residents
- Continue to build on our engagement with our residents through both traditional and digital consultation
- Support our Youth Mayor & Youth Council to become stronger, more vibrant and representative of Stevenage's young community
- Implement our Equality, Diversity and Inclusion Action Plan to ensure we continue champion the rights of individuals across our workforce and local communities

Clean, Green, Safe and Thriving

Climate Change

We aim to improve the quality of life for Stevenage residents and enhance the experience of visitors. This is achieved through our approach to tackling climate change, our focus on community safety, the vision for culture and leisure and our plans for a healthier Stevenage.

We continue to look at ways to reduce our carbon footprint and encourage our residents to make changes to contribute to our goal of being net zero.

This year we have:

- planted 4,000 tree saplings with the help of our local community to create a new woodland in the South Field of Fairlands Valley Park

Woodland planting image

- worked with Wenta to launch an affordable net zero emissions service for small businesses, and provide support to 100 local businesses in reducing their carbon footprint

carbon foot print image

- Retained 5 Green Flag awards for:
 - Fairlands Valley Park
 - Town Centre Gardens
 - Hampson Park
 - Shephalbury Park
 - Weston Road Cemetery *flag logo – site images*
- Planted three new community orchards at Peartree Park, Letchmore Park and Bedwell Park

orchard planting image

- Helped residents claim 5,245 trees as part of the “Your Tree Our Future” tree giveaway scheme

tree image

- As part of the Great British Spring Clean, three community litter picks were organised. Across all the litter picks, 75 volunteers took part and over 103 bags of rubbish were collected

rubbish bag and litter picker images

- Our Green Space Volunteers gave over 1,000 hours to help improve our open spaces in Stevenage

clock? 1000 hours highlighted

- 35 households have accepted solar PV installation under the Solar Together Scheme
- 150 homes energy efficiency has been improved through the Local Authority Delivery Scheme 1B which aims to raise the energy efficiency of low income and low energy performance homes (those with energy performance certificate (EPC) ratings of E, F or G)
- upgraded 7 of our independent living sites to hybrid gas boilers and air source heat pumps, and 2 sites have upgraded to solar thermal systems, which will reduce 34% of greenhouse gas emissions from these sites.
- 209 households received an energy efficiency upgrade under the Social Housing Decarbonisation Fund Wave 1
- The new Railway North Multi Storey Car Park is equipped with solar panel and battery storage that could save up to 6.6 tonnes carbon per year, as well as 30 electrical vehicle charging point and bike storage spaces.

WHAT WE WILL DO

In 2023-24:

- In partnership with Herts & Middlesex Wildlife Trust, create a New Biodiversity Action Plan
- Continue to manage new and existing meadow grassland sites
- Plant 110 trees as part of our biodiversity commitment
- Install 12 new electrical vehicle facilities in our neighbourhood centre car parks and continue to work closely with the County Council to encourage an electric bus solution that meets Stevenage’s needs
- Establish and pilot our neighbourhood green plans
- Establish the Dragons Den Repair Café and encourage new local initiatives through the Dragons Den project

Community Safety

We continue to work closely with our partners to keep our residents safe. As a result, we have seen fantastic achievements through our Community Safety team and the SoSafe Partnership which brings all the key agencies in this area together including the Police and the Police & Crime Commissioners office.

This year we have:

Community Safety 2 image

- supported 69 families to access safe space accommodation *safe space*
- helped 1,682 people with intensive support including 159 male victims
- Provided 22 training sessions on domestic abuse awareness to our partners
- trained 164 external professionals on Modern Slavery awareness
- Through our No More Service, provided complex needs support to individuals to tackle issues which negatively impact on their daily life. This includes responding to
 - 150 new referrals
 - 127 new referrals to the Youth service – a 16% increase on last year
 - launched an eight-week programme for domestic abuse perpetrators called Evolve which runs in parallel with the No More Service. 49 referrals have been made since its launch
- Investigated 490 reports of fly-tipping *flytipping*
- Served 10 Community Protection Notice warnings and 6 Community Protection Notices for ASB
- Launched a women's centre with partners to provide a safe, women only environment, to provide support and information for women of all ages *womens centre*

WHAT WE WILL DO

In 2023-24:

- Pilot the Youth domestic abuse perpetrator Evolve program, developed from the adult program
- Enhance the status of the SADA Charity to ensure development by promoting its launch at partnership events
- Expand the success of the AOP (Adult Offender Protocol) housing approach by applying the model to other offender groups

Culture, Leisure and a Healthy Stevenage

We have a vision of culture, leisure and health that will ensure we remain a lively town which is a great place to live for residents as well as a great destination for visitors.

This year we have:

- secured funding of £110,000 in partnership with the Lawn Tennis Association for the investment and refurbishment of the tennis courts at Shephalbury Park. *tennis courts*
- Delivered 599 session in Azonto Fitness, Walking Football and Walking Netball and spent £14,000 on health qualifications through the This Girl Can initiative and the Herts Sports Partnership
- in partnership with HertsMind Network, Healthy Hub Stevenage (Adult), Govia ThamesLink and wider key stakeholders launched the Nightlight Crisis Cafe. The café, situated in the

Stevenage Arts & Leisure Centre on Lytton Way, has been set up to help those in need of immediate support a non-judgemental listening ear for emotional and practical support and signpost to other local sources of therapy or advice

- The annual walking festival was held during National Walking Month. 65 people participated in the family trail at Fairlands Valley Park. 370 walkers participated throughout the week including 71 new walkers

<annual walking festival image to be provided>

- received £129,000 in funding to promote health related projects following the re-opening of leisure facilities as part of the COVID recovery plan.
- made available £60,000 of funding for three secondary schools to open up the school facilities to more community clubs and people in the community.

Supported and in some cases directly delivered 30 events across the town with over 50,000 people attending them, including:

- Stevenage Day
- Christmas Light Switch On (Old Town and New Town)
- Christmas Market
- Stevenage International Day
- Halloween Tastic
- Stevenage Fireworks Display
- Armed Forces Day
- Remembrance Sunday
- Armistice Day
- Pride Awards
- Queens Jubilee Picnic in the Park Event
- Queens Jubilee Beacon Lighting
- Ukraine Charity Concert

<Fireworks, Armistice and Jubilee images>

Stevenage Museum received £10,000 in funding from Historic England for a project to explore the town's working history

<image of Stevenage Museum to be provided>

WHAT WE WILL DO

In 2023-24:

- Develop our Young People's Health Hub programme and integrate it with our Adult Healthy Hub
- Continue to support the Nightlight Crisis Café with a focus on men's mental health projects
- Build the capacity of the local creative sector, including J7 Creatives and the Arts and Heritage Forum
- Work with local businesses, telecoms providers and local graffiti artists to explore how graffiti tagging can be tackled in an interesting and dynamic way
- Look for funding opportunities to expand our cultural events programme

- Provide a wide range of high-quality leisure, culture and arts events and services that are affordable and accessible to you
- Through our UK Shared Prosperity Fund Local Investment Plan we will continue to work with our young people to improve their access to STEM careers through in-person parent events such as Generation Stevenage

use Graffiti image

use Generation Stevenage image

Making Your Money Count

We aim to ensure sufficient resources are available to deliver on the council's priorities while remaining financially resilient.

This year we have:

- paid out over £142,000 in Discretionary Housing Payments to provide financial support to help with rent or housing costs

<Graphic required>

- awarded £5.9million as part of our Council Tax Support scheme payments to help people struggling to pay their council tax
- distributed £5million in Government Council Tax Energy Rebate to over 37,500 households

<Graphic required>

- Provided £7.4million in business rate relief
- paid out £20.9million in Housing Benefit
- launched a new skips and trade waste brochure and events brochure to promote our growing commercial services to the business community
- received £15,800 through businesses using Stevenage as a filming location
- won a Granicus Operating Efficiency Award for the changes we made to our customer service centre to become more digital *Granicus logo*
- Successfully awarded Government grant funding of £750,000 to make digital and cyber improvements to help reform our services
- Over 203,000 transactions were made online with over 25,500 forms submitted
- had over 9.5million page views on the Stevenage Borough Council website and digitised services to make it easier for residents to access services, including:
 - booking, paying and managing a bulky waste collection online
 - choose and request to rent a garage online
 - arrange for household waste collection online
 - launched new phone options in our customer service centre to promote digital channels and demand on customer services
 - Complaints and feedback methods have been modernised, with new online feedback methods

<Graphic required>

WHAT WE WILL DO

In 2023-24:

- Grow the trade waste function to offer a one-stop shop
- Implement further digital and new ways of working through our Transformation programme to improve our services for customers and staff

- Complete the update of the Medium-Term Financial Strategy for 24/25 onwards
- Complete the update of the 30-year HRA Business Plan setting out how available funds to maintain, improve and build more council homes will be spent
- Review our Cooperative Commercial and Insourcing Strategy to maximise savings and generate new income

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Our Co-operative Council



Future Town Future Council

Stevenage
BOROUGH COUNCIL

Summary Action Plan 2023/24

Our ambitions for Stevenage and what we're doing to achieve them

Transforming Our Town

We will:

- Progress the new Multi-Storey Car Park and secure cycle storage facility to become fully operational
- Work with partners to develop and deliver the nine projects funded through our successful £37.5m Towns Fund bid
- Progress the proposals for a new Public Services Hub offering a one-stop location for public services including health, voluntary, council and charity services
- Deliver a new events programme for the Town Centre and Event Island Stevenage

... contributing to our ambition to **create a vibrant town centre where people want to live, work and play**

More Social, Affordable and Good Quality Homes

We will:

- Handover the 29 new social rent apartments at Helston House and Symonds Green
- Progress the 27 new homes for supported accommodation at Dunn Close
- Work towards the delivery of 17 new homes for private sale at the former Courtlands site
- Hold further public consultation on the development proposals for The Oval
- Continue to invest in our housing stock (£24.6 million in 2023/24) to provide safe & decent housing for residents through the delivery of our capital and revenue programmes
- Implement our new duties under the Building & Fire Safety Act and the Regulator for Social Housing consumer standards

... enabling us to increase the number of homes and provide safe and decent housing for residents

Co-operative Neighbourhoods

We will:

- Fully establish the creation of resident led Co-operative Neighbourhoods Plans for each of our neighbourhood areas
- Further strengthen our ability to engage, listen to and support residents through both traditional and digital consultation
- Continue to deliver local improvements based on resident feedback through our UK Shared Prosperity Fund Local Investment Plan

A Clean, Green, Safe and Thriving Town

We will:

- Enhance the town's landscape provision through a programme of targeted projects and cyclical works
- Enrich Stevenage's biodiversity by conserving, restoring, recreating and reconnecting wildlife habitats
- Continue to look at ways to reduce our carbon footprint and encourage residents to make changes to contribute to our goal of being net zero
- Work with our young people to increase awareness of what Stevenage has to offer in the Science, Technology, Engineering and Maths (STEM) sectors.
- Deliver initiatives and partnership work across the six key priorities in our Community Safety Action Plan
- Build the capacity of the local creative sector and look for funding opportunities to expand our cultural events programme
- Continue to work with partners to develop Stevenage as a sustainable travel town
- Develop our Young People's Health Hub programme and integrate it with our Adult Healthy Hub

... enabling us to improve the quality of life of Stevenage residents and enhanced experience for visitors

To deliver these promises we're also making internal changes

Making Your Money Count

We will:

- Continue to set and deliver a balanced budget that gives residents good value for money
- Search for new income sources to help us to re-invest in the services we provide for our community
- Grow the number of online service options to enable customers to engage with us when it is convenient for them

... enabling us to be a financially resilient council with enough resource to deliver our priorities

Cross Cutting Corporate Priorities

We will:

- Help local people to cope with the cost of living crisis
- Continue to support local people in addressing their housing needs
- Continue to improve our approach to recruitment, retention, learning and development for our workforce
- Modernise our IT systems to improve service delivery for residents and business

Meeting	Executive
Date	18 July 2023

APPENDIX C: FTFC PROGRAMME PERFORMANCE FOR QUARTER FOUR 2022/23

1. PURPOSE

1.1 This is a progress update on Future Town Future Council programme activity in quarter four 2022/23.

2. PROGRAMME DELIVERY UPDATES

Transforming Our Town Programme

2.1 A successful preview event, prior to its official opening in May, was held for the multi-storey car park (MSCP) and cycle hub with members of the Development Board and Councillors.

2.2 Event Island Stevenage has been fully handed over to the newly formed Events Working Group which consists of officers from Leisure, Events, and Town Centre Management. An events programme for 2023 has been planned and been approved by the Senior Leadership Team. The new programme will begin to be implemented from quarter one 2023/24.

2.3 Morgan Sindall have been appointed as delivery partner to the Sports & Leisure Hub project. Next stages include a feasibility study, invites to assemble the project team and pricing of the pre-construction services agreement (PCSA). The project has four core elements; land assembly, design and build of the new facility, decant and operations work and communications and engagement with residents.

2.4 An Opening Event for the first phase of the Stevenage Innovation and Technology Centre (SITEC) launched at the North Hertfordshire College Stevenage Campus in March. The repurposed space includes rebranding, refurbished laboratory, state of the art industry equipment and upgrades to lighting for sustainability improvements. The first phase of the project is to develop and deliver a range of new T Level and Apprenticeship qualifications across Science, Engineering, Digital, and Sustainable Technologies subjects. The project is being delivered in partnership with North Hertfordshire College and Hertfordshire Local Enterprise Partnership (Hertfordshire LEP).

More Social and Affordable Housing Programme

2.5 Work has continued at the Symonds Green site (29 Homes) with final internal decorations and snagging taking place ahead of completion. External works to the amenity space are being finalised, as well as the marking out of the under-croft parking. Handover of the scheme has experienced some continued delays due to Hertfordshire Highways work to access the site being delayed. It is anticipated the scheme will complete in quarter one 2023/24.

2.6 On the Kenilworth Close site, work continues to both the A1 (mixed tenure & retail) and A2 (independent living) sites. A1 internal works have continued at pace and there are currently three reservations of the private sale element of this block which is anticipated to handover on quarter two 2023-24. A2 flooring work is progressing well with Mechanical Ventilation with Heat Recovery (MVHR) ducting being installed on the second floor.

2.7 At the time of writing, the planning application for the Shephall View & Brent Court sites is awaiting a decision, with the expectation that it will be seen at either June or July Planning Committee. The associated tender exercise for the scheme is scheduled to finish shortly, with an Executive decision on the outcome anticipated for Summer 2023.

2.8 Work continued at the Dunn Close (27 Homes) scheme this quarter. The first floor slab is anticipated to be installed within the next week month, however, there has been delays to the progress of the brickwork due to the adverse weather this quarter impacting progress. It is expected that the scheme will be wind and watertight by quarter two 23/24.

2.9 Public consultation for The Oval scheme took place. Extensive consultation with the community centre and church has taken place in relation to the new future proposal at the site. The design for the scheme continues to be developed utilising the feedback from these consultations. The next round of consultation is anticipated to be carried out in June. The team have successfully been able to access £45K in grant funding from Homes England and will continue ongoing dialogue with them in relation to grant funding at the scheme.

2.10 The Courtlands scheme within the Wholly Owned Company (WOC) continued to progress on site with foundation work now completed. This has enabled brick and blockwork to progress at the site. Procurement documents for the Estate Agent have been drafted and shared with colleagues in the Shared Legal team and the procurement exercise will commence once the documents are approved by them.

Co-operative Neighbourhoods Programme

2.11 A centralised programme of Team & Elected Member meetings and Ward Walkabouts has been created and programmed to begin after the local elections in May. This has been shared with and approved by the Portfolio Holder. Additionally, meetings have been arranged with all Strategic & Operational Leads of the Co-operative Neighbourhoods programme to discuss the future approach for the programme.

2.12 Work to deliver the Digital Neighbourhood Newsletters continues with over 4,000 residents signed up to the platform and approximately 250 new subscribers continue to be added each month. Two newsletters have now been distributed to residents. The first, an introductory general newsletter was sent in January, and this was followed by a first Neighbourhood edition that was sent out ahead of the pre-election period in March. This was shared with 4,200 residents and resulted in a 50% clickthrough rate.

2.13 Following a successful funding application to the DLUHC Proptech Engagement Fund, the preferred supplier (Novoville) have undertaken further consultation and the new responses are being analysed and compared to the original responses. Potential themes and projects that are highlighted from this analysis will help to form the basis of Community Plans for each area.

2.14 The final report from the Stevenage Equalities Commission (SEC) has been produced and initial recommendations have been provided ahead of the sharing of the final report. The report is due to be presented to the Executive in July 2023.

2.15 Phase four and five of the flatblock Major Refurbishment Contract (MRC) programme has continued to progress, as well as Phase six which is addressing the blocks added to the programme since its original inception. Satisfaction surveys and consultation events are being undertaken on a rolling basis.

2.16 The impact of Brexit, the War in Ukraine and increases in costs of fuel and raw materials continues to be felt putting cost pressures on the MRC programme. Also, the additional blocks and those blocks which have had to be carried over to later phases (due to the recent pandemic) have meant a formal extension of the MRC contract term to enable the contractors to deliver the remainder of the project beyond August 2023.

2.17 The garage improvement programme has made steady progress this quarter. From January 2023 to March 2023, 95 garages have been refurbished over 10 sites and 47 void garages were made available for letting. £16,000 additional yearly income has been generated on these sites to date, with a further 26 garages to let. Significant progress has also been made with the installation of new build garages at 3 sites (21 garages).

2.18 Six garage sites have been identified as potential areas for electrical vehicle (EV) charging points to be installed and have been nominated for feasibility studies to be undertaken for them.

2.19 Due to the increase interest through digital garage lettings since its launch last quarter, a marketing plan is now in place to maximise the offer and available garages.

Making Your Money Count Programme

2.20 The quarter three monitoring has been completed for revenue and capital. Capital bids for 2023/24 were assessed in January by both the Senior Leadership team and the Leaders

Financial Security Group (LFSG). Meetings were arranged with the Opposition Party in February to go through the Budgets for 2023/24, prior to the 2023/24 General Fund Council Tax Setting being agreed at Full Council. In May 2023, the LFSG was renamed the Council Financial Security Group (CFSG).

2.21 Progress on the closing of accounts continues. The 2019/20 accounts were signed off with the auditors in April, with the updated accounts going to Audit Committee on 27 March for noting. The 2020/21 accounts are currently being audited. However, these will not be completed until the auditors have available resources which won't be until August 2023. Therefore the 20/21 audit won't likely be complete until September / October 2023.

2.22 Officers signed a contract with InPost for the provision of parcel lockers across the town. This will reduce CO2 emissions and will generate a fixed annual income for the Council for each parcel locker unit installed.

2.23 Officers worked on a proposal to provide a Hertfordshire wide Telecare Service to North Herts District Council (NHDC). This proposal established the SBC offer of responding (in person) to 3500 call outs per year. The Telecare offer, whilst rejected due to NHDC budget constraints, will provide the template from which future county-wide offers will be developed. For example, the expansion of the Careline and Community Support service which is due to commence in quarter one 2023/24.

2.24 A new skips and trade waste brochure and Events brochure for 2023 was launched and circulated. Phase 2 advertising locations have been identified, including car parks and town centre locations.

2.25 The transformation programme Phase 1 (Customer Services) is concluding. In quarter 4 the service improvements have mainly focused on critical background enablers and continuous improvement following the launch of the 10 new online processes to improve the Council's offer to customers. In line with plans agreed as part of the 2022/23 budget setting process, delivering a budget saving in Customer Services alongside key changes to the customer experience are due for 23/24. A report setting out the deliverables expected as part of Phase 2 of the transformation programme is due to be presented to the Executive in September 2023.

2.26 The new 5 Star customer services model is being embedded in the current programmes and projects and plans developed as part of organisation wide communication and organisational development work. This work aims to embed a new culture for customer services and promotion of digital services and ways of working.

2.27 The scope of work and priorities for Phase 2 of Transformation has been decided by the Transformation Portfolio Board and projects are being identified and initiated. The Phase 2 of Transformation will fully combine the transformation work across the council, enabling clear prioritisation and targeted change initiatives.

A Clean, Green, Safe and Thriving Town Programme

Clean and Green

2.28 A new community woodland was planted at Fairlands Valley Park. Approximately 4,000 tree saplings were planted in the Southfield with support from the local community, including schools, volunteers, residents and council officers. Residents were asked to vote on the name of the woodland with an official opening/naming ceremony planned for quarter one 2023/24.

2.29 As part of the Great British Spring Clean, three community litter picks were organised. Across all the litter picks, 75 volunteers took part and over 103 bags of rubbish were collected.

Healthy Stevenage

2.30 A new strategic steering group for Stevenage facilities has been created with sport's national governing bodies, Sport England, Herts Sport Partnership, local schools, Stevenage FC Foundation and Council officers. This group will meet bi-annually to discuss key challenges with facilities within Stevenage and the usage. This will also contribute to the town regeneration and the building new leisure facilities.

2.31 In partnership with the Lawn Tennis Association (LTA) funding was secured for the investment and refurbishment of the tennis courts at Shephalbury Park. The £110,000 investment will help to ensure that quality facilities are available for the local community. The project is part of a nationwide investment by the UK Government and LTA Tennis Foundation, delivered by the LTA, to refurbish public tennis courts across Great Britain. This investment will see thousands of existing park tennis courts in poor or unplayable condition brought back to life for the benefit of communities across the country through renovation works, and improved court accessibility with new gate-access technology and booking systems. Works are due to begin on site in quarter one 2023/24.

Community Safety

2.31 The Stevenage Against Domestic Abuse (SADA) service has continued to grow and has expanded its housing provision to support Cambridgeshire and Peterborough County Council. Funding for the Housing Navigators has been extended until March 2024.

2.32 The Friends of SADA charity received a High Sheriff Award for their work with victims and survivors of domestic abuse through crisis intervention and signposting suited to individual needs. The awards took place at County Hall, Hertford and was presented by the High Sheriff Sally Burton DL.

2.33 Following the official launch of the women's centre in November 2022, funding has been secured to offer a "Warm Space" at the centre. A food bank has also been added at the venue and there is staff available three days per week.

Stevenage Re-Imagined

2.34 A successful meeting was held with Arts Council England, the Leader, key partners and senior officers. The meeting focussed on progress that has been made against actions in the cultural strategy, regeneration and outcomes from the funding received for Stevenage Day and Out in Stevenage projects. Further discussions are taking place to explore potential future funding opportunities that Arts Council England can support.

2.35 Recruitment is completed for a new Museum and Cultural officer who will take up the role in quarter one 2023/24. This addition will help make the arts and culture more visible in the town and develop and implement an action plan for the Stevenage Cultural Strategy to help deliver the Council's ambitions.

Community Wealth Building

2.36 The UK Community Renewal Fund programme activities, delivery and evaluation are now fully completed. A breakdown of progress can be seen below:

Outputs	Target	Total Achieved	% of target achieved
People - Economically inactive - number of people supported to engage in job-searching	150	579	386%
People - unemployed - number of people supported to engage in life skills	350	798	228%
Business – Small - number of businesses receiving non-financial support	30	44	147%
Organisation - VCSE - number of organisations receiving non-financial support	30	51	170%
Grants - number of organisations receiving grants	40	88	220%
Outcomes	Target	Total Achieved	% of target achieved
People in education/training following support	50	256	512%
People engaged in life skills support following interventions	100	618	618%
People in employment, including self-employment, following support.	25	225	900%
Jobs safeguarded as a result of support.	20	92	460%
Investment attracted as a result of support.	£500,000	£517,099	103%
Decarbonisation plans developed as a result of support.	20	38	190%
Feasibility studies developed as a result of support	10	8	80%

2.37 A summary video, containing interviews with key stakeholders throughout the county is being completed. Herts Growth Board as a commissioning body have been provided with updates throughout the projects and a summary presentation will be arranged in due course.

2.38 The Pioneering Young Science, Technology, Engineering and Mathematics (STEM) Futures programme is now in the delivery phase. The initial phase of the project is for 18 months and provides £218,000 funding to deliver a Stevenage STEM strategy, creation of a Youth Engagement Vehicle, key STEM Sector Business Engagement and three pilot projects. The projects will help support the development of STEM skills for young people from disadvantaged backgrounds in Stevenage, looking at some of the generational challenges to the aspirations of young people that are positioned as obstacles preventing them from accessing higher paying jobs in the STEM sectors.

Climate Change

2.39 The Hertfordshire Climate Change & Sustainability Partnership (HCCSP) have approved the sixth strategic action plan on Adaptation. It gives an overview of regional activity related to climate change and sustainability and aligns messages across the county. More information is available at their new website [Current priorities \(hccsp.org.uk\)](https://www.hccsp.org.uk).

2.40 The Council has been retrofitting 209 social homes under the Wave 1 Social Housing Decarbonisation Fund. The overall project will be completed by the end of June 2023. The Council has also secured a further £2.6m government funding to retrofit existing council-owned homes to improve energy efficiency under the Wave 2 Social Housing Decarbonisation Fund. It is targeted to retrofit properties with energy efficiency measures, including cavity wall and loft insulation, low energy lighting and installation of solar PV.

2.41 A scrutiny review on the Council's response to the climate emergency has been completed by the Environment & Economy Select Committee and the final report was published and presented in January. A formal executive response on behalf of the Climate Change Portfolio Holder was presented to the committee in March.

2.42 The Executive is committed to engaging and encouraging behaviour changes with residents, local communities and businesses with climate change, enhancing biodiversity, decarbonising the Council's own carbon emissions, strengthening the collaboration at a local and regional level, and improving the Council's resilience to the changing climate. The short to medium-term actions include launching the Climate Change Community Fund (aka Dragons' Den), Street Planning, Neighbourhood Green Plan, topic-specific panels with residents and communities, knowledge sharing with SMEs and local businesses, strengthening Local Plan Policies around climate change, establishing the decarbonisation pathways for the Council's assets, provide training opportunities for all staff and recruit dedicated offices to work on the climate programme.

Sustainable Transport

2.43 Preferred Options for the Stevenage Connection Area Action Plan were consulted on this quarter. As of the 18th March, 447 respondents have submitted 910 individual comments. Now the consultation has closed, the findings obtained through a series of key stakeholder meetings, email responses and submissions from statutory consultees which were not uploaded on to the consultation platform will also be included. The analysis of consultation responses is ongoing and will be reported to Executive in quarter two 2023/24.

2.44 The Pedestrian & Cycling Connectivity project which forms part of the Towns Fund programme has progressed this quarter. An officer working group has been established to progress the various aspects of this project including project scope, elements include arts and heritage trail, cycling and pedestrian improvements, public realm/connectivity interventions. Topographical and transport monitoring surveys have been commissioned for the proposed public realm improvement areas. Discussions with HCC are ongoing to strengthen joint working to provide improvements to the cycleways.

