

## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

<b>ISSUE 1: IF MORE BUSINESS SITES ARE LOST TO HOUSING DEVELOPMENT, EMPLOYMENT OPPORTUNITIES IN THE AREA WILL BE ADVERSELY AFFECTED</b>			
Agree	<b>159</b>	73.95%	
Disagree	<b>22</b>	10.23%	
Have no strong opinion	<b>34</b>	15.81%	
<b>Total:</b>	<b>215</b>	100.00%	
<b>OPTIONS FOR ISSUE 1:</b>			
Option 1:	<b>18</b>	9.33%	Allow normal supply and demand to determine whether land is used for housing or businesses, subject to Council planning policies.
Option 2:	<b>163</b>	84.46%	The plan should determine measures that will help encourage economic growth and employment opportunities in Highams Park by protecting current business sites from housing development except in circumstances where it is demonstrated not to be viable.
Option 3:	<b>12</b>	6.22%	Other (Please give details of your alternative suggestion in the box below):
<b>Total:</b>	<b>193</b>	100.00%	

<b>Respondents Comments on ISSUE 1: IF MORE BUSINESS SITES ARE LOST TO HOUSING DEVELOPMENT, EMPLOYMENT OPPORTUNITIES IN THE AREA WILL BE ADVERSELY AFFECTED</b>		
<b>Response</b>	<b>Comments:</b>	<b>HPPG Remarks/Action</b>
Have no strong opinion	We need housing as well as employment. Both should be allowed to develop alongside each other - in balance. More housing should bring more business opportunities (plus school places, health facilities etc).	Noted
Have no strong opinion	Many trades are no longer sustainable in shopping centre locations (like Highams Park), as shopping habits have now changed to the convenience of online & supermarkets. Sadly Highams Park has too many retail shop units and far too many of which are eateries, cafes and sandwich bars. These being mostly the only business types that are just about viable in Highams Park nowadays. I believe Highams Park has quantity of these types of business but not quality. I believe housing scattered in the shopping area will allow quality businesses to flourish in the future.	Noted
Have no strong opinion	All that is listed in Option 2 but include measures to encourage businesses of all sizes to come to Highams Park.	Consideration for policy drafting.

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Agree	Option 2 as above, except that very stringent checks must be made to avoid owners making false / misleading claims about non-viability. Reduce council rates for business premises to boost startups. Allow / encourage combined residential and business use premises. This will reduce traffic and pollution caused by commuting and make better use of peoples time.	Consideration for policy drafting.
Agree	We need a Medical Centre NOT more housing	Noted
Agree	Mixed housing and workshop developments could be promoted so some employment is secured for local residents.	Consider as a policy.
Have no strong opinion	High street shops should be left as such, with the suggestion that landlords live in the real world and not charge extortionate rents. Light industrial units (Larkshall Rd) should be either converted or mixed-use with residential where feasible. Also consider some conversion to open grassland for community enjoyment.	Consideration for policy drafting.
Agree	I think businesses that already exist should be taken better care of > The owner of Regal desperately wants to keep his 200+ workforce in Highams Park but constant "hoop" jumping imposed by the Council is making that an non-viable business option.  We need to encourage and KEEP the business in this area and assisting with the requirements of long term established businesses is the key not just creating new units for SME's	Noted
Agree	Comment on 2 above: once the sites that are used for manufacturing, warehousing, storage, shops etc are given up for housing, it removes the opportunities for entrepreneurship in the local area. Business people will HAVE to go elsewhere thus depriving the borough of important employment opportunities for their residents who are not able to travel long distances for work.	Consider policy to retain variety of types and sizes of buildings for employment uses.
Agree	For HP to adopt a positive strategy of promoting local business ventures that will improve the character of the area. There are too many vacant shop spaces but attracting chains and big names will do little to improve the character of Highams Park. Why not use the Plan to negotiate for very modest, non-commercial rents to attract interesting start-up ventures?eg to encourage workshops and cultural spaces to start up.	Consider as a project.
Have no strong opinion	My biggest concern is that we do not loose any green areas to either business or housing.	Noted – this is covered in Survey 1 Natural Environment.
Have no strong opinion	Traffic in the area has increased dramatically as a result of recent business development in Higham's Park. The congestion around the Railway crossing when children are going to or from School has become a major concern with increasingly large lorries making deliveries to the Highams Park Business Park. No further development of either housing or business should take place as it is already overdeveloped.	Noted. These issues are addressed in Survey 2 Traffic, Pedestrians and Public Realm.

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Agree	Employment floor area could be built with affordable residential apartments over them - hence they are mixed use and make better use of the limited land area we have for new development. More creative ways of delivering employment should be considered instead of the current offering of retail (of which we probably have too many under utilised units) and sterile tin shed units.	Consideration for policy drafting.
Agree	I don't believe commercial sites should be given over to residential development on the basis of being 'viable' because one commercial venture could succeed and another fail. A commercial development being declared 'viable' or not is open to abuse. Tesco's may want to develop a commercial piece of land and charge so much that business's won't take a lease. They could say that it's not viable and seek a housing development instead. If a business isn't successful due to unforeseen factors. The same could be said.	Noted
Agree	The Highams Green Development also incorporates some shopping facilities including Tescos that will provide local employment as far as I'm aware if I have understood correctly- some more of this type of development that promotes both housing and employment would be good to consider.	Noted
Agree	A pyramid has a structure. Whenever a population expands, its services should in the same proportion. This is a topic upon which I have frequently highlighted, but due to the narrow minded attitude of those in protected positions, and have the might, suppress. As a COMMUNITY, we need to COMMUNICATE with each other - with WORDS (not initial letters, nor text messages). So SHOPS can be areas of meeting - and being polite - to people	Noted
Agree	More local employment should be encouraged to reduce the impact on travel services and the environment.	Noted
Agree	There appears to be a bit of an issue, where its easy to demonstrate that units are not viable as businesses, simply by setting the rates too high for anyone to set up business in eg Highams Green units. Perhaps there is a way of demonstrating that there is both owner & customer demand for businesses in the area - by survey, or by putting on small events or by securing a unit for use as a pop-up.	Consider as a project.
Have no strong opinion	Council planning policies should ensure that the infrastructure is in place to support particularly housing development where sufficient consideration has not been given to parking, school places, doctors and community health access for the increase in numbers of the community. I also question the planning that has allowed the huge storage facility which is firstly an eyesore and I doubt offers much in the way of employment opportunities locally. The previous use for DIY outlets offered more jobs. Local planning should be more open to consultation lest we have more convenience food outlets as I feel we are up to saturation point.	The plan does not have the power to do this under current legislation but can try and determine the character and density of development that is built. The issue of better pre-consultation by developers is covered in Survey 4 housing.
Agree	So long as the policy allows commercial floor space to be converted where there is no clear demand i.e 12 months vacancy / marketing information	Consideration for policy drafting.

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<b>ISSUE 2: CONVERSION OF SHOPS INTO HOUSING IN HIGHAMS PARK DISTRICT CENTRE (HPDC) WILL DAMAGE THE VIABILITY OF THE SHOPPING CENTRE</b>			
Agree	<b>188</b>	87.44%	
Disagree	<b>11</b>	5.12%	
No strong opinion	<b>16</b>	7.44%	
<b>Total:</b>	<b>215</b>	100.00%	
<b>OPTIONS FOR ISSUE 2:</b>			
Option 1:	<b>21</b>	9.77%	No action needed. Allow normal planning applications and Council policies to apply
Option 2:	<b>163</b>	75.81%	The plan should establish policies that prevent the conversion of shops to dwellings in HPDC.
Option 3:	<b>13</b>	6.05%	The plan should encourage empty shops to be converted into housing.
Option 4:	<b>18</b>	8.37%	Other (Please give details of your alternative suggestion in the box below):
<b>Total:</b>	<b>215</b>	100.00%	

