

## Some general comments made at the Open Days

Topic	Comment	Response	Recommendation
Bus interchange	airport buses typically run late. Suggest about 12 drop off places.	Noted.	Will pass onto team working on proposal
Bus interchange	Have service providers been involved in the decision making?	Noted.	Will pass onto team working on proposal
Bus interchange	Many questions about why move and much disagreement	The desire to have a bus interchange that the people of Theford can be proud of is noted and is something that the project team working on delivering the new facility on land off Minstergate / st Nicholas Street seek to achieve. The desire for the existing bus facilities that exist within the Bridge Street car park to be improved is noted. However the existing site is constrained, by adjacent buildings (one of which is listed), flood zones (along the river frontage) and by the existence of a scheduled ancient monument. Without significant demolition of buildings the existing facilities can not be improved to provide a high quality interchange of sufficient capacity to cater for the planned growth and regeneration of the town. If building demolitions occurred to achieve a suitable site assembly for a new bus interchange the regeneration potential of this important town centre site and the opportunity it provides to significantly enhance the river frontage and wider revival of the town centre would be compromised.	No further action.
Construction Traffic	Croxton Road would be main access for construction traffic. Suggest not allowing to go through town.	Noted.	Recommend as topic for PPA to discuss.
Education	Many questions about why Forum in the centre	Approach to education unlikely to include central area now.	Refresh education section.
Existing highways issues	rat running on Nunn's Bridges.	An existing traffic management issue NCC are aware of.	Will pass onto NCC
Existing trees	Trees on the edge of Ladies' Estate should be maintained	Agree	These will be protected through core strategy DC12. No further action for the TAAP.
Existing trees	Could this policy be extended to the rest of the town? Maybe even north of the A11?	Noted.	Will remain a policy for the Urban Extension. Some amendments to open space could be made on the Proposals Map. Core strategy Policy DC12 of relevance.
Fibre optic cables	Whilst digging up land, could fibre optic be put in place at same time?	Noted.	Recommend as topic for PPA
Health	In TAAP, text not quite right. There are two medical practices over 3 sites. HLC is a satellite.	Agree.	Will amend text
Health	Why need 2 health centres? Have everything in the centre? HLC should be used more	Noted.	Health section has been refreshed.
Highways Improvements	In town there will be many traffic lights too close to each other. A11 will be dualled only for there to be many traffic lights.	Transport evidence identifies that signalisation is a mechanism to ensure junctions work at peak periods. In principle it is acceptable to the highways agency. The plan is to 2026 during which time background growth on its own would result in issues on the trunk road. Look at most cost effective way of getting the most out of junctions	No further action.
Highways Improvements	Could traffic lights on A11 be only at peak periods?	This idea was raised with transport experts. This is not possible as the dimensions of roundabouts with lights are different to those for roundabouts without lights. Part time lights would result in greater land take for junction improvements (affecting the SPA and SAC even more as well as increasing the cost).	No further action.
Increase in Traffic	Emergency services could have issues along Norwich Road	Emergency services consulted on TAAP and no comments received.	Involve in PPA process.
Masterplan	Concern re employment area next to the Ladies' Estate houses	Noted.	New Employment Policy gives some design principles for that allocation. Recommend as topic for PPA.
Masterplan	Concern re employment area next to the Ladies' Estate houses - what type of usage? Compatible with houses?	Noted.	
Open day times	suggested an open evening	Noted.	Take on board comments for next consultation event.
Tree buffers	East side of Croxton Road, north of Academy North Site - could have tree buffers	Agree.	Included as part of feature of the landscape policy. No further action.

