

# East Herts LCWIP Consultation Report

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# 1. Executive Summary

The East Herts LCWIP public consultation ran from 25 September – 5 November 2025, led by Hertfordshire County Council in partnership with East Herts Council. The following report provides an overview of the consultation process and outcomes.

## Key findings

### East Herts LCWIP consultation in numbers

- **Total responses:**
  - Survey responses: 269
  - Email responses: 149
  - Matters raised at events: 26
  - **Total Responses: 444**
  - **Unique Online respondents: 96**
  
- **Overall support:** Good support for the LCWIP aims, objectives and proposals
  - 63% of residents supported improvements to walking and cycling in the district
  - 63% of residents reported that the LCWIP proposals would definitely encourage them to cycle more often

- The East Herts LCWIP public consultation secured **good support for the LCWIP objectives and proposals overall.**
- Of those who said they were dissatisfied with the LCWIP overall, this was mostly associated with the need for additional, safe crossings, in particular around High Wych.
- **Social media and word of mouth were most effective** at reaching people with the consultation information.
- **63%** of respondents reported that the LCWIP would **support them to cycle more often.**
- Several locations received particularly strong support and were often mentioned in responses. These included:
  - Hertingfordbury Roundabout, Hertford
  - Welwyn Road, Hertford
  - Hertford to Ware Tow path
  - Hertford Heath
  - Dane Street, Bishop's Stortford
- The most common themes discussed in free text comments were a need for safe crossings, child safety and routes to school, maintenance of footpaths and a need for connected, continuous networks.
- There was underrepresentation of residents aged 34 and under and over 65.
- There was slight underrepresentation of Black and Asian communities
- There were 96 individuals who took part in the online survey, of which 44 were men and 43 were women.

## 2. Consultation process

### Overview

The East Herts LCWIP consultation ran for a period of 6 weeks, from 25 September to 5 November 2025.

Stakeholders were offered information in a variety of formats:

- The full East Herts LCWIP Technical Report and Appendices
- Interactive maps and summaries on the East Herts LCWIP online hub

The LCWIP Technical Report and Appendices were available online and as a physical copy, available on request.

Stakeholders were then given several potential channels through which to submit their views and responses:

- By completing an online survey
- By emailing the East Herts LCWIP inbox
- At a range of in person LCWIP consultation events

### Publicity of the LCWIP consultation

The consultation materials were publicised both in-person and online, through a variety of channels, such as:

- Posters and flyers in local community spaces
- Social media posts
- Email newsletters
- Community events and market stalls
- A press release
- Business Cards
- School engagement activities

A letter inviting stakeholders to view and respond to the consultation was sent via email to stakeholders, which included County Councillors, District Councillors, Parish/Town Councils, schools, walking/cycling groups amongst others.

### In-person events

Several additional consultation events were also held to support the consultation process and reach a wider audience, including traditionally underrepresented groups:

- Saturday 27 September: Stall at Sawbridgeworth Travel Challenge Event
- Monday 29 September: Stall at Buntingford Market
- Saturday 4 October: Officer presence at Bishop's Stortford Town Centre (no stall due to amber weather warning)
- Saturday 11 October: Stall at Hertford Farmer's Market
- Sunday 19 October: Stall at Ware Local Produce and Craft Market

- Saturday 1 November: Stall at Bishop's Stortford Market

At in-person events, more than 200+ flyers were given out with a large number of conversations held with local residents and stakeholders. Each event was attended by both East Herts and County Council officers, and some councillors also supported events in person.

