M11 Junction 7A

Essex County Council

Public Involvement Programme

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M11 Junction 7A

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Executive Summary

This Public Involvement Programme (PIP) details the pre-application consultation process undertaken to inform the proposed development of a new Junction 7A on the M11 motorway near Harlow. A PIP is required as a validation requirement by the ECC Planning Department to accompany the planning application for M11 Junction 7A. The Government's National Planning Policy Framework (2012) also encourages community engagement prior to the submission of planning applications.

This document, including appendices, sets out the pre-application consultation activity undertaken by the applicant for the M11 Junction 7A scheme and summarises the feedback received and the changes that were made to the emerging proposals as a result of the consultation process.

1. Introduction

1.1 Background

This Public Involvement Programme (PIP) has been prepared by Jacobs on behalf of Essex County Council (ECC) to detail the pre-application consultation process undertaken to inform the proposed development of a new Junction 7A on the M11 motorway near Harlow.

This document sets out the pre-application consultation strategy for the M11 Junction 7A scheme and summarises the feedback received and the changes that were made to the emerging proposals as a result of the consultation process.

It should be noted that this document only sets out the community involvement process for the M11 Junction 7A proposals undertaken by ECC in their role as applicant. This is separate from any public involvement processes undertaken by the ECC Planning Department in their role as the determining authority for this planning application.

1.2 Requirement for Public Involvement Programme

The National Planning Policy Framework (NPPF) (2012) encourages community engagement prior to the submission of planning applications (paragraphs 66, 188 and 189). In particular, paragraph 66 states:

> *'Applicants will be expected to work closely with those directly affected by their proposals to evolve designs that take account of the views of the community. Proposals that can demonstrate this in developing the design of the new development should be looked on more favourably.'*

A PIP is required as a validation requirement by the ECC Planning Department to accompany the planning application for M11 Junction 7A. As a minimum, the PIP must:

- include evidence to show that relevant individuals and organisations have been consulted;
- detail the methods used and deadlines for responses;
- include evidence that the public involvement programme has achieved the requirement to bring the proposal to the attention of the majority of those homes and businesses in the vicinity of the proposal; and
- demonstrate how continued community stakeholder involvement has influenced the planning and design of the proposal1[1].

ECC's Statement of Community Involvement (2015) specifies a range of appropriate community involvement methods:

- Consulting relevant statutory and non-statutory bodies for early advice.
- Publishing information on the applicant's website.
- Setting up public exhibitions or displays and holding local meetings, advertised through leaflets, posters and local newsletters.

[1] Essex County Council Supplementary Guidance for the Requirements of a Valid Planning Application (2013), Section 3.23

The applicant has sought to meet all of the above requirements through the consultation strategy outlined in this document and has sought to fully engage with the community.

1.3 Consultation Strategy

A *Consultation Strategy* was published by ECC in May 2015; a copy can be found in **Appendix A** to this PIP. This document:

- sets out the principles which would guide the consultation process;
- sets out two proposed stages of public engagement: a public information exercise, followed by a formal public consultation process;
- outlines the methods of engagement to be utilised for each of the two different stages; and
- identifies the different stakeholder groupings and the mechanisms proposed to communicate with them.

The Consultation Strategy was developed following on from an initial public information exercise undertaken between December 2013 and March 2014. Details of this exercise and the feedback received are also included within this PIP.

A revised consultation strategy was produced in February 2016 to reflect all the learning from early engagement and a copy can be found in **Appendix B**. This document set out the context of the consultation, to reflect the inclusion of improvement works to the whole length of Gilden Way in addition to the proposed junction; it set out the proposal, including Harlow's vision for growth and the project's objectives. The document reported previous engagement and history of the project and set out how further consultation will be delivered.

The consultation ran for 8 weeks, commencing in May 2016, followed by response analysis and a findings consultation report.

This information was used to inform the route and design refinements, and provided evidence of the views of all parties involved to enable ECC to take a decision on the preferred route prior to the submission of this planning application.

1.4 Consultation Principles

The original consultation principles defined in the ECC *Consultation Strategy* (2015) set out the following principles that would guide the consultation process from 2015 onwards:

I. Build on and learn from the previous public information exercises. This Consultation Strategy addresses a number of issues that were raised in response to how the previous events were handled, including criticisms relating to lack of effective publicity.

II. All design and procurement decisions relating to the scheme will be taken by the dedicated Scheme Project Board on behalf of the County Council.

III. Best practice consultation techniques will be used.

IV. The consultation process will be transparent and accurate from the start.

V. We will seek to avoid consultation overload.

VI. All members of the community will be treated fairly and equally and all voices will be heard and considered.

VII. We will listen to the views of the local community, key stakeholders and statutory consultees equally.

VIII. Appropriate statutory and non-statutory consultation stakeholders will be identified and consulted.

IX. Appropriate forms of communication will be used, which may differ depending on the needs or requirements of particular individuals or stakeholders, including 'hard to reach' groups.

X. Consultation materials should be easy to understand and respond to.

XI. Adequate time will be provided in the project programme for consultation and to consider responses.

XII. Consultation will be an ongoing process until the scheme is completed, and comments received from the consultation will help shape the scheme outcomes.

XIII. Consultation feedback will be reported in a simple to read report. This report will set out how the feedback will have been addressed.

1.5 Community Involvement Objectives

In common with the 2013/14 public information exercise, the main objective of the public information events in 2015 was to present information about Junction 7A to the public to keep them informed of developments, rather than to formally consult the public about the proposed scheme, which was to take place in 2016.

The 2013/14 public information exercise sought to provide information to the public about the need for an additional junction onto the M11 and the initial options being considered.

The public information exhibitions in 2015 sought to present an updated route design for the new M11 Junction 7A to the public. The specific objectives of the exhibitions were to:

- Present an updated route design and show how this has been developed from feedback from the previous public information events held in 2013/14.
- Show the short, medium and long term improvement proposals.
- Show what growth is already planned and where some potential growth could take place as part of the
- Harlow, Epping Forest and East Herts emerging Local Plans.
- Discuss the likely effects on the surrounding area, particularly Gilden Way and the Campions and discuss the mitigation measures proposed for these areas.
- Give local residents the opportunity to meet project team representatives.
- Give an early opportunity for local residents to discuss their opinions and concerns.

The formal public consultation in 2016, detailed in **Section 2.6** below, presented the latest proposals for the M11 Junction 7A scheme, to inform residents of the changes made to the design informed by previous engagement, to understand the views of everyone who may use or be affected by the scheme, and to take these views into account.

2. Public Involvement Strategy

2.1 Key Stakeholders and Involvement Methods

The following list, developed in line with advice provided by Essex County Council planning officers, informed the engagement with residents and stakeholders from the inception of the project. The table details the key stakeholders and the medium through which they have and will continue to be involved in the development of the M11 Junction 7A scheme.

Stakeholder	Involvement Method(s)
Members of the public	Information on project webpage Public Information Events Public Consultation Events
Residents of the Campions	Resident meeting
Residents on Gilden Way	Resident meeting
Affected landowners	Regular correspondence
Emergency services	Information on project webpage Public Consultation Events
Public Transport representatives	Information on project webpage Public Consultation Events

The community involvement methods outlined above are further detailed in the following sections.

2.2 Involvement of Planning Officers and Statutory Consultees

2.2.1 Essex County Council Planning Officers

Regular pre-application meetings have taken place with officers in the planning department at Essex County Council to enable the development of the project to be discussed with the Local Planning Authority and ensure that planning issues are identified and addressed early in the project design process.

2.2.2 District Councils

Harlow Council and Epping Forest District Council have been involved in the development of this project through regular meetings with members of the project team. Meetings have enabled the development of the project to take account of the emerging local plan policies and proposed levels of growth in and around Harlow.

2.2.3 Highways England

Highways England has been involved in the development of this project through regular meetings of a shared Strategic Board, through Section 6 Highways Act negotiations and through regular design consultation.

2.2.4 Other Statutory Consultees

The project team has been in correspondence with the following statutory consultees:

- Natural England
- Historic England
- Environment Agency

- Sport England

to ensure that issues are addressed as the project develops.

2.3 General Publicity

Letters were sent at the launch of all consultation events and were distributed to:

- *Key stakeholders* - This letter introduced the consultation, briefly explained the proposal, listed consultation events, how to respond, closing date of the consultation and encouraged a response.

- *Property Owners directly impacted by proposals* – This letter introduced the consultation, briefly explained the proposal, listed consultation events, stated potential impacts, provided a single point of contact for property related issues, how to respond, closing date of the consultation and encouraged a response.

- *Residents Generic leaflet* – a leaflet was mailed to all properties within 250m of the proposals, it was addressed to owner/occupier and was a duplicate of the general consultation leaflet. It briefly explained the proposal, listed consultation events, how to respond, closing date of the consultation and encouraged a response

- *Posters* – A4 and A3 Posters were produced and distributed individually to the public, community venues and Parish Councils. This helped raise awareness of the consultation at community facilities and meeting points.

Advertising was undertaken in the following publications:

- Harlow and Epping Star

- Hertfordshire Star

- Herts & Essex Observer

For the formal consultation in 2016 advertising took place one week after the launch of the formal consultation and at least two weeks before the first event, to ensure that it did not duplicate editorials covering the launch day.

All consultation material was placed online through the ECC website www.essex.gov.uk/junction7a. The consultation document, response forms and key supporting documents were deposited shortly after the launch of the consultation in selected libraries and other local public places.

2.4 Public Information Exhibitions – December 2013 to March 2014

A series of public information exhibitions were held between December 2013 and March 2014 to advise people on the progress to date and the proposed way forward. This information exercise followed the completion of previous technical work which informed potential route options and junction locations. The public information exercise included staffed exhibitions, online material and public meetings.

Information was presented for three alternative options:

- Option 1: The scheme links to the B183 Gilden Way at Sheering Road only.

- Option 1a: An additional link to the B183 Gilden Way is provided so traffic travelling to or from the opposite direction to Harlow has direct access to the link road.

- Option 2: This provides an alternative route which does not utilise the B183 Gilden Way in the vicinity of the properties at the Campions.

All the above options would route traffic into Harlow via the B183 Gilden Way.

In addition, an alternative option referred to as the Northern Bypass was shown indicatively at the exhibitions. Rather than use Gilden Way, the Northern Bypass would route traffic from a new junction on the M11 to the A414 at the Eastwick roundabout in Hertfordshire. This scheme is considered to have a number of significant constraints in terms of cost, engineering requirements and environmental impact and so is not considered to be a viable option.

The purpose of the public information exercise was to inform the public on the progress of the proposed junction and associated link road scheme and to seek feedback and comments on the proposals. This involved the following forms of communication:

- Online questionnaires via Essex County Council's website.
- Six public exhibitions, held at the following locations:

Civic Centre – Harlow	2nd December 2013 to 31st January 2014
Epping Library	2nd December 2013 to 31st January 2014
Harlow Cricket Club	3rd December 2013
Churchgate Hotel	3rd December 2013
North Weald Library	9th to 13th December 2013
Sheering Village Hall	10th January 2014

The full report of the 2013/14 exhibitions has been published with this Consultation Strategy, a copy can be found in **Appendix C**. The report found that the following issues needed to be taken into account in the latest options investigations:

A. More individuals supported the provision of a new junction on the M11 than objected to it.

B. The need for further consideration to be given to a northern route option, with the provision of more detail and direct comparisons between options.

C. Whether the scheme would increase traffic congestion in Harlow rather than improve it.

D. Whether the scheme would increase the use of alternative minor roads or 'rat running'.

E. What implications would the scheme have for road safety in particular to address the speed of traffic and impact of Heavy Goods Vehicles?

F. What would be the environmental implications?

G. Outline other additional measures which would be incorporated into the scheme design to enhance the environment.

H. What other improvements would be required as part of the scheme?

I. Ensure the needs of Non-Motorised Users would be taken into account in the scheme design.

J. Make it clearer on drawings and information material what would be proposed and how people would be impacted.

K. Consider impacts on individual communities, especially issues of severance.

2.5 Public Information Exhibitions – July 2015

Although not a formal public consultation exercise, three public exhibitions were held as drop-in events to present the M11 Junction 7A scheme and to enable members of the public to discuss their opinions and concerns with project representatives:

- Tuesday 7th July 2015 from 1.30pm to 8pm at Sheering Village Hall in Sheering.
- Thursday 9th July 2015 from 2pm to 8pm at St John's Art and Recreation Centre, St Johns Walk, Old
- Harlow.
- Wednesday 15th July 2015 from 2pm to 8pm at St John's Art and Recreation Centre, St Johns Walk, Old Harlow.

The locations of the events were primarily chosen due to their close proximity to the areas most impacted by the proposed M11 Junction 7A. Also of prime importance was that each venue be easily accessible and have good parking facilities.

The timing of the exhibitions varied slightly between locations due to each venue's availability. The time periods for each event were selected in order to maximise the number of attendees, in particular by enabling evening attendance for those who work.

Each event was staffed by members of the project team, from both ECC and Jacobs, with specialists from a variety of disciplines in attendance to enable a full range of potential comments from the public to be addressed.

A series of exhibition boards were presented at the event covering the need for the M11 Junction 7A scheme, how the new junction may look, the predicted impacts of the scheme and potential mitigation measures, and what happens next. The boards were designed to be easily understood by the public and were also made available on the ECC M11 Junction 7A website.

In addition to the exhibition boards for the events, a further three boards were displayed at the Civic Centre in Harlow during and following the exhibitions. The aim of this was to reach more people in Harlow and to present the scheme in brief for those who could not attend any of the events. The boards provided an overview of, and key information from, the more detailed boards presented at the exhibitions.

Highways England (HE) produced their own boards and an accompanying leaflet for the exhibition to show a joined approach and explain the works they have planned for the local stretch of the M11, including at Junction 7.

The project team was aware that some specific questions may arise which were not covered by the exhibition boards. A3 print-outs with additional information were therefore also provided showing more detailed drawings of the junction proposals and more detailed information about relevant environmental issues.

2.5.1 Event Publicity

The public information exhibitions were publicised through the following media:

- Press release
- Poster located in exhibition venues and village halls

- ECC website
- Facebook
- Twitter

Twitter was used in real-time to act as both an advert for the exhibitions as well as a reminder that the events were taking place on that day and immediately prior to the events commencing.

2.5.1 Event Attendance

The three events were well attended by members of the public. Approximately 100 people attended the Sheering Village Hall event, and a minimum of 120 people at each of the St John's events. Attendees were predominantly people who live in close proximity to the scheme and so would be directly affected by it during both construction and operation. There was also a high level of attendance from people living in East Harlow, Bishop's Stortford, Hatfield Heath, Matching and Lower Sheering.

2.5.2 Methods of Feedback

While it was made clear to attendees that these exhibitions were not part of the formal consultation, residents were able to provide feedback with the understanding that they needed to make any official comments during the formal consultation process in 2016.

The majority of the feedback came from discussions with the project team representatives.

In addition, a project email address (M11J7A@essex.gov.uk) was also provided to allow members of the public to contact ECC electronically. ECC ensured that email responses were acknowledged within a week of all the original emails being received.

Section 3 of this SCI summarises the key messages from the feedback received.

A report providing further details regarding these Public Information Events can be found in **Appendix D** to this SCI.

2.6 Public Consultation – 11th May to 6th July 2016

Four public consultation exhibitions were held to present the scheme at different locations and to enable members of the public to discuss their concerns with project representatives:

- Friday 3rd June 2016 from 2pm to 8pm at St John's Art and Recreation Centre, St Johns Walk, Old Harlow.
- Wednesday 8th June 2016 from 2pm to 8pm at Sheering Village Hall in Sheering.
- Thursday 16th June 2016 from 1pm to 6pm at Harlow Central Library in Harlow.
- Friday 17th June 2016 from 2pm-8pm at Church of the Assumption, Mulberry Green, Old Harlow.

The location of each event was primarily chosen due to their close proximity to the areas most impacted by the proposed M11 Junction 7A. Also of prime importance was that each venue be easily accessible and have good parking facilities. The first two venues were also previously utilised for the Public Information Exhibition in 2015.

The timing of the exhibitions varied slightly between locations due to each venue's availability. The time periods for each event were selected in order to maximise the number of attendees, in particular by enabling evening attendance for those who work.

Photograph 1: Display boards at Sheering Village Hall

Photograph 2: Display boards at Sheering Village Hall

The scheme design and key findings from traffic modelling and environmental investigations were presented on a series of boards at the events. Each event was staffed by members of the project team, from both ECC and Jacobs, with specialists from a variety of disciplines in attendance to enable a full range of potential comments from the public to be addressed.

The M11 Junction 7A (including Gilden Way) consultation document set out the proposals and background to the proposed scheme and asked for responses to seven questions:

- Question 1: To what extent do you agree or disagree with the statement 'the traffic management for routes connecting to Gilden Way will ensure that Old Harlow, Churchgate Street and Sheering Lower Road will not be adversely impacted by the scheme in 2021'.
- Question 2: To what extent do you agree or disagree with the statement 'the scheme will improve accessibility to and from Harlow'?
- Question 3: To what extent do you agree or disagree with the statement 'the scheme will reduce congestion primarily for the A414 corridor';
- Question 4: To what extent do you agree or disagree with the statement 'the scheme will meet future traffic demands?
- Question 5: To what extent do you agree or disagree with the statement 'the scheme will provide support for the predicted homes and jobs growth (from Local Plans)?
- Question 6: Do you have any comments about the environmental findings?
- Question 7: Do you have any other comments regarding the proposed scheme?

Questions 1-5 had two parts. The first part asked respondents to indicate their level of agreement to the statement set out in the question on a five point scale from 'strongly agree' to 'strongly disagree'. The second part of these questions asked for any comments in relation to the statement in the question.

Questions 6 and 7 did not ask respondents to indicate a level of agreement, but asked for comments about the environmental findings set out in the document and any further comments about the proposals.

A consultation response form was made available, both at the public events and online on the scheme website, to enable the community to comment on the proposed scheme. The form could be submitted via email to the consultation email address, or via post. The form included a range of both closed and open questions, including an opportunity to provide any comments on the scheme itself and the findings of the environmental studies undertaken. A copy of the questionnaire can be found in the consultation summary report, which is attached as **Appendix E**.

In addition to the consultation response form, the following documents were made available on the consultation website during the consultation period:

- *Consultation Document 11th May – 6th July 2016* (2016) – sets out the history of the Junction 7A scheme, the consultation process, the need for the scheme, the scheme description, the traffic forecasts, the environmental assessment, the business case summary, the scheme construction and phasing, and the next steps following on from the consultation.
- *Options Assessment Appraisal* (2016) – documents the initial scheme appraisal process of identifying the need for intervention and the process of option development and selection.
- *Technical Assessment Report and Scheme Assessment Report* (2016) – bringing together the traffic, economic, safety, operational, technical, maintenance and environmental assessment and validates the scheme option as fit-for purpose.
- *Traffic Model Forecasting Report* (2016) – details the development of forecast models for use in assessing the proposed new Junction 7A access to the M11.

2.6.1 Event Publicity

The consultation was publicised through the ECC corporate social media accounts, local media reports of the launch event and consultation, and adverts placed in local papers.

2.6.2 Attendance

A total of 477 people attended the consultation events. Attendance at each event was as follows:

- St John's Art and Recreation Centre, St Johns Walk, Old Harlow – 140 visitors.
- Sheering Village Hall in Sheering – 180 visitors.
- Harlow Central Library in Harlow – 48 visitors.
- Church of the Assumption, Mulberry Green, Old Harlow – 107 visitors.

2.6.3 Response Data

A total of 149 consultation responses were received including 6 responses from campaign groups. In addition a petition with 150 signatories was received expressing opposition to the scheme.

The highest numbers of responses were received from residents most likely to be affected by the scheme, i.e. along Gilden Way, in Old Harlow and in Churchgate Street.

Section 3 of this PIP summarises the key messages from the feedback received.

As noted above, a report providing further details of the public consultation is attached as **Appendix E** to this SCI.

3. Feedback and Response

The various community involvement processes set out in Section 2 above resulted in a range of key issues highlighted through the feedback received. These are detailed in the tables below, together with the project team's response to that feedback. It should be noted that the two public information exercises (2013/14 and 2015) were designed primarily to keep the public informed of the M11 Junction 7A proposals as it was still at an early stage, rather than to seek detailed feedback; however, all feedback received was recorded and taken into account, where feasible, in the ongoing development of the proposals.

There were regular meetings held with Epping Forest District Council, Harlow Council, East Hertfordshire District Council and Uttlesford District Council to discuss the spatial Options for the development of their emerging Local Plans and the infrastructure needs to accommodate these plans. These meetings resulted in an agreed Memorandum of Understanding between the Local Authorities (including Essex County Council and Hertfordshire County Council) and Highways England on the Highway and Transport Infrastructure for the West Essex/East Hertfordshire Housing Market Area, which includes the M11 Junction 7A proposal.

There has been regular engagement with other statutory consultees, for example the Environment Agency, throughout the preparation of the Environmental Impact Assessment and the Environmental Statement, including formal consultation during the pre-application Scoping Opinion request. This engagement has informed the development of the Proposed Scheme throughout.

With regard to the Public Information Event, when reviewing the feedback from the exhibitions, it is important to bear in mind that this feedback is from a very small proportion of people who live in Harlow. Approximately 300 people attended the three events out of an approximate population of 82,000 in Harlow (figures from Harlow Council Population Profile, 2013). Those who attended the events appear, for the most part, to be those directly affected by the proposed M11 Junction 7A. They, therefore, have strong views on the scheme and are not necessarily representative of the overall views of Harlow residents.

3.1 Public Information Exercise – December 2013 to March 2014

In total 235 comment cards were received at the exhibitions and 393 questionnaire responses were received online.

Key Issue (Source)	Design Team Response and Comments
Notable support for a Northern Bypass either as an alternative to the proposed scheme or as a future scheme. The bypass was mainly supported because the public, local communities and organisations saw it as an opportunity to remove traffic from Harlow. (***Comment Cards and online questionnaire***)	An additional objective was added for the project – to design a new junction layout with greater potential for a link into a potential future Northern Bypass.
General support for a link road to a new motorway junction onto the M11 ***(Comment Cards and online questionnaire)***	Noted
Concerns about traffic congestion ***(Comment Cards and online questionnaire)***	Traffic modelling developed and design altered to improve capacity and traffic flow.
Impact on surrounding roads ***(Comment Cards and online questionnaire)***	Development of traffic management measures to reduce impacts in Old Harlow and surrounding roads
Concerns about facilities for non-motorised road users ***(Comment Cards and online questionnaire)***	Improved signal controlled crossing points along Gilden Way, additional signalised crossing points added on Gilden Way, cycleway/footpath included along Gilden Way.

Requested speed restrictions ***(Comment Cards and online questionnaire)***	Agree to limit speed on Gilden Way to 40MPH.
Increase use of Gilden way by Heavy Good Vehicles (HGVs) ***(Comment Cards and online questionnaire)***	Acknowledge that this will occur.
Greater noise and air pollution ***(Comment Cards and online questionnaire)***	Environmental Impact Assessment has assessed these impacts and proposed mitigation is included in the scheme design.
Segregation of Old Harlow ***(Comment Cards and online questionnaire)***	Introduction on improved crossing point and additional crossing points together with the reduced speed of traffic minimises the effect of the road.

Figure 1 below reflects the themes for the responses submitted using comment cards and the number of comments cards submitted for each theme made by individuals.

