

**East Devon District Council  
Cranbrook Issues and Options Report  
Consultation in 2016**

**Consultation Feedback Report**

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## 1 Introduction – An Overview of the Work

- 1.1 Cranbrook is a new town being built in East Devon. Development commenced in 2011 and by the start of 2017 around 1,500 new homes were occupied. Current proposals provide for the expansion of Cranbrook to around 8,000 new homes by the early 2030s. To plan for this expansion East Devon District Council is producing the Cranbrook Plan.
- 1.2 The Cranbrook Plan will be a formal development plan document (produced under the Town and Country Planning (Local Planning) (England) Regulations 2012) and it will allocate land for development and show where restrictions to development will apply, it will also include details on how development should occur. Work on the Cranbrook Plan has been ongoing since 2015 and a key stage was reached in the summer of 2016 when the Council published an Issues and Options consultation document which can be viewed at:  
<http://eastdevon.gov.uk/media/2181345/cranbrook-io-160609-final-lr.pdf>
- 1.3 The Issues and Options document was accompanied by a copy of the questionnaire that was available on-line and can be viewed on the Council web site at:  
<http://eastdevon.gov.uk/media/2254673/final-cranbrookiendo2016-questionnaire.pdf>
- 1.4 It should be noted that the Cranbrook Plan does not stand in isolation, but in due course it will be the most important policy document governing the future development of Cranbrook. The East Devon Local Plan, adopted in January 2016, will also remain of critical importance for Cranbrook and many policies in the Local Plan will remain relevant. The Local Plan can be seen at:  
<http://eastdevon.gov.uk/planning/planning-policy/local-plan-2013-2031/>
- 1.5 This feedback report is specifically concerned with comments received on the consultation on the Cranbrook Issues and Options report.

## 2 The Cranbrook Issues and Options Report

- 2.1 The Cranbrook Plan Issues and Options report set out commentary on potential matters that could be relevant to the future development of the new town. Consultation on the Issues and Options report ran from 13 June 2016 to 25 July 2016.
- 2.2 The Cranbrook issues report included a number of questions and there was a response questionnaire that people were invited to fill in. In total there were 123 completed questionnaires. The questionnaire contained a range of questions, some involving ticking or highlighting preferences or selecting options, others requested or allowed for free text responses.
- 2.3 This report summarises issues raised in comments and displays responses in graphic format. The actual comments submitted in response to the questions can be viewed on the Council web site at:  
<http://eastdevon.gov.uk/papers/strategicplanning/bp130916spc4issuesandoptionsconsultationappendixb.pdf>
- 2.4 To make full meaningful sense this feedback report should be read alongside the questions, text and graphs in the consultation report. This feedback report provides an officer summary overview only of the broad nature of comments received. It is not, and is not intended to be, a full detailed review of all comments received. For a complete picture all comments should be read in their totality.
- 2.5 The questionnaire responses have been treated as confidential (i.e. names and addresses are not published) and it should be noted that a very small amount of text has been redacted from some responses received as it was considered that it could identify individual respondents. However, where organisations included text that could identify them redaction has not occurred. Additional very minor redaction has taken place in respect of a limited number of comments that could be interpreted as being racist or otherwise unacceptable or unreasonably inflammatory in nature.
- 2.6 In addition to the people (and some organisations) completing the questionnaire there were also 39 responses received as letters or emails (i.e. they were not questionnaire responses) that expressed views and opinions on the future development of Cranbrook and the issues report. These are summarised separately from the questionnaire responses in this report.
- 2.7 Having completed the issues report consultation the next formal stage in plan making will be a preferred approach document. The preferred approach document will show where development is proposed at Cranbrook and provide an indication of the policies proposed to be included in the Cranbrook Plan. The response received to the Issues and Options consultation will help inform the Preferred Approach document.

### 3 Publicity for the Cranbrook Issues and Options Report

- 3.1 The Issues and Options report was widely publicised to encourage anyone with an interest in the future of Cranbrook to respond. Throughout the Issues and Option report consultation the following general principles were applied to the consultation.
- a. Involvement was open to all regardless of age, disability, gender, gender reassignment, race, religion or belief, sexual orientation, rural isolation and social deprivation.
  - b. We sought views of interested and affected parties as early as possible.
  - c. We chose processes by balancing cost and time constraints, community impact and our level of discretion on the outcome.
  - d. Publications were clear and concise and avoided unnecessary jargon, without understating the complexities of any decision.
  - e. Those who responded will be kept informed of the later stages in the process.
  - f. To minimise costs to the public purse we strongly encouraged responses to be made electronically and discouraged communication by post.
- 3.2 The Issues and Options document was forwarded to a wide range of stakeholders, including statutory consultees and other bodies and organisations that have expressed an interest in Cranbrook development or who were identified by the Council as potentially having an interest. All members of the public (from wherever) were invited and were able to respond to the consultation and over and above this the Council explicitly encouraged the residents of Cranbrook and surrounding areas to respond.
- 3.3 Web pages on the Council and East Devon and Exeter Growth Point web sites were created to encourage consultation responses, a questionnaire was created using SNAP consultation software and there were Facebook, Twitter and YouTube communications. Posters advising of the consultation were widely distributed and displayed and emails and letters inviting comments were sent out. Articles describing the consultation and inviting responses were supplied for the following newsletters: St Martin’s Primary School, Cranbrook Education Campus and Clyst Vale School. There was considerable engagement with the media in respect of the proposals with media press releases taking place on 10 June 2016 and 7 July 2016.
- 3.4 To supplement the written communications there were public drop-in events held in Cranbrook at the Younghayes Centre, @Cafe143, the youth bus, St Martin’s Primary School and Cranbrook Education Campus. In addition static material was on permanent display at Younghayes Centre, Cranbrook and East Devon District Council’s head office at the Knowle in Sidmouth. These events enabled people to view proposals and to ask questions in order to make more informed comment.
- 3.5 Over and above the publicity described above there were summary documents advising of the consultation that were circulated to every household in Cranbrook.

- 3.6 The consultation met and exceeded the standards and requirements set out in the Council's Statement of Community Involvement. For more information on this statement see: <http://eastdevon.gov.uk/media/344008/statement-of-community-involvement-2013.pdf>

## 4 Responses Received to the Issues and Options Report Questionnaire

- 4.1 This chapter of this feedback report considers responses to the consultation questionnaire. The section is structured, with clear sub-headings, that explicitly relate to the headings and subsequent questions that featured in the Issues and Options report.
- 4.2 The questions asked in the questionnaire are highlighted in this report in green and the graphs and charts generated from responses are bordered in green (for black and white readers - for 'green' read 'grey'). Numbers and figures quoted (and the graphs) show responses explicitly to the questionnaire responses received, they **do not** take into account any of the separate written response that were received; i.e. no attempt has been made to seek to retrospectively interpret written responses and separately apply views expressed to the questionnaire; to do so would not be considered to be a statistically or in other respect valid exercise. Notwithstanding this caveat as over 75% of responses received were to the questionnaire (and most respondents were or are residents of Cranbrook) the questionnaire responses are seen as a good representation of opinions about Cranbrook, specifically opinion as expressed by existing residents.
- 4.3 In this chapter of this report a succinct commentary is provided of some of the key matters that are raised by respondents through the questionnaire. It should be noted that respondents were free to answer or not answer any questions in the questionnaire, for this reason numbers of people responding to individual questions varied, though in total there were over 80,000 words of text that were submitted. Plus additional text was submitted in the form of the standalone emails and letters.
- 4.4 It should be noted that a number of questions had a “don’t know” answer, as well as other choices – such as “yes” or “no”. In the statistical analysis of answers “don’t know” responses have been discounted and they do not feature in the figures or percentages quoted and associated graphs and graphics generated.
- 4.5 It should be noted that many of the comments received were (or at least came across) as being to some degree about how Cranbrook is now rather than what should happen with development in the future. This does not in any sense invalidate comments, but it is relevant to note that some matters of detail are raised by respondents in this context.

### Contact Details – Questions 1 to 3

- 4.6 Questions 1 to 3 of the questionnaire asked people for their contact details. Of the 123 responses to the formal questionnaire:
- 89 - were individual residents of Cranbrook;
  - 18 - were from organisations;

- 8 - were from individuals from surrounding parishes/location (including Exeter);
- 1 - was from an organisation and resident of Cranbrook (the minister); and
- 7 - we do not know as they did not complete their contact details.

4.7 It is clear, therefore, that most respondents that filled in the questionnaire were residents of Cranbrook. Of the individual respondents that supplied an address 93% (91 out of 98) were residents of Cranbrook. Individual members of the public (including the Cranbrook church minister) that responded to the questionnaire accounted for 85% of responses.

4.8 Of the 40 additional email consultation responses, which do not feature in the questionnaire analysis (specifically do not feature in the numbers and graphs – but are reported on elsewhere in this report):

- 31 were from organisations; and
- there were nine responses from individuals, three of these live in Cranbrook, one lives in Exeter and the rest did not supply an address so it is not known where they live.

## Vision – Question 4

4.9 Chapter 3 of the issues report included a draft vision for Cranbrook (paragraphs 3.8 to 3.14). Question 4 of the issues report asked:

### 4. Do you agree with the proposed vision for Cranbrook?

4.10 This was a yes/no question that also invited a free text response. Of the 108 respondents 68% agreed with the proposed vision and 32% disagreed. The comparatively high overall response rates suggest that broadly speaking respondents considered the vision was appropriate, there were, however, a very large range of wider points and issues raised in comment and these provide a considerable amount of information that could be used to refine the vision of the Cranbrook Plan and the form and nature of future development of Cranbrook. They also provide guidance on how the town could or should function and operate and the quality of life that residents and visitors will have.

#### Succinct summary of key points raised

4.11 Most respondents to the question felt it was a positive vision though it was noted by some that it says little that could be actively disagreed with. One respondent described it as “motherhood & apple pie” and another considered a yes/no answer was too simplistic. The view was also expressed in response that Cranbrook now is a long way from the vision. On a more positive note, however, there was also some more definite support for the vision. Some respondents felt the vision was well thought out and a number of respondents

stressed that they like living in Cranbrook and there is an opportunity to achieve very positive results from and for Cranbrook.

4.12 Whilst 32% of respondents indicated that they disagreed with the vision on review of comments made it was, for the most part, matters of detail and specific points in the vision, or Cranbrook in general, that generated particular concern. In this respect many of those that agreed with the vision also raised concerns on matters of detail. Many of the concerns and observation raised on the vision are also replicated, or otherwise come forward, in comment elsewhere in response to other parts of the questionnaire. Matters raised in response to the vision, stressing this is not a full or definitive list, included:

- The importance of protecting the identities of surrounding villages – but also recognition for the need of Cranbrook to serve surrounding villages.
- Need for more facilities – a number of respondents, for example, commented on need for shops and town centre facilities.
- Greater phasing of development is needed.
- Need for more jobs and local business growth in the community.
- The town should be more accessible with more paths and cycle links.
- The importance of provision of new homes.
- Greater parking provision and car space is needed.
- The suitability of certain areas for future development (and the overall scale of development) was questioned by some respondents).
- Quality and spacing of housing was questioned.

#### **Officer response and commentary**

4.13 It is clear from comments received that people wanted Cranbrook to develop in the future in a positive manner though it was also clear that there were differing views on matters of detail and how Cranbrook should work and function. The responses received highlighted a number of underlying concerns at Cranbrook and amongst the residents.

4.14 Looking forward to the Cranbrook Plan Preferred Options report or subsequent work there may be a need for refinement and redrafting of the vision. Comments made on the vision in the issues report should help inform redrafting. But also the need will exist to consider comments made throughout the consultation responses to the Issues and Options report and new emerging evidence when it comes to refinement of the vision.

## **Objectives – Questions 5 to 7**

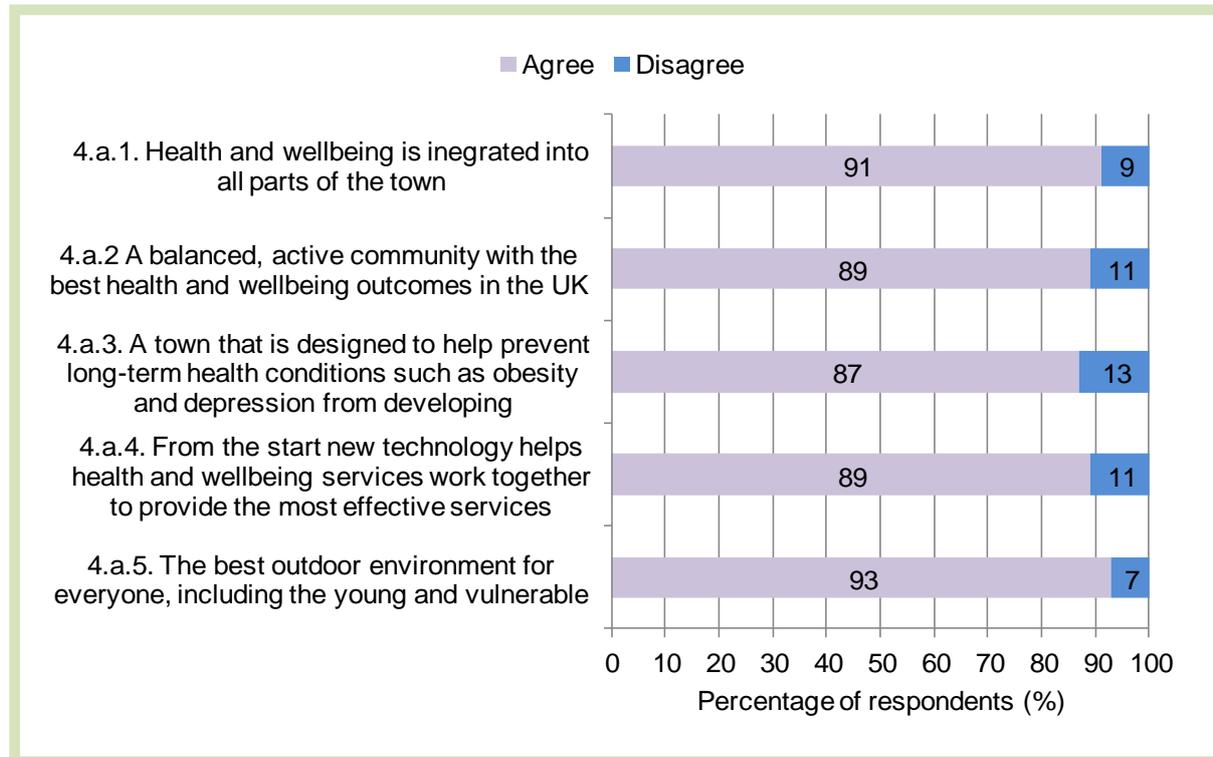
4.15 Chapter 4 of the issues report set out a series of proposed objectives for Cranbrook, they covered the following matters and questions were asked in respect of each of these:

- a. Health and wellbeing
- b. Culture, sport and community
- c. Economy and enterprise

- d. Energy and climate change
- e. Transport
- f. Landscape and biodiversity
- g. Design and housing
- h. Delivery and flexibility

4.16 Questions 5 to 7 are set out below along with details on responses received and a subsequent commentary. It should be noted that in the questionnaire itself the questions starting with a 5 but had options attached to them that stated with a 4, as shown in the graphs below – this was a drafting error and they should have been 5.a.1, 5.a.2, etc. rather than 4.a.1, 4.a.2, etc.).

**5a. Do you agree or disagree with each of the objectives for health and wellbeing?**



**Succinct summary of key points raised**

4.17 There were 110, 106, 107, 103 and 110 respondents (in the order of top to bottom on the graph) to the five statements (4.a.1 to 4.a.5) highlighted above. For all statements respondents were strongly in agreement, there was close to or over 90% endorsement that Cranbrook should be a town in which the proposed health and wellbeing objectives are supported.

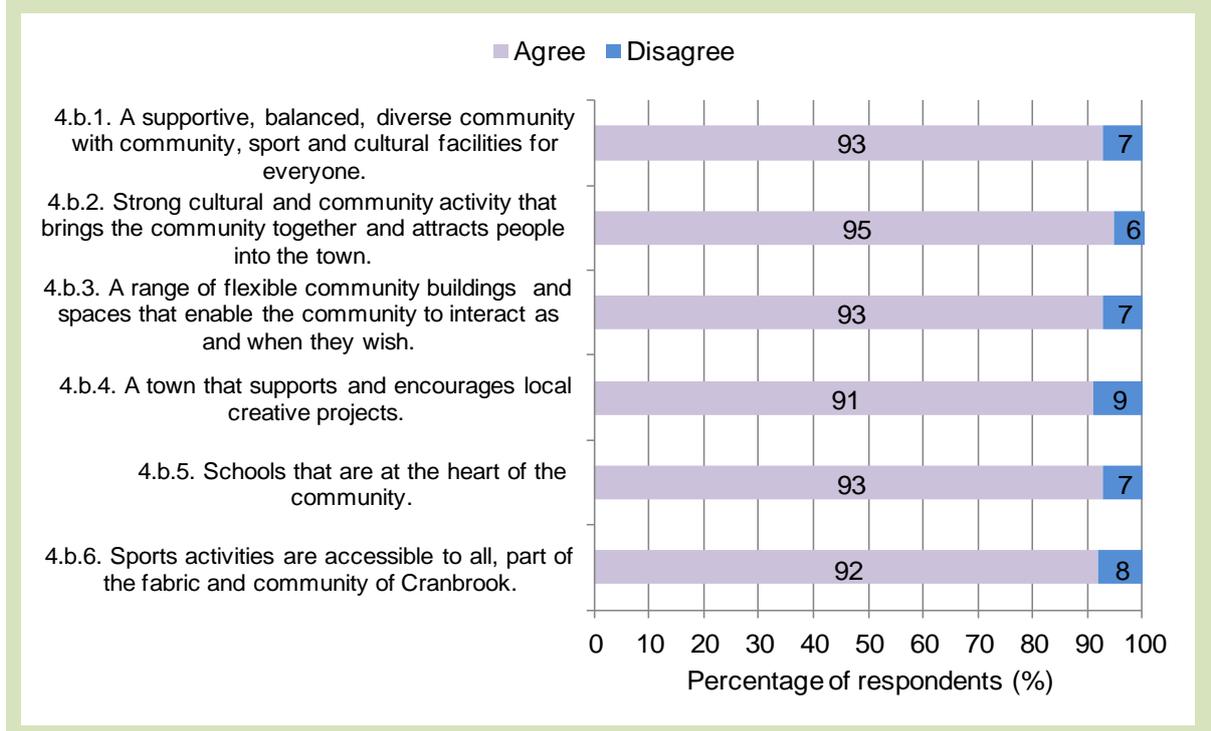
4.18 Whilst it was clear that there was strong support for objectives relating to health and wellbeing there were also concerns raised as well. Matters highlighted in the questionnaire that relate to Question 5a included:

- Concern was highlighted that health provision to date, and use of technology, has been lacking (though also concern that technology could lower the quality of services).
- There should be a small hospital.
- There should be more doctors.
- Aiming to be the best (4.a.2) is unrealistic and unfair to other settlements.
- Developments to date have not promoted health.
- Provision of a second GP practice should be considered now, given the lead time in commissioning. The current practice is likely to reach capacity very soon.
- Future health care provision could include walk-in centre or minor injuries unit (MIU) to avoid need for A and E visits.
- Promote healthy lifestyles to prevent health issues developing in the first place and keep people healthy for longer.
- Need a range of health service providers e.g. a dentist, physiotherapy etc.
- There is an over-reliance on technology to deliver services as not all groups will engage in this way.
- Provide suitable facilities for all age groups which would allow residents to remain within and continue to enjoy the town throughout their lives.

#### **Officer response and commentary**

- 4.19 The principles of providing a healthy town to live in and active lifestyles to promote health were strongly endorsed in responses received. It is seen as appropriate for the future policy document to follow through with positive health promotion. It was noted, however, that a number of respondents did raise concerns about the actual delivery of health services to date at Cranbrook and it is noted that there has been a delay in provision of a GPs surgery and constraints (real or perceived) on availability of Doctors.

## 5b. Do you agree or disagree with each of the objectives for culture, sport and community?



### Succinct summary of key points raised

4.20 There were 112, 109, 109, 105, 106, 108 respondents to the six statements (4.b.1 to 4.b.6 highlighted above). In all cases respondents were strongly in agreement with the proposed objectives for culture, sport and community uses. Against a range of suggestions there was an over 90% agreement in each instance.

4.21 Whilst it was clear that there was strong support for objectives relating to culture, sports and community facilities there were also concerns raised as well. Matters highlighted in the questionnaire included:

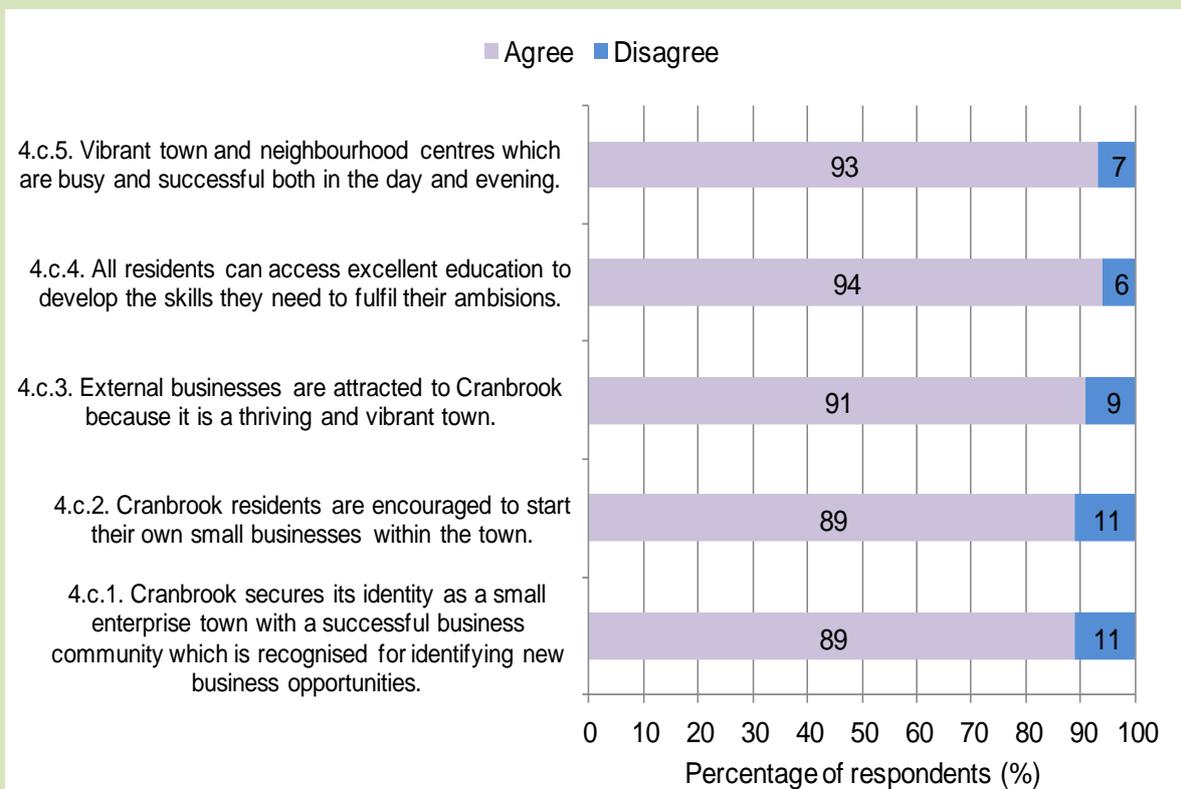
- There was concern raised that schools should not be at the heart of the community with this leading to head teachers determining what can (and cannot) take place.
- It was noted that some young people are alienated from the school environment and that making schools a central part of community could alienate them from community life.
- Concern was raised that facilities to support objectives would be delayed in provision and too expensive.
- There should be provision for older as well as younger residents.
- Having a diverse community was questioned.
- There is a need for a cultural centre to house services to include - cinema, library, theatre, art gallery, cafe and community garden.
- There is a need for a 'faith/community space' for vigils, funerals, weddings and worship.

- There is a need to tie in allotments with e.g. a community farm/city farm , which would encourage community involvement plus volunteering and skills training.
- There should be space for future community uses as the town grows and its needs evolve.
- Need for a dual Police and Fire Station, ideally paid for with an additional S106 contribution.

**Officer response and commentary on objectives for culture, sport and community**

- 4.22 From responses received it is clear that respondents favoured objectives for culture, sporting and community facilities though it was interesting to note that there were some concerns around the reliance and importance placed on schools being at the centre of the community.
- 4.23 The feedback on a need for greater future facility provision strongly echo wider consultation work at Cranbrook that highlights a lack of social, cultural, community and sporting facilities in the new town. It is recognised that opportunities need to be taken to encourage and support the provision of more and better facilities in Cranbrook.