<b>Respondents Comments on ISSUE 2: CONVERSION OF SHOPS INTO HOUSING IN HIGHAMS PARK DISTRICT CENTRE (HPDC) WILL DAMAGE THE VIABILITY OF THE SHOPPING CENTRE</b>		
<b>Response</b>	<b>Comments:</b>	<b>HPPG Remarks/Action</b>
Agree	If the option is properties laying empty then housing is better than that but should be the last resort.	Noted
Disagree	The industrial area behind Tesco should be converted into housing, small shops around the station shouldn't be. More housing in that area would bring more money to support the local shops.	Noted
Agree	Prevent turning shops into dwellings in designated area UNLESS there is absolute proof that business in the particular venue is not viable AND decent housing can be created, making best use of developed land.	Consideration for policy drafting.
Disagree	There is no benefit in resisting the conversion of shops into housing if rents are too high to sustain business use, as is clearly the case. Either some form of rent capping is needed, or the buildings should be used for whatever purpose best contributes to their upkeep.	Noted
Agree	The plan should encourage everything is done to enable the shops to stay as businesses, however if it looks like no one will occupy them then SOME could be converted, but not all as we don't want to lose our shopping centre. It is well used and loved!	Noted

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Agree	Option 2 PLUS implement strategies to get the shops filled with viable businesses.	Noted
Agree	The plan should establish policies to prevent shops being turned into residential properties but this needs to be supported with incentives and support for business to encourage them to open. If there is no help the shops will stand empty which has a negative impact on the area, provides vandalism opportunities and makes the area look run down.	Consider as a project.
Agree	Option 2 and as below. Ease parking restrictions outside of commuter parking times. Provide adequate parking spaces.	Noted
Agree	The plan MUST consider a Medical Centre - there is NOT enough space in current practice nearby - and they have 14,000 in the books.	The plan does not have the power to do this under current legislation.
Agree	The plan should consider the quality and condition of the commercial accommodation that is available. How well do the landlords maintain the properties? Are the rates competitive considering the state of disrepair that some of the commercial properties appear to be in e.g. Winchester Road (track side). Are potential shopkeepers put off by the condition of the shops that are available?	HPPG, local councillors and other community groups have been lobbying the Council's enforcement officers to be more proactive on substandard buildings. Some of them have now been served Section 215 Notices requiring that remedial action be taken.
No strong opinion	Empty shops should have rates reduced to encourage people to take them on	Noted.
No strong opinion	Empty shops should be used for charities or community functions at a peppercorn rent rather than simply convert into housing as there's a lot of housing in Highams Park, more than enough (schools cannot cope with more children)  I'd like housing needs to focus on renovating empty residential properties in the area rather than the conversions of shops as once converted they'll never be converted back to shops	This is a good suggestion but will be difficult to implement as all the commercial property in Highams Park is in private hands and the plan does not have the powers to dictate rent or usage. By local residents resisting conversion of shops to housing we hope that over time that the owners will have no option but to be more realistic about the rents they are demanding.
Agree	See note in Issue 1	Noted

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Agree	Draw up a list of desirable ventures that residents would welcome as alternatives to shops. Too many vacant shops but equally too many convenience stores, dry cleaners and takeaways. If we had criteria for activities that would improve the quality of life in the area, these could contribute to positive local planning. eg a plan for a pottery that has a business model to work with local schools, provide adult education, and activity for those faced with condition management challenges. In other words, use the Plan to promote small business ventures to grow from the ground upwards. Non-commercial rents for fixed terms are necessary but surely can be negotiated for if part of a coordinated plan.	Consider as a project but this may be difficult to achieve in practice due to the private and varied ownership of the properties.
Agree	With more housing, and therefore residents, how will the area cope? e.g. schools, health centres, transport etc. Shops should be encouraged.	Noted
Agree	the plan should encourage under used flats and storage above retail to be converted into dwellings, while retaining the retail on the ground floor. The council should assist with this and allow permission for creating access and also perhaps grants for the freeholder to convert.	Consideration for policy drafting.
Agree	Basically, I agree with Option 2 but am concerned that buildings standing empty for a very long time can give the area a run-down look. If businesses really do not want to trade in H Pk shopping centre it probably would be better to allow housing. Maybe a right of appeal to argue exceptional circumstances?	Noted
Agree	the other older shopping area in the Broadway. and Avenue should be protected also	Noted
Agree	What do the blue areas mean on the map?	The dark blue areas are shops that have been designated by the Council's planning department as "primary frontage" and the light blue areas are designated as "secondary frontage". These designations make it more difficult under Council policy for these shops to be converted for non-retail purposes. The shops that are not marked in blue are not protected. If people agree The Plan will set a policy to try and make protection against conversion stronger. This will be explained in

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		more detail in the first draft of the Plan.
No strong opinion	It would appear that rents are very expensive, if they were cheaper then maybe businesses would go into the shop space. The question has to be asked why are none of the big chains interested in locating here. Instead of staying empty 'forever' it would be better for the space to be used as dwellings.	Noted
Agree	It there are isolated shops in a run down area which do not appear to have a viable future then it is reasonable to convert. However the policy will need careful consideration.	Noted
Agree	Council should do much more to prevent the landlord of the shop in Winchester Road from being used as residential accomodation. Inaction on this problem could set a precedent which could snowball and in time see other shops in this parade also convert to residential accomodation which would then eventually destroy the character of Highams Park.	HPPG, local councillors and other community groups have been lobbying the Council's enforcements officers to be more proactive on substandard buildings. Some of them have now been served Section 215 Notices requiring that remedial action be taken.
Agree	The plan should also continue to encourage local shopping as it does currently, and community projects. The new community cafe that has opened on the New Era Estate in Hackney is a great idea for example as it provides a cafe for the local community, but also opportunities for community members to gain skills e.g. Baristas/ Baking etc. and can involve younger members of the community as well to encourage them to engage with shopping locally and being part of a community.	Consider as a project.
Agree	The council should cap the greedy landlords so that rents are affordable for shops. The council should be encouraging a wide range of shops and not thinking that Highams Park only needs grocery shops, dry cleaners and barber shops. The Budgens site would make a great Nando's or Primark and why aren't more chains like DP's moving in. Tesco's should rent their basement car park that no body uses to commuters and charge a reasonable rate like £5.00 a day. That way residents and commuters are happy.	This is outside the powers of the Plan..
Agree	Subsidise local shops. The standing costs of rents, business rates, are a colossal overhead for shops. For them to thrive, they need foot-traffic of shoppers. The shop's TAKINGS needs to be substantial to overcome these expenses. The public is reluctant to pay the prices while they can compare these with the Global Stores. Therefore a downward spiral occurs. Please take steps to reverse. Youngsters no longer want to work for themselves, when they can work in the "0207" area, and draw a high salary, for barely getting their hands dirty. At home, we could be left with a desert. Preserve local shops, PLEASE. Housing should be monitored in a RATIO, that has its support services in the same ratio. Otherwise we have housing overcrowding, and anger. 7 (houses) to the acre was the mean in the 1960s. Then we didn't all have cars. But we didn't have over-crowding either.	This is outside the powers of the Plan. Housing density is addressed in Survey 4 and we will see what policies can be put in place to address this issue.

