

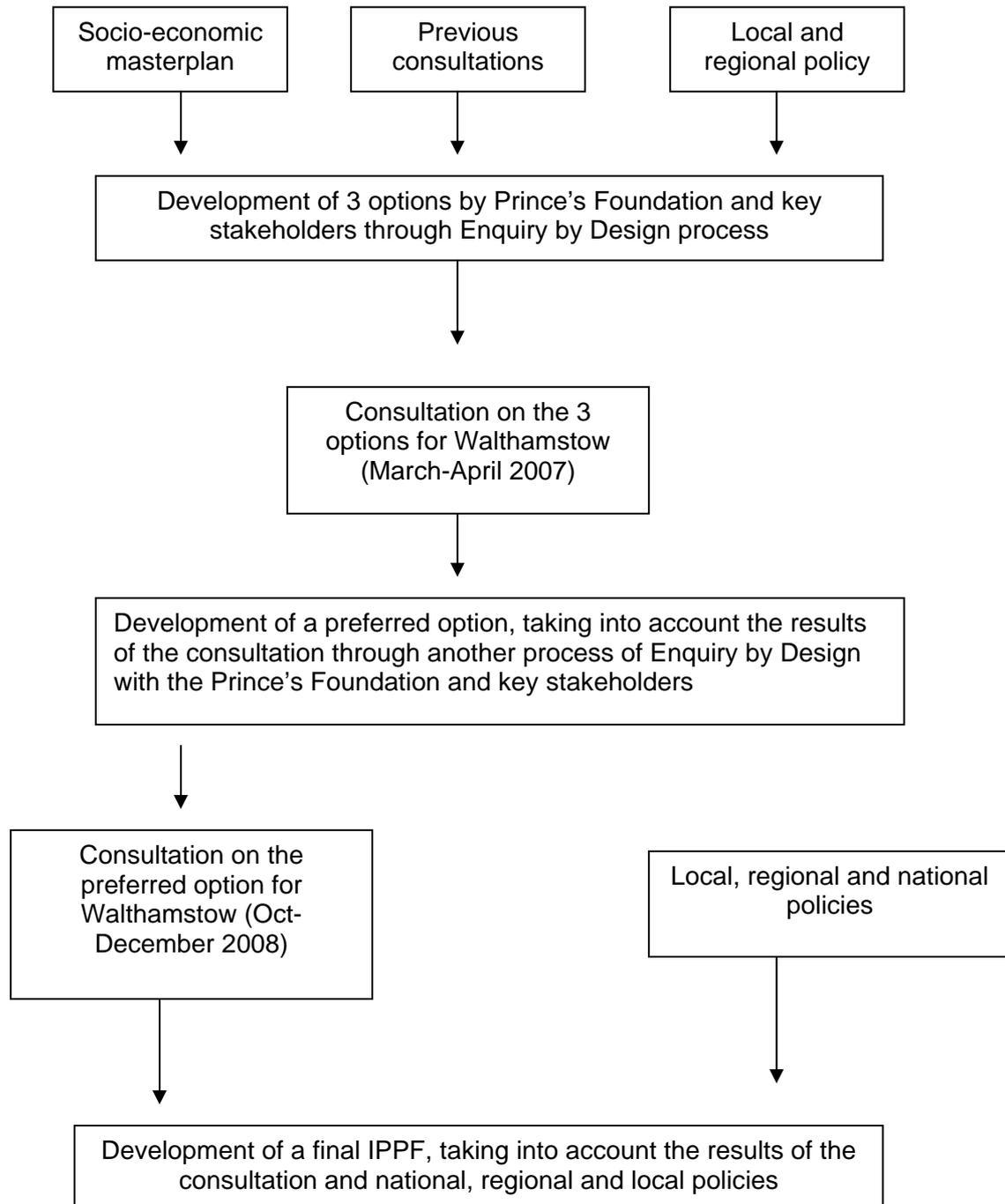
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Introduction and approach

This report is part of the process for developing and Interim Planning Policy Framework (IPPF). The IPPF provides a framework and guidance for considering development proposals and reflects the Council, local resident and businesses and other key stakeholders' vision for the town centre.

The emerging IPPF for Walthamstow has been subject to the rigorous stakeholder engagement process as identified in Planning Policy Statement 12 (PPS12), see diagram below.



Renaisi were commissioned by London Borough of Waltham Forest in July 2007 to conduct this programme of consultation on the preferred option, which has been developed through the Prince's Foundation for the Built Environment Enquiry by Design Process to become the Interim Planning Policy Framework for Walthamstow Town Centre.

This report outlines the findings of the second stage of consultation. Consultation can be defined as:

'a process through which the public is informed about proposals fashioned by a planning authority or developer and invited to submit comments'.

Brighton & Hove City Council

The approach adopted reflects this. A programme of events was undertaken which made the preferred option for Walthamstow Town Centre available, in written form to all people living and working within Waltham Forest. To supplement this, a cross section of the community were involved in detailed discussion of the preferred option.

The outcomes that have been achieved through this work are:

- Design of a questionnaire reflecting the themes recorded during the consultation process in the Spring 2007;
- The distribution of 20,000 leaflets describing the preferred option for the future of Walthamstow Town Centre, including the questionnaire, through both activities targeted for individual interest groups and public space leafleting;
- Recruitment of participants for meetings, information sessions and focus group activities;
- Six town centre events, during which semi-structured interviews, short interviews and general information sessions were held;
- Drop-in sessions and provision of information at events, including Community Council meetings, Ward Meetings and Walthamstow Library (for Market Traders from Walthamstow Market); and
- Production of this summary report.

As part of the wider consultation process the Council also published the consultation details and the questionnaire in the Waltham Forest Magazine, which has a circulation of 110,000 residents and businesses within the borough.

The following themes were expressed during this round of consultation events and demonstrate the views of participants on the consultation process:

- A lack of understanding of the planning process and the number of consultations to be undertaken on very similar plans, this may lead to perceived fatigue. This led to an engagement plan that was more active and innovatory to overcome this.
- A limited understanding of the span of responsibility of the local authority;
- Suspicion of the motivations of the London Borough of Waltham Forest in conducting a further consultation process;

- Confusion about the process in relation to the development of the Arcade site at the junction of the High Street and Hoe Street;
- Impatience with the timescales 'to get anything to happen'; and
- A view of the 'Town Centre' as the Walthamstow Central Station area only.

Main issues and findings from consultation events/ sessions

The feedback on the proposals can be summarised as;

- a general consensus that supports the development of a plan to guide the physical development of Walthamstow Town Centre;
-
- support for the development of a larger retail offer;
-
- support for the development of an all day, all week café & evening economy;
-
- support for better pedestrian access in and around the town centre;
-
- support for the review of the market to improve access, safety, cleanliness but mixed views on the suggestion of back to back stalls;
-
- support for the plan to support the South Grove area;
-
- support for the proposed mix use development of the South Grove area;
-
- mixed views on the proposals for the Central / Bus Station and Town Centre area;
-
- support for the development of a cinema in Walthamstow;

Consultation on the Arcade site, at the junction of Hoe Street and the High Street, was kept separate in this exercise as it is subject to a separate process which is being run by the approved developer, St. Modwen's. Views expressed on this site were collected during this process and have been passed to the developers, St Modwen, for their information and reference.

Summary of engagement activity

Groups Consulted	Information distributed	Resource	Numbers Engaged
LGBT	Through ELOP	1 Focus Group	6
Cross Section of Socio-economic groups		4 Focus Groups & 2 Information Sessions	30
14 – 17 year olds	Holy Family School	1 Focus Group	30
14 – 17 year olds	Walthamstow Girls School	1 Focus Group	24
14 – 17 year olds	Willowfield School	1 Focus Group	20
18 – 24 year olds	Walthamstow College	1 Information distribution session to 400 pupils & 3 Focus Groups	400 given information 36 more actively engaged
Disabled Residents	Disability Resource Centre	2 Information sessions, 9 talking books, individual interviews	40
Asian Women	Asian Women's Network	1 meeting with Asian Women's Network	10
Polish Community	Polish Catholic community	2 information sessions & distribution of notices in Polish to 1500 people	1,500 receiving information 10 more actively engaged through use of an interpreter
Black Afro-Caribbean Males		Semi structured interviews	15
Market Traders event	Leafleting along the market and invitation from Market Trader reps	Drop in session	25
Community Councils	Walthamstow West and Walthamstow and Lea Bridge Community Councils	Information available at meetings along with staff to answer questions	50
Town Centre Events		6 Town Centre Events & distribution of 4000 leaflets to individuals	4000 receiving information and 640 more actively engaged
Waltham Forest Residents	Waltham Forest Magazine		110,000 circulation of WFM

Methodology

This current round of consultation builds upon the feedback received from the previous consultation (in March/ April 2007). The feedback contributed to the subsequent development of the preferred option for a masterplan for Walthamstow Town Centre.

