



HEMEL HEMPSTEAD TOWN CENTRE



BANK COURT REGENERATION - PUBLIC CONSULTATION REPORT

Executive summary

As part of the wider regeneration of Hemel Hempstead Town Centre, plans are in place to regenerate Bank Court. Dacorum Borough Council ran a non-statutory public consultation on the proposed changes to Bank Court from 12 July to 10 August 2014. Results from the 243 responses we received, generally support the regeneration of Bank Court. 80% of consultees felt that 'Improving Bank Court to create a high quality public space' was 'Very important' or 'Important'. 78.3% of consultees felt that 'Creating a flexible space for activities/markets/outside eating spaces etc. that link the shopping area with the Water Gardens' was 'Very important' or 'Important'. On average, less than 10% felt these options were 'unimportant' or 'very unimportant'.

There were 10 qualitative comments related to disabled parking in Bank Court. Most were concerned that less disabled parking would be available in the vicinity and access to the shops compromised while four wanted changes to the parking on double yellow lines in Waterhouse Street. The proposed plans for Bank Court and Waterhouse Street address these two issues as all 12 of the disabled spaces are being moved to Waterhouse Street, giving better access to the Marlowes via Bridge Street, Bank Court and Moor End Road. One qualitative response requested that the disabled car parking spaces are retained in Bank Court itself.

There were seven qualitative comments requesting free or short term general parking for easy access to the banks. This is currently not available in Bank Court although there are reasonably priced, short term bays located in Waterhouse Street which will be retained. One comment asked about secure delivery vans access to the banks which we will manage through a permit scheme while one asked for more cycle parking which is included in the plans for Bank Court.

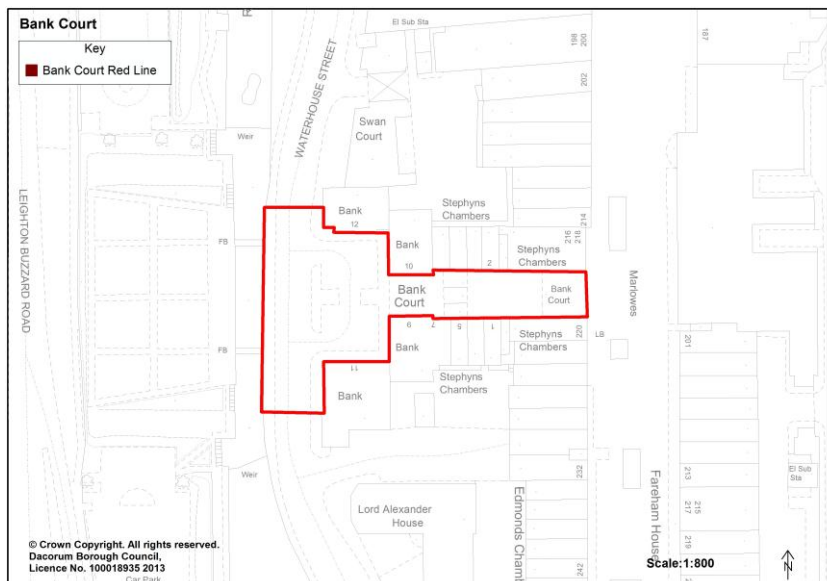
There were a number of general comments about the design and usage of Bank Court with some wanting more eateries, some wanting less. Two asked that lighting should be improved and one requested that the Jellicoe tiles should be retained. The designs for Bank Court are still at concept stage and all comments will be taken into account. New lighting will be a main feature of the plans as well as improved surfaces, street furniture and planting.

Introduction

Dacorum Borough Council ran a non-statutory public consultation on the proposed changes to Bank Court from 12 July to 10 August 2014. The consultation was available online on Dacorum Borough Council's webpages during this period and paper copies were available on request and at events. The consultation was promoted widely at the Hemel Evolution Information and Consultation Day on 12 July 2014, through press releases and social media. All businesses and stakeholders in and surrounding Bank Court were also visited, informed of the proposed works and encouraged to complete the consultation questionnaire. Local disability and carer groups were also contacted and signposted to and encouraged to respond to the consultation.

Bank Court (Figure 1) creates a key pedestrian and visual link between the main Marlowes shopping area and the Jellicoe Water Gardens, one of Hemel Hempstead's key heritage assets. As part of the wider regeneration of Hemel Hempstead Town Centre, the Marlowes pedestrian area improvements have been extended to include Bank Court because of its proximity and importance to both the Marlowes shopping area and the Jellicoe Water Gardens.

The main changes to Bank Court will be the relocation of 12 disabled bays to Waterhouse Street and new paving and street furniture to create a new 'piazza' style space.



These projects are part of a bigger regeneration programme to improve the town centre. Background information (including the Hemel Hempstead Town Centre Masterplan) and more detail on each of the projects can be found on our website www.dacorum.gov.uk/hemevolution

Figure 1: Location of Bank Court

Public Consultation Results

Results

We received 243 responses to the consultation. It should be noted that not everybody who responded to the survey answered all the questions. Table 1 below outlines the results from the consultation and DBC's response. See Appendix 1 for a copy of the original questionnaire.

Table 1: Bank Court Consultation Questionnaire and DBC's Response

Consultation Question	Support >50% Yes/No	Consultee Response	DBC Response
<u>Question 1</u> – Thinking about Bank Court, please tell us the extent of how important or unimportant the following options are to you?			
Improving Bank Court to create a high quality public space	Y	191 consultees (80%) felt this was important or very important, 24 (10%) had no opinion, 24 (10%) felt it was unimportant or very unimportant.	Designs for Bank Court will be developed to address this.