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Agree	Allow grants for pop up shops up to 3 -6 months for businesses to try out a concept.	Consider as a project.
Agree	The plan should actively encourage the use of current and planned commercial premises to be used by community groups and organisation as an interim measure to secure sites in the short term so that they are available medium to long term for commercial/business use.	Consider as a project.
Agree	You need enough diverse shops to make it worth going there.	Noted
Agree	Council should seek to apply option 2 but there may be special reasons why certain shops cannot be supported as shops when return to housing is better than leaving the site empty.	Noted
Agree	And aim to encourage Empty commercial units to be made accesble somehow to more retails opportunities.	Consider as a project.
Agree	Shops may have more than one use - e.g. retail sales and advice, retail sales and training, retail sales and craft workshop - as with the Framing Shop	Noted
Agree	The new shops opening in the area add to the village environment. I do not want an area completely reliant on Tesco who could close at some time in the future leaving us a consumer desert. I understand the high rental costs of shop units is preventing them being let on other than a temporary basis. There is one particular shop which has been empty for years, it was formerly a cake shop, would it not be possible to let it at a reduced rent to allow either a 'pop up' shop or charity concern or indeed a Highams Park community centre to meet the needs of the different groups now developing in the area.	Consider as a project The owner of this building has been served with a Section 215 enforcement order by the Council requiring repairs be made to the fabric of the building.
Agree	Highams Park has huge potential to attract high street retailers to our high street, rather than small independent take aways and repair shops for electronic devices. As the area continues to grow as a commuter zone, how it will retain young professionals and attract visitors is important to its sustainability and economic growth. Highams park is a beautiful village, but lacks any real signs of aspiration.	Noted



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<b>ISSUE 3: SHOPS OUTSIDE OF HPDC ARE NOT KEY TO THE COMMUNITY AND CONVERSION TO HOUSING SHOULD BE ALLOWED</b>			
Agree	<b>46</b>	21.40%	
Disagree	<b>92</b>	42.79%	
No strong opinion	<b>77</b>	35.81%	
<b>Total:</b>	<b>215</b>	100.00%	
<b>OPTIONS FOR ISSUE 3:</b>			
Option 1:	<b>58</b>	26.98%	Option 1: No action needed. Allow normal planning applications and Council policies to apply
Option 2:	<b>103</b>	47.91%	The plan should establish policies that prevent the conversion of shops to dwellings anywhere in Highams Park
Option 3:	<b>30</b>	13.95%	The plan should include a policy to allow the conversion of shops to dwellings anywhere in Highams Park apart from HPDC.
Option 4:	<b>24</b>	11.16%	Option 3: Other (Please give details of your alternative suggestion in the box below):
<b>Total:</b>	<b>215</b>	100.00%	

<b>Respondents Comments on ISSUE 3: SHOPS OUTSIDE OF HPDC ARE NOT KEY TO THE COMMUNITY AND CONVERSION TO HOUSING SHOULD BE ALLOWED</b>		
<b>Response</b>	<b>Comments:</b>	<b>HPPG Remarks/Action</b>
No strong opinion	In certain circumstances but maybe minimum design standards should be set.	Consideration for policy drafting.
Disagree	The plan should support the development of housing in the HPDC (assuming I have that correct as the Industrial Estate behind Tesco). More young professionals are needed in this area.	Noted
Disagree	See reply in previous question. Applicable also here.	Noted
Disagree	Encourage small independent businesses into the area, so that the employment opportunities will follow	Noted
No strong opinion	if they are outside the HPDC and have been empty for a while e.g. 2 years perhaps it would be wise to convert them.	Consideration for policy drafting.
Agree	The Plan should neither encourage or discourage shops from being converted, whether inside or outside the HPDC area, but only when a shop has remained empty for a predetermined length of time should conversion be possible. Ideally working with the council that any conversions are in keeping with the character of the original building.	Consideration for policy drafting.
Disagree	As previous	Noted
No strong opinion	It very much depends on the location as to whether a remote shop is key to the locality. We need a "test". Remote shops also provide opportunities for employment/office facilities which we have stated earlier we want to protect.	Consideration for policy drafting.

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Disagree	Option 3 should only be followed if planning rules and building regulations are tightened to bring the building standards applicable to retail up to those required for residential properties. If this cannot be guaranteed then Option 2 should be followed.	Consideration for policy drafting.
Disagree	allow the conversion of shops to dwellings anywhere in Highams Park including HPDC	Noted
Agree	Comment on Option 3: Historically there were 'corner' shops that sold sweets, cigarettes and a range of household items that could be obtained when the main shops were shut. The situation has changed with the main shops being open for so many hours that that purpose is no longer served. However, it may be the case that some residents are too far from the main shops and if they have mobility issues, a 'corner' shop may indeed be very useful to them, so residents should be consulted if the shop proposed for housing is a considerable distance from HPDC.	Consideration for policy drafting.
Disagree	But welcomes conversion to workshops or micro-enterprises at reduced rent	Noted.
No strong opinion	Depends on the proximity. 'Corner' shops now seem to be a thing of the past. Is there any mileage in their return?	Noted
Disagree	As for issue 2	Noted
Disagree	allow conversion only if business is not viable	Consideration for policy drafting.
No strong opinion	What is HPDC...?	HPDC stands for Highams Park District Centre. This is the term that the Council applies to the principal shopping areas in the Borough.
Disagree	The plan should include provision that the central area remains commercially viable whilst conversion of existing shops/business outside the central area should be considered on a case by case basis.	Consideration for policy drafting.
Agree	We want the area to look nice an inviting, with no run down or boarded up buildings, as long as reburishments are in keeping with the area then it doesn't matter whether its housing or shops.	Noted
Disagree	No it has to be a mix of the above options. It would depend on circumstances.If a shop is isolated from other units and is unlikely to succeed then a rational approach need to apply.Such as building social housing,however this needs to be carefully reviewed before decision is made.	Consideration for policy drafting.
Disagree	Conversion of any existing shop set a precedent to the council to allow this anywhere including within the HPDC.	Noted
No strong opinion	Conversions outside the HPCC should include public consultation and let local people have their say.	Consideration for policy drafting.
Disagree	Case by case basis is a good idea- clearly if a shop is under-used, it may fall into decline if the building is in poor repair- each application should go through the HPP committee so that local people can be consulted.	HPPG does not have the authority to vet individual planning applications; this is the role of the planning department. Policy drafting will try and include more stringent requirements for local consultation.

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Disagree	Lets stop knocking the stuffing out of Highams Park. Shops are great for community spirit	Noted
Disagree	A balance should be maintained. (See my earlier points on "Ratio")	Noted
Disagree	The plan should utilise the available data to make informed decisions around access to facilities that would be needed by an increased population size. my objection to unplanned and random housing units being build without the necessary thought going into the other aspects of the need this would create in the community..	This is outside the scope of the Plan's powers but The Plan can make recommendations.
No strong opinion	I do not feel that I'm qualified to answer this question. As I do not have sufficient knowledge of local needs.	Noted
Disagree	The issue of shops closing should be investigated as I suspect this is due to the high rents demanded. A reasonable rent would encourage the development and retainment of of local small shops and businesses. Where there is a growth in population due to new developments and in order to meet the needs of the local community it is important to maintain shops in all areas.	Noted
Disagree	I think 'prevent' is a strong word - there may be some instances where it is desirable - for example if a shop has been empty for multiple years and is unlikely to be bought back to use then it might be preferable to convert it to residential than have it empty forever. So I think something along the lines of 'the plan should establish policies that seek to encourage the retention of shops wherever possible'	Consideration for policy drafting.

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<b>ISSUE 4: THE PROPORTION OF TAKEAWAY FOOD SHOPS IN HIGHAMS PARK IS TOO HIGH</b>			
Agree	<b>166</b>	77.21%	
Disagree	<b>17</b>	7.91%	
No strong opinion	<b>32</b>	14.88%	
<b>Total:</b>	<b>215</b>	100.00%	
<b>OPTIONS FOR ISSUE 4:</b>			
Option 1:	<b>26</b>	13.13%	No action needed. Allow normal planning applications and Council policies to apply.
Option 2:	<b>156</b>	78.79%	The plan should include a policy preventing the change of use from retail/office to take away food.
Option 3:	<b>16</b>	8.08%	Other (Please give details of your alternative suggestion in the box below):
<b>Total:</b>	<b>198</b>	100.00%	

<b>Respondents Comments on ISSUE 4: THE PROPORTION OF TAKEAWAY FOOD SHOPS IN HIGHAMS PARK IS TOO HIGH</b>		
<b>Response</b>	<b>Comments:</b>	<b>HPPG Remarks/Action</b>
Agree	Only allow a new take away if it is offering something we don't already have. No more indian/fried chicken/Chinese!!!!	LBWF Policy does not now allow new takeaways within 400 metres of a school.
No strong opinion	I think we have enough and no more should be allowed.	Noted
Agree	I'm not sure whether additional action is needed here, as don't Waltham Forest council prevent any further change of use from shops to take aways when they are in the vicinity of a school?	Noted
Agree	The empty Budgens Store should become an indoor market with La Boqueria in Barcelona in mind.	Noted
Agree	<p>There are now many retail trades that are no longer viable in shopping areas such as Highams park. Even in shopping malls such as "Westfields" some of these trades no longer exist or the others wouldn't survive.</p> <p>Some trades that have been and gone: Candlestick Makers, Haberdashers, Coal Merchants, Gas &amp; Electricity suppliers, Fishmongers, Butchers, Green Grocers, Bakers, Electrical Goods, Toy Shops, Decorators Merchants, Home ware, Launderettes, D.I.Y, Jewelers, Gift Shops, Record/Cd stores, Shoe Shops, Clothing Female/Male/Children, Sports Goods, Independent Off Licences, Insurance Brokers, Accountants.</p> <p>Retail shop premises have increased in numbers over the years in Highams Park, although the viability of retail trades has declined. considerably.</p>	Noted
Agree	We are beginning to see a more varied array of shops springing up in HP, ie Xylonite, Grace and Albert, etc. We need to encourage this diversity into the area, to meet the needs of local shoppers.	Consider as a project.