Therefore the approach to this consultation process:

- Understood the potential consultation fatigue across the Borough;
- Differed across the groups targeted to ensure effective engagement within the process;
- Built on the themes which were identified through the previous round of consultation which informed the development of the preferred option;

The objectives were:

- To disseminate information on the detail of the preferred option to residents, local businesses, and visitors to Walthamstow Town Centre and the borough more widely;
- To gather the detailed views of a range of people from within each of the target groups identified by London Borough of Waltham Forest;
- To provide general information sessions across the area to enable individuals to make informed choices about the individual elements contained within the preferred option;
- To offer individuals the opportunity to express their opinions about each of the themes within the options;
- To record individuals' views of the option;
- To explain the process that the London Borough of Waltham Forest has adopted for the development of an Interim Planning Policy Framework for Walthamstow;

Challenges to the Project

A number of challenges were experienced in implementing this consultation. These include:

- Consultation fatigue. The volume or perceived volume of consultation across a range of policies and projects within and around Walthamstow caused a number of people who were consulted as part of this process to question why the authority were not progressing plans rather than always discussing them. In addition a number of people expressed the view that they had seen the plans earlier in the year and therefore did not have any further comments or views on the plans;
- Access to communities. Access to a number of communities and gaining a cross section of individuals from different communities, is a challenge experienced in all consultation and Walthamstow was no exception. To

address this targeted sessions and appropriate material were used to maximise engagement with a wide cross section of the community;

- Current individual developments. There is a perceived conflict between the development of individual schemes and the wider town centre-planning framework. This is an issue faced with many strategic masterplanning activities;
- Amount of information contained within the plan. This presented challenges in delivering, discussing and obtaining views from individuals participating in the consultation. For some individuals the volume of information was too high, while others expressed the view that more detail e.g. specific uses for community facilities, should have been included within the plan;
- Lack of understanding of the remit of responsibility held by the Local Authority. A number of individuals had a limited understanding of the span of responsibility of the local authority and expected the Local Authority to be responsible for all elements of life within the geographical area.

Distribution of Publicity

20,000 consultation booklets were distributed. The initial distribution of the consultation booklets was conducted on 22nd September 2007.

Initial Distribution of Consultation Booklets
All market traders and shops in Walthamstow High Street & Hoe Street
The general public
All staff in all of the schools in Walthamstow
Primary Care Trust health centres, surgeries
Religious institutions, churches, mosques and meeting venues

Category	Method of Distribution
The general public;	Using the transport nodes within Walthamstow; Walthamstow Central, St. James Street Station, Queens Road Station, Walthamstow Bus Station. This leafleting was conducted twice during the six-week period, during the week beginning 22 nd October and the week beginning 12 th November. Distribution was conducted during the early mornings and late afternoons/evenings at each of the four transport nodes during high volume periods
Staff employed within each of the 36 local primary, secondary and special schools serving the Walthamstow area.	Freeport envelopes were enclosed with this distribution to encourage responses from this group, many of whom do not themselves live within the Walthamstow area.
Faith centres	Across Walthamstow, Black Horse Lane Baptist Church, Walthamstow Mosque, Our Lady of Lourdes and St. Patrick's Church and Walthamstow Evangelical Church. In addition notices advertising the process

	were translated into Polish and distributed through the Polish Roman Catholic Churches in the Angel Islington, Redbridge and Waltham Abbey
Public buildings	Across Walthamstow e.g. Walthamstow library, Waltham Forest Town Hall, Vestry House Museum
Various Groups and Buildings across Walthamstow	Waltham Forest Asian Women's Centre, the East London Out Project users, GP surgeries, Health Centres, local pubs and cafes and the Citizen's Advice Bureau
Waltham Forest College	For distribution to staff employed within the college & Students attending Waltham Forest College
Walthamstow shopping Centre	Shops, markets stalls and businesses across the area, Shoppers and visitors to Walthamstow
Walthamstow West and Walthamstow and Lea Bridge community councils	During meetings

In addition to this distribution the plans and questionnaire were circulated to 110,000 households and businesses throughout the borough through inclusion in the Waltham Forest Magazine.

Questionnaire results

As part of the consultation process representations have been made by government bodies and landowners, these representations are not included in this summary.

This summary and the other representations will be fed into the next stage of the process, the development of a final draft Framework for Walthamstow.

Statistics

A total of 680 questionnaires (598 hard copies and 82 on-line) were submitted as part of this consultation process. The table below summaries the statistical results of this consultation exercise.

Question	Total respondents to question	Yes (%)	No (%)
Generic Questions:			
Retail Plans/ Local Economy			
Do you support the plan for a wider mix of retail options in Walthamstow?	639	85	9
Do you support the strategy to develop the evening/ Café economy in Walthamstow?	632	81	12
Do you agree with the proposed locations of evening / café venues?	612	70	20
Green Spaces/ Community Facilities			
Do you support the plan for increased provision of green spaces and community facilities in Walthamstow?	632	88	5
Do you agree with the locations of the green spaces and community facilities in Walthamstow?	598	73	15
Safety/ Security			
Do you feel the plan will increase safety in	585	60	26

Walthamstow during the day?			
Do you feel the plan will increase safety and security in the evening in Walthamstow?	564	52	31
Access/ Transport			
Do you support the proposed street system in the plan?	598	71	18
Do you support the proposed system for the traffic movement around Town Centre?	592	70	17
Mobility¹			
Do you have limited Mobility?	74	5	85
If Yes do you feel this plan will increase your accessibility within the town centre	4 (5% of 15%)	10	17
Do you agree the proposed plans of Walthamstow will enable better access to and around the Town Centre for people with disabilities or restricted mobility?	472	66	13
High Street/ Selborne Walk			
Do you support the plan to move the market stalls into the centre of the High Street (Back to back)?	619	64	27
Do you support the creation of stop off café areas along the market route?	626	76	16
Do you feel that these proposals will make the market safer?	551	53	28
Do you support the expansion of Selborne Walk and the creation of an open-air walkway with links to the High Street?	605	71	18
South Grove			
Do you support the plan to develop this area for mix use employment/retail/ residential/ community use?	605	79	10
Do you support the re-location of Sainsbury's?	564	55	29
Central/ Bus Station and Town Square			
Do you support the long-term plan to alter the Bus Station and surrounding road network to reduce travel times?	612	75	16
Do you support the extension of Queen's Road Station onto Selborne Road?	612	81	9
Do you support the plan for visiting markets in the Town Square to promote the town centre?	612	84	6
Do you support the plan to add to the Town Square?	585	74	13
Arcade Site²			

¹ The mobility question was phrased differently on the internet and on the hard copy questionnaires, hence the reason the total respondents is lower for these questions. The internet responses represent 15% of the total responses and the first 2 mobility questions were answered by internet respondents. The percentages of yes and no therefore represent the views of this 15% (and subsequently 5% in question 2). The third question in this section represents the views of the 472 respondents who completed the hard copy questionnaires.

² Information collected through this consultation process on this area will be passed onto the Developers for information and there will be further opportunity for neighbours of the site to respond to the plans through the Planning consultation process once a planning application has been submitted.

Do you support the retail offer that will be available on this site?	564	57	26
Do you support the plan to use this site as a catalyst for developing the evening economy/ café economy in Walthamstow?	598	68	19
Do you support the proposed mix of retail, residential and leisure for the site?	592	57	30

Analysis

There has been a high response to all questions, with no question receiving less than 80% response rate.

There has been a high-level of responses to all questions, with no question receiving less than 80% (544) responses. This high response rate gives validity to the supportive figures that the results demonstrate.