<p>Creating a flexible space for activities/markets / outside eating spaces etc that link the shopping area with the Water Gardens</p>	<p>Y</p>	<p>187 consultees (78.3%) felt this was important or very important, 29 (12%) had no opinion, 23 (9.6%) felt it was unimportant or very unimportant.</p>	<p>Designs for Bank Court will be developed to address this.</p>
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Improving the vibrancy of Bank Court as the key link between the shopping area and the Water Gardens (eg: through popup cafes facing the Water Gardens, food markets, space to relax in view of the Water Gardens)	Y	185 consultees (77.4%) felt this was important or very important, 28 (11.7%) had no opinion, 26 (10.8%) felt it was unimportant or very unimportant.	Designs for Bank Court will be developed to address this.
Making it easier to access the shopping area from the Water Gardens car parks through Bank Court.	Y	171 consultees (71.2%) felt this was important or very important, 44 (18.3%) had no opinion, 25 (10.5%) felt it was unimportant or very unimportant.	Designs for Bank Court will be developed to address this.
Making it easier to access the Water Gardens from the shopping area through Bank Court	Y	171 consultees (73.5%) felt this was important or very important, 41 (17.5%) had no opinion, 21 (8.9%) felt it was unimportant or very unimportant.	Designs for Bank Court will be developed to address this.
Improving the visibility of the Water Gardens from the shopping area through Bank Court	Y	180 consultees (75%) felt this was important or very important, 38 (15.8%) had no opinion, 22 (9.2%) felt it was unimportant or very unimportant.	Designs for Bank Court will be developed to address this.
Improving the visibility of the shopping area from Waterhouse Street through Bank Court	Y	153 consultees (64.6%) felt this was important or very important, 53 had no opinion, 31 (13.1%) felt it was unimportant or very	Designs for Bank Court will be developed to address this.

unimportant.

Question 2 – Is there anything else you would like to comment on with regards to improving Hemel Hempstead Town Centre? (This question is intended to understand the needs of residents, visitors and local businesses. Unfortunately we will not be able to respond to you individually).

142 consultees responded to this qualitative question. The nature of the responses has been wide and varied. Some of the responses were generic and not specifically related to Bank Court. Responses have been categorised in two main sections:

1. Directly related to the regeneration of Bank Court
2. Generic responses

Each section has been then categorised in to sub-sections under the broad theme of the response.

1. Responses directly related to the regeneration of Bank Court

	Consultee Response	Summary of comments and Dacorum Borough Council (DBC) Response
DISABLED PARKING	<p>"as a blue badge holder I would be concerned at the loss of disabled parking spaces there, also there is a betting shop there which doesn't enhance the ambiance in my view a reinstated fountain and some statuary as in the original design would help I feel. More blue badge parking needed"</p> <p>"The fact that the car parks are actually quite a way down from Bank Court (for disabled parking) means that losing those spaces to</p>	<p>There was one comment asking that the disabled parking is retained in Bank Court. Other comments eluded to being satisfied with replacement/relocated disabled parking.</p> <p>There were several comments concerned about retaining the same amount or more disabled spaces with close access to the Marlowes shops.</p>

	<p>"pop up restaurants" seems a bit silly. I think that there should be better facilities for disabled parking in the town, particularly as the road along there is always crammed full of Blue Badge holders on the double yellow lines. I'm not disabled, and get annoyed that anyone with a Blue Badge can park on double yellows, so more spaces would be good."</p> <p>"It is vital to retaining the disability parking in bank court otherwise you are making accessibility for the disable and elderly very difficult. secondly the project is NOT value for money. There is lots of space in the Marlowe's and how many of these spaces is over use on daily basis? some of the money can be used to clean and clear the river running through the town and improve on the lighting system in the town centre."</p> <p>"I would like to see all 12 of the disabled bays relocated?"</p> <p>"Make sure disabled parking is near to Bank Court and also restrict parking in Waterhouse Road so that traffic especially buses can get through easily."</p> <p>"What about disable people, where do they park for easy access to the shops?"</p> <p>"Control 'blue badge' parking along and around</p>	<p>Two comments focused on parking on double yellow lines along Waterhouse Street, one thought it should be allowed while one thought it should not.</p> <p>DBC Response:</p> <p>Bank Court creates a key pedestrian and visual link between the main Marlowes shopping area and the Jellicoe Water Gardens, one of Hemel Hempstead's key heritage assets. Parking in Bank Court creates a barrier for easy access to all between the Jellicoe Water Gardens and Marlowes pedestrianised shopping area. Relocation of the 12 disabled parking bays will improve access for all. The 12 disabled parking spaces will be relocated to adjacent Waterhouse Street. They are located along the length of Waterhouse Street between Bridge Street and Waterhouse Street which will improve access for disabled visitors to different parts of the town centre.</p> <p>The new taxi rank will also be located on Waterhouse Street and all forms of parking will be formalised removing any ambiguity over parking on double yellow lines.</p>
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	<p>Waterhouse Street, so that roads are not blocked or narrowed and junctions are not unsighted by inconsiderate parking."</p> <p>"Double-yellow lines should not be parked on. Clarity is required in this area. This happens in the vicinity of the canal (Waterhouse Street)."</p> <p>"this is not a good plan for the disabled as this has only pointed out the spaces are being moved to Waterhouse street but what part is it close or up by the old market space would it not be better to move them to bridge street as this is central."</p> <p>Parking spaces that make the banks and shops easy accessible to disable people is a more functional use of the area, and will not incur exorbitant costs to keep it.</p>	
<p>SHORT TERM PARKING FOR BANKING</p>	<p>"The most important thing for me in relation to Bank Court is the ability to quickly access the ATMs at the banks by car. I just want a very short stop parking facility (egg 5 minutes) to make this possible."</p> <p>"Please have a quick drop off point for access to banks in bank court like before they all changed to disabled bays."</p> <p>"Would be nice to keep a few parking spaces for very short stay bank runs."</p>	<p>Seven comments suggested free or cheap short-term (5-15 mins) bays close to Bank Court for easy access to the banks and cash machines.</p> <p>DBC Response:</p> <p>Currently parking is not available in Bank Court for quick access to banks as this parking is for blue badge holders only. There are short term pay and display bays situated on Waterhouse Street within easy</p>