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	Although many of us are unfavourable towards the arrival of Tesco, it does seem to have brought more people into HP. Perhaps a survey of Tesco shoppers could be carried out to see whether they use the local shops as well when they shop at Tesco.	
Agree	All listed in Option 2 plus plans to encourage other restaurants even if it is a chain but to diversify cuisine.	Noted
Agree	There is no diversity in HP, just repetition. Multiple shops selling the same thing and of the same quality (some are really questionable re: hygiene).  We need alternatives desperately if we are to keep Highams Park a place of interest for not just locals, but for visitors. I eat outside of HP 90% of the time for this exact reason.	Noted
Agree	As option 2 and there should also be a limit on the number of outlets of any given type within the area. This would help to make the business viable and help to reduce failures. e.g. 2 or 3 indian restaurants, no more, the same should apply to dry cleaners, solicitors, nail bars etc.	Consideration for policy drafting but this will be difficult to apply for businesses where no licensing approval is required.
Agree	There should be active encouragement for the establishment of independent high street shops that are not charity shops, coffee shops or take-aways, but either retail or service shops. This could be done through grants or subsidised rents.	Noted
Agree	The plan should encourage alternative businesses to set up in highams park	Noted
Agree	There are a ridiculous amount of take away shops in the area, something has to be done as it's not only encouraging unhealthy eating but we are missing out on alternative retail opportunities	Noted
Agree	I think it is about attracting quality options which offer attractive fascias, unique menus and high food safety scores, which would make them appealing to use. Currently to many do not meet this and therefore seem to lack demand. A good example of meeting the above is Keens the organic store which is a positive addition to the high street.	Noted. We aim to address fasciae with a policy on shopfronts.
No strong opinion	I think we have enough food outlets.  Again use retail space for community groups if they're empty	Noted.
Agree	But advocates for positive start-up ventures. Eg why did the craft brewers wild card brewery choose Walthamstow village? It can't be left to chance - new ventures need to be drawn to HP by the vision the Plan is generating.	Consider as a project.
Agree	Would be really good if a good eat-in restaurant could be established in HP, ie as has happened in Walthamstow Village. It would need to be reasonably priced so that all local people could enjoy it.	Noted
Agree	We definitely don't want more take away only food outlets. I think the plan should include a policy controlling the change of use from retail/office to take away food. My only concern with a blanket policy preventing change of use would be the definition of take away food. If the definition extended to cafes/restaurants then that may be a concern as I could envisage future where we have more quality eating places and wouldn't want to 'blanket' restrict this. I guess it comes down to the wording of the policy. If it was clearly take away only then would support Option 2 above.	Consideration for policy drafting.

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Agree	The plan should include public opinion on what shops are desired and the means sought to attract particular shops or trades to include tax incentives, business rate holidays and other incentives.	Consider as a project but the Plan will not have the power to offer tax or rate incentives.
Agree	New stand-alone shops should be encouraged as shops are an integral part of the community. In particular, there are currently no butchers, greengrocers, fishmongers, banks, etc any more while the number of Chinese & Indian restaurants (while welcome), betting shops, barbers and fast-food shops is disproportionate for the area.	Noted
Agree	Absolutely ridiculous number of take aways. Obesity is rife. Stop encouraging it WF Council and lets not forget the rats !!!!!!!!!!!!!!!!!!!!!	LBWF Policy does not now allow new takeaways within 400 metres of a school.
Agree	We need to re-educate the next generation. By using takeaways, we have generated obesity, and diabetes. In many areas of Greater London, we have Betting Shops, and Take-Aways next to each other ad nauseam.	Noted
Agree	More consideration should be given to the type of take away being applied for. There must surely be an optimum number for such a small area with limited parking which is planned to be shortened or removed I understand. A bit of 'joined up' thinking would help. It seems to me that Option 1 is not effective where the number of take-away shops allowed is so high in such a small area. This needs to be addressed. Option 2 is also not effective. The merit of the application should be considered within the local facilities already in place.	Noted
No strong opinion	The plan should always look at new proposals for the shops to control to the multiple duplication of shops but encourage new ideas into the area. whether they are take away or not	Consideration for policy drafting but this will be difficult to apply for businesses where no licensing approval is required.
Agree	The plan should be broader in scope, in that it has a clear idea of the type of retailers we want to help serve our community and demonstrate a high quality of life, for example health conscious stores, banks, cinema, arts etc	Noted
No strong opinion	I don't think this could apply universally throughout the area - maybe in the main shopping area the proportion is too high, but on the outskirts of the area a takeaway in walking distance may be welcomed and viable. Could the policy apply to the central area only	Consideration for policy drafting.

## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

<b>ISSUE 5: THERE ARE INSUFFICIENT RESTAURANTS IN HIGHAMS PARK</b>			
Agree	<b>137</b>	63.72%	
Disagree	<b>44</b>	20.47%	
No strong opinion	<b>34</b>	15.81%	
<b>Total:</b>	<b>215</b>	100.00%	
<b>OPTIONS FOR ISSUE 5:</b>			
Option 1:	<b>31</b>	22.14%	No action needed. Allow normal planning applications and Council policies to apply.
Option 2:	<b>130</b>	92.86%	The plan should include a policy that makes it easier for retail and office spaces to become used as restaurants (excluding take away).
Option 3:	<b>10</b>	7.14%	Other (Please give details of your alternative suggestion in the box below):
<b>Total:</b>	<b>140</b>	100.00%	

<b>Respondents Comments on ISSUE 5: THERE ARE INSUFFICIENT RESTAURANTS IN HIGHAMS PARK</b>		
<b>Response</b>	<b>Comments:</b>	<b>HPPG Remarks/Action</b>
No strong opinion	Let business sense prevail.	Noted
Agree	Independent quality outlets	Noted
No strong opinion	Surely this is a case of supply and demand?	Noted
Agree	Retail shops should not be converted into restaurants, however office and takeaway shops should be allowed to be converted.	Consideration for policy drafting.
Agree	Option 2 but must enable the growth of variety, not just more indian!	Noted
Agree	There is a lack of real options regarding evening time restaurants- 3x Indian, 1 Chinese, 1 Italian. Would like to see more choice.	Noted
Agree	Again, it needs to be quality over quantity. Restaurants that will draw people to the area (sumo fresh on Wanstead high street is a good example).	Noted
No strong opinion	Would much rather a positive strategy to attract craft activities linked to schools, adult education, health, social inclusion.	Consider as a project.

## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

Agree	<p>Allowing though out and well managed take away options for restaurants should not discriminate any new business opportunity. A viable and cosmopolitan district needs to offer a service the people need and to take a meal away, either to eat at home, on the way to work or otherwise is what a modern lifestyle choice requires.</p> <p>Very few static high street business have a future in an on-line era and there are very few things that cannot be purchased on-line, so any business that can operate from a retail premise and encourage local community interaction should be assisted.</p>	Consider as a project.
Agree	<p>But what happens if a restaurant wants to be a restaurant but do takeaway as well to make it viable? eg both the the popular Indian restaurants in The Avenue rely on takeaway trade to boost trade on quiet nights.</p>	Consideration for policy drafting.
Agree	<p>I would not like the shops to all become restaurants and feel that this should also be capped to keep it in proportion- it needs to be a functioning centre where people can go to get what they need. However, it would be nice to have some more restaurants there.</p>	Noted
Agree	<p>I don't want restaurants to replace all the shops but afew more restaurants would be lovely. No more indian restaurants though. There is nothing for the kids / teenagers around here. Why couldn't we have had a bowling alley on the old Focus site instead of an ugly Storage place. It seems to me that Walthamstow and Wood Street have had a face lift with painted shop fronts and lovely new facias but once again Highams Park just gets left out of the loop. There is no reason why Highams Park can and should become the next 'village' but the council needs to start getting it right!!!</p>	Noted. £100,000 has been awarded to Highams Park for shopfront regeneration. We appreciate that this is not a large amount of money but it is a start. The works will be implemented in Spring 2016.
No strong opinion	<p>How many restaurants can our area sustain? Can the prices charged by a restaurant be economic How many people would be able to afford frequent meals out?</p>	Noted
No strong opinion	<p>Consideration should be given again to the type of restaurant in order that duplication of market does not occur. We already have a choice of Indian, Chinese and fish and chips shops in the area. The needs of the community should be considered above the projected economic gains of the provider. We have a selection of Restaurants in the area, e.g. Italian, Indian, Chinese, Pub Grub. Parking is a problem which may discourage customers who cannot walk to the existing outlets. They all need to have a wide enough customer base to make a living.</p>	Noted
No strong opinion	<p>as stated, would not want to stop something new coming to the area that would be a benefit to the community</p>	Noted
Agree	<p>There should however be a list of major restaurants we are targeting to join our high street</p>	Consider as a project.



## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

<b>ISSUE 6: THE THREE PUBS IN HP SHOULD BE PROTECTED FROM CONVERSION TO HOUSING OR SHOPS</b>			
Agree	<b>187</b>	86.98%	
Disagree	<b>12</b>	5.58%	
No strong opinion	<b>16</b>	7.44%	
<b>Total:</b>	<b>215</b>	100.00%	
<b>OPTIONS FOR ISSUE 6:</b>			
Option 1:	<b>24</b>	11.82%	Allow normal supply and demand to determine whether pubs are used for housing or businesses, subject to Council planning policies.
Option 2:	<b>172</b>	84.73%	The plan should include a policy that prevents change of use from being a public house.
Option 3:	<b>7</b>	3.45%	Other (Please give details of your alternative suggestion in the box below):
<b>Total:</b>	<b>203</b>	100.00%	

<b>Respondents Comments on ISSUE 6: THE THREE PUBS IN HP SHOULD BE PROTECTED FROM CONVERSION TO HOUSING OR SHOPS</b>		
<b>Response</b>	<b>Comments:</b>	<b>HPPG Remarks/Action</b>
No strong opinion	It is desirable to keep St least one pub but if they fall into a state of disrepair then that reflects badly on the area.	Noted
Agree	Sustaining pubs is difficult. If pubs want trade, they need to make the premises attractive, clean and providing excellent food so that residents are happy to visit with friends or colleagues. Evening activities need to cater for regular customers, drinks and team events (darts, quizzes etc.) and young people, who enjoy music and a friendly place to meet friends. Some of these things are already happening. Good luck to them.	Noted
Agree	Whenever a decent landlord controls any of these pubs the trade rapidly increases.  I think the brewers are to blame for instructing landlords to play loud music which sounds like broken washing machines thereby degrading speech communication for everybody.  The reason many visit pubs is to converse. Many over 50's and others cannot converse at all over noise or music.	Noted
Agree	But, these business need to be supported	Noted
Agree	As option 2 but help the business's by reducing onerous rates and other bills. e.g meter water not fixed bills.	This is beyond the scope of The Plans powers but we s will consider what

## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

		recommendations can be made in The Plan.
Agree	With the exception of the County Arms!	Noted
Agree	I am not sure Option 2 is legally possible but a slightly watered down version may be; for example, as per an earlier instance, if it were subject to viability.	Noted
Agree	Our pubs are key community hubs and must be preserved.	Noted
Agree	I have been to all three and the Larkshall & Royal Oak especially are MORE than just pubs . Locals love these pubs so I'd do everything to continue patronising and supporting these places remaining pubs	Noted
Agree	Whilst we feel public houses should be protected, they should be encouraged to smarten up in order to remain. The County Arms is shockingly run down, dirty and unpleasant - as a first time user recently, I am not encouraged to go there again!	Noted
Agree	only allow conversion if all other options to maintain the facility of a ph have been exhausted.	Noted
Agree	Sometimes pubs fail or cause a public nuisance with noise etc. As a public house, forms an important part of the community, a suitable responsible publican or restaurant should be attracted to take over.	Noted
Agree	But the County Arms is poor and needs encouragement to improve.	Noted
Agree	I have been in all of these pubs and two of them have been done up recently to an exceptional standard and every time I have been in they have been very busy so not sure where this information is coming from. Do not close any more pubs	We did not mean to suggest that the pubs are about to be converted to housing but who knows what may happen over the next 15 years or so. We need to have policies in place to protect local assets that people value.
Agree	We should keep our public houses in HP as when the weather is nice and you live locally it is nice to walk to the pub and have a drink and walk back, too many of our facilities are being taken away from us and not replaced by recreation fun.	Noted
Agree	Two of the three pubs mentioned have changed their use so that they also provide restaurants as well as a bar. This adaptation better meets the needs of the community. The County arms must be due for a refurbishment of some kind, and they should consider an adaptation. They seem to provide a venue as a Sports Bar for main events which they could develop. The role of the local pub is changing and The Larkshall and the Royal Oak have developed accordingly to meet the local need. The County Arms could do more to develop the bar and concentrate on the customers who enjoyed the live music provided and perhaps sort the upstairs room to be available for meetings, private hire and perhaps reinstate the folk club and introduce a Jazz night.	Noted
Agree	can not see how you can have a plan that prevents change, if a business is not viable. Who would subsidise it?	Noted
Agree	Only where there is no demonstrable demand or where the ongoing pub use is not viable. Pubs should not be protected full stop - otherwise they are in danger of sitting empty.	Noted



## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

<b>ISSUE 7: THE APPEARANCE OF SOME OF THE SHOP FRONTS IN HIGHAMS PARK ARE OUT OF CHARACTER WITH THE AREA</b>			
Agree	<b>163</b>	75.81%	
Disagree	<b>9</b>	4.19%	
No strong opinion	<b>43</b>	20.00%	
<b>Total:</b>	<b>215</b>	100.00%	
<b>OPTIONS FOR ISSUE 7:</b>			
Option 1:	<b>19</b>	9.22%	No action needed. Allow normal planning applications and Council policies to apply
Option 2:	<b>175</b>	84.95%	The plan should include a policy that makes the Council's design codes mandatory, so that as new shops open the streetscape in HPDC should gradually improve.
Option 3:	<b>12</b>	5.83%	Other (Please give details of your alternative suggestion in the box below):
<b>Total:</b>	<b>206</b>	100.00%	

<b>Respondents Comments on ISSUE 7: THE APPEARANCE OF SOME OF THE SHOP FRONTS IN HIGHAMS PARK ARE OUT OF CHARACTER WITH THE AREA</b>		
<b>Response</b>	<b>Comments:</b>	<b>HPPG Remarks/Action</b>
Agree	Hopefully the injection of cash from the council for the shop fronts will also improve things as it has done for Wood Street?	Noted
Agree	Hardly any shops were shuttered at night until smashing shop windows became a regular habit for some individuals. Most shop windows in Enfield are now unshuttered and the effect is very pleasing.	Many of the shutters and illuminated signs in the local shops do not comply with Council regulations but due to lack of enforcement in the past, they cannot be changed due to the passage of time. We hope that the Plan and local residents working with enforcement officers will be able to change this over time as shops are taken over and refurbished by new owners.
Agree	In addition to Option 2, assistance should be given to existing shops to convert to appropriate style guides.	Noted

## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

Agree	I am not aware of the councils design code but many of the signs are too large and gaudy. The quality of some leaves much to be desired.	Noted
Agree	The plan should include a policy that supports shop owners regarding design; to complement the appearance of the hight street as a whole. This can apply to shop signs and also to the shop windows some of which are amateurish.	The plan will include a policy covering shop front design.
Agree	Option 2 with a side of: give landlords subsidies to do up shop fronts and 1st/2nd floors of shops, to keep frontages safe, remove plants (budlieas, etc.), and paint. Give shop owners money to fix signs hurt by vandalism, and enforce the cleaning of shop windows (seriously, the cattery has had that Christmas art since '09 or before).	Noted. £100,000 has been awarded to Highams Park for shopfront regeneration. We appreciate that this is not a large amount of money but it is a start. The works will be implemented in Spring 2016.
Agree	The council should provide funds to help with the improvement of the shop fronts like has been done in wood steet, leyton and bakers arms.	Noted. £100,000 has been awarded to Highams Park for shopfront regeneration. We appreciate that this is not a large amount of money but it is a start. The works will be implemented in Spring 2016.
No strong opinion	If made mandatory it should be affordable or council should offer funding	Consideration for policy drafting.
Agree	I think there should be investment to improve the 'look and feel' of Highams Park shopping area, and to make it distinctive - as has occurred in other local shopping areas in the Borough	Noted. £100,000 has been awarded to Highams Park for shopfront regeneration. We appreciate that this is not a large amount of money but it is a start. The works will be implemented in Spring 2016.
Agree	I think this plays a key part in the perception of the area. If there is consistency and quality such as the art shop and Keens it would go a long way to improving the high street and potentially attract new business.	Noted
No strong opinion	There's no shop that's an eyesore so I think retailers should be able to promote their business using their artistic license	Noted
Agree	Something should also be done about the old cake shop on the corner of Winchester Road and Cavendish Road	The owner of this building has now been served with a Section 215 enforcement order by the Council requiring repairs be made to the fabric of the building.

## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

Agree	There is a need for a positive strategy on character of HP that is about much more than shop fronts.	The Plan is looking to coordinate the responses comments from all 5 surveys and will make recommendations as to how the area will develop.
No strong opinion	As long as they are well-maintained and clean why shouldn't shops have an individual identity?	Noted
Agree	Agreed. A coherent design should be sought from an architect specialising in shop fronts. Such as the one who was employed in Leyton. This would give HP a far more attractive shopping area and encourage more people to shop and visit the area.	Noted. £100,000 has been awarded to Highams Park for shopfront regeneration. We appreciate that this is not a large amount of money but it is a start. The works will be implemented in Spring 2016.
Agree	please can we have what the council have given wood street and parts of Walthamstow, (near the Bakers Arms), new facias and a nice paint job in pastel colours.	As above
No strong opinion	Modernisation by all means	Noted
Agree	Th plan should include the provision of funding the maintain the aspect view and conformity of the shop to the codes etc.	This is outside the Plan's powers but we will use the findings to lobby the Council and the GLA for additional monies to the £100,000 already granted for shopfront improvements.
Agree	Allocate, attract money to help businesses later and improve their shop fronts to achieve a coherent character which enhances the area. Something resembling Victoria Park village, with it's hand painted signs, rather than the more plastic Wood Street area.	As above.
No strong opinion	To my knowledge there has never been an agreed design code. Would funding be available, as it was for Leyton High Road, to help with a general face lift and agreement to maintain an agreed style. I choose this option without knowing what the design codes are, but have noted the improvements in Leyton High Road for example.	The Council has a design code but it is a recommendation not a policy so cannot be enforced. We aim to make the recommendation policy in Highams Park so that the design code can be enforced. The code has sufficient flexibility that shops can still maintain individual identities.
Agree	This should be enforced on existing shops	We cannot enforce new policy retrospectively but

## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

		hopefully by providing shopfront grants as mentioned above, shop owners can be persuaded to renovate shopfronts within the parameters specified in the proposed design code.
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## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

<b>Respondents Comments on Other issues and suggestions relating to business and employment</b>	
<b>Comments:</b>	<b>HPPG Remarks/Action</b>
The high rents of retail space. Make the landlords maintain their property. The poor maintenance of empty retail units making the centre look unkempt.	Noted
If it comes to choosin between turning a business into housing or a green space, I would vote to use developed land and protect green areas all the time.	Noted
What is happening with the empty Tesco units?	Tesco are having trouble letting them – we have asked them on a number of occasions.
the shop front issue is quite serious & shop fronts should have an element of uniformity	Noted
The quality of retail in HP is very poor. Why on earth was Outkast and Marshall allowed?! Would love to see the HP plan encourage boutiques, nice restaurants and bars etc.	Noted. Unless it is a licensed activity shopkeepers can sell what they choose as long as it legal.
Originally, additional workers also came into Highams Park to work at the main employer, Halex, and, equally, residents in Highams Park now have excellent communications to live here but commute out into surrounding areas and London. The area has always been mainly residential with a well-defined shopping centre with a small light-industrial area, which developed on the site of the old factory. What seems to be missing are the shops like ironmonger, clothes and haberdashery and antiques - useful and interesting shops.	Noted
Lack of a Car Park. Woodford is a model of how Highams Park could have become if better managed and the major item missing is a car park.	Noted. Shoppers can park at Tesco for up to 3 hours for free without having to shop in Tesco.
No more barbers, betting shops, Indian restaurants, etc!	Noted
it would be really good if we had some office spaces which could be used by freelances - on a daily basis. Or something like the co-work Tuesday at the Duke in Wanstead.	Consider as a project.
landlords of empty shops should be encouraged to allow pop-up shops or community use centres for short term reduced rents. There are far to many vacant shops and more innovation from landlords should be encouraged.	Consider as a project.
The business premises around Tesco are still not occupied. It would be nicer to fill them.	Noted
Business needs to be supported, and residents need to shop there otherwise they will be unsustainable.	Noted
What is the Marketing & PR HP plan for attracting businesses to open here?	Consider as a project to create a local business forum.
More diversity of trade- does HP really need two tanning salons?	Noted
An NHS Medical Centre would create jobs and provide a badly needed facility.	Noted
Highams Park has never been a mainstream employment area and sometimes the urge to resist the slow decline in employment opportunities is akin to King Canute trying to hold back the waves. It is good to see that this matter is being given due consideration by the people that matter - the local community. The immediate station area needs careful thought as to future development and it was impossible for a survey to reflect all our thoughts. I hope there will be further opportunity to explore this in more detail.	The Plan will try to address this and there will be further public consultation.



## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

<p>I would love to be able to shop locally in Highams Park. I would like a good butcher, greengrocer and delicatessen. I would also like a good restaurant to go to. There are too many nail shops and sun bed shops. The cinema with a decent restaurant would transform the area. What is being done to encourage businesses in the empty premises by Tesco. Why do we have no nice cafes like Belgique? We need free parking of at least 30 minutes to enable people to shop locally.</p>	<p>Noted</p>
<p>We could do with employing a lollipop person outside the Regal, with all those kids crossing we need one desperately!</p>	<p>Noted</p>
<p>Encourage local employers to take on apprentices where available!</p>	<p>Noted</p>
<p>We should be encouraging small independent decent businesses into the HP shopping area by setting out decent minimum guidelines for frontage/usage, etc. Once we have a few more, the rest will follow and real regeneration will take place.</p>	<p>The Plan aims to include a policy on shop frontages.</p>
<p>More parking would be great, the bus stop on the Broadway going towards Fulbourne Road should be moved down 200 meters to encourage commuters to walk and use local stores. Budgens should be redesigned to make up multiple shops that would be more affordable to first time shop owners. I would like to see a policy that would prevent similar shops from opening that are currently already within the area.</p>	<p>Noted</p>
<p>There are a lot of empty shop units - can something be done to encourage them to be filled? The vibrancy of the shopping area would increase if the empty units were filled with a range of shops, restaurants, cafes etc.</p>	<p>Noted</p>
<p>See comment on Issue 1</p>	<p>Noted</p>
<p>As above, we need a vision based on the character we want for Highams Park and creative decisions about how long-term vacant spaces are to be used. We need a mechanism whereby start-up ventures don't have to pay commercial rents - I'd advocate for periods up to 5 years depending on the business plan and what the venture will contribute to the social fabric of HP.</p>	<p>Noted. This will be difficult to achieve as all the commercial space in Higham Park is privately owned.</p>
<p>Whatever happens, please keep Highams Park leafy and green. Would it be possible for Traffic Wardens to have the power to fine litter louts on the spot?</p> <p>I consider it very wrong that our Council spends so much money on free entertainment e.g. firework displays and Summer Madness especially the hiring of expensive entertainers. These are luxuries unless charges are made. These events should not take precedence over services that are being cut back.</p> <p>The flower boxes are great. Could they be sponsored?</p> <p>Highams Park Society do a fantastic job in Highams Park with keeping the area attractive with their gardening etc. Also with their encouragement to bring the community together.</p> <p>Any news regarding The Regal? We are so looking forward to the cinema re-opening.</p> <p>Thank you for the opportunity to make comments.</p>	<p>Noted. We are monitoring the Regal and the owner is talking to cinema operators but agreement has not been reached as yet.</p>
<p>Provide a better and less restricted parking policy. Free parking for shoppers for up to 2 hours should be implemented allowing people to shop locally &amp; then be able to socialise in cafes &amp; coffee shops afterwards without worry over parking enforcement or by having parking restrictions apply only between 10-11am and then 4-5pm preventing commuter parking and then free parking for the rest of the day would promote the community feel, rather than the emphasis on penalties for shoppers.</p>	<p>Shoppers can park at Tesco for up to 3 hours for free without having to shop in Tesco.</p>
<p>I was uncertain about the pub issue. I would love to have a pleasant, congenial pub with high standards of interior, drinks and behaviour, without TVs and 'music' blasting and preventing conversation and where I will not be subjected to loud swearing from other customers. However, the only HP pub within walking distance of my home does not offer that so I never use it. For me, if it is not going to improve it might as well not be a pub. I am not willing to drive to others.</p>	<p>Noted</p>

## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

Local business do not necessarily mean that jobs they create go to local people. In fact there is increased vehicles parked around Screw fix and HSS hire since these business were established. This would seem to indicate that workers are driving here from other areas and increasing the already overly congested roads.	Noted
What about new models of employment? A lot of local people work from home - what about served accommodation, rentable meeting spaces, support printing etc services, informal attractive café environment with free wireless, etc? What about trying to attract small scale local further education facilities? What about the change in retail and the facilities that needs, eg for delivery collection? How about a local small businesses 'show room'?	Consider as a project.
The issue of empty shops should also be addressed by the HP Plan	Noted
It was a missed opportunity that the for the old Focus site to be redeveloped as a huge storage warehouse which apart from being a bit of an eyesore will only employ a handfull of people. Before this development there were local rumours that the large store "The Range" had obtained the site which apart from employing far more people would have attracted more people to Highams Park to the advantage of the existing shopping area and the local economy. What is happening to the old Budgens site?	Noted. The Budgen's site is up for rent but as far as we know there are no takers as yet.
The cinema site is an eyesore and it should be restored either as a theatre or as a cinema. There is plenty of parking at Tesco - they should be made to use it for the whole community.	The owner has been trying to find a cinema operator to take over the building for use as a cinema.
A CPZ over the area will drive businesses away	Noted
I believe the opening of restaurants benefit the area and shops need a face lift	Noted
It would be nice to encourage some more useful shops to the area e.g. there is no butchers, and no bakers that I have found, a grocers would also be nice. Perhaps the Council could consider subsidised rent to allow local producers to club together and rent space for this sort of venture, as with the farmers' market but for a longer period (if there should be temporary lack of use of one of the shops for example)	Noted but as the properties are privately owned this will be difficult to achieve.
A CPZ would severely affect local businesses, especially as WF Council closed the shoppers' car-park.	Noted
The HPPG needs to ensure that the WF Council crack down on shops being used for residential purposes eg Marshall Clothing in a Winchester Rd.	We meet with the Council's enforcement Officers monthly and have alerted to problematic buildings. They are now monitoring the shops in the town centre for improper use.
A meeting hall for hiring out for community events, and training of business and employment might be an option	Noted
Encourage pop up shops like chingford mount have just done.	Noted
There is an empty/derelict shop at the top of Cavendish Rd, corner with Winchester Rd for the past 14years!! Why has nothing been done about this?	The owner of this building has now been served with a Section 215 enforcement order by the Council

## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

	requiring repairs be made to the fabric of the building.
Somehow the shopping streets seem a little grubby and rundown in places. It is that perception that makes all the difference.	Noted
The farmers market should be expanded to include more fresh produce, live music, artisan foods, flowers, places to sit and have coffee. could the area outside tesco also be used? It should also be weekly.	Noted
Encourage close working between businesses and the local schools - e.g. employers and self-employed people helping with careers talks, with work experience placements etc.	Noted
I think it would be great to develop the area to the north of tesco as a homeware destination that would attract people from the wider area of Waltham Forest. We already have Howdens and Magnet opposite the bathroom and fireplace shop - wouldn't it be great if they had showrooms visible from the main road? We should encourage other similar stores to set up there. There is room for parking and there are supporting supermarket, cafés etc. if we make it less for trade and more for public facing it would also improve the appearance of that part of town and fit in better with nearby residential streets.	Noted
Can we also apply LOTS of pressure to make the Tesco retail units affordable and ready to be used by interested retailers (Like Xylonite Arts!). They need to be ready to go so pop-ups can easily make use of them.	Noted
It should be noted that there is little likelihood that any type of business once converted to housing will ever be reverted back to its former use. we have already lost shops in the past within Cavendish road, these were part of the character of the area and can never be returned	Noted
I am most disappointed to see the Storage Building going up in the centre of Highams Park. This type of facility is one which would be better on an industrial estate away from the centre of the community. I am at a loss as to understand why this was considered to be an advantage to the area. It neither provides a significant work opportunity to the community or enhance the area for residents on the adjacent new development. Does the planning really have the interests of residents at heart. No one listened to residents with regards to the Tesco development or the Regal development.	Noted
No, I think the questionnaire has covered all of the key issues.	Noted
Highams Park is a beautiful area, however its high street needs major uphaul - particularly to be aligned to its neighbouring town Walthamstow (development plan). Doing this will help to attract the next generation who will continue to build on the area, failing to do so makes the area less desirable for first time buyers and young professionals.	Noted
If you have any other issues relating to business and employment that you think the HP Plan should try and address, please enter them in the box below:	

<b>ISSUE 8: THERE HAS BEEN SIGNIFICANT DEVELOPMENT IN HIGHAMS PARK IN RECENT YEARS BUT THIS HAS NOT BEEN MATCHED BY IMPROVEMENTS TO THE LOCAL INFRASTRUCTURE</b>			
Agree	<b>192</b>	89.30%	
Disagree	<b>1</b>	0.47%	
No strong opinion	<b>22</b>	10.23%	

## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

<b>Total:</b>	<b>215</b>	100.00%	
<b>OPTIONS FOR ISSUE 8:</b>			
Option 1:	<b>3</b>	1.40%	No action needed. Allow normal planning applications and Council policies to apply.
Option 2:	<b>205</b>	95.79%	The plan should include a policy that requires some or all of developer cash contributions to be retained within the Highams Park Area to assist with projects residents want included in the HP Plan.
Option 3:	<b>6</b>	2.80%	Other (Please give details of your alternative suggestion in the box below):
<b>Total:</b>	<b>214</b>	100.00%	

### Respondents Comments on ISSUE 8: THERE HAS BEEN SIGNIFICANT DEVELOPMENT IN HIGHAMS PARK IN RECENT YEARS BUT THIS HAS NOT BEEN MATCHED BY IMPROVEMENTS TO THE LOCAL INFRASTRUCTURE