**5C. Do you agree or disagree with each of the objectives for economy and enterprise?**



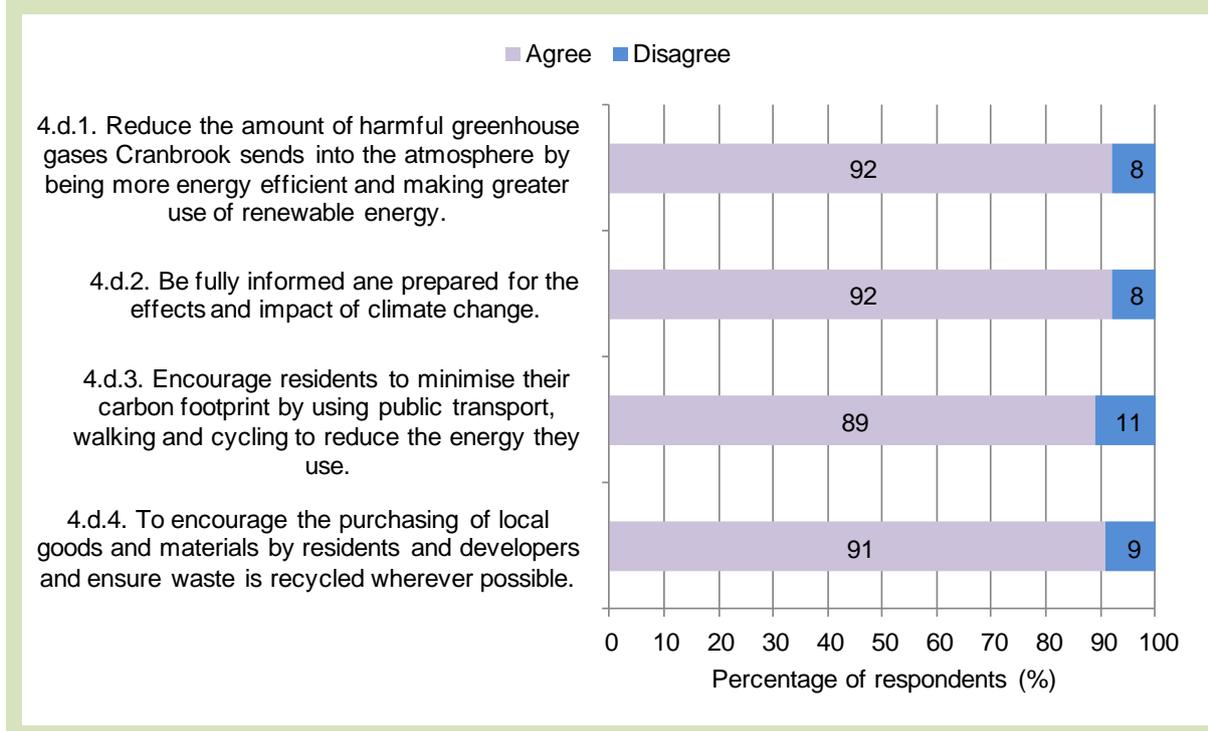
### **Succinct summary of key points raised**

- 4.24 There were, in order, 100, 100, 99, 101, 102 respondents to the five statements (4.c.1 to 4.c.5 (highlighted above)). In all cases respondents were in agreement with the proposed objectives for economy and enterprise. Against a range of suggestions there was over or close to 90% agreement in each instance.
- 4.25 Whilst it was clear that there was strong support for objectives relating to economy and enterprise there were also concerns raised as well. Matters highlighted in the questionnaire included:
- Concern that Cranbrook may grow too big and noisy.
  - Costs to local business are too great and there is no help for shops to open.
  - There is a lack of space and premises for businesses.
  - All sizes, including big chain stores, should be allowed to develop.
  - Concern that evening activity may lead to anti-social behaviour.
  - Rent for shops at Younghayes have put off people taking units.
  - It is questioned whether business from elsewhere will be attracted into Cranbrook.
  - The masterplan process is too slow - delays reduce the confidence of investors to invest/locate businesses in Cranbrook.
  - High quality, traffic free town centre needed with 'key' shops to draw in trade.
  - Need for a high quality shopping centre.
  - Cranbrook needs to offer something different to Exeter, or trade will be lost to the city.
  - 'Cranbox' business space is needed now as more substantial employment land will take a long time to come forward.
  - Opportunity to provide small retail units which offer local produce.

### **Officer response and commentary**

- 4.26 The strong support for a vibrant economy which supports a range of businesses and business opportunities came across strongly in feedback received. It will be appropriate for the Cranbrook Plan to actively promote business potential.

### 5d. Do you agree or disagree with each of the objectives for energy and climate change?



#### Succinct summary of key points raised

4.27 There were 109, 99, 108, 105 respondents to the four statements (4.d.1 to 4.d.5 highlighted above). Against a range of suggestions there was at or close to 90% agreement in each instance.

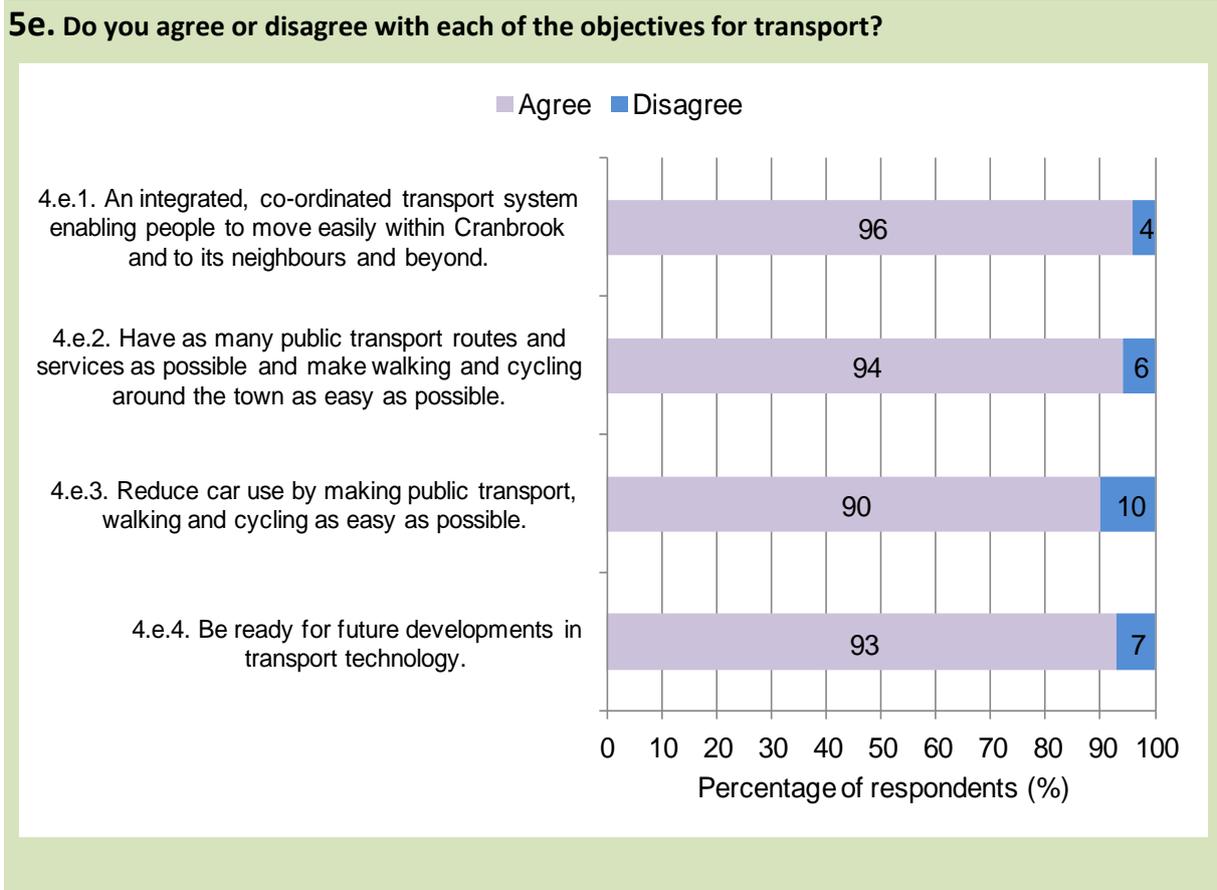
4.28 Whilst it was clear that there was strong support for objectives there were also concerns raised as well. Matters highlighted in the questionnaire included:

- There was concern that renewable technologies will unreasonably add to costs for residents.
- Traffic management improvements could reduce emissions.
- The science of climate change is unproven.
- The objective 4.d.1 is too vague and should be removed and replaced by a specific, measurable and time based on-site carbon reduction objective.
- Concern is raised that being tied to one energy provider for heat has resulted in extremely poor service and high prices.
- Access for emergency vehicles is constrained.
- The District heating scheme is overly expensive and holding residents to ransom.
- The Plan lacks ambition and doesn't make concrete commitments - a zero carbon aspiration should be the basis of the design and philosophy of the town.
- Energy efficient homes would reduce resident's costs and improve the eco-credentials of the town.
- An energy plan is required, updating the 2008 work commissioned from Element Energy.

- An additional objective is required which refers to the likely effects of climate change, particularly increased storm intensity and flood risk.
- Solar installations and water harvesting should be integral to future development and would not impact on viability (and delivery of affordable homes) in the way that wind turbines and ground source heat pumps might.
- The proposals in section 20 are more feasible for small scale or individual builds.
- Replace 4.d.1 with the following: Expand the existing district heating and combined heat and power system to deliver sufficient on-site renewable energy to make the expanded Cranbrook a true zero carbon on-site town by the time 5,000 homes are built.

**Officer response and commentary for energy and climate change**

4.29 In the Cranbrook Plan and future planning for Cranbrook it will be desirable to seek to actively plan for and promote energy efficiency measure; the levels of positive responses made indicates this to be a desirable outcome.



**Succinct summary of key points raised**

4.30 There were 110, 109, 107, 101 respondents to the four statements (4.e.1 to 4.e.4 highlighted above). In all cases respondents were in agreement with the proposed

objectives for transport. Against a range of suggestions there was 90% or greater agreement in each instance.

4.31 Whilst it was clear that there was strong support for objectives there were also concerns raised as well. Matters highlighted included:

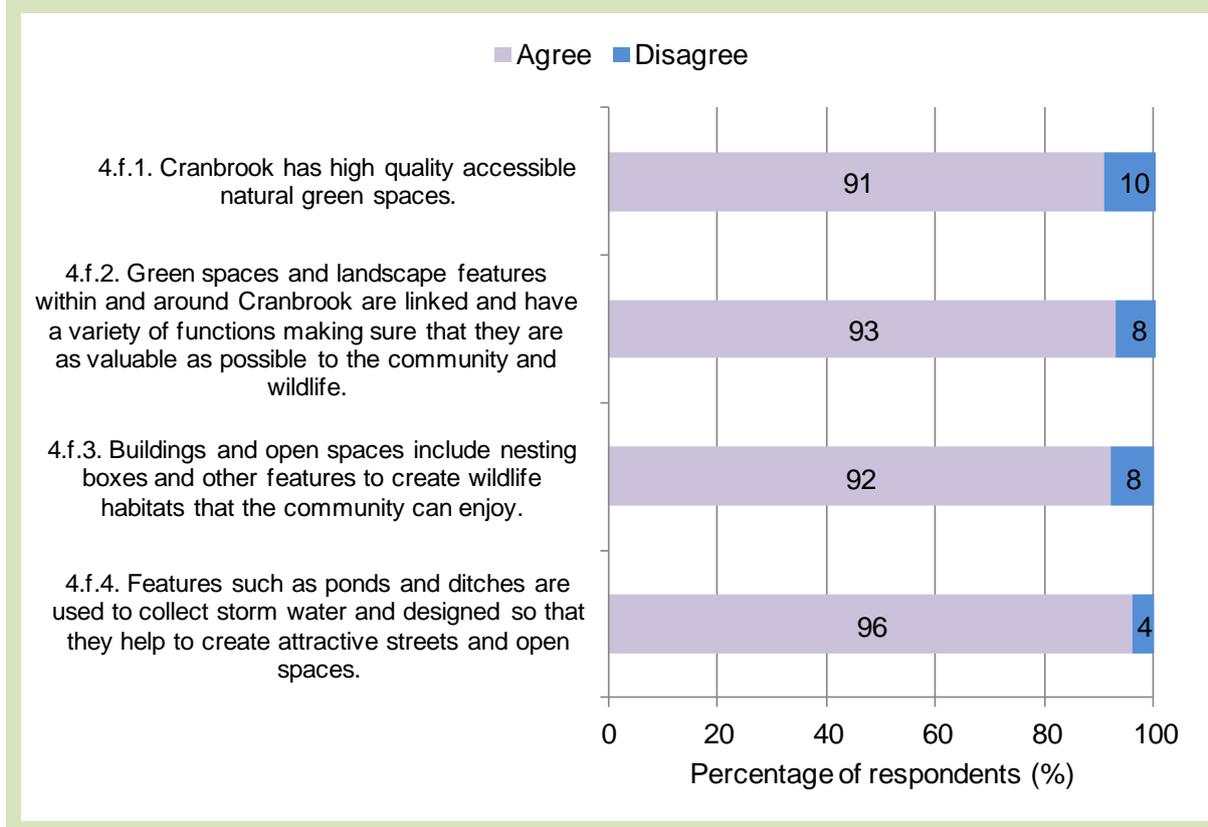
- Current provision of parking spaces is inadequate with clear rules and better regulation needed.
- It is impractical for many commuters and shoppers to use public transport, they are car reliant.
- There should be more and better provision for cyclists.
- Roads are inadequate to accommodate the number and volumes of traffic, especially with on-street parking.
- Garages are too small.
- Too much public transport, including a 2<sup>nd</sup> station, could be very expensive to provide and operate, it could affect development viability and the ability to secure other benefits for the town.
- It is seen as naive to think that people will give up using cars.
- Concern that there could be too many big buses and the pollution they generate.
- It is seen as inappropriate to have “as many public transport routes and services as possible”.
- A second station should be provided to the east, otherwise the stations will be too close, and the train line should be dualled to increase train frequency (and bring people into Cranbrook as a destination).
- A future station should be provided to the west with a new road from London Road.
- There is no need for a second station and this will slow the Waterloo service. Development would be better located close to the existing station.
- There is rail capacity for a metro service to Feniton, ideally with an additional service over a reopened stretch of track to Ottery St Mary.
- Integrated ticketing system and real-time digital service information would link bus and train provision effectively.
- There is a gap in bus service provision later in the evening, which makes it difficult to go into Exeter for dinner/theatre etc. as the only bus after 9.10 is at 11.10.
- The traffic on London Road needs to be calmed and/or the road layout amended in line with ‘manual for streets’. Design of sections of London Road and its junctions should reinforce the changing function through the development.
- Specialist consultants are needed to consider car-reduction methods and traffic implications- the Masterplan consultants do not have the experience/ qualifications.
- Too much emphasis on benefit of a second station, need meaningful plans and infrastructure investment in other transport means to effect a modal shift away from car reliance.
- By 2030 it is anticipated that 16,000 cars will be in Cranbrook area.

- Cycling is key to car reduction - safe, pleasant and useful routes, commuter cycle lanes must be provided.
- Provision of employment and day-to-day facilities close to people's homes is key to car reduction.
- Concern regarding existing parking problems and traffic danger around community buildings e.g. St Martin's School and a lack of public car parking.
- Acute lack of private car parking and EDDC do not enforce minimum parking standards or require usable garages.
- Cranbrook should have defined minimum car parking standards.
- Need to protect Crannaford level crossing and either cap new development or identify a trigger after which the crossing will be replaced by a bridge.
- Need to provide a comprehensive network of convenient, attractive and direct pedestrian/cycle linkages throughout the town and connecting to key amenities and onwards routes from Cranbrook.
- Need to maximise the potential of rail travel with additional infrastructure, convenient access and interchange.
- Design and route Main Link Road(s) to provide for sustainable movement and facilitate bus services that connect through the town, rail stations and onto major employment sites in Exeter and the Growth Point.
- Design of streets in accordance with Manual for Streets.

#### **Officer response and commentary**

- 4.32 Whilst there was broad support for the transport objectives there were a wide range of views expressed in respect of how they can best be implemented and there were wide ranging general comments on transport matters as well.

### 5f. Do you agree or disagree with each of the objectives for landscape and biodiversity?



#### Succinct summary of key points raised

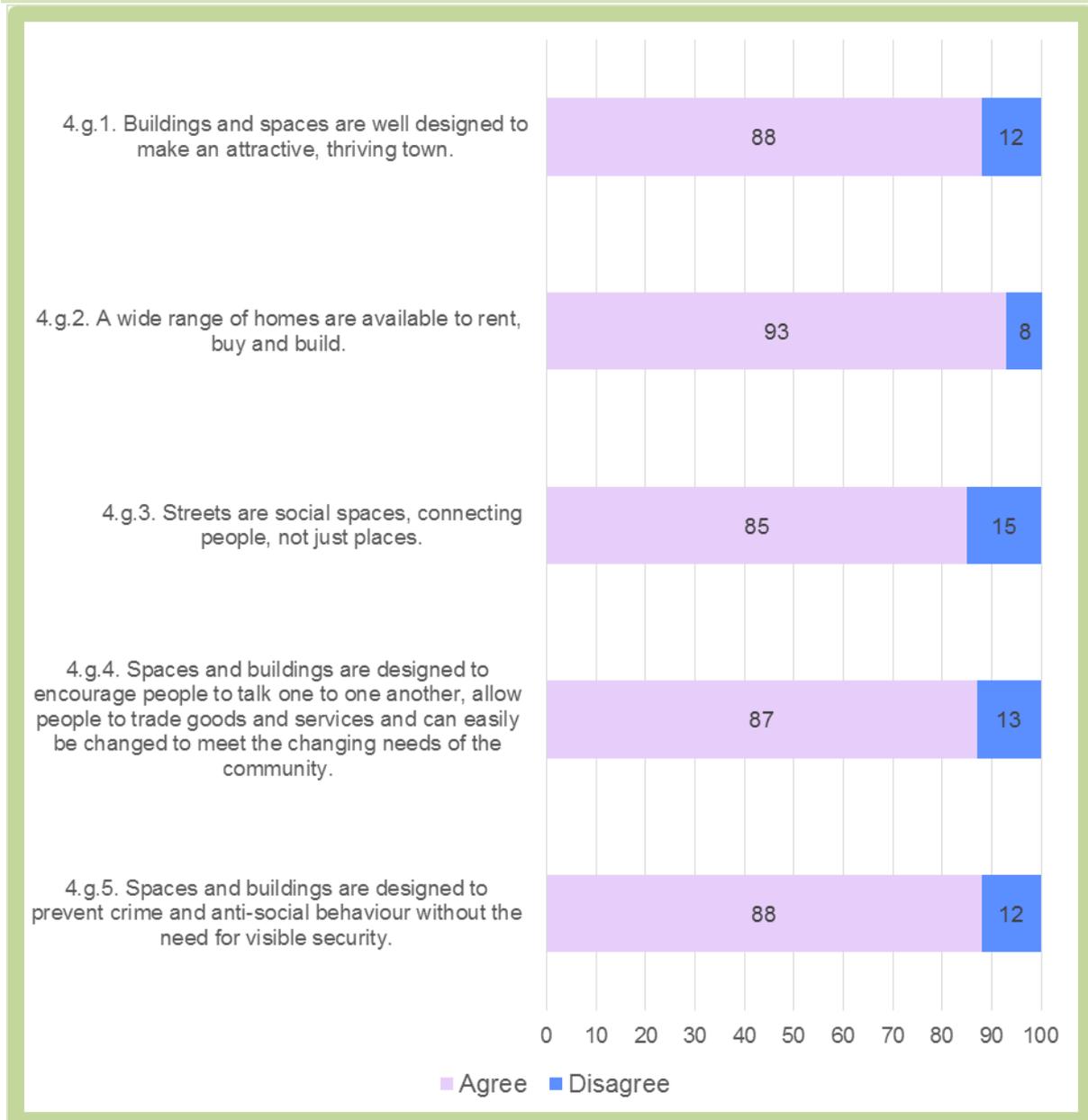
- 4.33 There were 105, 106, 105, 104 respondents to the four statements (4.f.1 to 4.f.4 highlighted above). In all cases respondents were in agreement with the proposed objectives for landscape and biodiversity. Against a range of suggestions there was 90% or greater agreement in each instance.
- 4.34 Whilst it was clear that there was strong support for objectives there were also concerns raised as well. Matters highlighted in the questionnaire included:
- Concern that ponds can create safety concerns and also encourage pests.
  - Little thought has gone into current landscaping, other than in marketing areas.
  - Some flexibility is needed in objectives for linking spaces noting that constraints exist – such as landownership and ecological considerations.
  - Unmanaged open spaces, such as ponds and ditches, will look a mess.
  - Birds and bats should not be encouraged in residential areas and homes but provision should be made in the countryside.
  - Soil protection and protection of best and most versatile agricultural land should be included.
  - Key priority habitats and species are not identified and therefore the strategic impacts on these cannot be assessed and mitigation can't be put in place.

- Ecological mitigation should be integral to the design and development process and mitigation should be implemented before the impacts occur e.g. ensure that features such as ponds and ditches allow wildlife to establish immediately.
- The landscape supports notable environmental features such as trees and hedgerows which should be integrated into new development. Native plant species should also be used to maximise wildlife benefit.
- Cranny Brook and Ford Stream have water quality and ecology considerations and opportunities for enhancement and protection should be included in the Plan.
- The Green Infrastructure Strategy should be mentioned in the Plan.
- The Historic Park and Garden at Rockbeare Manor should be mentioned as a registered landscape.
- There should be greater reference to the historic dimension of the landscape and its positive relationship with biodiversity and green infrastructure.
- Development should not be located on or over ridgelines which make it visually intrusive. Development on the more elevated areas would be potentially visible from a wide area and would elongate Cranbrook inappropriately.
- Further landscape and visual assessment is needed to define the capacity of the landscape and identify appropriate mitigation.
- There is a shortfall in green spaces, including allotments, sports pitches and cemeteries and this is underestimated in the Plan. The Country Park is unusable when flooded and does not make up this shortfall.
- Increased density in phase 2 is likely to reduce the public green space available.
- Should include community transport options such as car share / volunteer transport for less able etc.

#### **Officer response and commentary**

4.35 Landscape and biodiversity issues were clearly seen as important in responses and it is, therefore, critical that they feature in and inform proposals in the Cranbrook Plan.

**5g. Do you agree or disagree with each of the objectives for design and housing?**



**Succinct summary of key points raised**

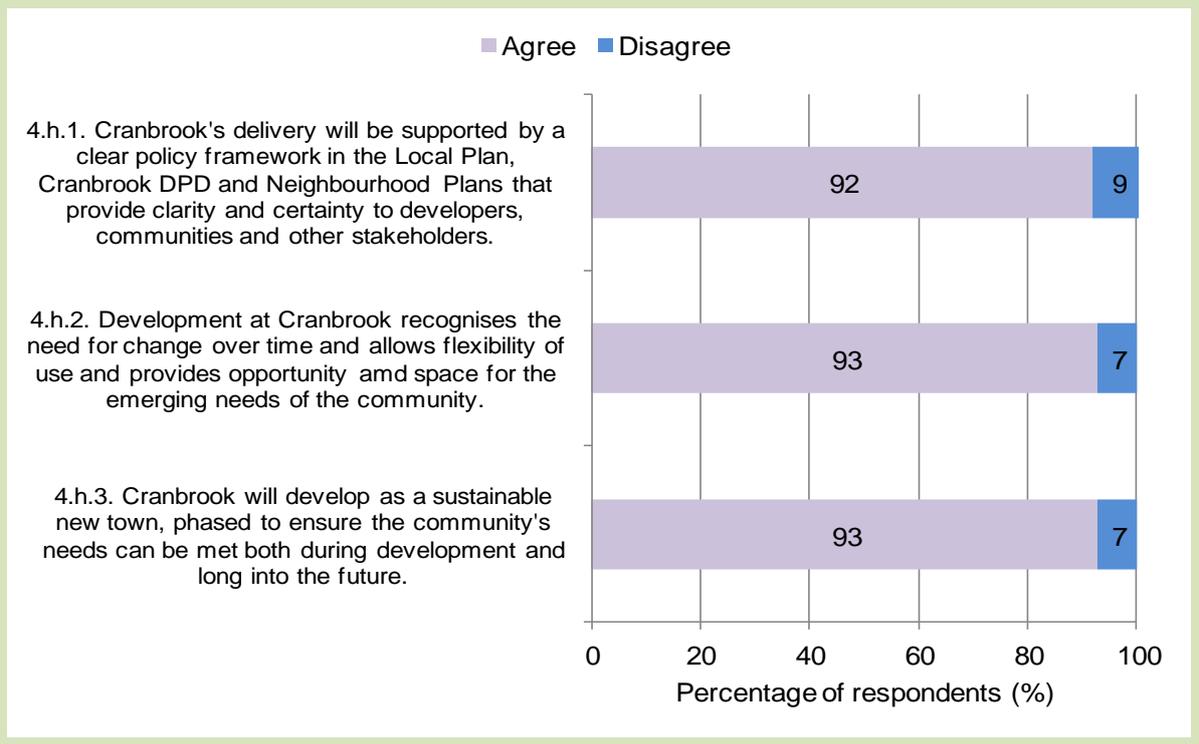
- 4.36 In all cases respondents were in agreement with the proposed objectives for design and housing. Against a range of suggestions there was over 85% agreement in each instance.
- 4.37 Whilst it was clear that there was strong support for objectives there were also concerns raised as well. Matters highlighted in the questionnaire included:
- Concern that social gathering outside people houses, including teenagers, could be anti-social.
  - Garden fences, at 6 foot high, do not encourage sociable environments.
  - There are too many social housing, this adversely affects St Martins school intake.
  - Lighting in the park is needed – but it could causes anti-social behaviour.

