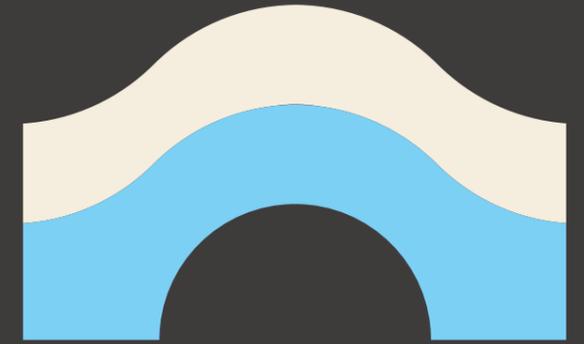
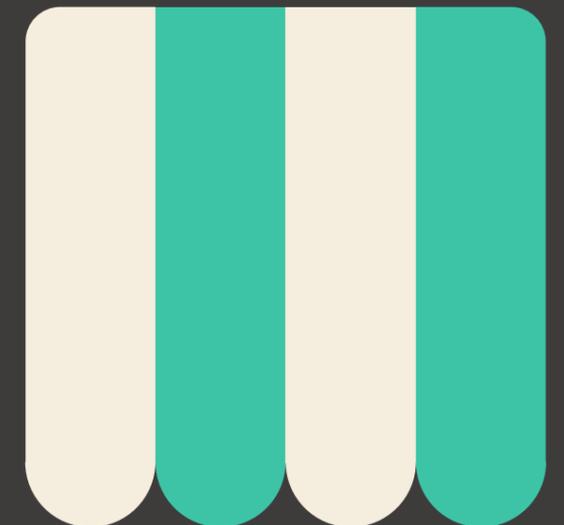
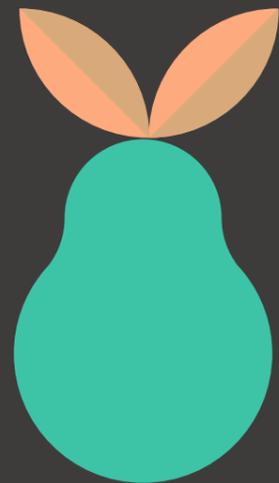


BURNT  
OAK  
LOOKING  
FORWARD



A place-based  
approach to  
Burnt Oak  
town centre.  
February 2017



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### Aims for the Burnt Oak Town Centre Approach

The London Borough of Barnet appointed a design team to deliver a Town Centre Approach for Burnt Oak town centre in November 2015. The council have secured funding from the GLA's High Street Fund to deliver a number of short term proposals, which form a key part of the overall, longer-term plan.

The main aims of the project are to:

- establish a distinct identity for Burnt Oak which celebrates its unique character and assets both historically and in present time
- form a business action plan that will strengthen existing economic assets whilst also diversifying its economic base
- develop a set of design proposals that will transform the streetscape of the town centre, making it a pleasant place to visit and dwell for both residents and businesses
- develop an understanding on how potential development sites could be intensified and encourage growth for the area that is sensitive to its historic context
- establish the phasing and resources needed to deliver improvements to the area, which will be implemented over short, medium and long term timescales.

### Burnt Oak Town Centre Now

Burnt Oak town centre is situated across three boroughs Barnet, Brent and Harrow. The town centre has retained its characterful buildings and landmarks, however many are in a poor state. The shop parades have architectural value but the shops units are in need of improvement and tend to have disorderly displays on the street.

The Burnt Oak ward is relatively poor compared with its surrounding towns Mill Hill, Hendon and Edgware. In recent times Burnt Oak has had a transient population consisting of diverse migrant groups. The businesses in the town centre have a tendency to respond to new populations coming in by changing their produce to suit. The town centre contains a range of community assets that are fully operative including the Library and Love Burnt Oak.

### Urban Appraisal

The design team carried out a number of technical studies and on-site appraisals to identify the issues and opportunities within Burnt Oak town centre. This evidence base provided key information about local demographics, community assets and local policy which affects current and future development of the area. In-depth observations revealed how people currently use the town centre including pedestrian, cycle and vehicular movement, along with other social activity on the street.

### Research/Survey Findings

A number of surveys provided the team with a useful insight into local people's opinion of Burnt Oak town centre. A shopper's survey revealed that people generally have a negative opinion of the town centre, will visit often but only for a short amount of time for convenience shopping. A consultation survey with the local businesses revealed that over 30% of businesses have been in the area for over 10 years and the majority are independent.

### Place Based Commissioning

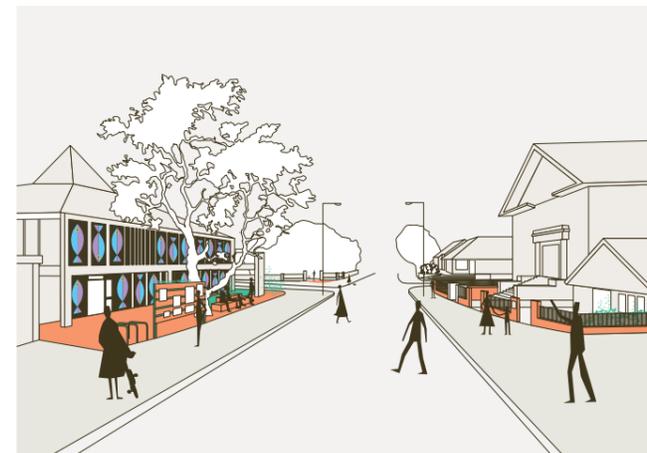
There are a number of 'place-based' actions within

Burnt Oak town centre, that have been, or are to be undertaken by various council departments:

- Providing business support such as food hygiene audits, visual merchandising and trade waste audit.
- Community support including the introduction of neighbourhood planning and Burnt Oak Opportunity Support Team (BOOST) offering job support
- Improved waste management including an environmental audit in the Silkstream area and litter picking carried out by Community Pay Back participants.
- Supporting health and wellbeing by introducing Community Health Champions and consideration of investment into local parks.

### Short- Term: High Street Fund Proposals

The Town Centre Approach identifies four 'hotspots' within the town centre which will be the focus of public realm enhancements, supported by the GLA High Street Fund. The focus upon four key areas aims to maximise the transformative impact with the available budget.



#### Hotspot 1: Community Cluster

The northern end of the town centre contains a cluster of community assets including Burnt Oak Library, Love Burnt Oak, the International Gospel Church, medical

centre and the entrance to Watling Park. Currently the junction that connects these assets is cluttered with guard railings and traffic-dominated. The public realm surrounding these landmarks is poor and currently offers little to the street. The Town Centre Approach aims to enhance and celebrate community assets by improving their identity and accessibility. This will be achieved by improving the forecourts of key buildings such as Burnt Oak library, along with the addition of planting and street furniture, including a community noticeboard.



#### Hotspot 2: Station Arrival

The public realm outside Burnt Oak Station is cluttered and dominated by the bus stops and an untidy kiosk. The station building itself is charming and deserves to have a complementary and rationalised forecourt. The railway bridge walls are currently blank apart from a small tiled motif. This offers an opportunity for distinctive gateway artwork.

The Town Centre Approach will address the cluttered area outside Burnt Oak station and celebrate the charming station building. The consolidation of street furniture alongwith a new kiosk will create a clear and tidy forecourt entrance to the station. An investigation into a direct crossing into the station and the relocation of bus stops will begin to address ease of pedestrian movement.



**Hotspot 3: Watling Avenue**

The buildings along the high street have retained their original character, however the shop units can appear cluttered and untidy. The street itself is traffic-dominated and the footways are also cluttered with disorderly posts and amenities.

The Town Centre Approach aims to support businesses along Watling Avenue through visual branding and marketing workshops, along with a select number of light-touch shopfront improvements. This will be complemented with the decluttering of the streetscape as well as the addition of street furniture and planting placed in key locations along the high street.



**Hotspot 4: Burnt Oak Broadway**

Burnt Oak Broadway is even more dominated by traffic and parked cars, yet contains a vibrant set of shops. People use the service road as a footway as the existing pavement is too narrow in places owing to extensive shop displays.

The Town Centre Approach proposes an opportunity to trial the relocation of Watling Market and new healthy food stalls on Burnt Oak Broadway.

**Long Term: Onwards Town Centre Approach**

The Burnt Oak Town Centre Approach also includes long term proposals which have the potential to be implemented once funding has been secured. This includes the following interventions:

- Improvements to the highways to help ease pedestrian, cycling and vehicular movement. Proposals include: the introduction of the crossing at Burnt Oak station; the reconfiguration of Stag Lane/Burnt Oak Broadway junction; a raised junction by the community cluster; and upgrades to cycling links throughout.
- Building upgrades to help restore locally listed buildings such as Silkstream Parade and other landmarks within the town centre, as well as reactivating vacant properties.
- Public realm enhancements to improve the quality of the street environment and create spaces for people to spend time. Interventions include: decluttering and rationalising the streetscape throughout the town centre, whilst introducing softer informal planting and street furniture; area wide wayfinding in co-ordination with new development in Colindale; and enhancements to Watling Park.
- Identification of forthcoming development sites including: the former Watling Market car park site; and the current Tesco site located on Burnt Oak Broadway.

**Business Action Plan**

The proposals for the Burnt Oak Town Centre Approach are accompanied by a Business Action Plan to support local enterprise. To launch the business support programme all businesses were invited to attend a two-hour event, alongside the 'Burnt Oak - Looking Forward' exhibition.

The design team are supporting the set-up of a business network which they will continue to support during the High Street Fund project. During the project, the aim is to create a structure to enable businesses to sustain a monthly meeting network in the long term.

As part of a programme of business training, independent businesses will be invited to engage in workshops and conversations about marketing, brand identity, food hygiene and visual display. There will be small grants allocated towards delivering improvements to a number of independent businesses who are fully engaged with the project. This support will be delivered in synergy with the shop front improvement interventions along Watling Avenue.

A handyman team comprising local tradespeople will be assembled to improve the appearance of businesses in the hot spot areas by removing external business clutter, including stray cables, signage and redundant fixtures and fittings.

Businesses will be introduced to the benefits of the employment project BOOST. Businesses will be signposted to the BOOST project, and the apprenticeship scheme will be promoted at every opportunity.