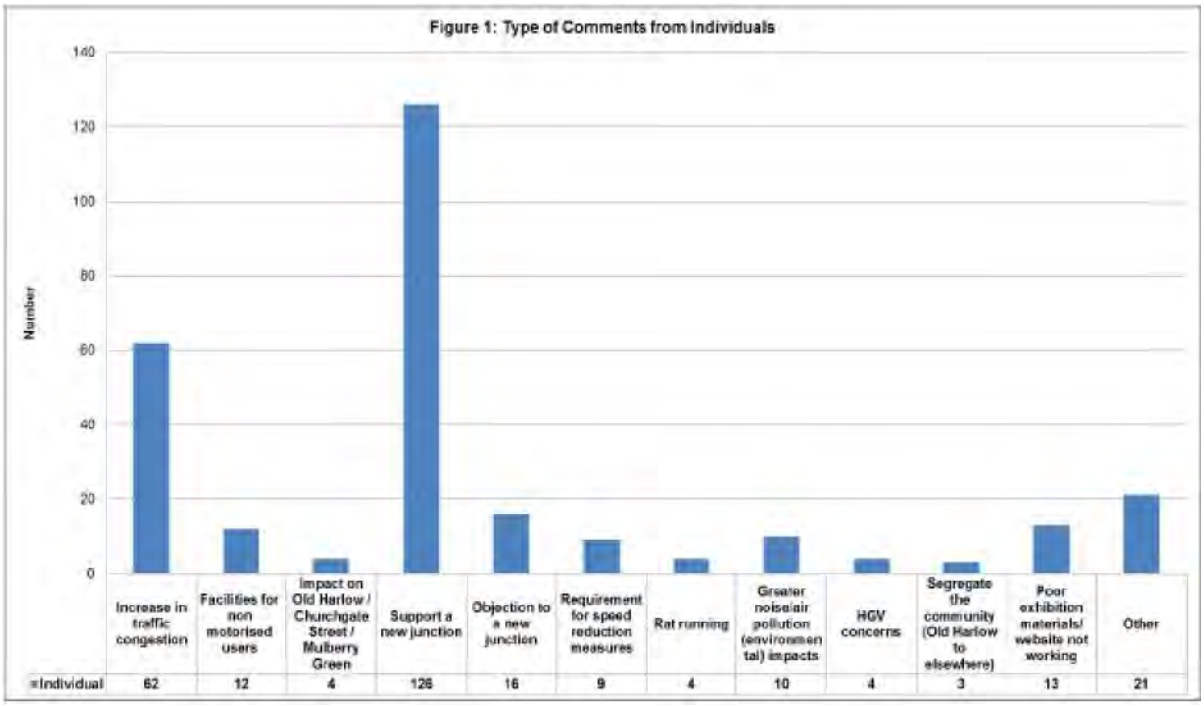


Figure 2 below reflects the number and type of comment card responses received from organisations.

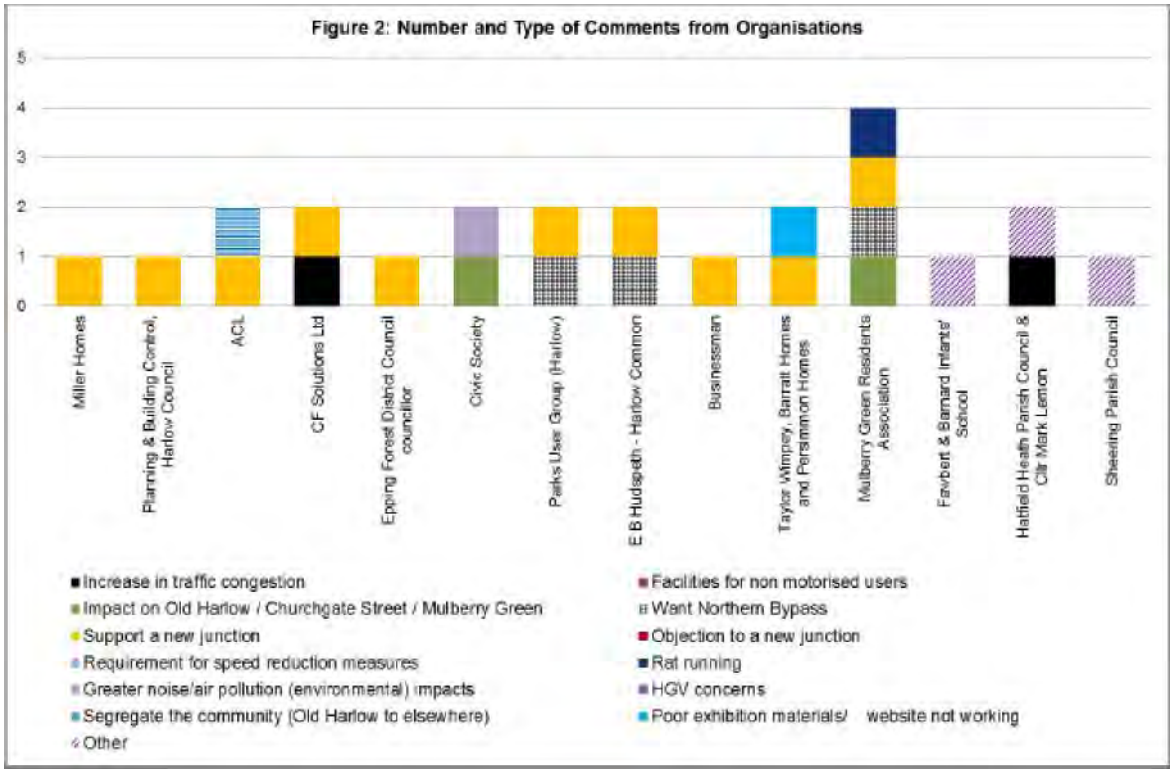
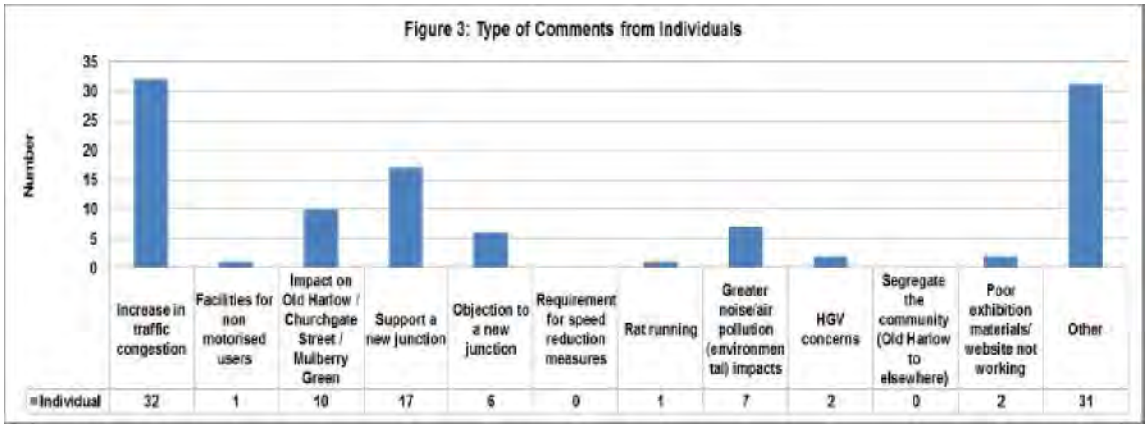


Figure 3 shows the type and number of individual comments made using the online questionnaire



3.2 Public Information Event – July 2015

Key Issue (Source)	Design Team Response and Comments
Concerned about negative impact of scheme on air quality and noise, specifically around Mark Hall Sports College, Gilden Way and generally where the proposed link road to M11 Junction 7A is proposed. ***Public feedback from events***	The Environmental Impact Assessment identifies the potential negative impacts of the scheme, has influenced the design of the scheme and proposes suitable mitigation where appropriate to minimise any adverse impacts.
Not enough information presented on types of improvements or on mitigation that will be implemented to reduce any detrimental impacts on affected properties. ***Public feedback from events***	Additional information was presented at the formal public consultation events in May 2016 to address this concern. Further assessment and mitigation measures are presented in the Environmental Statement submitted in support of this planning application.
Concerned about potential increase in traffic on Gilden Way and access on to Gilden Way from properties and side roads, specifically the Campions, Mulberry Green and Churchgate Street, ***Public feedback from events***	Traffic modelling has been used to influence the design of the scheme to manage the increase in traffic using Gilden Way and to minimise the impact on access for adjoining residents. In particular the introduction of left hand turn junctions, roundabout design and locations and the traffic signals to aid the flow of traffic onto Gilden Way.
Concerned about increase in HGVs on local roads and potential for rat-running, in particular through Old Harlow. ***Public feedback from events***	It is acknowledged that there will be an increase in HGVs using Gilden Way. Traffic management measures are proposed to reduce the potential for through traffic using adjoining local roads.
Further information was requested on the improvements that will be made to Gilden Way. ***Public feedback from events***	Additional information was presented at the formal public consultation and is further developed in the planning application submission.
Several comments were made regarding the safety of school children crossing Gilden Way if it were to become busier. ***Public feedback from events***	A 40 MPH speed limit is proposed and additional signal controlled crossing points have been added to the design to add safe crossing points for all users.
There was general confusion regarding the current traffic levels and the predicted increase as a result of the programmed improvements and the construction of M11 Junction 7A. Some members of the public did not believe the results of the traffic modelling were accurate and requested further graphical information be made available in order to justify the estimated volume of existing through-traffic – ECC have estimated (10-15%). ***Public feedback from events***	Detailed traffic data has been presented at the Formal Public Consultation events together with animated traffic flow models to demonstrate the operation of the proposed scheme.

Key Issue (Source)	Design Team Response and Comments
There is a perception that a significant number of HGVs using Elizabeth Way, A414 Edinburgh Way, A414 London Rd and M11 Junction 7 primarily to access Pinnacles Industrial Estate. Concerns were raised over the likely re-routing of the HGVs through M11 Junction 7A on to Gilden Way, increasing the level of this type of traffic on the road. This could cause further congestion and delays and affect those who live in the Gilden Way area. ***Public feedback from events***	The modelling of traffic flows demonstrate that traffic will split between the two motorway junctions, easing congestion at Junction 7. It is unlikely that traffic will divert from the more convenient access to the motorway as a result of the proposed scheme unless there is an accident on the M11. Additional measures are proposed in Harlow to ease the flow of traffic along the A414 and through the greater Harlow area.
Business owners expressed concern over how deliveries would be affected, specifically in the Churchgate area. ***Public feedback from events***	Revised design for the Churchgate roundabout to include signal controlled access onto Gilden Way.
Concern raised that rat running through residential streets in Old Harlow to avoid the A414 would become worse with the construction of the scheme. ***Public feedback from events***	**Traffic management measures proposed to reduce access for through traffic through the Old Harlow area.**
ECC should build the Northern Bypass at the same time as M11 Junction 7A as it would reduce congestion faster and would be better value for money. The Northern Bypass was felt by many to be the best solution for Harlow's congestion problems by diverting through traffic away altogether. ***Public feedback from events***	The link road design can accommodate a future Northern Bypass should traffic growth require an additional route to the M11 Junction 7A.

3.3 Public Consultation – 11th May to 6th July 2016

The majority of consultees who responded disagreed or strongly disagreed that the scheme achieved the objectives.

Key Issue (Source)	Design Team Response and Comments
The majority of respondents disagreed with the statement 'the scheme will provide support for the predicted homes and jobs growth (from Local Plans)' and the statement 'the scheme will meet future traffic demands'. ***(Analysis of questionnaire responses)***	The traffic modelling results clearly show that the scheme will improve the ability of the roads network to cope with growth. In the longer term more may be needed but this is the best scheme. It may be that, in the longer term, additional measures are needed to address the impact of growth on the highways network.
The majority of respondents disagreed with the statement 'the scheme will reduce congestion primarily for the A414 corridor' and the statement 'the scheme will improve accessibility to and from Harlow'. ***(Analysis of questionnaire responses)***	The traffic modelling shows that overall traffic congestion will reduce as a result of the introduction of the scheme, although this benefit may be offset by the impact of future growth.

Key Issue (Source)	Design Team Response and Comments
The majority of respondents disagreed with the statement 'the traffic management for routes connecting to Gilden Way will ensure that Old Harlow, Churchgate Street and Sheering Lower Road will not be adversely impacted by the scheme in 2021'. ***(Analysis of questionnaire responses)***	Although the traffic modelling showed that the impact would be small, we have re-examined the proposals for Gilden Way to see if further work can be undertaken to minimise this. It is clear that there are a significant number of local residents, primarily those living close to Gilden Way who would prefer not to see the scheme built as it will increase traffic flows along Gilden Way. However, the capacity of Gilden Way will be increased and the scheme has been designed to minimise the impact on other locations.
A number of respondents commented that a bypass is the better or long term solution to reduce traffic in Harlow. ***(Analysis of questionnaire responses)***	After the 2013 public information events a scheme objective was added to address a future northern bypass and the proposed scheme now includes infrastructure to enable and 'future proof' the scheme. Most of the M11 Junction 7A scheme would form an integral part of a northern bypass solution. The traffic modelling indicates that the current and proposed level of growth planned for Harlow does not yet justify a more strategic solution, i.e. a Northern Bypass, for Harlow within the emerging plan period. However, Essex and Hertfordshire County Councils are engaging in a study of the A414 between the M11 and the A1 to more fully understand the longer term implications of growth in both the emerging and future Plan periods along the corridor and when specific interventions will be required.
Proposed scheme could move traffic and congestion to a new area or increase traffic and congestion (particularly for Gilden Way, Old Harlow and Sheering Road) rather than generating a reduction for Harlow. ***(Analysis of questionnaire responses)***	After the 2013 public information events the scheme was extended to include the widening of Gilden Way to improve the capacity of this main link to the new junction. Additional traffic management measures were also included to manage traffic impacts. Following a technical review, the Churchgate roundabout on Gilden Way has been redesigned to further improve traffic flows, along Gilden Way and also from Churchgate Street.
Traffic management measures were generally welcomed. However, concerns were raised that these would be difficult to enforce and more might be needed. ***(Analysis of questionnaire responses)***	Monitoring of the local roads will be carried out before construction is undertaken to assess the need for any further measures once the scheme is operational.
Harlow's road network cannot cope with the increased traffic and more improvements would be needed. ***(Analysis of questionnaire responses)***	Many consultees have, understandably, focused on the growth of traffic on Gilden Way. While we are clear that this will increase, the capacity on Gilden Way will also be increased. The scheme will support the whole of Harlow and the surrounding area and the emerging Local Plans of Harlow and neighbouring districts. At this stage we have not received information or evidence that would lead us to question the results of the traffic modelling, which shows that the scheme will be a positive addition to Harlow's road network.

Key Issue (Source)	Design Team Response and Comments
Concerns about the impact of new residential and business developments. ***(Analysis of questionnaire responses)***	Traffic generated from local developments has been included in the traffic modelling and this has influenced the design and ensured that it adequately reflects both the committed and planned levels of growth within and around Harlow up to 2033. We are committed to continue our engagement with local authorities and their Local Plan processes. However, should anything substantially change in the proposals for Local Plans the project team will consider the impact of these on the wider Harlow network.
Safety concerns on Gilden Way and other local roads. ***(Analysis of questionnaire responses)***	Following the 2013 and 2015 information events the scheme has been changed to increase safety for pedestrians and cyclists. For example the access only road to The Campions has been made a shared surface. Once in place the scheme will be monitored to assess its effectiveness and, should further intervention be needed, action will be taken to address any concerns.
Concerns about the impact of the scheme on a number of environmental issues, including Green Belt, air quality and noise. ***(Analysis of questionnaire responses)***	The Environmental Impact Assessment has impacted on the design pf the scheme to minimise the environmental impacts through design changes and mitigation measures. The planning application submission shows additional areas of landscaping, biodiversity mitigation areas and noise attenuation measures to reduce the environmental impacts. The Planning Statement supporting this planning application addresses planning policy issues such as the impact of the development on the Green Belt.
Greater focus on public transport and non-motorised modes. ***(Analysis of questionnaire responses)***	The scheme proposed at consultation already includes a number of measures for non-motorised users. These include: • The proposed route along Gilden Way will accommodate a dedicated cycle path and footpath along its length, • Signal controlled crossing points to improve the convenience and safety for non-motorised road users. • The route also accommodates and improves existing bus stops by providing new pull ins for buses, improved shelters and real time timetable information. A right-turn for buses and taxis at Mulberry Green will prioritise public transport access into and out of Old Harlow. The project team has reviewed measures included for non-motorised users ahead of the planning submission. The outcome of this review is incorporated into the planning application submission.

Key Issue (Source)	Design Team Response and Comments
Public bodies need to work collaboratively to deliver a co-ordinated and strategic approach to road investment and solutions in Harlow. ***(Analysis of questionnaire responses)***	We would like to reassure the public that we are working closely with the district councils of Epping Forest, Harlow, Uttlesford and East Herts to deliver their Local Plans and this proposal in particular is key to accommodate the planned growth identified in these. In addition, as part of the Local Plan process, and as part of the day to day work, we have been engaging with the highway authorities of both Hertfordshire County Council and Highways England.

4. Conclusion

Essex County Council has undertaken a significant and detailed pre-application community involvement process with the local planning authority, district councils, other statutory consultees and the public to inform them of proposals at various stages and involve them in their ongoing development.

Numerous amendments to the designs were suggested by stakeholders through these public involvement processes which have since been incorporated in the scheme, these include:

- The design of the junction has been amended to accommodate a potential for a future northern bypass;
- The junction between Sheering Road and the link to the motorway has been moved away from the properties at the Campions to reduce the impact of the scheme on these properties;
- Additional signal controlled pedestrian/cycle crossing points have been added along Gilden Way to reflect concerns from residents relating to safety and access to public transport;
- A 40 MPH speed limit to be introduced on Gilden Way to improve safety and reduce noise and air pollution;
- An additional lane has been added to Gilden Way as traffic approaches Harlow to reduce congestion at junctions along Gilden Way and reduce potential air pollution;
- To improve access from Churchgate Street and from Harlowbury, the Churchgate Street roundabout has been redesigned to include a through route with traffic controlled signals (hamburger roundabout); and,
- Noise attenuation fences and low noise surfacing are proposed to mitigate the concerns raised regarding noise.

Appendix A. Consultation Strategy May 2015

M11 Junction 7A

Consultation Strategy

May 2015

Essex County Council

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1 Introduction

1.1 Introduction

Essex County Council (Major Programmes and Infrastructure) is investigating options for improving access to and from the M11 in the Harlow area, including options for the provision of a new motorway Junction 7A on the M11 between Junctions 7 and 8. The primary purpose of the investigation is to arrive at a preferred option for formal consultation in early 2016.

Initial modelling work has already shown that the existing Junction 7 is now at capacity. An increase in road network capacity is needed to support the level of committed and new housing and jobs required to meet future needs and support economic development and regeneration in Harlow and the surrounding areas. Without an improved link to the motorway, the town and surrounding districts will not be able to realise their full potential.

The purpose of this Consultation Strategy is to set out how the project team intends to provide information to the public about, and consult on, the Council's preferred option for the improvement scheme and how that preference will have been reached. This Strategy has been prepared in accordance with both County Council and District Council consultation practices and procedures (in particular their published Statement of Community Involvement) and has been approved by the Scheme Project Board. The Strategy also draws on specific national consultation practices required for other aspects of town planning including the production of Local Plans and the preparation of Development Consent Orders for Nationally Significant Infrastructure Projects, which represents best practice consultation techniques.

Comments on the Consultation Strategy are welcomed.

1.2 The Motorway and Link Road Options

The programme comprises two elements:

- An initial public information exercise, in summer 2015, designed to explain where in the process we are, the steps involved in reviewing the route options and setting out the timetable of when and how we will be consulting on the preferred option.
- A formal consultation, in early 2016, which will ask for views on the proposed improvement in access to east Harlow and any issues that are perceived with taking this proposal forward. The comments received in this consultation will be used in the formal planning application.

In the public information exercise and the consultation, information will be presented about the options that have been considered in arriving at the preferred solution for improving access to eastern Harlow. The public information exercise will provide headline information only, while the formal consultation will include more detailed information about the options. The options under consideration are:

1. Do minimum, comprising existing commitments to improve local roads and minor improvements to M11 Junctions 7 and 8;

2. A new M11 junction to the east of Harlow and new link road to B183 Gilden Way, designed to also facilitate a possible northern bypass in the future;

3. Major improvements to the existing M11 Junction 7;

4. Major improvements to the existing M11 Junction 7 and a new motorway junction and link road to the east of Harlow;

5. A new M11 junction to the east of Harlow and a new east:west link road into eastern and northern Harlow between A414 Eastwick and the new motorway junction;

6. A new M11 junction to the north-east of Sawbridgeworth, a western Sawbridgeworth link road, and a new link road between A414 Eastwick and A1184 north of Harlow Mill; and

7. A new link road to the east of Roydon between A414 and M11 Junction 7, following an alignment to the south west of Harlow

Options two, five and six allow for connection with a northern bypass around Harlow which is a stated Council vision but has not yet progressed to formal development.

1.3 Previous Public Information Exercise on the Scheme

Winter 2013/2014 Public Information Exhibitions

A previous public information exercise was completed between December 2013 and March 2014 to advise people on progress to date and the proposed way forward. This information exercise followed completion of previous technical work which informed potential route options and junction locations. The public information exercise included staffed exhibitions, online material and public meetings.

The full report of the 2013/14 exhibitions has been published with this Consultation Strategy. The report found that the following issues needed to be taken into account in the latest options investigations:

A. More individuals supported the provision of a new junction on the M11 than objected to it.

B. The need for further consideration to be given to a northern route option, with the provision of more detail and direct comparisons between options.

C. Whether the scheme would increase traffic congestion in Harlow rather than improve it.

D. Whether the scheme would increase the use of alternative minor roads or ‘rat running’.

E. What implications would the scheme have for road safety in particular to address the speed of traffic and impact of Heavy Goods Vehicles?

F. What would be the environmental implications?

G. Outline other additional measures which would be incorporated into the scheme design to enhance the environment.

H. What other improvements would be required as part of the scheme?

I. Ensure the needs of Non-Motorised Users would be taken into account in the scheme design.

J. Make it clearer on drawings and information material what would be proposed and how people would be impacted.

K. Consider impacts on individual communities, especially issues of severance.

1.4 A Future Planning Application

The County Council will be responsible for preparing a planning application for the scheme and has engaged independent consultants to support this process. As a strategic road scheme, Essex County Council will also be the statutory Local Planning Authority (LPA) responsible for determining the planning application. The decision on a planning application is taken completely independently of the project team. If the LPA decides to grant planning permission the application is referred to the Government which may wish to undertake additional scrutiny before a decision can take place.

The scale and nature of the proposed scheme is such that its construction and operation has the potential to result in 'significant effects on the environment' when considered against definitions provided in the Town and Country Planning (Environmental Impact Assessment) Regulations 2011. As part of the planning application an Environmental Statement will be submitted to outline how environmental impacts have been considered and to identify what mitigation measures would be proposed. A formal request for a Scoping Opinion will be submitted to the LPA to help inform future environmental work.

A separate Public Involvement Programme will be agreed with the LPA in accordance with the adopted Statement of Community Involvement, in addition to agreeing this overarching Consultation Strategy. This will provide a more detailed plan of the delivery of the formal public consultation in terms of considerations such as logistics, venues and precise timings. These details will be publicised in due course.

2 Consultation Principles

The consultation process will be guided by the following principles:

I. Build on and learn from the previous public information exercises. This Consultation Strategy addresses a number of issues that were raised in response to how the previous events were handled, including criticisms relating to lack of effective publicity.

II. All design and procurement decisions relating to the scheme will be taken by the dedicated Scheme Project Board on behalf of the County Council.