**Photo examples**



**Figure 1 – Sawbridgeworth 1**



**Figure 2 - Ware**



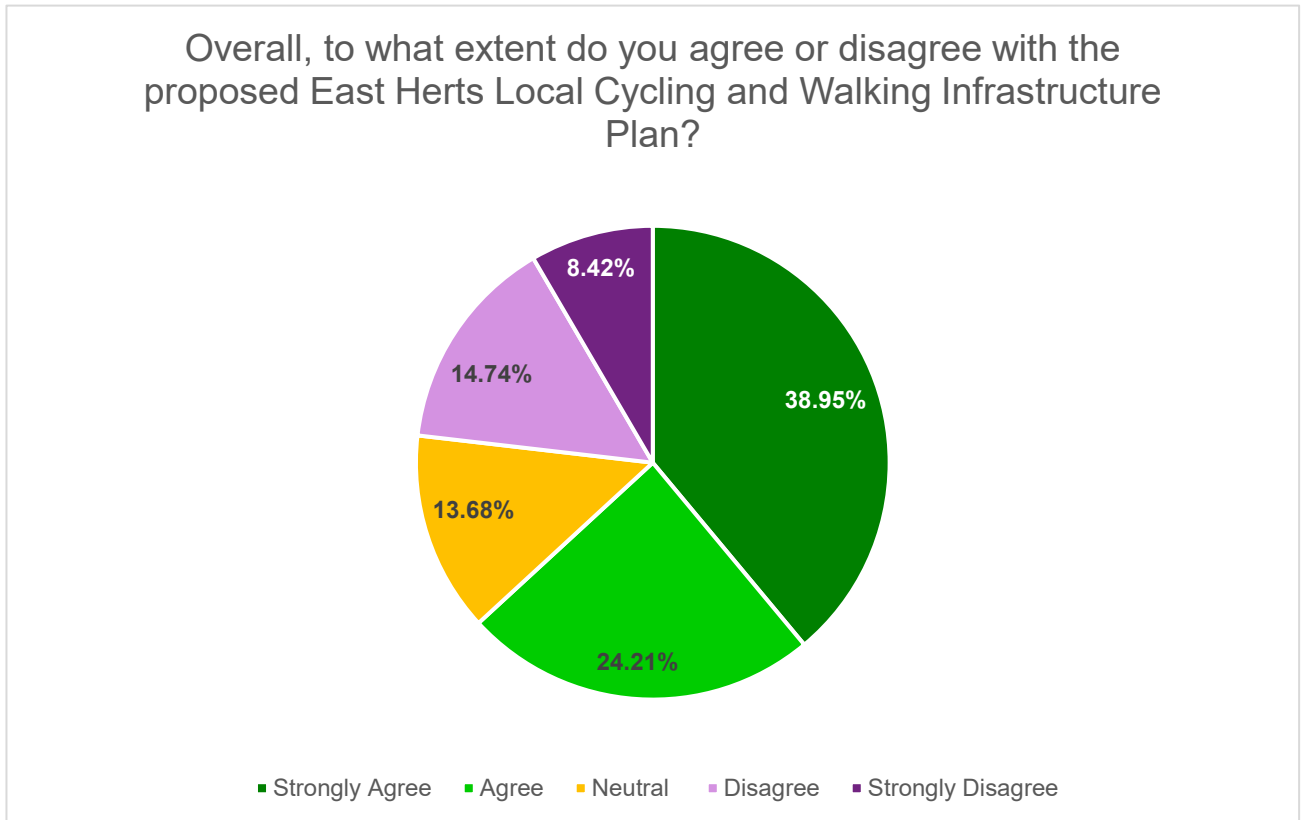
**Figure 3 – Sawbridgeworth 2**



**Figure 4 - Buntingford**

### 3. Support for the LCWIP proposals and objectives (online responses)

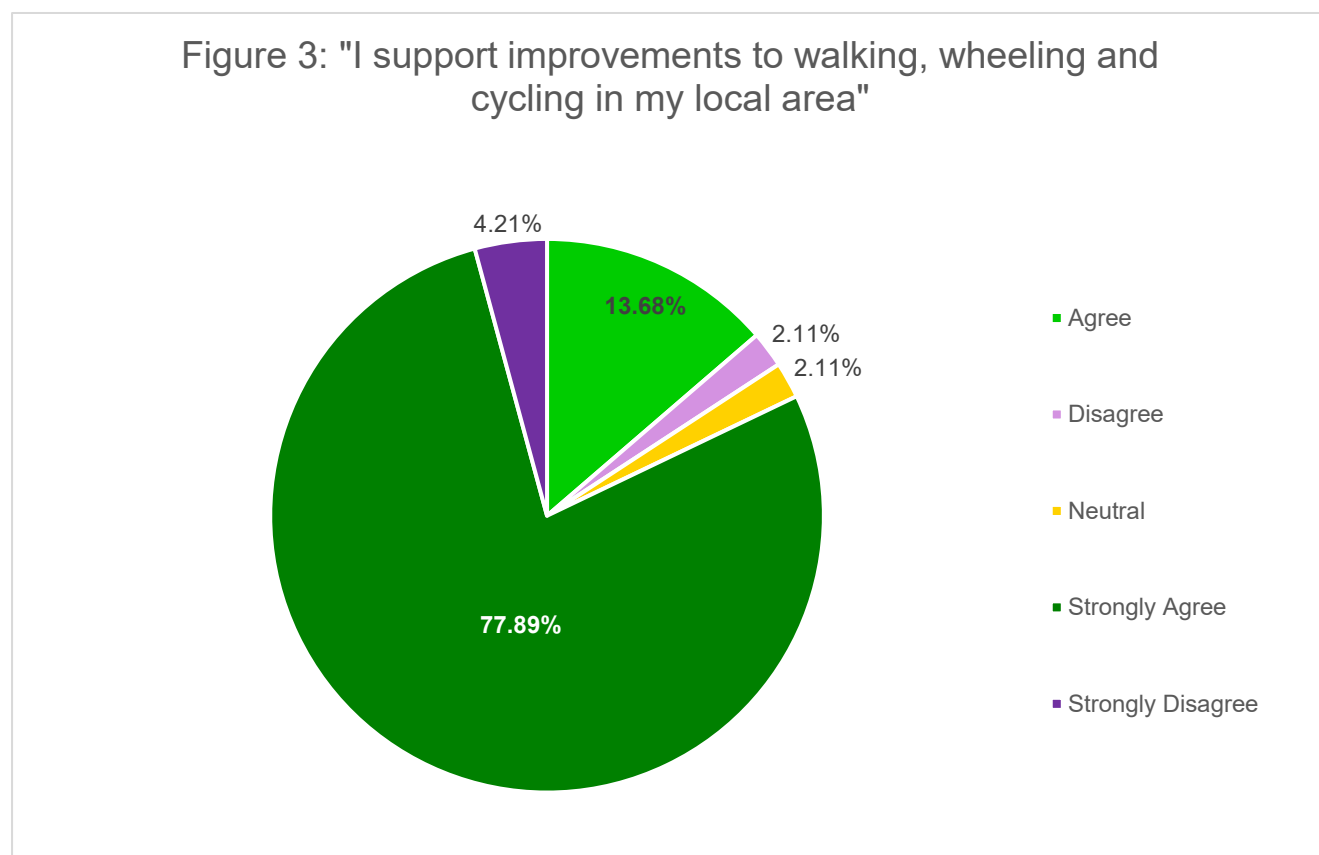
#### 3.1 To what extent do East Herts district residents agree overall with the LCWIP proposals?



- **63.16% of online survey respondents strongly agreed or agreed with the LCWIP proposals** overall, with a further 13.68% responding that they were 'neutral' about the proposals and just over 23.16% responding that they disagreed or strongly disagreed with the proposals.

### 3.2 To what extent do East Herts district residents want to improve walking/cycling?

In the survey, respondents were asked to assess to what extent they agreed with the following statement: "I support improvements to walking, wheeling, and cycling in my local area."



- As shown in **Figure 3**, 91.5% of survey respondents said they support improving cycling and walking in East Herts.

## 4. Comments and suggestions

### 4.1 What were the main themes mentioned in free text responses?

The top five themes emerging from the LCWIP free text responses (in emails, survey questions and map comments) have been collated and summarised below.

We need to ensure good **maintenance** of existing and new infrastructure – potholes, overgrown vegetation and leaf mulch can cause problems for people cycling and walking.

Many comments emphasised the need for **lower speeds near schools** and residential streets.

Several comments talked about **crossing safety**. We need protected, well-placed crossings at busy junctions and near schools. There also needs to be continuity to reduce having to cross the road twice.

**Designing year-round useability of tow paths and rural routes** was important to respondents, with improved access points and bridge treatments highlighted. Respondents also highlighted a need to resurface poor sections, improve wayfinding and co-ordinate maintenance.

Type of provision was considered paramount for some users. **Clear separation where footways are narrow was important to ensure safety of vulnerable users**. We need to ensure shared use where space permits, with signage and segregation on higher-flow corridors and continuous routes.