Biodiversity

2.45 A review of Biodiversity action plan is underway. Herts & Middlesex Wildlife Trust have been engaged to develop a new plan, including development of list of potential biodiversity net gain opportunities.

2.46 Improvement works to Stevenage Brook have been completed. The Environment Agency funding has been used to improve the section adjacent to Kimbolton Crescent.

APPENDIX D: CORPORATE PERFORMANCE QUARTER FOUR 2022/23 AND A SUMMARY OF STRATEGIC RISK

1.1 INTRODUCTION

- 1.1.1 This document sets out the corporate performance across the Council’s key themes for quarter four (January 2023 to March 2023) and covers 63 measures across the themes of Place, Customers and Transformation and Support. This document also contains a summary of Strategic Risks and an update on Cost-of-Living activities.
- 1.1.2 The total number of measures by Red, Amber & Green (RAG) rating is shown in Figure 1 below. For the purposes of this report only commentary for Red Status measures is provided. The full set of corporate performance measures results for 22/23 are attached at Appendix E and further detail on progress made to the Future Town Future Council programme can be found in Appendix C.

Total number of measures reported	Meeting or exceeding target	Amber Status (Within a manageable tolerance)	Red Status (Urgent improvement action required)	Unavailable Data
63	43	3	11	6

Fig 1.

- 1.1.3 At the time of writing, there were six indicators where performance could not be reported. Four indicators relate to housing voids and an explanation of the reasons why this data cannot be provided is in paragraph 1.4.5 below.
- 1.1.4 Two of the indicators are reported in arrears via an external source and these relate to household waste collections. As these measures are reported in arrears they won’t be presented as part of the report until the next quarter.
- 1.1.5 Three of the measures are defined as local based and are specific to community safety and Anti-Social Behaviour monitoring as part of the Council’s commitment to the So Safe Community Safety Partnership Strategy (see Appendix E).

1.2 TRANSFORMATION AND SUPPORT THEME

Number of Measures Reported	Meeting or exceeding target	Amber Status (Within a manageable tolerance)	Red Status (Urgent improvement action required)	Unavailable Data
20	12	2	6	0

Fig 2.

1.2.1 The Transformation and Support Theme incorporates the following Business Units and Future Town Future Council Programmes:

- Corporate Services
- Digital and Transformation
- Finance and Estates
- Making Your Money Count (FTFC Programme)

1.2.2 Further information on the measures included in this theme can be found in Appendix E. Further detail on projects for Making Your Money Count can be found in Appendix C.

Highlights

1.2.3 Key service performance highlights for Quarter Four include:

- The sickness absence rate for the current workforce has decreased by 12.8% compared to last quarter from 9.45 to 8.24.
- Percentage of housing complaints responded to within deadline has significantly improved from 64% to 78%

Areas for Service Improvement

TRANSFORMATION & SUPPORT		Actual - Quarter 4 2021/22 YTD	Actual - Quarter 1 2022/23 YTD	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022/23 YTD	Actual - Quarter 4 2022/23 (YTD)	Target - Quarter 4 2022/23 (YTD)	Direction of travel since last quarter
CSC12: Percentage of calls abandoned in the customer service centre	Customer Service Centre	35.50	39.80	32.10	27.50	28.30	15.00	↑
EAA1: Customer satisfaction with CSC customer service	Customer Service Centre	89.50	85.50	88.40	86.21	84.60	90.00	↓
Cust1: Percentage complaints progressing to stage 2 and 3 that are upheld or partially upheld	Customer Service Centre	18.20	11.63	32.00	25.00	45.00	35.00	↑
Dig1: % of digital	Digital	23	24	25	24	20	33	↓



customer transactions								
BV9: % of Council Tax collected	Finance & Estates	94.5	32.4	59.3	85.7	94.0	96.8	
Pe2: % of Agency Work assignments exceeding 12 weeks	Human Resources	54.00	63.00	74.70	70.13	75.00	50.00	

Fig. 3

CSC12: Percentage of calls abandoned in the customer service centre

- 1.2.4 Abandonment is an ongoing challenge, and this quarter resourcing repairs enquiries was significantly impacting the performance in the Customer Service Centre. Training for additional staff to improve performance in this area is currently underway, and additionally three new advisors were recruited.
- 1.2.5 The staff knowledgebase is now live and advisors have a single place for holding all service documentation. This has enabled customer service managers to simplify onboarding and training processes, for example, new starters can start taking general enquiries calls after one week of training instead of two.

EAA1:Customer satisfaction with the customer service centre

- 1.2.6 Long wait times are the most common theme from customers rating their experience as average or poor. Although customer satisfaction dropped compared to quarter three, the average speed to answer actually improved slightly in quarter(7m56s) compared to quarter 3 (8m52). Satisfaction will be monitored by the service and improvement measures will be identified and actioned accordingly.

Cust1: Percentage complaints progressing to stage 2 and 3 that are upheld or partially upheld

- 1.2.7 The proportion of complaints upheld on appeal has been rising since quarter two and 80% of the upheld and partially upheld complaints appeals in quarter four related to housing services. This increasing trend may be due in part to the increasing profile of landlord complaints in the news and accompanying social media campaign encouraging people to come forward with problems. This campaign was launched by Department of Levelling Up Homes & Communities (DLUHC) called 'Make Things Right' which aims to ensure more social housing residents who need support to report substandard housing know how to make a complaint.

Dig1: % of digital / online customer transactions

- 1.2.8 Performance declined again this quarter and, as this was unexpected, the data has been investigated to look for anomalies. It was anticipated that the number

of transactions would have increased due to the additional online services that are now available. Officers will look to improve the data collection and integrity of this measure to ensure accurate reporting in 2023/24.

BV9: % of Council Tax collected

1.2.9 Feedback from the Shared Revenue and Benefits service indicates that the impact of the cost-of-living crisis is still showing an increase in missed payments and requests for Alternative Payment Arrangements (APA) from residents. In response to the crisis customers are increasingly moving from 10-month Direct Debits to 12-month Direct Debits to try and spread payments and lessen the impact.

Pe2: % of Agency Work assignments exceeding 12 weeks

1.2.10 The percentage of long-term agency workers has seen an increase this quarter from 70.1% in quarter three to 75% in quarter four. Of that, 22% are between 12- and 26-week assignments and 53% are more than 26 weeks assignments. This is reflective of the challenging recruitment market nationally and locally.

1.2.11 There are long term agency assignments in both Finance and Estates and Housing and Investment linked to challenges recruiting surveyors, compliance and building safety due to significant market demand. There are also long-term assignments in Repairs reflective of a shortage of trades operatives. Recent recruitment activity has been successful in recruiting permanent trades operatives, and other recruitment activity has also been successful, meaning a number of long-term agency assignments will conclude in quarter 1 of next year. However the national and regional recruitment market is likely to remain challenging well into 2023-24.

1.2.12 The Senior Leadership Team continue to monitor recruitment activity and will seek to reduce extended agency usage.

1.3 PLACE THEME

Number of Measures Reported	Meeting or exceeding target	Amber Status (Within a manageable tolerance)	Red Status (Urgent improvement action required)	Unavailable Data
28	22	0	4	2

Fig.4

1.3.1 The Place Theme incorporates the following Business Units and Future Town Future Council Programmes:

- Planning and Regulation
- Stevenage Direct Services
- Transforming Our Town (FTFC Programme (Regeneration))
- More Social and Affordable Homes (FTFC Programme (Housing Development))




1.3.2 Further information on measures included in this theme can be found in Appendix E and more detail on the projects for Transforming Our Town and More Social and Affordable Homes FTFC Programmes can be found in Appendix C.

Highlights

1.3.3 Key service performance highlights for quarter four include:

- The number of jobs created at the Business Technology Centre has quadrupled since quarter three from 11 to 54 indicating a positive outlook for the local economic recovery
- The percentage of repairs appointments made and kept continued to increase from 95% to 99% this quarter.

Areas for Improvement

PLACE		Actual - Quarter 4 2021/22 YTD	Actual - Quarter 1 2022/23 YTD	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022/23 YTD	Actual - Quarter 4 2022/23 (YTD)	Target - Quarter 4 2022/23 (YTD)	Direction of travel since last quarter
VED1: Percent age of dwellin gs with a valid EICR Electrica l Certifica te	Investment	62.95%	87.85%	92.09%	94.86%	97.28%	100.00%	
Rep Cost1: Average responsi ve repair cost per dwellin g	Repairs	267.62	77.00	140.33	295.97	424.16	327.07	
ECHFL5: Percent age of Repairs service custom ers satisfied (telepho	Repairs		84.83%	84.81%	81.97%	77.95%	90.00%	


ne survey)								
HDD1e: Number of affordable homes delivered by the Council (current quarter)	Housing Development	5.0	7.0	37.0	5.0	1.0	2.0	

Fig. 5

HDD1e: Number of affordable homes delivered by the Council (current quarter)

- 1.3.4 Performance was one unit lower than anticipated due to delays in completing on an open market acquisition as a result of not receiving relevant information from the vendors solicitor.

ECHFL5: Percentage of Repairs service customers satisfied (telephone survey)

- 1.3.5 Reduced capacity within the Repairs business support team has contributed to this measure not meeting target this quarter. As a result, jobs were not monitored appropriately which led to some customers not being satisfied with the service. Processes and procedures for the way day to day repairs are handled is being reviewed and it is anticipated satisfaction will increase as a result.

VED1: Percentage of dwellings with a valid EICR Electrical Certificate

- 1.3.6 Work continues on domestic electrical inspections; with an improved position of over 97% (178 outstanding). A weekly tracker has been introduced to monitor access, refusals and completions of the remaining properties. Officers and contractors continue to try and contact residents, including out of core working hours, to arrange access to carry out electrical works. The Investment team have now written to residents that still require certificates giving them a Final Notice of legal action if they do not grant access within the next two weeks.

Rep Cost1: Average responsive repair cost per dwelling

- 1.3.7 This measure has not met target this quarter, impacted by the higher cost of materials and inflation. This has been partly mitigated by the new supplier arrangements with rates more favourable than the previous supplier. The Repairs service is also assisting the Investment team with the replacement of new assets such as doors, fencing, windows and roofing replacements which impact on the cost of works undertaken. An enhanced focus on planned and cyclical maintenance going forward will help to mitigate this, but in the short term It is anticipated that this trend will continue into quarter one.

1.4 CUSTOMER THEME

Number of Measures Reported	Meeting or exceeding target	Amber Status (Within a manageable tolerance)	Red Status (urgent improvement action required)	Unavailable Data
12	6	1	1	4

Fig. 6

1.4.1 The Customer Theme incorporates the following Business Units and Future Town Future Council Programmes:

- Communities and Neighbourhoods
- Housing and Investment
- Co-operative Neighbourhoods (FTFC Programme)
- A Clean, Green, Safe and Thriving Town (FTFC Programme)

1.4.2 Further information on measures included in this theme can be found in Appendix E. Further detail on projects for Co-operative Neighbourhoods and Clean, Green, Safe and Thriving Town FTFC Programmes can be found in Appendix C.

Highlights

1.4.3 Key service performance highlights for quarter four include:

- The number of homelessness preventions this quarter rose from 191 in quarter three to 242 in quarter four. This is due to officers proactively supporting residents into the Council's Housing First accommodations or negotiating returns to existing accommodations.

Areas for improvement

CUSTOMER	Actual - Quarter 4 2021/22 YTD	Actual - Quarter 1 2022/23 YTD	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022/23 YTD	Actual - Quarter 4 2022/23 (YTD)	Target - Quarter 4 2022/23 YTD	Direction of travel since last quarter


Void Loss 1: Void loss in year (£)	Voids/							
	Finance	£532,510.82	£174,371.00	£353,269.00	£544,119.00	£753,271.00	£374,078.00	
Void Re-let measures	Voids/ Lettings	Unavailable measures (see para 1.4.5)						

Fig. 7

Void Loss 1: Void loss in year (£) and Void Re-let Measures

- 1.4.4 The void loss for quarter 4 resulted in a budget pressure for the HRA which is likely to continue into quarter 1 whilst the backlog of void properties is cleared. The partnering arrangement with a contractor to assist with the backlog of void property repair works and to manage the ongoing demand presented some initial capacity issues during quarter 4. The outstanding void properties as well as the new void properties are now being addressed and performance will be evaluated over time.
- 1.4.5 As agreed by the Executive in quarter 2, four Void measures (which are monitored to understand the void relet turnaround times) have been suspended whilst the data sources are being investigated. To help expedite the Council's ability to start monitoring these measures again, an in-house Project Team has been working with a specialist housing contractor since early December 2022 to review the systems and information that inform the voids process. The project has now moved into the High-Level Programme Design stage to develop key to key voids service processes, SLAs, Executive & Operational KPIs and establish project deliverables.
- 1.4.6 Whilst the work with the specialist housing contractor is in development, an interim approach to monitor void performance for the first three quarters of 23/24, will be developed. The Project team are currently working with the Policy & Performance Team to ensure that the proposed approach to Executive KPIs is realistic and representative of the existing void pathway. The interim Executive & Operational KPIs will be implemented from quarter 1, new KPIs will then be developed in response to the completion of the High-Level Programme Design as part of the wider project go-live, which is estimated to be in November 2023.
- 1.4.7 The project team are developing the property management digital system to improve the accuracy of the data held, and to ensure the new Executive and Operational KPIs proposed for November 2023 will be accurate. The

improvements will also provide the status of each void and clarity on which team a void is with at any point in time. This work will allow the Lettings team to plan for a property being ready to let and to offer support to the applicant in advance.

- 1.4.8 The planned and cyclical preventative maintenance works and the proactive programme of tenancy audits identified through the HRA business planning process is underway. This will improve the condition of the housing stock and reduce the demand for void repairs over time. The new Voids process model will include pre-void contact as soon as a termination notice is received, to check for any unauthorised alterations, damage and clearances required, caused by the existing tenant.
- 1.4.9 The Empty Homes Co-ordinator continues working with officers in Housing and SDS to coordinate void properties by managing and overseeing the complete voids pathway; from keys received by the outgoing tenant, to keys provided to the new tenant. The purpose of the role is to speed up the process of void re-lets, ensuring that decisions can be taken in a timely way.

1.5 COST OF LIVING

- 1.5.1 The Cost-of-Living (CoL) Action Plan for Stevenage was approved by the Executive in October 2022. The plan set out how the Council and its partners would respond to the cost-of-living crisis, and seek to mitigate the potential impacts on residents, businesses, council employees and Council finances. This included the implementation of 15 Warm Spaces, the launch and maintenance of the CoL Website Hub, local events to support local businesses, and grant funding to local voluntary sector groups to help the most vulnerable.
- 1.5.2 The activities delivered through the Action Plan have been mainstreamed into service delivery across the council and with partners. This recognises there is a significant amount of “business as usual” activity for the council and partners that is specifically targeted at supporting people facing financial, housing and other difficulties. This approach also recognises that the crisis will continue for some time, impacting people in different ways at different times.
- 1.5.3 Funding from Central Government through the Household Support Fund (HSF) has enabled the Council to distribute monies to support both projects and direct delivery organisations. Projects such as the warm spaces initiative as well as community kitchen projects led by Stevenage Football Club Foundation have benefited from this funding.
- 1.5.4 Grant funding was supplied to the foodbanks supporting the town through the HSF. This includes food bank organisations such as Feed up Warm up, Barnardo’s children’s centres, Homestart and Vineyard Foodshed. Haven First hostel has also been in receipt of a grant to support the food distribution and provision from its Stevenage site. As well as providing food to the residents, Haven First offers a drop in for rough sleepers where food support and personal care facilities are made available.
- 1.5.5 Further funding for 2023-24 will be released as a lump sum to be delivered over a 12-month period. Improvements will be made on the previous model ensuring that the support that is provided is reflective of residents presenting needs, as opposed to limiting support to a specific pre-determined need e.g. energy payments.

1.5.6 Alongside support for the community, the Council has also implemented initiatives to support staff. In addition to the benefits available through the Council's Employee Assistance Programme, staff are also able to access the recently introduced Money, Advice & Pension self-referral service for confidential advice on financial and benefit information.









1.6 STRATEGIC RISK











1.6.1 The risks as outlined in Figure 8 reflect the current strategic risks facing the Council. The risks were considered by Corporate Risk Group on 3 May, agreed by the Senior Leadership Team on 16 May and noted by Audit Committee at its meeting on 6 June.

1.6.2 Audit Committee receives a detailed Strategic Risk Report each quarter. The report to Audit Committee considers the risk mitigations, the actions required and progress against the actions. Changes to the way risk is managed at the Council are also highlighted and considered by Audit Committee. Where the Committee raises specific concerns about the risks or the process for managing them, these are highlighted to Executive within this quarterly report.

1.6.3 A risk is a future event which has the potential to impact on the Council's ability to deliver services, projects and achieve its ambitions. Conversely an opportunity will enhance the Council's ability to achieve and effectively deliver, however, there are often risks inherent in pursuing opportunities. By being alert to and putting in place mechanisms to manage both the risks and opportunities effectively, the Council is in a better position to continue to deliver services, remain viable, continue to innovate and use resources more efficiently. Some risks will always exist and will never be eliminated.

1.6.4 Each risk is measured in terms of a combination of the likelihood of a perceived threat or the opportunity occurring and the magnitude of its impact on the Council's objectives. Figure 8 outlines both the inherent and residual risk scores. Inherent risk is the risk present in any scenario where no attempts at mitigation have been made and no controls or other measures have been applied to reduce the risk from initial levels to levels more acceptable to the Council. Residual risk is the risk remaining after efforts have been made to reduce the inherent risk. The risks below all have mitigating actions which are being worked through and risk scores are reviewed quarterly to assess whether completion of actions has reduced the level of risk.

Risk	Inherent Risk Score	Residual Risk Score Q3	Residual Risk Score Q4	Direction of Travel since last quarter
General Fund Asset Management: If sufficient capital funding from land/asset sales is not received, there is a risk that there will be insufficient funding available to invest in the Council's non-housing property portfolio to ensure Council properties remain sustainable and fit for the future	20 Very High	12 High	12 High	
Building Management: In the event of failure to proactively maintain the Council's non-housing property portfolio there is a risk that required remedial work is not carried out in a timely way. This could lead to an increased health and safety risk for service users, buildings having to be taken out of use and increased repair costs	20 Very High	12 High	12 High	
Building Safety/Fire Safety Act: In the event of failure to meet the new requirements of the Building Safety/Fire Safety Act, there is a risk of enforcement action or fines	20 Very High	12 High	12 High	
Capacity: The Council is committed to delivery of its priorities and its local services. If the Council fails to retain, attract and recruit the right people and right skills at all levels, there could be an impact on its capacity to deliver all of its priorities as well as provide core services and implement new government legislation	12 High	12 High	12 High	
Commercialisation: If the Council fails to achieve its commercial ambitions within desired timescales or at the scale hoped for, it will be unable to support the Council's financial security objectives	16 Very High	12 High	High	
Contract Management: A failure to ensure resilience, quality and best value are being provided by suppliers and contractors could have a negative impact on the performance of Council's services and achievement of priorities	16 Very High	9 Medium	9 Medium	
Council Housebuilding and Acquisitions Programme: The Council's housing programmes are now well established, providing benefits such as homes for social and affordable rent as well as private sale homes. The delivery of each scheme, and the delivery of homes through the Wholly Owned Company, creates a financial risk surrounding estimated build costs and projected sales income materialising as forecast, as well as risks in relation to the servicing of debt. This may create revenue pressures on the General Fund to meet the loan repayments to the Public Works Loan Board	20 Very High	12 High	12 High	
Covid-19/Flu/Pandemic: If COVID-19/flu or other illnesses this winter are significant and protracted, the Council's ability to maintain delivery of essential services and support the community could be severely impacted. There could also be an impact on the Council's finances due to loss of income and increased reliance on services.	20 Very High	12 High	9 Medium	

Fraud: As a result of the scale and scope of services delivered by and through the Council, there is a risk of fraud which could lead to service disruption, financial and reputational loss.	16 Very High	9 Medium	9 Medium	
IT Resilience and Cyber Security: Failure of ICT services as a result of a cyber-attack or IT resilience issues could cause significant service disruption, possible data loss and financial implications for the Council	25 Very High	12 High	20 Very High	
Health and Safety: In the event of failure to maintain adequate and effective safety management arrangements there is a risk of injury, illness and death to both service users and employees.	20 Very High	15 High	15 High	
Housing Revenue Account Business Plan: There is a risk that changes to legislation and new local authority responsibilities could negatively affect the medium to long term viability of the Housing Revenue Account Business Plan	20 Very High	12 High	12 High	
Information Governance: There is a risk that the loss, inappropriate acquisition or disclosure of sensitive personal or commercial data and/or breach of data subject rights (contrary to the requirements of the Data Protection Act 2018 and the General Data Protection Regulation) could negatively impact on the individual(s) affected and lead to significant financial implications for the Council	16 Very High	9 Medium	9 Medium	
Leisure Provision: There is a risk that external factors (including cost of living, Covid-19 pandemic, war in Ukraine etc) could impact the viability of leisure provision in Stevenage	16 Very High	12 High	8 Medium	
Making your Money Count: Due to the ongoing financial impact of Covid-19 and following years of funding reductions from central government, there is a risk that the Council does not have sufficient resources to fund its medium and long term service plans	20 Very High	16 Very High	16 Very High	
Regeneration Risk – Capital Funding Risk: In the event of insufficient capital funding, the Council would not be able to fulfil its obligations for the SG1 Regeneration Scheme and will also not be able to match fund the money received from the Towns Bid meaning priority improvements could not be delivered	12 High	8 Medium	8 Medium	
Regeneration Risk – Delay: As a result of delays due to possible shortages of construction materials, labour and other factors beyond the Council's control, there is a risk of construction projects associated with the regeneration programme taking longer to complete than anticipated which would affect the delivery of the overall Regeneration Programme	12 High	8 Medium	8 Medium	
Repairs and Maintenance: Due to current recruitment pressures, the backlog of repairs due to Covid-19, storms and the availability of materials as a result of the war in Ukraine, there is a risk that the repairs service will not be able to carry out repairs in a timely manner	16 Very High	12 High	12 High	




Social Housing Regulation Bill: In the event of failure to meet the new requirements of the Social Housing Regulation Bill, there is a risk of enforcement action or fines	16 Very High	12 High	12 High	
Socio-Economic Impacts: As a result of the combined socio-economic impacts of welfare reform, the Covid-19 pandemic, an economic downturn and a cost of living crisis, it is likely there will be a significant adverse effect within the community. This will cause increased complexity of needs which will increase demand on Council services which could lead to capacity issues in some areas, as well as reduced income for the Council and increased arrears.	20 Very High	12 High	12 High	
Transformation Programme: The Council is operating in a rapidly changing environment with increasing financial challenges which are expected to become more demanding in future years. There is a risk that due to capacity and other priorities, the Transformation Programme the Council is implementing may not meet its aims and ambitions to improve customer experience, increase workforce productivity and organisational resilience, whilst also meeting financial security targets	16 Very High	8 Medium	8 Medium	

Fig 8: Strategic Risks, Scores and Direction of travel

Covid-19/Flu/Pandemic Risk

- 1.6.5 The risk rating for the Covid-19/Flu/Pandemic risk has been decreased from a High risk to a Medium risk as the risk to service delivery has now decreased. Vaccination and natural immunity and the absence of any government restrictions has contributed to being able to decrease the risk rating. This risk to remain as a Medium risk and the title to be changed to Pandemic risk as there could be a new variant or new pandemic.

Cyber Security Risk

- 1.6.6 The risk rating for the Cyber Security risk has been increased from a High risk to a Very High risk. Global tensions and conflicts have increased the likelihood of a cyber-attack. At the same time, cyber-criminals are now using increasingly sophisticated artificial intelligence (AI) based tactics to carry out large-scale attacks. The impact of a cyber-attack is also increasing as Council services continue to transform and become digitalised. The new ways of working since the pandemic have also increased reliance on remote IT provision.

Leisure Provision

- 1.6.7 The risk of disruption to the Council's leisure services has decreased since the transfer of the contract to Everyone Active, the Council's new leisure provider. To reflect this, the risk level has been reduced from High to Medium.
- 1.6.8 It was agreed that the risk should remain on the risk register. This reflects that there are potential risks associated with the building of a new £40M leisure centre by 2027.