**Community Engagement**

The Burnt Oak Town Centre Approach initially responded to local feedback gathered from a survey led by the Burnt Oak Residents Association (BORA), a consultation led by Love Burnt Oak at the Burnt Oak Multicultural Parade and Festival 2015.

In February 2016, the 'Burnt Oak Looking Forward' exhibition was held as a focus for community



feedback on the emerging Town Centre Approach proposals. Over 100 people attended the exhibition over the course of the weekend. The Town Centre Approach proposals respond to, and incorporate this feedback.

A series of monthly Business Traders meetings were held between March and June 2016 in partnership with Retail Revival, engaging with local shopowners and giving them a platform to raise issues about the area. In August 2016, a 'Family Fruit Fun Day' was held on Watling Avenue - which included a number of free fruit-themed craft activities, including face painting, a smoothie-making bicycle and a high street treasure hunt trail with inflatable fruit.

## About the project



Burnt Oak town centre boundary

Entrepreneurial Barnet is the London Borough of Barnet's approach to ensuring that the borough is a great place to live, work and invest. As part of the Entrepreneurial Barnet approach, the council adopts a place-based commissioning approach towards town centres. The London Borough of Barnet wish to deliver a **Town Centre Approach** and improvements for Burnt Oak town centre, in consultation with neighbouring local authorities. LB Barnet secured funding through the GLA's High Street Fund to support delivery of short term proposals and development of a long term approach.

**Aims and objectives**

The main aims of the project are to:

- establish a distinct identity for Burnt Oak which celebrates its unique character and assets both historically and in present time
- form a business action plan that will strengthen existing economic assets whilst also diversifying its economic base
- develop a set of design proposals that will transform the streetscape of the town centre, making it a pleasant place to visit and dwell for both residents and businesses
- develop an understanding on how potential development sites could be intensified and encourage growth for the area that is sensitive to its historic context
- establish the phasing and resources needed to deliver improvements to the area, which will be implemented over short, medium and long term timescales.

## About Burnt Oak



View north up Watling Avenue

Burnt Oak town centre is situated across three boroughs which include: Barnet, Brent and Harrow. The town centre evolved in the 1930's following the extension of the Northern Line to Edgware, and the subsequent development of the Watling Estate. This residential development is now a conservation area and adds significant character to Burnt Oak. The development of the main shop parades followed demands from the households of the Watling Estate.

**Burnt Oak today**

Burnt Oak has a unique topography that defines both the town centre and the surrounding residential areas and green spaces. The town centre has retained its characterful buildings and landmarks, however many are in a poor state. The shop parades have architectural value but the shops units are in need of improvement and tend to have disorderly displays on the street.

In recent times Burnt Oak has had a transient population consisting of diverse migrant groups. The businesses in the town centre have a tendency to respond to new populations coming in by changing their produce to suit.

The town centre contains a range of community assets such as Burnt Oak Library and Love Burnt Oak that are fully operative.

## About the methodology

**Urban appraisal**

The methodology for developing proposals within the Burnt Oak Town Centre Approach was to gather a comprehensive evidence base which combined meaningful and ongoing community engagement, with a thorough analysis of both the users, and the current environment of the town centre. This included the following:

- An appraisal of the town centre, investigating its historical development, alongwith what is there on the ground today, and local planning policies affecting its current and future development
- A study of the local demographic using Census data
- On site observational analysis of how people use the town centre ie. their movement and social interaction
- Gathering opinions of both local residents and business owners through in depth surveys and consultation events and workshops

**Place-based commissioning**

Barnet Council are approaching the regeneration of their town centres by implementing a number of 'place based' actions. This process involves a collaboration between various council departments, local community groups and organisations who aim to address a number of issues which are specific to each town centre. The proposals within the Burnt Oak Town Centre Approach have been developed in a joint working approach, and work alongside the place-based actions, which cover a range of issues such as: the health and well being; community and business support; and waste management.

**Development of proposals**

In response to the evidence base, the team identified four 'hotspot' areas to focus public realm enhancements supported by the High Street Fund. This focus aims to maximise the transformative impact of the funding available. These proposals support and prepare for the interventions set out in the onwads Town Centre Approach.

A business action plan has been drawn up in response to early business consultation and current standards within the town centre.

## About the design team

The team is led by architecture and urbanism practice, We Made That, supported by Retail Revival and Maddison Graphic.

**We Made That**

Established in 2006, We Made That is a young, energetic architecture studio delivering projects in the public realm. All our work is public and we aim to make imaginative and considered contributions to the built environment through socially engaged design processes. The relationship between local communities, development and creative practice is a particular focus of our work and we believe that - handled correctly - it can lead to enriched, exciting and engaging environments.

**Retail Revival**

Retail Revival Ltd was formed in 2009 to help towns deal with social and economic issues including empty shops and low footfall. Their client base is extensive and their work remit is diverse, activities include:

- Business engagement, training, mentoring and support
- Consultation, need identification and private sector engagement
- Economic development
- Development of business networks
- Marketing and promotions
- Town centre management projects and event delivery

**Maddison Graphic**

Maddison Graphic is a UK based studio formed in 2006 by brothers Alfie and Edward Maddison. The studio design for print, screen, and the environment. Emphasising efficiency and clarity, their work employs a wide range of design disciplines and processes to craft original and tailored projects.

### 3.0 APPRAISAL

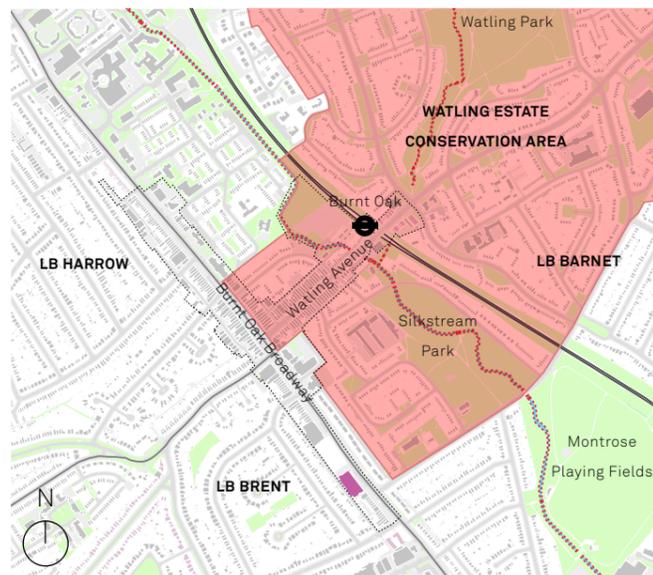
An in-depth urban appraisal provided the team with a comprehensive evidence base to develop proposals from. The process investigated the historic development of Burnt Oak, the current offer and activity within the town centre, and local policy which affects current and future development. Below are the key research findings from this appraisal.

#### Town centre boundary

Burnt Oak town centre crosses over three borough boundaries with each borough providing their own town centre boundary. The Town Centre Approach area incorporates all three borough's town centre boundary areas. The document has been created using a place-based commissioning approach in consultation with the neighbouring local authorities to outline a vision for the town centre and ambitions for the area.

#### Conservation and listed buildings

A significant part of Burnt Oak's centre sits within the Watling Estate Conservation Area. The only listed building within the boundary and surrounding area is



Conservation Area & Listed Buildings



Historic view of Watling Avenue shopping parade

a Grade II listed building, previously used for Mecca Bingo on Burnt Oak Broadway. It was originally built as a cinema in 1936 and currently sits vacant. The Silkstream Parade, a small row of shops located next to the library are locally listed, as is the International Gospel Church.

Despite the Silkstream River being a site of borough importance for nature conservation, its overall ecological status has been classified as moderate and needs to improve to "good" by 2027. The chemical and biological quality of the Silk Stream also declined to poor by 2006.

#### Historic development

Historically, Burnt Oak was farmland and home to the Hendon Union Workhouse along with a few village amenities. The name first appears at 'Burnt Oak Farm' which is presented on maps from the 1800's. Another historic landmark highlighted on these maps, which still remains today, is The Bald Faced Stag. The building itself has been redeveloped.

The Watling Estate was completed in 1931 following the extension of the Northern Line to Burnt Oak in 1924. The main shopping parade along Watling Avenue was developed shortly after families had moved into the estate, in response to a desperate need for local shopping facilities.

#### Community & leisure provision

The appraisal unveiled a wealth of community and leisure facilities in Burnt Oak which are sited within the town centre and just beyond its boundary. However the current public perception is that there is not enough provision in this area.

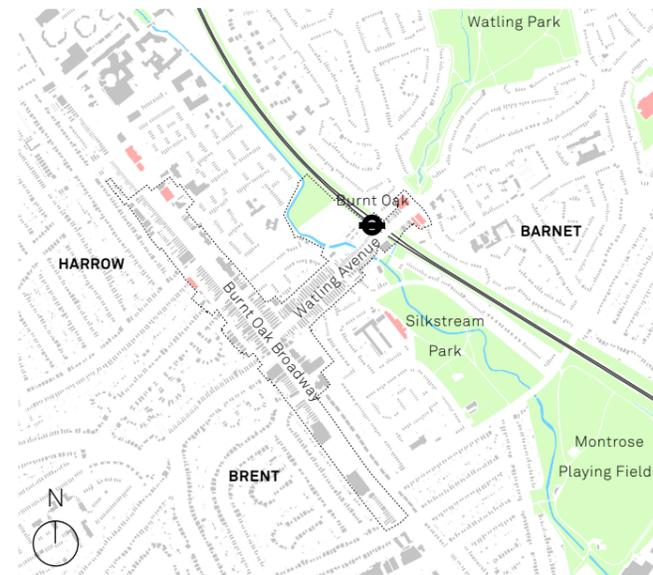
There are a large number of community groups and organisations operating locally, of which a number have bases within the town centre. These include Love Burnt Oak, the International Gospel Church, Sangam Association of Asian Women & COMMUNITY Barnet and BOOST.