## 4.2 What were the key themes which caused disagreement or concern among residents?

A number of comments suggesting that the East Herts LCWIP does not go far enough and that Hertfordshire County Council does not deliver enough active travel improvements

**Several residents from villages outside of the scope raised comments requesting walking and cycling connections to local towns.**

Some communities raised that the East Herts LCWIP did not show priority to schemes that have previously been investigated. Changes to the report have been made to mitigate this concern.

## 4.3 What were the key themes associated with agreement?

**Many residents supported the new/improved crossing points for all users.** Respondents also suggested further locations to be considered for additional crossing points.

Many residents highlighted improving access and **safety around the schools** in the District.

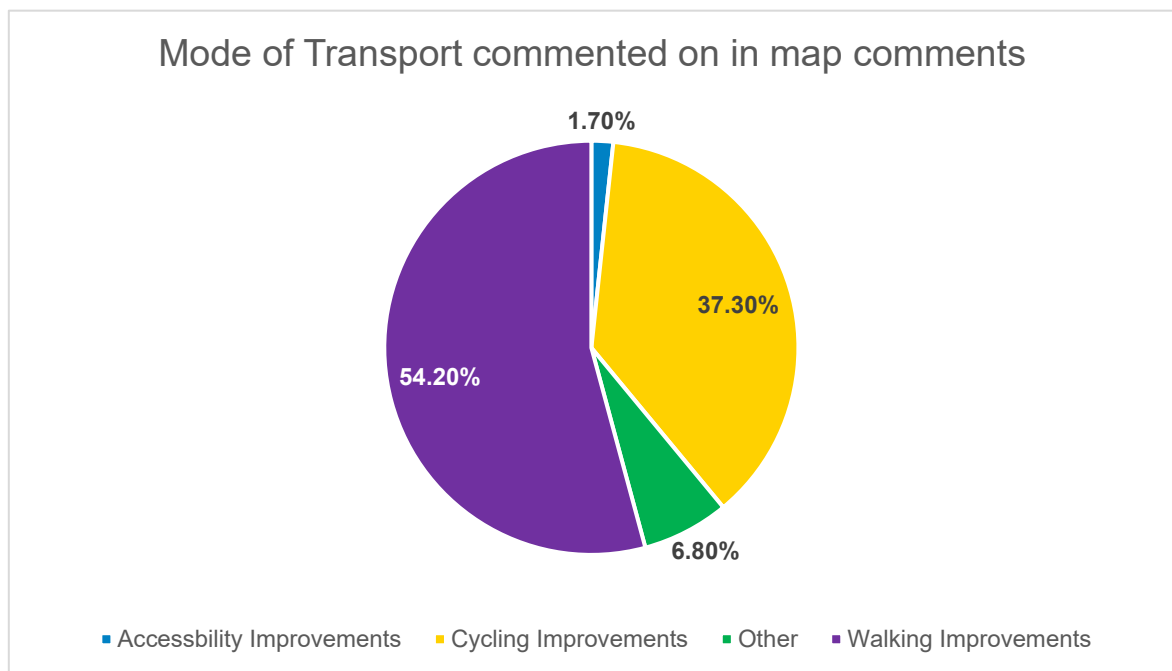
**There was agreement by residents in the comments for traffic calming including the need for lower speeds where recommended.**

## 5. Feedback on specific proposals and locations

As part of the online survey, respondents were offered the chance to drop a 'pin' on a virtual map of East Herts, allowing them to make comments on a specific location or specific part of the LCWIP network.

They were asked to specify what kind of comment they were making, and which mode it related to.

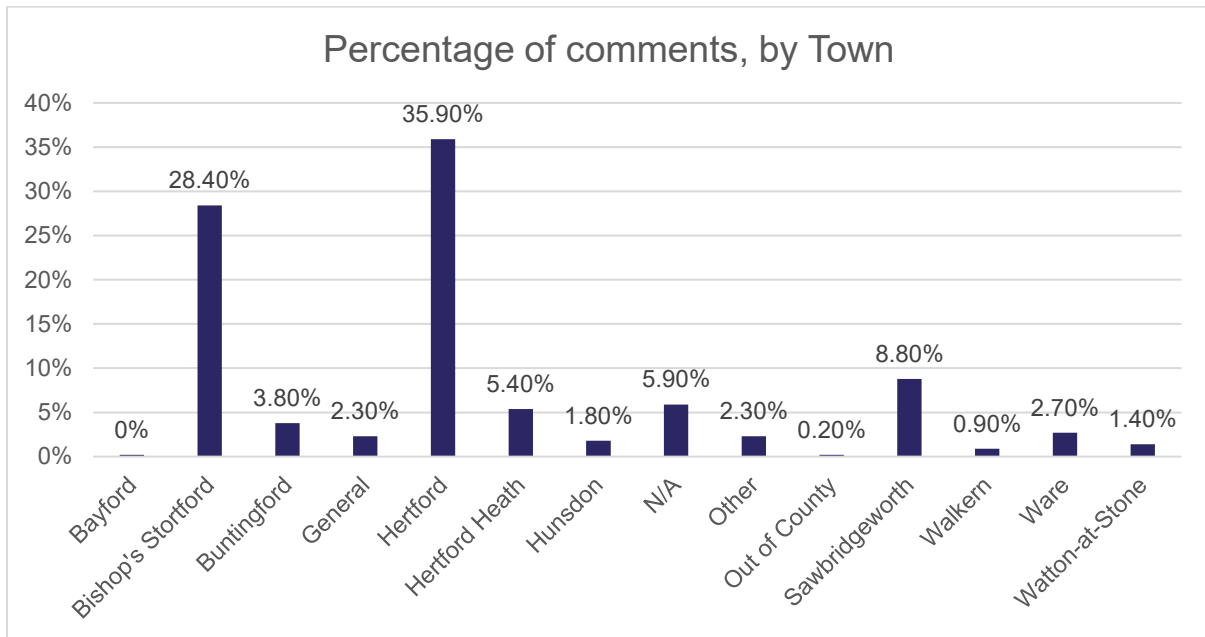
### 5.1 Which mode of transport did map respondents comment on?