	<p>"I believe there should be a 10-15 minutes parking area in Bank Court for people to access the banks. Disabled people (which I am one) can use the blue badge to park on double yellow lines in the main road."</p> <p>"Short term parking for using the banks only. i.e. 20 mins max stay and not just for the disabled."</p> <p>"Short stay free parking i.e. to go to banks."</p> <p>"Parking!! there should be quick stop spaces (for 15 minute parking) for FREE so that you can stop and quickly use the cash machines etc - you currently can't unless you have a disabled badge or else you get a ticket"</p>	<p>walking distance of the banks. Improvements to the Water Gardens will also improve access from the Water Gardens car parks.</p>
<p>PEDESTRIAN ACCESS</p>	<p>"Access for wheelchair users and safe shared space for the visually impaired should be considered."</p> <p>"Waterhouse Street Pedestrian crossing needs to be installed, Pavement, license and barriers"</p> <p>"Crossing points for pedestrians is required, much more care for the water gardens is required pavement and barriers to consider the blurred"</p> <p>"Disable access to and from Waterhouse Str. very important, scooters and wheelchairs also</p>	<p>Comments suggested improved facilities for pedestrian crossings over Waterhouse Street and improvements to the pavements and access for the disabled.</p> <p>DBC Response:</p> <p>Designs for Bank Court will be developed to address these concerns. Improved crossing access across Waterhouse Street and improvements to paving are proposed.</p>

	<p>for pushchairs and prams."</p> <p>"Pedestrian crossing street uses the Town Centre a lot."</p> <p>"Very poor pavements and streets for people in wheelchairs. more important than prettying up everywhere! All Councillors should spend a day in a wheelchairs going round the Town Centre and Berkhamsted to see how appalling it is!!"</p>	
VEHICULAR ACCESS	<p>"During the week we have a G4S delivery and from a security point of view we are concerned about where the van would be able to park . There is no access to the back of the building for the van."</p> <p>"Please provide more cycle parking near bank court. It is a very convenient location under-served by places to lock up a bike."</p>	<p>Access for secure deliveries to the banks and cycle parking.</p> <p>DBC Response:</p> <p>Vehicular access to Marlowes and Bank Court will be managed through a very strict permit scheme. It is envisaged that a permit will be granted for sensitive deliveries only where no better options are available.</p> <p>New cycle parking is included in the plans for Bank Court</p>
DESIGN/USE OF SPACE	<p>"A continental type café area would look and be very appropriate."</p> <p>"The end of bank court near the pedestrian precinct is very dark especially in the winter months. Could something be done to brighten it</p>	<p>There were a number of general comments with some wanting more eateries, some wanting less. Two asked that lighting should be improved and one requested that the Jellicoe tiles should be retained.</p>

	<p>up?"</p> <p>"Please improve the lighting in Bank Court"</p> <p>"In my opinion improvement would be fine. It would be wrong to over commercialise and saturate the area with similar outlets be they retail or food/service based. There still needs to be an element of space and not feeling cramped."</p> <p>"This is a big enough space to create some linkage through to the Marlowes but not big enough to be a venue in its own right. I would think the best use would be to make an open interesting possibly calming space with trees, seating and planting that allows visibility both ways but sufficiently enclosed (the current car park part) to make it a place for taking your coffee, with views across to the water garden. If this becomes a venue that ambience will be lost."</p> <p>"No more cafés, restaurants or food vans of any sort. There is already a rat problem in Hemel dint make it worse. Add street entertainers, quality buskers"</p> <p>"Covered outdoor seating / eating area's in Bank Court would be nice."</p> <p>"The plans for bank court look as if there is no</p>	<p>DBC Response:</p> <p>The designs for Bank Court are still at concept stage. The results of this consultation will help shape Bank Court in to an attractive place to be, with better surfaces, improved street furniture, enhanced lighting and sensitive planting. All comments will be considered and incorporated wherever possible.</p>
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	<p>change from the present very boring dated and not at all innovative."</p> <p>"community art. An open space gallery for community members"</p> <p>"Bank Court is fines as it is - there is already good access from the car park."</p> <p>"It all sounds really positive."</p> <p>"We have pizza style areas in front of many of the cafes that are used in good weather.</p> <p>what will be effect on the people who move into the homes above bank court they are completed. GUM BOXES, BUTTS BOXES needed outside eating shops and Marlowes Centre."</p> <p>"I hope that this paving design of small tiles in Bank Court is going to kept this pattern is modelled on the Jellico design for this water gardens. see attached photocopy"</p>	
<p>2. Generic Responses</p>		
<p>PARKING</p>	<p>"Better free parking, "</p> <p>"Plenty of cheap parking for 2 hours maximum."</p> <p>"would be reasonable to look at parking at water</p>	<p>Comments request more free/cheap parking throughout the town.</p> <p>DBC Response:</p>