## Comments made via post it notes in response to the Town Centre Masterplan section.

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Bus Interchange	Most retailers want to see towns with a positive vision before they consider moving to them. Develop the existing bus station with a new exciting venue that will attract people to the town centre. Move the bus station to the new site asap and get this town moving forward.	Support noted.	No further action.
Bus Interchange	Bus station move to Wilkinsons area a good idea.	Support noted.	No further action.
Bus Interchange	It would be nice to see the town centre updated and improved, but I do not agree with building the forum on the Anchor/bus interchange site. I would prefer to see the bus interchange updated and not moved to Minstergate.	<p>The desire to have a bus interchange that the people of Thetford can be proud of is noted and is something that the project team working on delivering the new facility on land off Minstergate / st Nicholas Street seek to achieve. The desire for the existing bus facilities that exist within the Bridge Street car park to be improved is noted. However the existing site is constrained, by adjacent buildings (one of which is listed), flood zones (along the river frontage) and by the existence of a scheduled ancient monument. Without significant demolition of buildings the existing facilities can not be improved to provide a high quality interchange of sufficient capacity to cater for the planned growth and regeneration of the town.</p> <p>If building demolitions occurred to achieve a suitable site assembly for a new bus interchange the regeneration potential of this important town centre site and the opportunity it provides to significantly enhance the river frontage and wider revival of the town centre would be compromised. An assessment has been completed in support of the proposed Bus Interchange on land off Minstergate and St Nicholas Street.</p> <p>The assessment shows that the new facility will not adversely affect the operation of the adjacent highway network. The assessment will be available for public examination and scrutiny as part of the planning application that will be submitted by the County Council in due course. The views expressed are being listened to and acted upon accordingly. It should be noted that during the initial widespread public feedback at the start of the Area Action Plan process in 2008 some 75% of the 1,000 respondents supported the idea of relocating the existing bus station site.</p>	No further action.
Bus Interchange	Bus station to stay where it is because it is more central.		
Bus Interchange	Please, please listen to the people of Thetford and keep the bus station where it is. Invest money into the town centre i.e. chepare rents for decent shops.		
Bus Interchange	No to proposed bus stations site in St Nicholas Street.		
Bus Interchange	Bus station should not be sited behind Iceland - not enough space of turning etc.		
Bus Interchange	Bus station needs to remain in situ. Use powers of compulsory purchase to widen exit and use majestrates court for the Forum.		
Bus Interchange	The Anchor hotel should be turned into an information centre for travel tourism and shelter whilst wating for the buses. Need decent toilets.		
Bus Interchange	Retain façade of Anchor and make an information bureau for the bus station.		
Bus Interchange	Listen to the people of Thetford and leave our bus station where it is.		
Bus Interchange	Please don't move the bus station, just remodelise and pull down the Anchor.		
Bus Interchange	Anchor site should be for bus station, shops and cafes, not for the forum.		
Bus Interchange	Have you had a study on the traffic using London Road/Norwich Road. I live in Earl Street and can hardly get out of it. This is to do with the relocation of the bus station.		
Bus Interchange	We do need the old bus station revamping not to move and a good foodstore in the centre of town. Woolworths store would be excellent.		
Bus Interchange	Wherever the bus station goes, it must be first class. No cheap ideas.		
Bus Interchange	Don't move the bus station - waste of money. Just improve present one.		
Bus Interchange	To keep the frontage and north side of the Anchor Hotel and develop it into 'the marigold tea rooms' with information centre and inside public toilets. The existing bus station area to be developed for elderly and young to sit and meet friends with benches and gardens. The forum to be built on Charles Burrell site. A rethink on the site of the new bus station.		
Consultation	Why aren't the MTF movers and shakers here? Disapointing they are hiding again.		
Consultation	Listen to the people of Thetford.		