- Many buildings are too close together and streets not connected.
- It is questioned whether people will be able to build their own homes.
- It is seen as desirable for there to be a move from renting to buying.
- Concern that current security measures and approaches are not working.
- Scale of gypsy provision, 30 pitches, is seen as too great.
- Lack of clarity over who will run and manage any gypsy site.
- The view that East Devon District Council should plan for gypsy provision elsewhere across the District.
- Housing provision should meet the needs of people.
- It is questioned whether design can/should/will encourage people to talk to neighbours.
- Concern that use of dwellings for business activity could disrupt neighbouring properties and adversely affect values.
- Gypsy and Traveller sites should be dispersed throughout the District
- A number of refugees should be welcomed.
- Self-build housing should be encouraged.
- The expansion of Cranbrook should be delivered in a phased manner which promotes variation in the design of buildings and spaces in order to raise overall design standards and reduce the homogeneous character that currently exists across Cranbrook. Neighbourhoods should be "of Cranbrook" and underpinned by high quality urban designs with distinct character.

#### **Officer response and commentary**

- 4.38 The future success of Cranbrook will inevitably be influenced by the quality of overall design and therefore this will need to be a core output from the master planning. An area that generated some concern was the siting of gypsy and traveller pitches and some care and attention will need to be applied to ensure provision can go ahead in an appropriate manner.

### 5h. Do you agree or disagree with each of the objectives for delivery and flexibility?



#### Succinct summary of key points raised

4.39 In all cases respondents were in general agreement with the proposed objectives for delivery and flexibility. Against a range of suggestions there was over 90% agreement in each instance.

4.40 Whilst it was clear that there was strong support for objectives there were also concerns raised as well. Matters highlighted in the questionnaire included:

- More timely provision is needed for green space, recreation and community facilities.
- Should sit alongside a community strategy.
- Implementation should not be phased based on population growth but on community need.

#### Officer response and commentary

4.41 From responses received it is clear that a major concern was and has been the delivery of infrastructure alongside wider development. Securing supporting infrastructure and facilities alongside new housing will be a challenge for the Cranbrook Plan to respond to.

**6. If you disagree with any of the 36 objectives listed in question 5, please tell us how you would improve them:**

4.42 In total 45 respondents commented on this question and the comments mostly covered questions and matters raised in the section 5 questions, though some people also commented on additional matters. Rather than summarise and comment on matters raised that are specific to any individual question here they are included in the text and commentary that follows the section 5 questions above. There were however some more generic and wider points that were raised in comments that are highlighted below:

- It was considered there were too many objectives and too much emphasis on trying to manage the development of Cranbrook.
- The onus should be on setting objectives for the inhabitants of the town.
- There should be more emphasis on provision of infrastructure prior to the building and selling of houses.
- Better recycling facilities are needed.
- Planning for Cranbrook is constraining necessary development.
- There is a need to implement objectives and not just set them out.
- The view was expressed that Cranbrook should never have gone ahead.

**Officer response and commentary**

4.43 Whilst noting a range of points were raised is it the case that the planning for Cranbrook is and will go ahead. East Devon District Council, as the Planning Authority, will take a key role in planning for the development of the new town. It is recognised, however, that it is delivery of that counts rather than writing out nice ideas that may never happen.

**7. Would you add in any extra objectives?**

**If yes, please write the objectives you would add in below:**

4.44 There were 99 respondents to this question with 43 people suggesting that additional objectives should be added (see below).

**Summary of key points – extra objectives**

4.45 Whilst it was clear that there was support for objectives as written there were also many suggestions for additional objectives in the questionnaire, the most common / key points were:

- “Force the head of planning to live at Crimebrook”.
- More emphasis should be given to provision of amenities for all Cranbrook residents.
- Solar panels and green energy production should feature at Cranbrook.

- Objectives should include provision of a church, community meeting spaces and youth facilities.
- There should be more development and less policy of constraint on development.
- There should be more constraint and control on the developers – including legal agreements to require delivery of facilities.
- There are negative factors at play at Cranbrook – including concern over gypsy provision, crime, vandalism and lack of policy coverage.
- There is a need for a transport link to the airport.
- More developers are needed to increase housing choice.
- Sports facilities are needed.
- Links should be made with nearby communities, Broadclyst Station - a community of 100 properties, was highlighted as an area where links should be made.
- There was a view that Cranbrook will be a strong and resilient community where communities and individuals are empowered to take action, where self-determination enables a strong sense of citizenship and community ownership within the Town. That there is a vibrant voluntary and community sector that can organise. That citizens are engaged and that all groups have a real voice and are leading change
- Provision should be made of services as well as facilities.
- Cranbrook should be a town where voluntary and community sector providers are supported to build the social capacity, variety and resilience of the local community.
- Communities in the town should be at the centre of decision making.
- More and better parking should be provided.
- Infrastructure and facilities should be provided alongside or before development (not after).
- Reduce car use and make walking and cycling more attractive means to travel.
- Development to date has destroyed top soil and made gardens very difficult to garden in.
- Flexibility needs to be built into the objectives for the town.
- Care homes are needed.
- Business should be supported.
- More open space and parkland is needed.
- Better broadband and data coverage is needed.
- Mandate that any further new developments in Cranbrook shows evidence of how it supports the objectives.
- Performance against objectives should be measured and actions taken to address shortfalls.

#### **Officer response and commentary**

- 4.46 In response to the question around extra objectives for the plan many of the comments raised in the question related to specific facilities needed or short comings in Cranbrook (rather than potential extra objectives as such). The fact, however, that need for facilities

featured in a number of the comments indicates a need for a renewed efforts to support and encourage facility provision.

- 4.47 There was one respondent that considered that planning was inappropriately constraining Cranbrook and especially the delivery of housing. But in contrast a number of respondents highlighted concerns, which should be reflected in objectives, around the need for greater planning, control and management. Specific comment was made that there should be greater local control and decision taking.
- 4.48 Whilst further consideration will be needed around if and how objectives should be refined it is seen as appropriate to review objectives and specifically to look at ways to use or define objectives in such a manner to secure or encourage greater and more timely delivery of services and facilities. It is not known whether the head of planning will choose to move to Cranbrook.

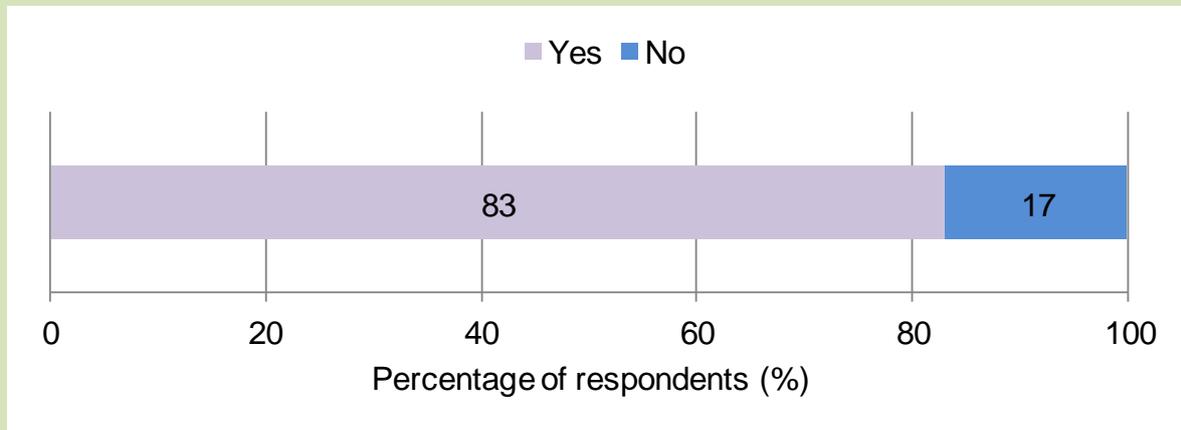
## Issues – health and wellbeing – Questions 8 to 10

- 4.49 Chapter 5 of the Issues and Options report was entitled 'Issues' and highlighted a number of factors that would be relevant to inform development at Cranbrook. Airport noise was identified as a significant consideration.

### **Airport noise**

- 4.50 A specific question was asked about aircraft noise with background detail contained on page 40 (and elsewhere) in the issues document. There were 111 responses to the question below.

**8. Airport noise is an issue that affects the future expansion of Cranbrook. Research has found that living in areas where noise is above a certain level is harmful to people's health and wellbeing. The World Health Organisation has recommended a noise limit which, if we were to follow this, would restrict the areas available for development in Cranbrook. Should we follow the noise limits recommended by the WHO?**



**If yes, please tell us why:**

4.51 Of those that responded 80 (83% of total responders) endorsed following World Health Organisation (WHO) limits.

**If no, please tell us what alternative noise limits you would apply and why:**

4.52 There were 16 respondents that gave alternatives to World Health Organisation noise limits.

**Summary of key comments – WHO noise limits**

4.53 The clear majority of respondents to the question around airport noise endorsed the view that World Health Organisation noise limits in planning for new development should be applied (noting that this would place limits on Cranbrook development). There was, however, a reasonably sizeable minority of respondents (17%) that took a counter view. It is relevant to highlight that one respondent (the agents acting of the new community consortium) in a separate non-questionnaire response presented evidence to challenge the technical robustness of application of World health Organisation standards at Cranbrook, suggesting that on balance they are over-restrictive.

4.54 The most common/key points raised in the questionnaire responses that highlighted problems included:

- A number of respondents explicitly considered the World Health Organisation standards to be the correct one to use.
- Some respondents highlighted that it was outside areas (and inside when windows were open) when noise would be most relevant.
- Overarching concerns around the adverse impacts of noise were noted.

- Health and wellbeing concerns were highlighted.
- Noisy living environments would lead to complaints about airport operations.
- Airport noise complaints could result in curtailing future airport development and expansion.
- Late night aircraft engine testing is an especially noisy occurrence.
- People will not live in noisy houses if they are built.
- It was pointed out the airport was in existence long before Cranbrook.
- Other forms of pollution were also highlighted.

4.55 There were, however, responses that challenge the standards and also highlighted potential mitigation measures, these raised points that included:

- Development can be laid out, and uses varied, so that less sensitive uses were located in noisier areas.
- Mitigation measures, such as design, layout, double glazing, can overcome concerns.
- Few people spend time outdoors where the noise issues really matter.
- People can make up their own mind over where they live.
- Airport noise levels are not constant.
- The use of World Health Organisation standards were challenged and they were not regarded as technically robust and applicable under planning guidance.
- It was considered that the airport is not that noisy and noise patterns are not continuous.

#### **Officer response and commentary**

4.56 It is noted that World Health Organisation standards are higher than some other standards that exist and also it may technically be possible to mitigate for noise in some circumstances. However, it is considered that in the context of planning for brand new substantial housing development, in the form of extensions to the new town, it is appropriate and desirable to apply higher standards both to ensure a high quality living environment for future residents and also to ensure that the future operation of Exeter airport is not prejudiced by complaints and objections from nearby residents suffering from airport related noise problems and pollution.

4.57 Notwithstanding the general approach identified above the question below and responses received are of relevance.

**9. Please tell us about any suggestions you have for how the negative impact of noise from the airport can be reduced to acceptable levels within Cranbrook, both in buildings and outdoor spaces:**

4.58 There were 69 respondents that provided comments or suggestions in respect of negative noise impacts.

**Summary of key comments – how negative impact of noise from airport can be reduced**

4.59 The most common/key points raised in the questionnaire were:

- Better sound insulation.
- Different building orientation.
- Use of trees as noise buffers and to provide sound insulation.
- Increased planting and screening.
- Building noise buffers, including earth mounds.
- Locating non-residential uses close to the airport.
- Banning night time flying and limits on engine testing.
- Build elsewhere/don't build around the airport.
- There is not considered to be a problem.
- Build an engine testing pen/move engine testing site.

**Officer response and commentary**

4.60 It is noted that a range of suggestions were highlighted that could mitigate against noise. A number of respondents highlighted the potential for tree planting, this however could be in-practical as it may attract flocks of birds which would be a safety concern in respect of airport operation. Suggestions around better noise insulation, orientating buildings so that they are less prone to noise pollution and placing less noise sensitive uses in more noisy areas would be more practical proposals.

4.61 There were suggestions to place constraints on airport operations, especially night time flying/engine testing, but counter to this was the case that the airport has been in existing and operation for a long time before the housing and in respect to night time engine testing this is linked to engineering and maintenance works undertaken at the airport which is a major part of the overall business operation.

4.62 A number of respondents opposed development in areas that could be affected by noise and some respondents highlighted that there are alternative areas where development could occur. Some respondents questioned the need/desirability for extra development.

**Wider health issues**

4.63 On a wider level a general question on health matters was also raised.

## 10. Please tell us about any other comments you have on the health and wellbeing section:

4.64 There were 51 respondents that provided comments on wider health and wellbeing issues.

### Summary of key comments – other health and wellbeing

4.65 In common with a number of questions and responses there was a strong feeling that there is a need for more and better social, community and sporting facilities. A number of respondents highlighted the health benefits that would come from more activity and the limitations of what exists at present. More and better medical facilities also feature in representations but a respondent highlighted that there is too much onus on trying to “micro manage everything”.

4.66 The most common / key points raised in the questionnaire were:

- Greater tree planting was highlighted as desirable to promote health and for wider benefits.
- More medical facilities should be provided to address depression.
- More and better landscape open space should be provided.
- There should be detailed health plans.
- A strong primary health care team should be in place.
- There should be a hospital.
- Attention should be placed on caring for what will be an aging population.
- There should be greater access to services and community activities.
- There should be better facilities for sports and recreation.
- Social housing should be kept for local people.
- Spiritual provision is important.
- Don't micro manage everything.
- Better footpaths and cycleway are needed.
- Shops should sell healthy food.
- There should be single story dwellings for the elderly.

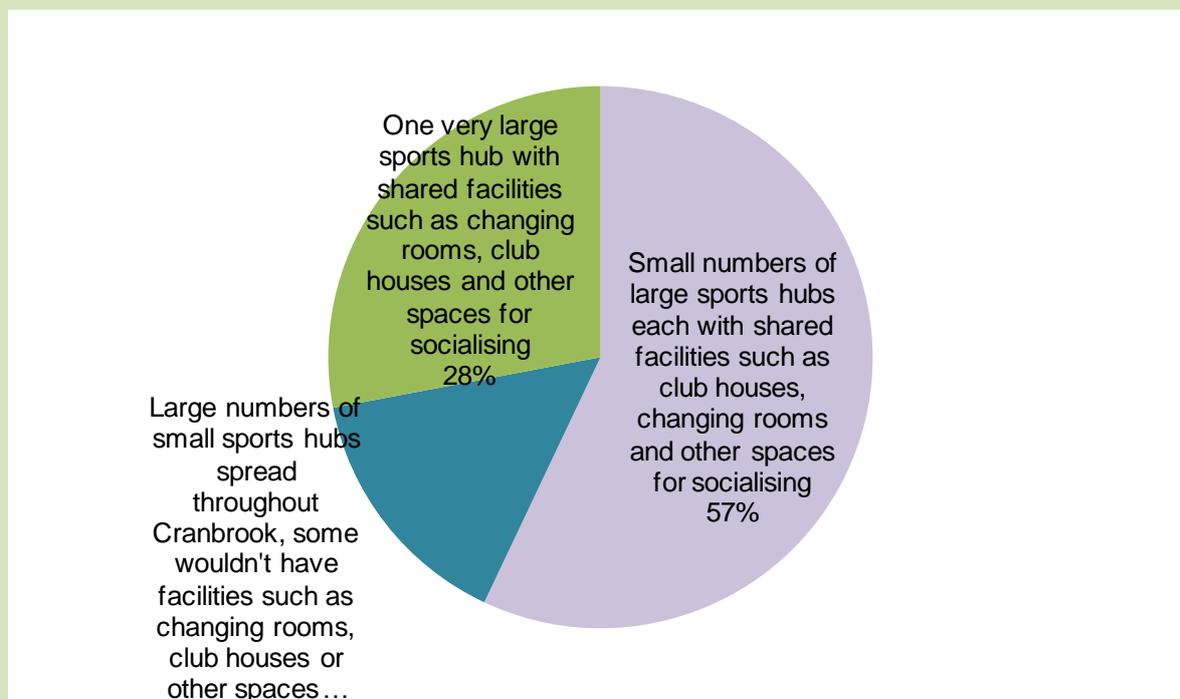
### Officer response and commentary

4.67 There were a number of matters raised, for example around range and quality of facilities, that can be addressed in drafting of the Cranbrook Plan. In some cases, however, potential for provision will be outside of the control of the Cranbrook Plan. Whilst a new hospital, for example, may be seen as desirable it is probably unlikely that the health service will pay or plan for such provision. It is, however, very reasonable to seek to gain enhanced doctor and other health provision as Cranbrook expands.

4.68 Determinants of health and healthy lifestyles include the accessibility, usability and attractions of open spaces and areas to walk and cycle in or otherwise participate in recreational activity. An outcome to be carried through into the Cranbrook Plan will be a focus on seeking and promoting high quality provision.

Issues – culture, community and sport – Questions 11 to 12

**11. Which option would you prefer for sports in Cranbrook, all of which would provide the same number of pitches for a wide range of sports:**



**Please explain your reasons for your answer to question 11:**

4.69 There were 104 respondents that answered the question above. Most respondents, 57%, wanted to see a small number of large sports hubs, each with a range of facilities and this option was over twice as popular as the approach of providing a single very large sports hub. Only 15 % of respondents favoured a large number of small sports hubs. There were 91 respondents that explained their answers to question 11.

**Summary of Comments Received**

- 4.70 The most common / key comments given in the questionnaire were:
- A concern that one big facility would be overwhelming,
  - More economical to provide bigger facilities but also, and in contrast, there was some support for a greater dispersal of facilities.
  - Other facilities need to be provided alongside sports pitches, specifically to include changing facilities.
  - Facilities need to be located so that they are accessible to people and in walkable locations from where people live.

### **Officer response and commentary**

- 4.71 Whilst there was a general view in favour of sports facilities there were some respondents favouring larger facilities noting economies of scale that could be generated that contrasted with views highlighting the benefits of accessibility and choice that more dispersed local facilities would offer. In planning for sports facility provision the Cranbrook Plan will need to strike a balance between ensuring people can access facilities but also ensuring that costs associated with provision are affordable.

## **12. Please tell us about any other comments you have on the culture, community and sport section:**

- 4.72 There were 53 respondents that provided comments on this question on culture, community and sport.

### **Summary of key comments – other culture, community and sport comments**

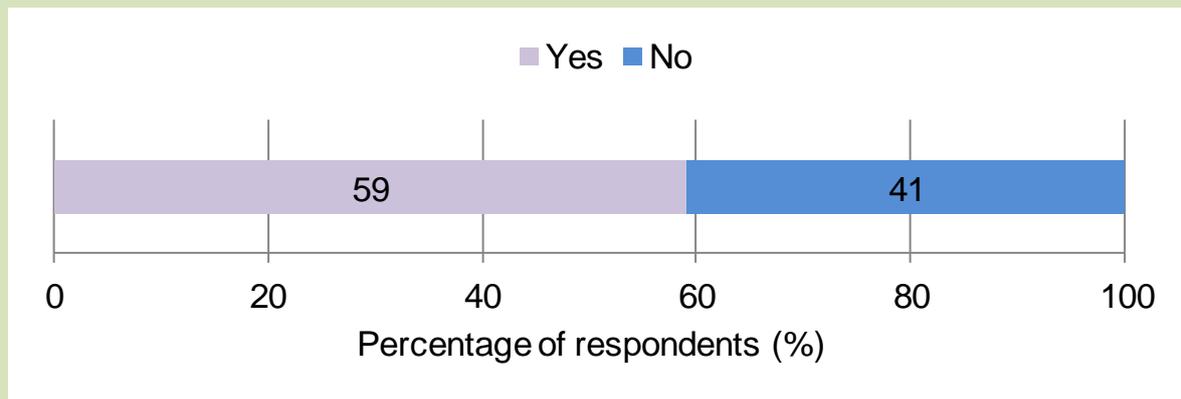
- 4.73 The most common / key points raised in the questionnaire were:
- There was support for temporary buildings for cultural, community and sports use.
  - Suggestion for need for a probation building.
  - Facilities need to be high quality and fit for purpose.
  - Scout and guide facilities are needed.
  - A swimming pool is needed.
  - There should be more cultural and arts spaces.
  - A skate park and BMX track is needed.
  - Affordable space should be available to hire.
  - A velodrome is needed.
  - Formal as well as informal spaces should exist.
  - Facilities should be provided in a timely manner and be adaptable for differing uses.
  - An indoor play centre is needed.

### **Officer response and commentary**

- 4.74 Respondents highlighted a wide range of additional facilities that they would see as desirable in Cranbrook, whilst many were in respect of sporting facilities there were also respondents that were very keen to stress the need for cultural and community facilities. Accessibility and affordability of facilities was also stressed in submissions as was the relevance of community 'ownership'.
- 4.75 In taking forward proposals for Cranbrook there will need to be thought given to the type of facilities that are provided and the mechanism to support implementation.

Issues – economy and enterprise – Questions 13 to 18

**13. Do you think that houses and other buildings and spaces in Cranbrook should be designed so they can meet a variety of different uses in the future, including homes becoming business and businesses becoming homes?**



**Please explain your reasons for your answer to question 13:**

4.76 There were 103 respondents that answered the initial question and 79 that explained the reasons for their answer to question 13. Most respondents (59%), but certainly not an overwhelming majority, considered that buildings and spaces should be designed to be adaptable. Of those passing comment 43 said yes and 35 no.

**Summary of key comments – adaptable buildings**

- 4.77 Comments given by respondents in the questionnaire included:
- Support for interchangeable facilities but need to be small scale in defined parts of the town.
  - Concern over amenity impacts on residential areas.
  - Support for home working but noted many garages are too small for business uses.
  - Concern over lack of local jobs.
  - Concern that buildings and spaces may be too expensive for businesses.
  - Desire for spreading of businesses across Cranbrook.
  - Need seen for flexibility in buildings.
  - More spaces and facilities are needed for businesses.
  - View that there should be a district separation between houses and businesses.
  - Impacts of businesses in residential areas would be noisy and congested.
  - Homes should be built as homes and not flexible in terms of future use potential.
  - Adverse vehicle and transport impacts would arise.

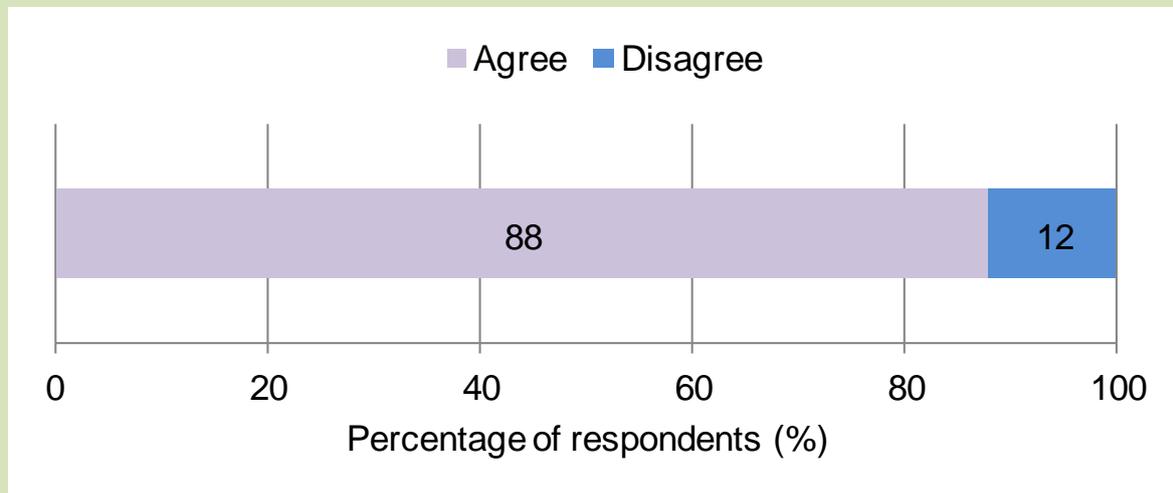
- Unfair on people who purchase houses in residential areas with a desire for them to stay residential.