III. Best practice consultation techniques will be used.

IV. The consultation process will be transparent and accurate from the start.

V. We will seek to avoid consultation overload.

VI. All members of the community will be treated fairly and equally and all voices will be heard and considered.

VII. We will listen to the views of the local community, key stakeholders and statutory consultees equally.

VIII. Appropriate statutory and non-statutory consultation stakeholders will be identified and consulted.

IX. Appropriate forms of communication will be used, which may differ depending on the needs or requirements of particular individuals or stakeholders, including 'hard to reach' groups.

X. Consultation materials should be easy to understand and respond to.

XI. Adequate time will be provided in the project programme for consultation and to consider responses.

XII. Consultation will be an ongoing process until the scheme is completed, and comments received from the consultation will help shape the scheme outcomes.

XIII. Consultation feedback will be reported in a simple to read report. This report will set out how the feedback will have been addressed.

2.1 Public Information Exercise and Consultation Process

A public information exercise will take place in mid-2015 to inform the community and local stakeholders about the progress of options investigations. The public information exercise will provide high level information about the options being considered, the criteria by which they are being

assessed, the progress of the investigation and the process going forward. It will make clear that this exercise is not a formal consultation and will encourage people to wait to make comments during the formal consultation period.

A formal public consultation period will take place early in 2016. This will target local communities, residents, businesses, visitors, road users, wider interest groups and the general public as well as other key and statutory consultees, such as Natural England and Highways England. The consultation will provide appropriate information for these target audiences to view and enable them to comment on the scheme. The purpose of this consultation will be to enable the County Council to gather views about the preferred option for the scheme.

The consultation will provide materials in the form of a written consultation brochure and a number of consultation events. These will help to inform stakeholders about the different options which will have been considered in reaching a preferred option. An outline of any changes that will have occurred since the previous information exercise took place will also be included. The information presented will set out the positive and negative aspects of each of the options considered against environmental, economic and social objectives.

All responses made during the consultation will be recorded and considered by the County Council and will influence the design of the preferred option and, where appropriate, will be used to make further refinements to the proposal.

A Consultation Report will be published following the consultation. The report will provide an analysis of responses and also set out how the County Council intends to respond to the points raised during the consultation. The Report will be used to provide recommendations on the preferred option and to help refine the future design of this option.

The consultation will comprise a number of separate activities as listed below (where these also apply to the public information exercise this is mentioned):

1. Production of a written consultation brochure providing information on the options considered and the preferred option. The brochure will be available throughout the formal consultation period.

2. A series of public and stakeholder consultation events will be held in early 2016, which follow on from the public information events that will be held in mid-2015.

3. Meetings have been held with key statutory regulators including Highways England and Environment Agency to define technical aspects of the proposed scheme options since 2014 and will continue into 2016. As the scheme includes a motorway junction, the County Council is regularly consulting with Highways England in particular to determine the most appropriate legislative process for delivering the scheme.

4. Pre-application advice will be sought from the Planning Authority at Essex County Council.

5. Correspondence with landowners and their agents who are directly affected by the potential options and meetings will take place with them in advance of the formal consultation period.

6. Informal meetings will be held with environmental regulators and stakeholders to discuss environmental aspects of the scheme.

7. Bi-monthly meetings will be held with planning and highway officers of Harlow, Epping Forest, East Hertfordshire and Uttlesford Districts and Essex and

Hertfordshire County Councils as part of a wider infrastructure delivery group. These meetings will discuss progress and matters arising for new infrastructure across West Essex and East Hertfordshire.

8. Adverts and other publicity will take place in advance of the public information exercise and the formal consultation process to make people aware of them and the opportunities to take part and respond.

9. Workshops and direct meetings with specific key stakeholders held during or, in some instances, before the formal consultation period, as appropriate.

Ongoing consultation will also take place with key stakeholders as the scheme progresses and prior to the submission of a planning application, which is currently programmed for late 2016. This Consultation Strategy will be updated in the future to set out any further consultation proposals.

2.2 How Consultation Will Take Place

The proposed forms of consultation are set out in the table below, with columns indicating which communication methods are to be utilised in the public information exercise (PIE) and in the formal consultation (FC):

COMMUNICATION	PIE	FC	HOW IT WILL TAKE PLACE	DETAILED ACTIONS
Advertise consultation *Note: there will be no press, TV or radio advertising for the PIE	✓*	✓	Adverts will be placed in advance of the PIE and consultation. These will inform about the planned activity and will set out when and where any events will take place and will advise people how they can respond. The media will also be used to publicise that we will be seeking feedback and comments throughout the consultation.	• *Issue press releases for local paid for and/or free publications e.g. Harlow & Epping Star, Hertfordshire Star and Herts & Essex Observer.* • *Social media: Harlow, Epping Forest, East Hertfordshire and Essex County Council Facebook and Twitter accounts.* • *Internet: Harlow, Epping Forest, East Hertfordshire and Essex County Council websites.* • *TV and radio: Local media announcements.* • *Paid for advertising in the local newspapers.*
Website		✓	All consultation material will be available via the Essex County Council website.	• *A consultation portal will be established with copies of the consultation materials and an online questionnaire. Links to this will also be established from District Council websites.*
Provision of hard copies of documents, questionnaire and freestanding exhibitions		✓	All consultation materials (including a pamphlet / leaflet setting out details of the proposals and paper copies of the freepost questionnaire) will be made available in public places. Where possible freestanding exhibitions will also be located within these places.	• *Harlow Civic Centre.* • *Central Library Harlow.* • *Other public places around Harlow and Epping to be advised in the newspaper advertisements.* • *Material will be available for request by interest groups for their dissemination*
Staffed exhibitions	✓	✓	Staffed exhibitions will be held where members of the public can look at information and consultation material and ask questions of the project team.	• *Venues and times to be announced in the PIE and consultation advertisement. These will be in locations that are accessible for all.*

Stakeholder and local interest group workshops		✓	To gain a balanced view we will hold structured workshops with certain groups or '"stakeholders". These workshops will include presentations to provide information on the proposals, a chance to ask questions of the project team and to help inform the groups' responses to the consultation.	• *Workshops are proposed with specific stakeholder groups as set out in the next table.*
Email, post and telephone	✓*	✓	In addition to the freepost questionnaire, a dedicated email address will be provided. A dedicated Freephone telephone line with an answerphone will be available during the consultation. A member of the project team will respond to requests and queries left on the answerphone within two working days. 'Contact Essex', the main ECC call centre, will be fully apprised of the scheme and be able to direct enquiries to the correct channels.	• *Freepost Questionnaire.* • *Dedicated email address.* • *Telephone line.* • *Further details will be set out in the media announcements.* • *Briefing note for call centre operators (*This will also apply for the public information exercise).*
Specific presentations		✓	We appreciate that some organisations may want a member of the project team to visit them. In addition some sections of the population will face difficulties in visiting a public place or staffed exhibitions. The project team will consider any requests for specific presentations and accommodate these where possible.	• *Specific presentations particularly to harder to reach members of the community i.e. young, older, learning difficulties, mobility impaired, black and ethnic minorities, gypsies and travellers and low income groups.*

For the formal consultation, a consultation pamphlet will be produced along with a questionnaire. The consultation pamphlet will set out information about the need for the scheme, the details of the preferred option, and its benefits and disadvantages. The pamphlet will also provide comparison information for the other options considered in reaching a decision about the preferred option. The questionnaire will ask for views about the preferred option and any perceived issues with the preferred option, it will also ask for limited demographic information to allow for more comprehensive analysis[2]. Consultation material will be available online and on CD. It will be made available in other languages, large print and in braille by request. Interpretation services will be available. Venues, for both the public information exercise and the formal consultation, will be checked so that they are accessible for all and any exceptions to this will be advertised.

2.3 Engagement with Stakeholder Groups

The table below identifies different stakeholder groupings and the mechanisms proposed to communicate with them. The table reflects 'general consultation bodies', 'specific consultation bodies' and 'Duty to Co-operate Bodies' as set out in the Town and Country Planning (Local Plan) Regulations 2012 (as amended). The list of specific named stakeholders is provisional and needs to be expanded and agreed. This list will be reviewed for relevance to the scheme and amended as and when appropriate. Although these regulations specifically relate to Local Plans rather than planning applications they have been used to represent best practice in planning consultation.

[2] The questionnaire will allow an option for participants to request anonymity of their comments. It is not normal practice to give names of individuals and we respect any requests for confidentiality.

STAKEHOLDER GROUPING	PIE	FC	ORGANISATIONS INCLUDED	HOW THEY WILL BE CONSULTED
Statutory regulators / specific consultation bodies		✓	• Environment Agency • Natural England • English Heritage • Highways England	• *Dialogue throughout the consultation.* • *Through environmental scoping report and specific meetings where required.*
Other regulators / consultation bodies.		✓	• Sport England	• *Through environmental scoping report and specific meetings where required.*
Infrastructure and communication providers		✓	Telecoms, Energy and Electricity Providers: • EDF Energy Networks • British Gas • Transco • Thames Water Utilities • Lea Valley Water PLC • Three Valleys Water • British Wind Energy Association • Mobile Operators Association • British Telecom	• *Mailshot email/letter to alert to consultation.* • *Meeting if specific issues to be resolved.*

STAKEHOLDER GROUPING	PIE	FC	ORGANISATIONS INCLUDED	HOW THEY WILL BE CONSULTED
Transport and connectivity providers		✓	Bus, rail, taxi, freight haulage and rail companies: • Network Rail • Train operating companies • Transport for London • Canal & River Trust • Freight Transport Association • Arriva • Excel Coaches/First Group • MS Coaches • Imperial Bus Company • Olympian Coaches Ltd • Road Haulage Association • Stansted Airport (Manchester Airports Group) • Civil Aviation Authority • Local taxi firms • Harlow Community Transport • Harlow Stansted Gateway Transport Board • Harlow Area and Harlow and District Access Group.	• *Mailshot email/letter to alert stakeholders to consultation and invite to a specific stakeholder event.* • *Hold a specific stakeholder workshop during the consultation period and invite representatives from these industries.*

STAKEHOLDER GROUPING	PIE	FC	ORGANISATIONS INCLUDED	HOW THEY WILL BE CONSULTED
Non-Motorised Users and groups with reduced mobility		✓	• Walking groups: Living Streets and Ramblers Association • Disability groups: The Royal National Institute for the Blind, Action on Hearing Loss, Disabled Persons Transport Advisory Committee • Cycling groups: Cyclists' Touring Club, National Cycling Centre, Sustrans, Cycle Harlow • Equestrian groups: British Horse Society and British Driving Society	• *Mailshot alert to the consultation and invite to a stakeholder workshop.* • *Hold a specific workshop for these groups during the consultation.*
Landowners directly affected by the proposal		✓	• Landowners • Agricultural tenants	• *Letter to be sent to landowners or agents offering a meeting in advance of the consultation.*

STAKEHOLDER GROUPING	PIE	FC	ORGANISATIONS INCLUDED	HOW THEY WILL BE CONSULTED
Key parish councils, neighbouring parish councils and MPs		✓	Key parishes: • Eastwick and Gilston Parish Council • Sawbridgeworth Town Council • Sheering Parish Council Neighbouring parishes: • Abbess, Beauchamp and Berners Roding Parish Council • Hatfield Heath Parish Council • High Wych Parish Council • Matching Parish Council • Moreton, Bobbingworth and the Lavers Parish Council • North Weald Bassett Parish Council Local Members of Parliament (MPs): • MP for Harlow (currently Robert Halfon MP) • MP for Hertford and Stortford (currently Mark Prisk MP) • MP for Brentwood and Ongar (currently Rt Hon Eric Pickles MP)	• *Mailshot email/letter to alert to consultation and invite to stakeholder event.* • *Stakeholder workshop during consultation.* • *Additional meetings are proposed with those Councils / Councillors / MPs in whose areas the scheme will be located.* • *Responses from other parish councils are welcomed and will be treated as non-statutory responses*

STAKEHOLDER GROUPING	PIE	FC	ORGANISATIONS INCLUDED	HOW THEY WILL BE CONSULTED
Key local authorities		✓	• Epping Forest • Harlow District Council • East Hertfordshire District Council • Uttlesford District Council • Hertfordshire County Council	• *Through direct consultation.*
Local wildlife and environmental groups. Individuals with a specific environmental interest		✓	• Essex CC Historic Environment Branch • Harlow Conservation Volunteers • Harlow Biodiversity Partnership • Essex Wildlife Trust • Campaign to Protect Rural England • Forestry Commission • The Woodland Trust • Friends of the Earth • Royal Society of the Protection of Birds • Local Nature Partnership • Farming and other Rural Interest Groups	• *Through environmental scoping report.* • *Mailshot letter alerting them to the consultation.* • *Stakeholder workshop during consultation.*

STAKEHOLDER GROUPING	PIE	FC	ORGANISATIONS INCLUDED	HOW THEY WILL BE CONSULTED
Health and safety and emergency services		✓	• Essex Police • Essex Police Architectural Liaison Officer • Hertfordshire Police • Hertfordshire Crime Prevention Design Advisor (East Herts) • Health and Safety Executive • NHS West Essex Clinical Commissioning Group • NHS East and North Hertfordshire Clinical Commissioning Group • Princess Alexandra Hospital NHS Trust • East of England Ambulance Service NHS Trust • Essex County Fire and Rescue Service • Hertfordshire Fire and Rescue Service	• *Mailshot letter alerting them to the consultation.* • *Stakeholder workshop if required and enough interest.*
Pressure groups / local residents groups	✓	✓	• Stop Harlow North • Harlow Civic Society • Harlow Local Residents Associations and interest groups	• *Mailshot to alert them to the consultation* • *Stakeholder workshop during consultation*
Developer interests		✓	• Homes and Communities Agency • House Builders Federation • National and local house builders • Active planning consultees and their agents	• *Mailshot to alert these stakeholders to the consultation.* • *Stakeholder workshop during the consultation.*

STAKEHOLDER GROUPING	PIE	FC	ORGANISATIONS INCLUDED	HOW THEY WILL BE CONSULTED
Economic development groups / Chamber of Commerce		✓	• Harlow Town Centre Traders Initiative • Harlow Town Centre Partnership • Harlow Co-operative Development Agency • Harlow and District Chamber of Commerce • Harlow Stansted Gateway Transport Board • Epping Forest Chamber of Commerce • Essex Chambers of Commerce • Hertfordshire Chamber of Commerce • West Essex Alliance • South East Local Enterprise Partnership (SELEP) • Herts Local Enterprise Partnership (Herts LEP) • London Stansted Cambridge Consortium	• *Mailshot to alert these stakeholder groups to the consultation.* • *Stakeholder workshop during consultation*
Residents directly affected by the proposal	✓	✓	• The Campions • Mayfield Farm • Gilden Way	• *Mailshot with offer of individual meetings with directly affected residents or meetings with local resident associations.*
Public and all stakeholders	✓	✓	• All residents or local businesses with an interest in the scheme	• *Staffed and freestanding exhibitions.* • *Consultation materials available on website*

STAKEHOLDER GROUPING	PIE	FC	ORGANISATIONS INCLUDED	HOW THEY WILL BE CONSULTED
Education providers and other community institutions including places of worship and faith		✓	• Schools • Youth Groups • Places of education • Churches and places of worship and faith • Bodies representing the interests of people with disabilities in the area • Bodies representing the interests of the Voluntary Sector	• *Mailshot to local schools, churches and community halls to inform them of consultation and encourage classes to respond.*

Appendix B. Consultation Strategy and Delivery Plan February 2016

M11 Junction 7A and Gilden Way link road

Essex County Council

Consultation Strategy and delivery plan

| 1

25 February 2016

Client Reference

M11 Junction 7A and Gilden Way link road

Project No:	Project Number
Document Title:	Consultation Strategy and delivery plan
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Project summary.

In its *Vision for Essex 2013/17 - Where innovation brings property* Essex County Council's vision set out its core purpose, which includes "*develop and maintain the infrastructure that enables our residents to travel and our businesses to grow".*

This vision is supported by the Council's Corporate Outcomes Framework 2014-2018 – which will measure *"Increased connectivity and journey time reliability on priority route network (PR1) as a key indication of success".*

Essex County Council is committed to improving the county's highway network to support and grow the local economy. Making sure that motorways and significant A roads (which form part of the UK's strategic road network) run smoothly is key to achieving the Council's vison.

In 2015 the Council identified Harlow's road network as a key area of concern for two reasons, the significant traffic congestion problems in the town, and the lack to resilience and capacity on the M11 Junction 7 – which is the only connection to the strategic road network in the local area.

Currently Harlow has only one connection to the M11 via Junction 7 (J7) which is located to the south and east of the town. The junction is currently at capacity with much of the traffic accessing this junction passing through Harlow on the A414. This single route into and around the town makes congestion common and where even minor incidents can cause severe delays across the town's road network. The key employment areas, towards the north and west of the town (Edinburgh Way and Pinnacles), create further strain on the local road network, particularly along the A414.

As a prosperous Harlow continues to grow, with committed and proposed new housing and jobs the existing traffic problems will only worsen, leading to greater congestion, longer journey times, and more strain being put on other local roads, as road users seek alternative routes. Impacts of the constrained road network on growth are already being felt – most recently the Enterprise Zone job numbers were restricted due to the capacity of the M11Junction 7.

An increase in road network capacity is needed to meet future needs and support economic development and regeneration in Harlow and the surrounding areas. Without an improved link to the motorway, the town and surrounding districts will not be able to realise their full potential.

To find a solution, Essex County Council has investigated options to improve access in and out of the Harlow area which would link to a new M11 motorway junction between Junction 7 and 8 – referred to as Junction 7a.

Essex County Council commissioned Jacobs to develop options, with the following objectives

- to improve accessibility to and from Harlow;
- to reduce congestion primarily for the A414 corridor;
- to ensure the proposed infrastructure is the appropriate scale for future traffic demands; and
- to provide an opportunity for future housing developments and employment to the east of Harlow

In December 2013 - January2015 the first public exhibitions were held to display initial route options and gain public feedback.

In July 2015 public information events were held to raise awareness of the work and gain feedback on the best performing option – a new M11 J7A junction and widening of the Gilden Way.

Technical work has continued and a viable option has been developed. The Council now wishes to undertake a public consultation before taking a decision on a preferred route and submitting a planning application in late 2016.

This document will set out the consultation strategy and delivery plan to manage the successful completion of the public consultation to inform decision making, to take account of stakeholder opinion and issues, and support them in confirming a preferred route.

1. Introduction

This document outlines the consultation remit, outcomes and objectives that underpin the consultation process on the M11 Junction 7A, and Gilden Way widening.

The strategy document and delivery plan will provide a framework that will guide a high quality process with appropriate information and evidence that can be used to refine the proposed route option and enable Essex County Council, the decision maker, to make an informed decision on the preferred route to submit for planning approval.

The following teams have been consulted in compiling this strategy:

- Major Project Delivery team, ECC
- Communications team, ECC
- Transport Engagement, ECC
- Jacobs (project team)

2. Purpose

Following significant technical work, and two rounds of public information events, Essex County Council has developed a viable option which is ready for the formal public consultation that will contribute to a preferred route announcement and planning application.

3. Remit

Essex County Council are working with Jacobs to deliver a consultation on the proposal for M11 Junction 7A and the widening of Gilden Way.:

Essex County Council need to understand the view of (the target audience):

- Individuals along the proposed route and junction.
- Individuals living / working in Harlow and surrounding area.
- Organisations and businesses (public, private and third sector)
- Political representatives and local authorities in the local area.
- Road users and their representative organisations
- Statutory bodies – transport, environment and business
- Other statutory consultees

The consultation should set the context of proposal, including Harlow's vision for growth. It should document previous engagement and history of the project.

The consultation will run for 8 weeks, commencing in May or June 2016, followed by response analysis and a findings consultation report.

This will provide Jacobs will information to inform route and design refinements, and provide evidence of the views of all parties involved to enable the Council to take a decision on the preferred route, in Autumn 2016 in order to submit a planning application in Winter 2016/17.

4. Lessons learnt

4.1 Winter 2013/2014 Public Information Exhibitions

A previous public information exercise was completed between December 2013 and March 2014 to advise people on progress to date and the proposed way forward. This information exercise followed previous technical work which informed potential route options and junction locations. The public information exercise included staffed exhibitions, online material and public meetings.

The full report has been published with this Consultation Strategy. The report raised the following issues which are being taken into account in the latest option designs:

I. More individuals supported the provision of new junction 7a than objected to it.

II. The need for further consideration to be given the Northern Bypass option, with the provision of more detail and direct comparisons between options.

III. Establish whether the scheme will increase traffic congestion in Harlow rather than improve it.

IV. Establish whether the scheme would increase the use of alternative minor roads or 'rat running'.

V. Identify what implications will the scheme have for road safety in particular to address the speed of traffic and impact of Heavy Goods Vehicles?

VI. Identify the environmental implications?

VII. Outline other additional measures which will be incorporated into the scheme design to enhance the environment.

VIII. Outline what other improvements will be required as part of the scheme?

IX. Ensure the needs of Non-Motorised Users are taken into account in the scheme design.

X. Provide clear drawings and information material to show what is proposed and how people will be impacted.

4.2 July 2015 Public Information Exhibitions

Feedback from the project team during the events and correspondence from residents has highlighted that the key areas the public were concerned about were:

- Impact of increased air quality and noise issues;
- Potential for rat running through Old Harlow;
- Access along Gilden Way and the Campions access;
- A repeated request for a Northern Bypass; and,
- The cost of the scheme.

5. Governance

The Consultation Strategy will be jointly owned by Essex County Council. The accountability for delivering the consultation sits with the Major Project Sponsor. The responsibility for delivering the consultation sits with Jacobs and Essex County Council. Jacobs will provide advice and guidance for the effective delivery of the consultation.

The consultation delivery will be managed through the existing / technical project management and governance processes.

6. Key Considerations

The announcement of Highways England's Road Investment Strategy 2015-2020 includes proposals for investment in the M11 Junction 7 aimed at increasing the capacity of this junction to address existing issues of congestion.

There are a number of additional road improvement schemes in the Harlow area, it is important to understand the relationship with other Essex County Council schemes or highways proposals in Essex.

7. Risks and Issues

Key consultation risks and issues are detailed below for reference. Risk will be managed through the project risk register and action planning.

1. Lack of clarity around interaction and benefits with M11 Junction 7A, leads to consultees not feeling they have enough information to make an informed decision.

    a. Mitigation: Ensure information regarding the M11 Junction 7A is included in supporting documents.

2. Consultees feel more detailed information is needed to come to an informed opinion.

    a. Mitigation: The decision following consultation will only concern the selection of the preferred route to progress to planning. The planning application process provides a further opportunity for consultees to raise their issues or comments regarding the preferred route. The formal consultation and planning application processes will set out clearly how the public and interested parties involved can participate in future stages of the project.

8. Evaluation Criteria

The success of the consultation will be judged on the quality of responses; however, measurable outputs are also valuable in showing a successful consultation process. Following the completion of the consultation the project team will measure and provide analysis of:

- Percentage of the target audience who responded (using key contacts and property owners as a baseline).
- Reponses received from the full range of identified audience.
- Proportion of responses of various types – survey, email, campaigns, letters.
- Web hits on consultation pages.
- Media coverage – radio, TV, print and online media reports.
- Social media comments.
- Costs remain within budget.
- Project milestone completed on time.
- Positive feedback from parties involved.

- Lack of challenge to the process – no calls for extensions, additional events, etc – related to the delivery of the consultation (rather than content).
- Outputs clearly contributed to change or verification of proposals.
- Outputs and outcomes supported the decision maker in selection/confirming the preferred route.