- 54.2% of map comments focused on walking improvements such as wider pavements or crossings.
- 37% of map comments focussed on cycling improvements, such as a protected cycleway or cycle parking.
- 1.7% of map comments focussed on accessibility improvements such as barriers or missing dropped kerbs.
- 6.8% of comments focussed on other improvements such as benches, artwork or signage.

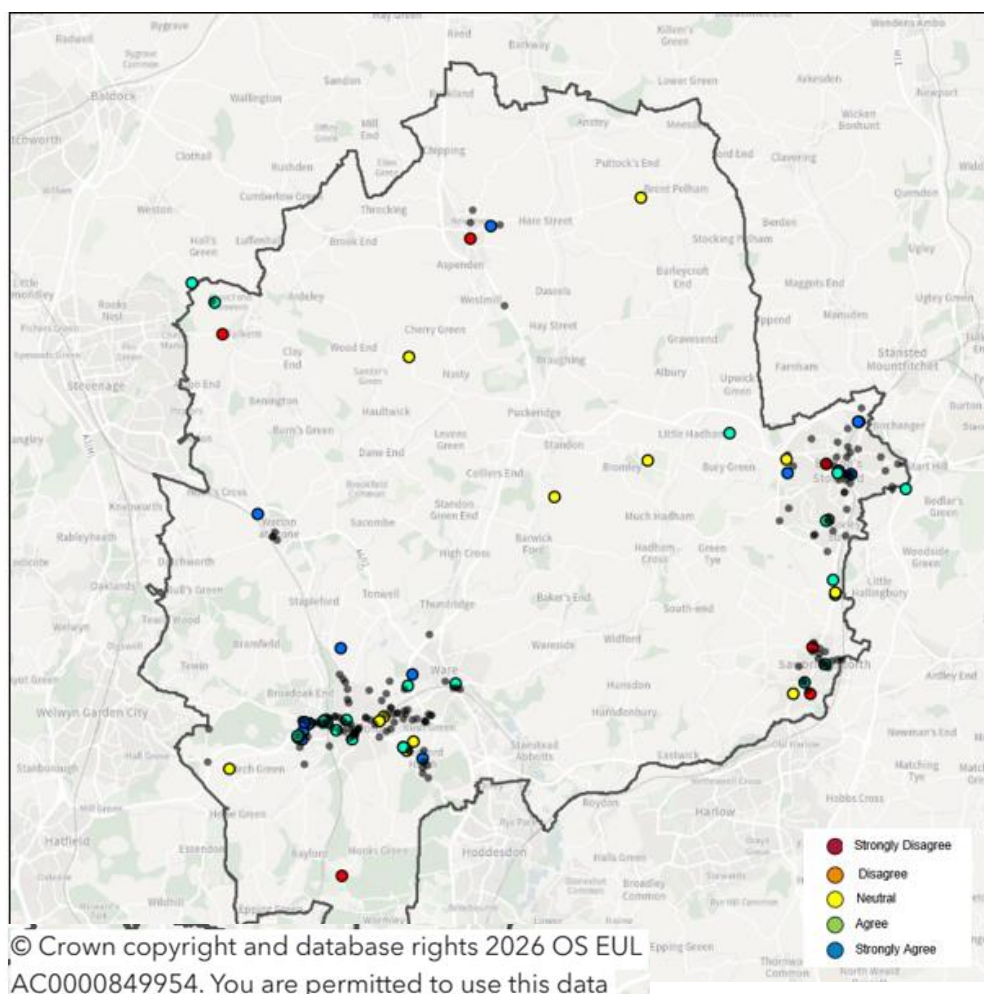
## 5.2 Which locations received most map comments?

Most comments left on the map using the online survey were in Hertford and Bishop's Stortford, with 35.90% of responses from residents in Hertford. 28.40% of responses were in Bishop's Stortford and 8.8% of responses were from Sawbridgeworth. Please note that comments received by email lie outside of these totals.



The location of pins dropped on the interactive map are shown in the map at Figure 3-1.

**Figure 5-1 East Herts Local Cycling and Walking Infrastructure Plans: Specific Location Suggestions and Comments**



- In Hertford, the location of comments was widely spread, with clusters around Hertingfordbury Roundabout, Rush Green Roundabout and Welwyn Road, all seeking improved walking and crossing facilities.
- In Ware, the majority of comments received were spread along the Hertford/Ware towpath, with requests for improved, all-weather surfacing, as well as increased width on the Hertford side.
- In Sawbridgeworth, there was a cluster of comments requesting improvements to connections with High Wych.

### 5.3 Which walking and cycling proposals were most strongly supported?

Several locations received a particularly high number of comments via the map, survey and email in support of the active travel improvements proposed in the draft LCWIP:

- **Hertingfordbury Roundabout, Hertford** was a location that received a high level of support for the proposed junction changes and addition of a controlled crossing. Many comments were made about how the A414 severed Hertingfordbury and the Cole Green Way from the West of Hertford. The speed and volume of traffic was the key current concern around this location.
- **Welwyn Road, Hertford** also received a cluster of supportive feedback. Respondents were pleased to see proposed footway improvements, citing the current width restrictions on a popular route to schools and the train station.
- **The towpath between Ware and Hertford** saw strong support for the shared used path improvements. The current issues raised were a lack of a good, all-weather surface, with width restraints near Hertford adding to current concerns between all users.
- The proposal to introduce pedestrian improvements to the **Hockerill Junction, Bishop's Stortford** in Bishop's Stortford were welcomed by residents. This location being vital for access to schools and shops was repeatedly highlighted.
- As part of the improvements between Sawbridgeworth and Bishop's Stortford the proposal to introduce a controlled crossing in **Spellbrook** was strongly supported. Survey responses highlighted how important this would be in activating active travel to the local primary school. Currently, there is no controlled crossing on the A-road that dissects the village.
- In the Group 1 village of Walkern, the response to the network plans for an upgraded Rights of Way cycle route to Stevenage was positive. They highlighted a long-desired connection with their nearest town for school and utility purposes.
- Whilst some minor alignment changes have been made post consultation, there was also support for the aspiration to connect **Bishop's Stortford** with the **Flich Way** in Uttlesford. This is a shared aspiration with Essex and will connect Bishop's Stortford with place such as Takeley and Great Dunmow on a long-distance disused railway link.