The figures show that there is strong support for all aspects of the plan. Over 80% of respondents support a wider mix of retail options, the development of a café economy, the increase of green spaces and community facilities, the improved access to Queen's Road Station and visiting markets within the town square; over 70% of respondents support the proposals for evening economy and café venues at the top of the High Street and stop off points down the market, the traffic movement and street plans, the expansion of the shopping centre with an open air walkway, the development of South Grove as a mixed use scheme and the long-term plans to adapt the bus station to speed up travel times.

Common Issues and comments

Comments were also logged through this questionnaire process and these comments reflect both the support for the plans and the reservations or issues respondents have with aspects of the plan. Some of the key issues identified by respondents were:

Community Safety and the public realm

- Community safety and security and the need for the town centre to factor these issues into the design and management of new developments/ schemes
- Provision in the community facilities identified for youth and children activities
- Concern around the loss of car parking within the town centre
- Requests for more green spaces and better maintenance of these spaces
- The need to build on the uniqueness and character of Walthamstow and not become a clone town
- Concern that building on the town square will reduce its openness

Transport

- The importance of the connections between Queens Rd Station and Walthamstow Central
- Recognition that the Bus Station worked well at the moment and was a successful recent development and that any re-development should be a long term proposal

Shopping and the Market

- Support for new and visiting markets

- Support for back to back stalls as this will create a cleaner, safer market along the High Street
- A feeling that the market worked well as it was now or reservations and concerns about the practicalities of the market stalls being moved back to back in terms of servicing the stalls, emergency vehicle access and accessibility for shoppers to the stalls
- Support for the extension of the shopping area with an open walk-way and more links from the High Street
- Concern over the loss of the covered retail area
- The need to encourage higher end retailers into the town centre

South Grove and Sainsbury's

- Concern that Sainsbury's was being moved too far away from the High Street and that it was fine where it was currently located
- Agreement that a bigger Sainsbury's than the existing one is needed

Evening Economy

- Support for the development of an evening economy
- The need for the provision of a cinema in the town centre to help an evening economy develop
- The need for an arts/ cultural facility within the town centre
- Concern over the future of the EMD Cinema on Hoe Street, this was particularly an issue for on-line respondents

The Arcade site

- Concern regarding the impact of a feature building on this site in terms of local residents and the character of Walthamstow

Conclusions of questionnaire responses

There is widespread support for all aspects of the plan, and a desire from respondents for things to start moving on these plans to realise the benefits and opportunities these proposals are seen to provide. There have also been requests for more detail on individual schemes, this will come in due course as the scheme is developed through the normal development and planning processes; these processes will involve further consultation,

SUMMARY OF INDIVIDUAL EVENTS

Town Centre Event – Tuesday 30th October & 27th November.

Town Centre Event – Friday 2nd November & 30th November.

Town Centre Event – Saturday 3rd November & 1st December.

Event Venue: Waltham Forest Town Square

Attendees: The General Public

Format for Event: Information giving sessions, short and more detailed interviews were conducted on a random basis

During the six days of public consultation in the Town Centre we distributed leaflets and gave information to over 4,000 individuals.

There was no set format for the delivery of the interventions at the Town Centre Events. This enabled us to respond to individuals information requirements. During each event team, members with leaflets containing questionnaires walked around the Town Square area to:

- publicise the event;
- engage users of the Town Centre;
- information giving; and
- encourage people to enter the marquee and discuss the plans in detail

During this process of the large number of people who had information given to them;

- some felt that they needed time to digest the information and then the opportunity to re-visit the options before expressing their views; either due to time commitments or the volume of information provided;
- the majority felt their concerns, questions had been answered through discussion and did not want to complete any paperwork;
- a number had particular and specific queries but discussed the full programme as a result of participating in the Town Centre events;
- a number visited the events on a number of occasions. We estimate that around 10% of those interviewed returned to clarify information.

Over the period of six events we provided 159 person hours of direct consultation. Using an average of 15 minutes per interaction we estimate that the plans were discussed with 640 individuals. This was in addition to the information on the plans distributed to the further 4,000 people.

Summary of Events Findings:

The information collected throughout the Town Centre Events has been summarised in the following table.

Retail Plans / Local Economy
Do you support the Plan for a wider mix of retail options in Walthamstow? <i>This proposal received overall support from the individuals interviewed during the Town Centre Events.</i>
Do you support the strategy to develop the evening / Café economy in Walthamstow? <i>This proposal was supported A small percentage of individuals expressed concern around maintaining safety, noise levels(particularly at night), and concern that a number of larger outlets would move into Walthamstow and limit the opportunities for smaller restaurants, cafes.</i>
Do you agree with the proposed locations of evening / café venues?

<p><i>There was overall support for a spread of evening / café venues across the length of the High Street area particularly to encourage growth in the St. James Street part of the Town Centre.</i></p>
<p>Green Spaces / Community Facilities</p>
<p>Do you support the plan for increased provision of green spaces and community facilities in Walthamstow? <i>This proposal was supported. The location of community facilities on the Town Square was raised as some individuals felt that this would take green space away from the Town Centre area.</i></p>
<p>Do you agree with the locations of the green spaces and community facilities in Walthamstow? <i>Overall supported. The location of community facilities on the Town Square was raised as some individuals felt that this would take green space away from the Town Centre area.</i></p>
<p>Safety / Security</p>
<p>Do you feel the plan will increase safety in Walthamstow during the day? <i>Once explained clearly, the proposal to improve safety by encouraging more people to use the whole of the Town Centre was supported. Individuals did raise some reservations around the need for more police within the area to support this plan and better infrastructure e.g. better lighting.</i></p>
<p>Do you feel the plan will increase safety and security in the evening in Walthamstow? <i>As above.</i></p>
<p>Access / Transport</p>
<p>Do you support the proposed street system in the plan? <i>This street plan, particularly the alterations to the street system at the Hoe Street, Selborne Road Junction was supported by individuals participating in the consultation.</i></p>
<p>Do you support the proposed system for the traffic movement around Town Centre? <i>The proposal received mixed reaction from participants. The majority felt that the proposals were positive, a number felt that the long term proposals to re-route the buses through the top of the High Street would be noisy, create congestion and be dangerous for pedestrians.</i></p>
<p>High Street / Selborne Walk</p>
<p>Do you support the plan to move the market stalls into the centre of the High Street (Back to back)? <i>This proposal received mixed response, some individuals felt that it would make travel through the market more accessible, others felt that it would make access to stalls more difficult as people would have to walk around stalls rather than through them. In general most individuals support a review of the market to make it more accessible, cleaner and safer.</i></p>
<p>Do you support the creation of stop off café areas along the market route? <i>This proposal was supported by the majority of individuals consulted.</i></p>
<p>Do you feel that these proposals will make the market safer? <i>As above the restructure of the market stalls received mixed responses. The majority of people want the market to be safer but a number were not sure that moving the stalls back to back would achieve this.</i></p>
<p>Do you support the expansion of Selborne Walk and the creation of an open air walkway? <i>This proposal was supported by the majority of people consulted.</i></p>
<p>South Grove</p>
<p>Do you support the plan to develop this area for mix use employment/retail/residential / community use?</p>

<i>This proposal was supported by the majority of individuals consulted.</i>
<p>Do you support the re-location of Sainsbury's? <i>This proposal received mixed responses. The majority of people welcomed the plan for a larger 'full' Sainsbury's.</i> <i>A number felt that the extra distance for some to travel would impact on their use of the market, i.e. they would perhaps not use the market and Sainsbury's where they currently use both.</i></p>
Central / Bus Station / Town Square
<p>Do you support the long term plan to alter the Bus station and surrounding road network? <i>This proposal received support from the majority of individuals consulted. A number expressed concern that the long term plan to re-route the buses through the High Street into the bus garage would increase noise levels and create dangers for pedestrians using the market.</i></p>
<p>Do you support the extension of Queen's Road Station onto Selborne Walk? <i>This proposal received support from all of those consulted.</i></p>
<p>Do you support the plan for visiting markets in the Town Square? <i>This proposal received support from all those consulted.</i></p>
<p>Do you support the plan to add to the Town Square? <i>This proposal received overall support but a number of people questioned the plans for a community facility on the Town Square.</i></p>
<p>Arcade Site: Information collected through this consultation process will be available for the current developers and will be passed to the London Borough of Waltham Forest Planners for information.</p>
<p>Do you support the retail offer that will be available on this site? <i>This proposal received support from the majority of people consulted.</i></p>
<p>Do you support the plan to use this site as a catalyst for developing the evening economy / café economy in Walthamstow? <i>The proposal to use this site as a catalyst for the café evening economy received mixed responses from those consulted. A number expressed the view that the possibility of a cinema would encourage visitors to the Town Centre but felt that further development of plans for an evening café economy are needed to support this proposal.</i></p>
<p>Do you support the proposed mix of retail, residential and leisure for the site? <i>The majority of people supported the plan to develop a mix of retail, residential and leisure on this site.</i></p>

Market Traders Event

Event Venue: Walthamstow Library

Date: 29 Nov

Time: drop-in session between 4pm-7pm

Attendees: Approximately 25 traders dropped into the sessions, including the leaders of the market Traders Association. 18 questionnaires were completed during the event and many more were taken away. All questionnaires were inputted and reported in the questionnaire section of this report.