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Corporate Performance Report 2022/23

Quarter 4 (January, February, March)

Key to Performance Status Symbols

- Red** - Focus of Improvement
- Amber** - Initial Improvement Activity Identified
- Green** - Achieving Target

Customers								
Measure Name		Actual - Quarter 4 2021/22 YTD	Actual - Quarter 1 2021/22 YTD	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022-23 (YTD)	Actual - Quarter 4 2022-23 (YTD)	Target - Quarter 4 2022/23 (YTD)	Comments
SLL1: SLL Overall footfall (ytd)	Culture, Wellbeing & Leisure Services	478,201	153,464	151,424	494,299	698,621	526,021	.
DH1: % of tenants satisfied with Decent Homes work	Investment	100.00		100.00	83.33	88.89	70.00	-
ECHFL1: Percentage of Homes maintained as decent	Investment	66.68	68.49	69.38	78.10	68.40	68.03	
ECHFL1nat: Percentage of homes maintained as decent against national minimum DH standard	Investment		78.81%	80.18%	80.07%	78.74%	79.65%	

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Measure Name		Actual - Quarter 4 2021/22 YTD	Actual - Quarter 1 2021/22 YTD	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022-23 (YTD)	Actual - Quarter 4 2022-23 (YTD)	Target - Quarter 4 2022/23 (YTD)	Comments
BV66a: Rent collection rate	Managing Homes	97.23	87.99	94.45	96.83	97.15	97.81	-
BV213: Homelessness preventions	Providing Homes	225.00	67.00	120.00	191.00	242.00	200.00	Due to poor availability of Private Rented Sector units, and affordability issues made more difficult due to the rise in living costs, preventative work has been challenging. However, we have been able to utilise other preventative measures such as Housing First, local Hostel accommodation and negotiation to encourage the return to existing accommodation. As with previous quarters we have experienced low staffing levels as a result of staff departures; subsequently impacting the workload of the team. We have successfully recruited to most vacancies, with further recruitment scheduled, in order to fill the vacant Senior Housing Options Caseworker role. Demand remains high and we continue to experience the complexity of the issues faced by presenting clients to be challenging, with an increase in those fleeing Domestic Abuse and those with complex mental health issues.
NI156: Number of households in temporary emergency accommodation at	Providing Homes	203.00	174.00	163.00	165.00	149.00	205.00	-
Void loss 1: Void loss in year (£)	Repairs & Voids	532,510.82	174,371.00	353,269.00	544,119.00	753,271.00	374,078.00	-

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Place								
Measure Name		Actual - Quarter 4 2021/22 YTD	Actual - Quarter 1 2021/22 YTD	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022-23 YTD	Actual - Quarter 4 2022-23 YTD	Target - Quarter 4 2022-23 YTD	Comments
ELL1a: Percentage of Houses in Multiple Occupation (HMO) that are broadly compliant	Commercial and Licensing	97.24	98.61	98.62	98.60	101.84	90.00	
FT1: % of successful outcomes with flytipping	Community Safety	73.00	87.50	60.00	74.00	68.50	70.00	-
NI184: Food establishments in the area broadly compliant with food hygiene laws	Environmental Health	99.60	98.70	98.60	98.20	98.10	95.00	

Measure Name		Actual - Quarter 4 2021/22 YTD	Actual - Quarter 1 2021/22 YTD	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022-23 YTD	Actual - Quarter 4 2022-23 YTD	Target - Quarter 4 2022-23 YTD	Comments
NI191: Residual household waste per household (kgs)	Environmental Services	521.00	126.00	244.00	361.00		540.00	03.04.2023 The Q4 figure for residual household waste is not available at this time. The figure is reported from an external source and will not be available until end of June 2023.
NI192: Percentage of household waste sent for reuse, recycling and composting	Environmental Services	35.00	40.00	39.00	36.60		35.00	03.04.2023 The Q4 figure for percentage of household waste sent for reuse, recycling and composting is not available at this time. The figure is reported from an external source and will not be available until end of June 2023.
CNM2g: Garage Voids (residential) as a percentage of stock	Garages	14.53	14.51	14.15	13.46	12.26	13.50	The residential garage void rate for Q4 is 12.26% against a target of 13.5% (and a further improvement from 13.45% in Q3)
HDD1b (formerly NB1) - New Build Spend v Budget of development activity that is contracted	Housing Development	88.16	89.55	96.56	98.59	99.46	85.00	The reason for the increase from the previous quarter is because the speed of spend at Kenilworth is higher than the development model forecast. The budget itself is unchanged and the scheme remains on budget.
HDD1d: Number of affordable homes delivered (gross) by the Council since 2014)	Housing Development	286.00	293.00	330.00	335.00	336.00	359.00	.
HDD1e: Number of affordable homes delivered by the Council (current quarter)	Housing Development	5.00	7.00	37.00	5.00	1.00	2.00	Performance was one unit lower than anticipated due to delays in completing on an open market acquisition as a result of not receiving relevant information from the vendors solicitor.
FRA1: Percentage of dwellings with a valid Fire Risk Assessment	Investment	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
RSH BS05: Percentage of domestic passenger lifts with an in date LOLER inspection	Investment	57.89%	100.00%	100.00%	100.00%	100.00%	100.00%	
VAS1: Percentage of communal areas with a valid Asbestos survey	Investment	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
VEC1: Percentage of communal areas with a valid EICR Electrical Certificate	Investment	95.46%	99.35%	100.00%	100.00%	100.00%	100.00%	-
VED1: Percentage of dwellings with a valid EICR Electrical Certificate	Investment	62.95%	87.85%	92.09%	94.86%	97.28%	100.00%	Work continues on domestic electrical inspections; with an improved position of over 92% compared to quarter one. We are working with our contractors and internal teams to arrange access for some of the
VGC1: Percentage of dwellings with a valid gas certificate	Investment	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Measure Name		Actual - Quarter 4 2021/22 YTD	Actual - Quarter 1 2021/22 YTD	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022-23 YTD	Actual - Quarter 4 2022-23 YTD	Target - Quarter 4 2022-23 YTD	Comments
VLC1: Percentage of sites with valid legionella inspections certificate	Investment	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
BTC1a: New jobs created through Business Technology Centre	Planning & Regulation Centre	35.00	6.00	7.00	18.00	72.00	20.00	The number of new jobs created at the Business Technology Centre has quadrupled since the last quarter and even more dramatically than the period July 22-Sep 2022. The previous two quarters were much lower than previous quarters and reflected the continuation recovery of businesses in the centre.
BTC1b: New business start up in Business Technology Centre	Planning & Regulation Centre	30.00	4.00	5.00	14.00	41.00	8.00	The number of new businesses at the Business Technology Centre has tripled since the last quarter and even more dramatically than the period July 22-Sep 2022. the centre has also seen increased web traffic than the previous quarters in the current contract year, with workspace availability and meeting room being at the top search areas. The centre is seeing an increase of individuals seeking advice and support and a general increase in all advice areas. Over 40% of all enquiries are for individuals seeking advice to start-up at the centre. The centre has also experienced quite a bit of churn at the centre, with new businesses taking space, as well as taking on larger accommodation to suit their business needs. There is also an increase in the number of premises take up and reducing the overall number of units being available to let.
NI157a: Percentage of major planning applications determined in 13 weeks	Planning & Regulation	100.0%	100.0%	83.3%	81.8%	81.3%	60.0%	-
NI157b: Percentage of minor planning applications determined within 8 weeks	Planning & Regulation	87.4%	90.0%	79.6%	79.6%	80.5%	65.0%	
NI157c: Percentage of other planning applications determined within 8 weeks	Planning & Regulation	89.9%	91.9%	92.4%	93.5%	93.5%	80.0%	
ECHFL5: Percentage of Repairs service customers satisfied (telephone survey)	Repairs & Voids		84.83	84.81	81.97	77.95	90.00	
ECH-Rep3: Percentage repairs appointment made & kept	Repairs & Voids	98.87		91.76	95.95	99.43	95.00	-
ECH-Rep4: Percentage repairs fixed first time	Repairs & Voids	96.89	93.16	93.95	97.35	95.46	87.50	
Rep Cost1: Average responsive repair cost per dwelling	Repairs & Voids	267.62	77.00	140.33	295.97	424.16	327.07	
Rep-Time1: Average end to end repairs time (days) - Emergency Repairs	Repairs & Voids	0.60	0.27	0.24	0.29	0.34	1.00	-

Measure Name		Actual - Quarter 4 2021/22 YTD	Actual - Quarter 1 2021/22 YTD	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022-23 YTD	Actual - Quarter 4 2022-23 YTD	Target - Quarter 4 2022-23 YTD	Comments
Rep-Time2: Average end to end repairs time (days) - Urgent Repairs	Repairs & Voids	5.82	6.41	6.95	6.79	6.41	5.00	-
Rep-Time3: Average end to end repairs time (days) - Routine Repairs	Repairs & Voids	11.36	15.59	17.33	16.06	14.76	20.00	-

Transformation & Support

Measure Name		Actual - Quarter 4 2021/22 YTD	Actual - Quarter 1 2021/22 YTD	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022/23 YTD	Actual - Quarter 4 2022/23 YTD	Target - Quarter 4 2022/23 (YTD)	Comments
CompGF1: % of council service customer complaints responded to within deadline	Customer Focus		81.56%	84.92%	83.33%	94.00%	90.00%	
CompHRA1: % of housing service customer complaints responded to within deadline	Customer Focus		57.93%	69.91%	64.00%	78.00%	82.00%	Substantially improved performance overall is largely due to improvement with speed of responses to Repairs complaints. In Q3 55% of Repairs complaints were responded to on time, but in Q4 this has risen to 78%. This likely due in part to having a new dedicated lead officer for complaints responses in the service, and the benefits of the new system
Cust1: Percentage complaints progressing to stage 2 and 3 that are upheld or partially upheld	Customer Focus	18.20	11.63	32.00	25.00	45.00	35.00	80% of the upheld and partially upheld complaints appeals in Q4 related to housing services. The proportion of complaints upheld on appeal has been rising since Q2. This increasing trend may be due in part to the increasing profile of landlord complaints in the news and social media encouraging people to come forward with problems, and also a redoubling of effort by housing colleagues to ensure quality outcomes for tenants in line with Housing Ombudsman's guidance.
CSC12: Percentage of calls abandoned in the Customer Service Centre	Customer Service Centre	35.50	39.80	32.10	27.50	28.30	15.00	Abandonment is an ongoing challenge, and this quarter our biggest challenge was resourcing repairs enquiries. We are training additional staff to improve performance in this area. We were successful this quarter in recruiting three new advisors. The staff knowledgebase is now live and advisors have a single place for holding all service documentation. This has enabled us to simplify our onboarding and training processes, for example, new starters can start taking general enquiries calls after one week of training instead of two
CSC13: % of calls to Customer Services reported as resolved by customers	Customer Service Centre	67	73	60	62	60	65	.
EAA1: Customer satisfaction with CSC customer service	Customer Service Centre	89.50	85.50	88.40	86.21	84.60	90.00	Long wait times are the most common theme from customers rating their experience as poor or average. Although customer satisfaction dropped slightly, the average speed to answer actually improved slightly in Q4 (7m56s) compared to Q3 (8m52)
Dig1: % of digital customer transactions	Digital	23	24	25	24	20	33	Performance declined again this quarter, and as this was unexpected the data has been investigated to look for anomalies. It appears that in some cases the volumes of online transactions reported were too low, and there may be more than one cause. One example of this is when a customer request is declined (e.g. due to ineligibility), and it is included in the measure if the customer contacted us over the telephone, but not if they used self-service, introducing bias to the measure and providing a lower than expected result. Further work is required to ensure we can report this measure in a fair and accurate way in future quarters.

Measure Name		Actual - Quarter 4 2021/22 YTD	Actual - Quarter 1 2021/22 YTD	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022/23 YTD	Actual - Quarter 4 2022/23 YTD	Target - Quarter 4 2022/23 (YTD)	Comments
BV10: Percentage of non-domestic rates due for the financial year received by the authority	Finance & Estates	98.4%	39.2%	62.9%	90.0%	98.8%	99.0%	Business Rates continues to be profile continue to be impacted by COVID reliefs which skew the collection position, this is going to be further affected as a result of the announcement in December regarding the COVID Additional Relief Fund (CARF) which Stevenage has been allocated a maximum of £2.6Million to allocate to the 2021/22 financial year based on the criteria set out by the government.
BV9: Percentage of council tax collected	Finance & Estates	94.5%	32.4%	59.3%	85.7%	94.0%	96.8%	Feedback from the team at EH suggests that the cost of living crisis is leading to payment arrangements for customers and missed payments/delayed payments and moving from 10 month DDs to 12 month DDs
CR1: % of commercial rent collected from estates	Finance & Estates		91	96	88	90	95	
FS1a (LACC1): Percentage GF approved savings removed from GF budget for current year	Finance & Estates	83.20	96.60	96.60	96.60	96.60	95.00	
FS2a (LACC2): Percentage HRA approved savings removed from HRA for current year	Finance & Estates	89.00	100.00	100.00	100.00	100.00	95.00	
FS3 (Futsa (b): Percentage of GF savings identified to meet one year target	Finance & Estates	100.00	0.00	0.00	100.00	100.00	100.00	These are due to be approved at February Executive
FS4 (Futsa (b): Percentage of HRA savings identified to meet one year target	Finance & Estates	25.45	0.00	0.00	100.00	100.00	100.00	No savings required in 2023/24, will be part of the HRA business plan that will happen during 2023/24
NI181: Time taken (days) to process housing benefit new claims and change events	Finance & Estates	2.86	11.88	7.28	8.24	5.60	10.00	
EoC4a: Percentage of apprentices in post as percentage of workforce.	Human Resources	1.07	1.38	2.61	2.78	2.75	2.50	Target exceeded - There are currently 18 staff accessing the apprenticeship levy. We continue to encourage existing staff to access continuing professional development as appropriate through the apprenticeship levy.
EoCrec: Time to recruit	Human Resources	41.00	45.00	60.00	37.25	38.60	45.00	Data has been removed for rolling waste operative and CSC vacancies
Pe1: Workforce Stability	Human Resources	94.00	83.00	86.35	85.47	84.40	85.00	A total of 102 new starters in 2022/23 resulting in this measure finishing the year slightly below target.
Pe2: % of Agency Work assignments exceeding 12 weeks	Human Resources	54.00	63.00	74.70	70.13	75.00	50.00	There are currently 68 agency workers and 51 have assignments that have exceeded 12 weeks. Those with assignments exceeding 12 weeks have assignment lengths as follows : 27% 13 - 24 weeks, 20% 25 - 36 weeks, 26% 37 - 48 weeks and 27% have assignments exceeding 48 weeks
Pe4a: Sickness Absence Rate for the Current Workforce (FTE)	Human Resources	10.63	11.07	10.54	9.45	8.24	8.00	Reported sickness for the 12 months to March 2023 has decreased by 12.8% (1.21 days per FTE) compared to last quarter's performance and brings absence close to target. Long term sickness accounts for 45.1% of all absences this year.

Local Based								
Measure Name		Actual - Quarter 4 2021/22 YTD	Actual - Quarter 1 2021/22 YTD	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022/23 (YTD)	Actual - Quarter 4 2022/23 (YTD)	Target - Quarter 4 2022/23 (YTD)	Comments

Measure Name		Actual - Quarter 4 2021/22 YTD	Actual - Quarter 1 2021/22 YTD	Actual - Quarter 2 2022/23 YTD	Actual - Quarter 3 2022/23 (YTD)	Actual - Quarter 4 2022/23 (YTD)	Target - Quarter 4 2022/23 (YTD)	Comments
Community Safety : CS10: Domestic Abuse per 1,000 population	Community Safety	8.90	5.60		2.60	4.94	7.00	
Community Safety : CS8: Anti-social behaviour per 1,000 population	Community Safety	11.30	7.40	8.20	5.30	5.20	9.00	
Community Safety : NI15b: The rate of violence against the person (victim based crime) per 1,000	Community Safety	33.10	7.60		6.12	8.03	11.00	-

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A CLEAN, GREEN, SAFE AND THRIVING TOWN								Community Measure
We aim to improve the quality of life for Stevenage residents and enhance the experience of visitors. This is achieved through our approach to tackling climate change, our focus on community safety, the vision for culture and leisure and our plans for a healthier Stevenage.								
CORPORATE MEASURES								
Business Unit	Service Area	Measure	Regulatory	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	
C&N	Community Safety	RSH NM01(part1): ASB cases opened by or on behalf of the provider during the reporting year	X	Baseline				Yes
C&N	Community Safety	RSH NM01(part2): ASB cases (hate incidents) opened by or on behalf of the provider during the reporting year	X	Baseline				
C&N	Community Safety	ASB6 % cases resulting in successful enforcement action		Baseline				Yes
H&I	Investing in Homes/Climate Change	CC1 % of stock with an EPC measure rating above C		Baseline				Yes
C&N	Community Safety	CS2 Number of fly-tipping cases reported in Stevenage	X	Baseline				Yes
SDS	Environmental Services	ES1 - % of residential bins collected		99%	99%	99%	99%	Yes
SDS	Environmental Services	NI192: Percentage of household waste sent for reuse, recycling and composting		40%	41%	37%	35%	

Corporate Performance Suite 23/24 (Executive and Community Measures)

FTFC KEY MILESTONES		
Service Area	Project Name	Milestone(s)
Community Safety	Youth Evolve	Pilot the Youth domestic abuse perpetrator Evolve program
Community Safety	SADA Charity Promotion	Summer Charity Event - Enhance the status of the SADA Charity by promoting its launch at partnership events
Community Safety	No More Service Housing	Apply the AOP (Adult Offender Protocol) housing model to other offender groups.
Community Dev	Formalising the Social Inclusion Partnership	Decision on formalisation format, between multi-stakeholder co-operative, Community Interest Company and Charity
Community Dev	Pioneering Young Science, Technology, Engineering, Mathematic (STEM) Futures	<p>The creation of a STEM Strategy for Stevenage.</p> <p>Delivering –</p> <ul style="list-style-type: none"> • Accessible to All: A creative mentoring programme for year 9 students to inspire them to consider STEM careers ahead of their options choices. • Inspiring Science for the next generation: Establishing the Primary Science Quality Mark (PSQM) across all Stevenage primary schools to raise aspirations and draw a line in under-achievement. • Life Sciences Academy Challenge: To inspire students to continue towards higher education apprenticeships and employment in STEM sectors, focussing on Life Sciences.
Community Dev	Pioneering Young STEM Futures – Youth Engagement Vehicle	Establish a young people’s engagement vehicle with partners to support the delivery of work with Mission44.
SDS (Environmental)	Biodiversity	<p>Meadow Grassland sites cut and cleared and new and existing meadow grassland sites managed</p> <p>Daylight works along Stevenage Road and all works along London Road, completed. Undertake works to open up agreed sections of the Brook</p> <p>New Biodiversity Action Plan in partnership with Herts & Middlesex Wildlife Trust</p>
SDS (Operations)	Tree Planting	As part of its commitment to biodiversity the Council will plant 110 trees in 23/24

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Corporate Performance Suite 23/24 (Executive and Community Measures)

SDS (Environmental)	Landscape Works	Programme of converting shrub beds to grass Sites for 2023/24 identified and agreed
P&R (Climate Change)	Repair Café	Community led Repair Café launched with SBC providing technical and financial support
P&R (Climate Change)	EV Charging Facilities in Neighbourhood Centre Car Parks	12 EV facilities installed in Neighbourhood Centre Car Parks
P&R (Climate Change)	Corporate pathway to net zero – Vehicle & fuels	Business Case for the Vehicle and Fuels programme setting out a pathway for switching to lower emissions or zero emission alternatives
P&R (Climate Change)	Corporate pathway to net zero – Buildings & Assets	Business Case for the Building & Assets programme setting out a pathway for improving the energy efficiency of our buildings based on cost-benefit analysis as well as outlining requirements for the new civil hub
P&R (Climate Change)	Corporate pathway to net zero – People & Ways of Working	Business Case for the People & Ways of Working programme setting out an action plan to encourage behaviour change within the workforce, i.e. training and education, internal policies, incentive etc
P&R (Climate Change)	Neighbourhood Green Plan	Pilots established to address green spaces and green infrastructures in the local area to help to achieve social, economic and environmental benefits. Establish scope and plans and priorities actions

Corporate Performance Suite 23/24 (Executive and Community Measures)

MORE SOCIAL, AFFORDABLE AND <u>GOOD QUALITY HOMES</u>								Community Measure
We will increase the number of social, affordable and good quality homes in Stevenage and improve access to the housing market for a greater number of local residents.								
CORPORATE MEASURES								
Business Unit	Service Area	Measure	Regulatory	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	
D&T	CSC	RSH: CH01 (part1) –Number of stage one complaints made by tenants	X	Baseline				
D&T	CSC	RSH: CH01 (part 2) – Number of stage two complaints made by tenants	X	Baseline				
D&T	CSC	RSH: CH02 (part1) Number of stage one complaints made by tenants and responded to within Complaint Handling Code timescale (i.e. 10 days)	X	Baseline				
D&T	CSC	RSH: CH02 (part2) Number of stage two complaints made by tenants and responded to within the Complaint Handling Code timescale (i.e. 20 days)	X	Baseline				
Housing Development	Housing Development	HDD1d: Number of homes delivered (gross) by the Council (since 2014)		366	394	397	485	Yes
Housing Development	Housing Development	HDD1e: Number of council rented homes delivered by the Council (current quarter)		29	28	3	88	Yes
Housing Development	Housing Development	HDD1f: Number of private homes provided			33		17	
SDS	SDS (Repairs & Voids)	RSH Rep1: Proportion of emergency responsive repairs completed within the landlord’s target timescale.	X	Baseline				

Corporate Performance Suite 23/24 (Executive and Community Measures)

		<i>(derived from existing repairs measure metrics – Rep Time 1)</i>						
SDS	SDS (Repairs & Voids)	RSH Rep2: Proportion of non-emergency responsive repairs completed within the landlord’s target timescale. <i>(derived from existing repairs measure metrics –Rep Time 2 and Rep Time 3)</i>	X	Baseline				
SDS	SDS (Repairs & Voids)	RV1: The time taken (days) to repair major voids (Direct Labour Organisation)		56	56	56	56	
H&I	Providing Homes	Let1: Interim – No of days to let a sheltered property from the ready to let date		6	6	6	6	
H&I	Providing Homes	Let2: Interim – No of days to let a general needs property from the ready to let date		6	6	6	6	
SDS	SDS (Repairs & Voids)	RV2: The time taken to repair standard voids (Direct Labour Organisation)		26	26	26	26	
H&I	Providing Homes	BV213: Homelessness Preventions	X	50	50	50	50	
H&I	Investment	RP01A: Percentage of homes maintained as decent against national minimum DH standard <i>(informed by new RSH measure – number of homes that don’t meet the decent homes standard)</i>	X	84.72%	88.16%	90.34%	83.47%	Yes
H&I	Investment	RSH BS04: Percentage of sites with valid legionella inspections certificate	X	100%	100%	100%	100%	

Corporate Performance Suite 23/24 (Executive and Community Measures)

H&I	Investment	RSH BS01: Percentage of dwellings with a valid gas certificate	X	100%	100%	100%	100%	
H&I	Investment	RSH BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	X	100%	100%	100%	100%	
H&I	Investment	RSH BS02: Percentage of dwellings with a valid Fire Risk Assessment	X	100%	100%	100%	100%	
H&I	Investment	RSH BS05: Percentage of domestic passenger lifts with an in date LOLER inspection	X	100%	100%	100%	100%	

FTFC KEY MILESTONES

Service Area	Project Name	Milestone(s)
Housing Development	Helston House	Delivery of 29 New Social Rented Units
Housing Development	Dunn Close	Delivery of 27 Unit Supported Housing Scheme
Housing Development	Kenilworth Close	Delivery of mixed tenure regeneration scheme which delivers new affordable and private sale accommodation including new state of the art Independent Living Scheme. The project will also provide new retail and community facilities
Housing Development	The Oval	Continue the design development and delivery of large-scale neighbourhood regeneration proposal aiming at delivering new high-quality accommodation, retail and community facilities for the area with the intention of submitting a planning application and accompanying delivery plan.
Housing Development	LAHF Scheme	Delivery of 6-12 new homes under funding offer from Department of Levelling Up, Homes and Communities (DLUHC)
Housing Development	Courtlands	Continued development of 17 Unit Private Sale Scheme within the Wholly Owned Company
Housing Development	Kenilworth Phase 2	Delivery of second phase of wider Kenilworth scheme which is entirely private sale
SDS	Complete comprehensive	Implementation of new repairs pathways increasing the utilisation of in-house resources and decrease external reliance

Corporate Performance Suite 23/24 (Executive and Community Measures)

	Lean review of the repairs service	
H&I (Providing Homes)	Annual Regulator of Social Housing (RSH) Tenancy Satisfaction Measure Survey (12 Satisfaction Measures)	TSM Survey commissioned, delivered and findings communicated to key stakeholders and Executive on a quarterly basis. Findings to be used to help inform understanding and decision-making based upon what really matters to tenants.
H&I (Providing Homes)	Replacement of the Housing Management Advisory Board (HMAB)	A new forum established that will give tenants and leaseholders the opportunity to feedback on key council housing policy changes and projects directly impacting them Implementation of the Housing & Engagement Framework
H&I (Managing Homes)	RSH Consumer Standards	Preparation and implementation of new RSH Consumer Safety Standards, to cover safety, quality, neighbourhood, transparency, engagement, accountability, tenancies
H&I (Investments)	Building & Fire Safety Act	Delivery of the detailed implementation plan and resident engagement

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TRANSFORMING OUR TOWN		
We aim to create a vibrant town centre where people want to live, work and play		
FTFC KEY MILESTONES		
Function	Project Name	Milestone(s)
Culture, Wellbeing & Leisure	Leisure Hub Development and the Museum development in the Town Centre Hub in collaboration with Regen	RIBA Stage commences
Regeneration	Swingate House (Residential and Retail)	Construction begins
Regeneration	Arts & Heritage Trail	Consultation with residents begins
Regeneration	Museum	Consultation with residents begins
Regeneration	Sports & Leisure Hub	Decant complete
Regeneration	Town centre Diversification	Construction Starts
Regeneration	Marshgate Biotech	Construction Complete
Regeneration	Station Gateway	Masterplan Work Begins

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Corporate Performance Suite 23/24 (Executive and Community Measures)

MAKING YOUR MONEY COUNT								Community Measure
We aim to ensure sufficient resources are available to deliver on the council’s priorities while remaining financially resilient to withstand the impact of COVID and our recovery.								
CORPORATE MEASURES								
Business Unit	Service Area	Measure	Regulatory	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	
D&T	CSC	CSCsat: Customer satisfaction with CSC customer service		90%	90%	90%	90%	Yes
D&T	CSC	CompGF1: Percentage of council service customer complaints responded to within deadline		75%	75%	75%	75%	Yes
D&T	CSC	Dig2: Number of online transactions through self-service portal		Baseline				
Revs & Bens	Finance	Finance BV9: Percentage of Council Tax collected	X	33%	60%	86%	95.8%	
Revs & Bens	Finance	Finance BV10: Percentage of non-domestic rates due for the financial year received by the authority	X	36%	60%	89%	98.75%	
H&I	Managing Homes	Finance BV66a: % of rent collected YTD	X	90.22%	93.44%	96.39%	98%	
FTFC KEY MILESTONES								
Service Area	Project Name	Milestone(s)						
Commercial & Income	Co-operative Commercial and Insourcing Strategy 2023-2026	Review of Cooperative Commercial and Insourcing Strategy 2020-23 complete						
Commercial & Income	Growing the trade waste function	Investigate opportunities to offer a one stop shop for trade waste collections and grow the income						

Corporate Performance Suite 23/24 (Executive and Community Measures)

SDS (Garages)	Asbestos Garages	Disturbance policy and funding decision on garages affected by sprayed asbestos approved and stock removed from void rate.
SDS (Garages)	Reduce avoidable Garages voids target to 11.5%	Void rate reduced to 11.5% by March 2024 and the number of garages made live on Digital Lettings each week is maximised.
Finance	Medium Term Financial Strategy	Completion of MFTS 24/25 onwards
Finance	HRA Business Plan	HRA Business Plan approved setting out how available funds for the council to maintain and improve its council homes will be spent
D&T	Transformation - Payments Programme	Payments Programme implemented – making it easy for customers to pay us, with more online services, cost effective solutions and better debt collection.
D&T	Transformation – Future Council’s Programme	Future Councils Programme delivered – Step change in our technology and how we work and deliver services to customers underpinned by three themes of improvement: <ul style="list-style-type: none"> • organisational blockers to change • digital and cyber security improvements • service reform (funded through DLUHCs Future Councils which supports councils to become modern and resilient)
D&T	Transformation – Online Services	Online Services including Cemeteries / Clinical Waste / Trade Waste Additional Collection launched
D&T	Transformation – Customer Services	New Customer Services reception opened in Daneshill House

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COOPERATIVE NEIGHBOURHOODS								Community Measure
We will work with our communities to understand what matters to them, and we will lead on improving our neighbourhoods in partnership with residents.								
CORPORATE MEASURES								
Business Unit	Service Area	Measure	Regulatory	Q1 23/24	Q2 23/24	Q3 23/24	Q4 23/24	
Communities & Neighbourhoods	Community Development	CD1 Number of people engaged in Cooperative Neighbourhood 'Community & Place' initiatives		Sum	Sum	Sum	2000	
Communities & Neighbourhoods	Culture, Wellbeing & Leisure Services	CWLS1: Everyone Active - Number of children (under 16) participating in facilities and outreach programmes once per week (<i>as a percentage of the Local Authority area</i>)		Baseline				Yes
Communities & Neighbourhoods	Culture, Wellbeing & Leisure Services	CWLS2: Everyone Active - Number of BAME adults (aged 16+) participating in facilities and outreach programmes once per week (<i>as a percentage of the Local Authority area</i>)		Baseline				Yes
FTFC KEY MILESTONES								
Service Area	Project Name	Milestone						
C&N	PropTech Digital Engagement - Collation analysis and reporting on 22/23 CN Engagement	Delivery of 23/24 engagement activities throughout the 23/24 engagement window						

Corporate Performance Suite 23/24 (Executive and Community Measures)

C&N	Co-operative Neighbourhoods (CN) Plans - Fully establish the creation of resident led CN Plans for each of the CN areas build from analysis of resident engagement data.	First draft CN Plans based on previous engagement shared with members Final draft of CN Plans agreed with members for delivery
C&N	Project Delivery - Successfully deliver local projects through the UKSPF funding stream in all CN areas.	£13,000 UKSPF funding for 22/23 allocated £26,000 UKSPF funding for 23/24 allocated
Corporate Policy & Performance	EDI Action Plan and EDI Annual Report 22/23	EDI Action Plan to advance EDI across workforce and community implemented EDI Annual Report 22/23 published
Corporate Policy & Performance	New Corporate Plan 2024-29	Formal consultation on the Corporate Plan strategic priorities for 24-29 undertaken
C&N	CN Engagement Cycle - Fully realise the CN Engagement Cycle	Carrying out a further tranche of digital engagement and visioning workshops throughout the Spring/Summer engagement window 23/24.