9. Legal Framework

The Council is under an obligation to hold fair and fully informed consultations. All consultations are undertaken with reference to the legal framework which includes Essex County Council's Statement of Community Involvement (updated 2015), the Government's Consultation Principles (July 2012), the Gunning Principles (legal principles for consultation), the requirements of the Environmental Impact Assessment Directive and Aarhus Convention on public participation and the Equalities Act 2010.

10. Delivery plan

10.1 Program

- Consultation start date: 11th May 2016
- Consultation end date: 6th July 2016
- Response analysis report framework agreed: 2nd September 2016
- Analysis complete: 5th September 2016
- RA report 1st draft: 20th August 2016
- RA report 2nd draft: 10th September 2016
- RA report approval: 10th October 2016

10.2 Consultation response channels

Consultation responses must be collected in a structured and robust manner in order to be fairly analysed and reported on. The only official channels for consultees to submit responses for consideration / analysis will be:

- an online response form;
- a paper response form; and
- a dedicated email address (open text responses)
- a freepost address (paper response form and open text responses)

Consultation questions will be included within the consultation document and the online/paper response form.

Any open text submissions - these include, but are not limited to, letters, emails and campaign responses can be submitted via the dedicated freepost address or dedicated email address .

Responses to the consultation will be analysed by the Jacobs project team and detailed in a summary report of responses at the end of this process.

Consultees will be able to access all consultation documents and materials online www.essex.gov.uk , or request hardcopies via the dedicated telephone line. Copies will also be sent out to selected libraries and public places, as detailed in section 10.13

10.3 Preparing for launch

Face to face meetings will be offered to ensure that the consultation delivery plan is appropriate and proportionate. The project team will also seek to identify any issues that should be addressed as part of the consultation to support consultees. These meetings will be with political representatives and representative groups in the local area, this will include, but not limited to:

- Harlow
- Epping Forest
- East Hertfordshire
- Uttlesford District
- Local MP’s

To ensure key stakeholders are aware that the consultation launch is imminent, telephone calls or emails will be made/sent to the key stakeholders. A full list is included in Annex A.

The engagement contact plan will manage engagement with key stakeholder though out the lifetime of the project.

10.4 Launch

The launch of the consultation will be managed in partnership between Jacobs and Essex County Council.

- The Council will be responsible for the launch day activities, included Council statements, media event, media releases and reactive media enquiries.
- The Council will be responsible for launching the required web content.
- Jacobs will be responsible for supplying web content, including web ready consultation documents and supporting materials.

10.5 Consultation Materials

- **A consultation document -** will be produced to provide appropriate range of information to enable the general public and interested parties to understand the proposal and respond to the consultation.
- **A leaflet** - will be produced to summarise the consultation, list consultation events, and how to respond to the consultation.
- **Maps and drawings -** will be produced as individual copies on A3.
- **Information papers -** following a review of issues raised by communities and key stakeholders information papers may be produced to explain processes or items outside the scope of consultation.
- **Posters -** will be produced as A4 and A3
- **Supporting technical documents –** published in current format to inform consultees who wish for a greater level of details.

All documents will undergo quality checks and follow a pre-approved process for production. Internal quality checking will be managed by the ECC communications team, but should involve reference to specialists as necessary.

All documents will be available to order in printed format. Should any single request for documents number over 50 documents, it will go to the Council for decision.

10.6 Consultation launch mail out

A letter will be mailed out at the launch of the consultation. This will be distributed to:

- **Key stakeholders** - This letter will introduce the consultation, briefly explain the proposal, list consultation events, how to response, closing date of consultation and encourage response. (key stakeholder list in Annex A)
- **Property Owners directly impacted by proposals** - This letter will introduce the consultation, briefly explain the proposal, list consultation events, state potential impacts, provide a single point of contact for property related issues, how to response, closing date of consultation and encourage response.
- **Residents Generic leaflet** - a leaflet will be mailed to all properties within 250m of the proposals, it will be addressed to owner/occupier and be a duplicate of the general consultation leaflet. It will briefly explain the proposal, list consultation events, how to response, closing date of consultation and encourage response.
- **Posters** - A4 and A3 Posters will be produced and distributed individually to public, community venues and Parish Councils. This will help raise awareness of the consultation at community facilities and meeting points. The distribution content and list will be approved by the steering group. The distribution list will be verified with local council officers.

10.7 Documents to libraries and public places

The consultation document, response forms and any key supporting documents will be deposited at, or shortly after, the launch of the consultation in selected libraries and other local public places. The distribution list will be verified with local council officers.

Copies of the following documents may be provided in such information packs;

- Consultation document
- Consultation response form
- Leaflets
- Posters

10.8 Website / pages

All documents and materials relating to the consultation will be made available on the www.essex.gov.uk. This information will include clear reference on how to take part in the consultation with the online response form displayed prominently.

All correspondence associated with the consultation will direct people to online documents so it will be essential that the webpages are completed to a high standard. The Jacobs team will work closely with the Council's Communications team to achieve this.

At the close of consultation webpages will need to be updated and reflect next steps.

10.9 Social Media

Social media will be used via ECC established accounts. Jacobs will work with the ECC communications team, and those in local councils, to cascade information about the consultation.

10.10 Advertising

We expect to undertake advertising in the following publications:

- Harlow and Epping Star
- Hertfordshire Star
- Herts & Essex Observer

Advertising will take place one week after launch (before events) and at least two weeks before the first event. The advertising takes place after the launch of the consultation to ensure that it doesn't duplicate editorial coverage of the launch day. This work aims to provide an additional mechanism through which members of the public can be informed of the consultation and also to raise awareness amongst a more passive audience.

See Annex D for advertising schedule

10.11 Events

The objective of the information events is to provide face to face engagement with technical and project experts, on matters within the scope of the consultation, for those people who live or work near to the proposed option.

To achieve this, a series of events will be held in small venues in local communities where the public can discuss matters within the scope of the consultation, as detailed in the consultation document and supporting materials.

For this consultation five events will be held. The series of events will commence at least 3 weeks after the launch and end no later than two weeks prior to the close of the consultation to allow sufficient notice of events being held and time to respond.

The events will be held at

1. Friday 3rd June 2016 from 2pm to 8pm at St John's Art and Recreation Centre, St Johns Walk, Old Harlow.

2. Wednesday 8th June 2016 from 2pm to 8pm at Sheering Village Hall in Sheering.

3. Thursday 16th June 2016 from 1pm to 6pm at Harlow Central Library in Harlow.

4. Friday 17th June 2016 from 2pm-8pm at Church of the Assumption, Mulberry Green, Old Harlow.

Learning from the previous public information events have been considered in the planning of the consultation information events. The structure of these will be:

- Consultation document and key supporting documents for visitors to take away with them.
- Display panels will be used to display visuals maps and environmental graphical information and key findings about the proposals.
- The displays will provide context about the project, environmental information and future traffic demand.
- Photomontages or illustrations will be used to show how Junction 7a would sit within the existing landscape.

Jacobs will deliver the event management function. Public facing staffing will be resourced by the Jacobs Project team and Essex County Council staff. Staff levels will be reviewed in the run up to the events, and take into account reaction to launch, social media coverage, and local intelligence. The basic staffing roles, responsible and numbers are listed below.

- **Senior Rep (ECC or Jacobs) –** Is accountable for the running of the event. Key duties include leading response to unforeseen events or incidents, managing challenging conversations and responding to media (in the absence of the press team). Any issues must be escalated to them. They will lead the event pre event brief.
- NUMBER OF STAFF: 1
- **Event Manager (Jacobs) -** In charge of the overall event logistics, including set up and close, the catering, health and safety assessments, documents. Works closely with senior Rep
- NUMBER OF STAFF:1
- **Event support (Jacobs) (optional) -** Supports the running of the event, reports to the Event Manager.
- NUMBER OF STAFF: 1
- **Press Officer (optional)** Any media enquiries must be referred to Senior Rep or Press Officer
- NUMBER OF STAFF: 1
- **Project Generalists (ECC and Jacobs)-** Be the first point of contact for visitors, explain how the event works, answer general enquiries, triaged enquiries and direct visitors to the appropriate specialist
- NUMBER OF STAFF: 3
- **Specialist/Policy Staff** Help the public understand the proposals, answer their questions in relation to your area of expertise
- NUMBER OF STAFF: 3

Events are supported by external caterers and couriers, which are arranged and managed by Jacobs.

10.12 Staff Resources and Training

A briefing note, top local concerns summary and Q&A will be provided 1 week before consultation launch. It is expected that all staff involved in the consultation events will read and learn the information before launch.

Staff attending events will be required to attend a half day training session prior to the first event. This will train staff on:

- Key issues
- Conflict Management
- Plain English
- Event health and safety
- Staff wellbeing

An Event staff handbook will be produced to provide event information, safety information and guidance for all staff attending events.

10.13 Static displays

Jacobs and ECC staff will work with local partners to identify appropriate locations where static displays can be provided. It is likely that the size/ scape of this displays will need to be tailored to each locations, however, the information should be the same, with route image, brief description and information about the consultation.

10.14 Communication – media and internal comms

A press release to advertise consultation information events and to highlight the close of consultation will be issued 2 weeks before these key events. Jacobs will provide content. ECC will be responsible for media handling, approvals etc.

ECC Communications team will be responsible for including the consultation launch in any relevant internal communications products.

10.15 Cascading information electronically

The project team will work with local councils and stakeholders to identified opportunities to cascade information on through other organisations digital channels. These will be logged and monitored.

10.16 Responding to enquiries

To ensure enquiries and questions relating to the consultation and the proposals being consulted upon are responded to in a comprehensive and timely manner, a call handling process will be developed with the ECC Contact Centre, Highways enquiry line and Members enquiry line. This is to enable a fast response to questions received by those teams that are best qualified to provide a response. All enquires will be responded to within one week during consultation, in the last week where possible responses will be provided within 24hrs.

10.17 Storage of documents

Documents will be stored by Jacobs until they are finalised by the Project Team and signed off by the Client, after that all documents will be publically available and published on the ECC website.

10.18 Engagement activities during consultation

During this stage meeting requests from key stakeholders may be received. When meeting with stakeholders in the normal course of business we will ensure that principles of fairness and balance are met. All engagement will be logged in the engagement contact plan and recorded in TrackRecord.

10.19 Response Handling, Analysis and Reporting

Based on the level of responses to the most recent public information events, we expect to receive up to approximately 200 responses to this consultation.

The Jacobs project team will receive and review responses and undertake the response analysis.

The response handling processes will be simplified as much as possible and manual intervention and handoffs between organisations will be kept to a minimum to reduce the risk of missing responses. Strong and clear directions on appropriate response routes will be included in all relevant literature and information.

A data journey document will be developed, setting out how responses will be handled. In addition, a response handling protocol will be developed.

Internal audit of response analysis will be undertaken by a Jacobs employee who has not been involved in the consultation.

10.20 Post consultation

Following the close of consultation we will maintain a low level of communications, such as ensuring that the website is regularly updated where new information is available, to inform stakeholders of the process following consultation, for example, that we are analysing responses and information on next steps.

The communication and engagement that can be undertaken following the end of the consultation period about the schemes outlined in the consultation document and the consultation outcomes is limited, as it will not be possible to discuss the results of the consultation ahead of the announcement of the preferred route.

10.21 Evaluation

An evaluation report will be produced after the preferred route announcement to review to success of the consultation and review how it has supported the route refinement and decision making. It will include a lesson learn and recommendation on how to improve future consultations.

Annex A: Key Stakeholder List

Address	Address 2	Address 3	Address 4	Post Code
Aylmer House	The High	Harlow	Essex	
1 Campions	Sheering Road	Old Harlow	Essex	CM17 0LJ
2 Campions	Sheering Road	Old Harlow	Essex	CM17 0LJ
3 Campions	Sheering Road	Old Harlow	Essex	CM17 0LJ
4 Campions	Sheering Road	Old Harlow	Essex	CM17 0LJ
5 Campions	Sheering Road	Old Harlow	Essex	CM17 0LJ
6 Campions	Sheering Road	Old Harlow	Essex	CM17 0LJ
7 Campions	Sheering Road	Old Harlow	Essex	CM17 0LJ
119 Sheering Road	Old Harlow	Essex		CM17 0JP
121 Sheering Road	Old Harlow	Essex		CM17 0JP
123 Sheering Road	Old Harlow	Essex		CM17 0JP
125 Sheering Road	Old Harlow	Essex		CM17 0JP
Campions Lodge	127 Sheering Road	Old Harlow	Essex	CM17 0JP
Campions Oak	Sheering Road	Old Harlow	Essex	CM17 0LJ
Little Campions	Sheering Road	Old Harlow	Essex	CM17 0LJ
95 Sheering Road	Old Harlow	Essex		CM17 0LJ
Campions Cottage	129 Sheering Road	Old Harlow	Essex	CM17 0JP
129a Sheering Road	Old Harlow	Essex		CM17 0JP
The Red House	Sheering Road	Old Harlow	Essex	CM17 0LJ
Goldings	Campions	Sheering Road	Old Harlow, Essex	CM17 0LJ
133 Sheering Road	Old Harlow	Essex		CM17 0JP

Address	Address 2	Address 3	Address 4	Post Code
135 Sheering Road	Old Harlow	Essex		CM17 0JP
The Coach House	Campions	Sheering Road	Old Harlow, Essex	CM17 0LJ
163 Sheering Road	Old Harlow	Essex		CM17 0JP
Mayfield Farm	Sheering Road	Old Harlow	Essex	CM17 0JP
120 Sheering Road	Old Harlow	Essex		CM17 0JP
122 Sheering Road	Old Harlow	Essex		CM17 0JP
Feltimores Farmhouse	Chalk Lane	Moorhall Road	Harlow, Essex	CM17 0PF
Daw Street Farm	Daw Street	Finchingfield	Braintree, Essex	CM7 4LQ
Housham Hall	Harlow Road	Matching Tye	Harlow, Essex	CM17 0PB
Morgans Farm	Moor Hall Road	Harlow	Essex	CM17 0LP
Sheering Hall	Sheering Road	Sheering	Essex	
Parkside	3620 Birmingham Business Park	Solihull	West Midlands	B91 7TG
Civic Centre	The Water Gardens	Harlow	Essex	CM20 1WG
24 Castle Street	Hertford	SG14 1HP		
Harlow District Council	Town Hall	Harlow	Essex	
2 Sheering Road	Harlow	Essex		
32 Mulberry Green	Harlow	Essex		
14 Sheering Drive	Old Harlow	Essex		
121 Sheering Road	Harlow	Essex		
122 Sheering Road	Harlow	Essex		
The Old Police House	49 Mulberry Green	Old Harlow	Essex	
Smiles	38 Mulberry Green	Old Harlow	Essex	

Address	Address 2	Address 3	Address 4	Post Code
17 Sheering Road	Harlow	Essex		
119 Sheering Road	Harlow	Essex		
69 The Oxleys	Harlow	Essex		
65 St Johns Avenue	Old Harlow	Essex		
31 Watlington Road	Old Harlow	Essex		
108 St George's Square	London			
75 The Oxleys	Harlow	Essex		
75 Chippingfield	Old Harlow	Essex		
Long Barn Cottage	Gilden Way	Harlow	Essex	
8 Sheering Drive	Harlow	Essex		
Millhurst	25 Sheering Road	Old Harlow	Essex	
2 Little Weald Hall	Rayley Lane	North Weald	Epping	
The Rookery	3 Drakes Meadow	Sheering Road	Harlow	Essex
4 Millhurst Mews	Old Harlow	Essex		
3 Millhurst Mews	Old Harlow	Essex		
34 Mulberry Green	Old Harlow	Essex		
4 Drakes Meadow	Sheering Road	Harlow	Essex	
8 Watlington Road				
Lynsore Court	Lynsore Bottom	Upper Hardres	Canterbury	
30 Mulberry Green	Harlow	Essex		
123 Sheering Road	Harlow	Essex		
Daw Street Farm	Daw Street	finchingfield	Braintree	

Address	Address 2	Address 3	Address 4	Post Code
Feltimores	Farmhouse	Chalk Lane	Moorhall Road	Harlow
The Harlow	Education Trust	The Study Centre	Netteswellbury Farm	Harlow, Essex
19 West Road	Sawbridgeworth	Hertfordshire		
19 Mulberry Gardens	Mulberry Green	Harlow	Essex	
15 Mulberry Gardens	Mulberry Green	Harlow	Essex	
Harlow Cricket Club	Gothic House	1 High Street	Harlow, Essex	
17 Mulberry Gardens	Mulberry Green	Harlow	Essex	
18 Mulberry, Gardens	Mulberry Green	Harlow	Essex	
Gingerbread Cottage	Cage End	Hatfield Broad Oak	Bishop's Strotford, Essex	
Eastern Power Networks	Newington House	237 Southwark Bridge Road	London	
New Projects Limited	Lynsore Court	Upper Hardres	Canterbury, Kent	
Commission for the New Town Legal Services	110 Buckingham Palace Road	London		
Harlowbury Estates Limited	24 Castle Street	Herford		
Sworders	Hadham Hall	Little Hadham	Ware, Herts	SG11 2EB

Organisation	Address 1	Address 2	Address 3	Address 4	Postcode
Design Council	Angel Building	407 St John Street	London		EC1V 4AB
Essex Federation of Small Businesses	http://www.fsb.org.uk/essex/contact	Secretary is listed on website but does not have contact link			
Harlow Enterprise Zone	Civic Centre	The Water Gardens	Harlow	Essex	CM20 1WG

Organisation	Address 1	Address 2	Address 3	Address 4	Postcode
Harlow One Stop Shop	33-35 The Stow	Harlow	Essex		CM20 3AN
South East Local Enterprise Partnership	South East LEP Secretariat, c/o Essex County Council	County Hall	Market Road	Chelmsford	CM1 1QH
Epping Forest Chamber of Commerce	1 Stirling Business Park	Britannia Road	Waltham Cross	Hertfordshire	EN8 7NX
Essex Chambers of Commerce	8/9 St. Peters Court	Colchester	Essex		CO1 1WD
Harlow and District Chamber of Commerce	The Civic Centre	The Water Gardens	Harlow	Essex	CM20 1WG
Hertfordshire Chamber of Commerce	Maclaurin Building	4 Bishops Square	Hatfield	Hertfordshire	AL10 9NE
Church Commissioners	Church House	31 Great Smith St	London		SW1P 3AZ
Church Langley Church & Community Centre	Minton Lane	Church Langley	Harlow	Essex	CM17 9TH
Harlow & District Chinese Community Centre	Lower Meadow	Commonside Road	Harlow	Essex	CM18 7RT
Harlow Youth Office	The Square	Forth Avenue	Harlow	Essex	CM20 1DW
St John's Art and Recreation Centre	St John's Walk	Old Harlow	Essex		CM17 0AJ
Garden History Society	70 Cowcross Street	London			EC1M 6EJ
Theatres Trust	22 Charing Cross Road	London			WC2H 0QL
Barratt Homes	Gladwin Way	Harlow	Essex		CM20 1AS
Bellway Homes	Bellway House	1 Cunard Square	Townfield Street	Chelmsford	CM1 1AQ
Bloor Homes	Ashby Road	Measham	Swadlincote		DE12 7JP
Crest Nicholson	Crest House	Pyrcroft Road	Chertsey	Surrey	KT16 9GN
Gilston Park Estate	5th Floor Axion House	The Centre	Feltham		TW13 4AU
Homes and Communities Agency	2 Marsham Street	London			SW1P 4DF
House Builders Federation	27 Broadwall	London			SE1 9PL

Organisation	Address 1	Address 2	Address 3	Address 4	Postcode
Miller Homes	Spinnaker House	Lime Tree Way	Chineham	Basingstoke	RG24 8GG
Taylor Wimpey	Kings House	101-135 Kings Road	Brentwood	Essex	CM14 4DR
Action on Hearing Loss	19-23 Featherstone Street	London			EC1Y 8SL
Disability Essex	Rebecca Blake has contact details for all organisations listed on this website	http://www.disabilityessex.org/clubs/list			
Disabled Persons Transport Advisory Committee	DPTAC, c/o Department for Transport	Great Minster House	33 Horseferry Road	London	SW1P 4DR
Equality and Human Rights Commission	Fleetbank House	2-6 Salisbury Square	London		EC4Y 8JX
Friends, Families and Travellers	Community Base	113 Queens Road	Brighton	East Sussex	BN1 3XG
Harlow Social Club For The Physically Disabled	175 Great Brays	Harlow	Essex		CM18 6DT
Harlow Stroke Support Group	3 Wych Elm	Harlow	Essex		CM20 1QP
Olympia Wafula Foundation		-			
The Royal National Institute for the Blind	105 Judd Street	London			WC1H 9NE
Association of Drainage Authorities	Rural Innovation Centre	Avenue H	Stoneleigh Park	Warwickshire	CV8 2LG
Hertfordshire Local Enterprise Partnership	BioPark	Broadwater Road	Welwyn Garden City	Hertfordshire	AL7 3AX
London Stansted Cambridge Consortium		-			
West Essex Alliance		-			
Abbotsweld Primary School	Partridge Road	Harlow	Essex		CM18 6TE
Broadfields Primary School	Freshwaters	Harlow	Essex		CM20 3QA
Burnt Mill Academy	First Avenue	Harlow	Essex		CM20 2NR
Church Langley Community Primary School	Church Langley Way	Harlow	Essex		CM17 9TH

Organisation	Address 1	Address 2	Address 3	Address 4	Postcode
Cooks Spinney Primary Academy and Nursery	Cooks Spinney	Harlow	Essex		CM20 3BW
Fawbert and Barnard's Primary School	London Road	Harlow	Essex		CM17 0DA
Freshwaters Primary School	Freshwaters	Harlow	Essex		CM20 3QA
Great Parndon Library	Parnell Road	Staple-Tye	Harlow	Essex	CM18 7LZ
Hare Street Community Primary School	Little Grove Field	Harlow	Essex		CM19 4BU
Harlow College	Velizy Avenue	Harlow	Essex		CM20 3EZ
Harlow Education Employer Partnership	Study Centre	Netteswellbury Farm	Harlow	Essex	CM18 6BW
Harlow Central Library	Cross Street	Harlow	Essex		CM20 1HA
Harlow Education Consortium	Harlow Study Centre	Waterhouse Moor	Harlow	Essex	CM18 6BW
Harlow Fields School and College	Tendring Road	Harlow	Essex		CM18 6RN
Harlowbury Primary School	Watlington Road	Harlow	Essex		CM17 0DX
Holy Cross Catholic Primary Academy	Tracyes Road	Harlow	Essex		CM18 6JJ
Katherines Primary School	Brookside	Harlow	Essex		CM19 5NJ
Kingsmoor Academy	Ployters Road	Harlow	Essex		CM18 7PS
Little Parndon Primary School	Park Mead	Harlow	Essex		CM20 1PU
Longwood Primary Academy	Paringdon Road	Harlow	Essex		CM18 7RQ
Mark Hall Academy	First Avenue	Harlow	Essex		CM17 9LR
Mark Hall Library	The Stow	Harlow	Essex		CM20 3AP
Milwards Primary School and Nursery	Paringdon Road	Harlow	Essex		CM19 4QX
Old Harlow Library	30 High Street	Old Harlow	Essex		CM17 0DW