	<p>gardens (both car parks) and make costs equal"</p> <p>"Provide short term free parking to boost trade in shops"</p> <p>"Parking is too expensive for short term and deters residents from just popping to the shops 1 hour free might be an idea as it takes time to walk from the multi-storey"</p> <p>"There needs to be better parking facilities at more reasonable cost."</p> <p>"Reduce parking costs and improve vehicular access to Marlowes. Purchases of larger heavy goods are difficult due to distance to car parks"</p> <p>"Keep parking free/cheap so you're not put off going into town if you only want to visit one shop. Shuttle bus for key areas egg sports centre, water gardens, market square, hospital, old town, Gadebridge park."</p> <p>"Lower the prices or make them free car parks to get more people to come to Hemel to spend time if you don't have to rush back to your car then you might use the cafes and restaurants,"</p> <p>"Double yellow lines should be in place on the access road to the Water Gardens car park. Cars parking along that entrance cause an issue for pedestrians and road users alike. It also</p>	<p>Improvements are proposed to a number of car parks around Hemel Hempstead town centre including the Water Gardens car parks and Moor End Road car parks.</p> <p>Parking in Dacorum Borough Council car parks is reasonably priced starting at £0.25 for 15 minutes in the pay and display bays on Waterhouse Street, £0.80 in the Water Garden car parks for up to 1 hour and £3.50 for all day parking in the Water Gardens (North) Upper Deck (information correct as on 19/08/2014). More information on parking is available at:</p> <p>http://www.dacorum.gov.uk/home/community-living/parking-and-travel</p> <p>The multi-storey car parks in the town centre are privately owned and set their own prices.</p>
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	<p>gives the impression to visitors that the car park is full when it is not."</p> <p>"Allow people to park on Waterhouse Street, half hour free parking, no return within two hours so people can POP into the town centre when they need to. Its usually full of Blue badge holders along Waterhouse Street anyway so parking isn't the issue. Allow traffic through the top end of Marlowes (The Ramp end) down Bridge Street into Waterhouse Street and allow the same short stay parking. It's just pointless leaving this area for taxi's and buses and would revitalise this end of the Town."</p> <p>"Enforce a no parking zone on waterhouse street by moor end rd, its very dangerous there"</p>	
<p>PEDESTRIAN ACCESS</p>	<p>"It would be good to have a pedestrian walkway, along the street from the corner traffic circle TK max to the entry to the parking area on waterhouse rd. This could be used for pop ups and outside entertainment areas"</p> <p>"I would like to see an improvement in the walkways through the water gardens as well as proper repairs to the river banks which will last. unlike the last lot of repairs."</p> <p>"At some stage, closing Waterhouse Street to traffic and making it a seamless link to the Water Gardens, would be highly desirable. It would</p>	<p>Three comments wanted improvements to pedestrian access.</p> <p>DBC Response:</p> <p>The Master Plan for Hemel Hempstead town centre has been carefully considered and pathways planned to give easy access to all areas while ensuring safety is an important feature. Walkways through the Water Gardens will be improved as part of the Water Gardens restoration project while the pedestrian access from the Marlowes to the Water Gardens will have</p>

	<p>integrate the Water Gardens with the Town Centre."</p> <p>"There is a need to improve the safety of the road crossing between the two bus stops in Waterhouse Street. Elderly people are not able to make a long detour to the Bank Court pedestrian crossing when they merely want to make a bus connection or visit Primark or Marks and Spencers"</p>	<p>improved surfaces.</p>
<p>QUALITY OF SHOPS</p>	<p>"Offer low rents to 'individual/independent' shops to change Hemel town centre from being ""any town, anywhere"" to an interesting and useful shopping experience."</p> <p>"better quality shops instead of pound ones"</p> <p>"There needs to be more variety of shops and restaurants that cater to more cultures"</p> <p>"stop having pound shops!"</p> <p>"Get more shops instead of all the empty premises"</p> <p>"The whole area looks scruffy and while customer demand controls types of shops there seem to be an excess of charity, phone and pawnbroker shops."</p>	<p>A number of comments point to people wanting less "Pound", charity and empty shops and a focus on better quality and independent outlets.</p> <p>DBC Response:</p> <p>DBC is investing £30 million pounds improving Hemel Hempstead town centre creating an environment that aims to make the town centre a lively and vibrant place both day and night. We hope that the improvements improve footfall to the town centre and increase dwell time.</p> <p>DBC has limited control over the type of shops or improvements to the shops as they are all privately owned. However, we hope that by enhancing the environment around the shops, this will encourage</p>