Meeting: EXECUTIVE

Portfolio Area: Resources and Transformation



Date: 18 July 2023

4th QUARTER REVENUE MONITORING REPORT 2022/23 - GENERAL FUND AND HOUSING REVENUE ACCOUNT

KEY DECISION

Author – Brian Moldon

Lead Officer – Veronika Mendy / Keith Reynoldson

Contact Officer – Veronika Mendy / Keith Reynoldson

1. PURPOSE

- 1.1 To update Members on the 2022/23 outturn positions for the General Fund (GF) and Housing Revenue Account (HRA) and to seek approval for revisions to 2023/24 revenue budgets. The revenue spend included within this report is still subject to completion of the 2022/23 audit of accounts.
- 1.2 To update Members on the Council's reserves and balances available to support revenue expenditure.

2. RECOMMENDATIONS

2.1 General Fund

- 2.1.1 That the 2022/23 actual General Fund net expenditure of £10.423Million be noted, subject to the 2022/23 audit of the Statement of Accounts.
- 2.1.2 That the 2022/23 actual core resources of £9.470Million be noted, subject to the 2022/23 audit of the Statement of Accounts (paragraph 4.4).
- 2.1.3 That carry forward/spend requests totalling £504,650 be approved for the General Fund (paragraph 4.3.1).
- 2.1.4 That the Transfer to reserves of £0.696Million be approved for the General Fund (paragraph 4.7.2).
- 2.1.5 That the changes to the 2023/24 General Fund budget savings totalling £95,000 be approved for the General Fund (section 4.6).

- 2.1.6 That the changes to the 2023/24 General Fund budget to reflect the additional cost associated with the Shared Revenue and Benefits service of £89,000 and adjustment to NDR Levy of £51,000 be approved for the General Fund (section 4.6)
- 2.1.7 That Members note the inflationary pressures outlined in paragraph 4.6.4 and 4.6.5.
- 2.1.8 To approve drawdown of £272K from reserves to fund Revenue Contribution to Capital within the amount included in the GF working budget, (paragraph 4.6.2)
- 2.1.9 That delegated authority is given to the Strategic Director (CFO), following consultation with the Portfolio Holder for Resources and Transformation, to appoint the Council's insurers, following the completion of the tendering exercise (paragraph 4.8).

2.2 Housing Revenue Account

- 2.2.1 That the 2022/23 actual in year HRA deficit of £469,241 be noted, subject to the audit of the Statement of Accounts.
- 2.2.2 That new carry forward requests totalling £922,000 and an ongoing budget saving of £6,300 be approved for the HRA (paragraph 4.13.1).
- 2.2.3 That the Transfer to reserves of £17.244Million be approved for the HRA (paragraph 4.15.2).

3. BACKGROUND

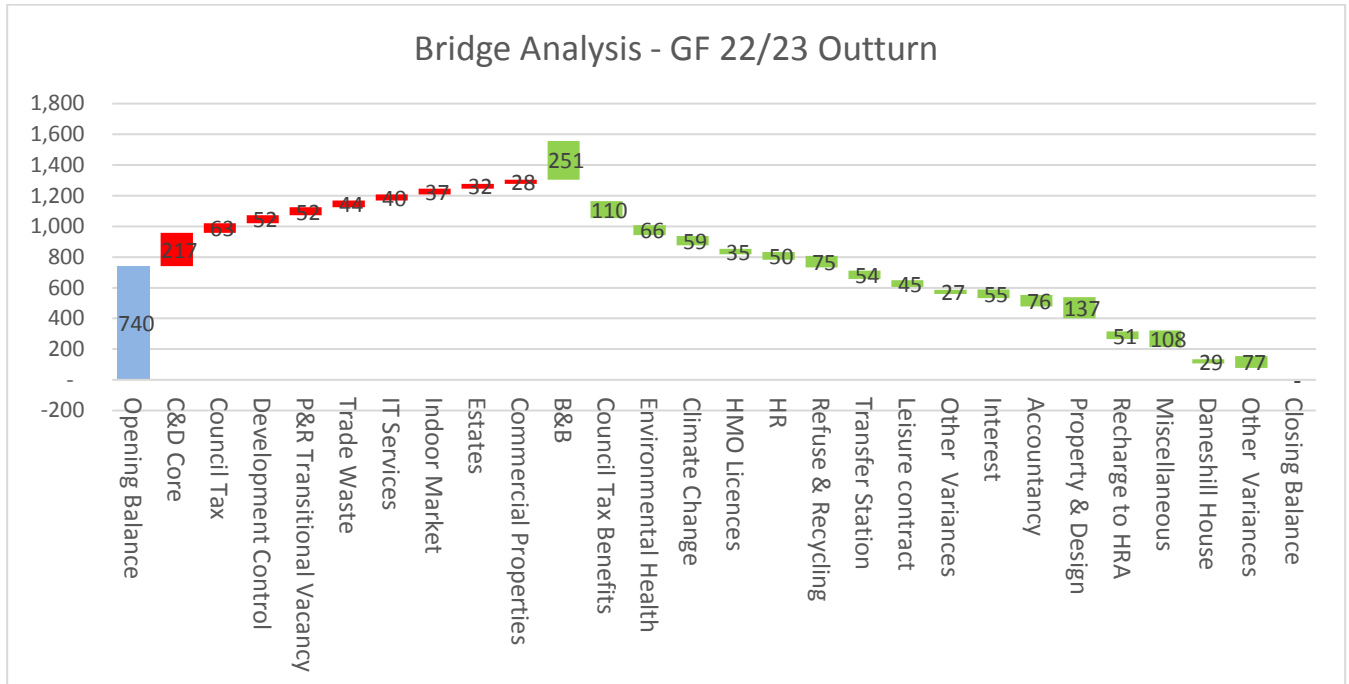
- 3.1.1 The General Fund working revenue budget of £11.164Million was approved by Members at the March 2023 Executive, as part of the Quarter 3 monitoring report.
- 3.1.2 The HRA working revenue budget of £987,320 (deficit) was approved by Members at the March 2023 Executive, as part of the Quarter 3 monitoring report.
- 3.1.3 The Accounts and Audit Regulations contain provisions on financial management, annual accounts and audit procedures. Within the amended regulations there is no requirement for Member approval of the Statement of Accounts prior to the completion of the external audit and only the Responsible Financial Officer is required to certify the presentation of the pre audit annual accounts.
- 3.1.4 In January 2021, the Government consulted on amendments to the Accounts and Audit Regulations 2015 to implement recommendations, to extend the deadline for publishing audited local authority accounts to 30 September from 31 July. The deadline was extended for two years from 2021/22. These regulations came into force on 31 March 2021. The Council currently has the 2020/21 and 2021/22 financial years awaiting to be audited as a result of the well-publicised issues associated with external audit backlogs in local government. The 2019/20 accounts were signed off and published on the 28 April 2023.
- 3.1.5 The publication of the draft statement of accounts for the year ended 31st March 2023 which by legislation is required to be published by 31 May is being delayed due to an outstanding pension valuation report.

4. REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS

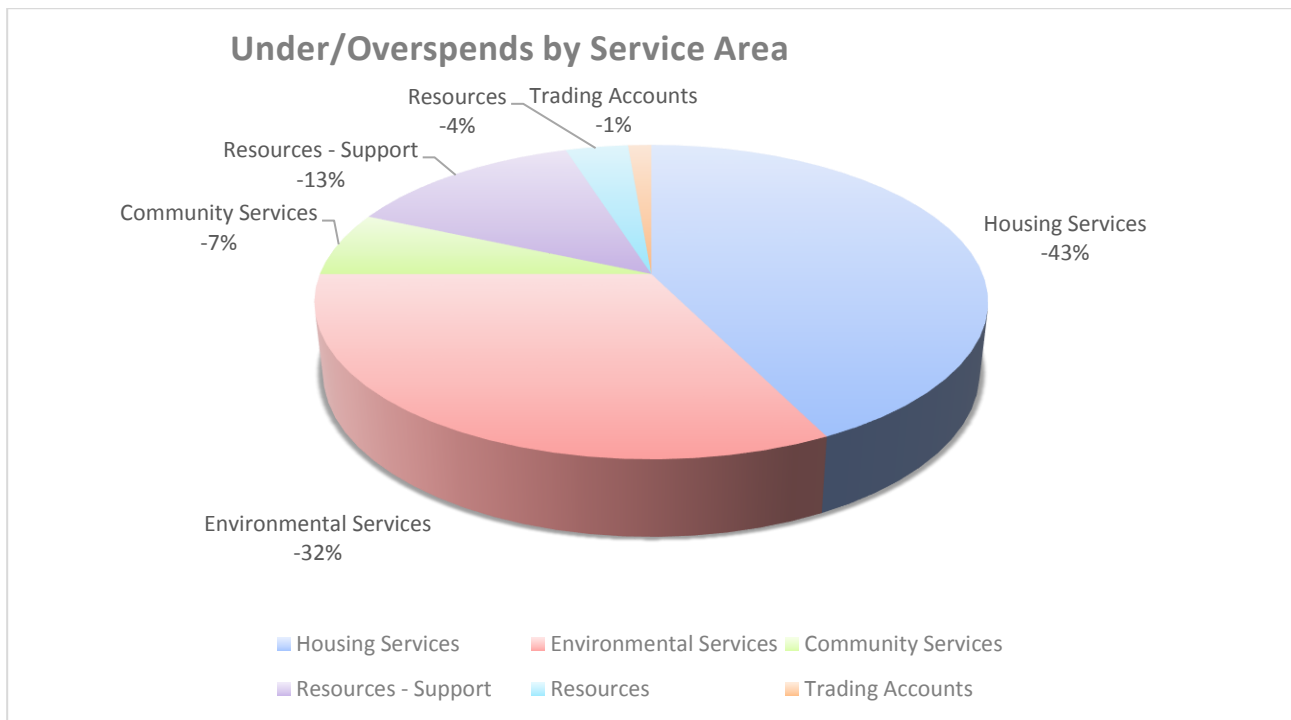
4.1 General Fund 2022/23 outturn

4.1.1 The 2022/23 Services Net Expenditure on the General Fund was £10.423Million, compared to a budget of £11.164Million. The in-year underspend (before the consideration of any carry forward requests), was £740K and net of carry forwards £156K.

4.1.2 The over and underspends versus working budget for General Fund is summarised in the bridge analysis below.



4.1.3 The percentages of over and underspends split by the Service areas are shown in the pie chart below.



4.1.4 The table below represents the monetary value of under or overspends with identified potential ongoing versus one off underspends across Service areas of responsibilities. The underspend related to in part changes to the 2022/23 made in year (£113K or 15%) and not in the base budget. A further 25% or £185K is underspends relating to budgets already reduced as part of the 2023/24 budget setting process and 26% as a result of budgets committed but not yet spent and requested for carry forward.

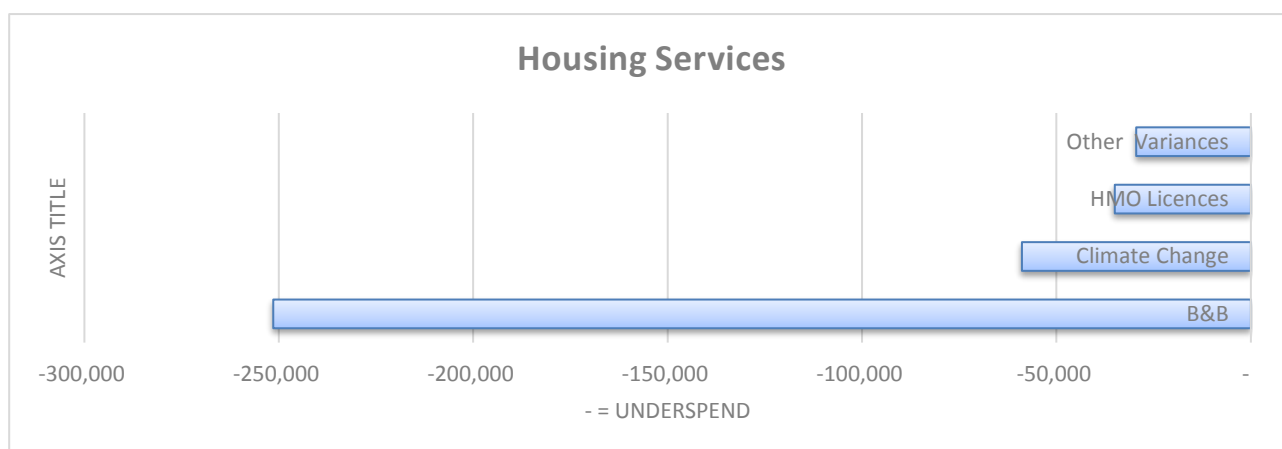
	True Under/Overspends	In Year Increase Budget	Potential Reduction /Increase in Budget for 23/24	Budget Already Reduced in 23/24	Carry Forward	One Off 22/23 Budgets
Housing Services	(315,920)			(185,000)	(35,000)	(95,920)
Environmental Services	(239,145)	(78,000)			(69,000)	(92,145)
Community Services	(49,069)					(49,069)
Resources - Support	(99,934)		(29,000)			(70,934)
Resources	(26,426)		(66,000)		(58,300)	97,874
Trading Accounts	(9,783)	(35,000)			(29,000)	54,217
	(740,277)	(113,000)	(95,000)	(185,000)	(191,300)	(155,977)

4.2 Analysis of significant underspends

4.2.1 **Housing Services** contributions to total net underspend was £316K. However, £185K for Bed and Breakfast (B&B) costs had already been reduced following the Councils work to minimise the use of B&B accommodation and this was adjusted in 2023/24 budget setting process. In addition, a carry forward of £35K (section 4.3

for details) has been requested, this would leave a net variance of £96K as one off in year underspends.

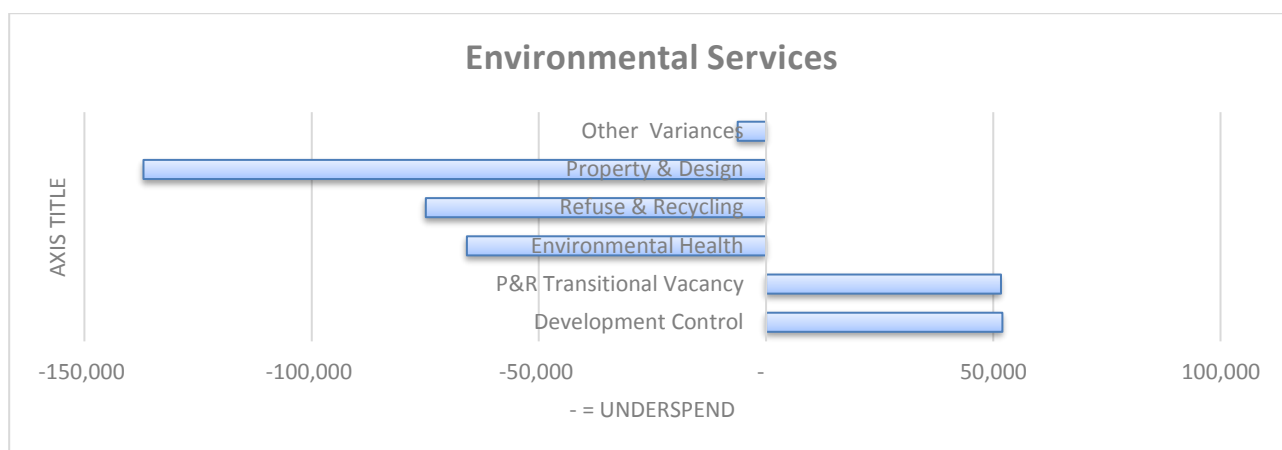
4.2.2 Table below represents a breakdown of the key variances contributing to the £316K.



4.2.3 The reasons for these variances are given below:

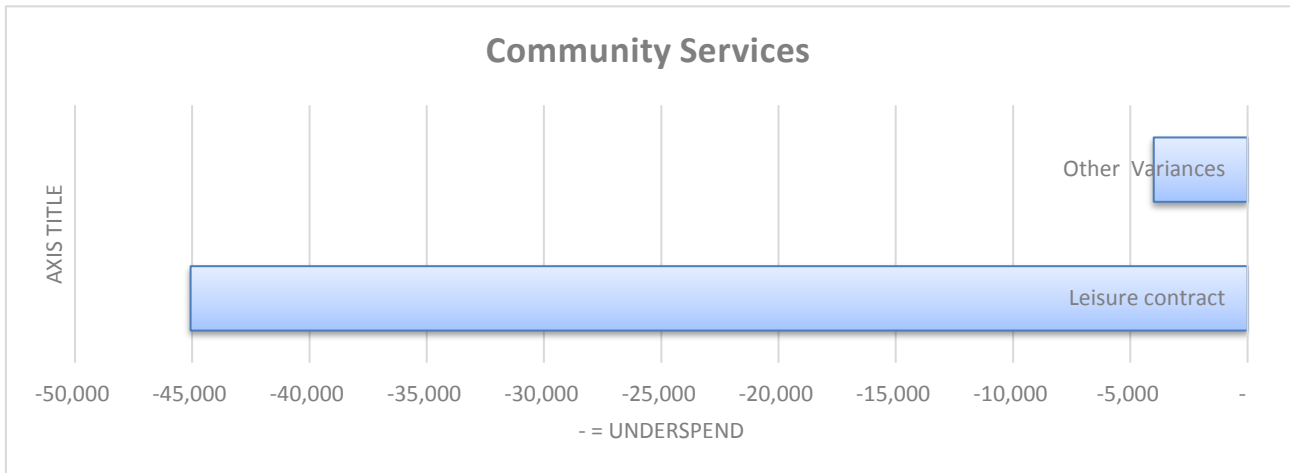
- **House in Multiple Occupation (HMO) licences** – the underspend of £35K resulted through additional income received in year and from consultant fees being lower than budgeted. A carry forward of £35K been requested see detail in paragraph 4.3.
- **Climate Change** had one off underspends (£59K) in the year due to timing of staffing appointments.
- **B&B** costs have seen a significant reduction following Council decision to use existing housing stock accommodation which has resulted in a reduction in costs of £251K for the year. A £185K reduction in budget for the original 2023/24 has already been taken and a review to ascertain, whether any further savings could be achieved in 2023/24 and beyond is underway.
- **Other Variances** – a combination of small underspends across the remaining services.

4.2.4 **Environmental Services** shows a net underspend of £239K. Of this, £78K was because of an increase in budget during the year to support the staffing pressure within Refuse and Recycling. However, following management action the service required less of the additional budget required. A carry forward of £69K (section 4.3 for details) been requested, this would leave a net variance of £92K as one off in year underspends. The breakdown of this is shown in the table below:

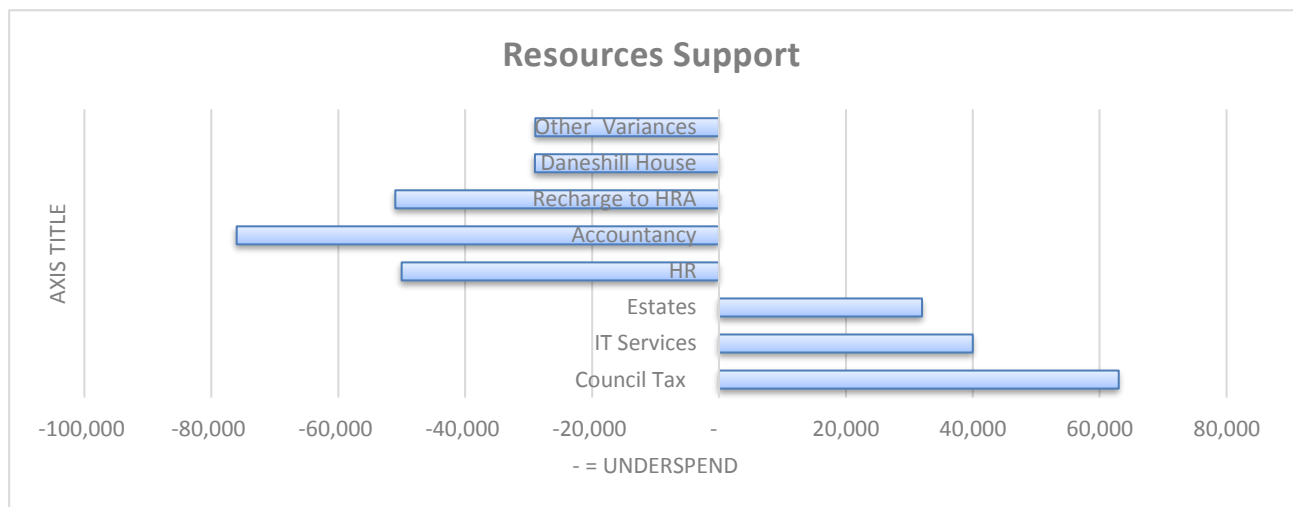


- **Property & Design** services shows an underspend of £137K predominantly due to the turnover of staff during the year.
- **Refuse & Recycling** had an increase in working budget of £239K based on estimated costs required to cover resourcing issues. The outturn position showed an improvement in staffing, which resulted in £78K of the additional budget unused.
- **Environmental Health** reported an underspend of £66K. This was as a result of additional COMF funding being used.
- **Planning and Regulatory** reported £52K adverse variance against Transitional Vacancy, the amount the Council assumes will not be spent on salaries due to staff turnover, however, additional staffing requirements during the year were needed to manage an increase in workload.
- **Development Control** saw underachievement of income by £52K due to timing of when fees came in. The working budget (£755K) was estimated based on the pipeline of work (Original Budget was £413K). The increase to the 2022/23 budget will be achieved in 2023/24.
- **Other Variances** – a combination of small underspends across the remaining services.

4.2.5 **Community Services** reported £49K underspend for the year. This predominately (£45K) related to a proportion of unused budget set aside for the new leisure contract procurement costs.



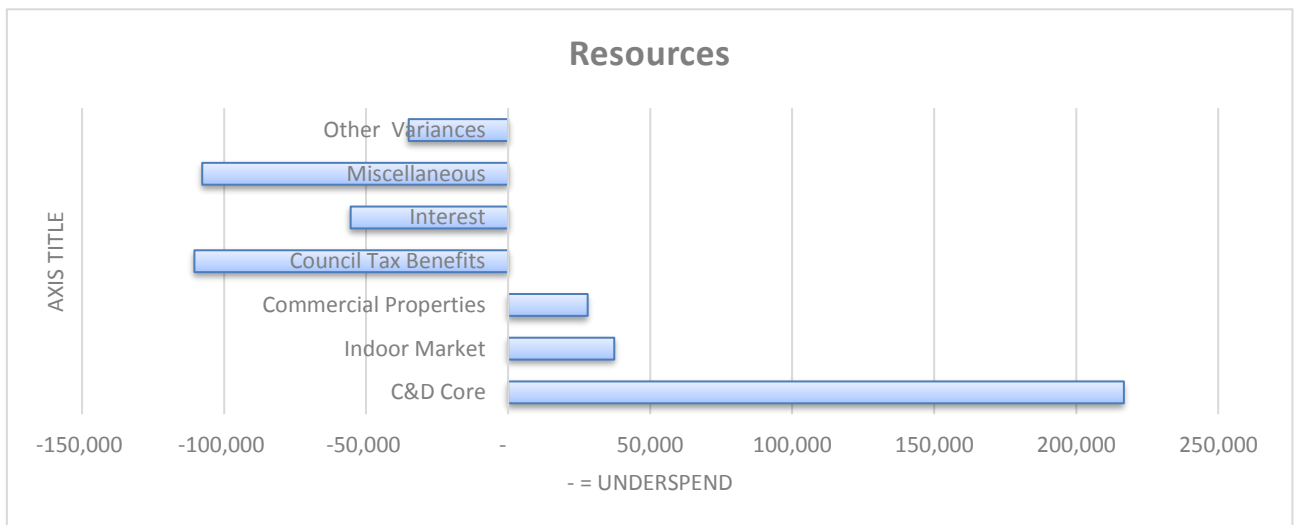
4.2.6 **Resources - Support** contribution to the total underspend was £100K. Of this, £29K will be ongoing savings that can be built into the working budget for 2023/24 and beyond in relation to additional income at Daneshill. This leaves a net variance (one-off) underspend of £71K. The breakdown of the underspend is given below:



- **Other Variances** – a combination of small underspends across the remaining services.
- **Daneshill House** - Commercial income was £29K higher than the original budget. This will be built into the working budget for 2023/24 and contribute to the Council’s Making Your Money Count (MYMC) savings target for 2024/25.
- There was additional **recharge to HRA** of £51K following the increase in utilities and other running costs of services, that meant there was higher proportion recharged to HRA.
- **Accountancy** had high number of vacancies throughout the year resulting in a net underspend of £76K.