**Officer response and commentary**

4.78 There was clearly a notable concern, including amongst those that favoured adaptable building and those opposed, about the potential adverse impacts that business uses can have in residential areas. Themes such as congestion and adverse amenity impacts were commonly cited whilst a number of those opposed to adaptable buildings were of the view that residential areas should be maintained as residential, noting that this is what purchasers will have bought in to.

4.79 It would be desirable, in any policy approach that does seek to introduce adaptable buildings, for great care to be taken in respect of potential for minimising the risk of adverse amenity impacts. It would also seem sensible to be clear where such adaptable buildings may be located in order that people are well informed when making property choice decisions.

**14. Do you agree or disagree with the following statement: “To enable businesses to start up and grow as and when they are needed in Cranbrook a variety of spaces and buildings should be made available when and where they are needed”**



**Please explain your reasons for your answer to question 14:**

4.80 There were 101 respondents that answered this initial question and 69 respondents explained their reasons for their answer. The vast majority responding were of the view that for business uses a variety of spaces should be available when and where they are needed.

### Summary of key comments – variety of spaces and buildings for businesses

- 4.81 The most common / key reasons and other comments given by respondents in the questionnaire were:
- Local business were seen as important.
  - Flexibility and affordability are very important.
  - Use of shipping containers was opposed by some, but supported by others.
  - View that the town centre and other employment sites should meet need.
  - Premises for small businesses are especially important.
  - A development worker is needed to promote business.
  - Business premises should be grouped together, there should be some control on where they can go.
  - Young people and women need particular support in promoting businesses.
  - Offices should be available by the hour/day.
  - Action should be taken to actually build premises.
  - Roads and parking are not suitable.
  - Business uses should not be at the expenses of everyone else.
  - Office spaces should not actually be inside homes.
  - Should look at potential at the Younghayes centre.
  - Premises need to be built early on in the development process.

### Officer response and commentary

- 4.82 Whilst most respondents favoured planning for and promoting business start-ups there was some opposition with potential adverse amenity impacts highlighted as a possible down side. Many of those that favoured provision of spaces for business stressed the need for affordable and flexible units and it was stressed that spaces should be provided in line with or ahead of other developments (housing) rather than lagging behind. A number of respondents expressed a positive view towards Cranbox/use of shipping containers for business use but there was also opposition.
- 4.83 As with a wider policy for promoting job growth and economic development it would be appropriate for care to be taken over the siting and nature of any provision. Possible adverse amenity and traffic impacts remain a concern.

### **15. Please tell us about any suggestions you have for how a variety of spaces and buildings for businesses could be made available in Cranbrook where and when they are needed:**

- 4.84 There were 52 respondents that gave suggestions.

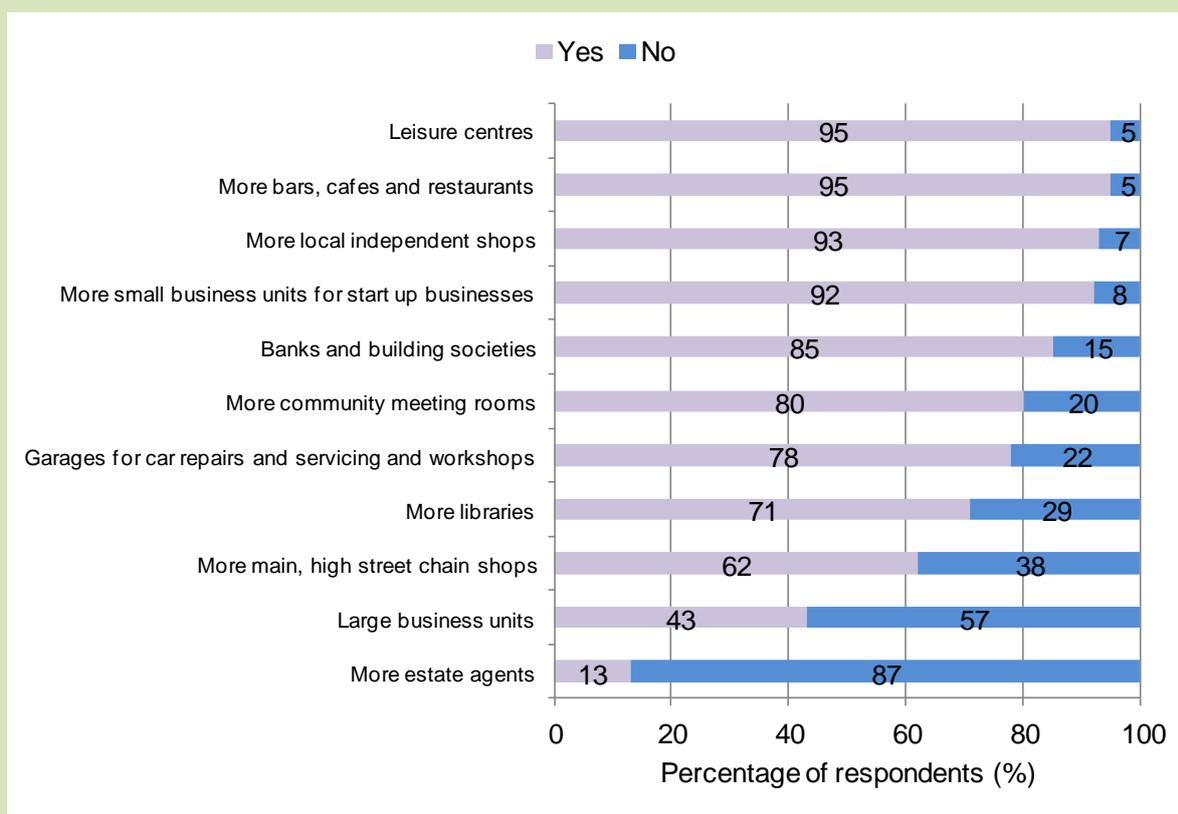
**Summary of key comments – suggestions for how a variety of spaces for businesses can be made available**

- 4.85 The most common / key suggestions and other comments given by respondents in the questionnaire were:
- Empty spaces should be avoided – occupancy clauses used.
  - Temporary well designed spaces were endorsed by some respondents.
  - Small units should be available.
  - A town centre is urgently needed.
  - Lower rents should be applied to small units.
  - Units should have flexible floor space suitable for sub-division.
  - Small business is general should be promoted with spaces available for them to use.
  - Till house buildings should be renovated and use for business purposes.
  - A central space for business and community use could be provided – to also incorporate cinema and staging events.
  - Spaces should be located next to Council’s chief executive home.

**Officer response and commentary**

- 4.86 As with previous responses to business space provision and activity there was general support for initiatives that would promote more business activity.

## 16. Do you think Cranbrook needs the following in the future?



### Please tell us about anything else you think Cranbrook needs more of, or any of in the future:

4.87 There were 11 yes/no options to tick in respect of this question, with - from top to bottom – 106, 101, 104, 98, 102, 92, 94, 94, 82, 77, 92 respondents to each option. There were 56 respondents that commented on what else they think is needed in Cranbrook.

4.88 More leisure and recreation uses and shops and commercial premises were widely supported, but more estate agents were not seen as desirable and large business units (in comparison with small units) were not widely supported.

### Summary of key comments – what Cranbrook most needs in the future

4.89 The most common suggestions and other comments given by respondents in respect of what they would like to see provided or more of included:

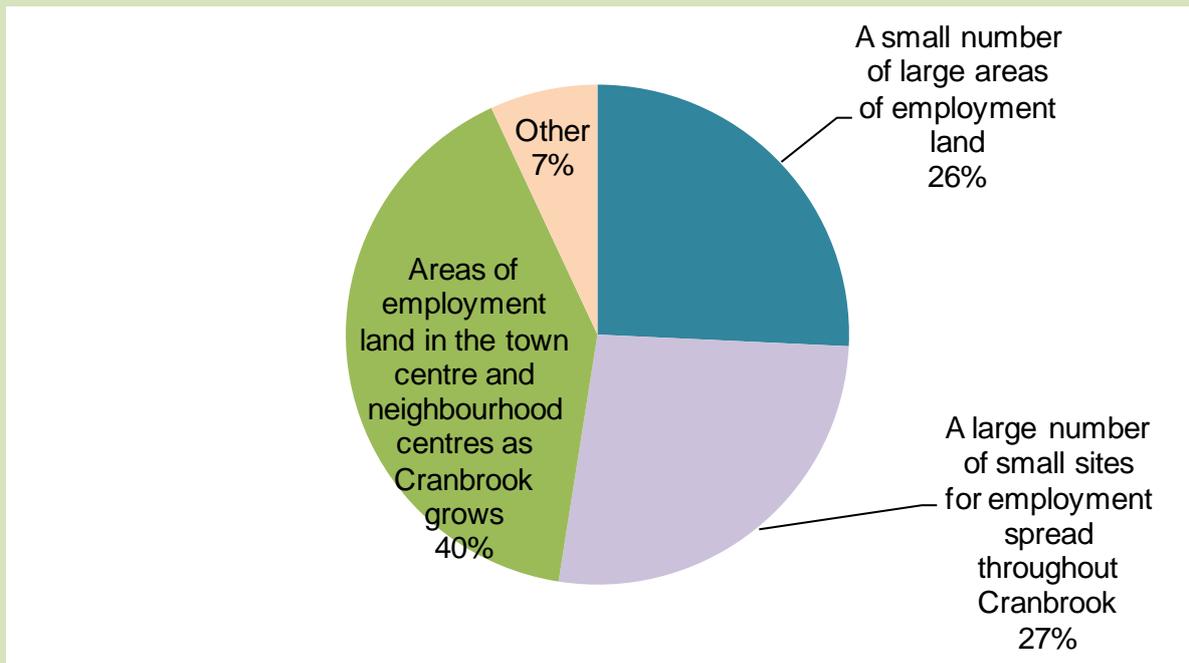
- Swimming pool.
- Library.
- Bank.
- Hairdressers.
- Card shop.
- Church in the town centre.
- Performance space.
- Cinema and bowling.
- Facilities for walking and cycling.

- More shops in general.
- Youth facilities and also for older people.
- Hospital and health facilities.
- Many other services and uses were also highlighted; and
- One respondents did highlight the need for estate agents.

**Officer response and commentary**

4.90 In responses received a whole host of differing facilities, much as could typically be found in long established towns, were highlighted as needed or desirable. In the Cranbrook Plan work there will be the need to promote and encourage a wide range of uses in the town though it can be expected that innovative ways in order to secure provision will be needed.

**17. The Local Plan states that 18 hectares of land is needed in Cranbrook for employment uses such as offices, industrial spaces, workshops, shops throughout the town. In total this will be an area 27 times the size of Exeter City's football pitch at St James' Park. There are different ways this could happen, what would you prefer?**



**Please explain your reasons for your answer to question 17:**

4.91 There were 105 respondents that answered this initial question and 69 respondents explained their reasons for their answer. The answers provided presented no clear consensus on the preferred approach to locating new employment land. However, with 40% of respondents highlighting the town and neighbourhood centres for employment growth there was some weight behind this option. Also, the options of a small number of large areas and a large number of small areas might not have been seen as mutually exclusive to a town centre and neighbourhood centre concentration approach. It is

relevant to note that a small number of large sites and a large number of small sites each got very similar endorsement rates (in each case just over a quarter of responses).

### **Summary of key comments – how employment land should be delivered**

4.92 The most common / key reasons and other comments given by respondents in the questionnaire were:

- A respondent suggested locating employment uses away from Cranbrook and others questioned the role that Skypark and the science park would play.
- There were responses that were concerned about amenity impacts.
- It was suggested that provision should be in locations that are easy to walk to.
- Located in clear zones of activity.
- Larger uses at the edges and a town centre for smaller scale uses and activities.
- Adaptable local authority owned offices should be provided.
- A spread of employment spaces across the town.
- With a large number of sites a number of respondents stressed ease of accessibility.
- Large units should be along London Road.
- Located in neighbourhood Centres employment spaces could help create a sense of community.
- Cranbrook should expand organically to growth.
- Grouping of uses, especially retail, will mutually support growth.

### **Officer response and commentary**

4.93 From review of responses and comments received there was no overwhelming clear picture pattern on locational preferences for employment land provision. As with other employment use questions there was a broad, but not universal view, that Cranbrook should support jobs but a range of views on where; notwithstanding this point a number of respondents highlighted the relevance of town centre locations but even with this approach there was some support for separation of different types of uses in the centre.

4.94 For the Cranbrook Plan it would seem appropriate for further thought to be given to business locations options noting lack of clear consensus in comments received.

## **18. Please tell us about any other comments you have on the economy and enterprise section:**

4.95 There were 17 respondents that commented.

### **Summary of key comments – other comments on economy and enterprise**

4.96 The most common / key other comments given by respondents in the questionnaire were:

- There was the view that there should be areas of low rent for business start-ups.

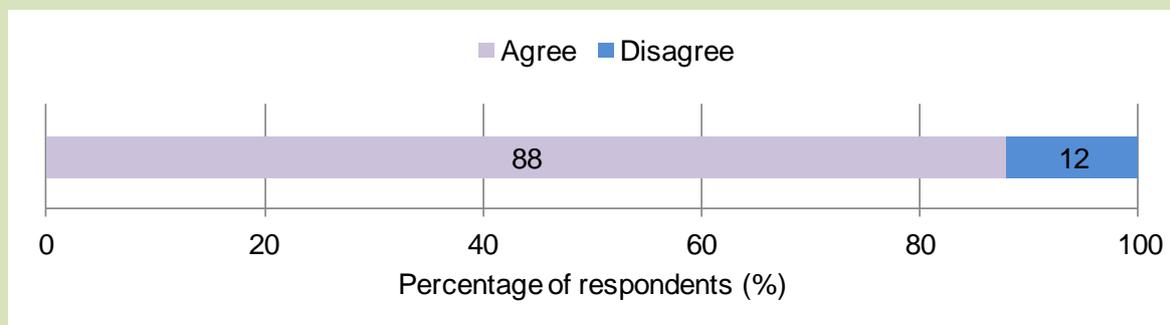
- The number of jobs provided should be greater than current figures quoted.
- As people will work in Exeter investment should go into the railway.
- A mix of national and local retailers should be present.
- Buildings for business should be flexible and adaptable.
- Interesting and unusual building design should be a stimulus for business.
- A skills centre should be provided.
- Jobs should be provided now to stop people going elsewhere for work.
- A central focus with a town square should feature in the town centre.
- Provision of facilities should happen sooner.

### Officer response and commentary

4.97 The responses to the question largely replicated themes and issues raised elsewhere in consultation. The answers provided did, however, provide a broad picture and reassurance that most people wanted to see job and employment opportunities at Cranbrook.

## Issues – energy and climate change – Questions 19 to 21

**19. Do you agree or disagree with this statement: “More should be done to make sure that Cranbrook uses less energy and make sure the energy it does use comes from natural resources such as sun, wind and water rather than fossil fuels”.**



**Please explain your reasons for your answer to question 19:**

4.98 There were 105 respondents that answered this initial question and in total 67 respondents explained their reasons for their answer. With an 88% approval rating there was strong support for energy efficiency and renewable technologies to be utilised at Cranbrook.

### Summary of key comments – other comments on energy and climate change

4.99 Comments given by respondents included:

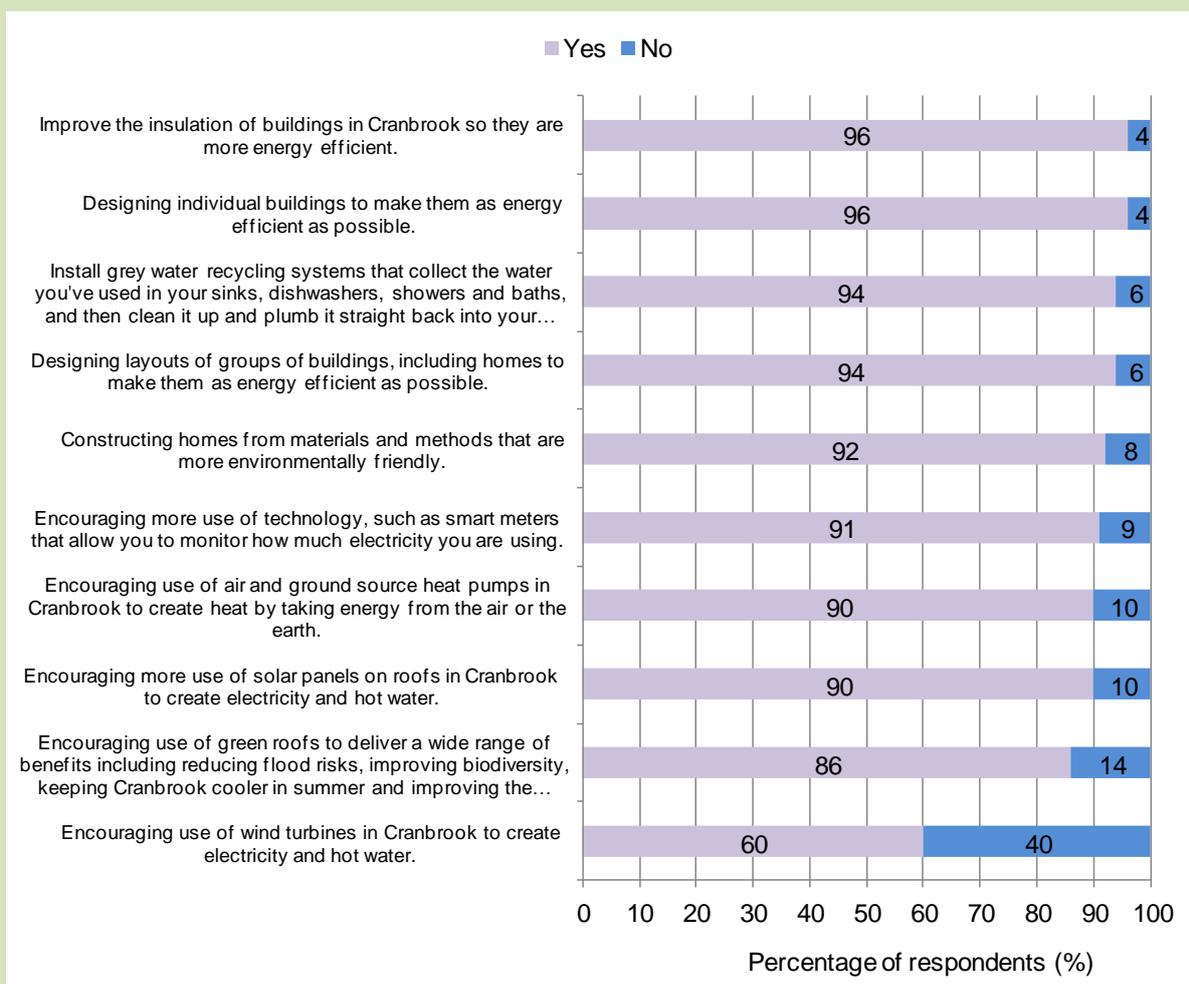
- There were expressions of support for a range of technologies but solar panels were favoured for incorporation in development to a much greater extent than other technologies.

- In general more should be done to support and promote renewable technologies and a view that Cranbrook should be forward looking in promoting sustainability standards.
- A view was expressed that heating bills are too expensive – but also concern was expressed that installation of renewable technologies could be expensive and that Cranbrook should not be treated differently from other towns.
- A view was expressed that there should be a specific carbon reduction plan at Cranbrook.
- The existing district heating system came in for some criticism – including in respect of not being bio-mass fuelled but also in respect of cost and effectiveness.

#### **Officer response and commentary**

4.100 Whilst there were some concerns around possible cost associated with renewable technologies there was, generally, support for provision, especially of solar panels. It will be relevant for the Cranbrook plan to specifically look at options and potential for promoting or requiring greater provision for renewable energy generation in the town.

## 20. Do you think it's important to improve or include the following in Cranbrook?



**Please tell us about anything else you think is important to improve or included in new buildings in Cranbrook to help make the town more energy efficient:**

4.101 There were different numbers of respondents for each part of the question, from top to bottom – 102, 103, 99, 96, 101, 99, 90, 92, 87 and 88. The percentage response rates for all bar the last option, encouraging wind turbines, show strong support for energy efficiency technologies and approaches to development. The least popular option was provision of wind turbines at Cranbrook, but even this option gained support from 60% of respondents.

### Summary of key comments – what is it important to include in new buildings for energy efficiency

4.102 There were 17 respondents that provided comment. The most common / key themes raised in comments included:

- Concerns around adverse impacts from wind turbines.
- Smarter technology should be included into new houses.
- Solar panels were favoured including giving purchasers the option of installation at the time of construction, there was, however, a view that they may become dated technology.

- There was concern expressed that other technologies could harm the efficiency and ability to use the district heating system.

#### **Officer response and commentary**

4.103 Whilst the support for energy efficiency and renewable, in principle, is noted it is also recognised that there were concerns raised about the appropriateness and viability of some options and potential for some counter-productive impacts.

### **21. Please tell us about any other comments you have on the energy and climate change section:**

4.104 There were 29 respondents that provided comments on this question, a very wide range of issues were raised, many of which are already commented on in response to earlier questions; amongst matter raised comments highlighted:

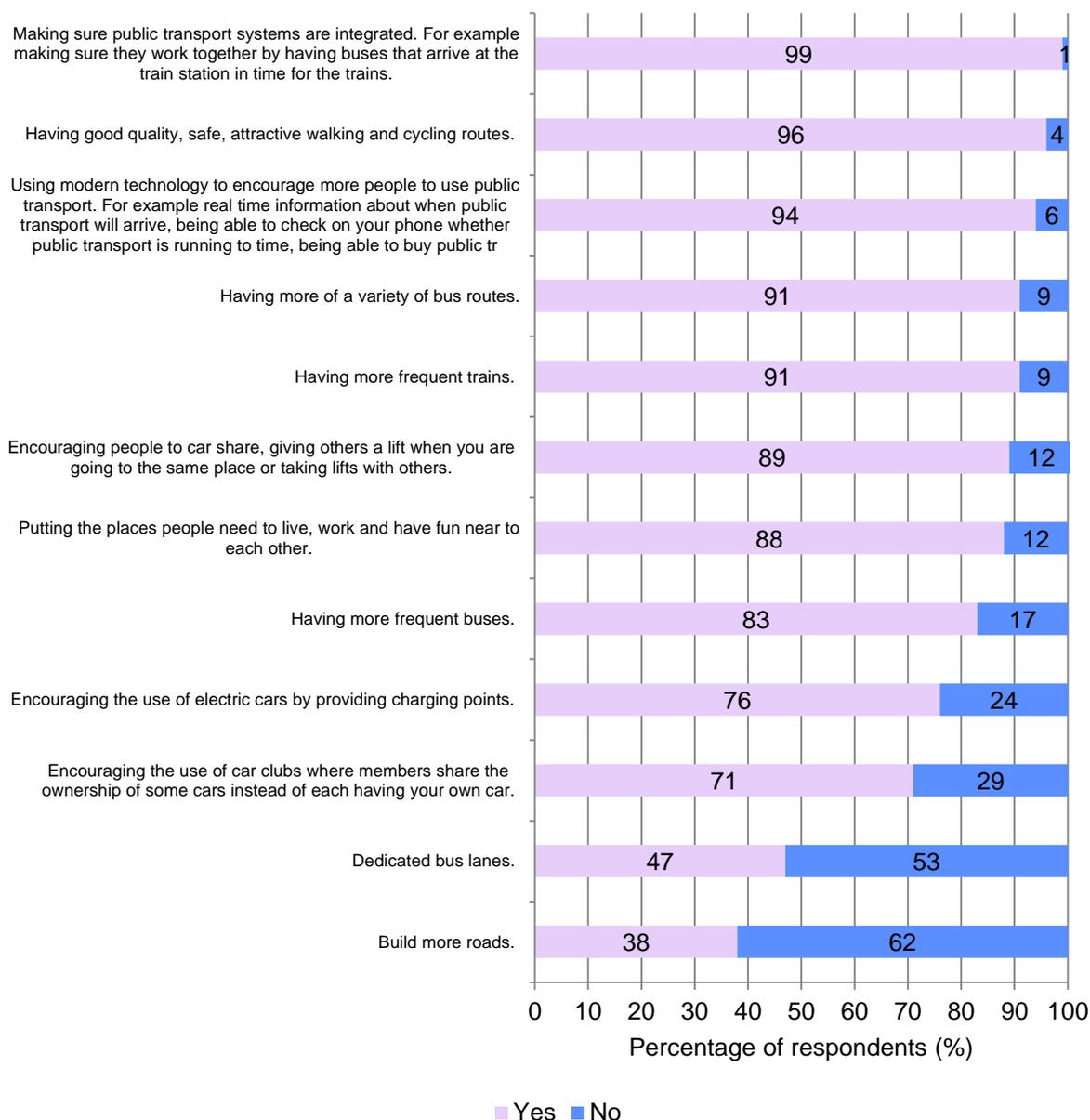
- A detailed critique of the value and importance of trees and woodland in the context of climate change was provided.
- Insulation standards were praised by a respondent but lack of recycling was criticised.
- Some respondent highlighted that extra measures would cost more and increase housing costs.
- It was noted in response that the current gas fired district heating system at Cranbrook produces more carbon dioxide than condensing gas boilers. It was considered that more should be done on quantifying and understanding emission levels.
- A respondent commented in a way that summed up broad ranging concerns of many by advising that much more needs to be done in terms of energy and climate change.