Organisation	Address 1	Address 2	Address 3	Address 4	Postcode
Passmores Academy	Tracyes Road	Harlow	Essex		CM18 6JH
Pear Tree Mead Academy	Pear Tree Mead	Harlow	Essex		CM18 7BY
Potter Street Primary School	Carters Mead	Harlow	Essex		CM17 9EU
Purford Green Junior School	Purford Green	Harlow	Essex		CM18 6HP
Purford Green Primary School	Purford Green	Harlow	Essex		CM18 6HP
Saint Mark's West Essex Catholic School	Tripton Road	Harlow	Essex		CM18 6AA
Saint Nicholas School	Hobbs Cross Road	Old Harlow	Essex		CM17 0NJ
St Albans Catholic Academy	First Avenue	Harlow	Essex		CM20 2NP
St. James' C.E. Primary School	Paringdon Road	Harlow	Essex		CM18 7RH
Stewards Academy	Parnall Road	Harlow	Essex		CM18 7NQ
Tany's Dell Community Primary School	Mowbray Road	Harlow	Essex		CM20 2LS
The Downs Primary School and Nursery	The Hides	Harlow	Essex		CM20 3RB
The Henry Moore Primary School	Kiln Lane	Church Langley	Harlow	Essex	CM17 9LW
The Museum of Harlow	Muskham Road	Harlow	Essex		CM20 2LS
Tye Green Library	Bush Fair	Harlow	Essex		CM18 6LU
Water Lane Primary Academy	Broadley Road	Harlow	Essex		CM19 5RD
East of England Ambulance Service NHS Trust	East of England Ambulance HQ	Whiting Way	Melbourn	Cambridgeshire	SG8 6EN
Essex County Fire and Rescue Service	Kelvedon Park	Rivenhall	Witham	Essex	CM8 3HB
Essex Police	New Street	Springfield	Chelmsford	Essex	CM1 1NF
Health and Safety Executive	Redwing House, Hedgerows Business Park	Colchester Road	Springfield	Chelmsford	CM2 5PB

Organisation	Address 1	Address 2	Address 3	Address 4	Postcode
Hertfordshire Crime Prevention Design Advisor	Hertfordshire Constabulary HQ	Stanborough Road	Welwyn Garden City	Hertfordshire	AL8 6XF
Hertfordshire Fire and Rescue Service	Old London Road	Hertford	Hertfordshire		SG13 7LD
Hertfordshire Police	High Street	Hoddesdon	Hertfordshire		EN11 8BJ
Police Architectural Liaison Officer	Harlow Police Station	The High	Harlow	Essex	CM20 1HG
Campaign to Protect Rural England	National Office, Campaign to Protect Rural England	5-11 Lavington Street	London		SE1 0NZ
Colchester & North Essex Friends of the Earth					
Essex Wildlife Trust	Abbotts Hall Farm, Maldon Road	Great Wigborough	Colchester	Essex	CO5 7RZ
Forestry Commission	South East and London Area Office	Bucks Horn Oak	Farnham	Surrey	GU10 4LS
Harlow Agricultural Merchants	Latchmore Bank	Little Hallingbury	Bishop's Stortford	Herts	CM22 7PJ
Future Roots					
Harlow Biodiversity Partnership	Gov't organisation working in tandem with Harlow Conservation Volunteers				
Harlow Conservation Volunteers	HCV, c/o Parndon Wood Nature Reserve	Parndon Wood Road	Harlow	Essex	CM19 4SF
Historic England	Brooklands	24 Brooklands Avenue	Cambridge		CB2 8BU
Essex Heritage Trust	Essex Heritage Trust	Cressing Temple	Braintree	Essex	CM77 8PD
Natural England	Eastbrook	Shaftesbury Road	Cambridge	Cambridgeshire	CB2 8DR
Essex Heritage Trust	Essex Heritage Trust	Cressing Temple	Braintree	Essex	CM77 8PD
Heritage Essex					
Royal Society for the Protection of Birds	Rye Road,	Hertfordshire			SG12 8JS

Organisation	Address 1	Address 2	Address 3	Address 4	Postcode
The Environment Agency	Apollo Court	Bishop's Square Business Park	Hatfield	Hertfordshire	AL10 9EX
The Gibberd Garden	Marsh Lane	Harlow	Essex		CM17 0NA
The Woodland Trust	Kempton Way	Grantham	Lincolnshire		NG31 6LL
Visit Harlow	Civic Centre	The Water Gardens	Harlow	Essex	CM20 1WG
Essex Strategic Health Authority	Swift House	Hedgerows Business Park	Colchester Road	Chelmsford	CM2 5PF
Florence Nightingale Health Centre	Church Langley Way	Harlow	Essex		CM17 9TG
West Essex Clinical Commissioning Group	St Margaret's Hospital in Epping	Building 4, Spencer Close	Epping	Essex	CM16 6TN
Herts and Essex Community Hospital	Cavell Drive	Bishop's Stortford	Hertfordshire		CM23 5JH
NHS East and North Hertfordshire Clinical Commissioning Group	Charter House	Parkway	Welwyn Garden City	Hertfordshire	AL8 6JL
NHS England	PO Box 16738	Redditch			B97 9PT
NHS West Essex Clinical Commissioning Group	Building 4 Spencer Close	The Plain	Epping	Essex	CM16 6TN
Old Harlow Health Centre	Jenner House	Garden Terrace Road	Old Harlow	Essex	CM17 0AX
Princess Alexandra Hospital	Hamstel Road	Harlow	Essex		CM20 1QX
British Gas	Lakeside	30 The Causeway	Staines	Middlesex	TW18 3BY
British Telecom	81 Newgate Street	London			EC1A 7AJ
EDF Energy Networks	Elizabeth Way	Harlow	Essex		CM19 5AH
Mobile Operators Association	10 St Bride Street	London			EC4A 4AA
National Grid	1-3 Strand	London			WC2N 5EH
National Grid UK (gas)	1-3 Strand	London			WC2N 5EH

Organisation	Address 1	Address 2	Address 3	Address 4	Postcode
Stansted Airport	Stansted Airport Limited	Enterprise House	Bassingbourne Road	Essex	CM24 1QW
UK Power Networks					
British Horse Society					
Living Streets	4th Floor	Universal House	88-94 Wentworth Street	London	E1 7SA
Ramblers Association	2nd Floor	Camelford House	87-90 Albert Embankment	London	SE1 7TW
Sustrans	106-108 Cowley Road	Oxford			OX4 1JE
East Potential - Harlow Foyer	East Thames Group	29-35 West Ham Lane	Stratford	London	E15 4PH
Stop Harlow North					
St James Centre Retail Park, Harlow					
16th Harlow Scouts	Markwell Wood	Risdens	Harlow	Essex	CM19 5QZ
Brenda Taylor School of Dance and Performing Arts	Latton Bush Centre	Southern Way	Harlow		CM18 7BL
Burnt Mill Snooker & Social Club	Edinburgh Way	Harlow	Essex		CM20 2DQ
Essex Outdoors (Harlow Centre for Outdoor Learning)	Burnt Mill Lane	Harlow	Essex		CM20 2QS
Harlow Ballet School					
Harlow War Memorial Institute	15 Garden Terrace Road	Harlow	Essex		CM17 0AT
Harlowbees					
Markhall and Netteswell Community Association	Moot House	The Stow	Harlow	Essex	CM10 3AG
Rotary Club of Harlow	Canons Brook Golf Club	Elizabeth Way	Harlow	Essex	
The Boys Brigade	124 Five Acres	Harlow	Essex		CM18 6XD

Organisation	Address 1	Address 2	Address 3	Address 4	Postcode
Young People's Information Centre	Occasio House	Playhouse Square	Harlow	Essex	CM20 1AP
Coral Romford Greyhound Stadium	London Road	Romford			RM7 9DU
Harlow Playhouse Theatre - Comprehensive list of clubs who use the theatre available here	Playhouse Square	Harlow	Essex		CM20 1LS
Harlow Running Club					
Romford Greyhoud Owners' Association Trust for Retired Racing Greyhounds					
All Ability Sports and Leisure					
Air Cadets - Harlow	The Cadet Centre	Old Road	Old Harlow	Essex	CM17 0HD
Army Cadets (Essex Force)					
Bluebirds Badmington Club					
CanalAbility					
Harlow Athletic Club	London Road	Harlow	Essex		CM17 9LX
Harlow Cricket Club	Marigolds	Chippingfield	Old Harlow	Harlow	CM17 0DJ
Harlow Greyhound Stadium	The Pinnacles	Roydon Road	Harlow	Essex	CM19 5FT
Harlow Gymnastics Club	Sumners Leisure Centre	Broadley Road	Harlow	Essex	CM19 5RD
Harlow Leisurezone	Second Avenue	Harlow	Essex		CM20 3DT
Harlow Rugby Club	36 Peacocks	Harlow	Essex		CM19 5NY
Harlow Town Cricket Club	Ash Tree Field	Elizabeth Way	Harlow	Essex	CM19 5BE
Harlow Town Football Club	The Harlow Arena	Elizabeth Way	Harlow	Essex	CM19 5BE
Mark Hall Sports Centre	London Road	Harlow	Essex		CM17 9LX
Paringdon Sports & Social Club	Paringdon Road	Great Parndon	Harlow	Essex	CM19 4QT

Organisation	Address 1	Address 2	Address 3	Address 4	Postcode
Sea Cadets - Harlow	Bushfair Playbarn	Bushfair	Harlow	Essex	CM18 6LU
Sport England	1st Floor	21 Bloomsbury Street	London		WC1B 3HF
The Victoria Hall Theatre	Bury Road	Old Harlow			CM17 0ED
ABC Cars	12 Horsecroft Place	Pinnacles	Harlow	Essex	CM19 5BU
Abellio Greater Anglia	Norwich Railway Station	Station Approach	Norwich		NR1 1EF
Apple Cars of Stansted Airport	159 High Street	Harrow	Middlesex	London	HA3 5DX
Arriva	Fourth Avenue	Harlow	Essex		CM20 1DU
British Driving Society	Endersley	Church Street	Wingfield	Eye, Suffolk	IP21 5QZ
Civil Aviation Authority	CAA House	45-59 Kingsway	London		WC2B 6TE
Excel Coaches / First Group	First Customer Services South East and Midlands	Unit 6 Lansdowne Road	Norwich		NR6 6NF
Freight Transport Association	Hermes House	St John's Road	Tunbridge Wells	Kent	TN4 9UZ
Granada Gold Executive Cars	73 Tithelands	Katherine's	Harlow	Essex	CM19 5ND
Go-Ahead					
Harlow Black Taxis					
Highways England	Woodlands	Manton Lane	Manton Industrial Estate	Bedford	MK41 7LW
Lawlor Car Service	Epping Station	Station Approach	Epping		CM16 4HW
LCB Travel	21 The Maples	Harlow	Essex		CM19 4QY
Metro Cars	Unit 13	South Road	Templefields	Harlow	CM20 2AP
National Air Control Transport Services	4000 Parkway	Whitely	Fareham	Hants	PO15 7FL
Network Rail	1 Eversholt Street	London			NW1 2DN

Organisation	Address 1	Address 2	Address 3	Address 4	Postcode
Olympian & SM Coaches Ltd	9 Elizabeth Way	Harlow	Essex		CM20 2HT
Olympian Coaches Ltd (& Roadrunner buses)	Unit 17	Greenway Business Centre	Greenway	Harlow	CM19 5QE
Regal Busways	landview	Ongar Road	Cooksmill Green	Chelmsford	CM1 3SR
Road Haulage Association	Roadway House	Bretton Way	Bretton	Peterborough	PE3 8DD
Sustrans	2 Cathedral Square	College Green	Bristol		BS1 5DD
Townlink	Unit 9	Burnt Mill Industrial Estate	Elizabeth Way	Harlow	CM20 2HT
Trustybus	Hailes Farm	Low Hill Road	Roydon	Essex	CM19 5JW
Affinity Water	Tamblin Way	Hatfield	Hertfordshire		AL10 9EZ
Anglian Water					
Thames Water	PO Box 286	Swindon			SN38 2RA
Veolia Water Central Ltd	8th Floor	210 Pentonville Road	London		N1 9JY
London Waterways	Canal & River Trust	Docklands Office	420 Manchester Road	London	E14 9ST
Buddist Group Harlow					
Church of England					
Church of the Assumption of our Lady	Old Road	Harlow	Essex		CM17 0HA
Commonside Christian Fellowship	Southern Way	Harlow	Essex		CM18 7BL
David Livingstone URC	Maddox Road	Harlow			CM20 3RW
Diocese of Brentwood	Cathedral House	Ingrave Road	Brentwood	Essex	CM15 8AT
Dioceses of Chelmsford	53 New Street	Chelmsford			CM1 1AT
Elim Church of Pentecost	Kingsmoor Christian Centre	Parndon Wood Road	Harlow	Essex	CM19 4SE

Organisation	Address 1	Address 2	Address 3	Address 4	Postcode
Freshwaters Christian Fellowship	Unit F10	Peartree Business Centre	South Road	Harlow	CM20 2BD
Gateway Christian Fellowship	The Gateway Centre	Perry Road	Harlow	Essex	CM18 7NR
Harefield Church	Burgoyne Hatch	Momples Road	Harlow	Essex	CM20 3EH
Harlow Baptist Church	Fore Street	Harlow	Essex		CM17 0AB
Harlow Faith Forum	58 Little Grove Field	Harlow	Essex		CM19 4BY
Holy Cross Roman Catholic Church	Tracyes Road	Harlow	Essex		CM18 6JJ
Harlow Islamic Centre	Paringdon Road	Harlow	Essex		CM19 4QT
Harlow Jewish Community	Harlow Synagogue	Harberts Road	Harlow	Essex	CM19 4DT
Harlow Latton Bush Centre Mosque / Harlow Muslim Society	Southern Way	Harlow	Essex		CM18 7BL
Our Lady of Fatima & St. Thomas More Catholic Church	Howard Way	Harlow	Essex		CM20 2NS
New Life Christian Fellowship	Purford Green	Harlow	Essex		CM18 6HP
Potter Street Baptist Church	98 Potter Street	Chapel Lane	Harlow	Essex	CM17 9AW
St Andrew's Methodist Church	The Stow	Harlow	Essex		CM20 3AF
Saint Mary and St. Hugh Church of England	Churchgate Street	Old Harlow	Essex		CM17 0JT
Saint Mary at Latton Church of England	The Gowers	Harlow	Essex		CM20 2JP
St Andrew's Methodist Church	The Stow	Harlow	Essex		CM20 3AF

Annex B: Summary of Exhibition Panels

1. Welcome
2. Bigger picture
    a. Map showing Harlow Schemes
3. Timeline
4. Noise
    a. Topic specific board
    b. Noise team to provide general text and graphic showing noise differences
5. Air Quality
    a. Topic specific board
    b. Air Quality team to provide general text and graphic showing air quality differences
6. Why do we need the scheme?
    a. Local vision for economic growth
    b. What are the benefits of the scheme
7. Options Overview Board
8. The Way Forward
    a. Board showing phasing of schemes
9. Widening of Gilden Way (large curved board) – input from all disciplines
    a. Full length of Gilden Way
    b. Will show length of Gilden Way with annotations above and below the road showing all existing features, new features and mitigation plans. E.g. 2 lanes into Harlow and 1 lane to J7a, NMU crossings, lighting, underpasses, bus stop locations, traffic lights, laybys, low noise surfacing
    c. Air and noise mitigation will not be shown on this board due to the timing of the information being available
10. Campions and Link Road (large curved board) – input from all disciplines
    a. Similar format to Gilden Way above
    b. Will show Campions and link road with annotations above and below showing all existing features, new features and mitigation plans. E.g. NMU crossings, lighting, underpasses, bus stop locations, traffic lights, laybys, low noise surfacing
    c. Air and noise mitigation will not be shown on this board due to the timing of the information being available
11. Traffic Flows
12. Local Environment
13. Environmental impact board

Annex C: Part Data Journey

This document is a **Data Journey.** It outlines the basic approaches that the Jacobs will take towards receiving responses through different response channels and in different formats. It goes on to explain how those responses will be added to the M11 Junction 7a consultation response database and then categorised (or 'coded') in order to facilitate the work of our report writers.

Roles and responsibilities

- Project lead: Responsible for overall management and delivery of response analysis for safeguarding consultation. Provides updates to the Client on work progress. Manages resource and ensure deadlines are met.
- Quality lead: Ensures the quality at each stage of the process is maintained through spot-checks and advice. Plans and oversees the process of internal quality checking of coding and analysis, and accuracy of report content.
- Processing staff: Responsible for receipt, scanning, categorisation of responses submitted via email or freepost. Responsible for processing 'misdirected' responses.
- Coding staff: Responsible for accurate and consistent coding of responses.
- Analysis staff: Responsible for manipulating the data (i.e. producing data tables) to assist report writers in formulating findings from the analysis of responses.
- Report writers: Provides summary of findings in a clear and concise way, in line with the scope approved by the Client: Provides sign-off on final products.

Processing Responses

DIGITAL SURVEY

All responses submitted online will be:

Recorded and managed by Jacobs Engagement Team.

Responses received via email or in hardcopy will be added manually to the database by the processing staff. Responses that are added manually (email or hardcopy responses) are assigned a response ID.

The ID is *response specific,* not user-specific, meaning that every response is given an ID not each respondent.

Response Routes

Online

Responses entered online are [insert as appropriate] will receive a unique ID.

Automatic reply: The online response mechanism [is confirmation given?] A confirmation of receipt will be sent where respondents provide an email address.

Following the close of the consultation all responses submitted online will be downloaded and saved to the 'completed' folder on the [insert] Drive.

Email

A dedicated email address has been set up to receive responses to this consultation. It will be accessible only to the Jacobs project team and monitored on a daily basis for new submissions.

Automatic reply: An automatic response will be set up to confirm receipt of messages sent to the account, this includes a link to the Terms and Conditions page of the website detailing our policy on confidentiality, organisation responses and submissions sent via file sharing websites.

Once a day and more frequently as we approach the closing date, we will log each email in the receipt log. Emails will be saved to the 'processing' folder on the [insert]drive in the following format:

[RECEIPT ID]-[NAME] or [ORGANISATION NAME]

For emails which contain attachments, the email should be saved as above. Any attachments should be saved in the following format

[RECEIPT ID]-[NAME] or [ORGANISATION NAME]-ATT[XX]

Saved responses from the 'processing' folder will be uploaded to the database as promptly as possible. Once uploaded, the entry in the receipt log should be updated with the unique ID generated by the database. The saved version should be moved from the 'processing' folder to the 'completed' folder and saved using the unique ID i.e.

BHLF[ID NUMBER]-[NAME] or [ORGANISATION NAME]

Any attachments to the email should also be saved into the 'completed' folder under the new ID.

Hardcopy

A Freepost address has been set up for the purposes of this consultation which will direct postal responses to the [insert address]. A dedicated member of the project team will be responsible for checking with the Facilities Team each day for new mail.

On receipt, each hard copy response will be logged in the Receipt Log, scanned and saved to the 'processing' folder.

[RECEIPT ID]-[NAME] or [ORGANISATION NAME]

Wherever practical, additional material sent with the response should be scanned and saved using the format

[RECEIPT ID]-[NAME] or [ORGANISATION NAME]-ATT[XX]

Where is it not practical or possible to scan additional material, which should be noted in the receipt log.

Once logged, a cover sheet will be completed and attached to the hardcopy response, which should be stored in the 'To Be Processed' folder. The response and any additional material should be attached to one another or stored in a single folder.

The electronic version of the response should be uploaded promptly to the database and the receipt spreadsheet updated with the unique ID generated by that database. The physical copy should be moved to the 'Completed' folder, and the cover sheet updated with the unique ID. The electronic version should be moved from the 'processing' folder to the 'completed' folder and saved using the unique ID generated, i.e.

BHLF[ID NUMBER]-[NAME] or [ORGANISATION NAME]

Any attachments to the email should also be saved into the 'completed' folder under the new ID.

Treatment of responses

The Project Lead will have responsibility for determining any issues where the treatment of a response is not clear.

Response partially related to another consultation

- Processing Team log response details onto the Receipt Log, marking 'Yes-other content' under 'Valid Response?'
- The response should be processed and analysed in the normal way for the Consultation. Coding of the response should identify that there is content not relevant to this consultation.
- In addition the team member(s) responsible for handling late responses to the relevant consultation(s) should be notified. Where the content relates to another consultation, the response as a whole will be shared with the relevant organization/ team member(s). This should be noted in the Receipt Log under 'Comments'.

Response completely related to other consultations

- Processing Team log response details onto the Receipt Log, marking 'No -other consultation' under 'Valid Response?'
- An electronic copy of the response should be kept, but not entered into the database. Where the response has been received via the online route, this should be reflected in the coding and an electronic copy saved.
- The response in its entirety should be passed to the relevant organization / team member(s) for processing as late responses to that consultation.

Response not related to any consultation

- Processing Team log response details onto the Receipt Log, marking 'No - correspondence' under 'Valid Response?'
- An electronic copy of the response should be kept, but not entered into the database. Where the response has been received via the online route, this should be reflected in the coding and an electronic copy saved.
- The response in its entirety should be passed to the ECC contact centre to be processed as standard correspondence. The response should note that it was received via the consultation route but was not treated as a response as it contained no relevant content.

Late Responses

Online and email submissions will not be accepted after the agreed closing date and time. However, should the delivery of an online or email submission be delayed through no fault of the respondent (e.g. a systems or network failure), each response will be treated on a case-by-case basis. (see below for protocols in the event of a systems failure).

The cut-off time is to be midnight on the last date of the consultation.

Hardcopy responses will be accepted up to, and including, the final day of the consultation. Responses post-marked within the live consultation period will still be accepted for three working days after the final day of the consultation. Postal responses that are not post-marked, or where the post-mark is illegible, which arrive within three working days of the consultation close date will be accepted.

Paper responses post-marked after the live consultation period closes will not be accepted unless they have been forwarded and were received within the consultation period.

Any late responses received after the agreed date/time (as per protocols) will be recorded as late. These responses will be collated and stored securely.

(also see 'Responses from Third Parties' below)

Responses from third parties

Responses received via official channels will be processed provided they arrive by the closing date (or are post-marked within the live consultation period).

There may be cases where responses received by a third party within the consultation period are forwarded via or outside the consultation channels and arrive after the consultation closed due to the time involved in forwarding.

We will accept responses from MPs, elected officials and statutory organisations subject to approval of ECC, provided they have been forwarded via the correct channel within three weeks of the close of consultation.

Multiple and duplicate responses

It is possible that a single respondent could send in multiple responses. For example, a respondent could complete the online response form, send in a letter, and sign a petition

Multiple submissions from the same respondent through **different** response channels will be accepted and treated as separate submissions. If two or more of these responses are exactly identical, one will be accepted, and the others rejected as duplicates.

Multiple submissions from the same respondent through the **same** channel will be accepted, analysed and reported on provided these are not duplicated responses (e.g. photocopies of the same response – in such cases, these will be rejected if/when realised) and will be counted as one response.

Where a response is received via email or postal routes but is a duplicate of an earlier response, this should be noted in the Receipt Log and the response will not be entered into the Database.

Checks will take place to allow respondents to identify if a subsequent response replaces an existing response or should be considered as additional information. As such, a duplicate online response is unlikely.

Following the close of the consultation, a check will be carried out on all responses for any duplicates (matching names and details followed by a check on response content) which may have been missed during the receipt and processing before coding begins. Any responses which are identified as duplicates at this stage should be coded as such.

Variations in confidentiality

If multiple or duplicate responses from the same person or organisation are received which differ in their requests for confidentiality the organisation or person will be contacted by the Processing Team or Project Lead to establish which should be analysed as their official response.

This will only be done where the respondent details and the content are identical. If the respondent details differ, the responses will be considered to be a campaign response and each will be treated according to the requested confidentiality. If the content differs then the responses will be considered as separate responses and each will be treated according to the requested confidentiality.

Illegible or unintelligible responses

Responses submitted where the majority of the response is illegible or unintelligible to an extent that makes reliable coding and interpretation impossible, it will be logged in the Receipt Log but will be identified in the comments as illegible or unintelligible. These responses should be scanned and stored in the normal way but will not be uploaded to the database unless clarification is received from the respondent.