- **HR** carried some vacancies throughout the year which resulted in an underspend of £50K.
- **Estates** adverse variance (£32K) resulted from additional agency costs to cover vacancies during the year required to support the Council’s commercial premises.
- **IT services** incurred one off costs for software upgrades and additional staffing which caused an adverse variance of £40K for the year.
- **Council Tax** had an underspend against the budgeted income for legal fees and summons of £63K. Recovery of council tax debt was impacted due to the need to facilitate the distribution of Government grants in relation to cost of living.

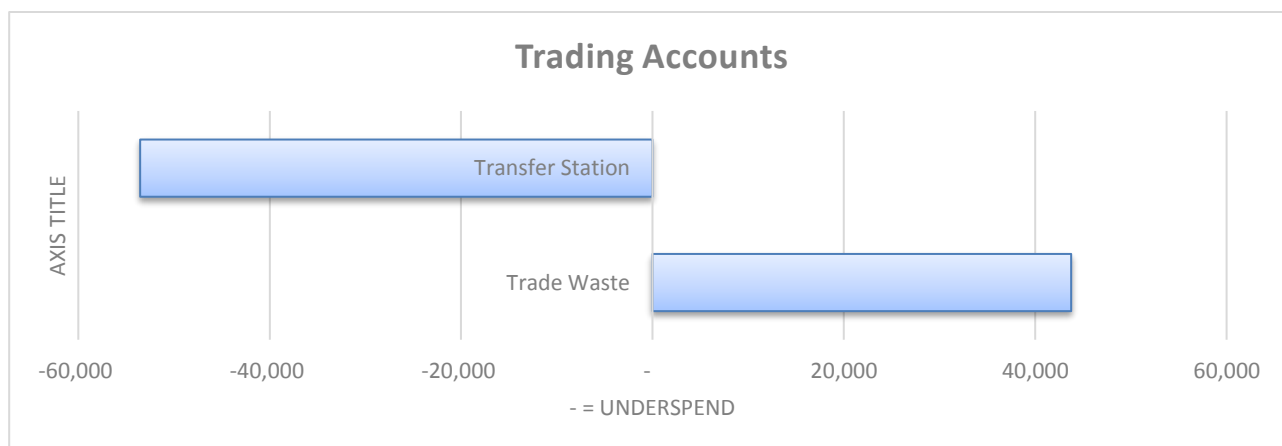
4.2.7 **Resources** reported an underspend of £26K. Of this, £66K will be built into the 2023/24 working budget and the MYMC 2024/24 savings target from increase in Commercial Property rents. The carry forward request for this service was £58K (section 4.3 for details). This leaves an adverse one-off variance of £98K. The detailed analysis is provided below:



- **Miscellaneous** – There was late receipt of Government Grants of £52K (for a number of new burdens £31K, and Levy Account Surplus Grant - £21K) and budgeted Covid spend not required (carry forward from 2021/22).
- Additional **Interest** received (£55K) from Council investments due to the increase in the bank rate during the year where bank rate started the year at 0.5% and ended at 4.25%
- **Council Tax Benefits**. There was £103K of New Burdens funding received in March 2023 for Council Tax Rebates Final Assessment. There is a carry forward request into new financial year of £20K (section 4.3).

- **Commercial Properties** reported adverse variance by £28K for the year. This is because of £80K of additional cost for Bus Interchange (the council is reviewing these costs and are looking to recovery a share back from the bus operators, which would then change the outturn position), which was offset by additional income from Commercial Property rents of £66K.
- **Indoor Market** has seen an increase in utility costs of £12K compared to working budget. A review is being carried out on energy costs for Indoor Market with potential options on reducing usage into future years.
- **C&D (Corporate & Democratic) core** – the adverse variance of £217K predominately resulted from anticipated additional external audit fees (£185K). Fees are always reviewed by the CFO and challenged before any bills are paid. This is an issue across the sector.
- **Other Variances** – a combination of small underspends across the remaining services.

4.2.8 **Trading Accounts** reported £10K net underspend. However, £35K for repairs was a 2021/22 carry forward into 2022/23 and was not needed as this works was capitalised. A carry forward of £29K (see section 4.3 for details) for the transfer station been requested, this would leave a net adverse variance of £54K. A breakdown of the service is below.



- The underspend on **Transfer Station** of £54K predominately related to a carry forward budget (£35K) into 2022/23 for repair works. This was not required during the year, as the costs were capitalised.
- Adverse variance on **Trade Waste** income of £44K was as a result of delays in implementing the total waste solutions business case. There was £54K savings attached to this business case which was not achieved in 2022/23, which is being reviewed in 2023/24.

4.3 Carry Forwards

4.3.1 A table of carry forwards/spend requested for approval by Members is shown below and total £505K. The carry forwards requests equate to £191K and spend requests of £313K.

Service Area	Carry Forward/Spend Requests	£
Local Elections	Request to fund the AV improvement works (Webcasting System in the Council Chamber and Committee rooms)	£21,000
Civic Links	To assist fund the Town Twinning event when SBC next host it in 2024	£14,000
Property	To fund the fixed term Garage Asbestos Surveyor	£57,000
Revs & Bens	Unspent Grant to be carried forward	£20,000
HMO Licences	To carry out property inspections	£35,000
Green Travel Plan	To build additional bike hangars	£5,500
Indoor Market	Renovation of indoor market	£3,300
Amenity Woodlands	Unspent Grant for tree planting to be carried forward	£1,800
TRF Station	For retrofitting pay by weight equipment on trade waste vehicle	£29,000
Parking	Implementation costs for on street parking extended hours	£4,700
	TOTAL Carry Forwards	£191,300
Sports Development	To fund the Sports Development project in 23/24	£4,000
Corporate Policy	Extension of Fixed term contract for April 2023	£12,000
HR	To cover consultancy costs (Zellis) for system development works and additional MF costs	£22,000
Estates	To fund Interim Estates Manager	£85,000
Environmental Health	To fund continuation of additional lettings officer	£60,350
Garages	To fund Garage Liaison Officer and to cover disturbance payments to garage licence holders	£130,000
	TOTAL Spend Requests	£313,350

4.4 General Fund Core Resources

4.4.1 The budgeted level of Core Funding for 2022/23 (as detailed in the table below), was £9.436Million; the total amount recognised in the 2022/23 pre-audited accounts is £9.470Million, a surplus of £34K.

Core Resources	2022/23 working Budget	2022/23 Outturn	Variance
	£	£	£
Business Rates net of tariff (note 1)	(£2,261,693)	(£2,256,337)	£5,356
Business Rates Levy (note 2)	£1,187,943	£1,534,176	£346,233
Business Rates Collection Fund Surplus/(Deficit) 2020/21 (note 3)	£3,888,119	£3,888,119	£0
Business Rates Collection Fund (Surplus)/Deficit pre - 2020/22	(£142,995)	(£142,995)	£0
Net transfer from S31 NNDR reserve	(£3,622,421)	(£3,622,421)	£0
Section 31 Grant	(£1,822,920)	(£2,208,120)	(£385,200)
Council Tax Collection Fund (Surplus)/Deficit	(£50,090)	(£50,090)	£0
Council Tax SBC Precept	(£6,316,793)	(£6,316,793)	£0
Council Tax Support Grant (finance Settlement)	(£177,337)	(£177,337)	£0
Lower Tier Grant (Finance settlement)	(£117,682)	(£117,682)	£0
Total Core Funding Position	(£9,435,780)	(£9,469,478)	(£33,698)

4.4.2 The reasons for the variances are given below:

- Note 1- Business Rates – The amount of business rates in the General Fund is fixed at the point the budget was approved in February 2022 and was included in the NNDR1 return to Government. Any variance from this amount is accounted for in future years. The small variance related to movement in cost of collection for Business Rates.
- Note 2-Business Rates Levy – The amount of levy payable in 2022/23 is higher than budgeted as the actual business rates income received was higher in the year and this needs to be accounted for in the year.
- Note 3-Section 31 Grant – The amount of Section 31 grant received was higher than the working budget. This is based on actuals for the year and is what the Government needs to compensate councils for, for decisions made nationally around giving reliefs to businesses.

4.5 **2022/23 General Fund Budget**

4.5.1 The outturn position for the General Fund budget is summarised in the table below and will be incorporated in the next General Fund Medium Term Financial Strategy (MTFS) update.

General Fund Outturn Position	2022/23 Working Budget	2022/23 Outturn	Variance
	£	£	£
Services Net Expenditure	£11,163,610	£10,423,336	(£740,274)
Core Resources (including TIG)	(£9,435,780)	(£9,469,478)	(£33,698)
General Fund Outturn Position	£1,727,830	£953,857	(£773,973)
Balance Brought Forward	(£6,907,501)	(£6,907,501)	£0
Use of balances	£1,727,830	£953,857	(£773,973)
Balance Carried Forward	(£5,179,671)	(£5,953,643)	(£773,973)

4.6 Impact on 2023/24 General Fund Budget

4.6.1 There was an underspend to the working budget for Revenue contribution to Capital (RCCO) and this is required in 2023/24 for the following schemes from allocated reserves, where there was a corresponding underspend in reserves:

- Asset Management system £10K;
- Play areas £242K;
- Vehicles £20K.

4.6.2 There are also some identified savings as reported above which have arisen from a review of the 2022/23 outturn, and some new pressures which are recommended for inclusion in the 2023/24 working budget. These are listed below.

Service Area	2023/24 budget impacts	
Commercial properties	Increase in commercial income due 2023/24	(£66,000)
Daneshill House	Increase in commercial rent due 2023/24	(£29,000)
Total savings		(£95,000)
Shared Revenues and Benefits service	Increase in costs due to inflationary pressure on the service	£88,655
Total pressure		£88,655

4.6.3 The 2023/24 General Fund working budget is now projected to be as shown below.

Core Resources	2023/24 Original Budget £'000	2023/24 Working Budget £'0000
Net Expenditure:		
Original Budget	£12,464	£12,464
Q3 Adjustments		£12
NEW Increase inflation on Revs and Bens		£89
Carry Forwards and spend requests		£505
New savings identified		(£95)
Net Expenditure	£12,464	£12,974
Core Resources:		
Government Support - Retained Business Rates (NDR)	(£1,441)	* (£1,390)
S31 Grants	(£2,233)	(£2,233)
Transfer to/from Collection Fund reserve (NDR)	(£1,448)	(£1,448)
Transfer to/from Collection Fund (Ctax)	(£46)	(£46)
3 % guarantee grant	(£79)	(£79)
Service Grant	(£104)	(£104)
District Precept	(£6,541)	(£6,541)
Total Core Resources	(£11,892)	(£11,841)
Use of General Fund Balances	£572	£1,133
General Fund Balance:		
Balance 1 April	(£4,975)	(£5,954)
Use of Balances in Year	£572	£1,133
General Fund Balance 31 March	(£4,403)	(£4,821)

* Members should note that an adjustment of £51,026 been made to the NDR levy payment to Central Government

4.6.4 The current pay award for 2023/24 is still being negotiated between the unions and employers. The latest offer was the same as 2022/23 of £1,925 per employee which would represent an average 5% across the board against an original budget of 3%. Chief Officers pay has been agreed at 3.5% (0.5% over the original budget for 2023/24). This would currently represent an extra pressure in the region of £380K for 2023/24, this has not been updated in the working budget, until an agreement is confirmed.

4.6.5 Due to the higher levels of inflation being experienced for longer it is likely that the Council's inflationary pressures will increase. The impact of higher inflation on 2023/24 budget as well as increases in interest rates will be undertaken as part of the Quarter 1 Monitor.

4.7 Reserves

4.7.1 Allocated Reserves - Some balances are 'ring fenced' and have been set aside for specific purposes. The total value of allocated reserves available for the Council to spend at 31 March 2023 is £5.5Million.

4.7.2 The reserve balances may seem a significant sum but are held for specific purposes, some of which are set out below. These mean they are not available to fund General Fund expenditure with the exception of NDR gains and the income equalisation reserve.

- £1.059Million required to fund the holding costs of assets due for Town Square *(note 1)*
- £656K of NNDR reserves relates to gains generated from previous years *(note 2)*
- £714K to fund the Councils Transformation ambitions and to support the 'Making Your Money Count' priority *(note 3)*
- £429K grant funding ring fenced for homeless and rough sleeper initiatives *(note 4)*
- £750K of Future Council's reserve relates to a new pilot scheme by the Department for Levelling Up, Housing and Communities (DLUHC) in Autumn 2022 to work with a group of eight councils to test and iterate a new approach to help local authorities become more modern and resilient.

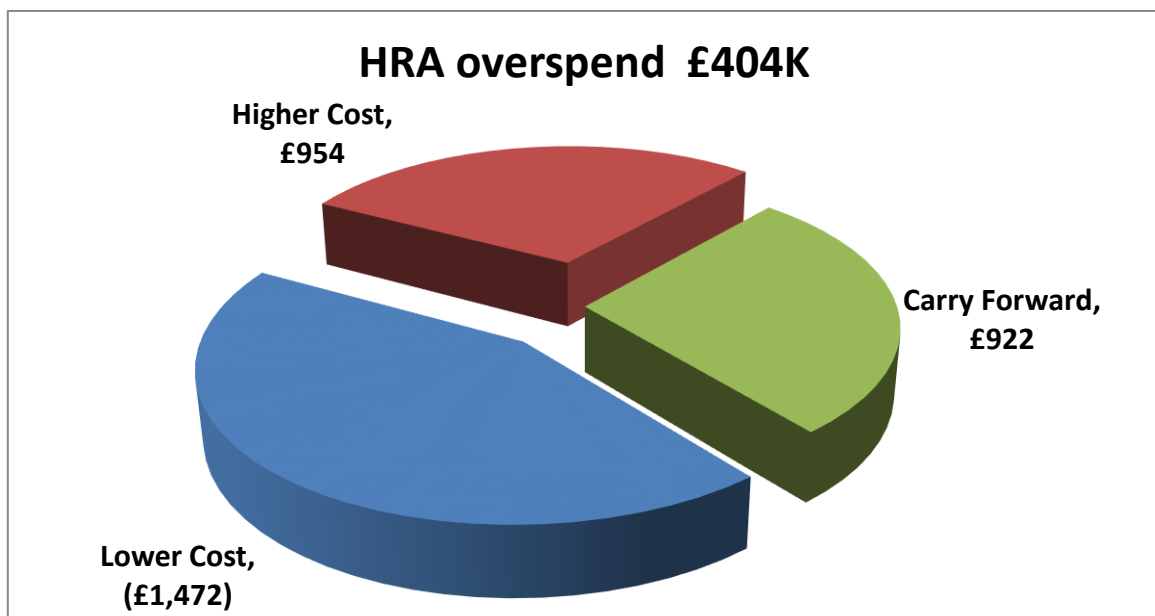
Reserves	Opening 2022/23	Use	Closing 2022/23	Use	Closing 2023/24
NHB reserve	(£479)	£227	(£253)	£243	(£10)
Transformation Reserve <i>note 3</i>	(£506)	(£208)	(£714)	£714	£0
Homeless reserve <i>note 4</i>	(£544)	£116	(£429)	£0	(£429)
Planning Delivery	(£62)	(£103)	(£165)	£0	(£165)
Queensway Car Park monies	(£39)	(£39)	(£79)	(£43)	(£122)
Town square reserve <i>note 1</i>	(£649)	(£409)	(£1,059)	£63	(£996)
Regeneration Reserve	(£380)	£116	(£264)	£68	(£196)
Insurance reserve	(£65)	(£13)	(£78)	£10	(£68)
ICT reserve	(£316)	(£11)	(£327)	£0	(£327)
Town centre	(£42)	£30	(£12)	£0	(£12)
Leisure reserve	(£363)	£213	(£150)	£0	(£150)
Commercial Property repair reserve	(£41)	£0	(£41)	£0	(£41)
Capital reserve	(£44)	£24	(£20)	£20	£0
New Future Councils reserve <i>note 5</i>	£0	(£750)	(£750)	£0	(£750)
New Asylum seekers reserve	£0	(£50)	(£50)	£0	(£50)
New Stevenage works	£0	£0	(£53)	£0	(£53)
Total Allocated for use	(£3,532)	(£857)	(£4,443)	£1,075	(£3,367)
Income equalisation Reserve	(£258)	(£200)	(£458)	£50	(£408)
Gains (NNDR) <i>note 2</i>	(£1,017)	£362	(£656)	(£1,568)	(£2,224)
Total Available to support the GF	(£1,275)	£162	(£1,114)	(£1,518)	(£2,632)
Total allocated reserves	(£4,808)	(£696)	(£5,556)	(£443)	(£6,000)

4.8 Insurance tender

- 4.8.1 The Councils main insurance contracts expire on 30 September 2023 and is currently being procured. A request for delegated authority to the Strategic Director (CFO) is required due to the timing of the procurement, does not fit with the executive timetable.
- 4.8.2 The contracts will be for a period of three years with an option to extend for a further 12 months and then a further 12 months (3+1+1 years).

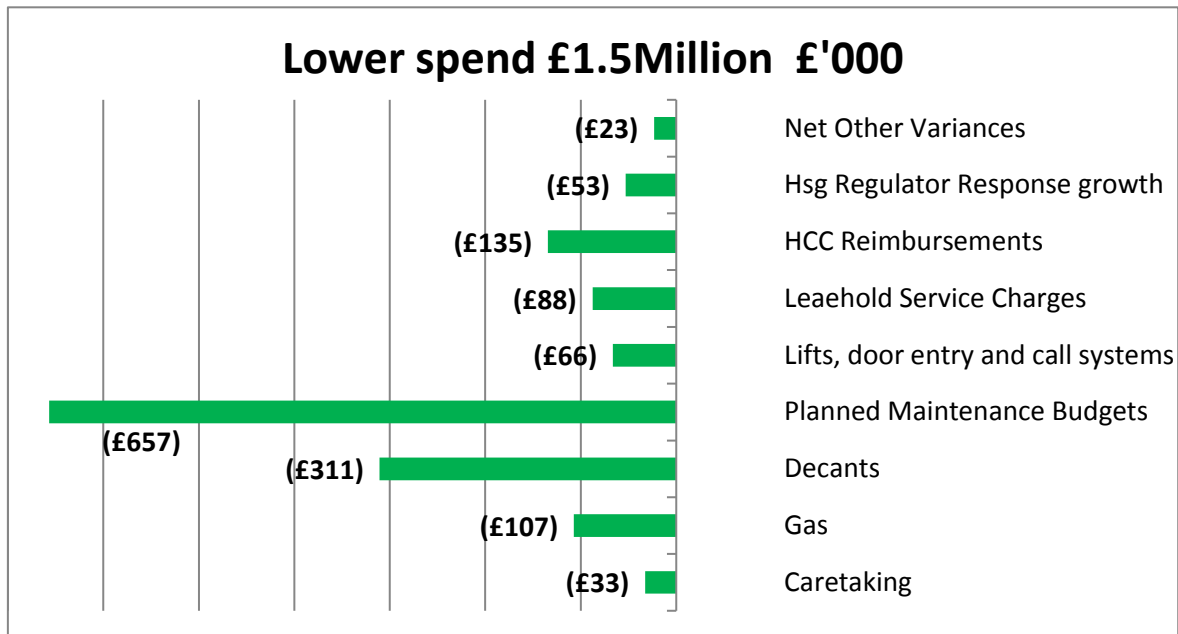
4.9 Housing Revenue Account (HRA)

- 4.9.1 The 2022/23 outturn position on the HRA was an in-year deficit of £469,241, a £518,079 decrease from the working budgeted deficit of £987,320. However, allowing for carry forward requests of £922K, there is an underlying overspend of £404K. The main variances to the working budget are highlighted below.



4.10 Lower HRA Costs than budgeted for

- 4.10.1 There were underspends of £1.472Million which are listed in the chart, together with explanations that are detailed below.

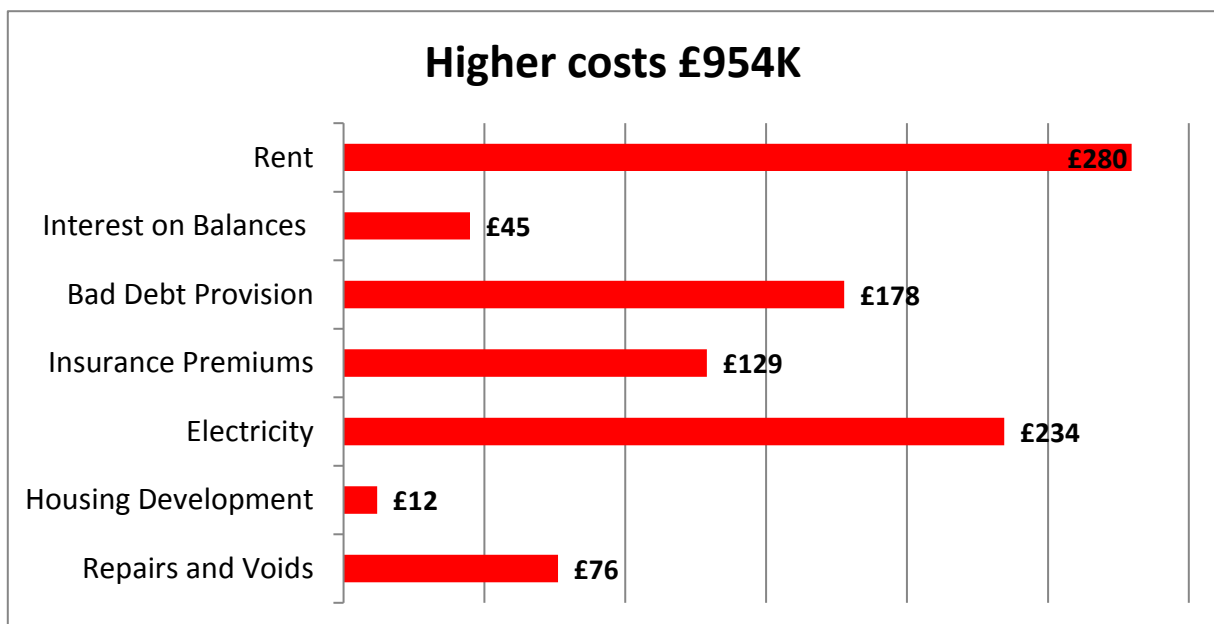


- 4.10.2 **Caretaking Costs £33K** - Savings on employee costs and increased ad-hoc work income, combined to give a saving on the service of £33K for the year.
- 4.10.3 **Gas Costs £107K** – The final gas bills came in lower than the revised estimate of £736K and is linked to lower usage than anticipated in the last estimate, made for the quarter 3 report. The highest gas usage occurs in the last months of the year, making this area difficult to predict. Due to the recent very high increases and their impact on customers with communal heating, this area and the charges linked to it are under regular review for 2023/24.
- 4.10.4 **Decant Budget - £311K** – a large decant budget to enable customers to be moved to new accommodation for redevelopment has been included in the HRA budget for some time. Due to the timing of those developments and opportunities to leave property vacant when existing tenancies end, this has not had to be utilised to date. However, a carry forward request has been made of £170K that has been specifically identified for current schemes and will be required in 2023/24. The remaining budget will return to HRA balances and any future developments requiring this provision will be brought forward when they are identified.
- 4.10.5 **Planned Maintenance Budgets £657K** - in recent years considerably more resource has been allocated in the budget to deal with issues like building safety regulations, cyclical repairs, electrical testing and backlogs like fencing. Unfortunately procuring and scheduling these works has taken some time and has led to a large underspend on the budget in 2022/23. However, this has been offset by carry forward requests on specific schemes listed in paragraph 4.13.1 below.
- 4.10.6 **Lifts Door Entry and Call Systems £66K** – many of the items usually covered by this budget have benefitted from the work being carried out in the Major Repairs programme to flat blocks. This has led to a saving in year, but maintenance costs for vandalism and general repairs are expected to return to normal level once the programme is complete.

- 4.10.7 **Leasehold Service Charges £87K** - there was a combined increase in service charges of £87K for the year and this was a combination of the estimated charges for 2022/23 and any actual adjustment to the prior year. However, these charges are based on cost recovery and will net off against actual expenditure in the HRA.
- 4.10.8 **Herts County Council Reimbursements £135K** – reimbursements from the Government, but managed by Herts County Council, for ongoing post pandemic measures were higher than initially anticipated. This money has helped in offsetting additional costs, at independent living schemes, that the Council had already budgeted to minimise infections and safeguard customers.
- 4.10.9 **New Housing Regulation £53K** – a growth item of £100K was included in the budget to meet initial costs related to the implementation of new housing regulations from the Governments white paper. This is still a developing area and is likely to need further resource in coming HAR budgets, but the full amount was not spent in last year. However, there are carry forward requests that offset this saving included in paragraph 4.13.1 below.
- 4.10.10 **Other underspends £23K** – There were net other under spends on the account of £23K that have not been reported in detail here.

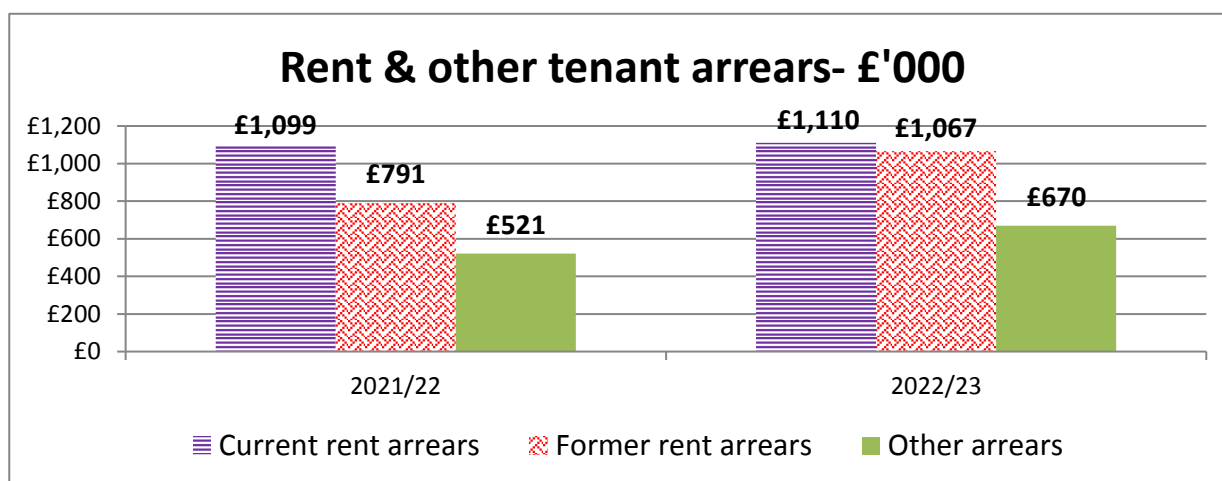
4.11 Higher Costs/Lower income than budgeted for

- 4.11.1 There were higher costs of £954K which are summarised below together with explanations.