#### **Officer response and commentary**

4.105 Specifically noting some of the technical matters raised in comment it will be relevant for work on the Cranbrook Plan to take into account technical issues around energy efficiency and future technical approaches to considering climate change.

Issues – transport – Questions 22 to 26

**22. If road traffic around Cranbrook continues to rise at its current rate there will be a capacity issue which will lead to more traffic queues. Reducing the level of car use is therefore crucial. Do you think it's important to improve or include the following in Cranbrook to reduce the level of car use?**



**Please tell us about anything else you think is important to improve or include in Cranbrook to reduce the level of car use:**

4.106 There were different numbers of respondents for each option or statement in Question 22. From top to bottom the following response numbers were received –106, 108, 101, 103, 102, 96, 94, 102, 82, 89, 87, and 79. Greener forms of transport and means to encourage public transport use generally received the highest percentage levels of support though it is notable that under 50% of respondents favoured dedicated bus lanes. Building more roads,

with 38% endorsement was the least popular option of those highlighted, whilst in complete contrast 99% of respondents supported integrated public transport.

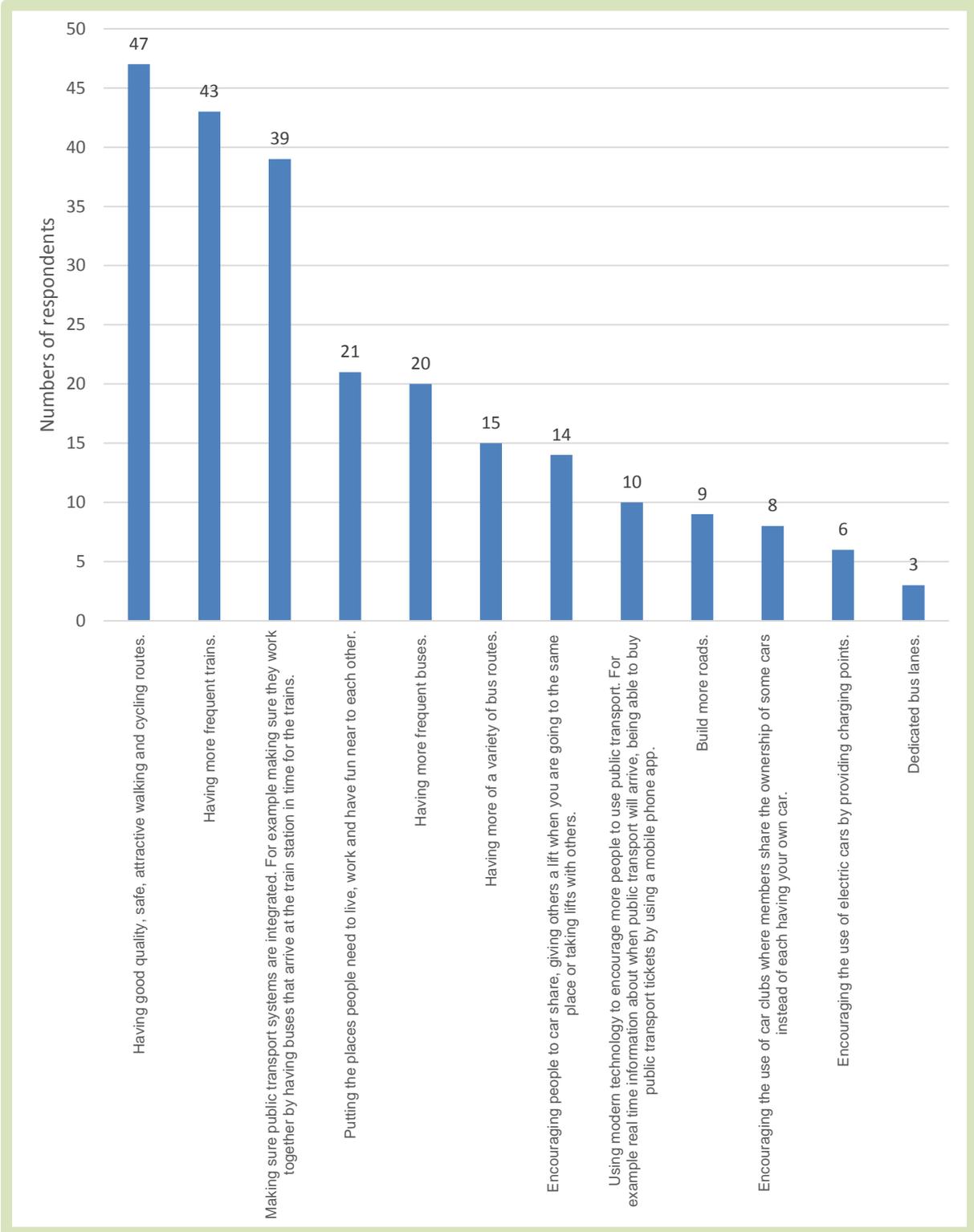
**Summary of key comments – what it is important to improve or include in Cranbrook to reduce car use**

- 4.107 56 respondents told us what else they thought was important to improve or include in Cranbrook to reduce the level of car use. Comments received included:
- An overriding concern that too much car use will be placed on the roads and capacities will be exceeded.
  - Public transport needs to improve – greater bus frequency and improved access to the station was highlighted as were concerns around cost of public transport.
  - People should be encouraged to use bikes and buses and not forced to.
  - Concern that Cranbrook roads are too narrow and also a respondent advised that there are no cycle paths.
  - A number of respondents highlighted need for better provision for cyclists.
  - There were also, however, views that highlighted relevance of car use and suggestions that better parking provision is needed; respondents highlighted problems associated with on-street parking.

**Officer response and commentary**

- 4.108 From responses received it is clear that there were wide ranging views around measures to reduce car use and whilst many respondents actively wanted to see better and more public transport and better provision for cyclists there were also views expressed around the relevance and importance of car use. The Cranbrook Plan will need to encourage walking, cycling and public transport but also note that many people do use cars.

**23. Please tell us which three of the list in question 22 you think are MOST important to improve or include in Cranbrook, and for each one please tell us why you think it’s one of the three most important.**



4.109 92 respondents gave 259 responses in the question above. They were then asked to give reasons for their answers.

**Summary of key comments – what it is most important to include to reduce car use**

4.110 Although people were asked for reasons for their answers, the majority did not give reasons. Only the two most common answers have had comments categorised.

4.111 Comments by people who said having good quality, safe, attractive walking and cycling routes:

- It would be safer X 12.
- For the health and wellbeing of residents X 8.
- There would be more going to where people need / want to go so would be more used X 6.
- Would make cycling / walking more appealing X 3.
- Make the roads wider so cars don't go on pavements X 3.
- Will lessen car use X 3.

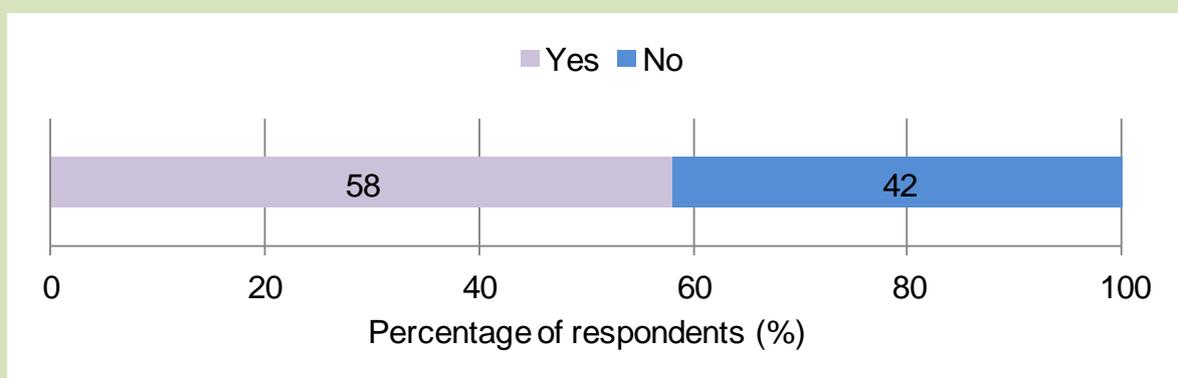
4.112 Comments from people who said having more frequent trains:

- To make train travel more attractive / reduce road traffic X 8.
- To make train travel more flexible and convenient for people X 7.
- It's a long wait if you miss a train X 4.
- The trains wouldn't be so overcrowded X 3.
- The trains would run later in the day X 3.

**Officer response and commentary**

4.113 From responses received it is clear that public transport was important to respondents. However, having good quality walking and cycling routes attracted more responses of importance than other options.

**24. Do you think there will be a need for a second railway station in Cranbrook in the future as the east of the town develops and more people live there?**



**Please explain your reasons for your answer to question 25:**

- 4.114 There were 101 respondents that answered this question. Of these 86 explained the reasons for their answer to question 24.

#### **Summary of key comments relating to the need for a second railway station**

- 4.115 The most common / key reasons and other comments given by respondents in the questionnaire were:

##### **Yes, a second railway station is needed**

- Existing station is remote from the town centre, the new position will be more accessible and better used.
- A shuttle bus would be a good or better measure.
- Additional car parking will be needed, too little at existing station
- Will reduce need for car journeys.
- Linear future growth will necessitate second station to the east.
- This provides an opportunity to increase public transport to the airport and to commercial developments around the town.

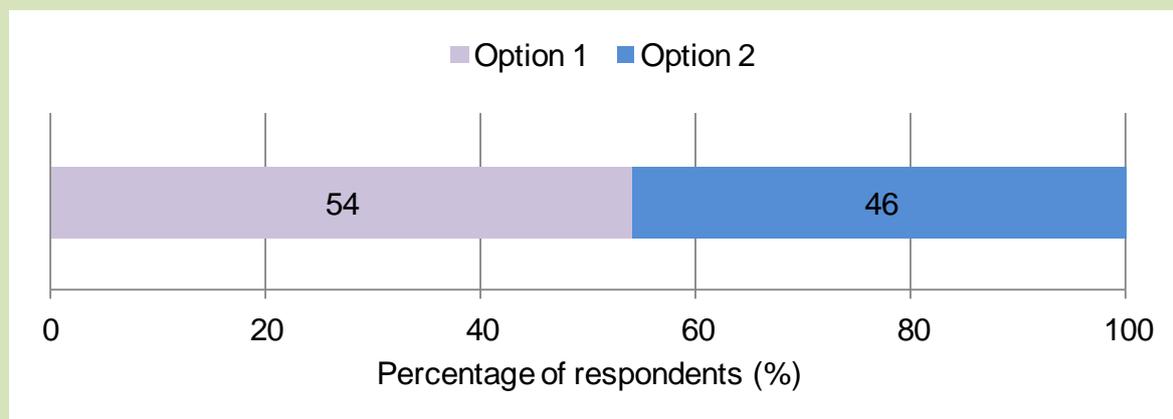
##### **No, a second railway station is not needed**

- Not justified in cost terms, the money could be better spent elsewhere in the town.
- Not needed as people will drive to the existing station and there is sufficient car parking.
- Integrated transport and improved cycle routes rather than a second station.
- There will be three stations within a very short distance and whole service will slow down.
- Existing trains are already full, inadequate capacity.

#### **Officer response and commentary**

- 4.116 Almost sixty percent of respondents favoured a second station to serve the town mostly feeling that a new station would be better located than the existing and there is a need for the extra capacity, particularly located close to future new development. Conversely, over forty percent of respondents felt that a second station wasn't necessary, with reasons ranging from it being excessively expensive (when the money could be spent elsewhere in the town), it would negatively impact upon existing nearby stations, and the existing station being adequate. The fact that other, larger, towns are only served by one station was repeatedly mentioned. Many respondents noted that, whether a new station is required or not, public transport and accessibility on foot and by cycle are key to the success of the town, with residents and visitors needing to be able to travel safely and efficiently without relying on cars. Integrated transport systems, with links between train, bus and even airport services, which access the whole community, wider communities and commercial areas would be key to achieving this and should underpin future development in the town.

**25. If a second railway station is provided at Cranbrook where do you think it should be?**



**Please explain your reasons for your answer to question 25:**

4.117 There were 65 respondents that answered this question. Of these 51 respondents outlined their reasons for their answer to question 25. There were two options for a second station presented in the Issues and Options report they were both at the eastern end of the town.

**Summary of key comments – where should a second railway station go**

4.118 The most common / key reasons and other comments given by respondents in the questionnaire were:

4.119 **Option 1:** This location was the more westerly of the two options, about 2.1 km east of the existing Cranbrook station.

- Closer to houses and local facilities, High Street and School, so more people are likely to use it, both commuting in and out.
- Should be even closer to the town centre.
- More accessible to pedestrians/cyclists so less need to drive to the Station.
- More accessible to those commuting into the town, less distance to walk to work/shop in the town centre.
- Further away from Whimble so less visual impact and less impact on function of Whimble Station.

4.120 **Option 2:** This location was the more easterly of the two options, about 2.9 km east of the existing Cranbrook station.

- Greater distance from existing station, therefore more likely to be used.
- More accessible to housing/commercial development to the east of the town, could include a freight transfer facility.
- Bus service could operate from town centre.
- Concern at distance from school.
- Greater space for car parking available, will encourage commuters.

4.125 **Other comments:** Other comments made were:

- The maps were hard to interpret and station positions difficult to understand/indicative.
- A second station is unnecessary.

**Officer response and commentary**

4.121 Comments were generally supportive of a second station but were divided as to where it should be located. There was some support for provision close to the town centre and existing facilities as this would benefit nearby residents who could walk or cycle to the station as well as encouraging inward and outward commuting, whilst reducing potential impact on nearby Whimble Station. This was countered by those who felt that the station would be better used if it were further away from the existing one (these respondents did not comment on possible impact on Whimble Station), where a greater area of car parking would be available and a shuttle bus could operate into the town centre.

**26. Please tell us about any other comments you have on the transport section:**

4.122 There were 29 respondents that provided comments.

**Summary of key comments – other comments on transport**

4.123 The most common / key other comments given by respondents in the questionnaire were:

**Public Transport** – comments in respect of public transport included:

- Real-time information would make public transport easier to use and more reliable as users would be aware of potential delays.
- Bus shelters would improve the public transport user's experience especially in exposed locations such as the country park.
- Shuttlebuses from the station to the airport/employment sites would increase use of the train
- Longer service, e.g. later at night, would increase use of public transport.
- Bus service links to surrounding villages would increase use of town centre.

**Roads** – comments in respect of roads included:

- Improve road network/reduce congestion e.g. by restricting on-road car parking and HGV parking.
- Improve accessibility for cyclists/pedestrians.
- Enforce/reduce speed limits.
- Require parking spaces and garages to be large enough for cars to use.

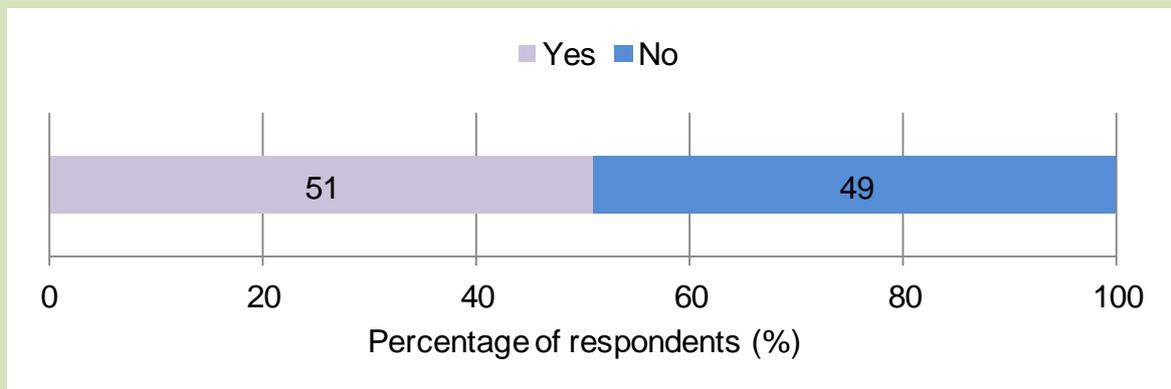
**Officer response and commentary**

4.124 There is overwhelming support for alternative transport modes but improvements to the road system for cyclists and pedestrians are needed as existing parking and driving speeds make the roads dangerous, alongside improved public transport links. Bus services should operate between the station, town centre, local employment sites and surrounding villages to improve commuter accessibility and increase use of Cranbrook facilities by the wider population. Better information for passengers and bus shelters would improve the passenger experience.

4.125 For vehicle users, speed limits and parking restrictions should be enforced as existing roads are narrow and dangerous, however new housing should be provided with parking of an adequate quantity and size to make it usable (and reduce the need for on-road parking).

**Issues – landscape and biodiversity – Questions 27 to 31**

**27. Do you think new homes should be built on the land that rises to the north east of Cranbrook?**



**Please explain your reasons for your answer to question 27:**

4.126 There were 92 respondents that answered this question and 64 respondents went onto explain their answers for question 27.

**Summary of key comments – new homes being built on land rising to the north east**

4.127 The most common / key reasons and other comments given by respondents in the questionnaire were:

**Yes** – endorsing development on land that rises north-east of Cranbrook

- This would protect other, more visible and more sensitive land and the green wedge (i.e., protecting the land closer to Whimple, Rockbeare and south of Cranbrook).

- Housing is needed, but the overall height and visual impact should be minimised, possibly by building bungalows.
- Will not be liable to flood.
- Landscaping, public open space and high quality design would make this area acceptable and reduce impacts.
- Will be visible from Cranbrook but doesn't need to negatively impact on the outlook.

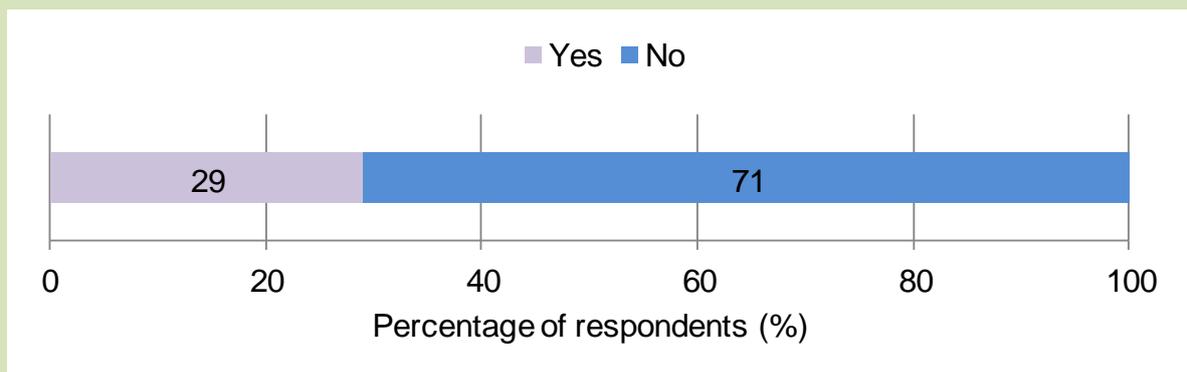
**No** – opposing development on land that rises north-east of Cranbrook

- Will spoil the views out of Cranbrook and impact upon its character, particularly the skyline.
- Cranbrook will no longer be a compact market town, in a rural setting with high quality agricultural land, development is not needed.
- Will impact upon other settlements e.g. Rockbeare, Whimble, and upon the airport.
- Will increase surface water run-off.

### Officer response and commentary

4.128 Responses were nearly exactly equally divided, with the dominant opinions being that the character of Cranbrook and other settlements should be protected and that, if this land was developed, heights should be minimised to avoid impacts on the skyline. The need for the development was contentious but some respondents stated that, if there was a need, landscaping, low rooflines and good design could reduce impacts.

**28. Do you think homes should be built on the sloping land to the south west? This development would be visible from the village of Rockbeare.**



**Please explain your reasons for your answer to question 28:**

4.129 There were 92 respondents that answered this question. Of those that responded 66 respondents went onto explain their answer to question 28.

### Summary of key comments – new homes being built on sloping land to the south west

**Yes** – agreeing that homes should be built on the sloping land to the south west:

- This would protect other, more visible and more sensitive land and the green wedge (i.e., protecting the land closer to Whimple and Rockbeare).
- Housing is needed, but the density should be reduced in this area and visual impact should be minimised.
- Public open space and high quality design would make this area acceptable and reduce impacts.
- Will be visible from Cranbrook but doesn't need to negatively impact on the outlook.
- Development should take place on both sides of the Old A30/incorporate London Road, otherwise the entrance to the town will look unbalanced.

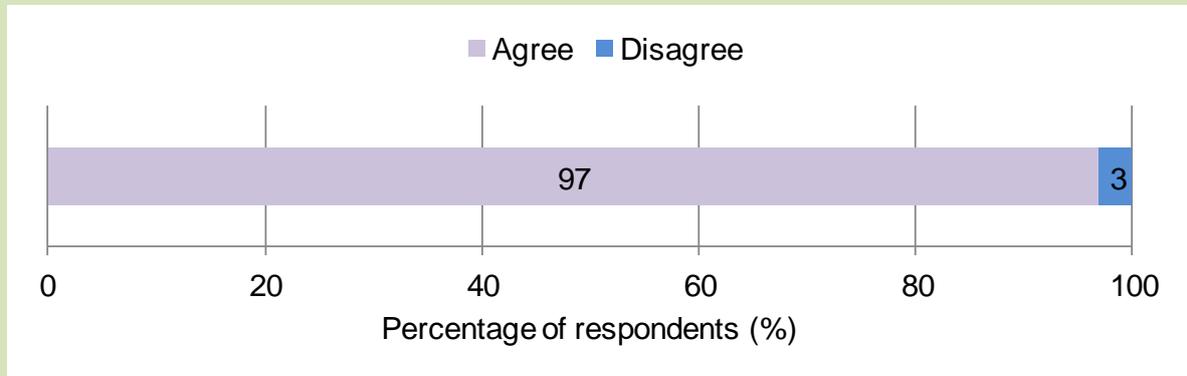
**No** – opposing homes being built on the sloping land to the south west

- Airport noise will constrain development.
- Rockbeare will lose/needs to maintain its separate identity.
- Cranbrook will no longer be a compact market town, in a rural setting with high quality agricultural land, development is not needed.
- Will increase surface water run-off.
- Old A30 will split the town in half and lead to a disjointed community.
- Will present a hard, urban edge to the entrance to the town.
- Will reduce green/leisure space.

#### **Officer response and commentary**

4.130 Responses were clearly against this proposal, with over 70% of respondents objecting to development. A large number of respondents were concerned that the character of nearby Rockbeare would be eroded and residents of the village would be negatively impacted. Other major concerns were that airport noise would affect future residents and the character and rural setting/outlook of Cranbrook would be reduced.

**29. As the document explains, well designed Sustainable Drainage Systems deliver a wide range of benefits including reducing flood risk, making places more attractive, increasing biodiversity and keeping Cranbrook cooler in the summer. Do you agree or disagree with this statement: "The buildings, roads and open spaces in Cranbrook should be designed to work together to provide Sustainable Drainage Systems in a fully joined up way across all parts of the town."**



**Please explain your reasons for your answer to question 29:**

4.131 There were 95 respondents that answered this question, and 50 respondents went on to give reasons for their answer.