#### Land use

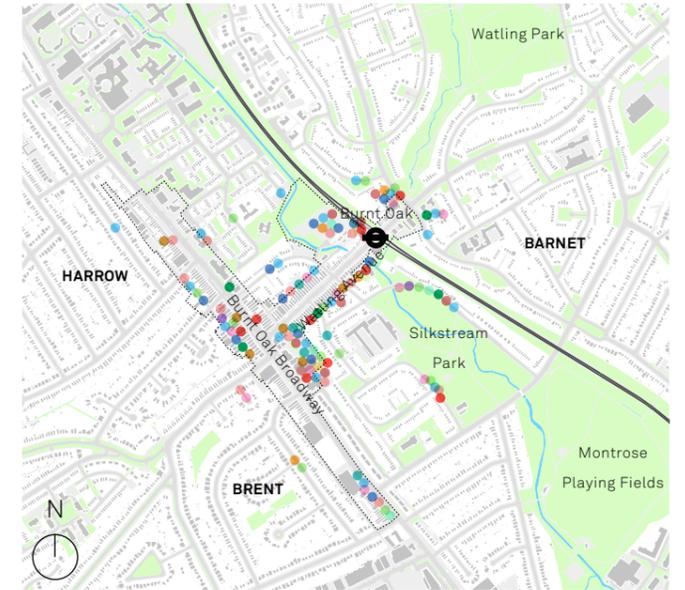
A map of the current land use in Burnt Oak revealed a relative lack of diversity in the town centre offer. There is a strong predominance of A1 retail units over other A-type use classes such as cafés and eating establishments.

#### Vacancy & empty property

On-site mapping in November 2015 revealed 17



Community & Leisure Provision



Reported crime (6 month period up to September 2015)

vacant properties from a total 292 properties within the study area boundary. This equates to just under 6% vacancy, below the current London average of 8.7%. However, there are a number of high-profile vacant sites which have a negative impact on the character of the town centre, including the Grade II Listed former-Mecca Bingo hall, the Bald Faced Stag pub and The Lansdowne pub, which was destroyed by fire in December 2014.

As set of data from the LB Barnet's Empty Properties team highlighted 16 unoccupied residential properties in the town centre, 6 of which are empty and the remaining 10 being second homes.

#### Reported crime

The team collected statistics about the occurrence of local crime for both a period of 6 months from the metropolitan police online database. Once the data was mapped it became clear that the geographical focus of crime was located in the back alleys behind the high street, and the area around Tesco.

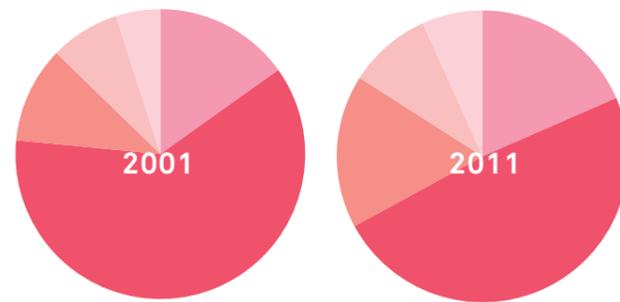
LOCAL  
DEMOGRAPHIC

Economic activity

The comparison between the Census ward data in 2001 and 2011 highlights the diverse and transient nature of the population within Burnt Oak as well as the decline of full time employment. Other statistics revealed that Burnt Oak has a predominantly young population, with 70% of residents under the age of 44 (in comparison with 58% nationally).

The percentage of unemployed individuals in Burnt Oak has remained above average compared with the rest of LB Barnet.

9% of the economically active population are unemployed (a rise of 1% since 2001). Self-employment has risen by 6% over this 10 year period.

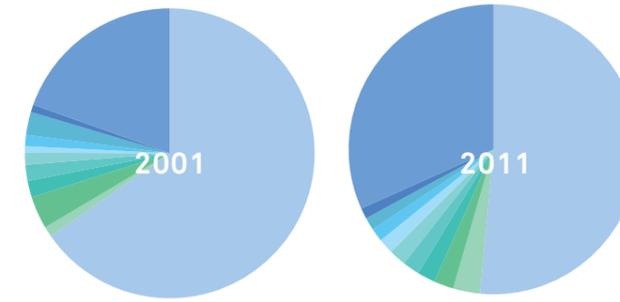


- KEY  
Census 2001  
People aged 16-74 who are economically active
- Employees Part Time
  - Employees Full-Time
  - Self-Employed
  - Unemployed
  - Full-Time Student

Country of birth

The Census data reveals there is a diverse population within Burnt Oak.

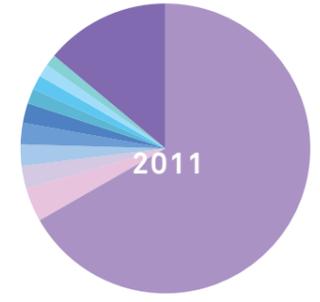
Between 2001 and 2011 there was an increase in populations originating from India and the Philippines. Both the Romanian and Polish populations have also seen a significant increase.



- KEY  
Census 2001
- England
  - Scotland
  - Ireland
  - Nigeria
  - Kenya
  - Somalia
  - Iran
  - Hong Kong
  - India
  - Sri Lanka
  - Other
- KEY  
Census 2011
- England
  - India
  - Ireland
  - Somalia
  - Philippines
  - Nigeria
  - Ghana
  - Sri Lanka
  - Kenya
  - Iran
  - Other

Main language

The majority of the population state English as their main language but there are also a diverse range of other languages spoken in the area, Romanian being the second largest.



- KEY  
Census 2011
- English
  - Romanian
  - Polish
  - Gujarati
  - Persian/Farsi
  - Nepalese
  - Somali
  - Arabic
  - Portuguese
  - Pashto
  - Other

# RESEARCH FINDINGS

## Business consultation

Of the 260 businesses in the area, 200 businesses in Burnt Oak were invited to participate in a business survey in August/September 2015.

The following conclusions were made from the survey:

- The majority of participating businesses are expecting turnover to increase or remain stable in the next 12 months.
- A large portion of businesses are independent and are micro in size, employing 5 or fewer full time employees
- Most have been trading in Burnt Oak for over 10 years, 11 have been trading in town for 1-5 years and just 2 have been trading less than 1 year.

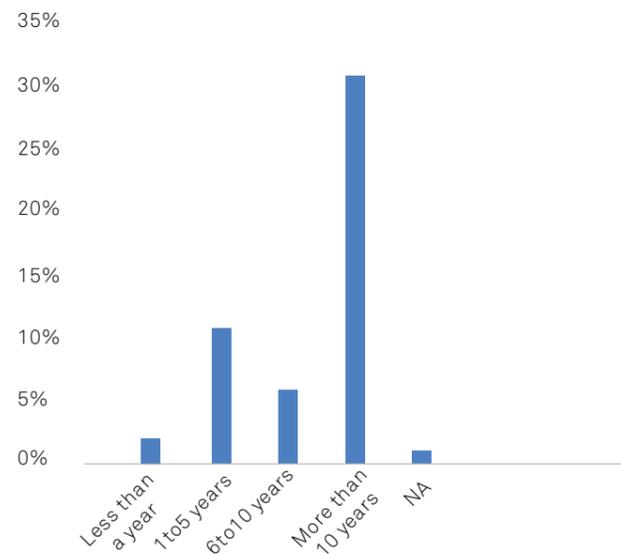


Fig. 3 Length of time businesses have been trading in Burnt Oak

- Businesses in Burnt Oak seem capable of diversifying their services to meet the ever-changing needs of the local demographic. However, a number of businesses do run the risk of alienating some cultures owing to language barriers and cultural differences affecting trading methods.

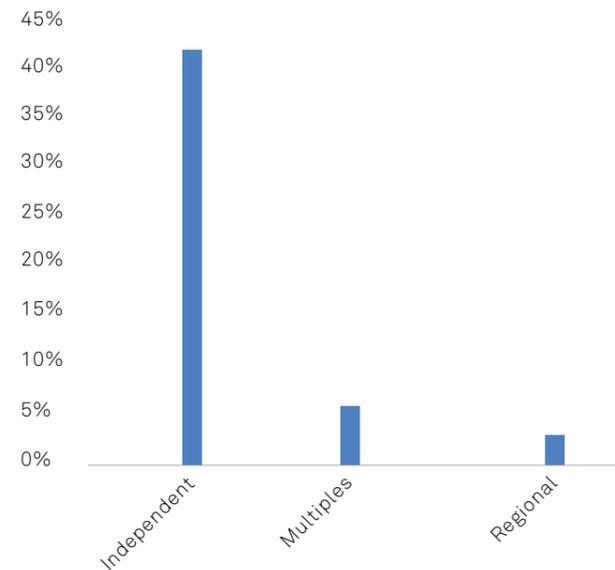


Fig. 1 Classification of businesses interviewed

- Businesses need marketing support to help them diversify and expand their product ranges to close the gaps in provision and prevent shopper migration to other towns.
- The appearance of neglected businesses and the public realm is providing a negative perception of Burnt Oak and effecting business growth.
- Local authority powers do not appear to be implemented to control business hygiene, health and safety, pavement-display methods, advertising, parking enforcement and fly tipping. Respondents felt there was a lack of business regulation which enabled new businesses to 'do what they want, when they want'.
- The majority of businesses fill vacant staff positions informally using word of mouth or posters in shop windows. Some businesses find it difficult to find the right staff, mainly owing to applicants lacking the skills required.

## Town centre survey

A shopper's survey was designed by Retail Revival and Barnet Council to understand the views and shopping habits of visitors to Burnt Oak High Street. Below summarises the views of the first 100 people that agreed to participate in the survey.

- The majority of people interviewed for this survey were using Burnt Oak for convenience shopping, work or for another reason that included taking children to school or catching public transport out of the town. They were frequent visitors, spending less than two hours and £20 in the town per visit.