- 4.11.2 **Repairs and Voids Costs £76K** – These budgets were slightly above the quarter 3 estimate and are detailed at paragraph 4.12 below.
- 4.11.3 **Housing Development £12K** – As the Housing Development Team has been concentrating on Council schemes, like the Kenilworth development, there has been limited scope to earn fees from other providers for collaborative works, as has been the case in the past. This has led to a small net overspend on the account for the year.

- 4.11.4 **Electricity Costs £234K** – like gas supply, the prices for electricity rose dramatically in the last financial year and had to be recalculated many times. Like gas costs this area is now under increased scrutiny, with additional resources put in to monitoring billing and attempting to minimise costs for customers.
- 4.11.5 **Insurance Premiums £129K** – These premiums are apportioned centrally between the HRA and the General Fund at the end of the year, based on a number of factors, including any increased costs from the insurance companies. The final allocations were higher than estimated and any ongoing impact from these costs will be investigated for 2023/24.
- 4.11.6 **Bad Debt Provision £178K** - a provision is held in the accounts based on the level and type of outstanding debt in the HRA. This mainly relates to rent arrears and a higher provision is allowed for former tenants, where it is normally more difficult to recover outstanding amounts. Current tenant arrears were fairly stable through the year, only increasing by £45K to £1.5Million. However, former tenant arrears rose by £390K, to £1.4Million and these are provided for at a higher percentage. This has led to an increase in the provision of £402K. The total provision now stands at £1.8Million but will only be used if the amounts are deemed to be irrecoverable and are written off.



- 4.11.7 **Interest on Balances £45K** – from the start of the year the budget for expected income earned on balances rose from £278K to £948K. This was due to the increase in base rates by the Bank of England, in response to current inflation levels. At the end of the year a final allocation of interest between the HRA and the GF is made based on balances held and this was slightly lower than the quarter 3 estimate.

4.12 Repairs and Voids Service Financial Performance

- 4.12.1 Overall the repairs and voids service had a net overspend to the working budget of £76K for the year, made up of the following variances.
- 4.12.2 **Income £135K** - although income levels are up by around 30% on 2021/22, the outturn for the year still fell short of the working budget set at Q3. This was mainly due to the shortfall in expected void income as a lower number were completed under new contract arrangements than originally projected.

- 4.12.3 **Operative Direct Costs £34K** - agency costs were slightly higher than forecast in the last quarter, partly to cover short term absences.
- 4.12.4 **Cost of Sales (£71K)** – there were lower overall expected cost of subcontractors than forecast, mainly due to the shortfall in void jobs completed, outlined at 4.12.2. However, the saving in subcontractor costs was smaller than the income lost on the uncompleted works.
- 4.12.5 **Indirect Staff Costs £2K** – minor variances to the working budget.
- 4.12.6 **Direct Overheads £75K**- higher overall central recharges contributed towards the negative variance compared to the working budget.
- 4.12.7 The variances above gave an increase in the trading deficit of £175K, but this was offset by savings on the HRA work budgets, mainly resulting from the lower level of completed jobs, set out in 4.12.2, of £99K. This gave a net overspend of £76K for the service in 2022/23.

4.13 Carry Forwards and Savings

- 4.13.1 As part of Quarter 4 monitoring, carry forwards of £922K and an ongoing saving of £6,300 have been identified and listed below.

Service Area	Carry Forward Requests	Carry Forward Value £
Decant Budget	Due to the timing of providing new accommodation to enable re-development schemes a request to carry forward £170,000 has been made.	£170,000
New Housing Regulation	It is requested that the budget underspend is carried forward to complete 3 ongoing projects from this one-off growth.	£53,000
Building Safety	This is a time limited budget within the HRA BP and it is requested to c/f the unspent money to cover planned works.	£500,000
Damp and Condensation	This work area has been heavily revised in response to latest Government and regulator directives, but due to timing of spend it is requested that the underspend is carried forward to complete works in 23/24	£120,000
Fencing	Due to the timing of initiating a work programme for fencing, it is requested that the underspend is carried forward to fund the ongoing programme.	£79,000
Total		922,000

- 4.13.2 The ongoing saving of £6,300 relates to the HRA's share of reduced costs for Daneshill House offices, detailed at 4.2.6 above.

4.14 2022/23 – HRA Out-turn Position

4.14.1 The 2022/23 outturn position on the HRA included in this report and its impact on reserves are summarised in the table below.

HRA Reserves £'000	2022/23 Original Budget	2022/23 Working Budget	2022/23 Actual	Variance to Working
HRA Balance 1 April	(£28,145)	(£28,145)	(£28,145)	£0
In Year (Surplus) / Deficit	(£1,956)	£987	£469	(£518)
HRA Balance 31 March	(£30,101)	(£27,158)	(£27,676)	(£,518)

4.14.2 The current HRA business plan projects that significant revenue balances are needed to allow for the future repayment of borrowing. For 2022/23 the plan anticipated retained balances of £30.8Million held for meeting debt and other obligations. Due to the changes to the budget, during 2022/23, balances are now significantly lower than these levels and this will need to be addressed in the revised business plan for 2024/25.

4.14.3 To show the underlying HRA position more clearly in the accounts, £17.2Million is recommended to be has been transferred to a debt repayment reserve and this represents the next five years of scheduled loan repayments for the HRA.

4.14.4 As with the General Fund it is likely that due to the higher levels of inflation currently being experienced, increased regulatory requirements and higher interest rates for borrowing, there is likely to be significant budget pressure on the HRA in the short to medium term.

4.14.5 There will be a refresh of the HRA Business Plan later in the year, identifying and addressing the current balancing issues in the HRA.

4.15 Usable reserves – Housing Revenue Account

4.15.1 The total value of allocated reserves available for the HRA to spend at 31 March 2023 is £20.8Million consisting of three reserves.

4.15.2 These reserve balances are high, but are held for specific purposes, set out below.

- Interest Equalisation Reserve this was set up to allow the HRA to absorb interest rate increases in the short term. Due to the current variability of interest rates this is highly likely to be needed in the short term and could be utilised in 23/24.
- £208K of transformation costs not spent by 2022/23 have been transferred to a reserve to support the ongoing programme and are likely to be used in the short term.
- As explained in 4.14.3, a reserve has been set up to reflect upcoming debt repayment in the HRA and show a more realistic working balance in the main account.

Reserves £'000	Opening 2022/23	Use	Closing 2022/23	Use	Closing 2023/24
Interest equalisation reserve	(£3,423)	£0	(£3,423)	£0	(£3,423)
Transformation Reserve	(£164)	(£44)	(£208)	£0	(£208)
Debt Repayment Reserve	£0	(£17,200)	(£17,200)	£0	(17,200)
Total Allocated Reserves	(£3,423)	(£17,244)	(£20,831)	£0	(£20,831)

5. IMPLICATIONS

5.1 Financial Implications

5.1.1 This report is financial in nature and consequently financial implications are included above.

5.2 Legal Implications

5.2.1 None identified at this time.

5.3 Risk Implications

5.3.1 Although the Council achieved a surplus in 2022/23, there are still many uncertainties facing the Council in the coming years, from delayed local government funding reform, to cost of living crisis and continual impacts from COVID. The surplus in 2022/23 will improve the financial resilience of the General Fund during this period of increased financial risk. The Council has a Strategy in place to address the financial impacts due to the likely level of funding and the increased uncertainty that income levels are going to be challenging to achieve for some time to come. The Quarter 1 Monitoring report to September Executive will cover this in more detail.

5.3.2 Current HRA balances are higher than the minimum level of balances required, set out in the 2023/24 budget at £3,310,000. However, balances will be needed to repay HRA loans in the medium to long term, mainly related to the self-financing settlement made in 2012. Therefore, the report contains a recommendation to move £17.2Million into a specific debt repayment reserve, to meet the next 5 year's repayment obligations. The ring-fenced account also faces the challenge of high inflation, potentially higher salary increases and increased difficulty in collecting rent in the current economic climate. Higher balances can help to mitigate these risks in the short term, but this would have to be reflected in the medium to long term planning for the HRA when the business plan is reviewed.

5.4 Climate Change Implications

5.4.1 There are no specific climate change implications resulting from this report.

5.5 Policy Implications

5.5.1 The budget framework represents a development of a policy led budgeting approach across Council services and the overall Medium Term Financial Strategy.

5.6 Equalities and Diversity Implications

5.6.1 This report is of a technical nature reflecting the actual spend for the year for the General Fund and HRA. The identified ongoing budget changes reported have arisen through efficiencies and do not change any existing equalities and diversity policies, nor will they impact on any groups covered by statutory equalities duties.

BACKGROUND DOCUMENTS

- BD1 - 3rd Quarterly monitoring report General Fund and Housing Revenue Account
- BD2 – 2022/23 Council Tax and General Fund Budget
- BD3 – 2022/23 Final HRA Budget

Meeting EXECUTIVE
Portfolio Area Resources
Date 18 July 2023



2022/23 CAPITAL EXPENDITURE OUTTURN KEY DECISION

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1. PURPOSE

To update Members concerning the:

- 1.1 Outturn position on the 2022/23 capital programme including the resources used to fund capital expenditure.
- 1.2 Council's Capital Strategy and any changes to the 2023/24 and future year's capital programme.
- 1.3 Actual 2022/23 Minimum Revenue Provision (MRP) and the MRP for 2023/24.
- 1.4 Resources available to fund the Capital Strategy.

2. RECOMMENDATIONS

That the:

- 2.1 2022/23 General Fund capital expenditure outturn (£17.814Million) as summarised in paragraph 4.1.1 be noted, (subject to the completion of the 2020/21 and 2021/22 and 2022/23 external audit of accounts).
- 2.2 2022/23 HRA capital expenditure outturn (£43.966Million) as summarised in paragraph 4.4.1 be noted, (subject to the completion of the 2020/21, 2021/22 and 2022/23 external audit of accounts).
- 2.3 Funding applied to the 2022/23 General Fund capital programme, as summarised in paragraph 4.2.1, be approved.
- 2.4 Funding applied to the 2022/23 HRA capital programme, as summarised in paragraph 4.5.1, be approved.

- 2.5 2023/24 General Fund capital programme increase of £6.796Million, as set out in paragraph 4.3.1, be approved.
- 2.6 2023/24 HRA capital programme decrease of £1.628Million as set out in paragraph 4.6.1, be noted.
- 2.7 The appropriation of Brent Court garage block (red book valuation to be obtained) in 2023/24 from the General Fund to the HRA as detailed in paragraph 4.7.1 be approved.

3. BACKGROUND

- 3.1 The 2022/23 capital programme was last approved by Members at the March 2023 Executive as part of the 3rd Quarter monitoring report. At the March Executive the 2022/23 revised General Fund capital programme was projected to be £23.927Million and the 2022/23 revised HRA capital programme was projected to be £42.338Million, a total of £66.265Million.
- 3.2 The Capital Strategy included measures to improve the financial resilience of the General Fund by reducing the revenue resourcing of the capital programme, helping to mitigate the impact of inflation to the Council and the revenue funding gap. These include increasing capital receipts and the application of capital grants.
- 3.3 Due to constraints on level of financial resources, the General Fund capital programme continues to be limited to priority works and third party funded schemes.
- 3.4 This report includes unaudited outturn figures which may be subject to change following the completion of the external audit for the financial years 2020/21, 2021/22 and 2022/23.

4. REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS

4.1 2022/23 GENERAL FUND CAPITAL PROGRAMME

- 4.1.1 The actual outturn for General Fund capital expenditure was £6.113Million lower than that projected in the March 2023 report (as summarised below). The majority of the variance is due to slippage / acceleration of scheme expenditure, however there has been some additional financing identified which has increased the capital programme (see paragraph 4.2.5).

Table One	2022/23 £'000			2023/24 £'000		
	Working budget	Actual	Variance	Slippage from 2022-23	Working budget	Revised budget
General Fund Capital Programme						
Stevenage Direct Services	£3,308.5	£3,396.2	£87.7	£30.7	£6,253.9	£6,284.6
Housing Development	£1,375.9	£1,177.0	(£198.9)	£198.9	£4,841.6	£5,040.5
Finance and Estates	£2,261.6	£1,473.0	(£788.6)	£768.2	£1,439.0	£2,207.2
Digital & Transformation	£417.8	£237.1	(£180.7)	£180.7	£421.6	£602.3
Regeneration	£14,609.6	£11,001.4	(£3,608.3)	£4,126.8	£11,229.8	£15,356.6
Communities and Neighbourhoods	£540.4	£316.4	(£224.1)	£317.9	£2,006.5	£2,326.9
Planning and Regulatory	£209.0	£212.8	£3.8	(£3.4)	£406.2	£537.5
Deferred Works Reserve	£1,204.0	£0.0	(£1,204.0)	£1,039.2	£328.2	£1,367.4
Total	£23,926.8	£17,813.9	(£6,113.1)	£6,659.0	£26,926.8	£33,723.0

4.1.2 59% of the variance relates to **Regeneration** budgets. Members will be aware that most of the Regeneration scheme programme now relates to Towns Fund. The Towns Fund programme consists of nine different projects and draws upon the £37.5Million secured from central government. The regeneration programme team administer the programme on behalf of the Stevenage Development Board. The Council has two roles within this programme; the first, delivery of some projects directly through the regeneration team (such as the Sports and Leisure Hub), the second, acting as Accountable Body to enable projects to utilise Towns Fund monies by other delivery mechanisms (such as Gunnels Wood Road) and monitor and evaluate the success of the overall TF programme. The spend profile set for 2022/23 was very ambitious and work has also been underway to assess the spend risk for the 2023/24 profile, so that it is achievable. The non-Towns Fund activity in 2022/23 included final works to be paid for relating to the new Bus Interchange which opened in June 2022 and the demolition of Swingate House.

4.1.3 20% of the variance relates to the Deferred Works Reserve, which was set at £1.2Million for 2022/23 to accommodate potential costs that may arise such as:

- Refurbishment needs for remedial works for garages with asbestos
- Digital interventions to support the transformation programme
- Smaller bins for household waste if changes to recycling result in an increase in recycling and a reduction in residual waste
- Plus works that may become urgent during the financial year that cannot wait until the next budgeting cycle

£165K of the **Deferred Works Reserve** budget has been applied to offset unfunded overspends elsewhere in the Capital Programme, reducing the amount available to carry forward to 2023/24 from £1.204Million to £1.039Million. It is anticipated that there will be further pressures on the capital programme in 2023/24 and the budget of £1.039Million is requested to be slipped into that year, increasing the 2023/24 budget to £328K to £1.367Million, see paragraph 4.3.2.

4.1.4 **Finance & Estates contributed to** 13% of the variance. The largest element of the underspend is £315K against the Commercial Properties Refurbishment budget, which is charged to the General Fund by the HRA for works undertaken as part of the Major Repairs Contract (MRC) relating to the General Fund shop share of works below flats. It has been confirmed by the service that the underspend is required in 2023/24, as work to some neighbourhood shopping centres was incomplete or had not commenced by 31.03.23.

4.1.5 The remaining net variance of 8% is across the other Services:

- Communities & Neighbourhoods 4% underspend, mainly due to slippage in the works to Stevenage Arts & Leisure Centre (SALC) and the Swim Centre.
- Housing Development 3% underspend, related to the Kenilworth development phase 2 which is unable to proceed until completion of phase 1, which remains under construction and was impacted by pandemic related delays. The total overall spend is also subject to a reduction pending a decision on phase 2 design which has been prompted by changing market conditions. An alternate scheme design is likely to

result in lower capital expenditure and improve viability. Whilst these budgets have been slipped to 2023/24, a complete review of these figures will be necessary when the alternate scheme progresses.

- Digital & Transformation 3% underspend, due to a combination of staff shortages and a review of what activities should be focussed on. This resulted in lower spend across the shared IT Partnership. This is also a component of the HRA underspend on IT Including Digital Agenda in Table Seven. The IT service will need to establish the budget available for the IT Partnership in 2023/24 from East Herts District Council as well as Stevenage Borough Council.
- Stevenage Direct Services -1% net overspend, which includes
 - -£217K overspend on Garages, split between £112K taken from the 2023/24 budget and an overspend of £105K. The overspend includes staff time recharges which are being reviewed for potential reversal in 2023/24
 - £39K underspend on Green Space Access Infrastructure
 - £29K underspend on Flat block waste management infrastructure
 - £24K underspend on Waste and Recycling System
 - £12K underspend on Cemeteries System
 - £12K underspend on Review of Biodiversity Action Plan

4.2 2022/23 GENERAL FUND CAPITAL RESOURCES

4.2.1 The total resources used and available to fund future General Fund capital expenditure are summarised in the following table:

Table two: General Fund Resources	Brought forward	Received in Year (for capital)	Used in Year for capital	Used for other purposes	Available to Fund Future Year Expenditure
	£'000	£'000	£'000	£'000	£'000
Usable Capital Receipts	(£3,640.9)	(£3,376.7)	£2,962.8	£609.6	(£3,445.3)
Usable Capital Receipts ring fenced for Regeneration	(£4,461.6)	£0.0	£1,572.5	£0.0	(£2,889.1)
LA Share of RTB receipts	(£432.9)	(£371.6)	£452.4	£0.0	(£352.1)
Grant and Other Contributions General Fund	(£728.2)	(£453.3)	£456.5	£0.7	(£724.3)
Capital Reserve	(£44.4)	£0.0	£24.4	£0.0	(£20.0)
Towns Fund	(£2,209.8)	(£8,412.5)	£7,192.5	£0.0	(£3,429.8)
RCCO (includes use of revenue reserves)	(£148.3)	£0.0	£37.1	£0.0	(£111.2)
Revenue – New Homes Bonus (available for capital)	(£472.6)	£0.0	£230.0	£0.0	(£242.5)

Table two: General Fund Resources	Brought forward	Received in Year (for capital)	Used in Year for capital	Used for other purposes	Available to Fund Future Year Expenditure
	£'000	£'000	£'000	£'000	£'000
Short Term Prudential borrowing	£0.0	(£417.4)	£417.4	£0.0	£0.0
Prudential borrowing	£0.0	(£4,468.3)	£4,468.3	£0.0	£0.0
Total	(£12,138.7)	(£17,499.9)	£17,813.9	£610.3	(£11,214.4)

*Numbers in brackets () =available funds/funds received in year, Positive numbers = spent in year

4.2.2 The most significant capital funding resources remaining at 31 March 2023 were capital receipts (£6.686Million / 59.6%). These are either already committed or ring fenced to schemes.

4.2.3 The 2022/23 General Fund capital receipts received in year were £3.377Million compared to budgeted receipts of £3.351Million, this is £26K higher than budgeted. The position for 2022/23 and 2023/24 are summarised below.

Table three: Capital Receipts	2022/23	2023/24
	£000	£000
Budget (quarter 3)	(£3,351)	(£4,171)
Changes:		
Planned Housing Development Schemes	£121	(£50)
Additional minor land sales	(£174)	
Vehicle sales	(£85)	
Garage Sales	£250	(£387)
Pre-sale costs & Risk Adjustment variations	(£138)	£209
Total Adjustments	(£26)	(£228)
REVISED RECEIPT	(£3,377)	(£4,399)

4.2.4 Grants and contributions are the next most significant capital funding resources remaining at 31 March 2023 (£4.154Million / 37.0%). £3.430Million of this is Towns Fund.

4.2.5 As mentioned in paragraph 4.1.1, additional grants and contributions totalling £253K were received by services to increase the size of the capital programme as follows:

- Lawn Tennis Association for Shephalbury Park Tennis Courts £96K
- Office for Zero Emissions Vehicles for On-street Residential Chargepoint Scheme £135K
- Revenue contribution towards vehicle purchases £22K

4.2.6 The capital programme also uses third parties such as developers in the form of S106 agreements. Most of this income is linked to specific projects and cannot support an unrelated scheme in the capital programme. An update on the balances available for 2023/24 onwards is set out in the following table, and the CIL Team have been approached about whether the capital programme can utilise some of the

balances available for the Play Area Improvement Programme and Green Space Access Infrastructure.

Table four:			
S106 Available for financing	O/Bal	Received	Available
	£	£	£
Children's Play space	10,999	3,554	14,553
Outdoor Sports/Open Space Facilities	(7,354)	106,181	98,827
Parking / Transport	123,760	0	123,760
Gardening Club	4,576	0	4,576
Arboretum	25,420	0	25,420
Biodiversity Net Gain	46,087	0	46,087
Pedestrian Link	35,000	0	35,000
Tree Replacement	0	3,588	3,588
Total	238,488	113,322	351,810
COMPLIANCE	3,750	8,500	12,250
MONITORING	750	4,925	5,675
	242,988	126,747	369,735

4.2.7 Where the Council has identified a **borrowing** need to finance the capital programme the Council has a statutory requirement to make a General Fund Minimum Revenue Provision (MRP) to reflect the cost of borrowing over the life of the assets funded through borrowing. The Council's MRP policy is approved with the Treasury Management strategy in February and is applicable regardless of whether physical borrowing has taken place. The MRP charge to the General Fund calculated for 2022/23 was £214.6K (2021/22, £195.2K) and can be broken down as follows:

Table Five: MRP	2022/23	2023/24	
	£000	£000	
investment properties	35.1	35.1	funded from commercial income
general borrowing	130.7	130.7	funded from General Fund revenue resources
Garage Improvement Programme	48.8	89.1	funded from General Fund revenue resources
Railway Station Multi-Storey Car Park	0.0	41.0	funded from parking income
	214.6	295.9	

4.3 GENERAL FUND CAPITAL EXPENDITURE 2023/24

4.3.1 Members approved the 2023/24 General Fund capital programme totalling £26.927Million at the March 2023 Executive. This report identifies an increase as a result of scheme slippage and new resources of £6.796Million to £33.723Million as summarised in paragraph 4.1.1.

Capital Contingency

4.3.2 The 2023/24 capital programme included a deferred works reserve of £328K. As set out in paragraph 4.1.3 this can be increased to £1.367Million as the 2022/23 budget

of £1.204Million has largely been unutilised. This budget is a contingency and can be used to fund any increase in programme costs or for **priority** works that arise in year. This is because of the restricted nature of the current capital programme and associated resources. Emerging urgent needs will be monitored and considered by the Assets and Capital board.

4.3.3 Some of the potential financial capital pressures emerging, which may need to draw upon the deferred works reserve, were listed in paragraph 4.1.3. The full list of those identified to date is set out below:

Table Six: Risk of potential additional capital financing requirements	
Purpose	£000
Refurbishment needs for remedial works for garage impacted by asbestos	TBA
Funding for both the estate and fleet in order to help meet the Council's commitment to be carbon zero by 2030	TBA
Digital interventions to support the transformation programme	TBA
Actions arising from the SOCITM review due to conclude in March 2022 and a refresh of the IT Strategy and which would be subject to business cases	TBA
Smaller 180 Litre residual bins for general household waste may need to be purchased, due to the potential for introducing weekly recycling as part of the roll out of separate food waste collections, if there is an increase recycling and reduction in residual waste.	600
The 2022/23 growth bid of £100K for Ridlins Athletics represents the minimum work required to maintain operational integrity. There could be a requirement for major capital expenditure within the next three years of circa £900K depending on a long-term review of the site and facilities	900
The impact of the Ukraine and cost of living crisis on materials and new contracted works	TBA
TOTAL	1,500

4.3.4 These potential cost pressures and any use of the deferred works budget will be updated as part of the regular quarterly monitoring process. It is possible that some of the programme will need to be held if funds are not available.

4.4 HOUSING REVENUE ACCOUNT CAPITAL PROGRAMME

4.4.1 The actual outturn for 2022/23 HRA capital spend was £1.628Million higher than the projected 3rd Quarter report. The following table identifies the areas of overspend and underspend and the slippage between financial years.