**Summary of key comments – Sustainable Drainage Systems**

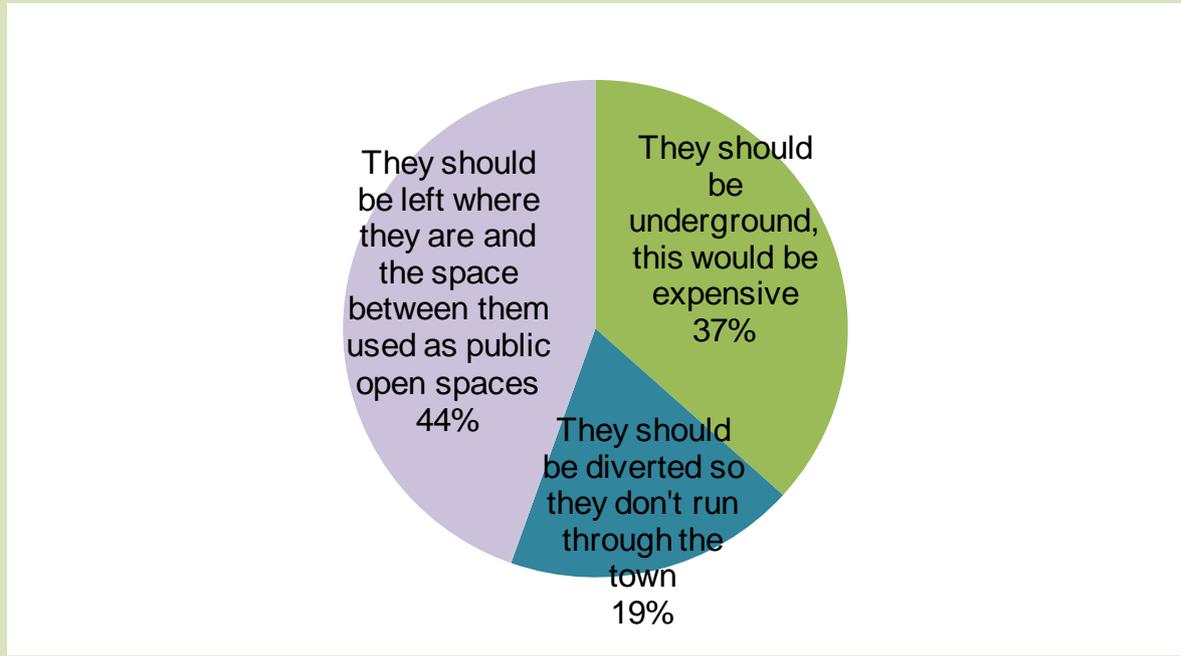
4.132 The overwhelming majority of respondents, 97% were in agreement (with the statement) about promoting sustainable drainage systems. The most common / key reasons and other comments given by respondents in the questionnaire were:

- Flood risk is a major concern and issue and flood prevention measures are strongly supported.
- Measures which utilise landscaping to reduce flood risk increase biodiversity, look attractive, contribute to quality of life and sense of place, and utilise natural features
- Flood risk should not be worsened elsewhere by these measures.
- Costs for maintenance are excessive.
- Combining leisure space and SUDS is sensible/fails because the open space can't be used when it is flooded.

**Officer response and commentary**

4.133 Overwhelmingly, the provision of SUDs was supported, particularly where they are multifunctional and attractive.

**30. High voltage power cables go across Cranbrook’s eastern expansion area. What do you think should be done about these power cables in Cranbrook?**



4.134 There were 101 respondents that answered this question.

**Summary of key comments – high voltage power cables**

- 4.135 There was no majority view expressed by respondents to the question about power lines although 44%, the highest ranking choice, favoured leaving them where they are. Despite the possible high costs involved 37% of respondents favoured undergrounding the cables.
- 4.136 In commenting on the overhead lines, through question 31, there were a number of respondents that favoured the undergrounding of cables. In responses it was noted that whilst it might be expensive they were seen as unsightly, not ideal for providing SANGs under and there were health hazards. Though there were some counterinterviews that suggest scope for use of land under the pylons and also highlighted potential adverse viability impacts associated with undergrounding.

**Officer response and commentary**

4.137 Officers of and/or consultants for the Council will approach the power company (Western Power) to re-examine the potential costs associated with undergrounding cables (or potentially diverting them). It is identified that if undergrounding is a viable option then there could be real merit in doing so.

**31. Please tell us about any other comments you have on the landscape and biodiversity section:**

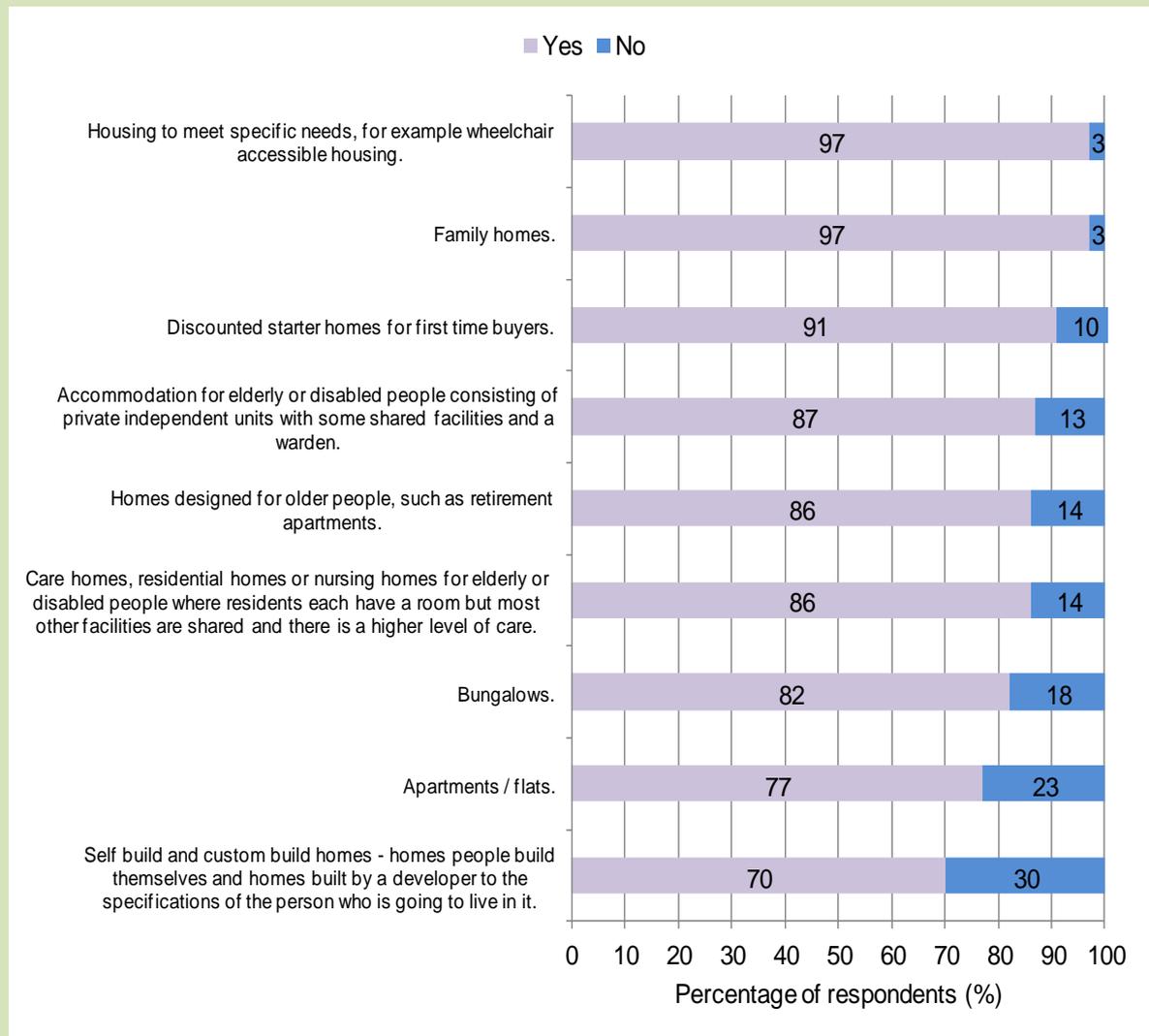
- 4.138 There were 33 respondents that answered this question. Issues and points raised included:
- The overall importance of tree planting and protecting trees, with considerable detail supplied by one respondent, was stressed.
  - A respondent highlight faults in early tree planting at Cranbrook.
  - Underground power lines came in for support.
  - Houses are squeezed in too tightly.
  - There was a call for creation of a lake.
  - Support was given for Till House farm restoration.
  - Open spaces, including SANGs, need to be high quality and provided alongside new housing development – better footpath are needed and bridges.
  - But a respondent did express the view that Cranbrook is a town, not the countryside, so will not be beautiful.

**Officer response and commentary**

- 4.139 Responses received generally indicated and reiterated a general support for a high quality environment at Cranbrook, specifically including easy access to high quality open spaces. Going forward with the Cranbrook Plan it is considered critical to support environmental objectives for the new town.

Issues – design and mix of use – Questions 32 to 40

**32. To provide homes for everyone different types of houses and apartments are needed throughout Cranbrook. This provides people with an equal chance to live where it is most suitable to them. Would you like to see the following types of housing in Cranbrook in the future?**



**Please tell us about any other types of housing you think Cranbrook will need in the future?**

4.140 The number of responses, from top to bottom for this question were 97, 102, 95, 98, 98, 99, 93, 100 and 92 and there were 24 respondents that told us about other types of housing they would like to see. All of the options presented gained majority support, in the case of homes for people with special needs and family homes the support at 97% was overwhelming. The least supported option, but still attaining a substantial 70% level of support, was for self-built housing. The overwhelming support for all listed categories suggests wide ranging endorsement for a variety of housing types across Cranbrook.

### Summary of key comments – types of housing

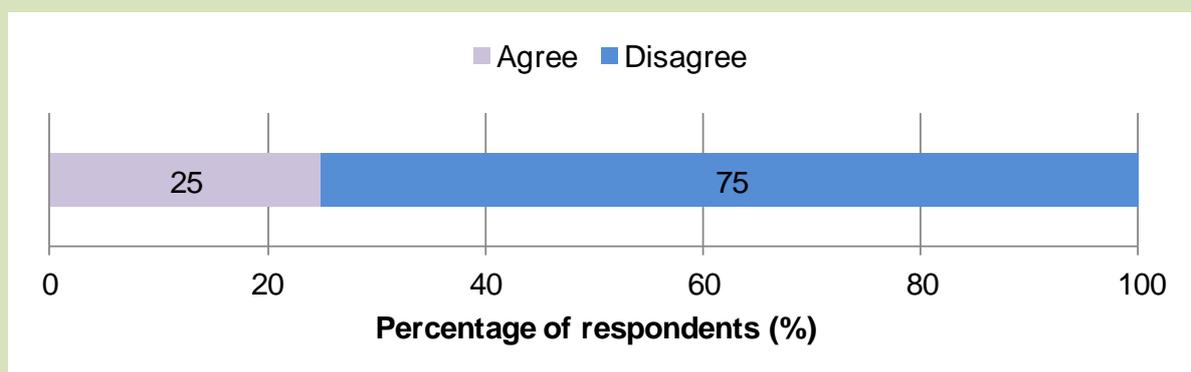
4.141 Comment made on additional housing types covered a range of matters:

- A respondent highlighted concerns around the existing housing provision in Cranbrook, referring to them as ‘boxes’; another was happy with the homes but not some of the residents.
- There were calls for some more expensive homes and also for larger gardens.
- A respondent suggested price restricted homes specifically retained for East Devon residents.
- There were responses that suggested too many social houses had been built and also that that they were too closely grouped together.
- There were comments that a wider variety of homes should be built in Cranbrook with a number of respondents highlighting specific types, such as bungalows, that they would like to see built.
- There was also comment that too many family houses are being built.

### Officer response and commentary

4.142 In submissions received, as shown in the graph and also in comments, there were calls for a wide range of housing types to be provided at Cranbrook. Going forward it will be relevant to consider housing provision and consider options to diversify the current provision.

**33. Do you agree or disagree with this statement: "Average housing densities (the number of homes built in a certain area) across Cranbrook should increase above current levels. This would enable the benefits outlined in the document such as a more accessible, sustainable and visually interesting town."**



**Please explain your reasons for your answer to question 33:**

4.143 There were 96 respondents that answered this question on housing density and 75% did not want to see average housing densities increase. In comments made, by 53 respondents not supporting increased density, recurring themes were that Cranbrook is already built at a

high enough (some said too high) density and increasing it further would lead to overcrowding and congestion. Specific points around this and wider themes included:

- Greater density would adversely affect those living in Cranbrook already.
- Cranbrook would cease to be welcoming and anti-social behaviour could increase as could stress and cases of ill-health.
- Houses and gardens are already small and cramped.
- Cranbrook would end up being more like a City (which residents could have chosen to live in).
- Higher density would increase need for road space and parking.
- Would generate more council housing/leading to poor quality environments housing undeserving people.

4.144 In contrast to those opposing higher density there were 18 respondents that contributed to the 25% that supported higher density development that highlighted issues to include:

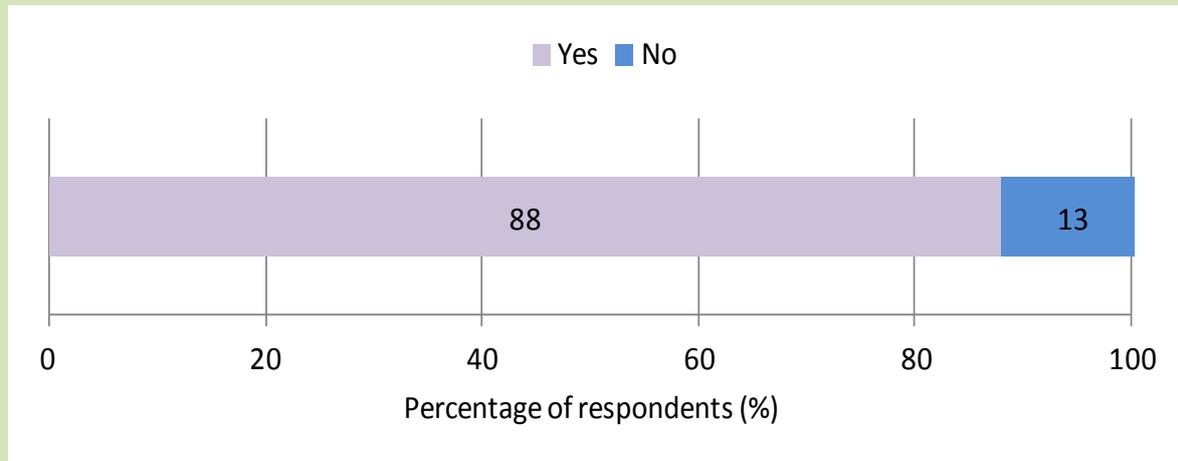
- More flats, cheaper housing, is needed.
- Higher density can promote community cohesion.
- Higher density development will restrict outward expansion of Cranbrook (including to surrounding villages).
- In the vicinity of the town and neighbourhood centres was identified as a location for higher density development.
- Higher density development should help ensure delivery of housing.

#### **Officer response and commentary**

4.145 Given the high level of opposition to higher density development there would quite clearly need to be considerable care taken should this be a favoured approach to accommodate future development and expansion at Cranbrook. In the comments made by those opposing and supporting higher density development were comments relating to measures that would be appropriate should this option be pursued, these included:

- The need for very high standards of planning with good quality public spaces.
- High quality development.
- Provision of lower density development on the outskirts and higher density development in more central areas.
- The need for high quality services specifically including good quality public transport.

**34. Do you think Cranbrook should provide a wide range of different designs of home including some designed specifically for Cranbrook?**



**Please explain your reasons for your answer to question 34:**

4.146 There were 96 respondents that answered this question and the vast majority, 88%, favoured a wide range of differing home designs at Cranbrook. Of those that responded in favour of differing designs 53 people gave reasons for their answers. Issues that featured in responses in favour of differing designs included:

- Different designs will promote variety and interest.
- Variety would help make Cranbrook a talking point and give it a district quality.
- Lots of new towns and new development look the same – a respondent noted that Cranbrook looks like many other new developments.
- It was, however, questioned what a Cranbrook specific design would be.
- Variety in housing design would provide for a greater variety of residents.
- More variety would be created through mixing up developers sites/plots.
- More use of brick and stone was promoted in a response.
- Self-build was promoted as a means to add variety.
- Greater ecological design is needed.

4.147 In contrast to those supporting a wide range of designs there were 5 people in the 12% that opposed a wide range of homes; they highlighted concerns to include:

- Cranbrook comprises of ‘boxes’.
- The existing designs keep the town looking uniform and smart.
- It’s a product of large scale developers.
- Variety could limit buyer markets.

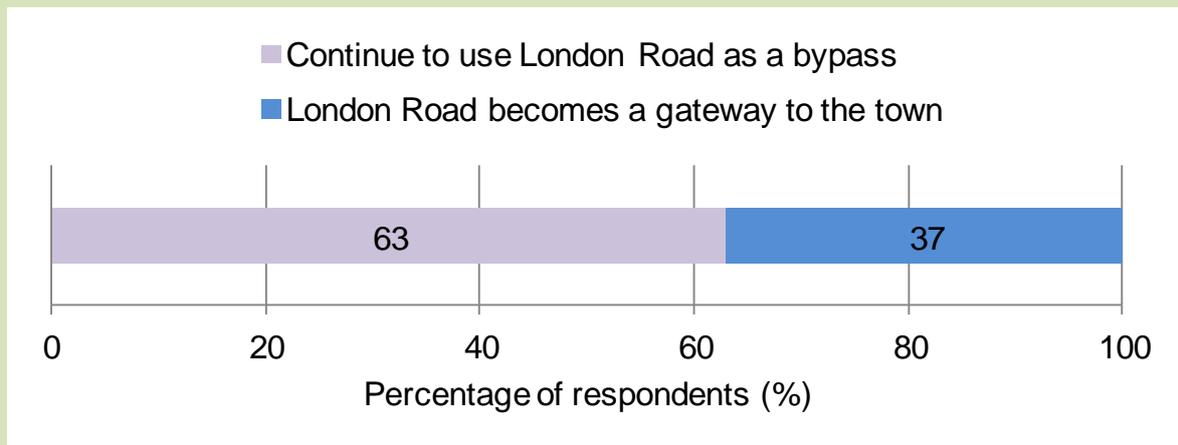
One neutral respondent advised “I don’t think it makes any difference”.

**Officer response and commentary**

4.148 It is clear that the majority of respondents wished to see more variety in housing design at Cranbrook and there was clear concern, expressed in a number of comments, that

Cranbrook should have its own design character, though it was questioned what this may be. Looking forward there are potential opportunities to look at differing design approaches in Cranbrook though by the same token challenges to achieve greater variety and perhaps more so to define a Cranbrook style that would differentiate the town from many other new development across the country.

**35. Up until now London Road has served as a convenient southern boundary to the development and therefore serves as a bypass. London Road could instead be used to encourage people to visit Cranbrook town centre. Which option would you prefer?**



**Please explain your reasons for your answer to question 35:**

4.149 There were 103 respondents that answered this question and a sizeable majority, 63%, favoured an approach based on continuing to use London Road as a bypass. Of the majority that favoured the ‘bypass function 60 respondents gave reasons for their answer, these included:

- It will ensure traffic can flow freely.
- It will minimise traffic through Cranbrook itself.
- Development south of London road would encroach on Rockbeare.
- Towns have bypasses and Cranbrook has one that is already provided.
- It runs counter to the idea of reducing traffic in Cranbrook itself.
- Development straddling London road would be bad for community cohesion, it was noted crossing it could be difficult.
- There was concern that it should not be the main route to Cranbrook and if there were more traffic it would have detrimental impacts on residents living alongside it.
- One respondent questioned why anyone would want to visit Cranbrook, noting its “going to be as bad and desolate as Poundbury in Dorchester”.

4.150 Of the 37% that were of the view that London Road should be a gateway to the town 19 made comments with these comments including:

- It would help make Cranbrook more diverse and promote business.
- It would encourage interaction with the town.

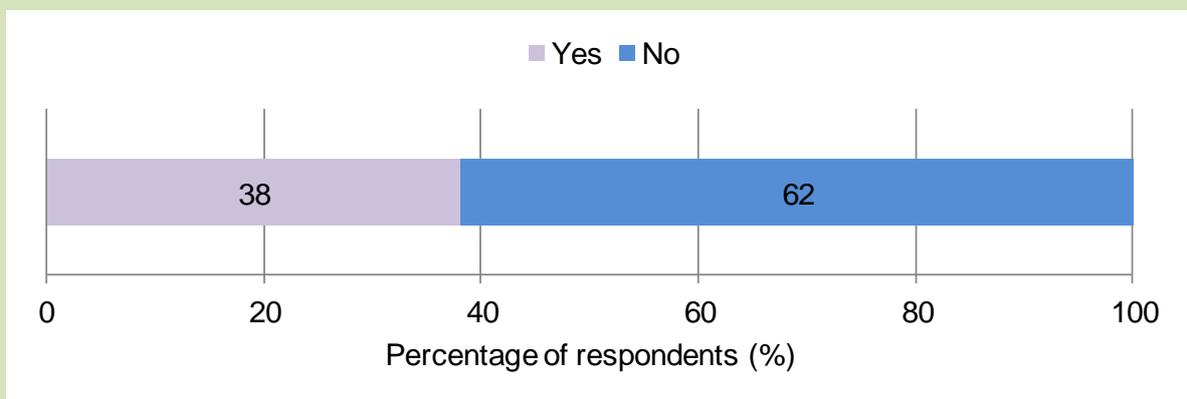
- It needs expanding and updating with dedicated cycle lanes.
- Would stop London Road being a race track.
- It would help slow traffic and make it safer to cross the road.
- It should have adequate parking provision.
- It would help promote benefits of links to Skypark and the airport.
- It can be designed to reduce through traffic going through Cranbrook.
- It would provide scope for extra business.

**Officer response and commentary**

4.151 To some degree the future status and role of London Road will depend on the nature, extent and amount of any development that is located to the south of the road. If there is not to be any further development to the south of the road then it could to some degree continue to function as ‘traditional’ bypass, albeit there is already existing development on and along both sides of the road. However, if there is to be development to the south of London Road there will be the need to consider how the road, which will invariably bisect Cranbrook, is to be treated and how access to varying parts of the town is best achieved.

4.152 It is recognised, as well, that anyone travelling along London Road, who may want to visit Cranbrook and its town centre, can or will be readily able to turn off the road and go into the main built part of the town itself. Whilst a number of respondents highlighted the potential adverse traffic impacts should more vehicles enter Cranbrook to some degree this will depend on where they enter and where they go to? There may well be design options that minimise scope for adverse impacts whilst helping to realise some of the benefits that some respondents highlighted, such as enhancing business opportunities.

**36. In the future, should some limited development be allowed south of London Road to the eastern end of Cranbrook?**



**Please explain your reasons for your answer to question 36:**

4.153 There were 65 respondents that answered this question and a reasonably sizeable majority, 62%, opposed development south of London Road at the eastern end of Cranbrook. Of

those opposing development 36 provided additional comments and some of the points raised included:

- Respondent highlighted that the word “limited” is not defined and there is a concern it could be very high with it leading to greater sprawling development.
- It was suggested it would only be acceptable if it fronted onto London Road itself.
- A number of respondents highlighted concerns around encroaching on to Rockbeare the view was expressed that the Green wedge should be retained, some expressed concerns about adverse impacts on the airport.
- A respondent advised that development should not occur in Rockbeare Parish, noting that the Rockbeare Neighbourhood Plan should be the means to bring Parish development forward, if seen as appropriate.
- On a more general level there was concern for the general loss of green space and the importance of its retention was highlighted – a respondent suggested development would reduce ease of access to the countryside given Cranbrook’s current linear form and another that it should be come accessible space for people to use.
- Adverse landscape impacts could arise.

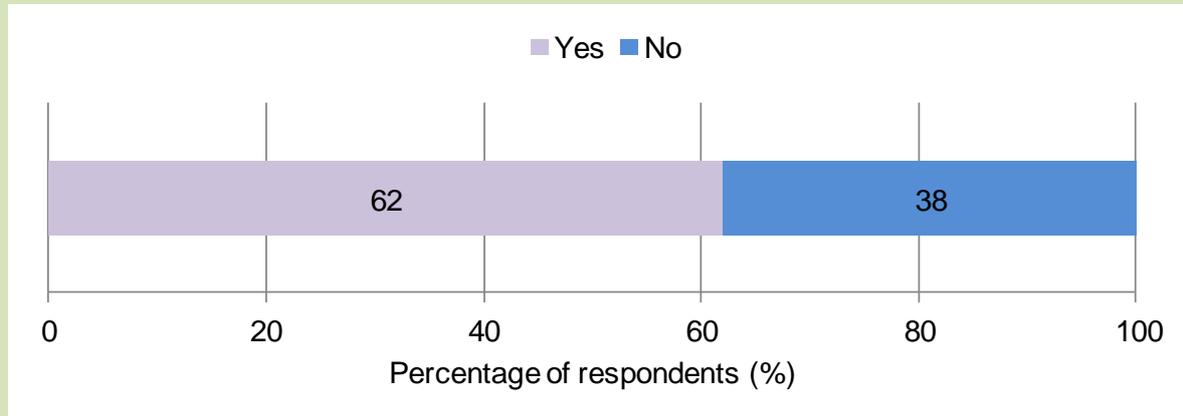
4.154 Amongst the 38% of people that said yes to development south of London road and to the eastern end of Cranbrook there were 14 that made comment, issues they raised included:

- It would help the town to be large and prosperous.
- It could be appropriate if limited in scale – it was noted that development on both side of London Road could be attractive and good for business opportunities.
- It could provide opportunities to deliver wider benefits, for example including SANGs.