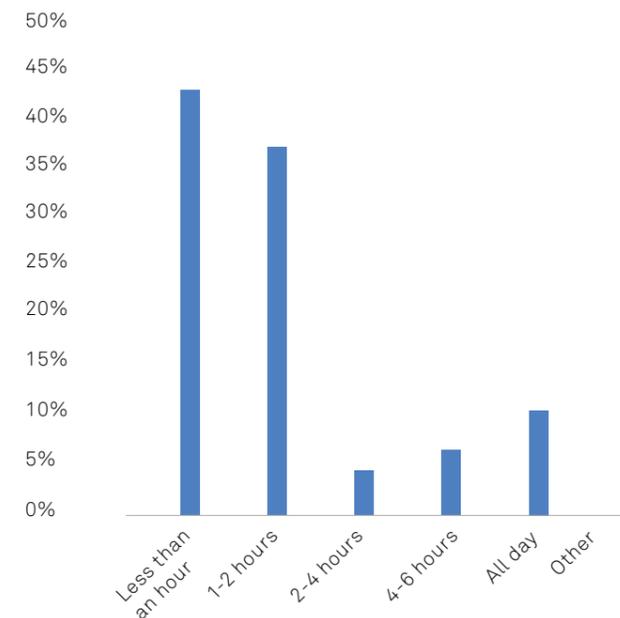


Fig. 7 How long did you spend in the town centre today?

- The majority of respondents were not spending long in the town centre, most were visiting Burnt Oak for less than an hour (43%).

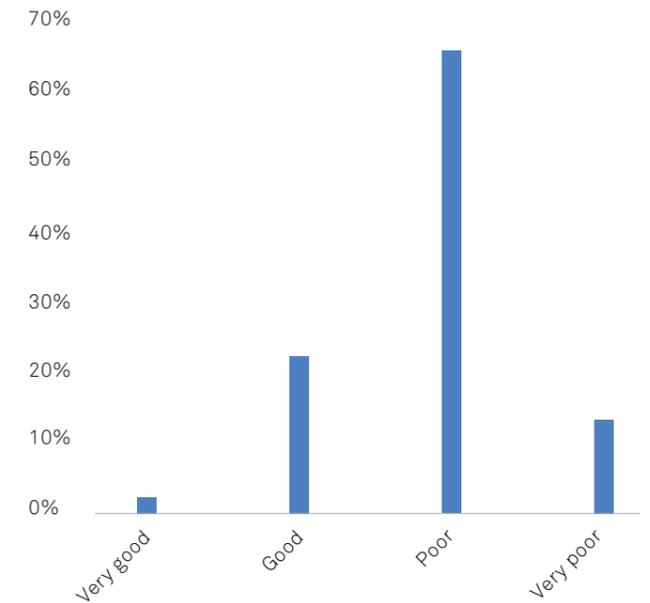


Fig. 9 How do you rate the cleanliness of the town centre?

- The majority of respondents lived in Burnt Oak, they had used public transport or walked to town. They enjoyed the ease of walking around the town and the transport links.
- 79% of respondents felt that the cleanliness of Burnt Oak was poor or very poor. In particular people disliked the cages on the shop fronts, goods spilling onto the pavements from shops, litter, urine in the streets and in the gateway to the market place, and spit on the pavements.
- Many people were disparaging about the market and the leisure and cultural activities, particularly those for children and younger adults.
- There was a desire for the area to become cleaner, safer, more family orientated with a greater variety of shopping, entertainment and cultural facilities.

# OBSERVATIONAL ANALYSIS

The adjacent set of images provide an insight into how people currently use Burnt Oak town centre, alongwith potential issues caused by their environment and other users.

The study revealed that a number of issues including extensive displays on shop forecourts, high amount of traffic, parking and street clutter create a poor environment for pedestrians using the high street. A number of times pedestrians are seen trying to informally cross the traffic dominated road, or walking in the road owing to narrow footways.

At times people will stop briefly to chat, but the lack of street furniture means people do not spend a large amount of time on the high street.

Another key observation was the number of cyclists choosing to ride on the pavement rather than the road, particularly around Burnt Oak station.



Large groups of people gather outside Burnt Oak station to catch the bus



Pedestrians tend to struggle whilst walking through Market Lane owing to a lack of pavement, and a number of cars travelling through a narrow space



Products displayed along the forecourts can make the footway narrow at times in this area



A number of cyclists are seen mounting the pavement around by the Silkstream Parade



People often stand in the carriageway waiting to cross the road at the junction between Watling Avenue and Barnfield Road



A number of pedestrians informally cross the road to reach the station and the bus stop



Along Burnt Oak Broadway pedestrians choose to walk along both the central median and the quieter road in between where there is more space

## COMMUNITY ENGAGEMENT & FEEDBACK

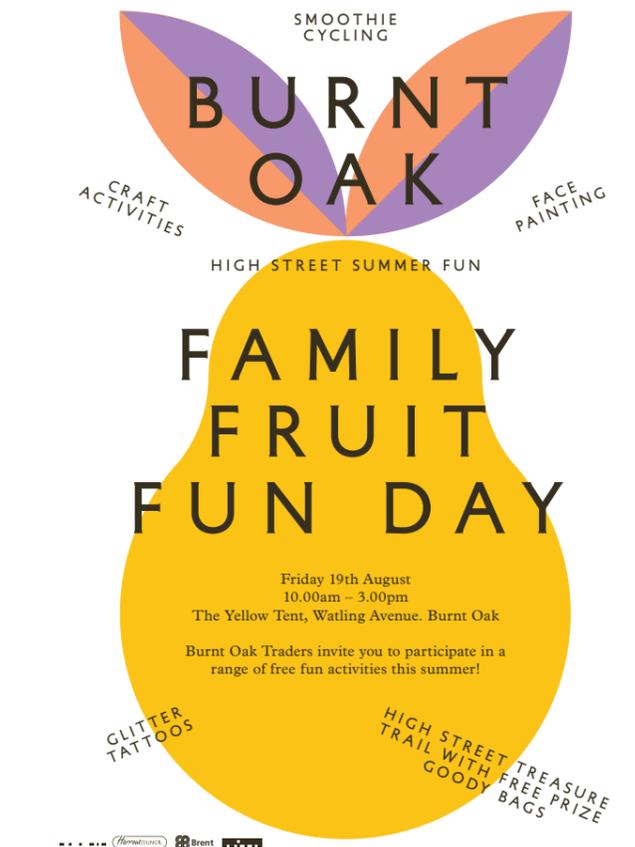
The Burnt Oak Town Centre Approach has been developed using local feedback gathered from a survey led by the Burnt Oak Residents Association (BORA) and consultation led by Love Burnt Oak at the Burnt Oak Multicultural Parade and Festival 2015. A summary of some of the comments received is included on the drawing opposite.

The 'Burnt Oak Looking Forward' exhibition was held as a focus for community feedback on the emerging Town Centre Approach proposals. The exhibition also acted as a showcase for a series of portraits of business owners and operators ('Portraits of the High Street') from photographer, Shelley McPhee.

Over 100 people attended the exhibition over the course of the weekend. A record of all feedback is included as an appendix to this document. The final Town Centre Approach proposals respond to and incorporate this feedback.

A series of monthly Business Traders meetings were held between March and June 2016 in partnership with Retail Revival, engaging with local shopowners and giving them a platform to raise issues about the area.

In August 2016, a 'Family Fruit Fun Day' was held on Watling Avenue - which included a number of free fruit-themed craft activities, including face painting, a smoothie-making bicycle and a high street treasure hunt trail with inflatable fruit. The event was attended by over 100 visitors on the day.



# 4.0 TOWN CENTRE VISION

## Guiding principles

The following 'Guiding Principles' have been developed on the basis of the Burnt Oak area appraisal and comments from previous consultation. These principles have been used to guide the development of the town centre proposals on the following page.



**Celebrate forgotten heritage**

Burnt Oak has a number of heritage assets, although many are in disrepair. The Town Centre Approach will support Burnt Oak's distinctive built character through building upgrades and refreshed public realm at the entrances to these assets.



**Vibrant, not messy**

Recognise how Burnt Oak's vibrant international offer significantly contributes to the town centre's identity, whilst also addressing issues such as visual clutter and lack of clarity of business offer. The Town Centre Approach will seek to support difference, whilst promoting 'visual good manners'.



**Don't forget the back of house**

The high street suffers from poor quality environment on side streets and rear alleys. Where possible this should be addressed through new development and ongoing management.



**Enhance leafy links**

The close proximity of Silkstream Park and Watling Park are a major asset to Burnt Oak, although links to them are in poor condition. Enhanced junctions and signage will act as way finding and improve the pedestrian experience.



**Influencing development**

There are a number of development sites in and around Burnt Oak. The Town Centre Approach will seek to influence them to maximise benefit to the wider town centre.



**Improve walking & dwelling**

The cluttered streetscape creates a poor environment for pedestrians and fails to provide places to stop and sit. Proposals will seek opportunities to increase 'dwell time' in Burnt Oak with seating, whilst also improving the pedestrian experience.



**Co-ordinate across boroughs**

Burnt Oak town centre sits across three boroughs which adds complexity to interventions and management. The team will co-ordinate with all three boroughs and local stakeholders to ensure a Town Centre Approach.