Table Seven	2022/23 £'000			2023/24 £'000		
	Working budget	Actual	Variance	Slippage	Working budget	Revised budget
Housing Revenue Capital Programme						
Housing Investment	£23,469.0	£24,270.0	£801.0	(£801.0)	£25,442.4	£24,641.3

Table Seven Housing Revenue Capital Programme	2022/23 £'000			2023/24 £'000		
	Working budget	Actual	Variance	Slippage	Working budget	Revised budget
programme						
Special Projects & Equipment	£63.5	£62.9	(£0.5)	£0.5	£25.0	£25.5
New Build (Housing Development)	£18,311.6	£19,399.7	£1,028.1	(£1,028.1)	£32,485.1	£31,457.1
IT Including Digital Agenda	£494.2	£293.7	(£200.5)	£200.5	£246.4	£466.8
Total	£42,338.2	£43,966.3	£1,628.1	(£1,628.1)	£58,198.9	£56,570.8

Underspend =()

4.4.2 There was an acceleration of spending due to the following reasons:

- Housing Investment - Decent Homes - Internal/External Works £586K. Additional works were required a result of a condensed programme of electrical testing to ensure we are fully compliant. This also included the installation of smoke & CO₂ detection to meet new legislation requirements. A greater number of properties required work than originally predicted.
- Housing Investment - Decent Homes - Flat Blocks £596K. The Major Repairs Contract (MRC) project is a 5-year programme and the additional spend in 22/23 is as a result of a higher proportion works being completed earlier than projected.
- Housing Investment - Sprinkler Systems - Flat Blocks £358K. As a result of the installation of sprinkler systems to our high rise blocks additional enabling works were required. These works included additional fire stopping and creating new areas within the blocks to accommodate the plant required.
- Housing Investment - Contingent Major Repairs £203K. There was a requirement for unplanned works to convert a number void properties for use by residents with disabilities and specific housing requirements.
- Housing Investment – Communal Heating £261K. More work was necessary than had been envisaged. This was due to original surveys being non-invasive, so a great deal of unforeseen works were necessary and exploratory surveys to determine extent of work required. Also, the service were in the main not replacing internal pipework and radiators so had issues with old valves and pipes as well as balancing the systems. In addition once they had opened up/exposed the sites, other works such as communal fans, lighting, ceiling renewals and fire protection work (compartmentation, fire doors, Fire Wardens etc.) were required much of which was not predicted or within the original scope of work.
- Housing Investment – Asset Review £287K. It has come to light that some expenditure was coded to this budget which should have been charged against the Energy efficiency pilot, so this overspend partially nets off the £1.155Million underspend in paragraph 4.4.3. The team are now aware and will be charging the works correctly in 2023/24.
- Housing Investment – Disabled Adaptations £127K. There were a backlog of cases from the Covid lockdown, plus the team experienced a significant increase in referrals as well as delivering a higher than normal number of relocation cases (works to void properties) up from the typically 3-6 per annum to 14 or 15 void

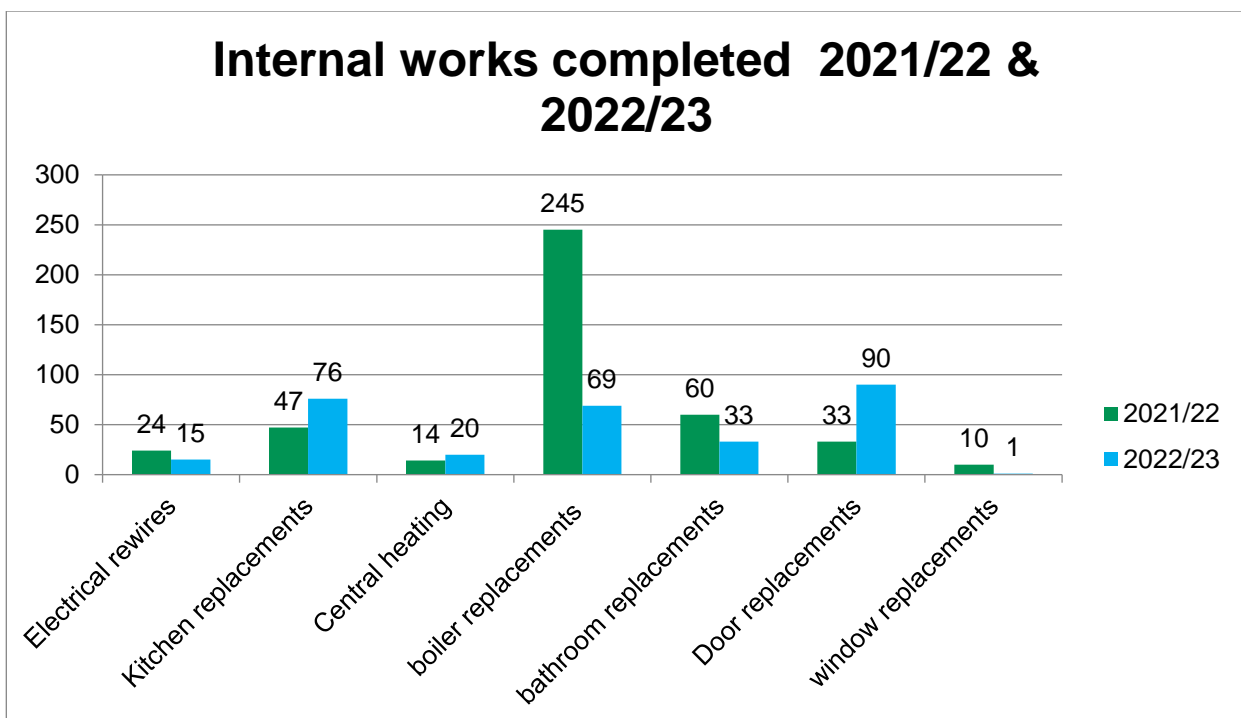
properties at one time. There is still a list of around 60 residents in need of alternative accommodation but without the stock available.

- Housing Development £1.0M - The principal reason for the overspend is related to the purchase of land to facilitate the development of Burwell Phase 2. The opportunity to accelerate the purchase was raised at the March Executive, and it was agreed that this opportunity should be taken. The overspend therefore helps the development of 20 new affordable homes which ensures the Council is able to continue to meet its ongoing commitment to delivering new social and affordable homes.

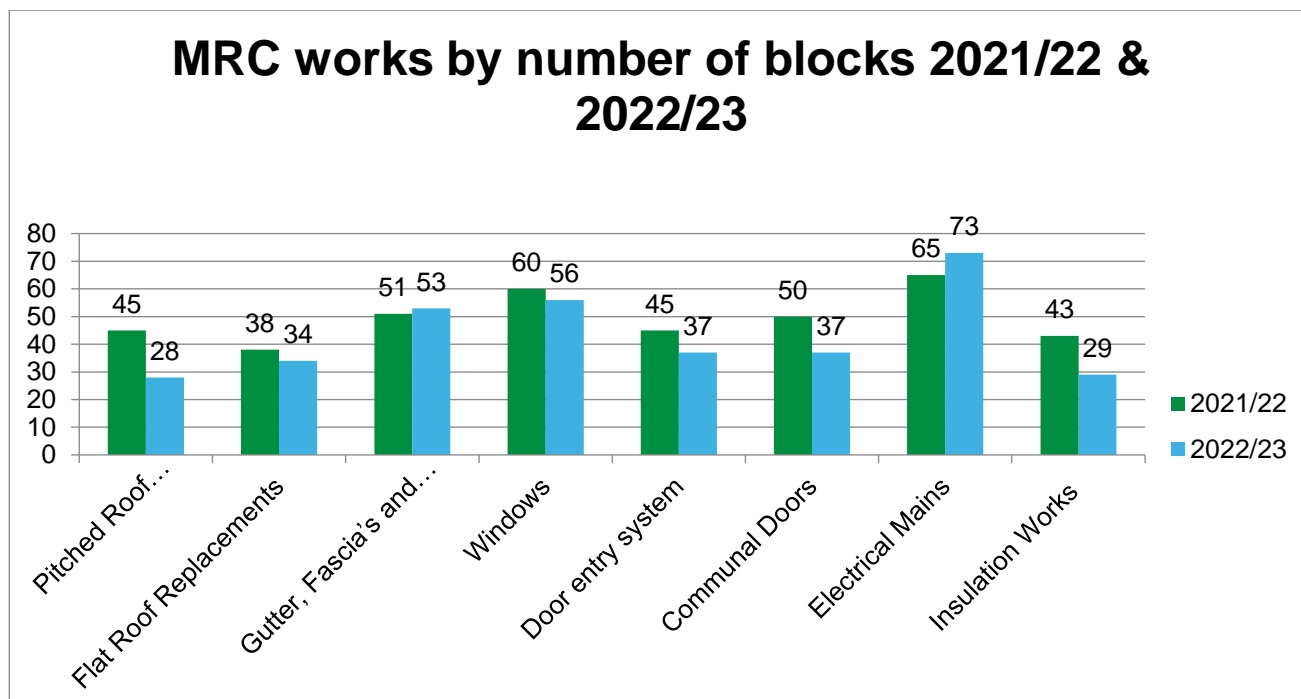
4.4.3 The HRA major underspends are against the following budgets:

- Housing Investment – Energy efficiency pilot and decarbonisation net £1.155Million. These works form part of the governments Social Housing Decarbonisation Fund (SHDF) programme. The timescales for the programme were extended and the project extended and the balance of spend will now be delivered in 23/24.
- Housing Investment – Lift Installation £304K. This was the last year of the lift refurbishment programme and less work was necessary than was originally envisaged.
- Housing Investment – Fire Safety £139K. The underspend is largely due to a delay in getting works issued for remedial works in the external wall system to the five high rise blocks. This work is now to be combined with additional works for these blocks and has been slipped to 2023/24.
- Housing Investment – High Rises Improvement Works £111K. The budget for High Rise improvement works has been slipped to 2023-2024. The reports the service received after the High Rise Options appraisal carried out in 2022/23 have needed a more detailed approach, therefore the works were not carried out in 2022/23.
- Digital & Transformation £200K. The underspend includes £47K against the IT Partnership budget as previously referred to in paragraph 4.1.5. There were also underspends against new customer relationship management technology and other Housing IT improvements, all of which have been requested to slip to 2023/24.

4.4.4 In 2022/23 the **MRC programme** has delivered capital improvement works carried out internally to properties as shown in the following chart:



4.4.5 In addition to the works carried out internally to properties, the works carried out externally and to flat blocks contributed to homes meeting the decent homes standard, in 2022/23 the MRC programme delivered works to 80 flat blocks around Stevenage (94 in 2021/22). The works consist of the following:



4.4.6 The number of properties where works have been carried out to bring the property up to the decent homes standard (the standard by which each element i.e. kitchen, bathroom, electrics, windows, roof etc. whose condition is measured) in 2022/23 was 930 (860 in 2021/22). The number of non-decent properties was 1,424 at year end (2,666 in 2021/22) against the target for 2022/23 of 1,629, so the 2022/23 target was exceeded by 205.

4.4.7 **New build and acquisitions programme:** A total of 27 additional homes were provided to Stevenage residents, including 6 in Raleigh Crescent, as well as the accommodation purchased through the Council's wholly owned company.

4.4.8 Work continues at the Kenilworth Close and Symonds Green sites, which combined will provide over 250 new homes, including 147 units of new affordable accommodation. The schemes at Dunn Close and Oaks Cross will provide a further 38 homes for those in need of supported accommodation.

4.4.9 Sales at Malvern Close and North Road have generated income of over £3.0Million for the HRA in 2022/23, with proceeds enabling the delivery of further affordable accommodation and regeneration within the town.

4.4.10 There are proposals for over 400 new homes which have been consulted on with the public over the course of 2022/23, for which the ambition is to seek planning approval in 2023/24.

4.5 HOUSING REVENUE ACCOUNT CAPITAL RESOURCES

4.5.1 The capital resources available to support the future capital programme as at 31st March 2023 are £20.888Million. The resources are summarised in the following table:

Table Eight: Housing Revenue Account Resources	Brought Forward	Received in Year	Used to finance HRA capital	Used in year for other purposes	Available to Fund Future Year Expenditure
	£'000	£'000	£'000	£'000	£'000
Major Repairs Reserve (Depreciation)	(£22,810.1)	(£13,156.3)	£24,532.3	£0.0	(£11,434.1)
Usable Capital Receipts	(£1,313.7)	(£3,925.8)	£5,239.5	£0.0	£0.0
One for One Receipts	(£9,070.2)	(£4,373.8)	£5,891.3	£0.0	(£7,552.8)
Debt Provision Receipts	£0.0	(£1,024.2)	£1,024.2	£0.0	(£0.0)
S20 and Other grants & contributions	(£2,408.2)	(£1,607.7)	£1,757.6	£357.0	(£1,901.3)
Revenue Contribution to capital	£0.0	(£947.9)	£947.9	£0.0	£0.0
Borrowing	£0.0	(£4,573.5)	£4,573.5	£0.0	£0.0
TOTAL	(£35,602.2)	(£29,609.2)	£43,966.3	£357.0	(£20,888.1)

numbers in brackets () =available funds/funds received in year, Positive numbers = spent in year

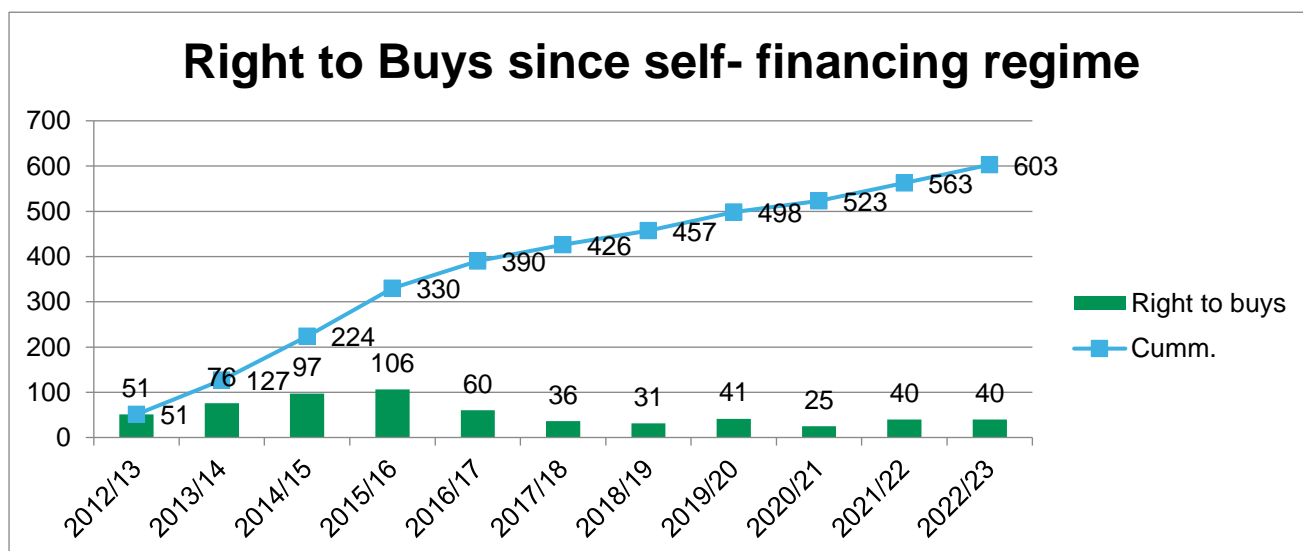
4.5.2 There were 40 homes sold under Right to Buy (RTB) during 2022/23, resulting in net capital receipts of £6.275Million.

4.5.3 The HRA RTB receipts used in year to finance the capital works was £5.891Million leaving a balance of £7.553Million of 1-4-1 receipt available to fund future new build schemes such as Kenilworth and Symonds Green.

4.5.4 As in 2021/22, under the amended rules for the reporting and use of 1-4-1 receipts, one return was submitted at the end of the year for the whole of 2022/23 and eligible expenditure could be funded with 40% of 1-4-1 receipts rather than 30%.

4.5.5 The current projection for the use and return of 1-4-1 receipts based on the rule changes is that they will be fully utilised with no forecast repayments.

4.5.6 Right to buy sales have fallen from the peak of 106 sales in 2015/16 to 40 sales in 2022/23 as shown in the chart below.



4.5.7 COVID, Brexit and other factors such as geopolitical events may have an impact on the capital programme for some time in terms of:

- Availability of contractors
- Cost of construction materials (which have seen a significant increase)
- An anticipated increase in inflation which could see materials and borrowing rates rise further.

HRA Borrowing

4.5.8 The HRA capital programme included plans to borrow £85.082Million over the period 2019/20 to 2024/25 to fund future capital works, in line with the £85.082Million in the last HRA Business Plan (HRA BP). The HRA programme was funded from £4.574Million of borrowing for 2022/23, none of which was taken as external borrowing. External borrowing will need to be taken during 2023/24 to replace some of the internal borrowing from prior years. The current position of external borrowing taken is set out in the table below.

Table Nine: HRA debt	Capital Outturn	Capital Forecast	External borrowing	Internal borrowing
	£000	£000	£000	£000
2019.20	7,057		4,010	3,047
2020.21	20,858		10,000	10,858
2021.22	24,997		9,047	15,950
2022.23	4,574			4,574
2023.24		20,135		
2024.25		9,186		
Total new borrowing	£85,082		£23,057	£34,427

4.5.9 Not all the loans were taken externally. Rates have fluctuated considerably since the HRA BP was written and on 15th June 2023 a new concessionary HRA rate was introduced by the PWLB reducing the cost of borrowing from the regular concessionary rate of Gilts + 80 to a HRA rate of Gilts + 40. The cost of borrowing is being recalculated. There are number of mitigating factors to offset external borrowing costs such as:

- Cash flow doesn't dictate the loans need to be taken immediately, leaving time to track rates and borrow at the optimum time
- The HRA BP can look at a different profile of loans (e.g. different repayment profiles to reduce costs).
- The HRA has an interest equalisation reserve to reduce the impact in the short term

4.5.10 The HRA capital programme assumes some funding from **S20 receipts**, (works undertaken on leaseholder properties) which will be used to fund some of the MRC

works totalling £2.25Million for the period 2021/22-2024/25. Invoices were raised to the value of £997K, against which £655K has been received and utilised for capital financing. A balance of £342K was outstanding as at 31.03.2023. The use of S20 receipts will need to be reviewed as part of the HRA BP refresh in terms of any revised profiling and there may be a need to switch funding resources between years.

4.6 HOUSING REVENUE ACCOUNT CAPITAL EXPENDITURE 2023/24

- 4.6.1 Members approved the 2023/24 Housing Revenue Account capital programme totalling £58.199Million at the March 2023 Executive. This report identifies a decrease to the 2023/24 programme of £1.628Million, as a result of scheme slippage as summarised in paragraph 4.4.1 and set out in more detail in paragraph 4.4.2. This means the total budget for 2023/24 is £56.571Million.
- 4.6.2 There is likely to be additional pressures on the HRA capital programme in terms of works to high rise blocks and replacement works to windows, building safety works and decarbonisation of the housing stock. The HRA BP will be on the Executive agenda, later in the financial year.

4.7 APPROPRIATIONS

- 4.7.1 Appropriation between the funds needs Member approval and as such officers are seeking approval for the following transfer of land, for the reason of redeveloping the site for new HRA properties.
- 4.7.2 As part of the housing development at Brent Court, there will be an appropriation of land in the form of the existing garage block comprising a total of 93 garages, which makes up the development site to provide 96 new independent living units for affordable accommodation. This would need to be appropriated from the General Fund to the HRA. A red book valuation needs to be obtained for the value of the site, in the meantime a working figure based on the percentage of the land value of the garage estate in the asset register is £137,545. The formal valuation may be lower due to the block having been mothballed since 2009 and would have significant (circa £250K) repair costs to bring them up to a lettable standard.

5 IMPLICATIONS

5.1 Financial Implications

- 5.1.1 Financial implications are implicit in the report.

5.2 Legal Implications

- 5.2.1 The Council has a statutory duty to arrange for the proper administration of its financial affairs and a fiduciary duty to taxpayers with regards to its use of and accounting for public monies. This report assists in the discharge of those duties.

5.3 Equality and Diversity Implications

- 5.3.1 None specifically in relation to this report.

5.4 Risk Implications

- 5.4.1 Inflationary increases, particularly construction related are forecast to impact a number of the building programmes. Increasing cost of construction is being widely reported at every level, with materials and labour all increasing in price. The demand for construction materials is increasing as governments across the world try to revive and stimulate growth following Covid19 and the war in Ukraine. The supply of skilled construction labour is being impacted by both Covid and Brexit related challenges.
- 5.4.2 Supply chain delays are also being reported, with a potential impact on delivery timetables.
- 5.4.3 Work is underway to understand the impact on the delivery timelines and cost of, affected programmes. Updates will be provided as part of the quarterly monitoring reports. Where evidence indicates that a current year programme will cost more to deliver, options including the removal or reduction of existing approved programmes will be investigated
- 5.4.4 The level of available receipts is low in comparison to the size of the programme and is reliant on the delivery of key sales which could be impacted as set out above. Should this happen, in-year action may be required to hold expenditure or prudential borrowing may be required increasing the burden to the General Fund.
- 5.4.4 The Council manages this risk by reviewing and updating the Strategy quarterly, including resources where a sale is likely to complete. This will enable action to be taken where a receipt looks doubtful.
- 5.4.5 A significant risk exists that works deferred due to lack of funding become urgent in year, requiring completion on grounds of health and safety. A reasonable assessment has been made in the prioritisation process to try to keep this risk to a minimum, and these schemes are monitored by Assets and Capital Board.
- 5.4.6 The risk in achieving the level of qualifying HRA spend to fully utilise retained one for one receipts has been reduced (unlike in previous years) with the change to the one for one receipt rules as set out in previous reports.

5.5 Climate Change Implications

- 5.5.1 The Council's buildings across the town do not meet the climate change agenda in terms of energy efficiency or divestment of use of fossil fuels and in their current condition they would undermine the Council's attempt to be carbon zero by 2030.
- 5.5.2 However, there is an opportunity with the local asset review agenda to have design principles built into renewed assets in terms of energy efficiency and sustainable energy sources. This should be a core principle of any future designs arising from the local asset reviews. There would be a further benefit of reduced energy costs.

BACKGROUND DOCUMENTS

BD1 Quarter 3 Monitoring Report (Capital) - General Fund and Housing Revenue Account (March 2023 Executive)

Appendices

- A - General Fund Capital Programme
B - HRA Capital Programme

APPENDIX A - GENERAL FUND CAPITAL STRATEGY

Cost Centre	Scheme	2022/2023			2023/2024			2024/2025	2025/2026	2026/2027
		Q3 Working Budget	Actuals 2022-2023 5/5/23	(Under) / Overspend	Slippage from 2022-23	Q3 Working Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget
		£	£	£	£	£	£	£	£	£
	General Fund - Schemes									
	Stevenage Direct Services	3,308,522	3,396,212	87,690	30,718	6,253,926	6,284,644	1,321,000	261,000	0
	Housing Development	1,375,874	1,177,012	(198,862)	198,862	4,841,616	5,040,478	15,325,177	0	0
	Finance and Estates	2,261,606	1,473,016	(788,590)	768,233	1,438,952	2,207,185	184,765	0	0
	Digital & Transformation	417,834	237,135	(180,699)	180,699	421,627	602,326	104,220	0	0
	Regeneration	14,609,648	11,001,326	(3,608,322)	4,126,835	11,229,750	15,356,585	10,106,930	7,400,000	0
	Communities and Neighbourhoods	540,422	316,352	(224,070)	317,922	2,006,500	2,326,922	55,000	20,000	5,000
	Planning and Regulatory	209,036	212,828	3,792	(3,390)	406,249	537,457	290,000	0	0
	Deferred Works Reserve	1,204,027	0	(1,204,027)	1,039,178	328,244	1,367,422	275,000	0	0
	Total Schemes	23,926,969	17,813,882	(6,113,087)	6,659,057	26,926,864	33,723,019	27,662,092	7,681,000	5,000
	General Fund -Resources									
BG902	Capital Receipts	5,026,513	2,777,401	(2,249,112)		4,110,720	8,201,000	2,425,851	0	5,000
BG905	Ringfenced regeneration receipts	1,192,020	1,572,525	380,505		1,829,750	1,836,261	500,000		
	SG1 Receipts	278,887	185,382	(93,505)		0	92,576	0		
BG911	Locality Review receipts	0	0	0		3,206,000	1,160,000	0	281,000	
BG461	Towns Fund	10,988,259	7,192,490	(3,795,769)		9,400,000	13,427,748	9,106,930	7,400,000	0
BG461	Other Grants and other contributions	423,921	456,505	32,584		1,025,000	1,352,846	8,559,355		
BG862	S106's	0	0	0		0	0	0		
BG937	Community Infrastructure Levy (CIL)					97,500	97,500			
BG904	LEP	100,482	0	(100,482)		0	0	500,000		
	RCCO	0	21,678	21,678		0	0	0		
	Revenue Reserves	14,929	15,409	480		111,200	111,200	0		
BG903	Capital Reserve (Housing Receipts)	766,451	452,370	(314,081)		413,280	727,361	379,034		0
BG916	Capital Reserve (Revenue Savings)	24,354	24,354	0		20,000	20,000	0		
BG920	New Homes Bonus CNM	230,053	230,034	(19)		242,541	242,541	0		
	Prudential Borrowing Approved	4,597,429	4,468,303	(129,126)		6,151,970	6,151,970	3,000,000	0	0
	Short Term borrowing and funded from private sale	283,673	417,432	133,760		318,902	302,016	3,190,922	0	0
	Funding Gap	0	0	0		0	0	0	0	0
	Total Resources (General Fund)	23,926,969	17,813,882	(6,113,087)		26,926,864	33,723,019	27,662,092	7,681,000	5,000
		0	0	0		0	0	0	0	0

APPENDIX A - GENERAL FUND CAPITAL STRATEGY

Cost Centre	Scheme	2022/2023			2023/2024		2024/2025	2025/2026	2026/2027	
		Q3 Working Budget	Actuals 2022-2023 5/5/23	(Under) / Overspend	Slippage from 2022-23	Q3 Working Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget
		£	£	£	£	£	£	£	£	£
BG902	General Funds Receipts									
	Unallocated B/fwd	(3,839,065)	(3,839,065)	0		(1,809,305)	(3,828,809)	390,807	(7,053,825)	(3,862,903)
	In Year Receipts	(3,351,236)	(3,376,747)	(25,510)		(4,170,912)	(4,398,816)	(10,172,500)		
	Used in Year for capital financing	5,026,513	2,777,401	(2,249,112)		4,110,720	8,201,000	2,425,851	0	5,000
	Receipts Used to Repay ST Borrowing	354,484	509,602	155,118		283,673	417,432	302,016	3,190,922	0
	Used to repay loan		100,000	100,000						
	General Fund Receipts Unallocated C/fwd	(1,809,305)	(3,828,809)	(2,019,504)		(1,585,824)	390,807	(7,053,825)	(3,862,903)	(3,857,903)
BG911	Locality Review receipts									
	Unallocated B/fwd	0	0	0		0	0	(0)	(0)	(519,000)
	In Year Receipts	0	0	0		(3,206,000)	(1,160,000)	0	(800,000)	
	Used in Year	0	0	0		3,206,000	1,160,000	0	281,000	0
	Receipts Unallocated C/fwd	0	0	0		(0)	0	(0)	(519,000)	(519,000)
BG905	Ringfenced regeneration receipts									
	Unallocated B/fwd	(4,461,626)	(4,461,626)	(1)		(3,269,606)	(2,889,101)	(1,052,840)	(552,840)	(552,840)
	In Year Receipts		0	0						
	Used in Year	1,192,020	1,572,525	380,505		1,829,750	1,836,261	500,000	0	0
	Reserve Unallocated C/fwd	(3,269,606)	(2,889,101)	380,504		(1,439,856)	(1,052,840)	(552,840)	(552,840)	(552,840)
	SG1 Receipts									
	Unallocated B/fwd	198,139	198,139	0		477,026	383,521	477,026	477,026	477,026
	In Year Receipts		0	0						
	Used in Year	278,887	185,382	(93,505)		0	92,576	0	0	0
	Reserve Unallocated C/fwd	477,026	383,521	(93,505)		477,026	476,097	477,026	477,026	477,026
BG903 & BG9	Capital Reserve									
	Unallocated B/fwd	(477,240)	(477,240)	0		(58,000)	(372,081)	(1)	(0)	(382,824)
	In Year Resource	(371,565)	(371,565)	0		(375,280)	(375,280)	(379,033)	(382,824)	(386,652)
	Used in Year	790,804	476,723	(314,081)		433,280	747,361	379,034	0	0
	Capital Reserve Unallocated C/fwd	(58,000)	(372,081)	(314,081)		(1)	(1)	(0)	(382,824)	(769,476)