Format for Event: Information giving, discussion with question and answers.

Summary of Events Findings:

The Market Traders focussed their comments on the proposed changes to the Market.

The Traders were happy that the full length of the market was being retained, they felt positive about the consultation process as their views from the first round had been incorporated into the preferred option. It was agreed that there was an issue of congestion; maintenance, crime and community safety which needed to be addressed to ensure the market reached its potential. It was agreed that the Council would continue to communicate with the Market Traders Association to address these issues and improve the image of the market.

There were concerns raised around:

- The loss of parking within the town centre, both in terms of traders parking throughout the day and customers deterred from visiting the market due to lack of parking
- The development on South Grove was questioned as this would result in the loss of market stall storage space
- The main issue of concern was the market stalls being moved back to back. All Traders, without exception, did not support this proposal for a number of reasons:
 - o Currently can walk down the centre of the market and can see stalls on both sides, back to back stalls would reduce exposure stalls had to potential shoppers
 - o Concern that the pathways would not allow emergency vehicle access down the High Street
 - o Issues of setting up and packing away stalls, currently vans are parked down the centre of the High Street, enabling free pedestrian access both down the High Street and into shops. If the stalls were back to back the vans would block the shop fronts at the beginning and end of the day and would result in difficulties for pedestrians to travel down the High Street at these times
 - o There was concern that the back-to-back changes would affect the lively-hoods of the traders

It was suggested that the stalls continue to have the central route down the High Street but that they are staggered, enabling greater circulation, opening up shop frontages at various points and creating areas for seating and cafes to develop. This layout could be achieved through natural wastage and voluntary movement of traders.

Focus Groups for mixed Socio-Economic Groups

Event Venue: Waltham Forest Town Hall, Strettons Business Centre, Walthamstow Academy,

Date: 6 dates during the consultation process

Time: Times between 7 – 10pm

Attendees: Over the period of the 4 workshops sessions & 2 information sessions, around 30 individuals attended/ participated.

Format for Event: Information giving, discussion with question and answers throughout events.

Summary of Events Findings:

Despite strong messaging and commitment from Renaisi, we were very disappointed that more people did not participate in these events.

The information collected at these events has been summarised in the table below.

Retail Plans / Local Economy
Do you support the Plan for a wider mix of retail options in Walthamstow? <i>This proposal received overall support from the individuals interviewed.</i>
Do you support the strategy to develop the evening / Café economy in Walthamstow? <i>This proposal was supported, a number of individuals expressed concern around maintaining safety, noise levels particularly at night, concern that a number of larger outlets would move into Walthamstow and limit the opportunities for smaller restaurants, cafes.</i>
Do you agree with the proposed locations of evening / café venues? <i>There was overall support for a spread of Evening / café venues across the length of the High Street area particularly to encourage growth in the St. James Street part of the Town Centre.</i>
Green Spaces / Community Facilities
Do you support the plan for increased provision of green spaces and community facilities in Walthamstow? <i>This proposal was supported. Two people who participated in the consultation felt very strongly that the location of community facilities on the Town Square would take green space away from the Town Centre area.</i>
Do you agree with the locations of the green spaces and community facilities in Walthamstow? <i>Overall supported. The location of community facilities on the Town Square was raised as some individuals felt that this would take green space away from the Town Centre area.</i>
Safety / Security
Do you feel the plan will increase safety in Walthamstow during the day? <i>Once explained clearly the proposal to improve safety by encouraging more people to use the whole of the Town Centre was supported. Individuals did raise some reservations around the need for more police within the area to support this plan and better infrastructure e.g. better lighting.</i>
Do you feel the plan will increase safety and security in the evening in Walthamstow? <i>As above.</i>
Access / Transport
Do you support the proposed street system in the plan? <i>This street plan, particularly the alterations to the street system at the Hoe Street/ Selborne Road Junction was supported by individuals participating in the consultation.</i>
Do you support the proposed system for the traffic movement around Town

<p>Centre?</p> <p><i>The proposal received mixed reaction from participants. The majority felt that the proposals were positive, a number felt that the long term proposals would re-route the buses through the top of the High Street would be noisy, create congestion and be dangerous for the pedestrian.</i></p>
<p>High Street / Selborne Walk</p>
<p>Do you support the plan to move the market stalls into the centre of the High Street (Back to back)?</p> <p><i>This proposal received mixed response, some individuals felt that it would make travel through the market more accessible, others felt that it would make access to stalls more difficult as people would have to walk around stalls rather than through them. In general most individuals support a review of the market to make it more accessible, cleaner and safer.</i></p>
<p>Do you support the creation of stop off café areas along the market route?</p> <p><i>This proposal was supported by the majority of individuals consulted.</i></p>
<p>Do you feel that these proposals will make the market safer?</p> <p><i>As above the restructure of the market stalls received mixed responses. The majority of people want the market to be safer but a number were not sure that moving the stalls back to back would achieve this.</i></p>
<p>Do you support the expansion of Selborne Walk and the creation of an open air walkway?</p> <p><i>This proposal was supported by the majority of people consulted.</i></p>
<p>South Grove</p>
<p>Do you support the plan to develop this area for mix use employment/retail/residential / community use?</p> <p><i>This proposal was supported by the majority of individuals consulted.</i></p>
<p>Do you support the re-location of Sainsbury's?</p> <p><i>This proposal received mixed responses, people welcomed the plan for a larger 'full' Sainsbury's but a number felt that the extra distance for some to travel would impact on their use of the market, i.e. they would perhaps not use the market and Sainsbury's where they currently do.</i></p>
<p>Central / Bus Station / Town Square</p>
<p>Do you support the long term plan to alter the Bus station and surrounding road network?</p> <p><i>This proposal received support from the majority of individuals consulted. A number expressed concern that the long term plan to re-route the buses through the High Street into the bus garage would increase noise levels and create dangers for pedestrians using the market.</i></p>
<p>Do you support the extension of Queen's Road Station onto Selborne Walk?</p> <p><i>This proposal received support from all of those consulted.</i></p>
<p>Do you support the plan for visiting markets in the Town Square?</p> <p><i>This proposal received support from all those consulted.</i></p>
<p>Do you support the plan to add to the Town Square?</p> <p><i>This proposal received overall support but a number of people questioned the plans for a community facility on the Town Square.</i></p>
<p>Arcade Site: Information collected through this consultation process will be available for the current developers and will be passed to the London Borough of Waltham Forest Planners for information.</p>
<p>Do you support the retail offer that will be available on this site?</p> <p><i>This proposal received support from the majority of people consulted.</i></p>
<p>Do you support the plan to use this site as a catalyst for developing the evening economy / café economy in Walthamstow?</p> <p><i>This proposal to use this site as a catalyst for the café evening economy</i></p>

received mixed responses from those consulted. A number expressed the view that the possibility of a cinema would encourage visitors to the Town Centre but felt that further development of plans for an evening café economy are needed to support this proposal.