#### 5.4 Which walking and cycling proposals were most controversial?

The following locations received a mixture of comments both for and against the proposed improvements, or were associated with concerns about the potential impact of future designs:

- There was a mixed response to the approach taken to **Rush Green Roundabout** in the LCWIP. Respondents were pleased to see some focus to a location that is used by school pupils currently considered to be at risk in crossing, with some comments suggesting a more bold option should be considered. The LCWIP is indicating that both authorities are open to exploring any opportunity that may arise at this location in the future.

- Whilst there was support for action around **Bishop's Stortford**, in some locations there were some competing opinions offered, particularly around the Good Yard and station areas. Through careful review, some post-consultation changes have been made to incorporate these opinions.

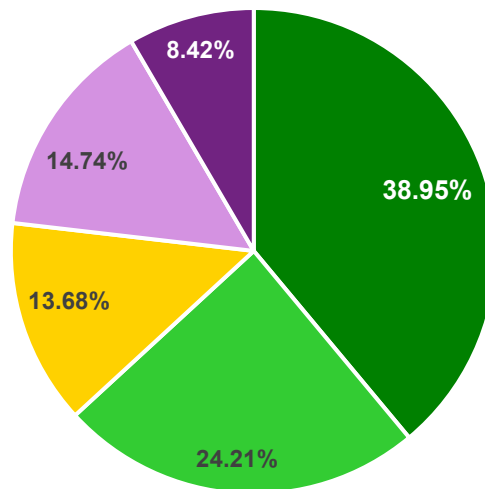
## 6. Potential impact of the LCWIP proposals

Survey respondents were asked to detail how often they currently walk or cycle in the district, and which journeys they already walk or cycle.

They were also asked whether the LCWIP proposals would encourage them to walk/cycle more often, or to spend more time in the area.

### 6.1 Would the improvements in the LCWIP support East Herts residents to feel safer when cycling or walking locally?

The improvements in the LCWIP would support me and/or my family to feel safer when walking or cycling locally

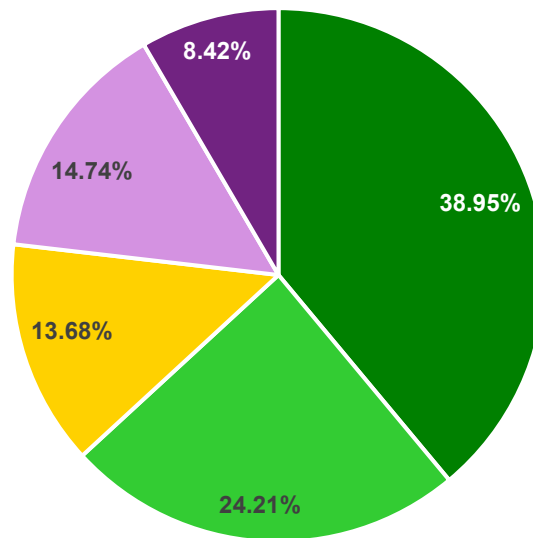


■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

- **Over half of respondents (63%) stated they would feel safer when walking or cycling locally** following the suggested improvements in the LCWIP.
- However, 23% of respondents stated that they would not feel safer.
- This suggests that there are still concerns about safety when walking or cycling locally following the recommendations in the LCWIP.

## 6.2 Will the suggested improvements in East Herts help increase walking and cycling for everyday journeys?

The suggested improvements in the LCWIP would help me to walk or cycle more for everyday journeys