APPENDIX A - GENERAL FUND CAPITAL STRATEGY

Cost Centre	Scheme	2022/2023			2023/2024			2024/2025	2025/2026	2026/2027
		Q3 Working Budget	Actuals 2022-2023 5/5/23	(Under) / Overspend	Slippage from 2022-23	Q3 Working Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget
		£	£	£	£	£	£	£	£	£
	Stevenage Direct Services			4%						
	Parks & Open Spaces									
KC218	Hertford Road Play Area (S106 Funded)			0	0	25,000	25,000	0	0	
KE911	Play Area Improvement Programme	233,000	234,009	1,009	(1,009)	556,339	555,330	0	0	
KE097	Litter bins	4,369	4,350	(19)		0	0	0	0	
KE329	Play Areas Fixed Play	0		0	0	9,473	9,473	0	0	
KE494	Green Space Access Infrastructure	41,000	1,515	(39,485)	39,485	162,650	202,135	128,000	128,000	
KE916	Peartree skate park	0		0	0	40,000	40,000	0	0	
	Other									
KG002	Garages	2,253,830	2,470,818	216,988	(112,395)	3,402,979	3,290,584	0	0	
KS263	Waste and Recycling System	42,811	18,650	(24,161)	24,161	0	24,161	0	0	
KE520	Welfare improvements at out based hubs	0		0	0	10,000	10,000	0	0	
KE914	FVP Dam Works	35,008	30,633	(4,375)	0	0	0	0	0	
KE542	Flat block waste management infrastructure	30,000	965	(29,035)	29,035	0	29,035	0	0	
KE543	Shrub bed programme	55,000	55,517	517	(517)	133,000	132,483	133,000	133,000	
KE544	Review of Biodiversity Action Plan	12,000		(12,000)	12,000	0	12,000	0	0	
KE545	Cemeteries System	50,000	37,885	(12,115)	12,115	0	12,115	0	0	
	Vehicles, Plant, Equipment									
KE497	Trade Waste Containers	0		0	0	20,000	20,000	0	0	
Various	Vehicle/Plant replacement Programme - see Appendix A1	551,503	541,871	(9,632)	27,842	1,074,785	1,102,628	1,060,000	0	
KE920	Memorial Tree for Weston Road Cemetery	0		0	0	23,200	23,200			
KE921	Improvement works to Hampson Park depot	0		0	0	40,000	40,000			
KE922	Additional Headstone Plinths - Weston Road Cemetery	0		0	0	16,000	16,000			
KE923	Pothole repairs Weston Road Cemetery	0		0	0	8,000	8,000		0	
KE924	Improvements to Welfare facilities Weston Road Cemetery	0		0	0	10,000	10,000			
KE925	Repair closed church wall St Nicholas church	0		0	0	30,000	30,000			
KE926	roof residual waste bay Cavendish Transfer Station	0		0	0	150,000	150,000			
KE927	Thermal Image Cameras	0		0	0	80,000	80,000			
KE928	Ph2 fire protection works Cavendish	0		0	0	350,000	350,000			
KE929	Digital system fleet and workshop operation	0		0	0	20,000	20,000			
KE930	Digital system streets and grounds services	0		0	0	56,000	56,000			
KE931	Digital system play area inspections/managment	0		0	0	16,500	16,500			
KE932	Digital book of remembrance	0		0	0	10,000	10,000			
KE933	Asset Management system	0		0	0	10,000	10,000			
	Total Stevenage Direct Services	3,308,522	3,396,212	87,690	30,718	6,253,926	6,284,644	1,321,000	261,000	0

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Cost Centre	Scheme	2022/2023			2023/2024			2024/2025	2025/2026	2026/2027
		Q3 Working Budget	Actuals 2022-2023 5/5/23	(Under) / Overspend	Slippage from 2022-23	Q3 Working Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget
		£	£	£	£	£	£	£	£	£
	<u>Housing Development Scheme (Joint GF/HRA)</u>									
KG032	Building Conversion New Homes	0			0	0	0			
KG034	Kenilworth - Retail	28,530	28,530	0	0	0	0	0	0	0
KG035	Kenilworth - Community Centre	162,218		(162,218)	162,218	486,464	648,682	574,900	0	0
KG036	Kenilworth - private sale (Malvern Close & Blocks A3&A6)	425,546	388,502	(37,044)	37,044	1,000,000	1,037,044	14,750,277	0	0
KG037	North Road	0	400	400	(400)	293,902	293,502	0	0	0
Various	Housing Development Schemes (Joint GF/HRA)	616,294	417,432	(198,862)	198,862	1,780,366	1,979,228	15,325,177	0	0
KG038	Marshgate Wholly Owned Housing Development Company (WOC)	759,580	759,580	0	0	3,061,250	3,061,250	0	0	0
	Total Housing Development (including grants to Registered	1,375,874	1,177,012	(198,862)	198,862	4,841,616	5,040,478	15,325,177	0	0
	<u>Finance & Estates</u>									
	<u>Estates</u>									
KS278	New Management Software	66,075		(66,075)	66,075	0	66,075	0	0	0
KR916	Commercial Properties Refurbishment (MRC Programme)	439,074	124,052	(315,022)	315,022	0	315,022	0	0	0
KR150	Works to improve vacant premises prior to re-letting	31,642	5,502	(26,140)	26,140	15,000	41,140	15,000	0	0
KR155	EPC Surveys	25,000	14,251	(10,748)		89,619	89,619	0	0	0
KR156	EPC remedials	50,000	533	(49,466)	49,466	75,000	124,466	94,765	0	0
KR157	Building condition and Insurance valuation Survey	22,251	20,747	(1,504)	1,504	126,090	127,594	0	0	0
KS279	Upgrade Integra			0	0	66,000	66,000			
	<u>Play Centres</u>									
KC904	Play Centres General	0	1,962	1,962		0	0			
	<u>Community Centres</u>									
KE529	Community Centres Urgent and H&S Works	46,659	16,959	(29,700)	29,700	0	29,700	0	0	0
KR159	St Nicholas POD removal	0	480	480		0	0	0	0	0
KE553	Bedwell CC - Replace extract fans and electric heaters	0	55	55		0	0	0	0	0
KR163	Chells manor - lightning upgrade	0		0	0	10,000	10,000	0	0	0
KR164	Timebridge Community Centre flooring			0	0	20,000	20,000			
	<u>Neighbourhood Centres</u>									
KE554	Bedwell Neighbourhood centre canopy repairs	15,000	2,958	(12,042)	12,042	0	12,042	0	0	0
KE555	8-10 The glebe roof replacement	75,000	45,650	(29,350)	29,350	0	29,350	0	0	0

APPENDIX A - GENERAL FUND CAPITAL STRATEGY

Cost Centre	Scheme	2022/2023			2023/2024			2024/2025	2025/2026	2026/2027
		Q3 Working Budget	Actuals 2022-2023 5/5/23	(Under) / Overspend	Slippage from 2022-23	Q3 Working Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget
		£	£	£	£	£	£	£	£	£
	Depots									
KE526	Cavendish Fire Protection works formerly know as Depots: Urgent and H&S Works	702,170	696,261	(5,910)		0	0	0	0	
KE527	Depots: Planned Preventative Works (reroof)	26,111	11,937	(14,174)	14,174	265,107	279,281	0	0	
KR160	Cavendish depot - IT server room - gas suppression air permeability prevention works	17,500	8,917	(8,584)		0	0	0	0	
KR161	Cavendish Depot IT/CCTV gas suppression works	6,800	2,546	(4,253)		0	0	0	0	
KR165	Cavendish Road reception access enhancement			0	0	15,000	15,000			
KR166	Cavendish Road manhole covers			0	0	50,000	50,000			
KR167	Cavendish Road penstock valve			0	0	50,000	50,000			
	Other									
KE558	MSCP resurface worn stairwell floor	0	85	85	(85)	80,000	79,915	0	0	
KE536	Multi Storey Car Park - Installation of emergency lighting	20,000	12,691	(7,309)	7,309	176,419	183,728	75,000	0	
KR158	Town Plaza	18,084	18,031	(53)		0	0	0	0	
KR162	Fairlands valley farmhouse roofing works	45,000	51,694	6,694		0	0	0	0	
KE559	MSCP / Indoor Market guttering	0		0	0	30,000	30,000	0	0	
KR168	Indoor Market roller shutter			0	0	9,000	9,000			
KR169	MSCP replacement fuse boards			0	0	8,000	8,000			
	Council Offices									
KR151	Daneshill: Urgent and H&S Works	49,886	22,636	(27,250)	27,250	65,000	92,250	0	0	
	Operational Buildings									
KR152	BTC 2019/20 Backlog H&S Works	0		0	0	27,934	27,934	0	0	
KR153	BTC Urgent and H&S Works	0		0	0	65,783	65,783	0	0	
KR154	BTC Planned Preventative Works	605,354	415,069	(190,284)	190,284	0	190,284	0	0	
KR170	BTC Essential works - Replace / upgrade doors, Lighting and	0		0	0	195,000	195,000	0	0	
	Total Finance & Estates	2,261,606	1,473,016	(788,590)	768,233	1,438,952	2,207,185	184,765	0	
	Corporate Projects, Customer Services & Technology									
	IT General									
KS268	Infrastructure Investment	300,000	180,760	(125,370)	125,370	336,627	461,997	104,220	0	
KS318	Core ICT Equipment for Additional Staff	75,000	49,991	(25,009)	25,009	65,000	90,009	0	0	
KS319	2012 Migration Servers	6,130			0	20,000	20,000	0	0	
	Total IT General	381,130		(150,379)	150,379	421,627	572,006	104,220	0	
	Connected to Our Customer (CTOC)									
KS274	New CRM Technology	36,704	6,384	(30,320)	30,320	0	30,320	0	0	
	Total CTOC	36,704		(30,320)	30,320	0	30,320	0	0	
	Total Corporate Projects, Customer Services & Technology	417,834	237,135	(180,699)	180,699	421,627	602,326	104,220	0	

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Cost Centre	Scheme	2022/2023			2023/2024			2024/2025	2025/2026	2026/2027
		Q3 Working Budget	Actuals 2022-2023 5/5/23	(Under) / Overspend	Slippage from 2022-23	Q3 Working Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget
		£	£	£	£	£	£	£	£	£
	Regeneration									
KE505	Demolition of Towers Garages and other sites (GD1)	278,887	185,382	(93,505)	92,576	0	92,576	0	0	
KE439	Town Square Improvements (GD1)		1,413	1,413			0			
KE451	SQ1 Regeneration		2,392	2,392			0			
KE466	Bus Interchange (GD3)	0	169,090	169,090		0	0	0	0	
KE533	Multi Storey Car Park (GD3) 'Sustainable Transport'	0	(2,876)	(2,876)		0	0	0	0	
KE506	Public Sector Hub	50,000	43,489	(6,511)	6,511	1,829,750	1,836,261	0	0	
KE541	Railway Station Multi-Storey Car Park	9,375,023	9,331,953	(43,070)		0	0	0	0	
	Repay LEP Loan			0				1,000,000		
Various	Towns Fund	5,023,181	1,270,483	(3,635,255)	4,027,748	9,400,000	13,427,748	9,106,930	7,400,000	
	Total Regeneration	14,609,648	11,001,326	(3,608,322)	4,126,835	11,229,750	15,356,585	10,106,930	7,400,000	
	Community & Neighbourhoods									
KC202	Fairlands Valley Park - Aqua	11,360	5,540	(5,820)	5,820	0	5,820	0	0	
KE224	CCTV - Replacement Cameras (Community mobile cameras)	5,000	10,049	5,049	(5,000)	5,000	0	5,000	0	
KC235	Boat house as essential H&S works for dry rot		564	564			0			
KE507	Cycleways Installations (subject to £100k Arts Council grant)	10,000		(10,000)	10,000	0	10,000	0	0	
KC232	SALC and the Swim Centre Urgent and H&S Works	249,256	134,021	(115,235)	114,671	45,000	159,671	0	0	
KC231	SALC, Swim Centre, and Fairlands Valley Sailing Centre	19,950	88	(19,862)	19,862	0	19,862	0	0	
KC233	Stevenage Arts & Leisure Water leak - Reroofing	28,856	9,937	(18,919)	18,919	0	18,919	0	0	
KC242	SLL Leisure management - end of contract capital provision	75,000		(75,000)	75,000	75,000	150,000	0	0	
KC237	Fire stopping works at SALC	16,000	27,103	11,103	(11,103)	84,000	72,897	0	0	
KC238	Lift replacement at SALC	15,000	9,162	(5,838)	5,838	125,000	130,838	0	0	
KC239	Replacement bridge at Golf Centre & other bridge works	0		0	0	80,000	80,000	0	0	
KC240	Replacement Camera programme	25,000	26,085	1,085	(1,085)	35,000	33,915	40,000	10,000	
KC241	ASB team mobile camera	0		0	0	0	0	5,000	5,000	
KC052	Shephalbury Park	0	93,804	93,804		0	2,500			
KC236	Ridlins Athletics	85,000		(85,000)	85,000	0	85,000	0	0	
KE917	Ridlins Athletics Facility	0		0	0	10,000	10,000	0	0	
KC243	New Leisure Contract	0		0	0	1,200,000	1,200,000			
KC245	Equipment replacement at Fairlands Valley Sailing Centre			0	0	35,000	35,000			
KC246	Aqua Park - Rubber crumb surface replacement			0	0	35,000	35,000			
KC247	Lighting of clock tower - permanent install			0	0	25,000	25,000			
KC248	Stock condition survey Leisure sites			0	0	150,000	150,000			
KC249	CCTV Mobile camera replacement for Community Safety			0	0	5,000	5,000	5,000	5,000	5,000
KC244	Community Infrastructure Projects			0	0	97,500	97,500			
	Total Community & Neighbourhoods	540,422	316,352	(224,070)	317,922	2,006,500	2,326,922	55,000	20,000	5,000

APPENDIX A - GENERAL FUND CAPITAL STRATEGY

Cost Centre	Scheme	2022/2023			2023/2024		2024/2025	2025/2026	2026/2027
		Q3 Working Budget	Actuals 2022-2023 5/5/23	(Under) / Overspend	Slippage from 2022-23	Q3 Working Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget
		£	£	£	£	£	£	£	£
	Planning & Regulatory								
KE119	Off Street Car Parks (Multi Storey Car Parks)	125,000	150,047	25,047	(25,047)	225,000	199,953	175,000	0
KE470	Electric Car Charging Points		402	402			134,598		
KE530	Car Park Equipment - Digitalisation	0		0	0	20,000	20,000	0	0
KE201	Hard standings	42,607	22,223	(20,383)	20,383	25,000	45,383	25,000	0
KE100	Residential Parking	21,846	21,544	(302)	302	0	302	0	0
KE217	Parking Restrictions	16,183	14,918	(1,265)	1,265	15,000	16,265	15,000	0
KE444	Coreys Mill Lane - Additional Parking Capacity	1,400	1,576	176	(176)	20,730	20,554	0	0
KE531	Workplace Travel Plan	2,000	2,117	117	(117)	40,519	40,402	15,000	0
KE569	Cashless on street parking transition	0		0	0	60,000	60,000	60,000	0
	Total Planning & Regulatory	209,036	212,828	3,792	(3,390)	406,249	537,457	290,000	0
KR911	Deferred Works Reserve	1,204,027		(1,204,027)	1,039,178	328,244	1,367,422	275,000	0

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APPENDIX B - HOUSING CAPITAL STRATEGY



Cost Centre	Scheme	2022/2023			2023/2024			2024/2025	2025/2026	2026/2027	2027/2028
		Q3 Working Budget	Actuals 2022-2023	(Under) / Overspend	Slippage from 2022-23	Q3 Working Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget
		£	£	£	£	£	£	£	£	£	£
	SUMMARY										
	Capital Programme Excl New Build (Housing Investment)	23,468,959	24,270,008	801,048	(801,048)	25,442,385	24,641,337	20,070,405	21,429,000	18,063,000	3,060,000
	Special Projects & Equipment	63,462	62,915	(548)	548	25,000	25,548	25,000	1,141,000	1,141,000	
	New Build (Housing Development)	18,311,581	19,339,658	1,028,077	(1,028,077)	32,485,135	31,457,058	34,433,360	7,000,000		
	Digital & Transformation	494,153	293,676	(200,476)	200,473	246,364	446,838	51,330			
	TOTAL HRA CAPITAL PROGRAMME	42,338,155	43,966,257	1,628,102	(1,628,104)	58,198,884	56,570,780	54,580,095	29,570,000	19,204,000	3,060,000
	HRA USE OF RESOURCES										
BH930	MRR (Self Financing Depreciation)	17,983,385	24,532,318	6,548,932		20,755,149	18,391,230	26,959,330	14,808,103	10,215,530	3,060,000
BH902	New Build Land Receipts	4,771,716	5,239,491	467,775		2,361,447	3,336,000		2,100,000	4,373,000	
BH901	(RTB) new Build provision	2,427,556	5,891,282	3,463,726		12,319,950	9,227,857	5,070,620	2,800,000		
BH903	Debt Provision Receipts	936,391	1,024,190	87,799		975,881	975,881	1,058,398	1,101,985		
BH906	Section 20 Contribution	500,000	628,395	128,395		1,129,846	1,612,976	567,636			
	Borrowing	5,648,199	4,573,503	(1,074,696)		19,060,787	20,135,483	9,185,681			
	S106	735,565		(735,565)							
BH906	Developer Contributions (Kenilworth)	4,728,545		(4,728,545)							
	Revenue Contribution to Capital	2,203,760	947,868	(1,255,893)		238,070	238,070	10,380,676	8,759,912	4,615,470	
BH905	Grant	2,403,038	1,129,211	(1,273,828)		1,357,755	2,653,283	1,357,755			
	TOTAL HRA RESOURCES FOR CAPITAL	42,338,155	43,966,257	1,628,102		58,198,884	56,570,780	54,580,095	29,570,000	19,204,000	3,060,000
	Major Repair Reserve Bought Forward (BH930)	(22,810,085)	(22,810,085)			(16,727,120)	(11,434,080)	(4,487,019)	8,164,223	8,164,238	3,071,680
	Depreciation (increasing MRR)	(11,900,420)	(13,156,312)	(1,255,893)		(13,808,088)	(13,808,088)	(14,308,088)	(14,808,088)	(15,308,088)	(15,808,088)
	MRR Used (decreasing MRR)	17,983,385	24,532,318	6,548,932		20,755,149	20,755,149	26,959,330	14,808,103	10,215,530	3,060,000
	Major Repair Reserve Carried Forward	(16,727,120)	(11,434,080)	5,293,040		(9,780,059)	(4,487,019)	8,164,223	8,164,238	3,071,680	(9,676,407)
	Total RTB Receipts Bought Forward	(10,383,947)	(10,383,947)			(14,504,423)	(7,552,758)	(2,226,892)	(1,373,059)	(876,124)	(2,246,368)
	Total RTB Receipts Received	(12,256,139)	(9,323,775)	2,932,364		(4,877,871)	(8,213,871)	(5,275,185)	(5,505,050)	(5,743,244)	(6,192,999)
	Receipts used for GF Registered Providers										
	Repayment of One for One Receipts & Interest										
	Debt Provision Receipts Used for Provision of Interest on Repaid One for One Receipts										
	Total RTB Receipts Used HRA	8,135,663	12,154,964	4,019,301		15,657,278	13,539,738	6,129,018	6,001,985	4,373,000	
	Total RTB Receipts Carried Forward	(14,504,423)	(7,552,758)	6,951,665		(3,725,017)	(2,226,892)	(1,373,059)	(876,124)	(2,246,368)	(8,439,367)

APPENDIX B - HOUSING CAPITAL STRATEGY



Cost Centre	Scheme	2022/2023			2023/2024		2024/2025	2025/2026	2026/2027	2027/2028	
		Q3 Working Budget	Actuals 2022-2023	(Under) / Overspend	Slippage from 2022-23	Q3 Working Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget
		£	£	£	£	£	£	£	£	£	£
	CAPITAL PROGRAMME EXCL. NEW BUILD										
	Planned Investment including Decent Homes										
KH157	Decent Homes - Redecs		330	330	(330)						
Various	Decent Homes - Internal/External Works	2,995,060	3,580,996	585,936	(585,936)	3,969,000	3,055,000	6,750,000			
Various	Decent Homes - Flat Blocks	10,150,000	10,746,413	596,413	(596,413)	9,200,000	9,200,000	2,000,000			
KH205	Communal Heating	1,700,000	1,961,490	261,490	(261,490)						
KH092	Lift Installation - Inspection & Remedial Works	750,000	446,328	(303,672)	303,672						
KH287	Temporary Lift Provision - Flat Blocks										
KH291	Sprinkler Systems - Flat Blocks	727,955	1,085,975	358,020	(358,020)						
KH294	High Rises - Preliminary Works	44,098	42,968	(1,130)	1,130		1,130				
KH321	High Rises - Improvement Works	150,000	39,237	(110,763)	110,763		1,860,763	1,750,000			
Future Year	New Schemes to be created					1,750,000		215,260			
	Health & Safety										
KH085	Fire Safety	1,062,772	923,606	(139,166)	139,166		3,000,000	500,000			
KH317	Additional fire stopping works		23,697	23,697	(23,697)	1,002,420		959,620			
KH112	Asbestos Management	300,000	318,807	18,807	(18,807)	300,000	281,193	300,000			
KH114	Subsidence	135,903	222,021	86,118	(86,118)	100,000	100,000	100,000			
KH144	Contingent Major Repairs	467,306	669,855	202,548	(202,548)	365,440	350,000	500,000			
KH327	Building safety					2,715,000		980,000	980,000	350,000	
	Estate & Communal Area										
KH223	Asset Review - Challenging Assets	852,691	554,258	286,802	(286,802)	857,770	790,968	857,770			
KH224	Asset Review - Sheltered (non RED)		585,235								
	Other HRA Schemes										
KH318	Stock condition Surveys	110,000	73,595	(36,405)	36,405	60,000	96,405	80,000	60,000	60,000	
KH174	Energy Efficiency Pilot Projects	587,853	2,128,167	1,540,314	1,155,291	20,000		420,000			
KH319	Decarbonisation	2,550,000	135,935	(2,414,065)		2,600,000	4,888,193	2,300,000	2,300,000	2,300,000	
KH320	Decarbonisation	300,000	18,460	(281,540)							
KH329	Decarbonisation - Grant					1,310,940		1,310,940			
KH094	Disabled Adaptations	585,320	712,635	127,315	(127,315)	650,000	872,685	650,000			
KH328	Increased Aids & Adaptations budget					350,000		350,000	350,000	350,000	
KH330	CCTV					145,000	145,000				
KH331	Digitalisation					46,815		46,815			
	New Business Plan expenditure							17,739,000	14,373,000		
	TOTAL CAPITAL PROGRAMME EXCL. NEW BUILD	23,468,959	24,270,008	801,048	(801,048)	25,442,385	24,641,337	20,070,405	21,429,000	18,063,000	3,060,000
	SPECIAL PROJECTS & EQUIPMENT										
	HRA Equipment										
KH015	Capital Equipment (including Supported Housing Equip)	44,160	62,915	(548)	548	25,000	25,548	25,000	1,141,000	1,141,000	
KH278	Vans for RVS	19,302									
	Sub Total Special Projects & Equipment	63,462	62,915	(548)	548	25,000	25,548	25,000	1,141,000	1,141,000	

APPENDIX B - HOUSING CAPITAL STRATEGY



Cost Centre	Scheme	2022/2023			2023/2024			2024/2025	2025/2026	2026/2027	2027/2028
		Q3 Working Budget	Actuals 2022-2023	(Under) / Overspend	Slippage from 2022-23	Q3 Working Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget	Q4 Revised Budget
		£	£	£	£	£	£	£	£	£	£
	CAPITAL PROGRAMME NEW BUILD										
	New Build Programme - eligible for 1-4-1	6,068,891	14,728,206	8,659,315	(8,659,315)	30,799,875	22,140,560	34,000,000	7,000,000		
	New Build Programme - ineligible	12,242,690	4,611,452	(7,631,238)	7,631,238	1,685,260	9,316,498	433,360			
		18,311,581		(18,311,581)	(1,028,077)	32,485,135	31,457,058	34,433,360	7,000,000		
KH233	Open Market Acquisitions (4 units in 20/21)	2,267,813	4,581,955	2,314,142		930,790	930,790				
KH233	Open Market Acquisitions (4 units in 20/21) (Ineligible 141)	1,000,000		(1,000,000)	949,672		949,672				
KH241	Ditchmore Lane 6 units (Ineligible 141)		136	136							
KH245	March Hare in Burwell Road (15 Units)		135,113	135,113							
KH247	Kenilworth Close (105 units) (Ineligible 141)	11,242,690	4,561,124	(6,681,566)	6,681,566	754,470	7,436,036	433,360			
KH247	Kenilworth Close 1 for 1 Expenditure (61.8%)	1,100,000	7,378,991	6,278,991	(6,278,991)	6,748,177	469,186				
KH280	Symonds Green	997,680	995,972	(1,708)	1,708		1,708				
KH279	Shephall Way										
KH282	North Road (Ineligible 141)		47,337	47,337							
KH303	Dunn Close (27 units, 21 in main block, supported accommodation)	1,103,398	652,782	(450,616)	450,616	2,051,698	2,502,314				
	Schemes Under Development	600,000		383,393	(2,832,647)	22,000,000	19,167,353	34,000,000	7,000,000		
KH072	L.S.S.O. Buy Back		2,855	2,855							
	TOTAL CAPITAL PROGRAMME NEW BUILD	18,311,581	19,339,658	1,028,077	(1,028,077)	32,485,135	31,457,058	34,433,360	7,000,000		
	INFORMATION TECHNOLOGY										
	IT General (IT)										
KH268	Infrastructure Investment	120,000	89,031	(30,969)	30,969	154,544	185,513	51,330			
KH315	Core ICT Equipment for Additional Staff	30,000	19,996	(10,004)	10,004	30,000	40,004				
KH316	2012 Migration Servers	6,000		(6,000)	6,000	6,870	12,870				
	Total General IT	156,000	109,027	(46,972)	46,972	191,414	238,386	51,330			
	Connected To Our Customers (CTOC)										
KH288	New CRM Technology (Digital Platform)	70,000	42,568	(27,432)	27,432	54,950	82,383				
	Total CTOC	70,000	42,568	(27,432)	27,432	54,950	82,383				
	Housing All Under One Roof programme (HAUOR)										
KH283	Housing Improvements - Northgate online	202,030	28,523	(173,507)	126,069		126,069				
KH260	On-Line Housing Application Form - RAPID KZ107										
KH286	Housing Document Mgt System (Repairs end to end)										
	Total HAUOR	202,030	28,523	(173,507)	126,069		126,069				
	Other HRA										
KH218	ICT Programme (Business Plan)	66,120	113,559	47,439							
	Total Other HRA	66,120	113,559	47,439							
	TOTAL ICT INCLUDING DIGITAL AGENDA	494,153	293,676	(200,476)	200,473	246,364	446,838	51,330			

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