*Do you support the proposed mix of retail, residential and leisure for the site?
The majority of people supported the plan to develop a mix of retail, residential and leisure on this site.*

In addition the following comments/ points were raised:

- a number of people expressed concern that plans / strategies to ensure that the infrastructure needed to implement the development of the Town Centre were needed and that without them the Town Centre could become a collection of different buildings with the same problems as those currently felt across the Town Centre;
- the timeframe for the programme was very long and that there was the need for some developments to come on line more quickly to give people confidence that the plans are being implemented;
- the quality of the developments, particularly housing development; a number of people expressed the wish that buildings were built for life 'rather than just poor quality buildings that fall into disrepair quickly'
- the need to ensure that housing units are not all one and two bedroom homes but larger family homes to encourage/enable families to live in the Town Centre area;
- the need to promote the continued development of 'the community' within the Town Centre;
- concern that, when developed, the Town Centre will see a growth in the number of larger retailers and therefore a decline in the number of local independent retailers; 'don't want to be another Wood Green'
- the need promote and preserve the historical identity of Walthamstow in the style of the buildings built across the Town Centre area;
- concern over the potential rise in noise, traffic and rubbish in the area;
- need to consider cyclists in the detailed road plans as cycling in Walthamstow is currently not safe and could be included within plans for the redevelopment;
- annoyance around the planned developments across the Town Centre which are not subject to this plan;
- the need for a Council 'One Stop Shop' within the Town Centre;

Focus Group for Lesbian Gay Bisexual and Transgender Group

Event Venue: East London Out Project Centre, Grove Road, Walthamstow

Date: 29th November

Time: 7 – 9.30pm

Attendees: 6 individuals attended this event.

Format for Event: Focus Group. The attendees for this event were recruited by the ELOP centre. This group of participants with the exception of one had all participated in the Spring Consultation process. Therefore we were able to refer to the comments that were made on the three options developed for discussion by the Prince's Foundation for the Built Environment. The group of 6 people included mothers, carers, single individuals and individuals in partnerships. A number of the group knew one another prior to the event.

Summary of Events Findings:

The session commenced with a short review of the comments collected / points made during the Spring round of consultation. The discussion flowed easily across the group.

As can be seen from the table below, the response across the group reflects the comments collected from each of the other events.

Retail Plans / Local Economy
Do you support the Plan for a wider mix of retail options in Walthamstow? <i>This proposal received overall support.</i>
Do you support the strategy to develop the evening / Café economy in Walthamstow? <i>This proposal was supported, concern around safety, noise levels, concern that a number of larger outlets would move into Walthamstow and limit the opportunities for smaller restaurants, cafes. Also concern was expressed around particular safety issues, or 'feeling safe', for the LGBT community. Discussion around the type of venue and how this will influence the use by this community for safety The group identified Upper Street and Walthamstow Village as an examples of areas welcoming to all within the community. .</i>
Do you agree with the proposed locations of evening / café venues? <i>As above.</i>
Green Spaces / Community Facilities
Do you support the plan for increased provision of green spaces and community facilities in Walthamstow? <i>This proposal was supported.</i>
Do you agree with the locations of the green spaces and community facilities in Walthamstow? <i>The locations of the community facilities and green spaces were supported by this group.</i>
Safety / Security
Do you feel the plan will increase safety in Walthamstow during the day? <i>Once explained clearly, the proposal to improve safety by encouraging more people to use the whole of the Town Centre was supported. The need for a community safety strategy to support this development was highlighted by members of the group.</i>
Do you feel the plan will increase safety and security in the evening in Walthamstow? <i>As above.</i>
Access / Transport
Do you support the proposed street system in the plan? <i>This street plan, particularly the alterations to the street system at the Hoe Street, Selborne Road Junction was supported by individuals participating in the consultation.</i>

Do you support the proposed system for the traffic movement around Town Centre? <i>The proposal received mixed reaction from participants. However consideration of cyclists was raised and concern that cyclists need to be considered as part of the overall traffic management system.</i>
High Street / Selborne Walk
Do you support the plan to move the market stalls into the centre of the High Street (Back to back)? <i>This proposal received support from the group. Plans for more accessible, cleaner and safer shopping area were welcomed by the group.</i>
Do you support the creation of stop off café areas along the market route? <i>This proposal was supported by the group.</i>
Do you feel that these proposals will make the market safer? <i>Plans to make the market more accessible and cleaner were accepted by the group as probably improving safety.</i>
Do you support the expansion of Selborne Walk and the creation of an open air walkway? <i>This proposal was supported by the group consulted.</i>
South Grove
Do you support the plan to develop this area for mix use employment/retail/residential / community use? <i>This proposal was supported by the majority of individuals consulted.</i>
Do you support the re-location of Sainsbury's? <i>This proposal received mixed responses, people welcomed the plan for a larger 'full' Sainsbury's but a number felt that the extra distance for some to travel would impact on their use of the market, i.e. they would perhaps not use the market and Sainsbury's where they currently do.</i>
Central / Bus Station / Town Square
Do you support the long term plan to alter the Bus station and surrounding road network? <i>This proposal received support from the majority of individuals consulted. .</i>
Do you support the extension of Queen's Road Station onto Selborne Walk? <i>This proposal received support from all of those consulted.</i>
Do you support the plan for visiting markets in the Town Square? <i>This proposal received support from all those consulted.</i>
Do you support the plan to add to the Town Square? <i>This proposal received overall support but a number of people questioned the plans for a community facility on the Town Square.</i>
Arcade Site: Information collected through this consultation process will be available for the current developers and will be passed to the London Borough of Waltham Forest Planners for information.
Do you support the retail offer that will be available on this site? <i>This proposal received support from the group.</i>
Do you support the plan to use this site as a catalyst for developing the evening economy / café economy in Walthamstow? <i>The possibility of a cinema would encourage visitors to the Town Centre but felt that further development of plans for an evening café economy are needed to support this proposal.</i>
Do you support the proposed mix of retail, residential and leisure for the site? <i>The majority of people supported the plan to develop a mix of retail, residential and leisure on this site.</i>

Focus Group for 14 – 17 year olds

Walthamstow Girls School

Event Venue: Walthamstow Girls School

Date: 12th November

Attendees: 24 girls from Year 10 (age 14-15).

Format for Event: The participants for this Focus Group all participated in the consultation process in the Spring 2007. Therefore, we started the session with a brief review of the process to date and the feedback that was collected from the participants in the last round of consultation. A brief presentation of the preferred option was presented and then a general discussion and question and answer session followed.

Holy Family School

Event Venue: Holy Family School

Date: 20th November

Attendees: 30 pupils from Year 9 (13 - 14)

Format for Event: As above at Walthamstow Girls School.

Willow Field School

Event Venue: Willowfield School

Date: 28th November

Attendees: The School Council, whose age range spreads across the school. This session was held as a voluntary session after school. 20 young people attended the session. This is a new School Council and therefore participants had not been engaged as part of the Spring consultation process.

Format for Event: The format for the session included a short introduction, a brief description of the options and then general discussion of the content of the options. The discussion was facilitated as a whole group rather than sub groups.

Summary of Events Findings:

For the purposes of this report all of the information collected and 14-17 year olds has been collated into a single table. The views collected across this group were fairly consistent.