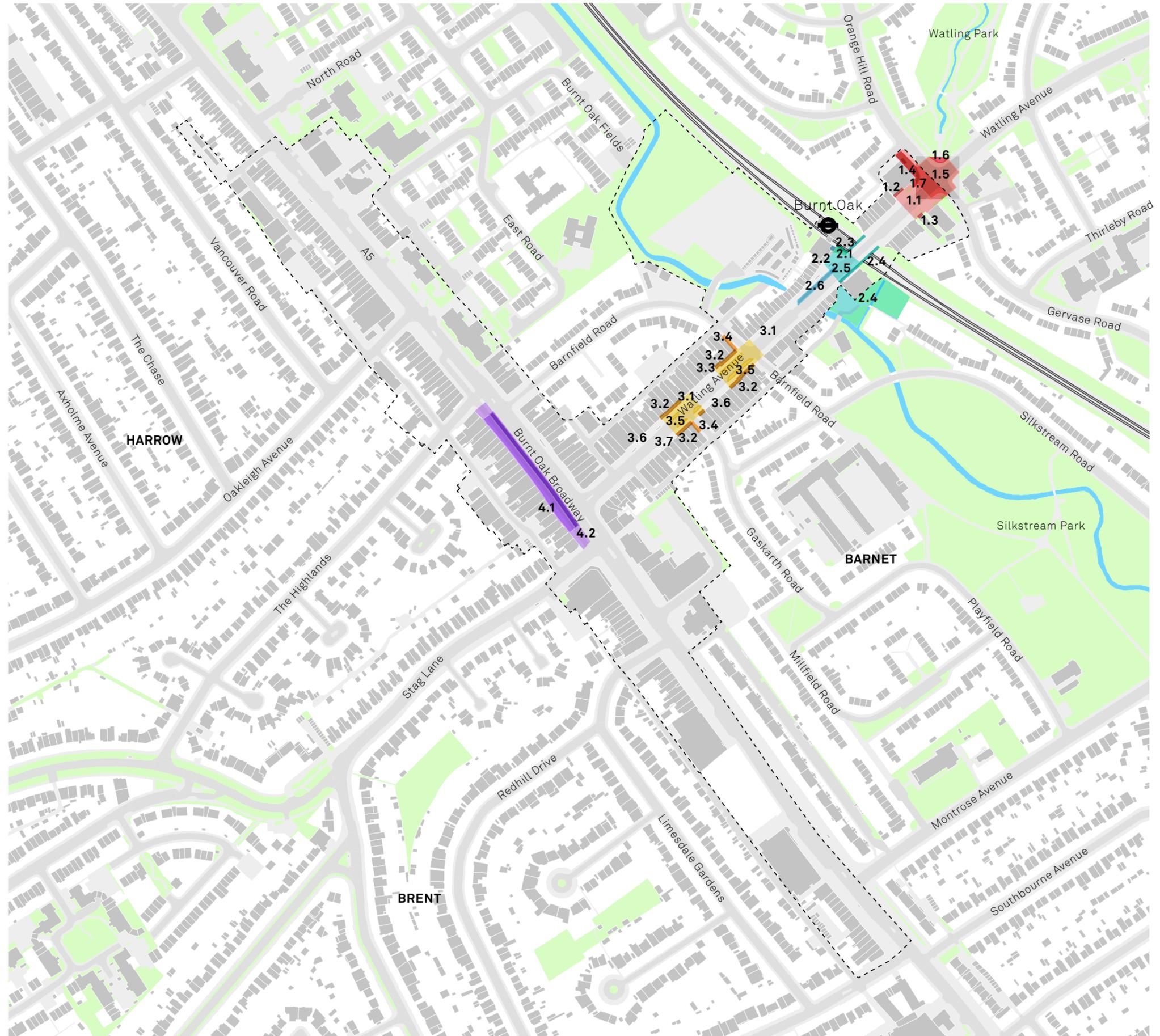
**Promote community provision**

In the context of growth in the wider area, Burnt Oak's wealth of existing community assets stand to become increasingly important. Increasing the profile of the area's existing assets, whilst strengthening local networks will address poor perception of the current offer.

# BURNT OAK

## 'HOT SPOTS'

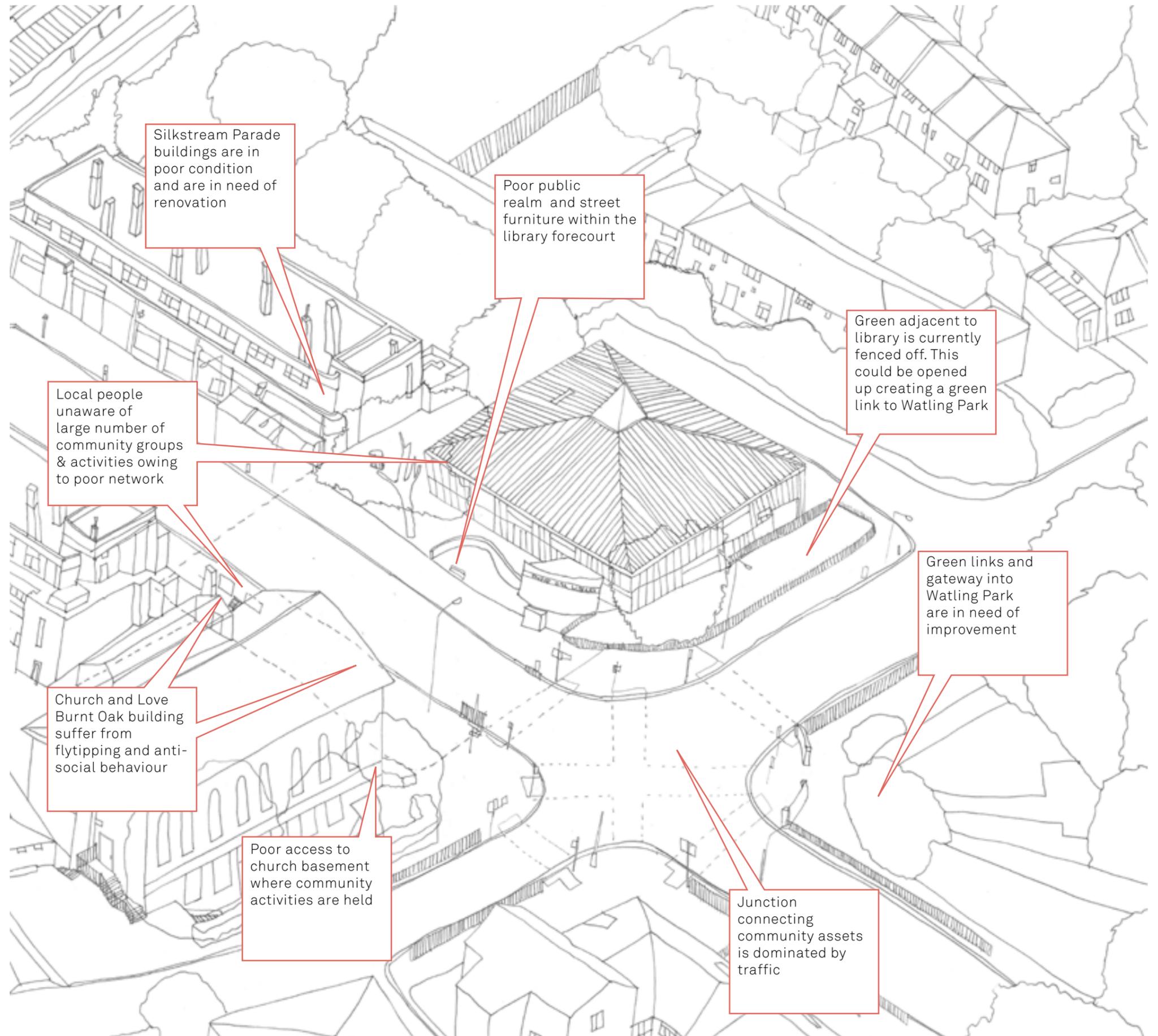
- Community Cluster**
  - 1.1 Open up and enhance forecourts of community assets
  - 1.2 Graphic installation and new community noticeboard to blank wall of Burnt Oak Library
  - 1.3 Upgrade frontage of Love Burnt Oak building in co-ordination with new fencing to church perimeter
  - 1.4 Open up library green and introduce new planting
  - 1.5 Declutter the junction to enhance pedestrian experience
  - 1.6 Improve gateway into Watling Park by introducing new signage
  - 1.7 Improve access to church basement where community activities are held
  
- Station Arrival**
  - 2.1 Introduce replacement kiosk structure
  - 2.2 Reclaim public space and rationalise furniture
  - 2.3 Graphic installation 'Burnt Oak' along the railway bridge walls
  - 2.4 Green space to be closed and cleared
  - 2.5 Investigate relocated crossing near station and amended bus stop configuration
  - 2.6 Upgrades to station retail unit facades
  
- Watling Avenue**
  - 3.1 Commence implementation of 20mph zone in town centre
  - 3.2 Light touch shopfront improvements including new awnings and fascias
  - 3.3 Shop design guide led and owned by local business group
  - 3.4 Graphic installation on flank wall of shops
  - 3.5 Public realm enhancements including new civic furniture and planting
  - 3.6 Decluttering along the whole of Watling Avenue
  - 3.7 Introduce handyman team comprising of local tradespeople
  
- Burnt Oak Broadway**
  - 4.1 Trial of partial closure of service road to enable wider footway and space for activity
  - 4.2 Opportunity to test the relocation of Watling Market
  