Consultation	Listen to what the people of Thetford have to say.		
Consultation	We need a meeting with BDC in Carnegie Rooms as lots of questions unanswered.		
Consultation	Listen to the people of Thetford.		
Consultation	Decisions must be made by Thetford people not Breckland Officers.		
Consultation	Listen to the people of Thetford.		
Consultation	How much already spent on plan and consultants?		
Consultation	For once, listen to the people who live in Thetford.		
Consultation	Listen		
Consultation	Let's have Thetford people on the MTF panel with voting rights.		
Consultation	You never listen to any suggestions and do not give reasons why.		
Consultation	Listen to the people.		
Consultation	Listen to the people of Thetford,		
Consultation	Why waste the time of local people? It's already been decided by Dereham.		
Consultation	Have public meeting/referendum on proposals.		
Consultation	We want a meeting with BDC. We have the right to our say before you decide to ruin our town.		
Consultation	Listen		
Consultation	It was nice not knowing whom to talk to, where to go or what was happening!		
Consultation	Have open meeting in Carnegie - TAAP board on stage to answer questions asap before 4th March.		
Consultation	Need a meeting at the Carnegie Rooms to answer town people's questions.		
Consultation	Where are the Breckland Officers (05/02)		
Consultation	Stop ignoring the people of Thetford and start to listen. Be honest and up front about what has already been decided.		
Consultation	Public meeting required.		
Consultation	Listen to the people of Thetford and act as best you can with their agreed wishes/comments.	All comments are read, noted and responses made. If they do not influence the TAAP then reasons are noted. There were Capita Officers at the open days and on the one stop bus available to answer any questions. Furthermore, the public could call in and ask their questions.	Take on board comments for future consultaiton events.
Education	Academy should be on Diss roundabout.		
Education	Forum on parts of industrial sites?		
Education	Forum should not be sited on the existing bus station site - why not use empty sites on industrial estate in London Road,		
Education	Town centre academy wrong location	Current thinking re education is to have the Academy on one site to the north of the town.	No further action.
General	This will be no better than the GLC overspill plan of the 50s and 60s.	Planning has moved on since '60s. Now, plannign is based on local evidnece and understanding of need rather than deliberate strategy in 60's to relocate people who were living in appalling conditions from bomb damaged London. Note that the original figure planned for Thetford was 6,500 and this has been revised down to 5,000.	No further action.
General	Educate Breckland Development Control committee - retail park has signalled the death of the town centre.	Noted.	Comment passed on to Development Management Officers for consideration.
General	Keep businesses already here - incentives if need be. Actively promote location, skills availability.	The TAAP seeks to regenerate existing employment estates. REVACTIVE liaises with existing businesses. Most businesses in area part of the Thetford Manufacturers Forum or Businesss Forum. BDC have economic development team.	No further action.
General	Know the area you are dealing with in the field, not just off maps.	Officers work in Thetford and know the area well.	No further action.

General	produce realistic and practical plans that stand a genuine chance of becoming reality unlike some of the pie in the sky nonsense in the TAAP which will never happen.	The TAAP is based on robust and detailed evidence base. The broad principles upon which it is based have been found sound in the Core Strategy. The Planning Application for the Urban Extension, at the time of writing, is due in the summer.	No further action for the TAAP.
GI	Trees and hedge to be protected.	Agree and TAAP addresses this issue.	No further action.
GI	Better promotion of Thetford Brecks as a tourist destination.	This is one of the roles of the Brecks Partnership/something they strive to do.	No further action.
GI	There should be a 15 to 20 yard green belt between Joe Blunt's lane and new development, not including private gardens.	Masterplan shows green space to the north of the lane.	No further action.
Health	Health provision inadequate now - surgeries unable to cope.	NHS Norfolk advice indicates there is capacity for GPS now.	No further action.
Masterplan	Housing on wrong side of town for getting to work.	Employment land allocated within the extension. Town Centre improved. Public Transport improved.	No further action.
Masterplan	Development will destroy Kilverstone and ruin green belt taking good agricultural land - people need food.	We recognise that growth in Thetford will result in loss of agricultural land, however we have got to balance the delivery of homes and jobs. The land is also towards the lower end of grades for agricultural land.	No further action.
Parish Boundaries	Parish Boundaries?		
Parish Boundaries	Move town centre boundaries so that Town Council benefits from rates and not two small villages. Moving Thetford Forward this way benefits all.	It is not for the TAAP to address Parish Boundaries.	BDC plan to instigate a review of parish boundaries. No further action for the TAAP.
Leisure	Sports facilities - why not use the empty warehouse on Stephenson's Estate to turn into bowling alley etc. and spread the facilities around instead of just being situated on Croxton Road,	It is obvious that residents want a bowling alley and cinema. Such facilities are privately run. If they came forward in the right place and met all requirements in the Core Strategy, they are likely to be welcomed by the Council.	No further action.
Town Centre Masterplan	A plan which is comprehensive to regenerate Thetford town centre.		
Town Centre Masterplan	Start with town centre and keep bus station where it is also keep rates down so existing shops don't close.		
Town Centre Masterplan	Promote an interest for large business and retail outlets to move into the town centre. Make the required improvements they require to interest more business to the area. More for local residents, less for expansion of residential areas to begin ASAP before housing approved. Renovate area and shops, reduce rents, encourage better shops to locate in centre, make people friendly, more buses, easy access, encourage Thetford residents and other to go to town centre to use shops, keep library.		
Town Centre Masterplan	We have a pile 18 inches high of plans for Thetford over the last 30 years. We have attended so many so called consultations. What about our town centre? When can we expect any improvements here first. There we have an elaborate plan in the time of economic depression and another cosmetic exercise.		
Town Centre Masterplan	Start on town centre before further development.		
Town Centre Masterplan	Cinema and leisure needs to be places in riverside car park not academy which needs to be in residential area to cut travel.		
Town Centre Masterplan	Promote Thetford as a market town so make sure market stall rents are affordable.		
Town Centre Masterplan	Essential town centre is regenerated to attract shops. Get rid of the Forum and build a mini Arc centre like Bury St Edmunds.		