	<p>"Less empty shops"</p> <p>"Address the problem of empty shop units. Far too many are idle - they hardly create the image of a vibrant and commercially successful town centre."</p> <p>"Waste of money, need to get some businesses into town as Hemel Hempstead is slowly getting boarded up shop by shop"</p> <p>"Need to promote/encourage more independent/small but high quality retailers."</p> <p>"MORE BESPOKE SHOPS SUCH AS DOLLY, HOUSE OF ELLIOTT. MORE VARIETY OF MARKET STALLS AND FOOD STANDS/FARMERS MARKET/GERMAN/FRENCH MARKETS"</p> <p>"Our town needs less 'value' shops (Poundland style.) To me this gives the impression that the town has no money. How about having pop up shops in the Marlowes, it's a very sad sight walking through and half the site is empty. http://en.wikipedia.org/wiki/Pop-up_retail"</p> <p>"Too many pound shops, cheap shops. I presume rent is an issue for small shops. Would be nice to see small food shops, cafes, why do people drive to Berkhamsted instead of HH? Very difficult to change their view of HH."</p>	<p>further improvements and investment from the shops themselves and attract a wider variety of shops to the town centre.</p>
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	<p>"I have lived here for nearly 60 years and seen many changes in Hemel. BUT it all boils down to if the shops are not very good, people will not come. It doesn't matter how 'wonderful' the outside is...no decent shops...no shoppers."</p> <p>"The main problem in the town centre is the number of vacant shops in the Marlowes Centre that make it less attractive to potential shoppers to visit. I assume the rates charged after the initial few months are prohibitive and are the reason why many of the stores move out after less than a year. Things are not much better in the rest of Marlowes where once popular stores like Woolworths are now 'Pound shops', and others such as Jessops remain vacant. Solve the root problem not the cosmetics."</p> <p>"Need more shops and stalls. Maybe a farmers market Craft fair Anything to be people and businesses into the town"</p> <p>"More shops, More road access to town, less 1 way systems"</p> <p>"More full size images in empty shop windows, more restaurants"</p> <p>"To encourage more shops, not Pound shops or cafés. The town is becoming extinct."</p>	
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	<p>"Less pound shops and more good quality shops. More child friendly restaurant, not fast food. Make a more friendly and welcoming shopping experience."</p> <p>"Reduce rents / rates so less empty shops. No more pound-type shops. Keep the market along Marlowes (as it is now)"</p> <p>"We need to fill the empty shops! This is of paramount importance as people across Hemel are complaining that half the town is deserted. We need to create a vibrant town centre that would support the lively town we live in. Also, the types of shop we need to attract are very important. People of Hemel don't want more £1 stores, we need some quality retailers that are household names to encourage outsiders to shop here, rather than losing our own residents to Watford, St Albans and Milton Keynes"</p> <p>"Encourage different traders, there are too many poundshops/charity shops and fast food outlets. The old part of the Marlowes is in need of a dire makeover."</p> <p>"It is very important that this goes forward to improve the town but, without decent shops to draw shoppers to Hemel I fear it will just become a place for youths to hang out which, due to the proximity of the ATMs could lead to crime?"</p> <p>"Encourage new businesses to move into the</p>	
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	boarded shops.”	
SHOPPING ENVIRONMENT	<p>"I hope that the dated flower beds which have become a play ground for very young children to run all over will be replaced."</p> <p>"Make the space child friendly as well as looking good with pop cafes, restaurants so people would like to have a cup of coffee and not just walk straight through and just think what a waste of space."</p> <p>"The colour of the furniture and building should be made more vibrant and bright. The buildings should be all colour coordinated. A choice of colour should be used to make the area appear more brighter."</p> <p>"I never go in to the town centre for pleasure, only because I have to. I would love the area to be overall more attractive and enjoyable, with lots of planting, attractive sitting areas, maybe some specialist artisan shops or stalls, and above all a really good fruit and veg market. The St Albans Saturday market is a good model. It would be good if the water gardens were integrated into the town centre - now it feels like a meaningless bit of water beside a grotty road."</p> <p>"The centre needs more choice of restaurants and bars that are not just aimed towards young people."</p>	<p>There were a number of comments with ideas on how to improve the shopping environment. Most want an attractive, integrated look for the shopping area with children’s play spaces, inviting seating, plants and water features. More restaurants open into the evening and diverse market stalls. There was one suggestion to knock it all down and start again.</p> <p>DBC Response:</p> <p>Within the plans for the Marlowes shopping zone are innovative designs for planted areas, children’s play zones, water features, zoned lighting and a central events area with performance canopy and large screen display. The whole space will be revived with a fresh, clean look with less clutter. The Market area will be improved which is anticipated to encourage new stalls including food and themed markets. More information is available at www.dacorum.gov.uk/hemevolution</p>

	<p>"There needs to be less street furniture cluttering the town. Railings, unnecessary signage, etc all make the place look untidy. Simplicity is key."</p> <p>"Concentrate on that area to really improve the experience of going into town. Currently it's very depressing."</p> <p>"needs improvement environment"</p> <p>"What is planned should improve the overall appearance and attractiveness of the town encouraging higher footfall and sales. Need to encourage new residents to the area to take part in and respect the improvements."</p> <p>"Making it a smoke free zone and directing smokers to specified smoking areas. There is nothing worse when shopping or enjoying such areas as the Water Gardens than running the gauntlet of cigarette smoke generated by too many smokers lurking outside shop doors and along public thoroughfares."</p> <p>"Much of this is cosmetic."</p> <p>"Seating and other areas with people with mobility probs in mind, bit more ideas of verity of shops .to many pound shops."</p>	
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	<p>"Children's play area is a life saver to let the kids burn some energy off while shopping but needs more pedestrian friendly features. For example, fencing it off into a separate area, better seating and more for the kids to do, while still working on the Nickey line theme."</p> <p>"I know there are plans for trees already, but make the town centre as green as possible. There are no restaurants only daytime cafes, very little outside seating at these. Can you use an empty shop, egg the old Post Office to have a weekly car boot/table top sale How about a Christmas market with stalls local arts and craft people? In Germany the council puts lots of potted Christmas trees in the town centre, each Primary School etc, has a tree to decorate, people feel part of their town"</p> <p>"Plant more trees in pedestrian areas not only in the town centre but throughout Hemel Hempstead. Having recently visited Islington, an area I grew up in, I was so impressed with the way the area has changed, not so much with the buildings which have changed very little but with how green everywhere appeared. This action not only improves the arear out of recognition but greatly assists in purifying the polluted air, in fact a double win situation."</p> <p>"Encourage more diverse market stalls including food stalls selling hot/ cold food on weekends to</p>	
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	<p>enhance the existing market situated along Marlowes."</p> <p>"Can we have an area of water fountains so in the hot weather the children can run through the fountains to cool off? If not in the town, what about in gadebridge park?"</p> <p>"Bring more life into the town centre, the pedestrianised centre is crying out for up market bars, cafe's restaurants etc with outdoor eating drinking areas. The town is dead after 5.30 p.m and it will only get worse once Jarmans Park is finished."</p> <p>"I miss the fountain in Marlowes. Just because some selfish people put bubble bath into it, must I do without?"</p> <p>"I have lived in HH for 40 odd years but these days rarely go into the town centre, preferring to use St Albans or Watford. However I was in the Marlowes today and have to say, it's NOT an inspiring place - way too many pound shops, phone shops and a lack of the sort of shops that draw people to visit. The general appearance is tacky. I still prefer St Albans (eg French Row, so much nicer!) I just hope you will not make Bank Court as tacky as the Marlowes."</p> <p>"Demolish the hideous 1960s buildings and replace with something much nicer!"</p>	
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	<p>"Better wind breaks and drainage in heavy rain. More canopies."</p> <p>"More nature, trees, trees please soften with natural materials connect to nature. Precedent - Canary Wharf, London."</p> <p>"All the plans for lighting, trees, cafes and specialist themed markets are amazing! can't wait to enjoy it all! fab floral display too please! the Town really needs all this!!"</p> <p>"Please tell Marlowes to improve into Watford have changed Watford's town so much why the hell can't Marlowes shopping centre improve guys it's the most shocking centre in herts more empty shops then open, hardly no shoppers coming in doors, looking very very outdated please please help :-("</p>	
<p>THE WIDER TOWN CENTRE</p>	<p>"Please join up the civic centre end of town with the rest of Marlowes, make it nice to walk through the whole town right through to the old town. Join the water gardens maybe by spreading the area across that grotty road so people want to spend time there. Put in a great fruit and veg market like St Albans. More planting, nice seating, pop-up events, displays. Artisan shops and cafes. Transform that miserable feel the town has, please!"</p>	<p>Diverse comments concerning improvements to the market, the integration of both ends of the Marlowes and concern regarding the dated look of the back of the buildings overlooking the Watergardens. Two comments wanted a new entertainment centre to be built and one requested a new hospital. The bus station should provide covered waiting areas.</p>