Retail Plans / Local Economy
Do you support the Plan for a wider mix of retail options in Walthamstow? <i>This proposal was supported across the 14-17 year old group.</i>
Do you support the strategy to develop the evening / Café economy in Walthamstow? <i>This proposal to develop a 'social' economy was welcomed across the group.</i>
Do you agree with the proposed locations of evening / café venues? <i>There was overall support for a spread of Evening / café venues across the length of the High Street area particularly to encourage growth in the St. James Street part of the Town Centre. Willowfield has a number of pupils from the St. James Street area.</i>
Green Spaces / Community Facilities
Do you support the plan for increased provision of green spaces and community facilities in Walthamstow? <i>This proposal was supported, particularly as most young people viewed Community facilities as possible venues for their use.</i>
Do you agree with the locations of the green spaces and community facilities in Walthamstow? <i>Overall supported. The location of community facilities across the Town Centre was welcomed as many young people felt that currently activity is concentrated at the Hoe Street end of the Town Centre.</i>

Safety / Security
Do you feel the plan will increase safety in Walthamstow during the day? <i>Once explained clearly, the proposal to improve safety by encouraging more people to use the whole of the Town Centre was supported.</i>
Do you feel the plan will increase safety and security in the evening in Walthamstow? <i>As above.</i>
Access / Transport
Do you support the proposed street system in the plan? <i>This street plan, particularly the alterations to the street system at the Hoe Street, Selborne Road Junction was supported by individuals participating in the consultation.</i>
Do you support the proposed system for the traffic movement around Town Centre? <i>The proposal received mixed reaction from participants.</i>
High Street / Selborne Walk
Do you support the plan to move the market stalls into the centre of the High Street (Back to back)? <i>This proposal received support from the group. In general most individuals support a review of the market to make it more accessible, cleaner and safer.</i>
Do you support the creation of stop off café areas along the market route? <i>This proposal was supported by the individuals consulted.</i>
Do you feel that these proposals will make the market safer? <i>The majority of people want the market to be safer and were positive about the development of the market to support this.</i>
Do you support the expansion of Selborne Walk and the creation of an open air walkway? <i>This proposal was supported by the majority of young people consulted.</i>
South Grove
Do you support the plan to develop this area for mix use employment/retail/residential / community use? <i>This proposal was supported by the majority of young people consulted.</i>
Do you support the re-location of Sainsbury's? <i>This proposal received mixed responses, people welcomed the plan for a larger 'full' Sainsbury's but a number felt that the extra distance for some to travel would mean it would be difficult for some part of the community e.g. elderly people.</i>
Central / Bus Station / Town Square
Do you support the long term plan to alter the Bus station and surrounding road network? <i>This proposal received support from the young people consulted. Most felt that the new road system would help traffic to flow more easily around and in / out of the Town Centre.</i>
Do you support the extension of Queen's Road Station onto Selborne Walk? <i>This proposal received support from all of those consulted.</i>
Do you support the plan for visiting markets in the Town Square? <i>Although a number of the young people did not know that a Farmers Market visited the Town Centre each Sunday, the majority has visited the French and Italian Markets and supported their continuation. This proposal received support from all those consulted.</i>
Do you support the plan to add to the Town Square? <i>This proposal received support. The young people consulted use the Town Square, to meet friends, and all viewed the Town Square positively. Therefore the proposal to add to the Town Square was welcomed by all groups.</i>
Arcade Site: Information collected through this consultation process will be available for the current developers and will be passed to the London Borough of Waltham Forest Planners for information.
Do you support the retail offer that will be available on this site? <i>This proposal</i>

<i>received support from each of the groups of young people consulted.</i>
Do you support the plan to use this site as a catalyst for developing the evening economy / café economy in Walthamstow? <i>This proposal to use this site as a catalyst for the café evening economy was welcomed by the young people consulted.</i>
Do you support the proposed mix of retail, residential and leisure for the site? <i>The young people consulted supported the plan to develop a mix of retail, residential and leisure on this site.</i>

Across this group the lack of detail within the plans e.g. what each community facility would be used for and by whom, which shops would be likely to come to Walthamstow, caused a lot of discussion about the possibilities.

Therefore the young people consulted supported the ‘idea’ of the plan and proposals contained within it but requested more detail, as and when they are available.

In addition the timeframe for the plan meant that a number of the young people felt it would take so long that they would not be in Walthamstow to experience the benefits.

Semi-structured interviews for individuals from the Polish Community

Background: To access individuals from the Polish New Communities within Walthamstow, Renaisi built on the work conducted during the consultation process conducted in March 2007. Links were developed during this process through the local Roman Catholic Churches, school and the Pupil Referral Unit at the Waltham Forest Asian Centre. Through this work Renaisi have established the following:

- Polish people attending Roman Catholic Mass generally attend Mass conducted by the Polish Roman Catholic Church in Britain. These congregations attend Mass organised by Polish priests but delivered within Churches, in this instance, which are part of Brentwood Catholic Diocese.
- Alternatively they attend at Mass in at the Polish Church at the Angel in Islington.
- There are currently a number Polish Saturday schools in the local area, in Ilford and Leytonstone these are attended mainly by school age Polish children to improve their English Language Skills.
- There are currently no Polish Social clubs in East London, information collected from participants identified attendance at a pub and club in Leyton. However there a number of social clubs in West London particularly Hammersmith.
- Participants identified that they therefore generally travel to the West End and Islington to socialise with friends.

Event Venue: St. Cedds Roman Catholic church in Seven Kings & Our Lady of Czestochowa in the Angel.

Date: Open surgeries were held on Sunday 25th November & Sunday 16th December. In addition information was distributed in Polish to 1500 Polish people from across London through the Polish Roman Catholic Church's newsletters and semi structured interviews were held with 10 individuals outside the open surgery.

Format for Event: Semi structured interviews with various people. Selection of those interviewed was on a random basis.

Summary of Events Findings:

This group was divided by the following motivations:

- a number of people interviewed, particularly those in their early 20s, expressed a disconnection with their environment as they have come to England (Walthamstow) from Poland to earn sufficient funds to return to Poland and set up home there;
- a second group interviewed had come to England (Walthamstow) to build a new life. This group in general have children/ dependants who are engaged within the school system. This group had more views on Walthamstow but in general did not express particular opinions on the redevelopment of the Town Centre.

The views expressed by this group, were collected through individual interview and one group discussion. The purpose of the group discussion was part of a process to facilitate a deeper understanding of the proposed option.

The general response was as in the first round of consultation participants were surprised that Waltham Forest were actively seeking their opinions.

The following views were expressed by participants:

Retail Plans / Local Economy
Do you support the Plan for a wider mix of retail options in Walthamstow? <i>This proposal was supported across the group.</i>
Do you support the strategy to develop the evening / Café economy in Walthamstow? <i>This proposal to develop a 'social' economy was welcomed across the group.</i>
Do you agree with the proposed locations of evening / café venues? <i>There was overall support for a spread of Evening / café venues across the length of the High Street area.</i>
Green Spaces / Community Facilities
Do you support the plan for increased provision of green spaces and community facilities in Walthamstow? <i>This proposal was supported.</i>
Do you agree with the locations of the green spaces and community facilities in Walthamstow? <i>Overall supported. The location of community across the Town Centre was welcomed supported but most participants felt that new community facilities were welcome and did not have a particular view as to where they should be situated.</i>
Safety / Security
Do you feel the plan will increase safety in Walthamstow during the day? <i>Once explained clearly, the proposal to improve safety by encouraging more people to use the whole of the Town Centre was supported.</i>
Do you feel the plan will increase safety and security in the evening in Walthamstow? <i>As above.</i>
Access / Transport
Do you support the proposed street system in the plan? <i>This street plan, particularly the alterations to the street system at the Hoe Street, Selborne Road Junction was supported by individuals participating in the consultation.</i>
Do you support the proposed system for the traffic movement around Town Centre? <i>The proposal received mixed reaction from participants.</i>
High Street / Selborne Walk
Do you support the plan to move the market stalls into the centre of the High Street (Back to back)? <i>This proposal received support from the group</i>
Do you support the creation of stop off café areas along the market route? <i>This proposal was supported by the individuals consulted.</i>
Do you feel that these proposals will make the market safer? <i>The view within the group was that these proposal would make the market safer.</i>
Do you support the expansion of Selborne Walk and the creation of an open air walkway? <i>This proposal was supported.</i>
South Grove
Do you support the plan to develop this area for mix use employment/retail/residential / community use? <i>This proposal was supported by the majority of individuals consulted. Although most of the group lived at the How Street End of the Town Centre, most felt that the development of more new housing was positive. A number enquired as to whether the new housing would be affordable i.e. would they be able to afford it?</i>
Do you support the re-location of Sainsbury's? <i>This proposal received mixed responses, people welcomed the plan for a larger 'full' Sainsbury's but as all of those consulted were careless households they felt the move of Sainsbury's would make shopping more difficult for those using the shop.</i>
Central / Bus Station / Town Square