- Burnt Oak Town Centre Approach study area
  
- N  0 100m



HOT SPOT 1:  
COMMUNITY  
CLUSTER

Existing condition

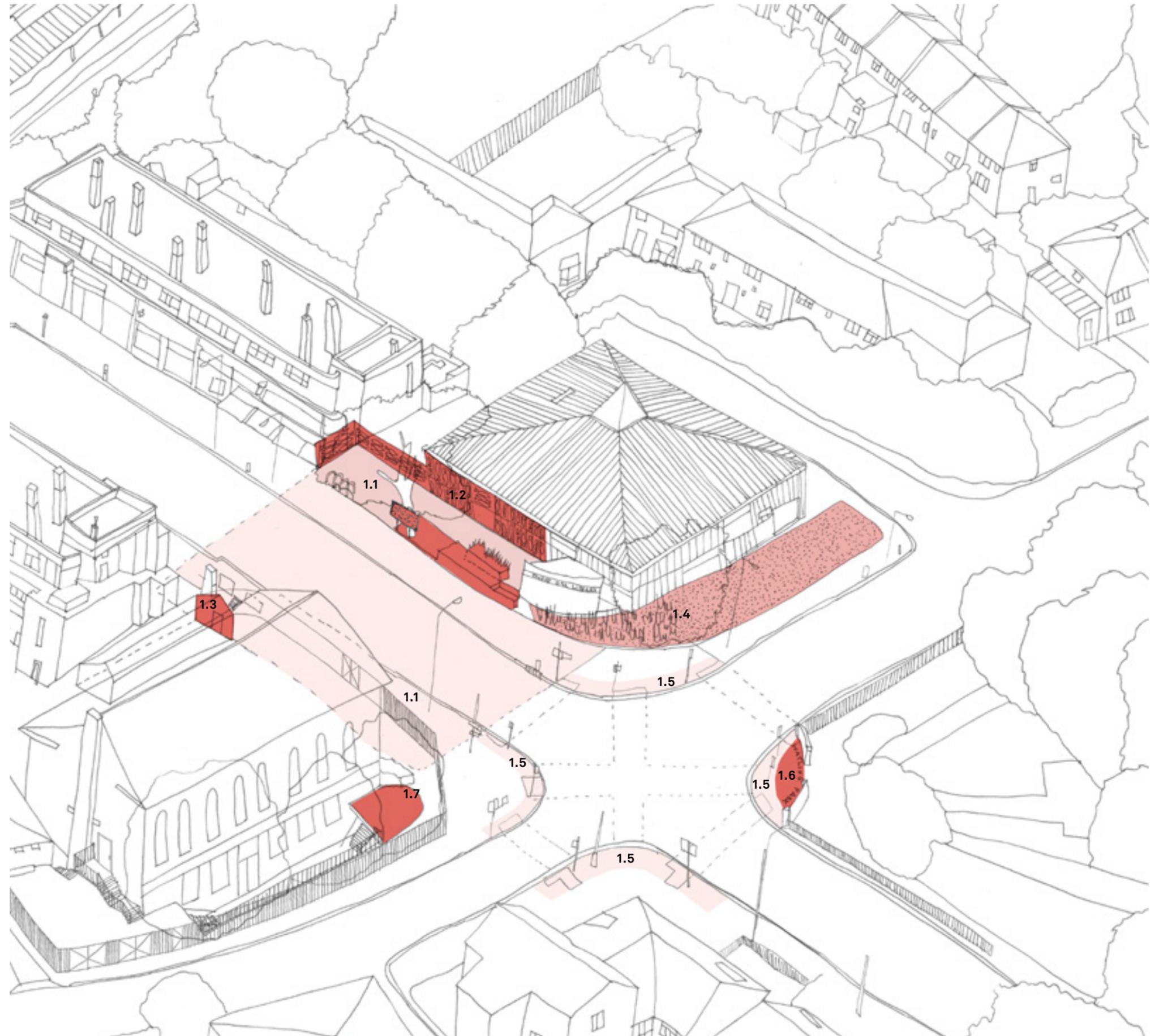
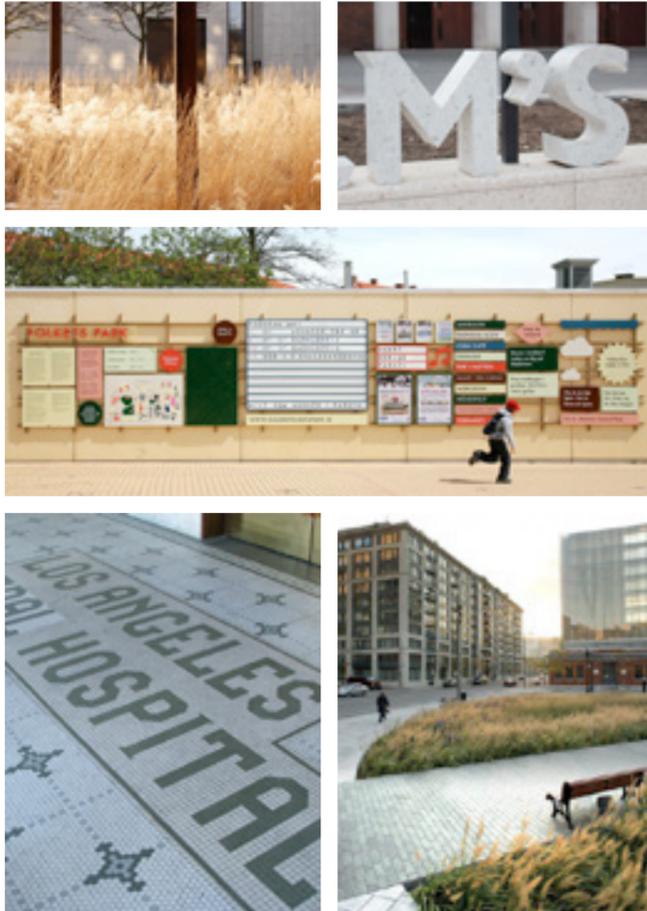
The northern end of the town centre contains a cluster of community assets including Burnt Oak Library, Love Burnt Oak, the International Gospel Church and a doctors surgery, along with the entrance to Watling Park. Currently the junction that connects these assets is cluttered with guard railings and dominated by traffic. The public realm surrounding these landmarks is poor and currently offers little to the street.



HOT SPOT 1:  
COMMUNITY  
CLUSTER

Proposed interventions

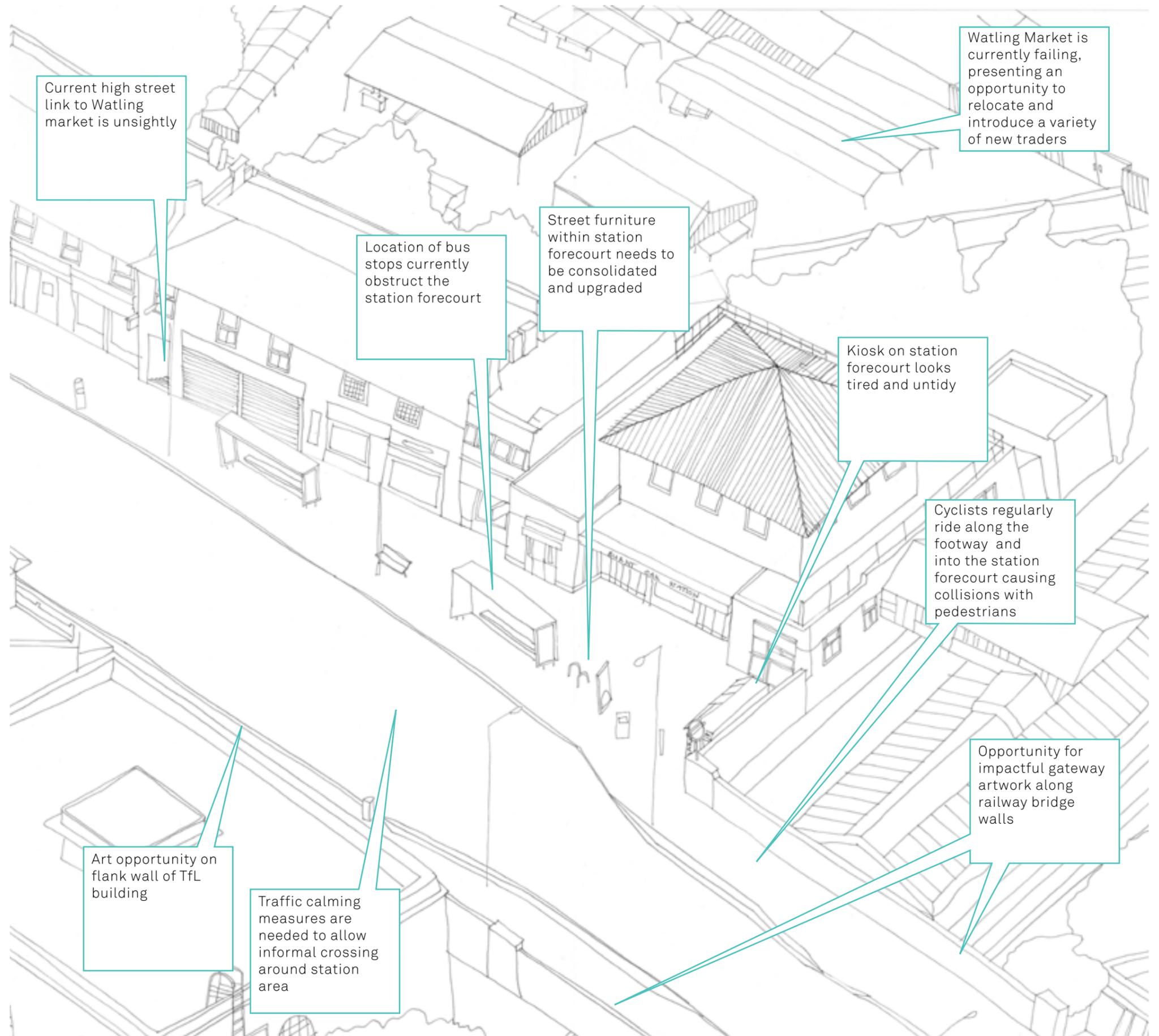
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HOT SPOT 2:  
STATION ARRIVAL

Existing condition

The public realm outside Burnt Oak Station is cluttered and dominated by the bus stops and an untidy kiosk. The station building itself is charming and deserves to have a complementary and rationalised forecourt. The railway bridge walls are currently blank apart from a small community motif. This offers an opportunity for distinctive gateway artwork.



Current high street link to Watling market is unsightly

Watling Market is currently failing, presenting an opportunity to relocate and introduce a variety of new traders

Location of bus stops currently obstruct the station forecourt

Street furniture within station forecourt needs to be consolidated and upgraded

Kiosk on station forecourt looks tired and untidy

Cyclists regularly ride along the footway and into the station forecourt causing collisions with pedestrians