	<p>"The market area definitely needs to be improved so that it is more attractive. The market square needs a complete revamp and find ways to attract restaurants, pubs and eateries - we need some prime chains such as Nandos, Pizza Express and outdoor tables to give a piazza-like feel"</p> <p>"I would like to see regular farmers markets in the Old Town. Last week's Festival was great and shows how vibrant the area can be!"</p> <p>"Just to say it's great the improvements to town are starting. Old town now looks much better."</p> <p>"A new theatre like the Pavilion"</p> <p>"Rebuild a large theatre entertainment venue"</p> <p>"Bring back the Market in the area behind the Bus station."</p> <p>"within the envisaged improved bus station, covered waiting area with seating for long-distance coach passengers and their luggage should be given high priority. The quality and range of airport links is an important advantage that Hemel Hempstead should capitalise on fully"</p> <p>"I think it's very important that you should include, a cafe on the water Gardens itself so</p>	<p>DBC Response:</p> <p>The Hemel Hempstead Town Centre Master Plan aims to create a cohesive vibrant environment from the Old Town High Street to the Plough Roundabout. It will incorporate a revitalised Marlowes shopping zone, the new bus exchange, Jellico Water Gardens, a new Public Service Quarter as well as leisure and residential developments. Further information is available at www.dacorum.gov.uk/hemevolution</p>
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	<p>we can sit and relax and admire the water Gardens without having to look over from bank court and through the traffic, and perhaps every so often have any few arts and craft stalls actually on the water Gardens Local arts and craft stalls that people from Hemel Hempstead have made “</p> <p>"Necessity of controlling the geese before work on the Garden. Disappointing that a replacement concert hall was not included in plans"</p> <p>"Improving the buildings in the Town Centre behind the bus station - replacing tatty, modern looking flats and car parks with smart brick-built buildings."</p> <p>"The problem is that one side of Waterhouse Street contains the backs of buildings and service yards, which will be a permanent blot on the appearance of the water gardens."</p> <p>“A brand new hospital?”</p>	
<p>SAFETY</p>	<p>"Need more community police in the area, to save vandalism and wasting money on improving the area."</p> <p>"You probably have no say in this, but it would be so much better if the Police had an open station in Coombe Street again."</p>	<p>More police presence required.</p> <p>DBC Response:</p> <p>A copy of this report will be passed on to the Police.</p>

<p>MISCELLANEOUS COMMENTS.</p>	<p>"I just wish someone, somewhere would GET ON WITH IT! Promises have been made ever since The Pavilion was demolished. Schemes have been proposed/shot down in flames/lost a vast amount of money with still no result. Wake up someone. Hemel needs help and so do its residents."</p> <p>"How much will the whole cost be and where is the money coming from. N/A"</p> <p>"Make sure your contractors are on a time limit!!"</p> <p>"Feel free to do anything you like as long as it does not cost Dacorum council tax payers any money. some of us never go to hemel hempstead. this looks like yet another hair brained scheme, thought up by people who probably have no experience of working in the real world and where saving and profit are unknown words. I could go on but I expect there is no point. this pretend consultation means that the scheme is already a done deal."</p> <p>"yes improving Hemel for visitors plus residents and local Businesses to come new better town. Compiction the town needs"</p> <p>"Judging by the complete debacle at the old high street,(and I'd like to know the full cost</p>	<p>There were nine negative comments and one positive. Most focused on the cost of the project and concerns that tax payers would foot the bill while others were concerned that the project would not be managed well, mentioning the over-run of the Old Town improvements.</p> <p>DBC Response:</p> <p>DBC have set aside 30 million pounds for the regeneration of the town centre without having to raise taxes for local residents.</p> <p>The Old Town project was managed by Hertfordshire County Council. However lessons have been learnt and new practises adopted to mitigate risks, ensure target dates and costs are met as best as possible.</p> <p>DBC are confident that Greenfords are the correct contractors to run the Marlowes shopping area and Bank Court improvements supported by a strong team within DBC. Work has already commenced within the pedestrianised area and it is anticipated that all works will be completed by Autumn 2015.</p>
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	<p>implications of that project), I think you should not undertake any more works of that nature for the foreseeable future. If this project is to go ahead I'd like to see the breakdown of the tender, the time frame for the works, with penalties if the works over run, and to know that no one overseeing the contract from the local government is in any way connected to the contractors. I would also recommend that"</p> <p>"Knock the whole town centre down and build a proper one instead of bits here there and everywhere"</p> <p>"You have destroyed the town centre already. By pedestrianizing Marlowes; you sucked the life out of it, made it inaccessible and denied us all the option of spontaneous visits."</p> <p>"A fully functional hospital is probably a better way to spend funds."</p>	<p>The provision of medical facilities is under the NHS. The Council will continue to work with the NHS as proposals develop.</p>
<p>MAINTENANCE AND FACILITIES</p>	<p>"Make sure that ongoing maintenance is carried out after the improvements."</p> <p>"Any updating to the hard surfaces should also take into consideration durability and ongoing maintenance. The number of uneven surfaces in the town centre are major hazards for the elderly and disabled."</p> <p>"I hope the road surface of Waterhouse will be</p>	<p>A number of comments concerned about ongoing maintenance to ensure safety and cleanliness in the new environment. Three comments suggest new clean toilets, better seating and litter bins are important.</p> <p>DBC Response:</p> <p>Improved management and maintenance</p>