Do you support the long term plan to alter the Bus station and surrounding road network? <i>This proposal received support, particularly if it made the traffic run more smoothly and therefore enable quicker access to their destinations.</i>
Do you support the extension of Queen's Road Station onto Selborne Walk? <i>This proposal received support from all of those consulted.</i>
Do you support the plan for visiting markets in the Town Square? <i>This proposal received support from all those consulted.</i>
Do you support the plan to add to the Town Square? <i>This proposal received support. The general view of the Town Square was positive and therefore there was a general view that anything to add to the existing facilities was positive..</i>
Arcade Site: Information collected through this consultation process will be available for the current developers and will be passed to the London Borough of Waltham Forest Planners for information.
Do you support the retail offer that will be available on this site? <i>This proposal received support from each of the groups especially as the majority lived at the Hoe Street End of the High Street..</i>
Do you support the plan to use this site as a catalyst for developing the evening economy / café economy in Walthamstow? <i>This proposal to use this site as a catalyst for the café evening economy was welcomed particularly the suggestion on placing a cinema in Walthamstow.</i>
Do you support the proposed mix of retail, residential and leisure for the site? <i>Those consulted supported the plan to develop a mix of retail, residential and leisure on this site.</i>

Focus Groups for Young People aged 18 – 24 years in Waltham Forest College

Event Venue: Waltham Forest College

Date: 28th November, 4th December & 5th November

Format for Event: 3 Focus Groups & 1 general information session

Summary of Events Findings:

The Focus Groups run at Waltham Forest were delivered to a range of ages, ethnic groups and course types including Engineering, Childcare and Healthcare Assistants. Therefore delivery of the sessions differed across the groups as we aimed to engage with and gather views from as wide a range of individuals as possible.

Retail Plans / Local Economy
Do you support the Plan for a wider mix of retail options in Walthamstow? <i>This proposal was supported across the groups consulted.</i>
Do you support the strategy to develop the evening / Café economy in Walthamstow? <i>This proposal to develop a 'social' economy was welcomed across the group.</i>
Do you agree with the proposed locations of evening / café venues? <i>There was overall support for a spread of Evening / café venues across the area.</i>
Green Spaces / Community Facilities
Do you support the plan for increased provision of green spaces and community facilities in Walthamstow? <i>This proposal was supported, particularly as most young people viewed Community facilities as possible venues for their use.</i>
Do you agree with the locations of the green spaces and community facilities in Walthamstow? <i>Overall supported. The location of community across the Town Centre was welcomed as many young people felt that currently activity is concentrated at the Hoe Street end of the Town Centre.</i>
Safety / Security
Do you feel the plan will increase safety in Walthamstow during the day? <i>Once explained clearly, the proposal to improve safety by encouraging more people to use the whole of the Town Centre was supported.</i>
Do you feel the plan will increase safety and security in the evening in Walthamstow? <i>As above.</i>
Access / Transport
Do you support the proposed street system in the plan? <i>This street plan, particularly the alterations to the street system at the Hoe Street, Selborne Road Junction was supported by individuals participating in the consultation.</i>
Do you support the proposed system for the traffic movement around Town Centre? <i>The proposal was supported, the majority of students interviewed travel from outside Walthamstow to attend college and therefore a high number of them access public transport to get to and from the campus. Most said that traffic congestion in and around the Hoe Street area was the cause of lateness both on the way to and from College and therefore changes to ease the congestion was welcomed across the group.</i>
High Street / Selborne Walk
Do you support the plan to move the market stalls into the centre of the High Street (Back to back)? <i>This proposal received support from the group. In general most individuals support a review of the market to make it more accessible, cleaner and safer.</i>
Do you support the creation of stop off café areas along the market route? <i>This proposal was supported by the individuals consulted.</i>

Do you feel that these proposals will make the market safer? <i>The majority of people want the market to be safer and were positive about the development of the market to support this.</i>
Do you support the expansion of Selborne Walk and the creation of an open air walkway? <i>This proposal was supported by the majority of those consulted.</i>
South Grove
Do you support the plan to develop this area for mix use employment/retail/residential / community use? <i>This proposal was supported by the majority of individuals consulted.</i>
Do you support the re-location of Sainsbury's? <i>This proposal received mixed responses, people welcomed the plan for a larger 'full' Sainsbury's but a number felt that the extra distance for some to travel would mean it would be difficult for some part of the community e.g. elderly people.</i>
Central / Bus Station / Town Square
Do you support the long term plan to alter the Bus station and surrounding road network? <i>This proposal received support from those consulted. Most felt that the new road system would help traffic to flow more easily around and in / out of the Town Centre.</i>
Do you support the extension of Queen's Road Station onto Selborne Walk? <i>This proposal received support from all of those consulted.</i>
Do you support the plan for visiting markets in the Town Square? <i>Although a number of those consulted did not know that a farmers market visited the Town Centre each Sunday, the majority were aware of French and Italian visiting Markets and supported their continuation. This proposal received support from all those consulted.</i>
Do you support the plan to add to the Town Square? <i>This proposal received support. The young people consulted use the Town Square, to meet friends, and all viewed the Town Square positively. Therefore the proposal to add to the Town Square was welcomed by all groups.</i>
Arcade Site: Information collected through this consultation process will be available for the current developers and will be passed to the London Borough of Waltham Forest Planners for information.
Do you support the retail offer that will be available on this site? <i>This proposal received support from each of the groups of those consulted.</i>
Do you support the plan to use this site as a catalyst for developing the evening economy / café economy in Walthamstow? <i>This proposal to use this site as a catalyst for the café evening economy was welcomed by those consulted.</i>
Do you support the proposed mix of retail, residential and leisure for the site? <i>Those consulted supported the plan to develop a mix of retail, residential and leisure on this site.</i>

Semi-structured interviews with Asian Women

Background: Accessing Asian Women within Waltham Forest has presented a number of challenges. Working with the Asian Women's Network they confirmed that access into the Asian Women is difficult even for other Asian Women.

The group of women that Renaisi met through the Asian Women's Network, which is a group with a cross section of members, were, in the main professional women who run services / activities for other Asian women across the Borough.

Most initially said that they had not seen the materials on Walthamstow Town Centre until shown the leaflets and the newspaper pull-out – then several said that they had seen them and one, who works in Mission Grove School, said that it has been discussed in their staff meeting and people were encouraged to complete and return the forms – she then apologised that she had not in fact done so. None of the women there had completed and returned the questionnaire.

We discussed how difficult it is to engage Asian women even for other Asian Women and talked through the purpose of the consultation; why it is so important for them to comment and what they felt about the plans.

In brief the common theme that they identified for Asian Women was around the Market and the fact that most local women use the market regularly. Access to a full range of goods was discussed and the fact that most local women were happy to access the market and would continue to; but of course anything to make access easier would be welcome.

Through the Network we have planned to reach Asian Women within Waltham Forest. They have around 350 local Asian women that they work with regularly and so we discussed how best to canvass their views. The general feeling and experience was that Asian women like to socialise with other women and so the way to get to them is to organise a social evening at which a presentation on the plans is given, and translated and then a question and answer session, again translated, this will be followed by some food and general mixing.

This event was scheduled for Saturday 26th January 2008, unfortunately this session has had to be cancelled due to difficulties getting an appropriate venue and the Network's own programme of activities. However the relationship with this organisation has been formed and we will continue to involve them in subsequent consultation activities.

Focus Groups for Disabled Residents of Waltham Forest

Event Venue: Waltham Forest Disability Resource Centre

Date: 31st October & 26th November

Format for Event: General information sessions & question and answer sessions- Talking book were sent through to the centre for use by users with low vision.

Information was presented to individuals and small groups in different ways depending on the groups/ Individuals needs. Around 40 individuals participated - this included 2 partner carers. Information was also distributed to all staff and volunteers at the Disability Resource Centre and individuals were asked to return information.