If the project lead determines that a response cannot be reliably read or understood, the respondent will be contacted for clarification. Up to three attempts over three different days will be made to trace / contact the respondent (such as by e-mail if they have provided an e-mail address and by post if they have provided an address). Each attempt will be recorded (e.g. date and time attempted to contact with final outcome documented) in the comments section of the Receipt Log.

Responses with additional material other than documents (videos, maps, etc.)

Additional materials will be logged and processed in the usual way. Codes will be applied to responses. These will be considered on a case by case basis and an approach to coding and analysis, including how this should be reflected in the summary report, will be agreed with the Project Lead and ECC.

Responses marked as representing an organisation but are not official responses / more than one response from the same organisation

Multiple responses from an individual organisation will be investigated individually by contacting the organisation, to ensure the correct submission is analysed.

The respondent will be contacted by the Processing Team or Project Lead, via the contact details that they have provided. If no such details have been provided the organisation will be contacted through their general enquiries line, and the appropriate respondent located within the organisations.

Questions in responses

Questions raised within a response will not usually receive a response. This information is included in the instructions to respondents provided as part of the consultation.

Where it is unclear if a submission via the official channels is intended as a response to the consultation, this should be assessed and will receive a response only if it is considered to be a piece of correspondence and not a response to the consultation.

If it is unclear whether a submission via other channels is intended as a response to the consultation, the submission should be treated as correspondence and receive a response. The response should note that the submission will be treated as a response to the consultation.

Group submissions or multiple signatories

Where a single response is submitted with multiple signatories from the same family, household or organisation (i.e. Mr and Mrs Smith) this will be treated as a single response. All names will be recorded.

Identical or similar responses identified as being from the same family, household or organisation will not be treated as campaign responses. Each response is counted and coded separately, and we will log that it is identical to another response.

Where a single response is signed by a collective group (e.g. The Smith Family), it is counted as one response, with ‘The Smith Family’ noted as the respondent name.

Petitions / Campaigns

A **petition** is defined as a single response with multiple signatories.

Petitions will be logged and treated as one response, regardless of how many signatories are on the petition. A note will be made to record the number of signatures to each petition received. This will then be included in the report.

A **campaign** is defined as a co-ordinated approach by an individual or organisation to facilitate others in submitting responses. The outputs vary from campaign to campaign, but may include items such as but not limited to:

- printed response postcards
- suggested response text (which may be submitted by individuals in part or in full)
- re-produced response forms

These responses may be submitted through a single response channel (such as a printed postcard), or through a range of different response channels (email, letter and response form).

Under this definition, members identified as being from the same family, or household who submit identical or similar responses **will not** be treated as a campaign (please see above).

Where respondents have copied some wording from a campaign in their response, but the rest of the response is their own wording, the sections of their response which have been copied from a campaign will be allocated a campaign code but the response will not be treated as a campaign response.

Campaign responses will be included in our analysis but the summary report would make clear to the reader that certain issues appear particularly prevalent because they were included in a campaign response.

In the event that more than one signature is provided for a single campaign response, it will be counted as one response, with the number of signatures noted and reported.

Null and blank responses

Null responses and blank responses will be logged in the Receipt Log, and the fact that they are blank or a null response will be recorded in the 'Comments' section. These responses will not be uploaded to the database.

If contact details are available for the response, the Processing Team will contact the respondent to confirm that they intended to submit a blank or null response. If a completed response is subsequently provided the Receipt Log record will be amended and the response uploaded to the database.

Responses with incomplete, missing or false personal identification

Responses without any form of personal identification will be recorded in the Receipt Log but will not be uploaded to the database or included in the analysis. This will be recorded in the comments section of the Receipt Log. Online responses cannot be submitted without the required information. For clarity:

No signature/identification	Will not be analysed
Clear and verified false name	Will **not** be analysed
A name other than their given name (e.g. 'The Occupier')	Will be analysed if other identifying information is provided (address, postcode or email). Without additional information these will not be analysed.
some identification/name or signature	Will be analysed
email address, but no separate name	Will be analysed

No signature/identification	Will not be analysed
Full postal address, but no name	Will be analysed
Surname and Postcode only	Will be analysed

Misdirected responses

The project team will issue instructions to all likely recipients of 'misdirected responses' and also refer to those instructions in any wider internal communications across the organization. Such responses should be forwarded to the official response channel within three days of receipt.

Emails: Where emails are received in other accounts than the official consultation email account, these should be forwarded to the consultation email account. The original sender should be notified that their email has been forwarded to the consultation. Once received these emails will be saved in the same way as responses sent through the official email address.

Postal: Where emails are received via postal routes other than the freepost address, these should be passed to [Matthew Hedges] within three days of receipt. Any response to the letter will be drafted by the original recipient and should inform them that their correspondence will be included as a response to this consultation. Once received by the ISRAT these responses will be scanned, saved and uploaded in the same way as responses sent through the official Freepost address.

ECC contact team: As the majority of any misdirected responses are likely to come via the ECC contact team, Member Enquiries or Highways enquiries a single point of contact will be appointed to be responsible for liaising regularly (weekly at first and daily as we approach the close of the consultation) with the processing team to ensure that newly received misdirected responses are promptly transferred.

Hand-delivered responses: Jacobs and ECC staff should not accept responses from stakeholders and should direct stakeholders to submit responses via the official channels.

In exceptional circumstances where staff have accepted responses these should be passed immediately to processing team. These responses should be logged in the Receipt Log and it should be noted who originally received the response so that this can be tracked later if a query is raised.

If responses are delivered to ECC offices a note should be taken of who has delivered them and the time and date and a receipt provided to confirm delivery. This information should be recorded in the Receipt Log when the response is logged.

Coding responses

Coders will log into the database and locate the next unassigned response for processing. When coders begin working on a new response, they should immediately select the name in the relevant analyst question to assign it to them.

Coding will be carried out within the database using the system of tags, which will be developed over the course of the consultation and shortly following the close, based on the responses received.

Reporting

The report produced by Jacobs Project team must meet ECC expectations and be fit for publication as required.

Quality Assurance

Once the consultation has closed, we will assess how many responses have been received and determine the sample size that will be used for quality assurance checks given the time available to carry these out.

Element	Assurance approach
Logging and receipt	Cross check of log against processing details – same number of pages, no missing attachments, etc.
Coding	Coding of responses will be cross-checked by the quality assurance lead using the same coding frame.After all responses have been received and coded, a sample will be coded by a team of volunteers as a cross check. The appropriate and practical sample size will be assessed based on the overall number and type of responses ultimately received. The intention will be to perform checks on the largest practical sample size, based on available resource and time.

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Security

Storage of data

Any personal information, either lists of postal or email addresses or from responses, will be stored as password protected files.

Following the consultation, electronic copies of responses will be stored and access restricted to the RA project lead and (technical) PM.

Emails will be received into an internal email address, subject to the same level of security as all email addresses. Once processed, emails will be saved into the designated folder and then deleted from the inbox.

Hardcopy responses will be stored in a locked cabinet during the consultation and analysis period. Following the close of consultation hardcopy responses will be sent to long-term secure storage off-site. The scanned copies of responses will be stored in the designated folder.

Exchange of information

The consultation will be analysed in-house some information may need to be shared outside of Jacobs, with ECC. Personal data will be removed from any information if sent unsecured. Any other specific access can be provided to wider groups where appropriate and controlled.

Analysis of responses

All responses will be recorded in a data base and analysed initially by the Jacobs Engagement Team and reviewed by the project team and the Client.

Redaction

Redaction will be carried out on the versions stored in the database. Once this has been completed, these versions will be used for any public website or printed to produce hardcopies.

Annex D: Response handling protocol

Correspondence received (post or email)

Scan the hardcopy send to the RA email address.

Keep saved files until RA team have confirmed receipt

Post hard copies to consultation response address with copy of email.

RH logs correspondence details, noting relevant Unique ID (write onto hardcopy, save email with ID in title)

RH assesses correspondence, updates the log sheet, referring to RA project lead (if required)

Decision
Response (or response elements)

RA TEAM:
Follow procedure for processing consultation responses.

Update the log sheet with the dates of transfer

Decision:
Correspondence (or correspondence elements)

In the last TWO weeks of the consultation, respond on receipt of correspondence explaining that before we respond to the query, we advise enquirers to submit their correspondence to the response analysis company if it was intended as a consultation response.

Update the log sheet 'notes' column with 'correspondence'

Send correspondence to ECC contact centre contact [insert]

Appendix C. Public Exhibition Report 2013/2014

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M11 Junction 7a

Summary of the 2013/2014 Public Information Exhibition

August 2014

FINAL DRAFT FOR CLIENT REVIEW

JACOBS

Document Control Sheet

BPP 04 F8
Version 16; October 2013

Project: M11 Junction 7a
Client: Essex County Council Project No: B3553F05
Document title: Summary of the 2013/2014 Public Information Exhibition
Ref. No:

	Originated by	Checked by	Reviewed by
ORIGINAL	NAME **Meryl Leung**	NAME **Rebecca Conway**	NAME **Martin White**
Approved by	NAME	As Project Manager I confirm that the above document(s) have been subjected to Jacobs' Check and Review procedure and that I **approve them for issue**	INITIALS
DATE **August 2014**	**Document status**		

REVISION	NAME	NAME	NAME
Approved by	NAME	As Project Manager I confirm that the above document(s) have been subjected to Jacobs' Check and Review procedure and that I **approve them for issue**	INITIALS
DATE	**Document status**		

REVISION	NAME	NAME	NAME
Approved by	NAME	As Project Manager I confirm that the above document(s) have been subjected to Jacobs' Check and Review procedure and that I **approve them for issue**	INITIALS
DATE	**Document status**		

REVISION	NAME	NAME	NAME
Approved by	NAME	As Project Manager I confirm that the above document(s) have been subjected to Jacobs' Check and Review procedure and that I **approve them for issue**	INITIALS
DATE	**Document status**		

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1 Introduction

1.1 Introduction

It is recognised that the existing M11 junction 7 is already close to its full capacity and it is considered that a new junction is required on the M11 to realise the full potential of Harlow and the surrounding areas. Without it the town and surrounding districts may not be able to deliver the amount of new housing or jobs required to meet future needs and support economic development and regeneration.

Essex County Council Major Programmes and Infrastructure Department (the County Council) is investigating the feasibility of construction of a new motorway junction 7a on the M11 between junctions 7 and 8. This could be connected to Harlow via a new link road to the B183 at Sheering Road to the east of Harlow.

Jacobs UK Limited is engaged by the County Council to help deliver the scheme.

As part of its commitment to inform and consult on the scheme, the County Council undertook an eight week public information exercise which commenced on 2 December 2013 and continued until 31 March 2014. The purpose of this report is to summarise the feedback received.

1.2 Summary of the Event

The purpose of the public information exercise was to inform the public on progress of the possible new junction and associated link road scheme and to seek feedback and comments on the proposals. This involved the following forms of communication:

- Online questionnaires via Essex County Council's website.
- Six public exhibitions, held at the following locations:

VENUE	DATE	STAFFED OR UNSTAFFED
Civic Centre, Harlow	2 Dec 2013 – 31st January 2014	Two days in this period were staffed. The rest were not staffed
Epping Library	2 Dec 2013 – 31 January 2014	Unstaffed
Harlow Cricket Club, Old Harlow	3 Dec 2013	Staffed
Churchgate Hotel, Old Harrow	3 Dec 2013	Staffed
North Weald Library	9 -13 Dec 2013	Unstaffed
Sheering Village Hall	10th Jan 2014	Staffed

- Engagement with prescribed consultees:
    - Highways Agency (HA)
    - South East Local Enterprise Partnership (SELEP)
    - London, Stansted, Cambridge Corridor Consortium
    - Local authorities:
        - Epping Forest District Council (EFDC)
        - Harlow District Council (HDC)

- East Herts District Council (EHDC)
- Hertfordshire County Council (HCC)

- Engagement with local consultees:

  - Abbess, Beauchamp and Berners Roding Parish Council
  - Buckhurst Hill Parish Council
  - Chigwell Parish Council
  - Epping Town Council
  - Epping Upland Parish Council
  - Fyfield Parish Council
  - High Ongar Parish Council
  - Lambourne Parish Council
  - Loughton Town Council
  - Matching Parish Council
  - Moreton, Bobbingworth and the Lavers Parish Council
  - Nazeing Parish Council
  - North Weald Bassett Parish Council
  - Ongar Town Council
  - Roydon Parish Council
  - Sheering Parish Council
  - Stanford Rivers Parish Council
  - Stapleford Abbotts Parish Council
  - Stapleford Tawney Parish Council
  - Theydon Bois Parish Council
  - Theydon Garnon Parish Council
  - Theydon Mount Parish Council
  - Waltham Abbey Town Council
  - Willingale Parish Council
  - Hatfield Heath Parish Council
  - Fawbert and Barnard Infants' School
  - Harlow Civic Society
  - Harlow Chamber of Commerce
  - Robert Halfon MP
  - Harlow Stansted Gateway Transport Board
  - West Essex Alliance (local consortium of business and members)
  - Volume house builders; Miller Homes, Taylor Wimpey, Barratt Homes and Persimmon Homes.

Information was presented for three alternative options:

i. Option 1: The scheme links to the B183 at Sheering Road only.
ii. Option 1a: An additional link to the B183 is provided so traffic travelling to or from the opposite direction to Harlow has direct access to the link road.
iii. Option 2: This provides an alternative route which does not utilise the B183 in the vicinity of the properties at the Campions.

All the above options would route traffic into Harlow via the B183 Gilden Way.

In addition, an alternative option referred to as the Northern Bypass was shown indicatively at the exhibitions. Rather than use Gilden Way, the Northern Bypass would route traffic from a new junction on the M11 to the A414 at the Eastwick roundabout in Hertfordshire. This scheme is considered to have a number of significant constraints in terms of cost, engineering requirements and environmental impact and so is not considered to be a viable option.

More detail on the information provided as part of the public information exercise is available from the Essex County Council website.

http://www.essexhighways.org/Transport-and-Roads/Highway-Schemes-and-Developments/Major-Schemes/Proposal-for-Junction-7a-on-M11-Harlow.aspx

2 Results

2.1 Summary of Response Themes

Respondents were encouraged to complete the online questionnaires. Comment cards were also made available at the exhibitions.

In total, 235 comment cards were received at the exhibitions and 393 questionnaire responses were received online. Many responses raised issues on similar topics. Some of the common themes identified at the exhibition and through the questionnaires are listed below:

1. Support for the scheme. This can be subdivided into:
    a. Preference towards option 1.
    b. Preference towards option 2.
2. Support for an alternative option (Northern Bypass) as opposed to options 1, 1a and 2.
3. Objections to any link road scheme.
4. Concerns with the increase in traffic congestion.
5. Impact on roads around Old Harlow/Churchgate Street/Mulberry Green.
6. Concerns with facilities for non-motorised users.
7. Greater noise/air pollution (environmental) impacts.
8. Request for speed reduction measures.
9. Increase of Heavy Goods Vehicles (HGVs).
10. Concerns regarding 'rat running'.
11. Segregation of Old Harlow.
12. Lack of information shown at the exhibitions.
13. Other comments.

Due to the number of comments received and the different methods used to provide feedback, the results have been presented separately for each form of communication used. An overall commentary of the common topics is also provided.

2.2 Comment cards received during the exhibitions

54% of the 235 responses supported the link road scheme. In terms of option preference, this has been broken down into:

- 73% stated they preferred the alternative option, the Northern Bypass.
- 11% stated they preferred option 1.
- 2% stated they preferred option 2.
- The remaining 13% did not state which option they preferred.
- There were no comments made for the preference of option 1a.

Options 1 and 2 comments included:

- "*Will help ease the traffic build up from junction 7".*
- *"Excellent and very necessary scheme".*
- *"Junction 7a would alleviate concerns about lack of adequate infrastructure*".

Comments on the alternative option of a Northern Bypass included:

- *"The Northern Bypass must be the most logical route for the Junction and A414 to relieve traffic through Harlow regardless of cost. Other routes will still take traffic into Harlow and put extra traffic onto the A414 and Gilden Way".*
- *"Only option which will work in the long term".*
- *"Harlow needs a bypass, not a road bringing more traffic in".*

Other commentary was included on the comment cards. To present this data we have split this into comments from individuals (221 comments cards) and comments from other organisations (14 comments cards). Figures 1 and 2 below show the number of responses within these common themes. Please note that some respondents made more than one comment and, therefore, the totals shown do not sum to 235.

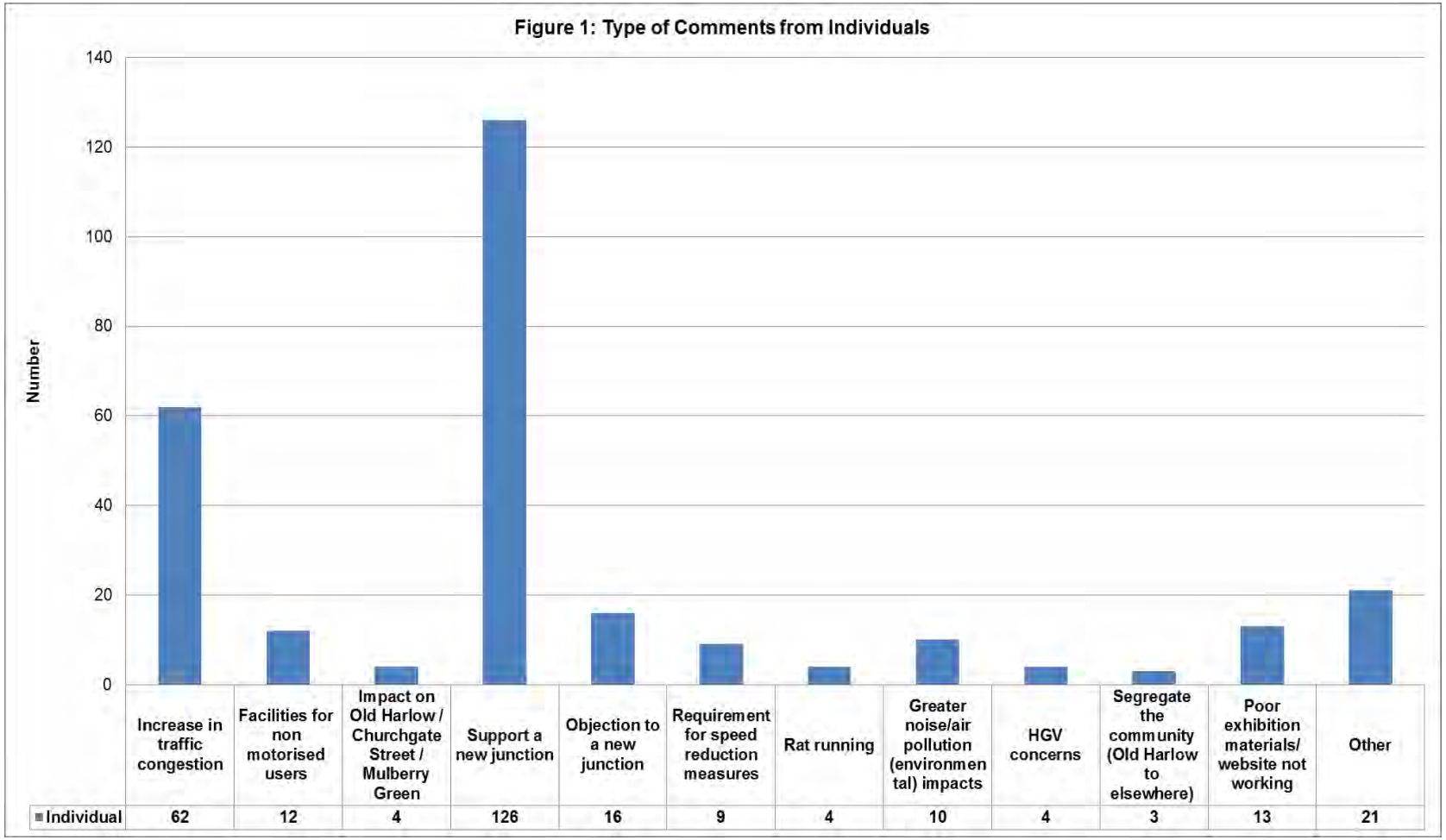


Figure 1: Type of Comments from Individuals
Number
140
120
100
80
60
40
20
0
Increase in traffic congestion
Facilities for non motorised users
Impact on Old Harlow / Churchgate Street / Mulberry Green
Support a new junction
Objection to a new junction
Requirement for speed reduction measures
Rat running
Greater noise/air pollution (environmental) impacts
HGV concerns
Segregate the community (Old Harlow to elsewhere)
Poor exhibition materials/ website not working
Other
Individual
62
12
4
126
16
9
4
10
4
3
13
21