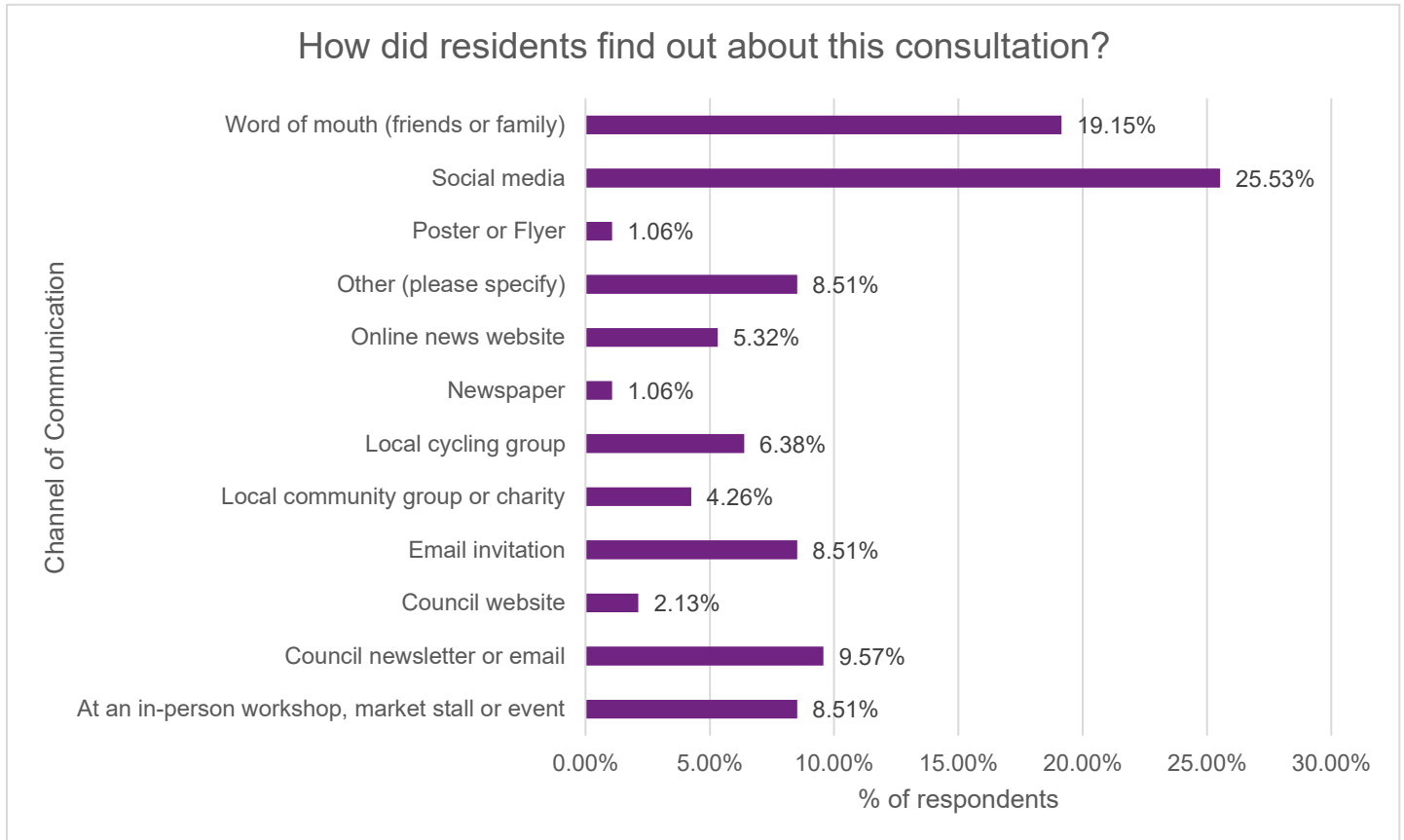


■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

- **63.16% of respondents said that the suggested improvements in the LCWIP would help them to walk or cycle for everyday journeys.**
- However, 23% of the respondents stated that the improvements would not help them to walk or cycle more for everyday journeys.
- As highlighted in Figure 3, 63.16% of respondents expressed support for improving walking and cycling in East Herts. This indicates strong public interest in better active travel options. However, the proposed measures in the LCWIP do not yet appear to be enabling residents to walk or cycle more for everyday journeys.

## 7. Participation in the consultation

### 7.1 How did people hear about the consultation?



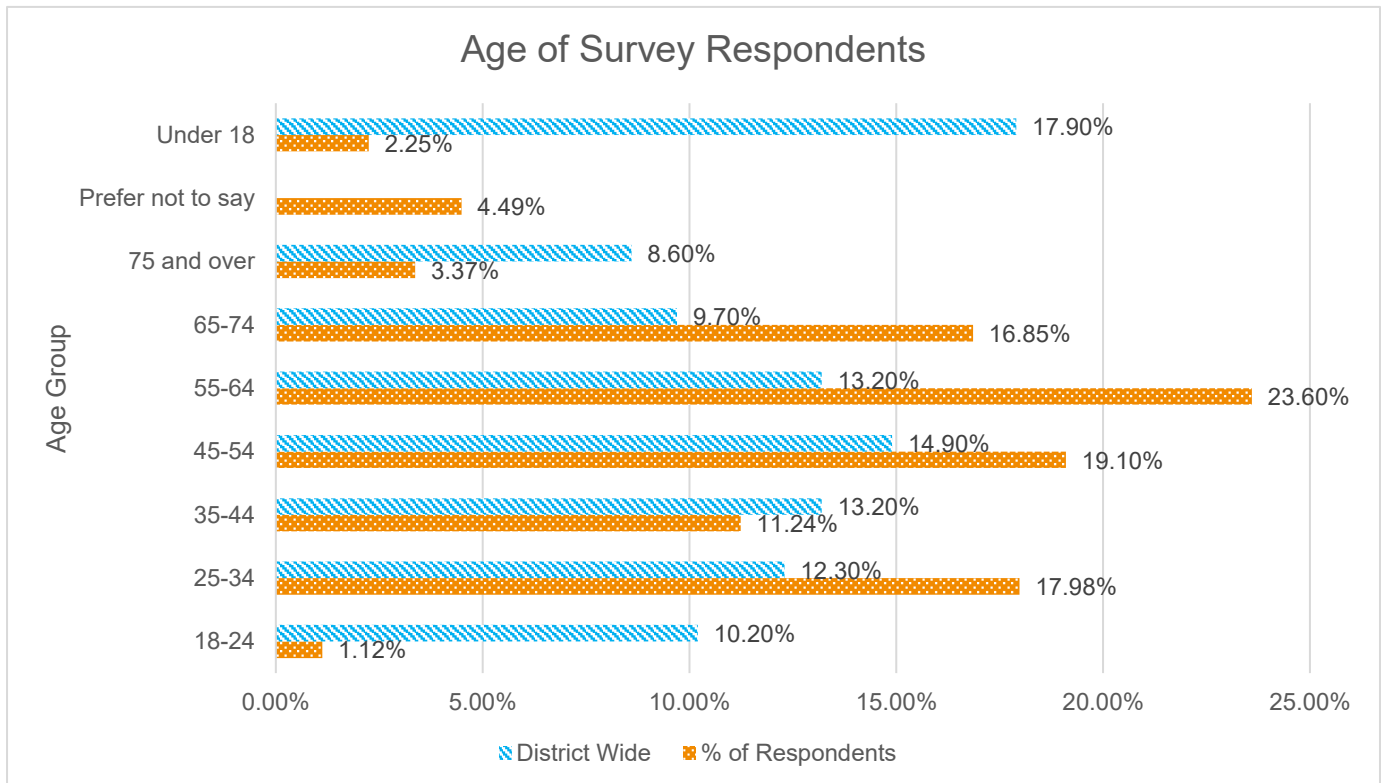
- Social media and word of mouth (friends or family) proved particularly effective in making respondents aware of the consultation, resulting in 45% of responses.
- Council newsletters and emails also proved effective, with nearly 10% of respondents finding out about the consultation in this way.