#### **Officer response and commentary**

4.155 From the response received it was clear that the majority of people were opposed to Cranbrook development to the south and east of London Road. However, a number of the concerns raised related to the scale of this development and concerns around the interpretation of “limited”. Should this development option be pursued it will be important that sensitivities highlighted are carefully taken into account, the scale of development, noting the interpretation of limited concerns is one, but also relationship with Rockbeare would also be a fundamental concern and consideration.

**37. There is a suggestion that some development could occur north of the railway line at Lodge Trading Estate. Would you support this suggestion?**



**Please explain your reasons for your answer to question 37:**

- 4.156 There were 87 respondents that answered this question and a sizeable majority, 62%, supported some further development at Lodge Trading estate. Of those supporting development 33 provided additional comments and some of the points raised included:
- Further business use and activity is desirable.
  - Some expressed the view that it is suitable for development and is away from the airport.
  - Views were expressed that if developed there should be safe access across the railway to provide links to Cranbrook and also to the wider countryside.
  - A number of respondents considered that it should be for commercial uses but also there was opposition to commercial development (instead potential for other uses, including housing, was noted).
  - Use as a gypsy site was suggested.
  - It was considered that improvements would be needed to station Road.
- 4.157 In contrast to those that favoured development, from the 38% that opposed it, there were 16 respondents that raised comment. Issues they highlighted included:
- It was felt that “some” was not defined and there was concern it could be very substantial.
  - Any housing would result in loss of jobs.
  - There would be safety concerns in respect of accessing the area and it is poorly connected to Cranbrook.
  - The railway line forms a natural boundary to Cranbrook.
  - Flood risk concerns.

**Officer response and commentary**

- 4.158 The Lodge Trading Estate is a long established employment site and this use could clearly carry on irrespective of Cranbrook development. Going forward, however, alternative uses of the site, as some respondents suggest, could be credible options. However a number of

respondents highlight access concerns to the site, most notably in respect of a safe crossing of the railway though there were also issues raised in respect of highway access. Should there be scope to intensify existing uses at the Lodge Trading Estate or perhaps provide for other uses, and specifically if these are to be seen in the context of Cranbrook and have a clear relationship with the town, it might be seen that securing significant access improvements is very important.

### **38. Please tell us about any other suggestions for areas of land that you think should be developed as part of Cranbrook?**

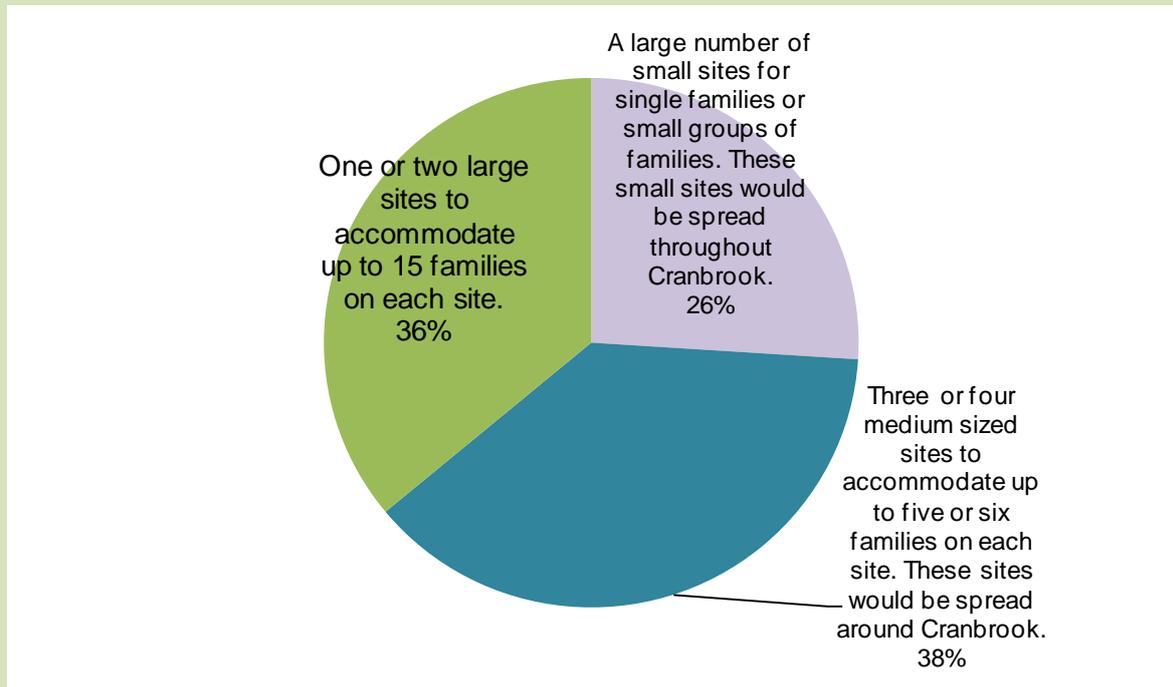
4.159 There were 12 respondents that answered this question. Issues raised in consultation responses included:

- None – there was concern raised that Cranbrook will be large and original plans for Cranbrook should be retained. It was suggested that expansion could be avoided through using land more wisely.
- There was a call for expansion to the north and also for one to the east.
- A number of respondents highlighted additional spaces/uses they would like in Cranbrook but without explicitly saying where these should go, Suggestions included – more green spaces, better management of green space, bike/bmx track and skate park and in contrast spaces that are not designed or provided for children’s play purposes.
- There was opposition to gypsy site provision.

#### **Officer response and commentary**

4.160 This question generated a limited number of responses and to a large degree they reflected comments made elsewhere through the consultation. Whilst it is noted that there was some opposition for the outward expansion of Cranbrook the failure to provide for future growth would not accord with local plan policy for Cranbrook. As part of the Cranbrook plan work it will be relevant to consider expansion options.

**39. The Local Plan requires up to 30 Gypsy and Traveller pitches to be provided within Cranbrook. Do you think these should be provided on:**



**Please explain your answer to question 39:**

4.161 There were 87 respondents that answered this question. 76 respondents gave reasons for their answer to question 39. From the options presented the responses to the question showed no clear preference for the location or distribution of gypsy sites. Whilst the question asked about preference for the size of sites it is relevant to note that in providing commentary a number of respondents question the need or desirability for gypsy site provision at Cranbrook. Points raised in respect of in-principle opposition to provision included:

- Provision should go elsewhere in the District.
- Gypsy sites were being forced on Cranbrook and would adversely impact on house prices and values.
- The gypsy community are rude and do not care about other people.
- They should pay Council Tax.
- They should go elsewhere in East Devon, suggested elsewhere on the old A30 and at the Council Knowle building site.
- The scale of provision will be disproportionately large compared to the size of Cranbrook.

4.162 There were, however, some general comments on site provision that would have relevance whatever site sizes may be chosen, if sites are chosen. Points raised included not locating sites close to existing development and not building under pylons and suggestions they should be on the outskirts of the town. It was considered that sites should be well run and there should be discussion with gypsies about their needs.

- 4.163 There were 16 respondents, of the 26% that favoured “**A large number of small sites**”, that made comment. Leaving aside responses that opposed provision in-principle, the key comments raised included:
- It would promote integration – and avoid adverse impacts associated with concentrating provision in one or a small number of locations.
  - Less potential for conflict.
  - Would better reflect the extended family site/nature of how gypsy families can like to live.
- 4.164 There were 23 respondents, of the 38 % that favoured “**Three or four medium sized sites**” that made comment. Leaving aside responses that opposed provision in-principle, the key comments raised included:
- Strike a balance between providing security for occupiers whilst offering potential for integration.
  - Ensure that an on-site gypsy community can develop.
  - A larger number of sites would not match the character of other developments at Cranbrook.
- 4.165 There were 24 respondents, of the 36 % that favoured “**One or two large sites**” that made comment. Leaving aside responses that opposed provision in-principle, the key comments raised included:
- It was suggested a site should be near the second station and it was considered that bigger sites will allow for better facilities .
  - Would have a lesser impact on the rest of the community.
  - It was suggested they could go north of the railway line.
  - “The mess will be in one place.”

#### **Officer response and commentary**

- 4.166 It is recognised and noted that identifying sites for gypsies and travellers can be a challenging and contentious matter, there is, however, a duty on the Council to do so and make provision for gypsy needs. Despite strenuous efforts by the Council it has not been possible to secure suitable sites and provision elsewhere. In terms of meeting gypsy needs Cranbrook is well located in respect of good highway access and lies close to historic routes used by the travelling community. Provision at Cranbrook will accord with local plan policy and it is one of the very limited opportunities to secure site provision alongside major development.
- 4.167 In terms of consultation feedback, specifically comments received, there was some support of one or two sites with respondents noting that bigger sites offered scope to secure better facilities. However, there were more comments that highlighted the potential for greater integration with the settled community through provision of smaller sites.

**40. Please tell us about any other comments you have on the design and mix of use section:**

4.168 There were 15 respondents that answered this question about other design considerations. Matters raised included:

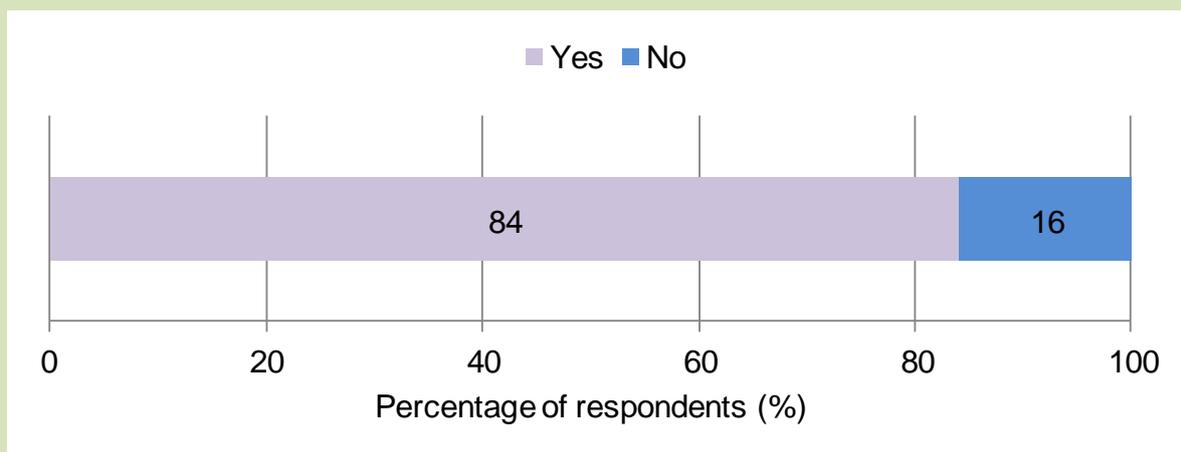
- A call, in a lengthy response, for more tree planting was made.
- It was considered that better sound proofing in houses is needed.
- Provision of gypsy and travellers sites was questioned – with specific concerns about meeting schooling and educational needs.
- Domestic sprinklers were called for in development.
- Better spread of rented/social housing across Cranbrook should be achieved.
- Differing phases of Cranbrook should be designed to differing styles.
- Village greens were called for.

**Officer response and commentary**

4.169 The comments received in response to this question, specifically noting points made about gypsy site provision, have been largely highlighting in comments made in response to other questions.

**Issues – delivery and flexibility – Question 41**

**41. Do you think there should be temporary spaces in Cranbrook where facilities including shops, bars, restaurants, community meeting spaces can be provided in the short term before a full town centre is possible?**



**Please explain your answer to question 41:**

4.170 There were 105 respondents that answered this question and 65 respondents gave reasons for their answer to question 41.

### Summary of key comments – temporary spaces where facilities can be provided

4.171 The most common / key reasons and other comments given by respondents in the questionnaire were:

**Yes** - there should be temporary spaces in Cranbrook

- Temporary spaces could provide short term facilities whilst permanent spaces are filled and the town develops, this will retain trade in the town and reduce the need to travel as well as extending the hours that the town centre operates e.g. by having evening cafes and social spaces.
- Should not be used as an alternative to permanent provision or to justify delaying permanent provision.
- Would provide alternative locations for community groups/meetings/activities, particularly those which only require a small space and those who wish to meet in the evening.
- Will create a sense of place and encourage community interaction as well as cultural opportunities.
- This could provide facilities outside the town centre for phase 2 and beyond.
- This will allow new businesses to ‘test the water’ without the expense of long-term leases, so will encourage a wider range of new ventures.

**No** - there should not be temporary spaces in Cranbrook

- Cost is excessive and not justified.
- Permanent buildings for business/retail/community uses should be built concurrently with housing.
- This will be used to justify delaying the provision of permanent buildings.
- These buildings will detract from the new town, they look flimsy and temporary and poor quality.

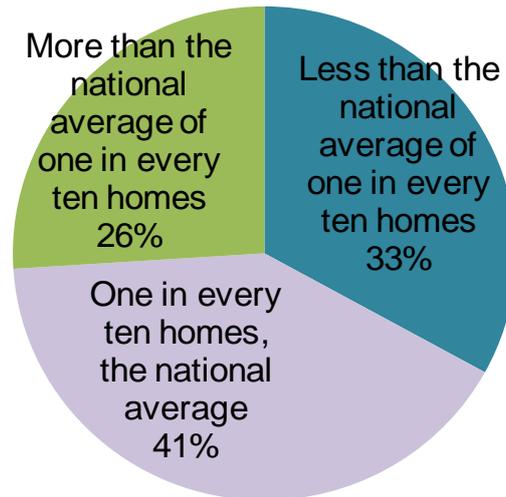
### Officer response and commentary

4.172 Most respondents (84%) are very positive about the possibility of providing temporary spaces, particularly where these will meet the existing need for meeting spaces (whether commercial spaces such as cafes or community meeting rooms) and space for these uses could be incorporated into the Cranbrook Plan. This could provide new businesses with an opportunity to ‘test’ the market and provide facilities for the wider community. The importance of providing new, permanent premises was however repeatedly stressed as many respondents were concerned that there would be no incentive to replace temporary buildings and they should not be seen as an alternative to permanent buildings.

4.173 The space allocated to temporary uses now could provide flexibility and space for future uses as the town evolves.

Any other comments - Questions 42 to 44

**42. How many self or custom build homes do you think space should be provided for in Cranbrook?**



4.174 There were 103 respondents that answered this question. No specific comments were made in response to it, however some of the general responses to question 44 were relevant. These responses related to concern at the possible design of houses, lack of evidence for 10% demand, lack of developer support and a lack of land available.

**Officer response and commentary**

4.175 There is a clear demand for self-build homes and a requirement for at least 10% of new homes to be provided on this basis. Clear guidance detailing the number of homes to be built, the delivery mechanism and design guidelines would address most concerns raised in respect of this issue.

### 43. Would you be interested in joining the Self Build Register?

4.176 22% of respondents would be interested in joining the self-build register.

### 44. Please tell us about any other comments that you have on the delivery and flexibility section:

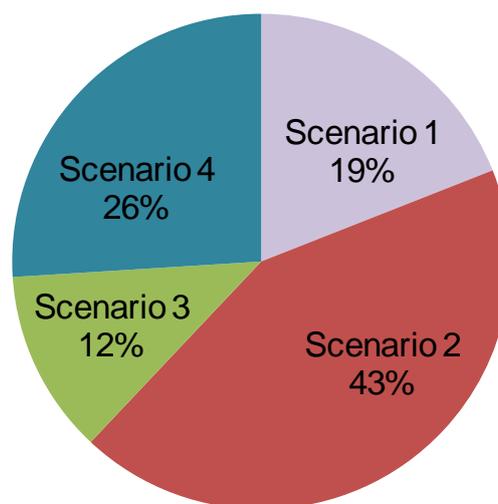
#### Summary of key comments – other delivery and flexibility

4.177 The most common / key other comments given by respondents in the questionnaire were:

- Self-build responses, which were addressed in response to question 42. These responses related to concern at the possible design of houses, lack of evidence for 10% demand, lack of developer support and a lack of land available.
- Expansion areas will provide an opportunity to develop in phases, ensuring development is carried out at a speed that will maintain housing and land supply targets.
- Phased development will enable different sections of Cranbrook to have their own character, to reduce the homogenous nature of the town.

### Next steps – Question 45

### 45. Which one do you think would be the best scenario for Cranbrook?



Please explain your answer to question 45:

- 4.178 There were 65 respondents that answered this question and 58 respondents gave reasons for their answer to question 45.

### Summary of key comments – scenarios

- 4.179 The most common / key reasons and other comments given by respondents in the questionnaire were:

**Scenario 1** – The issues report describes this as: Current density and development within areas subject to noise levels above recommended limits:

- This will prevent additional houses and higher density development.
- This is already agreed and is in keeping with the vision for the town.
- This will protect surrounding settlements and prevent ribbon development from J29 to Daisymount. Other towns in the District should expand instead.
- This option, with a small eastern expansion of this area would be most closely related to the vision for the town.

**Scenario 2** – The issues report describes this as: Current density and development in Neighbourhood Plan areas:

- This scenario is most acceptable in landscape terms.
- This development would not encroach upon Rockbeare.
- This scenario avoids higher density housing or increased noise impacts upon residents.
- Noise impact is acceptable in this scheme.

**Scenario 3** – The issues report describes this as: Increased average density to 45dph and development within sensitive landscape areas and areas subject to noise levels above recommended limits:

- Would create a balanced town.
- Protects the character of Rockbeare.
- Increased densities will improve housing delivery and proximity to shops/services
- Avoids the need to cross London Road and provides better location for the second train station.
- Shouldn't extend into the noise impact area.

**Scenario 4** – The issues report describes this as: Increased average density to 45dph and some land within Neighbourhood Plan areas:

- Minimises noise impact.
- Minimises impact on surrounding communities, particularly Rockbeare.
- London Road should return to being a focus for commercial development.
- Could total size of Cranbrook be reduced so that severely constrained areas can be avoided, or could housing be located elsewhere in the District?
- Higher density housing could meet the needs of some sectors of the community and would reduce the need to develop in constrained areas.

**Other comments** – additional comments made included:

- The plans/scenarios are not clear enough to make a judgement or the plans were not available to comment on.
- Another option, to keep the original plan, should have been given.
- Reduce the number of houses to a level which is compatible with the constraints.
- Links with neighbouring communities should be taken into consideration, for instance facilities could be shared.
- The Clyst Honiton (and other) Neighbourhood Plan should be taken into account, and may be able to accommodate some of the houses/facilities.
- No development should be allowed south of London Road due to visual, noise and landscape constraints.

**Officer response and commentary**

4.180 In all the scenarios, most respondents were concerned that proximity to the airport would make new development excessively noisy, that impact on nearby communities should be minimised and that landscape impact should be reduced. Option 2, of all the options, got the highest endorsement level at 43% support; it was felt to be most acceptable in light of these considerations. Many respondents were keen to restrict development south of London Road and there were mixed views regarding density, with some feeling increased densities lead to a poor living environment, whilst others felt it made best use of land and offered lower cost housing.

4.181 The need for future expansion was queried several times, with some respondents suggesting that the town doesn't need to expand onto the most constrained areas and th

4.182

**Any other comments – Question 46**

**46. Please tell us any other comments you have about the document?**

4.183 There were 39 other comments that were made.

**Summary of key comments**

4.184 The most common / key comments given by respondents in the questionnaire were:

- The plan is well written, well thought out and the ideas are easy to support.
- The plan is repetitive, confusing and overly long so many people won't have responded. The cost is not justified. There are mistakes in the labelling and in the maps e.g. flood areas.
- The plan is written so that questions are leading and require a knowledge of planning language.

- Scenarios are too prescriptive, questions don't allow much explanation.
- Couldn't access the plan as no paper copies available/ very poor internet access (due to supplier monopoly, so can't change to other providers).
- Neighbouring communities not involved in the consultation.
- Consultation should include more face-to-face contact/exhibitions/meetings/focus groups.
- There should be flexibility in the way the town is planned with spaces left for development to meet future needs so that the town can evolve to meet the needs of residents. It shouldn't be too rigidly planned or 'over-master planned'.
- The demographic - young families - should more strongly influence the plan, e.g. land identified for a nursery, skate park, young people facilities.
- Promised infrastructure has not been delivered and there is a need for more leisure facilities e.g. swimming pool, velodrome and greater detail about SANGS. Some infrastructure, e.g. Post Office, bank etc. can't operate due to the broadband supplier monopoly being incompatible with IT systems.
- Clyst Valley should be protected as a green buffer between Cranbrook and Exeter.
- There is a lack of information which is necessary to inform those completing the questionnaire - how do the current applications comply with the draft plan? What are the airports expansion plans? What development does the Greater Exeter Strategic Plan propose?
- Phased development will help to create a sense of community but all phases need adequate infrastructure and facilities. Development should follow a design code and should not be led by housing - transport is key to quality of life, with good public transport and lots of car parking.

#### **Officer response and commentary**

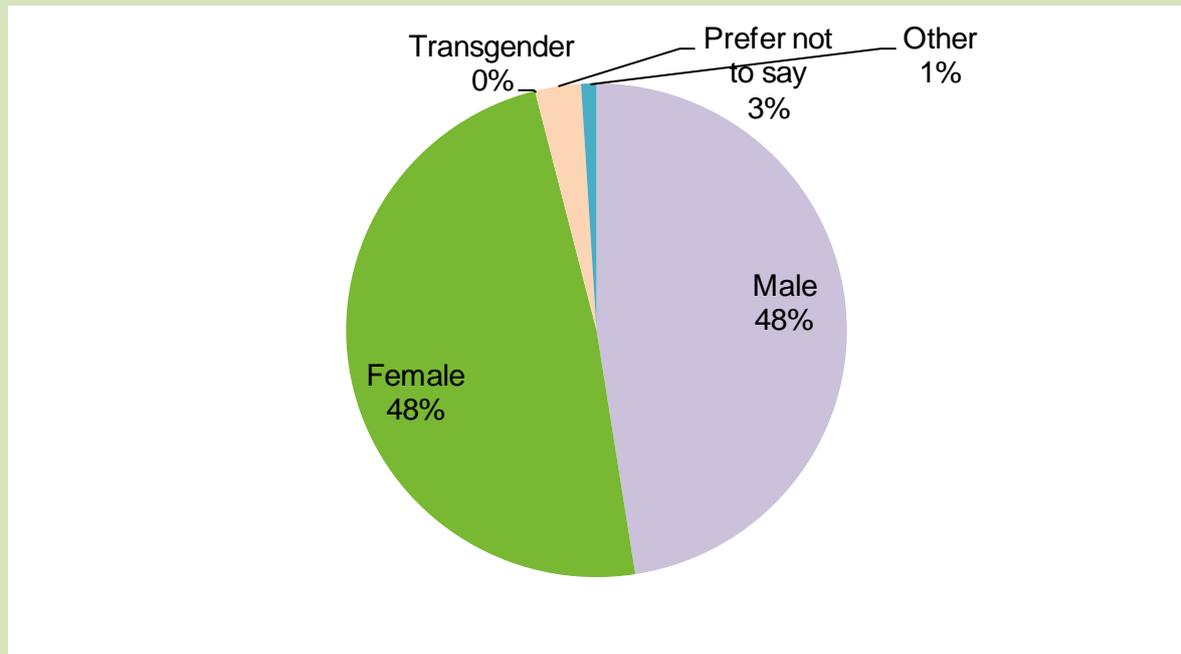
- 4.185 Responses to this section were diverse but fell into two main types - those that were commenting on the consultation and those who were commenting on specific proposals.
- 4.186 With regard to the consultation, there were some positive remarks but it is clear that some respondents felt the length and complexity of the document were off-putting and would have reduced the number of participants. It was suggested that future consultation should be more concise, engage directly with communities (both in Cranbrook and neighbouring settlements) and be available in several formats, particularly as broadband connectivity is sporadic and electronic consultation isn't accessible to the whole community.
- 4.187 With regard to the proposals themselves, flexibility to meet the needs of future residents was highlighted, a need to meet the needs of younger residents and a need to provide infrastructure concurrently with development were repeatedly raised.

## About you – Monitoring Questions

4.188 The final section of the issues report consultation asked some general monitoring questions. The questions asked and responses received are set out below.