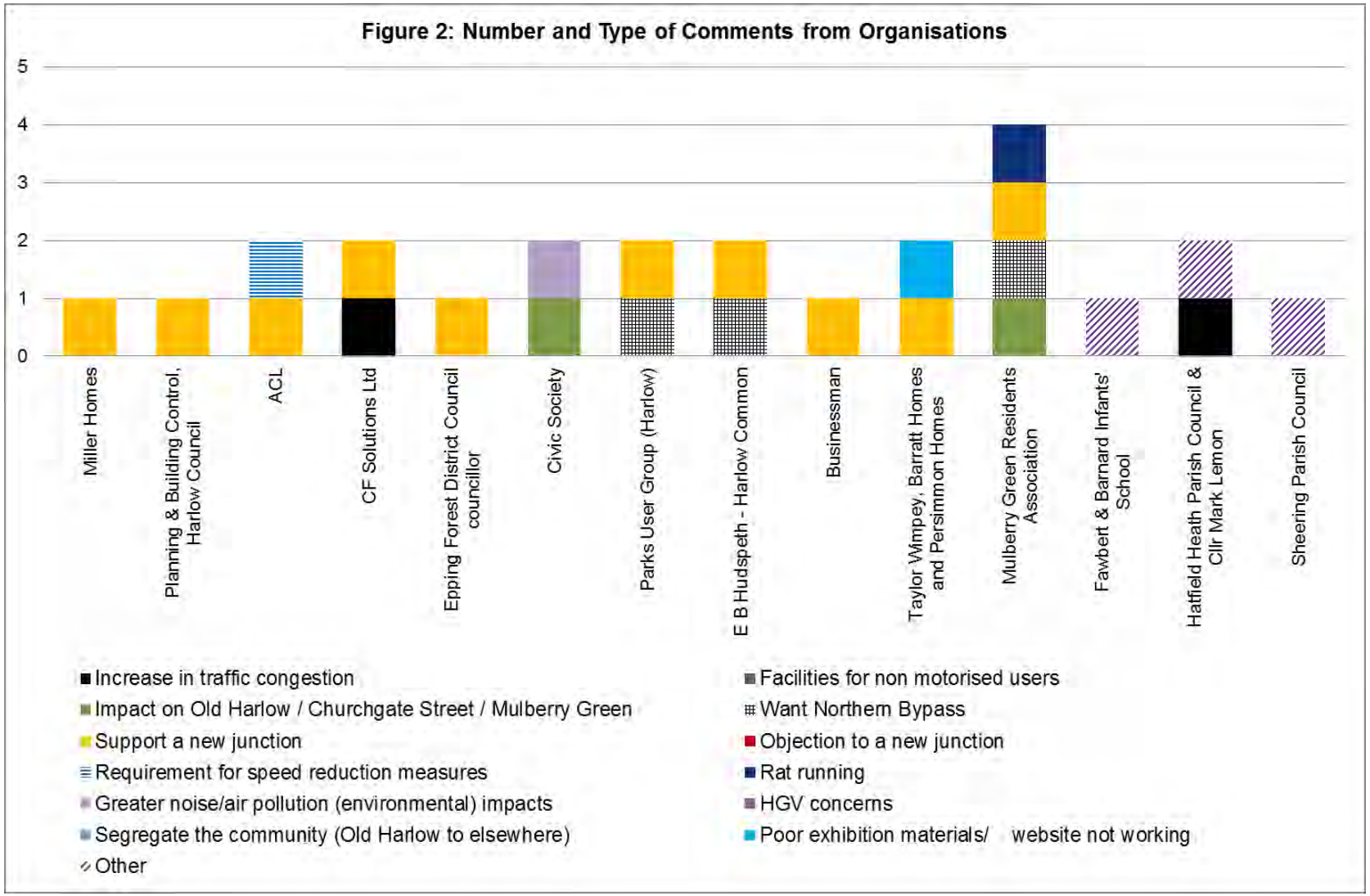
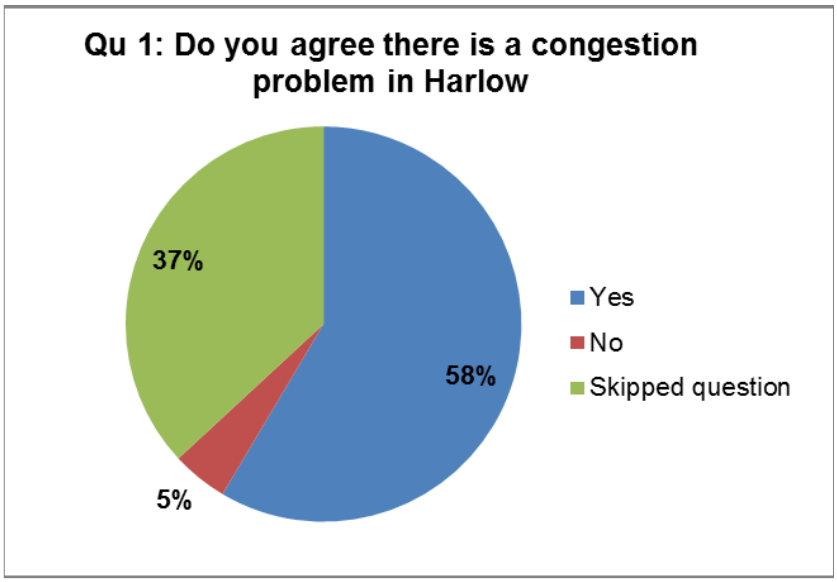
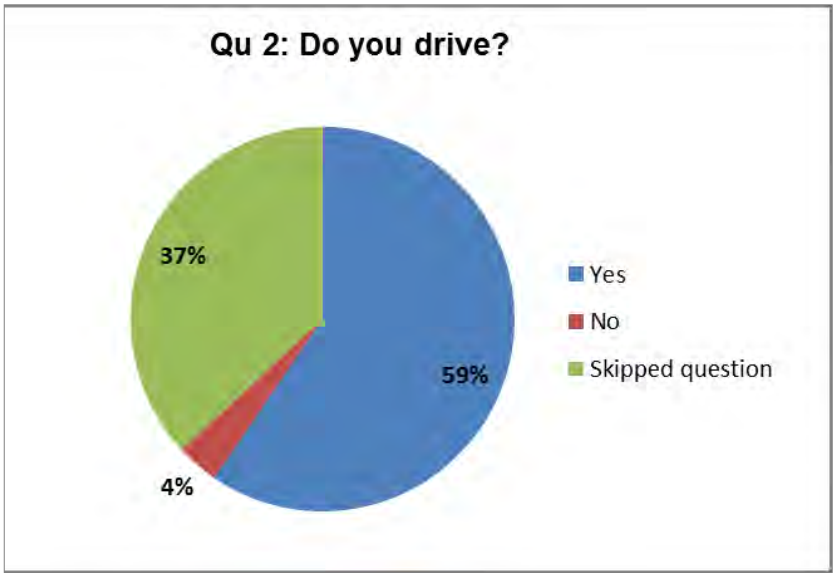


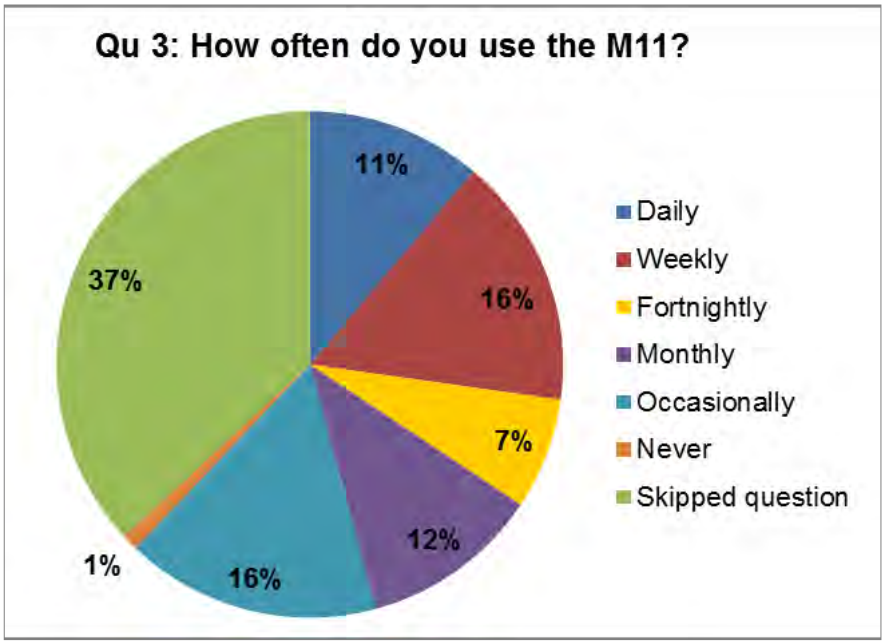
Figure 2: Number and Type of Comments from Organisations
5
4
3
2
1
0
Miller Homes
Planning & Building Control, Harlow Council
ACL
CF Solutions Ltd
Epping Forest District Council councillor
Civic Society
Parks User Group (Harlow)
E B Hudspeth - Harlow Common
Businessman
Taylor Wimpey, Barratt Homes and Persimmon Homes
Mulberry Green Residents Association
Fawbert & Barnard Infants' School
Hatfield Heath Parish Council & Cllr Mark Lemon
Sheering Parish Council
Increase in traffic congestion
Impact on Old Harlow / Churchgate Street / Mulberry Green
Support a new junction
Requirement for speed reduction measures
Greater noise/air pollution (environmental) impacts
Segregate the community (Old Harlow to elsewhere)
Other
Facilities for non motorised users
Want Northern Bypass
Objection to a new junction
Rat running
HGV concerns
Poor exhibition materials/ website not working

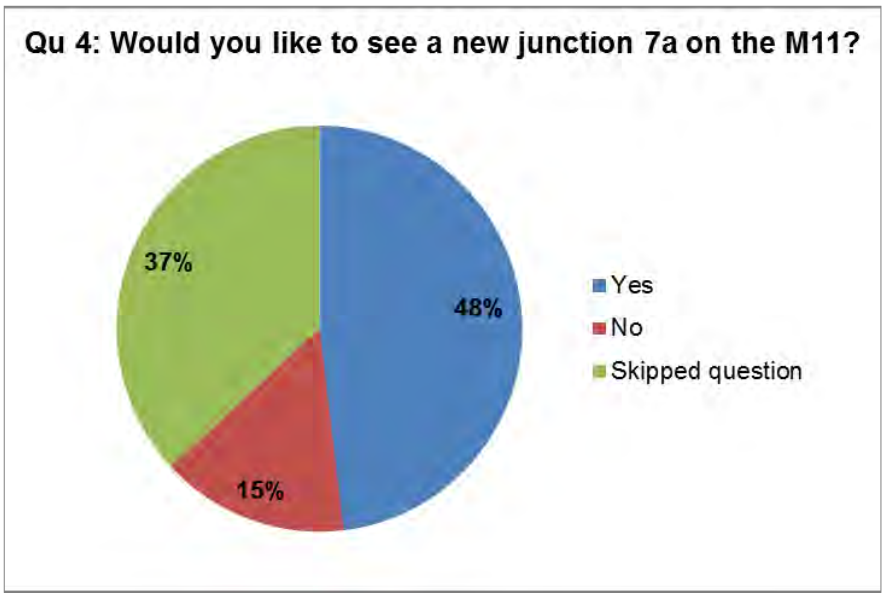
2.3 Online questionnaires

The questionnaire consisted of closed, open and multiple choice questions. It did not ask whether the respondent was an individual or from an organisation unlike the comment cards. Thus for the online questionnaire results, responses do not distinguish between individuals and organisations. The response to each question is outlined in the pie charts presented below.

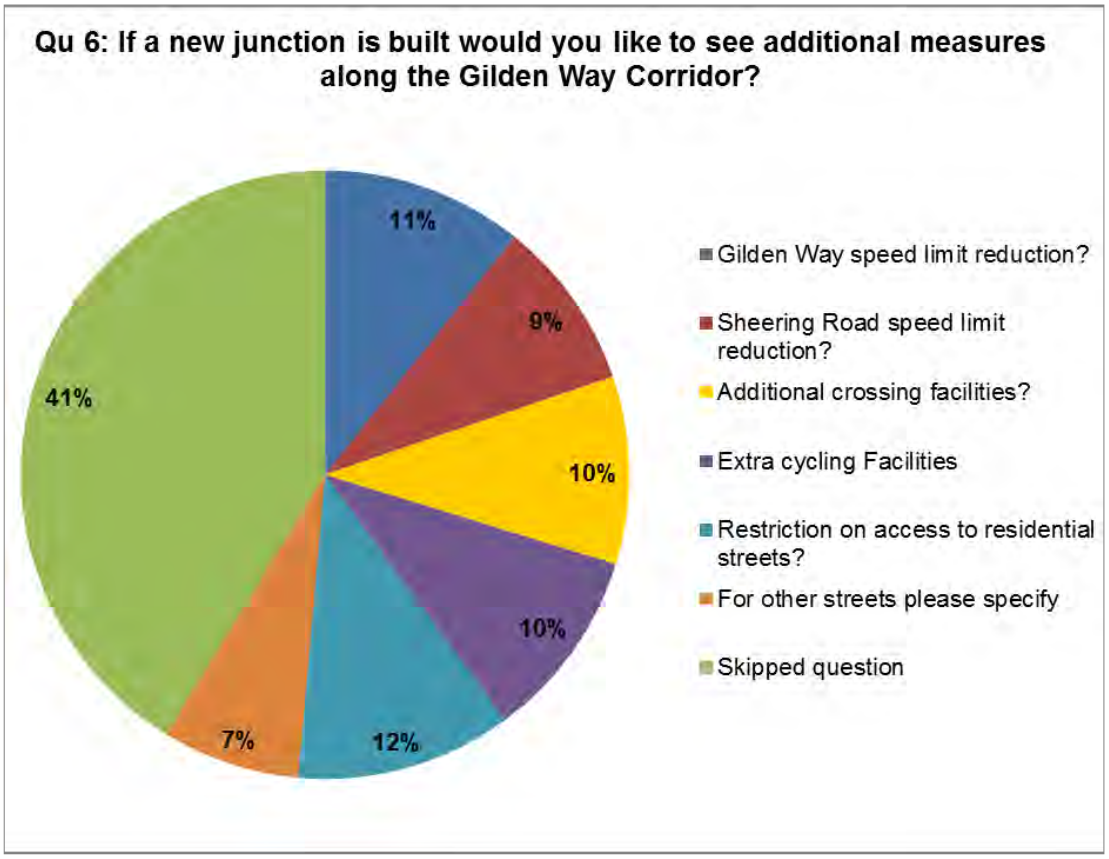








Question 5, "Please rank the three options in order of preference (1 being the highest, 3 the lowest)". This was skipped by 100% of respondents and as such no data is presented.

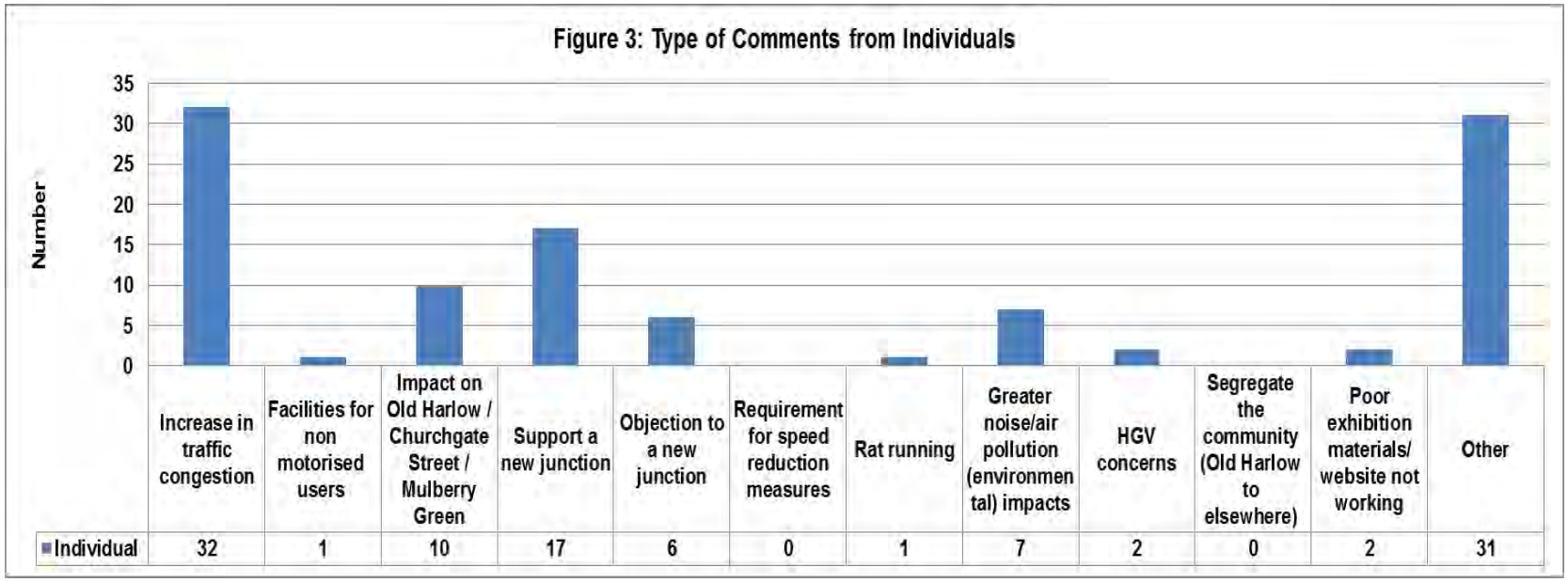


For **Question 7**, "Are there any additional measures that you would like to see along the Gilden Way Corridor that are not suggested above?" 58 comments were recorded on the system, however, comments numbered 55, 56 and 57 were duplicates so only the 56 unique comments are reported here.

There were a variety of issues on which people commented which fell into the common themes discussed further in Section 3 of this report. The additional measures not captured by these common themes and suggested by 41% of the respondents (some more than once) are listed below:

- "*More trees should be planted to the south of the road along Gilden Way*".
- Provide equestrian facilities such as crossings with extra high barriers for safety.
- Incorporate sound barriers and air pollution management equipment.
- *"Make Gilden Way a dual carriageway to ease likely congestion".*
- *"Access onto existing Gilden Way roundabout to be controlled by traffic lights".*
- *"Part time traffic lights at Churchgate Street roundabout".*
- *"Full time traffic lights at Mulberry Green T junction".*
- *"Hamburger roundabout"* (unfortunately did not indicate which junction).
- *"Middle overtaking lanes at each end".*
- *"Substantial widening and improvement to Lower Sheering Road".*
- *"All non-local traffic should be banned from Sheering Road and Churchgate Street.*
- *"Impose weight restrictions".*
- *"Prevention of parking on the B183 outside of Mark Hall Academy, provision of alternative parking for Mark Hall Academy".*
- *"Upgrade of the B183 between Sheering Road and Gilden Way and between A414 and Gilden Way".*
- *"Incorporate measures to stop noise pollution".*

Question 8: Please use the space below for any other comments on the proposed junction 7a



	Increase in traffic congestion	Facilities for non motorised users	Impact on Old Harlow / Churchgate Street / Mulberry Green	Support a new junction	Objection to a new junction	Requirement for speed reduction measures	Rat running	Greater noise/air pollution (environmental) impacts	HGV concerns	Segregate the community (Old Harlow to elsewhere)	Poor exhibition materials/ website not working	Other
Individual	32	1	10	17	6	0	1	7	2	0	2	31

Question 9: Please use the space below to provide any comments on the exhibition itself

In total 34 comments were recorded of which 29% were positive, 44% were negative and the remaining 27% had no comments as they had not attended the exhibition in person.

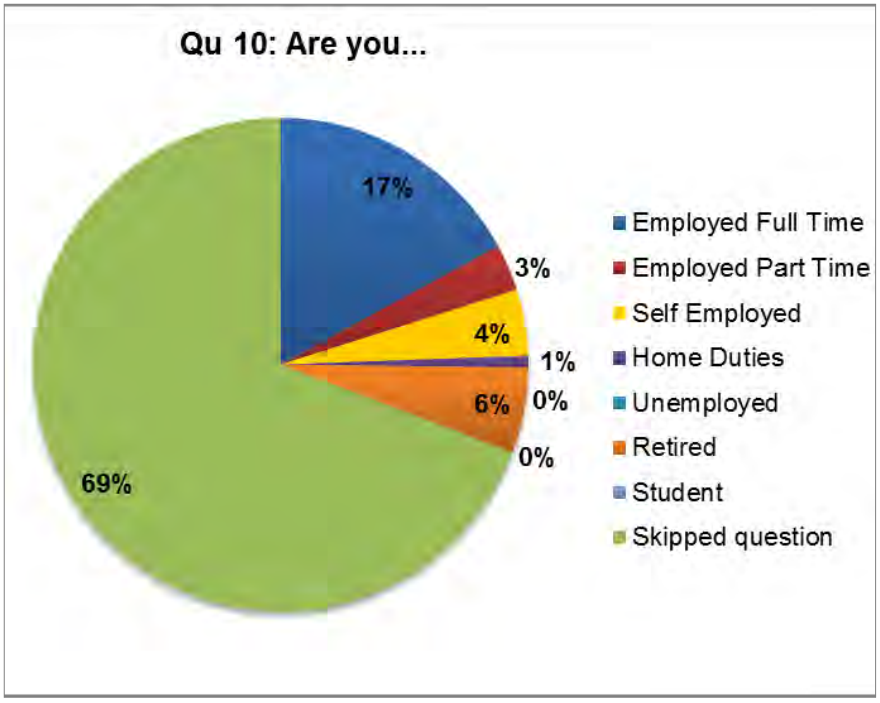
Some comments included the following:

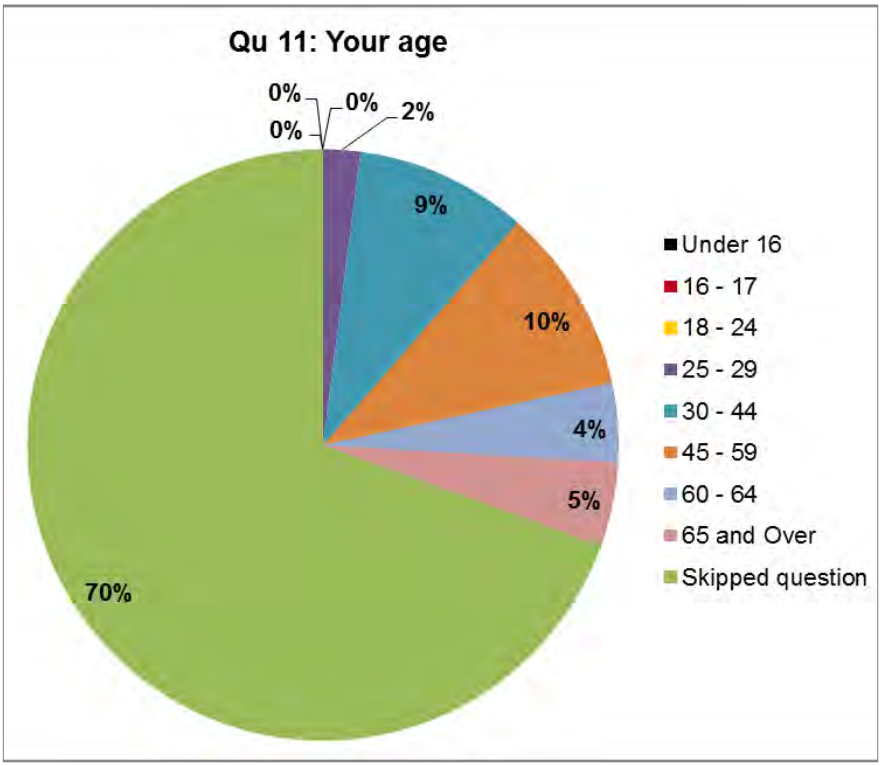
- "*I'm glad of the opportunity to comment. I now live a long way away but I lived in Harlow from 1971 to 1999 and still visit regularly to visit family and friends".*
- *"Informative".*
- *"Exhibition was okay*".

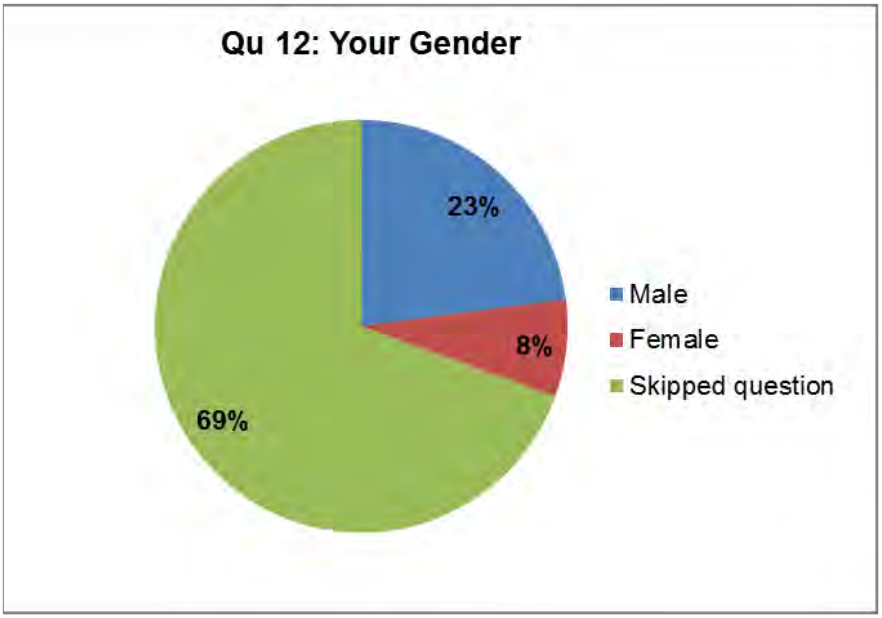
Others were:

- *"If you call the number given, no one knows what it is about. Not very helpful".*
- *"Does not show enough of the surrounding countryside and existing roads for a proper assessment".*
- *"I looked at the posters in Epping Library and they are not exactly clear on where the roads are suggesting to come into, there should have been a much more detailed one including road names and not just the larger farm names. I had to go home and consult Google Maps and do my own research to understand what was being suggested".*

The remaining questions related to socio-demographic information, i.e. employment status, age profile and gender of respondents, although only around 30% of respondents completed these questions.