### 7.2 How did most residents access the LCWIP information?

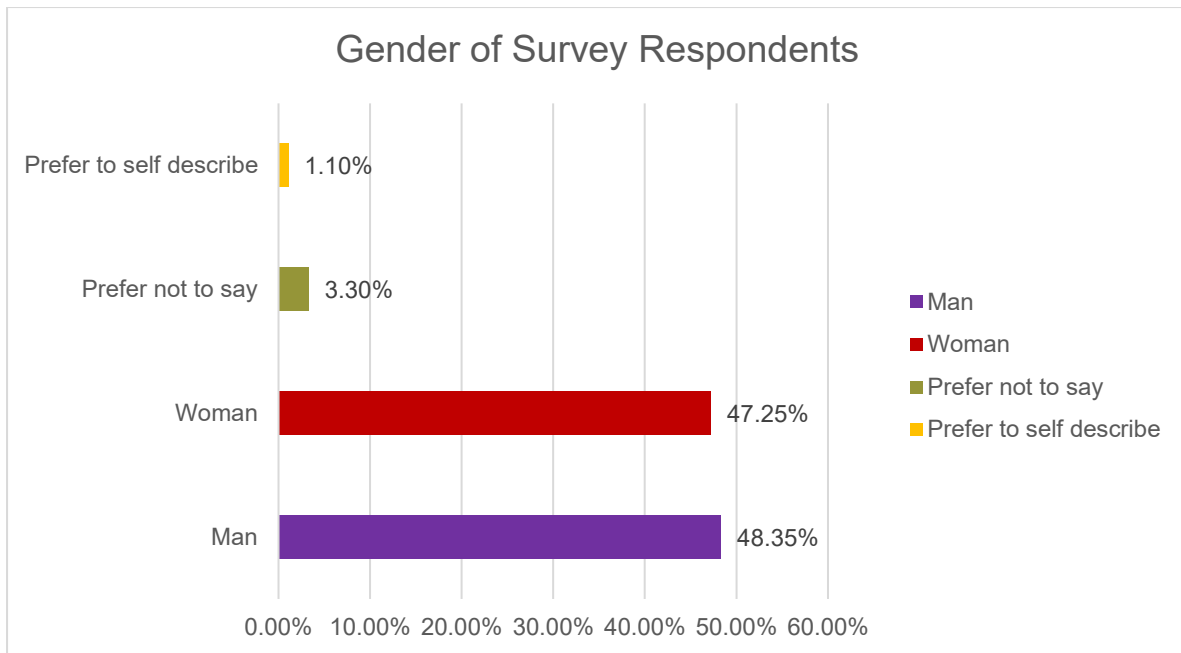
- 29.4% of respondents had read some or all of the Technical Report and Online Maps. Of these respondents, 64.28% agreed with the proposed East Herts Local Cycling and Walking Infrastructure Plan, while 14% disagreed and 16.84% remained neutral.
- 23.16% of respondents had looked at the Online Maps before filling out the survey.
- 17.89% of respondents reported that they had looked at none of the provided information before responding. Of those respondents who stated that they had not looked at any of the provided information before responding, 11.6% disagreed with the proposed East Herts Local Cycling and Walking Infrastructure Plan, while 17.6% remained neutral.

Note that these figures only show which information sources had been consulted by people filling out the survey; the data suggests that there were many people who used the Online Maps and left a comment on the map without filling out the survey, or who consulted the map after filling out the survey – respondents were prompted to leave any location-specific comments on the map and to avoid leaving this kind of information in the survey where possible.

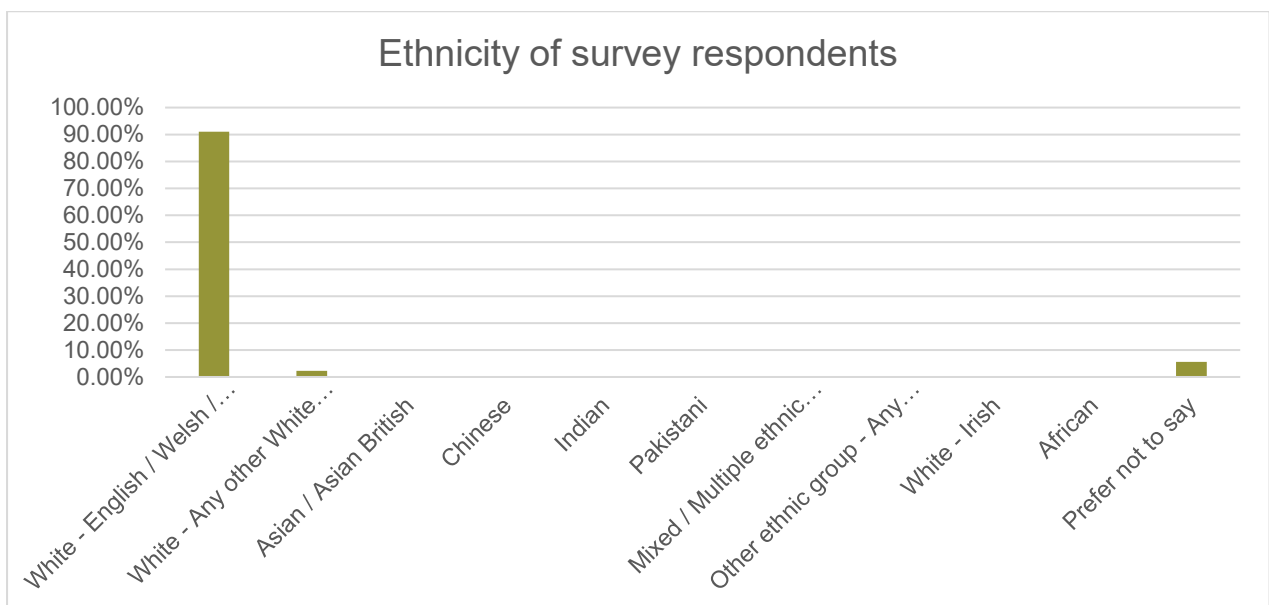
### 7.3 Who was reached through the consultation?



- The largest proportion of respondents were aged 55–64, accounting for 23.6% of responses, compared to making up 13.20% of the district population. This was followed by those aged 45–54, who made up 19.1% of respondents.
- Compared to other LCWIP consultations younger groups were well represented in the response rate. For example 25-34 year olds who make up 12.30% of East Herts residents contributed 17.98% of responses and 35-44 year olds response was close to their population proportion. Efforts were made to improve engagement from younger residents, including a focused social media campaign and targeted communication through schools.