Opportunity for impactful gateway artwork along railway bridge walls

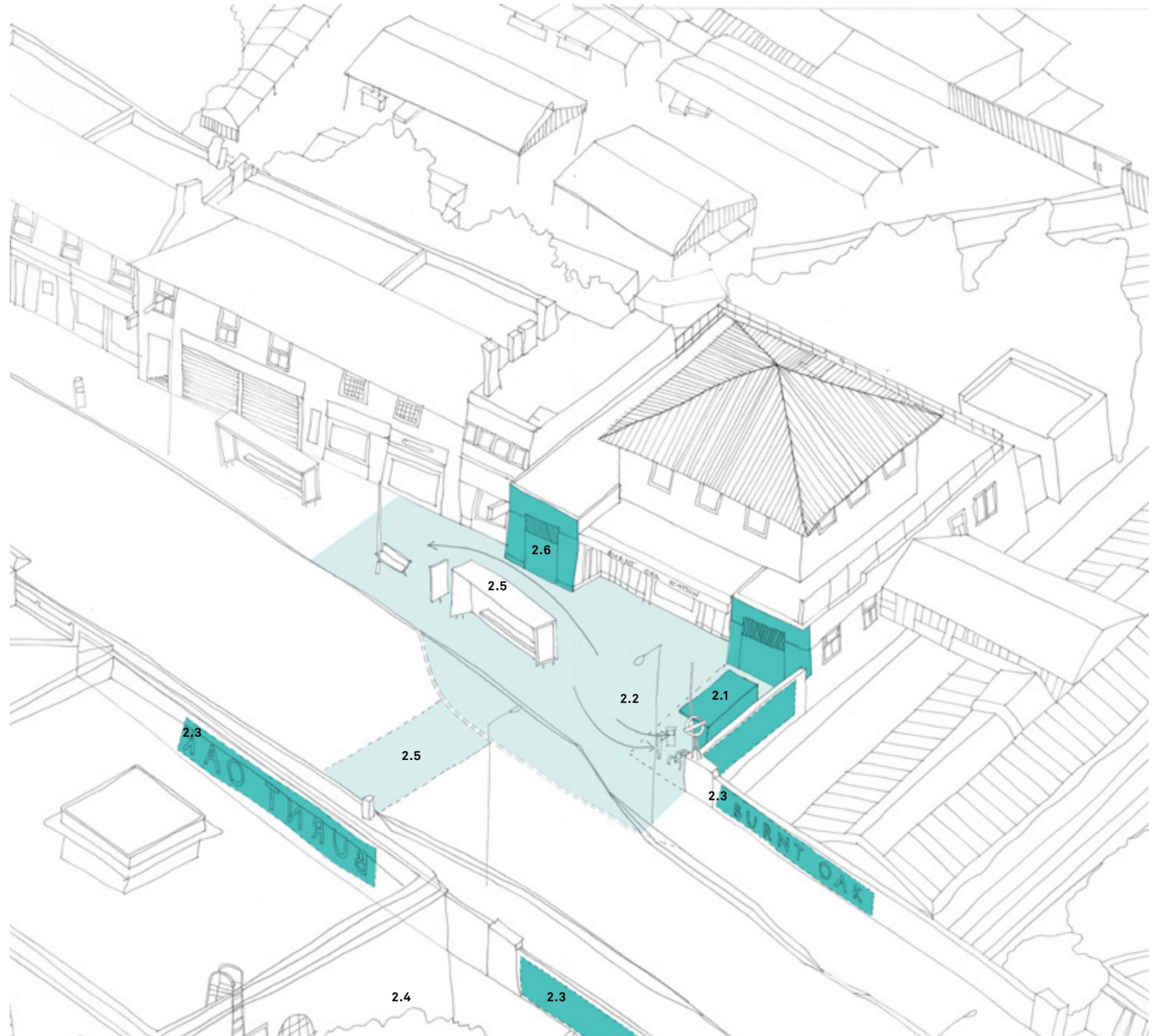
Art opportunity on flank wall of TfL building

Traffic calming measures are needed to allow informal crossing around station area

HOT SPOT 2:  
STATION ARRIVAL

Proposed interventions

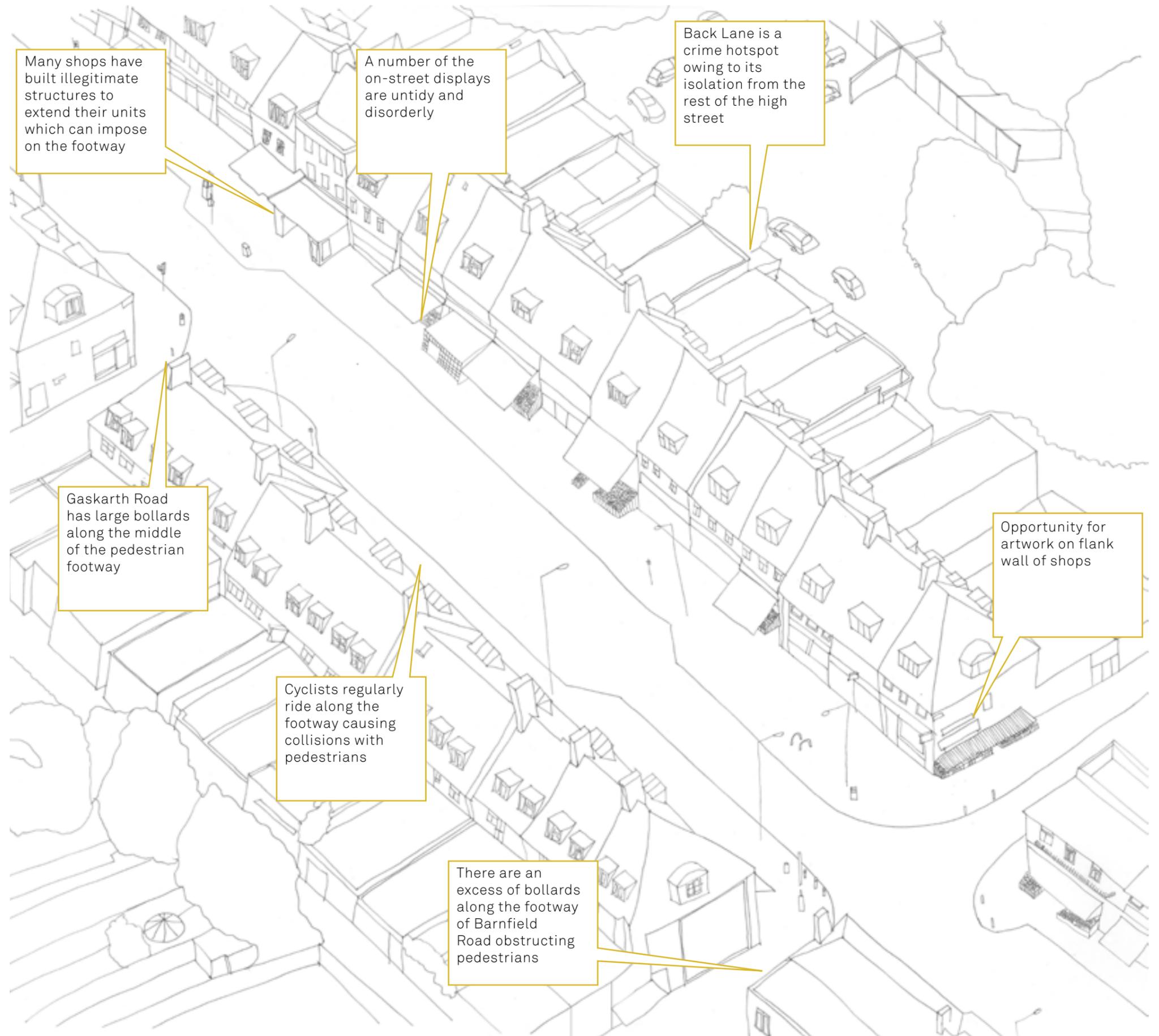
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- 2.6 Upgrades to station retail unit facades



HOT SPOT 3:  
WATLING AVENUE  
PARADES

Existing condition

The buildings along the high street have retained their original character, however the shop units can appear cluttered and untidy, The street itself is dominated by traffic and the footways are also cluttered with disorderly posts and amenities.



HOT SPOT 3:  
WATLING AVENUE  
PARADES

Proposed interventions

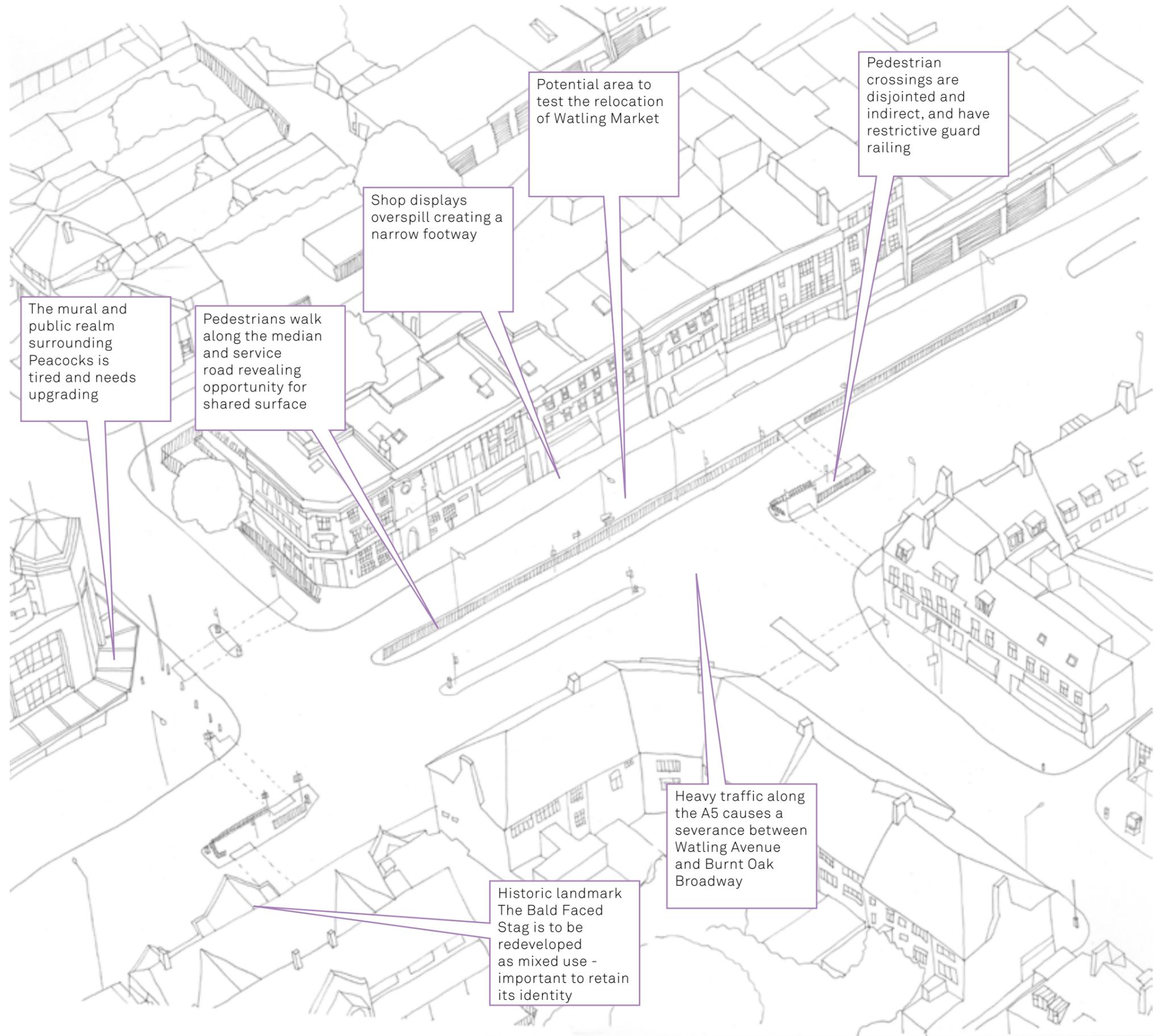
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- 3.2 Light touch shopfront improvements including new awnings and fascias
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- 3.6 Decluttering along the whole of Watling Avenue
- 3.7 Introduce handyman team comprising of local tradespeople



HOT SPOT 4:  
BURNT OAK BROADWAY

Existing condition

Burnt Oak Broadway is even more dominated by traffic and parked cars, yet contains a vibrant set of shops. People use the service road as a footway as the existing pavement is too narrow in places.