Town Centre Masterplan	Ensure that town centre is vibrant - shops, cafes, visitor facilities - good one.
Town Centre Masterplan	What are you going to do with the courth house?
Town Centre Masterplan	Regeneration of riverside walk - encourage more independent shops.
Town Centre Masterplan	Start again, get rid of flat roofs.
Town Centre Masterplan	I feel you should be planning the town centre now, not wait until the redevelopment is complete.
Town Centre Masterplan	Start with redeveloping a complete new shopping centre and make their rent and rates affordable.
Town Centre Masterplan	Uplift the whole of the town centre, particularly riverside walk area.
Town Centre Masterplan	Redevelop riverside shopping area before it becomes derelict.
Town Centre Masterplan	Do something about geese on river in town centre - they're destroying grass and spring bulbs in this area.
Town Centre Masterplan	What about the existing empty shops, red lion pub etc?
Town Centre Masterplan	Town centre is in ultimate decline now.
Town Centre Masterplan	Take care of the river corridor - no development as per the old local plan.
Town Centre Masterplan	The town centre needs sorting first to make it attractive for newcomers. It's a lovely town.
Town Centre Masterplan	Somewhere for the young people to hang out in the evenings - diner/coffee shop.milk bar.
Town Centre Masterplan	Thetford Healthy Town should have a fruit and veg shop. Rates need to make it viable for such a shop to run in Thetford town centre.
Town Centre Masterplan	General tidy upof shop fronts would make the centre more attractive.
Town Centre Masterplan	Need to retain shops.
Town Centre Masterplan	Quicker responses on empty shops in the town centre. It looks very empty and tatty. Too much ruibbish around. More hanging baskets by the river.
Town Centre Masterplan	Make more of the river area to encourage more shops and visitors. Where is the 'vibrant' shopping area mentioned in the plan?
Town Centre Masterplan	Maintaining a vibrant shopping environment' - we haven't got one! More shops and variety needed in town centre.
Town Centre Masterplan	Please re-vamp town centre first! This has deteriorated over the years. Keep bus station where it is as other sites must be available for the forum.
Town Centre Masterplan	So sad to have to go to a supermarket for fruit and veg except on market days. We should be able to get all food requirements in town centre.
Town Centre Masterplan	The Anchor Hotel would attract visitors to Thetford. People want to see where Dad's Army was filmed. Also an ideal area behind it for coach changeover.

Town Centre Masterplan	Make sure town centre shop rents are affordable to local businesses.		
Town Centre Masterplan	I'm still looking for the 'vibrant shopping environment'. Where is it?	Support for town centre masterplan noted.	Pass on comments to be included in the brief for this work.
Transport	Traffic link from Croxton Road to Norwich Road through the new sites i.e. schools and new estates.	There is likely to be a bridge over the train tracks for buses, cyclists and pedestrians only.	No further action.
Transport	Junction to Tesco need roundabout. Brettenham Road needs widening.	Current traffic management issue.	Pass on comments to NCC.
Transport	Public transport to and from Thetford (particularly Norwich direction) is a real issue. Train is not always the answer.	Recommended that public transport be reviewed.	Include in brief for public transport review.
Transport	All pedestrian surfaces in town centre and paths and roads to town e.g. Bury Road and footpaths need urgent repair.	Current traffic management issue.	Pass on comments to NCC.