### 1. Are you:

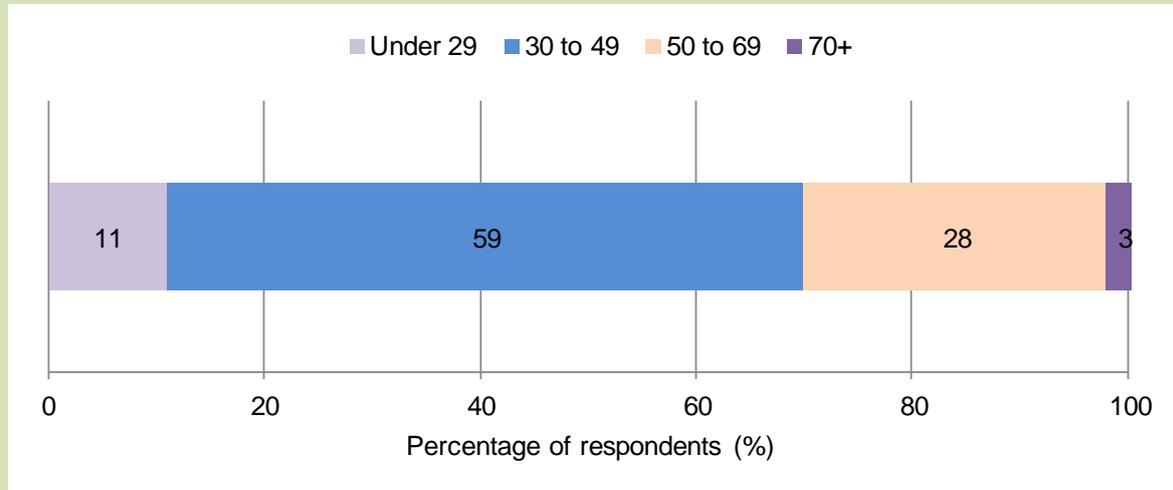
There were 103 respondents to this question.



4.189 Broadly speaking the female/male split (48% for each) would be in line with the split expected across Cranbrook. It would suggest the consultation exercise overall was balanced in respect to gender of respondents.

## 2. Which age group do you fall into?

There were 102 respondents to this question.



4.190 Most of the respondents to the question were in the 30 to 49 age group. A smaller proportion were in the 50 plus age group and very few in the 70 plus age range. Specific analysis of the place of residence of respondents has not been undertaken though this mix of age ranges of those responding would reflect the younger demographic of Cranbrook residents. Frequently in consultation exercises elsewhere in East Devon (or for the District in general) a greater proportion of respondents are in older age groups.

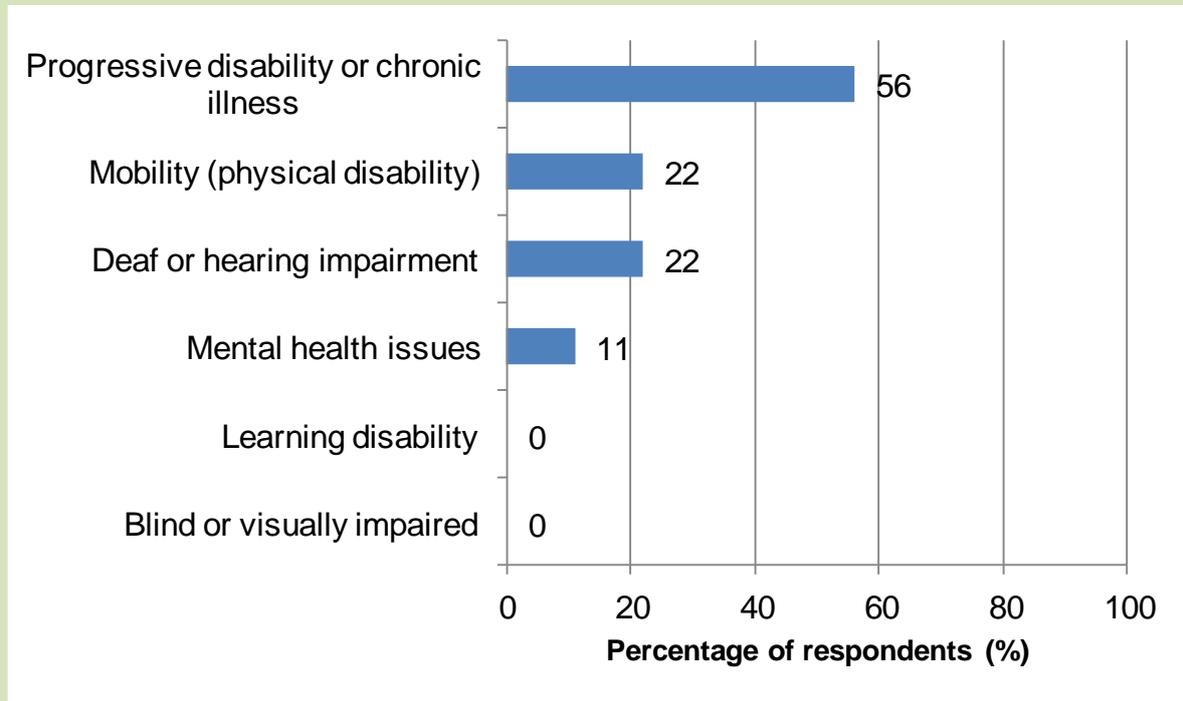
4.191 It is relevant to note that only 11% of respondents were aged under 29. There are larger numbers of people in this age range at Cranbrook than is the norm for East Devon as a whole. From the available data it is not known how many of the respondents in this category are children living with parents or carers (for example school age or younger) and how many live independently in their own home, perhaps for example 18 year olds plus.

## 3. Do you have a long standing illness, disability or infirmity that limits your everyday activities in any way?

4.192 9% of the 103 respondents to this question stated that they did have a long standing illness, disability or infirmity.

**4. If yes, please tell us the nature of your disability, infirmity or long standing illness: Please tick all that apply.**

There were 9 respondents to this question.



4.193 Of the 9 people that responded to question 3 there were 5 (56%) that had a progressive illness.

**5. Please tell us which ethnic group you consider you belong to:**

4.194 There were 96 respondents to this question. 90 stated they were White British, 2 stated they were British, 2 stated they were European, 1 stated they were White Cornish and 1 stated they were human (although only 1 respondent stated they were human the assumption is that they all fall into this category).

4.195 This is seen as likely to be a response that is representative of the make-up of the Cranbrook population.

## 5 Comments from consultees that did not complete the questionnaire

- 5.1 In response to the consultation a number of organisations and individuals sent in responses but did not fill in the questionnaire. Comments made by these bodies are summarised below. The comments originally featured in a Committee report that can be viewed at: <http://eastdevon.gov.uk/media/1841810/130916-combined-strategic-planning-agenda-additional-meeting.pdf>
- 5.2 **Cranbrook Town Council** highlighted the need to be sensitive to the expectations of the pioneering residents of the town and the need to focus on delivery. The local community was most likely to benefit from good design and quality build, a good mix of market and affordable homes, local opportunities for employment, regular integrated and affordable transport, opportunities for relaxation, sport and access to open space and to the countryside. The Council did not support any of the four scenarios set out in the document and emphasised the need to build the appropriate number of homes rather than necessarily a fixed figure.
- 5.3 **Rockbeare Parish Council** warned that the document was disregarding some of the established policies in the Local Plan and emphasised the need to protect the green wedge between Rockbeare and Cranbrook and for development to be outside of neighbourhood plan areas. It was concluded that the DPD starts from the wrong place by seeking to accommodate housing numbers rather than accepting the physical limits of Cranbrook.
- 5.4 **Clyst Honiton Parish Council** believes that there should be no development in areas with noise levels over those recommended by World Health Organisation and that other areas should be utilised for any additional development. The importance of business space is emphasised which is vital for the well being of the town to enable people to work close to where they live. Any extra buses should link with surrounding parishes so the residents there also benefit. The integrity of Rockbeare and Whimble should be maintained with development to remain within the natural boundaries created by the railway line and London Road with ridgelines protected. Cranbrook is not an island but has great potential to affect neighbouring communities and landscapes in either a positive or negative way.
- 5.5 **Broadclyst Parish Council** highlight that the vision does not include mention of cohesion between Cranbrook and its neighbours or the need to develop good links into the town. Such links are an integral part of its long term sustainability. It is vital to protect the operation of the airport and its growth and expansion cannot be restricted by poorly-placed development. A second Cranbrook station is not supported as this could jeopardise the future of Whimble Station, and with a good public transport system the one station should be sufficient. Development should only be brought forwards under a Neighbourhood Plan or Neighbourhood Development Order in the relevant areas.
- 5.6 **Devon County Council** emphasised a number of areas including health and wellbeing, transport, education and infrastructure provision. The importance of taking a precautionary approach in terms of safeguarding the future operation of the Airport was emphasised and recommended that a buffer is incorporated to ensure that airport operation and expansion are not affected by future changes to noise standards. A comprehensive network of high quality pedestrian and cycle routes was seen as crucial for the town along with maximising the use of the rail network through enhanced frequency and provision of a second station.

The function of the Main Local Route and the London Road were seen as needing to change as the town grows, with the latter becoming an urban road with active frontages.

## Comments from Landowners/Developers

- 5.7 **The East Devon New Community Partners (EDNCP)** provided an extensive response to the Issues and Options report and accompanying sustainability appraisal. Particular topics covered included Airport expansion and airport noise, landscape and visual impact, density and scale of development and the choice of scenarios. In terms of the vision the EDNCP put forward that the expansion of Cranbrook should be based around clearly focused neighbourhoods with every opportunity for walking and cycling being encouraged. A second rail station was not seen as necessary and it was anticipated that there would be no or very little need to make provision for Gypsy and Travellers pitches at Cranbrook. A number of shortcomings are identified with regard to the Sustainability Appraisal which is seen as lacking in balance. Further detailed evidence is submitted in relation to noise and landscape impact.
- 5.8 **The agent acting on behalf of the owners of Tresbeare Farm** considered that the sustainability appraisal underplayed the benefits of the southern expansion area. It was not believed that development to date or in the future would prove in any way incompatible with the use of the Airport. Capitalising on the opportunity for a comprehensive sustainable neighbourhood in this location was seen as needing to be a very high priority for the emerging DPD.
- 5.9 **Persimmon Homes** set out the view that a DPD for Cranbrook adds unnecessary complexity to the plan making and development process and need not be a stage that was or is undertaken. There is concern that the judgments and decisions made in or through the DPD are therefore more likely to be formed on the basis of high level information or the inflexible application of particular standards or conclusions. This particularly relates to noise thresholds, green infrastructure and the approach to employment and density. It is stated that no technical assessment of the landscape issues raised in the report has been undertaken, or a baseline study prepared to inform the preparation of the document. The issues raised therefore need to be understood as high level issues and are not supported by more detailed technical assessment. In this light a number of conclusions or issues raised must be regarded as subjective and preliminary. There is a concern that the wider benefits of accommodating development in the south western expansion area are largely ignored. It is stated that the DPD and future master planning of Cranbrook should be focused around Scenario 1 being most closely related to the vision, providing most opportunity to deliver wider benefits, and being entirely deliverable.
- 5.10 A number of other land areas were promoted for development. **Waddeton Park Ltd** put forward land to the south of the London Road and to the north of Rockbeare. This was seen as an alternative to the south westerly expansion of Cranbrook and was unconstrained by Airport noise. The area was seen as having the potential to deliver housing and commercial uses as well as social and cultural activity without impacting negatively on the landscape setting of Rockbeare. Further land to the south of London Road was promoted by the Trustees of the Rockbeare estate.
- 5.11 **Land at Little Cobden and Higher Cobden Farm** was seen as being capable of being beneficially developed and could help meet the overall housing requirement without any harm. It was identified that an area of land could be set aside to meet the requirement for

the inclusion of self/custom build. The assessment of the land through the sustainability appraisal process was sought and the importance of maintaining access arrangements emphasised.

- 5.12 **The agents promoting the development of land at Farlands** (which forms part of the allocated eastern expansion area which is not controlled by the EDNCP) support the vision for Cranbrook but question the cost of the second railway station and the impact on overall viability. Sports hubs being dispersed around Cranbrook is supported as this would provide greater accessibility to local residents.
- 5.13 Two areas of **land within the area of the Lodge Trading Estate** were also put forward for redevelopment. This brownfield site was seen as forming part of the Cranbrook area which should accommodate residential development including affordable housing. The development would potentially allow a pedestrian route to Cranbrook station.
- 5.14 **The agents acting on behalf of Skypark Development Partnerships** emphasise that whilst the principle of providing start up business space at Cranbrook is supported, larger grow on space should only be provided on Skypark. There are concerns with over provision of employment land at Cranbrook and they wished to ensure that links between Cranbrook and its neighbouring development is encouraged. The agents acting on behalf of the Church Commissioners for England will shortly be submitting an application for phase 2 of the distribution site to the north of Skypark. They request that further regard is given to the allocation of this site and proposed use which will assist in the avoidance of future conflicts. This includes the potential of the site as a major employer.
- 5.15 **The National Trust** highlight that the Cranbrook DPD will need to set out precise details of SANGs design including the overall quantum and how this will provide the necessary mitigation. The Trust has produced a SANGs assessment for Killerton and they stress the need for Cranbrook to look beyond its boundaries and be developed in the context of landscape scale green infrastructure projects. A green infrastructure masterplan is seen as a pre-requisite to the Trust's involvement as this would guide and inform individual proposals. The need to test the spatial options in relation to the historic environment is highlighted and the Killerton Setting Study is referenced.

## Comments from Other consultees

- 5.16 **Highways England** is supportive of the DPD and the objective to create a sustainable community reducing the need for external travel, particularly by private car. The aspiration for up to 7,850 homes at Cranbrook is supported but there should be recognition that this will lead to an over-capacity situation in several locations at M5 junction 29 by 2030. Measures to encourage modal shift are strongly supported, notably rail enhancements to the Exeter/Honiton line. Improvements to public transport provision are not seen as a substitute to critical enhancements to the local road network.
- 5.17 **Network Rail** seek reassurance that the Crannaford Level Crossing will keep its existing character and not become a 'rat run' or even an official access to an improved northern route towards the M5. Also they would not want to see a large increase in pedestrian use especially unsupervised children. Limits on new development or trigger points at which the level crossing would be closed and a bridge over the railway put in place are sought.

- 5.18 **Railfutures** highlight that a passing loop around Whimple would double capacity to three trains per hour each way. There is concern that two stations at Cranbrook would slow the Waterloo service too much. A metro service running from Exeter to Feniton and then over a short stretch of reopened line to Ottery St Mary is recommended.
- 5.19 **Exeter and Devon Airport Limited** emphasise that the Airport is a significant economic driver and employer whilst supporting the expansion of Cranbrook in principle, they could not accept any proposal that would reduce the ability of the Airport to expand and grow in the future. A review of the Airport masterplan will take place in due course which will help in determining likely future passenger numbers. The 57dB contour is recognised as an aviation standard utilised in the assessment of the need for any airport noise action plan. The need to establish common ground for noise contouring is emphasised. Ensuring that there is no negative impact on the airport's operation or growth prospects is of paramount importance.
- 5.20 **Historic England** stress the need for the DPD to be underpinned by an adequate, up-to-date and relevant historic environment evidence base. It is not considered that the plan fully contains or demonstrates a positive or clear strategy for conservation and enjoyment of the areas' historic environment. This needs to be incorporated through the vision and objectives for the plan. A heritage assessment is needed that identifies the assets and understands what contribution the site might make to the heritage asset; what impact the allocation might have on that significance; or consider how to maximise enhancements and avoid harm; and determine whether the allocation is appropriate in the light of the NPPF's tests of soundness. The Devon Gardens Trust seek inclusion of a reference to Rockbeare Manor being included by Historic England on the Register of Parks of Special Historic Interest at Grade II in the Landscape and Biodiversity section of the report.
- 5.21 **The Environment Agency** welcome the objectives set out in relation to energy and climate change. A reference to increased storm intensity and flood risk is also sought. It is recommended that the landscape and biodiversity objective is re-worded to highlight the role of features such as ponds and ditches in collecting storm water. The lack of reference to the Green Infrastructure Strategy is highlighted and further reference is sought to the role of water courses and protecting and enhancing their ecological status. The RSPB also emphasise that biodiversity should be protected and enhanced. The need for ecological mitigation is stressed by the EA and that this should be integral to the design and development process. It is identified that the Sustainability Appraisal lacks a Water Framework Directive assessment.
- 5.22 **Natural England** welcome the prominence given to landscape and biodiversity within the overall objectives of the plan but are disappointed that the opportunity was not taken to examine policy, delivery or monitoring options. The development of a Green Infrastructure strategy is recommended to help plan ahead for open space including SANGs, spaces for biodiversity, walking routes, SUDs etc. in an interconnected manner. It is also recommended that options for the delivery of SANGs are specifically set out and analysed as well as any alternative mitigation options. Natural England would also like to see the issue of the best and most versatile agricultural land incorporated in to the report.
- 5.23 **The Devon Countryside Access Forum** state that the recreational experience offered by any SANGs needs to be good in order to ensure that people stay in the vicinity and are not tempted to make the Pebblebed Heaths and the Exe Estuary their destination of choice. Dog owners need safe access where they can exercise their dogs. The Council is advised to

consider the recommendations of the ‘Planning for Dog Ownership in New Developments’ publication.

- 5.24 **The CPRE** consider that none of the scenarios are ideal. The importance of avoiding building close to the airport is emphasised. Protecting the green wedges between Rockbeare and Whimble and Cranbrook is seen as equally important. There should be thought given to the needs of a population which will grow older over time including lifetime homes and extra care provision. The landscape impact is seen as unacceptable at present with serious consideration needing to be given to expanding Cranbrook north of the railway line. There is a compromise between higher density and land usage with higher densities seen as preferable to impacting upon neighbouring settlements.
- 5.25 **The Low Carbon Task Force** considers that the section on energy and climate change lacks ambition and commitments. A zero carbon aspiration should be the basis of the design philosophy of the town in terms of the disposition of uses, the construction of buildings and the methods of heating those buildings and generating power. This approach would guarantee the delivery of a community which can cope with the massive challenge of climate change, build Cranbrook’s reputation as a leading sustainable community and help people with the affordability of housing by dramatically reducing their energy costs.
- 5.26 **Devon and Cornwall Police** would welcome the opportunity to apply for further funding to support the delivery of a dual Police and Fire station to serve Cranbrook and the surrounding area. The Fire and Rescue Service support a safer community to ensure people who live in, work in and visit Cranbrook are safer from fire, road collisions, crime and other emergency incidents. The need for a bluelight facility housing fire, police and ambulance to service the community of Cranbrook is identified. Devon and Cornwall Police would welcome the opportunity to apply for further funding to support the delivery of a combined service facility.
- 5.27 **Sport England** emphasise that the Cranbrook DPD should include sport, recreation and physical activity opportunities for the future residents to ensure that this is well designed, healthy and safe community. New development should be designed in line with Active Design principles to secure sustainable design including co-location and sports hubs.
- 5.28 **England Hockey** state that it is essential that the sports facility provision is fit for purpose and suitable for participation for local community sport. Strong consultation with the National Governing Bodies of Sport will ensure that the correct design and technical specifications are met to ensure that all sports are catered for.
- 5.29 **EDVSA** state that Cranbrook should be a strong and resilient community where communities and individuals are empowered to take action, where self-determination enables a strong sense of citizenship and community ownership within the Town. Implementation should not be phased based on population growth but on community need.
- 5.30 **The Diocese of Exeter and Churches Together in Devon** seek an additional objective about Cranbrook being a town where voluntary and community sector providers are supported to build the social capacity, variety and resilience of the local community. It is emphasised that there are a range of determinants of health and well-being with this including a spiritual component. People with decision-making responsibilities need to be proactive in creating opportunities and providing capacity to develop agencies among residents, doing so repeatedly with existing residents and afresh with each successive wave of new residents.

Given the existing demographic profile of the town, there's also an important piece of work to be done to invest in intergenerational relationships.

- 5.31 **The Cornerstone Church** would like to see the town develop in a way that leaves space for future development. Cranbrook should have inbuilt flexibility to meet changing and growing needs over time. The need for a worship/church space near the town centre is identified. Provision should be made for all ages as Cranbrook matures.
- 5.32 **Devon Senior Voice** consider that the ageing of the population of Cranbrook should be taken in to account. This can make a positive contribution to maintaining a vibrant community. The inclusion of enabling policies within the Plan would provide for this opportunity and further create a more caring society. DSV is in general agreement with scenario 4 but this is subject to the preparation of a Strategic Design Guide on Residential and Landscape impact.
- 5.33 **The Theatres Trust** is pleased the scoping document recognises the importance of providing cultural and community facilities as they are vital for their contribution to life satisfaction and this should be promoted in this plan. The importance of planning for culture and community facilities is emphasised in the National Planning Policy Framework. The most successful examples of the new town had cultural facilities provided from the outset. Unfortunately cultural facilities are now seen by developers as un-viable in a commercial sense because of their community rather than commercial role, and are rarely provided in developments, unless required to do so by a local plan. The Theatres Trust recommend that in addition to a policy to encourage cultural led development, community infrastructure levies and s106 agreements are used to provide the range of cultural and community infrastructure needed, such as multi-purpose community halls, to support a sustainable new community.

## Non-questionnaire response comments from individuals

- 5.34 A total of 9 responses were received from individuals outside of completing the online questionnaire the responses to which are summarised and attached as an appendix to this report. These raised a wide variety of issues including:
- Development on ridgelines would be visible.
  - Flooding.
  - Noise pollution.
  - Impact of development on privacy.
  - Loss of high quality agricultural land.
  - Preference for the easternmost site for the second rail station.
  - Dualling of the rail track is required to increase capacity.
  - Gaps in the current public transport timetable between 21:30 and 23:10.
  - Speed of traffic along the London Road.
  - Need for a travel card.
  - Self-build should be encouraged.
  - Smaller retail units rather than large retail companies.
  - Encourage businesses which sell produce.
  - Support a site available for Gypsies.
  - Cranbrook should only take a small proportion of Gypsy and Traveller sites.

- Gypsy and Traveller provision should be spread throughout the District.
- House a proportion of refugees.
- Need to encourage retail development on the eastern side of the M5.
- A leisure centre is needed.
- The masterplan process is protracted and will delay determination of planning applications/investment.
- Action is needed on designing and presenting ideas for the town centre.
- Best message for the town is a continuation of dynamic growth.
- Concerned about piecemeal development along the Rockbeare Straight.
- Specialist transport input is required in to the DPD.
- Overemphasis on the useful but limited gains that improvement to the rail network can provide to the detriment of a more meaningful discussion of how a substantial modal shift from car use might be delivered.
- Severe congestion is inevitable without proactive initiatives to reduce level of car usage.
- Like to see commuter cycle lanes.
- Cranbrook should be marketed as a cycle friendly town.
- Outdoor gyms and fitness infrastructure are needed.
- Town centre should be traffic free.
- London Road is dangerous for pedestrians.
- Access and traffic in front of St Martin's and school is too close to the road.
- Need better screening for future schools.
- Terms of the consultation are constrained.
- Consultation exercise is a waste of time and money.

## 6 Conclusions and Next Steps

- 6.1 The consultation at the Issues and Options stage of plan making allowed people to express their views of some of the key themes and issues that were seen as relevant to the future of the Cranbrook Plan. By intent and design the consultation document was quite open-ended in not seeking to establish precise planning solutions and asking people to comment on these, rather it established and explored issues and asked open-ended questions around these.
- 6.2 In responding to the questionnaire, and in separate responses, there were a very broad range of views expressed with many responses and respondents expressing opinions that contradicted other people's responses. Where there tended to be very clear consensus was in respect of broad over-arching objectives for the future of Cranbrook and the Cranbrook Plan.
- 6.3 The objectives set out the Issues and Options document tended to be in principle desirable outcomes that most people would want to endorse so the high endorsement ratings would not be a surprise. The objectives do, however, set the framework to inform plan detail and comments received at Issues and Options stage of consultation on the objectives do highlight some of the opportunities and concerns that exist at a higher level in respect of the future of Cranbrook.
- 6.4 Where there were clear differences of opinion in feedback received was in respect of a number of questions about the location of differing uses at Cranbrook and some of the questions about the nature of future development. The graphs in this document show statistics behind favoured and less favoured options and the commentary pulls out key issues and matters that people raised and wished to stress.

### **What happens next?**

- 6.5 The comments received on the Issues and Options document will be used to help inform on-going master plan work for Cranbrook. The masterplan and issues feedback will also inform a preferred Approach draft of the Cranbrook Plan. This Preferred Approach draft will set out policy proposal for Cranbrook and most importantly it will allocate or identify land for development. By allocating land it will advise on what uses, such as houses, shops, parks or roads are expected to be built on differing plots of land. The plan may also include some more generic guidance or policies about standards expected in future development.
- 6.6 The Cranbrook Plan Preferred Approach document will be a draft document and we will be inviting comments on the draft. Feedback received will help inform what we hope will be the final Publication draft of the Cranbrook Plan. This Publication draft will also go out for consultation, in 2018, and all comments received at this final stage, along with the plan itself and supporting documents will be sent to the Planning Inspectorate for examinations. A government appointed planning inspector will assess the plan and come to final conclusions on whether it can be formally approved and adopted under plan making processes and regulations. The inspector may recommend a number of changes to the plan and it may also be that further consultation, on these, is required. On final adoption by the Council the plan will, however, carry its full statutory weight in decision making processes. It will be the primary document that is turned to and used in determining future planning applications at Cranbrook.