Summary of Events Findings:

The views collected from the sessions conducted at Waltham Forest Disability Resource Centre have been summarised in the following table:

<p>Retail Plans / Local Economy</p> <p>Do you support the Plan for a wider mix of retail options in Walthamstow? <i>This proposal was welcomed by the people consulted. However a number of those consulted outlined difficulties access the existing shops and highlighted the needed for shops which have wider walkways and display items in accessible ways. A number of these individuals no longer shop in Walthamstow because access is problematic and they therefore shop in Lakeside and Bluewater which they perceive as a safer environments where they experience much better access to retail outlets.</i></p>
<p>Do you support the strategy to develop the evening / Café economy in Walthamstow? <i>This proposal to develop a 'social' economy was welcomed across the group but again access and affordability were highlighted as issues for this group.</i></p>
<p>Do you agree with the proposed locations of evening / café venues? <i>There was overall support for a spread of Evening / café venues across the length of the High Street however the width of the pavement and generally negotiating the market stalls and uneven road surfaces were highlighted as barriers to using facilities in either Hoe Street and the High Street.</i></p>
<p>Green Spaces / Community Facilities</p> <p>Do you support the plan for increased provision of green spaces and community facilities in Walthamstow? <i>This proposal was supported, particularly as most welcomed the idea that more facilities may be available for young people in particular.</i></p>
<p>Do you agree with the locations of the green spaces and community facilities in Walthamstow? <i>Overall supported. The spread of locations proposed for use as community facilities across the Town Centre was welcomed.</i></p>
<p>Safety / Security</p> <p>Do you feel the plan will increase safety in Walthamstow during the day? <i>Safety was raised as a major issue by this group of consultees, two of those consulted had been mugged/assaulted in Walthamstow during 2007, one in Asda and the other on the Town Square. Both felt that the number and mix of people in the area contributed to the feeling of 'threat' and therefore views on whether more people would make the Town Centre safer was not considered convincing by this group.</i></p>
<p>Do you feel the plan will increase safety and security in the evening in Walthamstow? <i>As above. Most of those consulted stated that they do not use the Town Centre in the late afternoon and evening.</i></p>
<p>Access / Transport</p> <p>Do you support the proposed street system in the plan? <i>This street plan,</i></p>

particularly the alterations to the street system at the Hoe Street, Selborne Road Junction was supported by individuals participating in the consultation. Again widths of pavements, access to pavements through dropped curbs and uneven paving were highlighted as elements of the new systems to be considered for access by Disabled people.

Do you support the proposed system for the traffic movement around Town Centre? The proposal received mixed reaction from participants. A number of people interviewed had motorised wheelchairs and many felt that easing congestion would prove dangerous for those in wheelchairs i.e. faster moving traffic generally.

High Street / Selborne Walk

Do you support the plan to move the market stalls into the centre of the High Street (Back to back)? This proposal received support from the group. Access to the market for those interviewed was considered problematic, the plan to place the market stalls back to back was widely welcomed by the group.

Do you support the creation of stop off café areas along the market route? This proposal was supported by the individuals consulted.

Do you feel that these proposals will make the market safer? As earlier, the idea of more people making the market safer was questioned by this group.

Do you support the expansion of Selborne Walk and the creation of an open air walkway? This proposal was supported by the majority, however even surfaces, good lighting and wide pavements together with wide access into retail outlets were considered essential to enable better disabled access to the proposed retail facilities.

South Grove

Do you support the plan to develop this area for mix use employment/retail/residential / community use? This proposal was supported by the majority of individuals consulted.

Do you support the re-location of Sainsbury's? This proposal received mixed responses, people welcomed the plan for a larger 'full' Sainsbury's but a number felt that the extra distance for some to travel would mean it would be difficult for some part of the community e.g. the disabled community.

Central / Bus Station / Town Square

Do you support the long term plan to alter the Bus station and surrounding road network? This proposal received support. However a number of participants felt that access to public transport is still restricted and that thought needed to be given to where bus stops are placed to ensure easy access for individuals with physical disabilities i.e. not have to cross as many roads as is currently needed in the bus station. Most felt that the new road system would help traffic to flow more easily around and in / out of the Town Centre.

Do you support the extension of Queen's Road Station onto Selborne Walk? This proposal received support from all of those consulted.

Do you support the plan for visiting markets in the Town Square? This proposal was welcomed by the individuals consulted, a number pointed out that they have visited the French and Italian markets as the area between stalls is generally wider than the general market and the area is kept clean and tidy.

Do you support the plan to add to the Town Square? This proposal received support. Concerns were voiced around the number of street drinkers in the Town Square area and the need to discourage them from congregating in this area as it detracts from other people using it..

Arcade Site: Information collected through this consultation process will be available for the current developers and will be passed to the London Borough of Waltham Forest Planners for information.

Do you support the retail offer that will be available on this site? *This proposal received support from this group of consultees, with the reservations about access to retail opportunities outlined above.*

Do you support the plan to use this site as a catalyst for developing the evening economy / café economy in Walthamstow? *This proposal to use this site as a catalyst for the café evening economy was welcomed again with reservations about access and affordability.*

Do you support the proposed mix of retail, residential and leisure for the site? *The plan to develop this site was welcomed by consultees.*

Focus Groups for Black Afro Caribbean Men in Walthamstow

Event Venue: Various Pubs and Social settings

Date: Over the period of the consultation

Format for Event: General information sessions & question and answer sessions with individuals and small groups.

Summary of Events Findings:

The consultation activities conducted with the Black Afro Caribbean men about the development of Walthamstow were recorded through completed questionnaires, which have been included within the overall statistics collated by the London Borough of Waltham Forest. During this process 15 participants completed questionnaires. Views expressed ranged from support to questioning of a number of elements of the programme. The summary of responses is listed below:

Retail Plans / Local Economy
Do you support the Plan for a wider mix of retail options in Walthamstow? <i>In general this proposal was welcomed by the people consulted.</i>
Do you support the strategy to develop the evening / Café economy in Walthamstow? <i>This proposal to develop a 'social' economy was welcomed.</i>
Do you agree with the proposed locations of evening / café venues? <i>There was overall support for a spread of Evening / café in the proposed plan.</i>
Green Spaces / Community Facilities
Do you support the plan for increased provision of green spaces and community facilities in Walthamstow? <i>This proposal was supported.</i>
Do you agree with the locations of the green spaces and community facilities in Walthamstow? <i>Overall supported.</i>
Safety / Security
Do you feel the plan will increase safety in Walthamstow during the day? <i>This question raised a number of views, some individuals did not feel that this proposal within the plan would increase safety / perceived safety within the Town Centre.</i>
Do you feel the plan will increase safety and security in the evening in Walthamstow? <i>As above</i>
Access / Transport
Do you support the proposed street system in the plan? <i>Views on this element of the plan were discussed and views in general supported for the street scheme.</i>
Do you support the proposed system for the traffic movement around Town Centre? <i>The proposal received mixed reaction from participants. Generally the scheme was supported.</i>
High Street / Selborne Walk
Do you support the plan to move the market stalls into the centre of the High Street (Back to back) ? <i>This proposal received mixed reactions from participants..</i>
Do you support the creation of stop off café areas along the market route? <i>This proposal was generally supported by the individuals consulted.</i>
Do you feel that these proposals will make the market safer? <i>This question reached mixed comments / responses. Comments on whether more people would make the Town Centre safer were discussed and feelings were split as to whether the impact would be positive or negative.</i>
Do you support the expansion of Selborne Walk and the creation of an open air walkway? <i>This proposal was in general supported by the majority.</i>

South Grove
Do you support the plan to develop this area for mix use employment/retail/residential / community use? <i>This proposal was in general supported by group.</i>
Do you support the re-location of Sainsbury's? <i>This proposal received mixed responses, people welcomed the plan for a larger 'full' Sainsbury's but a number felt that the extra distance for some to travel would mean it would be difficult for some part of the community e.g. the disabled community.</i>
Central / Bus Station / Town Square
Do you support the long term plan to alter the Bus station and surrounding road network? <i>This proposal received in general support from the group.</i>
Do you support the extension of Queen's Road Station onto Selborne Walk? <i>This proposal received support from all of those consulted.</i>
Do you support the plan for visiting markets in the Town Square? <i>This proposal was welcomed by the individuals consulted.</i>
Do you support the plan to add to the Town Square? <i>This proposal received support.</i>
Arcade Site: Information collected through this consultation process will be available for the current developers and will be passed to the London Borough of Waltham Forest Planners for information.
Do you support the retail offer that will be available on this site? <i>This proposal received general support from this group</i>
Do you support the plan to use this site as a catalyst for developing the evening economy / café economy in Walthamstow? <i>This proposal to use this site as a catalyst for the café evening economy was generally welcomed.</i>
Do you support the proposed mix of retail, residential and leisure for the site? <i>The plan to develop this site was generally welcomed by consultees.</i>