Qu 11: Your age
0%
0%
0%
2%
9%
10%
4%
5%
70%
Under 16
16 - 17
18 - 24
25 - 29
30 - 44
45 - 59
60 - 64
65 and Over
Skipped question


Qu 12: Your Gender
23%
8%
69%
Male
Female
Skipped question

3 Summary of the Common Themes

3.1 Traffic Congestion

Responses indicated that there was a fear that "*additional vehicles from the proposal would only add to the existing problems of traffic congestion particularly during peak hours*". It was mentioned that "*it was difficult to access Gilden Way from minor roads and vice versa*" and that "*there had been some near misses*" with regards to traffic collisions.

Several responses mentioned the new 1,100 housing scheme off Gilden Way (known as Harlowbury), and that "*the volume of traffic shown [on board 8] at the exhibition seemed unrealistic*". The consortium of residential developers, Taylor Wimpey, Barratt Homes and Persimmon Homes, who have the benefit of planning permission on the Harlowbury site, also made a representation which generally supported the new scheme. They also stated (as had others) that "*there was a general lack of information on the exhibition boards*" and that the "*measures which needed to be implemented should be clearly supported by traffic modelling as part of the evidence-based approach*". The consortium has requested that "*a full analysis of the issues be developed and to demonstrate that adequate mitigation is included within the scheme proposals*". Sheering Parish Council and other individuals also expressed their desire to see the detailed information on traffic volumes.

A number of people residing in Sheering and Lower Sheering considered it "*inevitable that traffic would increase" through these villages* as a result of the scheme. They were "*unconvinced by the early traffic modelling suggesting a reduction in traffic, nor the explanation why*".

3.2 Support for an alternative option (Northern Bypass)

Many responses mentioned that the "*presented options were very much one-sided*" and that they wanted further explanation of why the alternative option (Northern Bypass) had been discounted without any presentation of the data. "*It must be the most logical route to relieve traffic through Harlow regardless of cost*". Many stated that "*the three options put forward would still bring major traffic problems to the area as these junctions would all carry A414 traffic*". The general consensus of these respondents was that the alternative option of a bypass would "*solve the problem of vehicles having to pass through the centre of Harlow*".

3.3 General support for the link road scheme

These responses indicated an appreciation of the need to reduce congestion through Harlow to junction 7 and that "*it was a good idea to have another junction*". Some respondents stated they "*could not wait*" for the proposed scheme especially those living in north Harlow as they would have easy access to the M11.

3.4 Preference towards different options

There were no comments made towards option 1. For option 1a, respondents mentioned that "*it would seem like the preferred option out of the three*". For option 2, a respondent believed that "*this interferes less with local housing*" whilst a further respondent mentioned that "*it looks better*".

3.5 Objections to the link road scheme

One resident of The Campions considered that the "*round-the-clock noise would be horrendous*" whilst another resident from the same area believed that "*the proposal would run straight through their garden and had not been notified of this*". A local resident strongly opposed the junction because "*the road is already congested and traffic will increase*".

An anecdotal story from a resident stated that fatal accidents had already occurred on Gilden Way. Amongst respondents there was "*disbelief as Gilden Way is awful now and will get worse",* and these residents believe that *"this is planning without vision*". A number of people raised the issue over access for schools on safety grounds.

3.6 Concerns with facilities for Non-Motorised Users (NMUs)

Questions were asked regarding existing and proposed NMUs, possibly due to insufficient details being provided on the exhibition boards.

3.7 Impact on roads around Old Harlow

Some respondents stated that the proposed scheme would have an impact on Old Harlow and Churchgate Street which is one community. They felt that the proposal would further divide the community i.e. "*how will residents from Old Harlow get access to the newer parts of Harlow?*" The potential danger to the students attending Mark Hall Academy was also raised and also that closing London Road would isolate and block Church Langley further and lead to increased issues with entering and leaving the estate.

Some respondents were concerned that as Mark Hall Academy is the catchment school the road closure would "*limit/potentially cancel public transport options i.e. the only school bus travels down London Road*". This indicates a misunderstanding of the scheme proposals as London Road would be retained as a public transport, cycling and walking corridor.

In addition, a local business, Arrow Electronics is based on London Road and employs 225 employees with a high percentage living in Harlow and the surrounding area. The facilities manager was concerned about the planned closure of London Road and "*its possible impact on the business as, whilst the site is largely unused*", he reported that "*there are plans to redevelop the site*". Arrow Electronics appears to be based on the old Nortel site and as such would continue to have access to the network via Church Langley Way, as well as via the new link to the A414 which is being delivered as part of the Enterprise Zone works.

Respondents stated that access to the existing roundabouts on Gilden Way was already difficult so "*more traffic would mean that cars would not be able to get out at all"*. In addition residents were concerned with the idea that "*lorries would come off the M11 and enter very narrow, winding roads which would not be suitable to support this*" and "*Heavy Goods Vehicles creating more vibrations and noise compared to the existing route*".

3.8 Request for speed reduction measures

Respondents mentioned that speeding was currently an issue and that as part of the overall project, actions should be taken now. *"People do not obey the speed limit and there have been fatalities*". Existing junctions onto and off Gilden Way were a concern

as many comments referred to the problem of joining it from the existing roundabouts and giving way to others.

3.9 Concerns regarding 'rat running'

The more minor local roads were referred to as existing 'rat runs' and respondents considered that "*an additional junction so close to the present Junction 7 would further encourage people from Bishop's Stortford to use this 'rat run'*". This probably refers to Sheering Lower Road, a narrow country lane with passing places, and the B183 The Street, amongst others.

3.10 Greater noise, air pollution and environmental impacts

The main concerns from these respondents were increased levels of noise, air pollution and vibrations as a result of the proposed scheme, in particular from residents living along Gilden Way and the Campions. Questions were raised whether these issues had been looked into prior to the public information period. Two residents believed that the proposed access roads would be higher than their houses and were very concerned. This brought up the issue of compensation.

3.11 Increase in Heavy Goods Vehicles (HGVs)

Concerns were raised about "*the existing roads being quite narrow in places and that they were more like B roads than A roads*". The vibration impacts were a worry for some respondents, in particular residents of the smaller villages that are located further away from Gilden Way as they were worried about loss of tranquillity.

3.12 Lack of information shown at the exhibitions

There was some confusion about what was being proposed. Some respondents believed Option 1a would include a dual carriageway section which would be elevated and that it would as a consequence reach the first floor of their properties.

3.13 Limitations to public information exercise

A number of respondents highlighted that the exhibition boards were unstaffed for the majority of the time and that members of the public were left to interpret the proposals and comment by themselves. One comment mentioned that one of the boards (the alternative option) was placed too low down and she that and her husband struggled to bend down and read it properly.

The online questionnaire was uploaded twice onto the website and there were comments that either some pages did not work or respondents could not access the questionnaire at all and that members of the public had to email their comments directly to the ECC Major Schemes inbox.

3.14 Other comments

Comments ranged from reduced property values, particularly to those properties fronting Sheering Road, as a result of the proposed options to complaints about the exhibition itself. Some respondents found that the maps used on the exhibition boards were not useful as they did not show road names. Residents stated that they did not understand them.

There were a few comments highlighting that that there appeared to be "*no evaluation of the effects of traffic, especially from outside Harlow, on areas like Sawbridgeworth and Bishop's Stortford*". Respondents mentioned that "*improvements to existing roads would be more helpful with traffic flow than a new link road*".

Some respondents felt that for options 1/1A and 2 to be viable, *"substantial work needed to be done first to existing roads".*

4 Suggested Areas for Improvement

The following areas for improvement have been identified by the project team and will be addressed through a Consultation Strategy which is currently being produced (see Section 5 of this report):

- More details should be included on the exhibition boards.
- Exhibition boards should be placed at a suitable height to read whilst standing and for wheelchair users.
- Website links should be fully tested before going live to the public.
- A definitive list is needed of the prescribed consultees, local authorities, landowners and interested parties and whether or not they have been consulted.
- Clarification on the process leading up to the preferred option.
- Decision-making process/governance needs to be clear and transparent to all parties.
- Evidence-based reports/surveys to support the decision-making process.
- Information on wider impacts of the proposals should be available.
- Assess optimal level of staffed exhibitions to enable as many attendees as possible to interact with project staff.
- Ensure that exhibition dates and times are much more widely publicised; many attendees commented at the event that it was only because a neighbour, etc. had told them about it that they even knew it was happening.
- Have a designated point of contact/s to respond to telephoned questions from members of public; ensure that ECC Customer Services are fully briefed on the consultation and can respond accordingly by directing enquiries efficiently.
- Ensure adequate communications with key developers and stakeholders.
- Consultation Strategy should clearly set out communication and consultation process, and the recording process to be followed, this includes regular meetings with local planning authorities and other key stakeholders.
- On-going meetings with Highways Agency which are minuted.
- Minuted meetings (where appropriate) with statutory consultees such as Natural England, Environment Agency and English Heritage.

5 Next Steps

The project team is currently progressing further work on technical aspects of the scheme in order to meet the ECC requirement for formal public consultation on the preferred route in early 2015. Officers at the County Council wish to be in a position to recommend a preferred option to ECC Cabinet following the completion of the consultation.

To inform this process, a Consultation Strategy is now being prepared by Jacobs to set out the arrangements for a formal period of consultation which will take place between January and April 2015. The purpose of this consultation will be to identify the preferred scheme option and, in preparation for this, a number of activities will need to take place between now and the public consultation period. These activities will be set out in more detail in the Consultation Strategy and will include:

- Who we intend to consult.
- How we will consult.
- How people can get involved in the consultation.
- The information which will be made available.
- The programme for consultation.
- How comments will be taken into account by the project team.

This Consultation Strategy will be published for comment in September 2014.

Appendix D. Public Information Exhibition Report 2015

M11 Junction 7a

Essex County Council

Public Information Exhibition Report

B3553F05/REP/27

September 2015

Client reference

Document history and status

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Distribution of copies

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M11 Junction 7a

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Document No.:	B3553F05/REP/27
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1. Introduction

1.1 Purpose of this report

As part of the development of the proposal for a new Junction 7a on the M11, Jacobs have undertaken the organisation and participated in three exhibitions to present the scheme to the public.

This report outlines the activities which took place with regard to the public exhibitions and summarises the feedback from local residents.

1.2 Project background

An increase in road network capacity is needed to support the level of committed and proposed new housing and employment planned to support the future economic development and regeneration in Harlow and surrounding area.

Harlow currently has a significant congestion problem during peak times which will increase as Harlow continues to grow. Junction 7 is the only local connection to the M11 and initial modelling has shown that it is already at capacity. Unless a solution is found, as traffic worsens, there will be an increasing strain on the wider road network.

Without an improved link to the motorway, the town and surrounding area will not be able to realise their full potential. Essex County Council (ECC) is therefore investigating options to improve access to and from the M11 in the Harlow area, including options for a new motorway Junction 7a on the M11 between Junctions 7 and 8.

1.3 Aims and objectives

The main aim of the public exhibitions was to present the preferred route for the new Junction 7a on the M11 to the public.

The specific objectives of the exhibitions were to:

- Present the preferred route and how this has been developed from feedback from the previous consultation held in 2013.
- Show the short, medium and long term improvement proposals.
- Show what growth is already planned and where some potential growth could take place as part of the Harlow, Epping Forest and East Herts emerging Local Plans.
- Discuss the likely effects on the surrounding area, particularly Gilden Way and the Campions and discuss the mitigation measures proposed for these areas.
- Give local residents the opportunity to meet project team representatives.
- Give an early opportunity for local residents to discuss their opinions and concerns.

1.4 Exhibition venues

Three exhibitions were held in East Harlow and Sheering to encourage members of the public to see the proposals and discuss their concerns with project team representatives. The locations of the events were primarily chosen due to their close proximity to the areas most impacted by the proposed Junction 7a, being easily accessible and having good availability of parking spaces.

Details of these exhibitions are included in the following table.

Location	Date and Time
Sheering Village Hall Sheering Village Hall is located on the B183 between Harlow and Hatfield Heath. The Hall is situated off The Street almost opposite the War Memorial (CM22 7LX).	Tuesday 7th July 2015 1.30pm-8pm
St John's Art and Recreation Centre St Johns Walk, Old Harlow, Essex CM17 0AJ	Thursday 9th July 2015 2pm-8pm Wednesday 15th July 2015 2pm-8pm

1.5 Programme

The timing of the exhibitions varied slightly between locations due to the venues availability. The time periods were selected in order to maximise the number of attendees, in particular by enabling evening attendance for those who work office hours. The programme for the exhibition held at Sheering Village Hall is shown in the table below.

Timing	Discussion
12.30	Project team arrival, exhibition set up and pre-brief
13.30	Exhibition open to the public
20.00	Exhibition de-brief and dismantle of exhibition materials

The programme for the exhibitions held at St John's Art and Recreation Centre is shown in the table below.

Timing	Discussion
13.00	Project team arrival, exhibition set up and pre-brief
14.00	Exhibition open to the public
20.00	Exhibition de-brief and dismantle of exhibition materials

1.6 Project team representatives

The tables below show the project team members attending each exhibition. These team members were specifically chosen to ensure representatives had a varied knowledge, covering all aspects of the scheme to ensure any questions which may arise could be answered by someone in attendance of the event. The representatives were a combination of ECC and Jacobs employees.

Sheering Hall exhibition– 7th July 2015

Name	Company	Role
David Sprunt	ECC	Transportation Strategy & Engagement
Ian Allen	ECC	ECC Major Projects Sponsor

Mary Young	ECC	Transport Project Manager
Jodie Miller	ECC	Senior Transport Strategy & Engagement Officer
Paul Manamike	Jacobs	Project Manager
Marius le Roux	Jacobs	Transport
James Burke	Jacobs	Civil Engineer
Stuart Tweedy	Jacobs	Environmental Scientist
Olivia Fava Verde	Jacobs	Communications and Engagement Consultant

St John's Art and Recreation Centre exhibition - 9th July 2015

Name	Company	Role
David Sprunt	ECC	Transportation Strategy & Engagement
Mary Young	ECC	Transport Project Manager
Jodie Miller	ECC	Senior Transport Strategy & Engagement Officer
Paul Manamike	Jacobs	Project Manager
Albert Kontoh	Jacobs	Senior Principal Engineer
Andrew Brookes	Jacobs	Environmental Lead
Olivia Fava Verde	Jacobs	Communications and Engagement Consultant

St John's Art and Recreation Centre exhibition - 15th July 2015

Name	Company	Role
David Sprunt	ECC	Transportation Strategy & Engagement
Ian Allen	ECC	ECC Major Projects Sponsor
Mary Young	ECC	Transport Project Manager
Jodie Miller	ECC	Senior Transport Strategy & Engagement Officer

Paul Manamike	Jacobs	Project Manager
Marius le Roux	Jacobs	Transport
James Burke	Jacobs	Civil Engineer
Stuart Tweedy	Jacobs	Environmental Scientist
Olivia Fava Verde	Jacobs	Communications and Engagement Consultant

1.7 Exhibition material

Jacobs' graphics team and the communication and engagement team worked with ECC and the design teams to produce a set of exhibition boards (Appendix A). These boards were designed to be easily understood by the public, in order for them to acknowledge the need for the proposed scheme, how the new junction may look and what the predicted impacts and associated mitigation might be.

In addition to the exhibition boards for the events, a further three boards were displayed at the Civic Centre in Harlow during and following the exhibitions. The aim of this was to reach more people in Harlow and to present the scheme in brief for those who could not attend any of the events. The boards located at the Civic Centre are included in Appendix B.

Highways England (HE) produced their own boards for the exhibition to show a joined approach, explain what the Road Investment Strategy is and explain how ECC and HE's plans will work in parallel to reduce congestion in Harlow. These have been included in Appendix C. In addition to the board they also provided leaflets for the public a copy of which is included in Appendix D.

The project team was aware that some specific questions may arise which were not covered by the exhibition boards. Where this was the case, A3 print-outs with additional information were provided (Appendix E). A full list of exhibition material can be found in Appendix F.

All exhibition boards were made available on the ECC website following the exhibitions. The website can be accessed using the following website address:

www.essex.gov.uk/junction7a

1.8 Exhibition publicity

The exhibitions were advertised in the following ways:

- Press release (Appendix G)
- Poster located in exhibition venues and village halls (Appendix H)
- ECC website
- Facebook
- Twitter

Twitter was used in real-time to act as both an advert for the exhibitions as well as a reminder that the events were taking place on that day and immediately prior to the events commencing.

2. The exhibitions

The exhibitions were held as drop-in events where the public could come and view the exhibition boards (Appendix A) and discuss their opinions and concerns with members of the project team.

2.1 Attendance

The three events were well attended by members of the public. Approximately 100 people attended the Sheering Village Hall event, and a minimum of 120 people at the two St John's events. The layout of St John's Art and Recreation centre was not ideal to welcome people to the event and sign the attendance list. It is therefore considered that the 120 people who did sign the attendance record is an under estimation of the number of people attending.

By keeping an attendance record at each event, it was possible to determine the location of residence of each person. Appendix I provides maps showing the residential locations of those who attend each event. In addition to the points on the maps, there were four people who visited from further afield: two from London, one from Thundersley, and one from Derham. In section 1.4 it was mentioned that the locations of the events were primarily chosen due to their close proximity to the areas most impacted by the proposed Junction 7a. Through analysis of the locations of the residents and the proposed location for Junction 7a, it can be determined that those who attended the events were predominantly the ones who will be directly affected by the scheme during both construction and operation.

The first map in Appendix I shows the wider extent of the catchment from which visitors are known to have attended the exhibitions. The following map shows insets illustrating the more detailed areas of the individual events maps. People attending at Sheering Hall are shown in green and those at St John's Art and Recreation Centre are shown in blue and red. It is clear from all three maps that the highest number of people are located in close proximity to the exhibition locations and therefore impacted by the proposed scheme. People living in East Harlow, Bishop's Stortford, Hatfield Heath, Matching and Lower Sheering were also in high attendance.

When reviewing the feedback from the exhibitions, it is important to bear in mind that this feedback is from a very small proportion of those who live in Harlow. Circa 300 people attended the three events out of an approximate population of 82,000 in Harlow (figures from Harlow Council Population Profile, 2013). From the residence location maps (Appendix I), those who attended appear, for the most part, to be those directly affected by the proposed Junction 7a. They therefore have strong views on the scheme and are not necessarily representative of the overall views of Harlow residents.

2.2 Methods of feedback

While it was made clear that these exhibitions were not part of the formal consultation, residents were able to provide us with feedback with the understanding that they needed to make any official comments during formal consultation process planned for early 2016.

The majority of the feedback came from discussions with the project team representatives. Section 2.3 of this report summarises the key messages from this feedback.

An M11 email account was also provided to allow members of the public to contact ECC electronically. ECC ensure that email responses are made within a week of all the original emails being received.

The email address is:

M11J7a@essex.gov.uk

2.3 Public feedback

Feedback from the project team has highlighted that the key areas the public were concerned about were:

- air and noise quality;
- rat running through Old Harlow;
- Gilden Way and the Campions access;
- the Northern Bypass; and,
- the cost of the scheme

Below is a summary of the feedback received by the public during the events.

2.3.1 Environment

Negative changes to noise and air quality were mentioned on numerous occasions as being a public concern, specifically around Mark Hall Sports College, Gilden Way and generally where the proposed link road to Junction 7a is proposed. It was also mentioned that there was not enough information presented on types of improvements/mitigation that will be implemented to reduce any detrimental impacts on affected properties.

2.3.2 Traffic

The future of Gilden Way is a key concern which was brought up during the exhibitions. The main topics included the potential increase in traffic, resident's access onto Gilden Way from properties and side roads, specifically the Campions, Mulberry Green and Churchgate Street, increase in HGV's and potential for rat-running, in particular through Old Harlow. Further information was requested on the improvements that will be made to Gilden Way. Several comments were also made regarding the safety of school children crossing Gilden Way if it were to become busier.

There was general confusion regarding the current traffic levels and the predicted increase as a result of the programmed improvements and the construction of Junction 7a. Some members of the public did not believe the results of the traffic modelling were accurate and requested further graphical information be made available in order to justify the estimated volume of existing through-traffic, ECC have estimated (10-15%).

Currently, there is a perception that a significant number of HGV's using Elizabeth Way, A414 Edinburgh Way, A414 London Rd and M11 Junction 7 primarily to access Pinnacles Industrial Estate. Concerns were raised over the likely re-routing of the HGV's through J7a onto Gilden Way, increasing the level of this type of traffic on the road. This could cause further congestion and delays and affect those who live in the Gilden Way area.

In order to address those concerns about HGV's travelling through East Harlow, the 'Gilden Way' exhibition board (Appendix A) highlighted potential HGV restricted routes. Conversely business owners expressed concern over how deliveries would be affected, specifically in the Churchgate area.

An existing issue in Old Harlow is the rat running through residential streets to avoid the A414. There was considerable concern over this becoming worse as Gilden Way attracts more traffic with the construction of the new junction and link road, people may use residential roads in Old Harlow as an alternative.

A point which came up a considerable number of times was why ECC could not build the Northern Bypass immediately. The public argued that this would reduce congestion faster and would be better value for money as it would link to Junction 7a and could be built at the same time. The general feeling appeared to be that the Northern Bypass was the best solution for Harlow's congestion problems by diverting through traffic away altogether.

2.3.3 Other discussions

The public were encouraged to provide feedback and suggestions generally during the public consultation stage regarding other improvements deemed necessary e.g. traffic calming measures or pavement widening. Local knowledge is a key aspect to take into consideration in both the design of Junction 7a and other potential future road improvements in Harlow.

3. Lessons learnt

The feedback from the project team was that the exhibitions were well prepared and ran smoothly. However, there are several points that have been identified that could be taken into account for formal consultation for M11 Junction 7a or other projects of a similar nature.

- A common issue when asking the public for feedback is that people tend to respond when they are negatively affected more than positively affected. This provides an uneven perception of the public attitude towards the scheme. Methods of accounting for all parties should be considered at formal consultation such as providing questionnaires where the public can express their opinions on various aspects of the scheme on a rating system or similar.

- While every effort was made to keep attendance records of those who attended (Appendix I), due to the location of the entrance and 'Welcome' table at St John's Art and Recreation Centre this proved to be problematic during busy periods. On this occasion it was not possible to move the table to the entrance to make signing in unavoidable as this would have created a hazardous environment, blocking a side door and access to the cafeteria. For future events, more members of the communications team could be present to ensure everyone is greeted appropriately and encouraged to sign them.

- The nature of the exhibitions is such that members of the project team had to be present at the venue for 8-9 hours. This involved standing, speaking to members of the public without much opportunity to rest. This lead to complaints of back pain and the exacerbation of existing health problems in team members. For future events, seating could be provided for when there are no members of the public present and the 'Welcome' table placed in the optimum position to greet the public as they arrive. It may also be useful to have more members of the project team in attendance to allow a rotation of people speaking to the public in order for more regular rests to be taken.

- Whilst unpacking the exhibition equipment out of the van, one of the elements slid out and fell on a team member's foot. In future it is important to ensure at least two people are present when packing and unpacking exhibition material to avoid any other injuries.

- Several members of the public complained about the exhibition not being advertised early enough. The exhibitions were advertised in newspapers, on social media and on the ECC website over a month in advance, however, the complaint was in relation to the poster not being displayed far enough in advance of the exhibition. For future events, a wider audience will attempt to be reached by varying the locations the posters are displayed and using additional forms of advertising, where appropriate.

- A comment was made by several event attendees that they could not locate the scheme on the maps on the exhibition boards. More street names / labels will be included in any future exhibitions to help those less able to read and interpret plans and understand the information presented.

- From discussions with the public it became apparent that it was not always obvious how the conclusions and figures presented on the boards had been arrived at. In the future, additional supporting information could be provided for the project team to justify the information displayed.