	<p>improved as a bus ride along there in older buses is very very bumpy."</p> <p>"Improving the toilet facilities and cleaning. Attracting new trade to the space."</p> <p>"One of the main issues that comes up regularly after people have injured themselves on poorly maintained highways is ""Why are the walkways not maintained and how can we spend money ""regenerating"" before we make safe and maintain what we have already?"</p> <p>"The ducks swans etc. have 2 shop trolleys in their water pond area. Important they are removed asap"</p> <p>"More seating"</p> <p>"Pavements"</p> <p>"To enhance our beautiful water gardens is very welcome but I just hope the area will be kept clean and tidy. A regeneration project for our town is well overdue but exciting."</p> <p>"cleaner town with better function more events and specialist markets and to be informed better of said events but most importantly to remember our heritage and improve it to make it shine"</p> <p>"Adequate litter bins Ditto train for use by</p>	<p>of the regenerated schemes are being looked at along with appropriate resource allocation for management and maintenance. A full time Town Centre Manager has been appointed who is looking at sustainable management of the town centre moving forward.</p> <p>New public toilets are planned for outside the new bus interchange close to the food court. Better seating features in the design plans along with litter bins and other street furniture.</p>
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	elderly persons and adults with babies and young children"	
HERITAGE	<p>"Remember the town's importance as an example of postwar architecture, this is often ignored but the street scene should be preserved and celebrated as an example of English vernacular architecture."</p> <p>"The architecture of Bank Court in an integral part of the Water Gardens scheme (EH Register) and a key mid-20th C design element. Facades, especially overlooking the water garden need to be kept as originally designed"</p>	<p>Two comments were concerned about retaining the heritage of the architecture.</p> <p>DBC Response:</p> <p>The design principles of the Marlowes shopping zone improvements support the retention of New Town Heritage and sympathetic enhancement of shop frontages and fascias in the Area of Special Character. Any new improvements and redevelopment opportunities will be expected to support these principles</p>
Question 4 – Are you completing this survey as...?		
a resident of Hemel Hempstead town centre		50 (20.9%)
a resident of Dacorum		161 (67.4%)
a visitor to Dacorum		8 (3.3%)
a member of the Town Centre Partnership		0 (0.0%)
a retailer owner/retail employee in Hemel Hempstead town centre		1 (0.4%)
Market trader in the Hemel Hempstead town centre		0 (0.0%)
a Dacorum Borough Council member of staff		2 (0.8%)
a representative of a group or organisation		4 (1.7%)
a Dacorum Borough Councillor / Herts County Councillor / Town/Parish Councillor		2 (0.8%)
Other business in the town centre (owner / employee)		3 (1.3%)
Landlord		26 (2.5%)

None of the above (please specify below)	(0.8%)
Question 5 – What is your ethnic group?	
White - British, Irish or any other White background	215 (90.7%)
Mixed - White and Black Caribbean, White and Black African, White and Asian or any other Mixed background	0 (0.0%)
Asian or Asian British - Indian, Pakistani, Bangladeshi or any other Asian background	4 (1.7%)
Black or Black British - Caribbean, African or any other Black background	4 (1.7%)
Chinese or other ethnic group	0 (0.0%)
Prefer not to say	14 (5.9%)
Question 6 - Do you consider yourself to have a disability under the Equality Act definition?	
Yes	26 (11.0%)
No	199 (84.3%)
Prefer not to say	11 (4.7%)
Question 7 - To help us better understand your needs, please select the answer(s) below which best describes your disability.	
Vision (for example blindness or partial sight)	3 (12.5%)
Hearing (for example deafness or being hard of hearing)	4 (16.7%)
Mobility (for example walking short distances or climbing stairs)	15 (62.5%)
Dexterity (including manual dexterity and muscular control, for example lifting or carrying objects or using a keyboard)	1 (4.2%)
Speech (speech impairments that can cause communication problems)	0 (0.0%)
Mental health (substantial and lasting more than a year, for example depression)	5 (20.8%)
Stamina or breathing or fatigue	6 (25.0%)
Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome)	2 (8.3%)
Long term illness (such as cancer, HIV, MS)	2 (8.3%)

Other (Please specify if you wish)	0 (0.0%)
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Appendix 1

Bank Court Consultation Questionnaire



Hemel Hempstead town centre is evolving...

Bank Court Consultation Questionnaire

Bank Court (Figure 1) creates a key pedestrian and visual link between the main Marlowes shopping area and the Jellicoe Water Gardens, one of Hemel Hempstead's key heritage assets. Works to regenerate the Marlowes pedestrianised shopping area are due to start around September 2014, whilst restoration plans for the Water Gardens are scheduled to begin around April 2015. The Marlowes pedestrian area improvements have been extended to include Bank Court because of its proximity and importance to these two project areas. The main changes to Bank Court will be the relocation of 12 disabled bays to Waterhouse Street and new paving and street furniture to create a new 'piazza' style space.