Response	Comments:	HPPG Remarks/Action
Agree	the majority of developer's cash should be spent in the area to support the increase in people, this should be a given!	Noted
Agree	Air quality is falling, we need to discourage traffic by taking tolls for the level crossing. Have our own indoor market, undercut Tesco (where the entrance is heavily polluted with internal combustion fumes) and modify the store for a multi story car park.Press for local independence.	Noted
Agree	This was a disgrace and should not have been allowed.	Noted
Agree	Use the cash for a NHS medical centre	Noted. The NHS declined the opportunity to build a medical centre in Highams Park. £400 k of the money will be used to upgrade the existing Handsworth Medical Centre.
Agree	In addition to option two previous cash contributions that went elsewhere should be reallocated back to highams park to improve local leisure, health and sports facilities	Noted but unfortunately this is not possible as the Council was not legally obliged to spend the money in Highams Park. One of the aims of the Plan will be to capture some of these moneys for investment in Highams Park
Agree	Infrastructure is key to any development. So the option 2 policy above should be clear on how developer cash will improve the local infrastructure.	Noted

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Agree	<p>Without doubt . . . this should have been earmarked exclusively for Higham Park and if it's not been received in full from WF, HP should charge interest on the amounts not handed over.</p> <p>This is where the idea of HP being more independent of WF as a small town, had a strong argument. When money is negotiated and given it should have come directly into the HP, even create it's own bank account within WF for HP projects.</p>	Noted.
Agree	<p>Should ensure that the situation with the s106 monies for Highams Green, where some was used across the borough should not happen.</p> <p>All the contributions should be used locally to mitigate the impact of developments</p>	One of the aims of the Plan will be to capture some of these moneys for investment in Highams Park
Agree	<p>Why was this cash taken from Highams Park?.</p> <p>What happened to the new Health Centre Tesco's promised to build?</p>	The NHS declined the opportunity to build a medical centre in Highams Park.
Agree	We do not want further development and therefore this would not be relevant	Noted
Agree	We will need a clear and robust hit list of facilities to which we expect developer contributions to support.	Consider as a project/policy.
Agree	<p>I strongly agree with this statement.</p> <p>What happened to the planned new Health Centre initially proposed prior to and within the Tesco site?</p>	The NHS declined the opportunity to build a medical centre in Highams Park.
Agree	Having attended a number of Planning meetings prior to Tesco's go-ahead, I can say we argued for the cash remaining in the area!	Noted
Agree	It seems that Walthamstow area is favoured above Highams Park and this is wrong. I am concerned by the number of vacant business units in the immediate area of Tesco and wish that the existing business opportunities are addressed by asking why this is the case. I am also concerned that approved business building on the Regal site will now be housing and the Regal site itself has seen no further refurbishment as was originally agreed. Where there is new housing, I have seen no evidence of increased school places or noticed the creation of Doctor's surgeries and other infrastructure to support increased families in the area.	Noted

## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

<b>Respondents Comments on Oher issues and suggestions relating to Community Facilities</b>	
<b>Comments:</b>	<b>HPPG Remarks/Action</b>
I do fear for the infrastructure although fully realise the need for housing. Parking is becoming a major issue in certain areas where flats are built. As if course schools and doctors.	Noted
Funds for beautification of Winchester Road, but I'm biased because our shop is there.	Noted
Desperately need a skatepark in Highams Park - there is plenty of space and it will give a much-needed focus for local teenagers away from the lure of the take-aways.	Noted
Parking controls please or can you organise for all curbs to be dropped in front of homes in the immediate vicinity of the station.	Noted
What had the LBWF in mind, putting high density housing around the Western entrance to Highams Park Station under a radio mast, beside a filling station with no playground for the many children?  The visitor to Highams Park is deposited directly into this potential slum. The estate is ideal for commuters yet has many families with young children.  Potential tenants need to be better screened than at present.	Noted
Take aways or canteens at lunch time offering healthy food would be nice to have.	Noted
There are too many pressures on schools and the health center and this needs to be addressed.	Noted
Existing facilities, private (eg pubs), public (eg schools) and voluntary and community sector (eg churches) owned and managed, might be more efficiently used for the benefit of the local community. An audit of such facilities would show when and where they are underused.	Consider as a project.
My concern for more restaurants or community facility's is the parking issue	Noted
I think the best thing thay coukd happen to highams park would be the retutn of the cinema that woyld give the area a real identify..i think it us iutrGeous that money from tesco has not been ploughed back into the local community. The health centre is realky run down abd the subway under the srafion is a disgrace.	Noted
I am upset that none of what was promised for the Tesco development never came to fruition. There's a playground 'for residents' that is NEVER used, while the one at the shops is sad to say the least. As you know, money earmarked for the NHS was used in the Thorpe Hall cafeteria... complete BS! Green spaces need to be developed, with the encouragement of trees in residential areas.	Noted
Some decent cultural offering should be provided/encouraged into the area to attract and promote nighttime economy.	Noted
There are so many more people living in Highams Park now due to recent housing developments, but no new GP surgeries or school places. This needs to be addressed.	Noted
Larger community space, like a village hall, for local events is lacking. The Tesco development was supposed to provide one, but didn't. One example of the need: currently a life drawing class is taking place on Saturdays in the room upstairs of the library - the room is too small for the numbers who would like to attend. However, larger spaces eg. church hall, have declined to offer their space due to the nature of the drawing class (ie. life model).	Consider as a project.
We need more school places and another doctor's.	Noted
Does the Plan have any projects that such monies would help to support?	We aim to include projects that have the support of local

## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

	residents as an addendum to the Plan.
I have encountered many isolated elders and people who feel frightened by social change. To my mind, investing in community projects makes financial sense as in the long run people who feel marginalised end up making greater demands on resources through acute services.	Noted
Could something be done about commercial vehicles (Post Office, etc) being parked for long periods of time in residential streets?	We will enquire what the regulations are on this.
Would be good to have a performance space for drama as well as music and poetry. Would be good to have activities which could include young people. ie drama/ music/dance etc	Noted
We need a 'village hall' that is not linked to a church to act as a focus for the the social life of the community.  We need a new medical centre.  The library seems to be under-used and lacking real links with the community. It is not a welcoming place.	Noted
The schools and Drs surgeries are over subscribed with increased housing development. There is no community centre or youth facilities in the area. We are dependent on local Churches which don't necessarily meet the needs of all members of our community.	Noted
Highams Park has no unique 'Vision' of where it wants to be in 10 years' time and what makes it different and adjacent areas. Which we can seek to patch what we see as local deficiencies, it is not this that will attract good new and interesting retail and other businesses.	This is what the Plan aims to achieve.
If money was agreed to be spent on HP via retail development in the area. Then that's where the money should be allocated.	Noted
Highams Park is a cultural desert of appalling fast food joints and very little in the way of appealing venues. The cinema site could be redeveloped for theatre/gallery/bar and cultural use. I wouldn't dream of using the pubs in Highams Park but I might use a more woman friendly upmarket venue.	Noted
Winchester road shops no more takeaways and betting shops. Keens is the way forwards	Noted
I do not think we should have the half way house down the avenue. Some of the individuals that live there can be very frightening and intimidating especially for the young children attending local schools	Noted
There has not been an increase in medical surgeries & schools/school places to cater for the increased population. A crisis could well develop.	Noted
Heath Centre facilities are will increasingly become insufficient for the needs of HP residents especially with the Highams Green development. The vacant NHS building In Larkshall Road could be used for Medical purposes and should be explored urgently before it gets sold off for development!	As far as we are aware no firm plans have been made for this building as yet. We are trying to find out what is likely to be proposed.
whats happening with the cinema!!! Stop leaving Highams Park out of the loop.	The owner has been trying to find a cinema operator to take over the building for use as a cinema.
What's happening to improvements to our doctors surgery?	We will make enquiries.
I feel the library is a vocal point in Highams Park and could be used for lots of community get togethers.	Consider as a project.
Policy to support independent shops and coffee shops and instigate shopping diversity? You need something to make it a destination shopping experience.	Noted

## Results of Issues & Options Questionnaire Number 3: Business Employment & Community Facilities

Continued support of the library. Continue to develop community awareness and use of the boathouse and Mallinsons.	Consider as a project.
The current parking near the individual shops should at least be retained and not reduced as this would have a detrimental affect on numbers of potential customers.	Noted. As far as we are aware there are no plans to reduce customer parking at the moment.