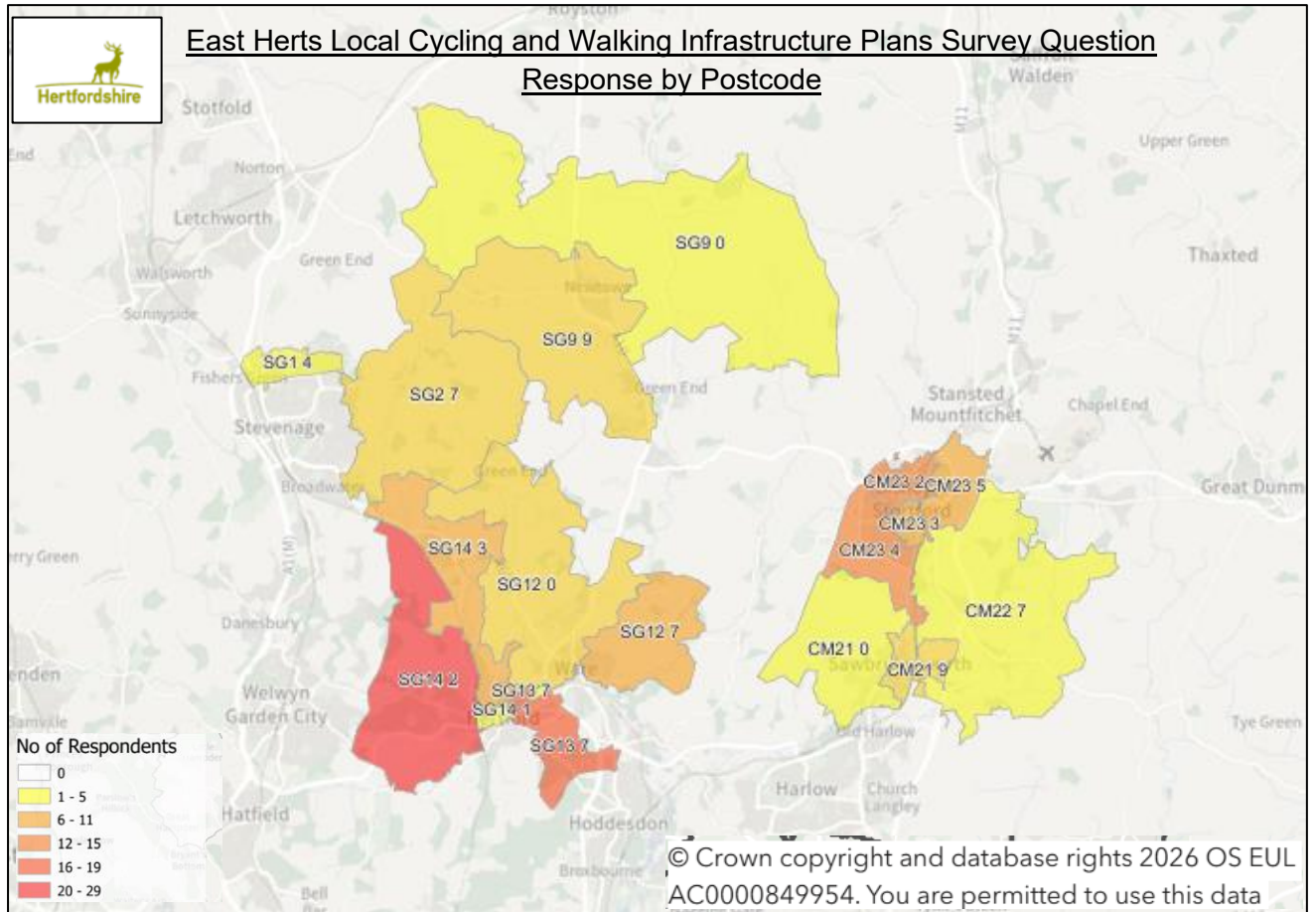


Both men and women were almost equally represented. Women made up 47.25% of responses, whilst men made up 48.35% of responses. A further 3.3% selected “prefer not to say” and 1% selected “prefer to self-describe”. According to 2021 census data, approximately 51.1% of East Hertfordshire residents were female and 48.9% of East Hertfordshire residents were male.



The majority (over 91%) of respondents were (White) British and represented a proportion of the population similar to that of East Herts overall. There was underrepresentation from some ethnic minority groups, particularly those from Black and Asian backgrounds.

Figure 7-1 Heatmap of survey responses, by postcode



## 8. “You said, we did”: consultation outcomes

After reviewing all comments individually and cross-referencing suggestions against the proposed infrastructure, a number of changes have been made to the LCWIP report and maps. Where it was not possible to make changes through the LCWIP process, comments were passed on to other relevant teams e.g. for maintenance and school travel planning.

Below is a selection of key changes made post consultation:

Area	What you told us...	What we did...
Bishop's Stortford	That you were concerned that the cycling network around Dane Street was published with errors	Carried out a review of the mapping to ensure a more accurate reflection of the network at this vital location
	That you were concerned the network maps did not adequately show the desired connections into Essex	Carried out a review of the network to add or extend the proposed connections into Essex to ensure they are clear and correct
	That the Bishop's Stortford Town Council sponsored Cycle Route North scheme was not shown with the most up to date routing option.	Carried out a review of the routing to marry up with the emerging scheme, as added text to the report to emphasise its importance to the local network.
	That the Spinney was incorrectly displayed on the network mapping	The routing around the Spinney has been reviewed and amended to reflect a more practical route.
Buntingford	That a connection to the schools on Bowling Green Lane were a key.	Conducted 1km of additional walking audits to look for opportunities to improve travel to schools for young people.
	That connections to Aspenden for walking were important for walking to school	Reviewed and extended the primary walking network to connect to Aspenden to aid walking to school.
Hertford	That Rush Green Roundabout was a walking barrier for trips to school and is currently being used by students even though conditions are not safe.	Reviewed the location, strengthening the network in the area. Added text to the mapping to reflect the desire to utilise future opportunities for improvement at this location.
	That crossing the A414 to Hertingfordbury is a local priority	Reviewed and amended the network to show a new and improved crossing at this location.
	That the walking network around the Kingsmead neighbourhood is more extensive than being shown	Reviewed the local network and added additional walking routes to improve connectivity
	That the Hertford to Hertford Heath connection was a high priority	Reviewed and added information of previous scoping works to the LCWIP report to strengthen the message that

		London Road is a key active travel route in need of improvement
Sawbridgeworth	That crossing the A1184 from High Wych is an obstacle to active travel for students and people with accessibility restrictions	Conducted 1km of additional auditing to connect Sawbridgeworth to High Wych, including a proposal for a new crossing at the junction with the A1184
	That the network mapping for walking and cycling around footpath 009 did not match what was shown on the prioritised networks	Conducted a review of the network mapping to realign the walking and cycling networks to match the audited prioritised network.
Ware	That the crossing facilities on Watton Road were insufficient	Added an additional upgraded crossing point on the LCWIP proposals.
Group 1 Villages	That footpath 017 was a key connection locally	Added footpath 017 to the walking network.
		Various minor network tweaks in numerous settlements