These projects are part of a bigger regeneration programme to improve the town centre. Background information (including the Hemel Hempstead Town Centre Masterplan) and more detail on each of the projects can be found on our website www.dacorum.gov.uk/hemelevolution

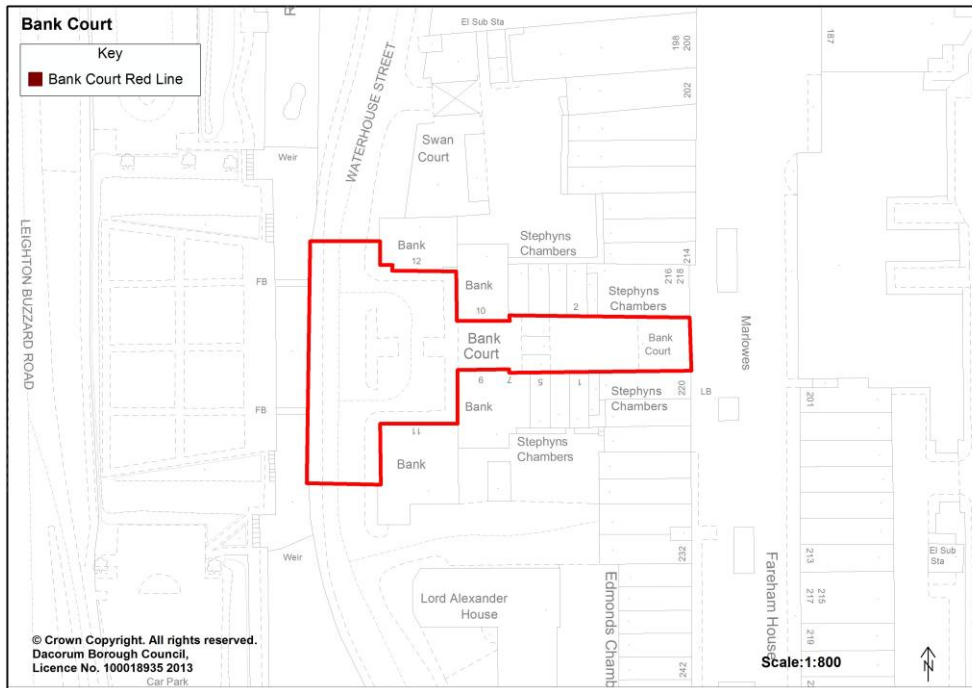


Figure 1: Location of Bank Court



1. Thinking about Bank Court, please tell us the extent of how important or unimportant the following options are to you.

	Very important	Important	Neither important nor unimportant / No opinion	Unimportant	Very Unimportant
Improving Bank Court to create a high quality public space.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating a flexible space for activities/markets/outside eating spaces etc. that link the shopping area with the Water Gardens.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving the vibrancy of Bank Court as the key link between the shopping area and the Water Gardens (e.g.: through pop-up cafes facing the Water Gardens, food markets, space to relax in view of the Water Gardens).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making it easier to access the shopping area from the Water Gardens car parks through Bank Court.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making it easier to access the Water Gardens from the shopping area through Bank Court.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving the visibility of the Water Gardens from the shopping area through Bank Court.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving the visibility of the shopping area from Waterhouse Street through Bank Court.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Is there anything else you would like to comment on with regards to improving Hemel Hempstead Town Centre? (This question is intended to understand the needs of residents, visitors and local businesses. Unfortunately we will not be able to respond to you individually).

3. Please tell us if you would like to be kept informed by email on the progress of the Hemel Hempstead Town Centre improvement project? YES NO

The information you give us will be processed in accordance with the Data Protection Act 1998 and will not be passed on to any third parties.

NAME:

EMAIL:

PHONE:

ADDRESS:

4. Are you completing this survey as...? (Please select one option only. If more than one option applies please select the one that you feel is most appropriate)

- a resident of Hemel Hempstead town centre
- a resident of Dacorum
- a visitor to Dacorum
- a member of the Town Centre Partnership
- a retailer owner/retail employee in Hemel Hempstead town centre
- Market trader in the Hemel Hempstead town centre
- a Dacorum Borough Council member of staff
- a representative of a group or organisation
- a Dacorum Borough Councillor / Herts County Councillor / Town/Parish Councillor
- Other business in the town centre (owner / employee)
- Landlord
- None of the above (please specify.....)

Equal Opportunities Monitoring

The following equality questions are **optional** but your answers help us ensure that our consultations are representative. This is part of a project to monitor consultation responses in order to find out whether we are hearing from all sections of the community. The information will be processed in accordance with the Data Protection Act. All answers will remain confidential and no third party will be involved in processing the information.

5. What is your ethnic group? *Please cross one box only*

- White - British, Irish or any other White background
- Mixed - White and Black Caribbean, White and Black African, White and Asian or any other Mixed background
- Asian or Asian British - Indian, Pakistani, Bangladeshi or any other Asian background
- Black or Black British - Caribbean, African or any other Black background
- Chinese or Other ethnic group
- Prefer not to say

6. Do you consider yourself to have a disability under the Equality Act definition?

- Yes
- No
- Prefer not to say

7. To help us better understand your needs, please select the answer(s) below which best describes your disability. (Please click all that apply):

- Vision (for example blindness or partial sight)
- Mobility (for example walking short distances or climbing stairs)
- Hearing (for example deafness or being hard of hearing)
- Dexterity (including manual dexterity and muscular control, for example lifting or carrying objects or using a keyboard)
- Speech (speech impairments that can cause communication problems)
- Mental health (substantial and lasting more than a year, for example depression)
- Stamina or breathing or fatigue
- Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome)
- Long term illness (such as cancer, HIV, MS)
- Other (Please specify if you wish)

Other.....

Thank you for taking the time to complete this survey. If you would like to complete this questionnaire online please visit <http://web.dacorum.gov.uk/consultation>

Please turn over for return address and contact details for further information.

Please return the completed survey to:

Hemel Evolution Team
Strategic Planning and Regeneration
Dacorum Borough Council
Hemel Hempstead Civic Centre
Marlowes
Hemel Hempstead
Hertfordshire
HP1 1HH

OR

hemevolution@dacorum.gov.uk

This survey is also available to complete online at www.dacorum.gov.uk from 12 July 2014 – 10 August 2014.

If you have any queries about this project please check our website www.dacorum.gov.uk/hemevolution or contact the Hemel Evolution Team, Dacorum Borough Council at hemevolution@dacorum.gov.uk or 01442 228000.