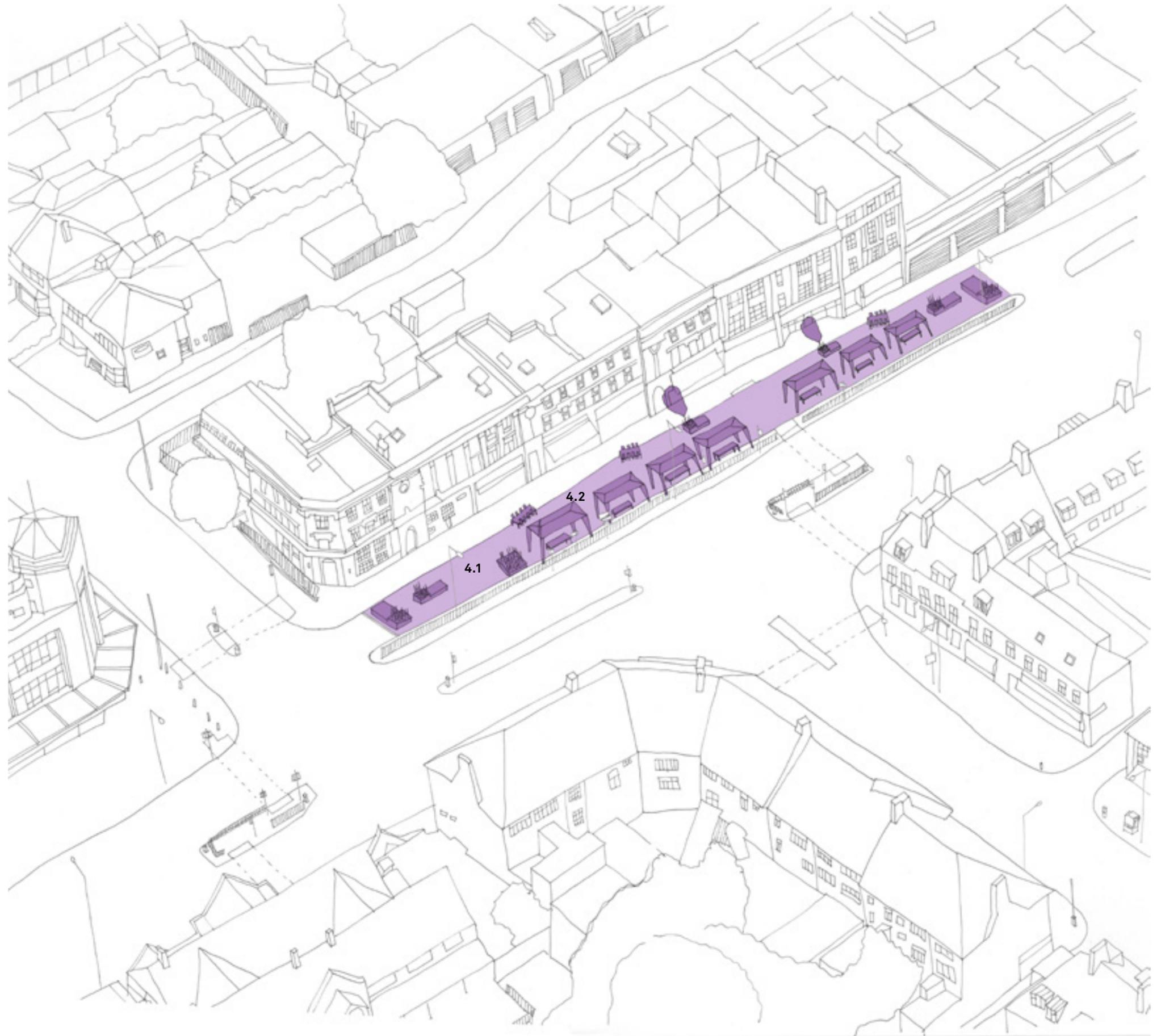


HOT SPOT 4:  
BURNT OAK BROADWAY

Proposed interventions

- 4.1 Trial of partial closure of service road to enable wider footway and space for activity
- 4.2 Opportunity to test the relocation of Watling Market

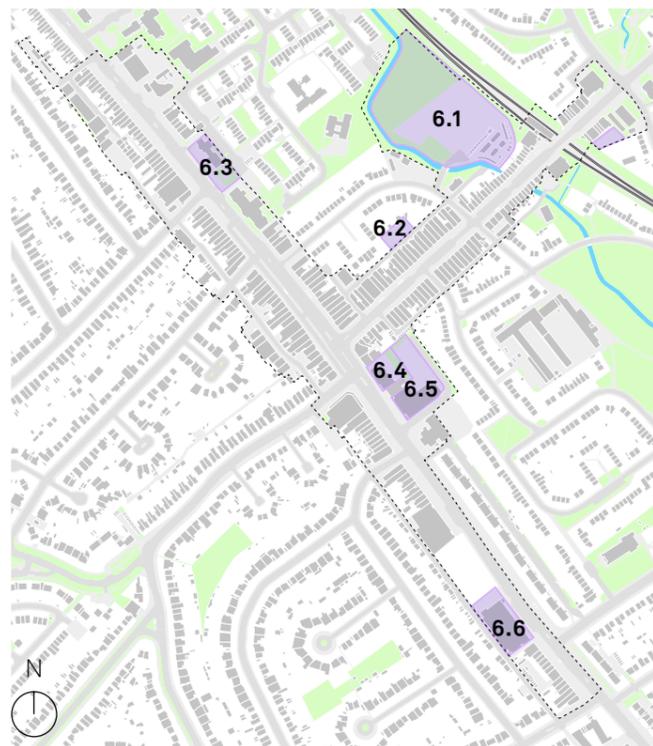
Note: The delivery of these interventions has been identified as currently unfeasible, however they remain part of the long term ambition of the project.



# PHYSICAL DEVELOPMENT OPPORTUNITIES

This section of the Burnt Oak Town Centre Approach provides additional advice in relation to identified development sites in the town centre, with a specific focus on the Watling Market Car Park site.

In the table opposite is a list of the identified sites accompanied by a set of precedents which provide ideas about the suitable types of projects for these locations. The identification of sites provides a vision for possible changes in the area and has occurred as a place-based approach irrespective of borough boundaries, and would need to be taken forward by the site's relevant local authority.



KEY

- Development sites
- Burnt Oak Town Centre Approach study area

DEVELOPMENT SITE	EXISTING PHOTO	PRECEDENTS	
6.1 Watling Market Car Park site		<p>John Jones Arts Building, Islington David Gallagher</p> <p>Mixed use development which includes dedicated facilities for bespoke framing company John Jones alongside student accommodation and affordable housing units. Facilities include design studios and workshops.</p>	
6.2 Back Lane site		<p>Church Walk, Hackney Mikhail Architects</p> <p>Small residential development on the back street behind shopping parade.</p>	
6.3 Register office site		<p>Brandon Street, Southwark Metaphorm</p> <p>Residential development located on a small mixed residential and commercial street. Public realm fronting the development has been considered including precast concrete benches which line the front facade.</p>	
6.4 Redevelopment of The Bald Faced Stag		<p>Swan &amp; Sugarloaf Hotel, Croydon Conversion of historic pub into supermarket on ground floor and residential above. Historic identity and signage retained, and commercial signage is sensitive to the building.</p>	
6.5 Tesco development site		<p>Church End, Brent Mae Architects</p> <p>Apartment block with commercial use on ground floor. Located on an existing car-park and adjacent to a popular market.</p>	
6.6 Opportunity to develop ex-bingo hall		<p>Open Youth Centre, Norwich Hudson Architects</p> <p>Redevelopment transforming a listed banking hall into a 24 hour support centre for young people. Includes areas for sports, socialising, studying and quiet areas.</p>	

# WATLING MARKET CAR PARK SITE

## Opportunities & constraints

The Watling Market Car Park site presents a number of challenges for development. Key constraints include its location within the Watling Estate Conservation Area, the site being within Flood Zone 3 and issues with accessibility due to there currently being only a single access point from Barnfield Road.



Market entrance from steps leading to high street



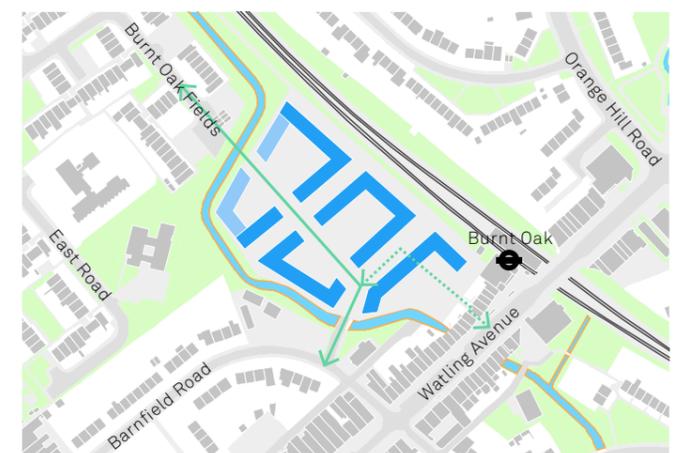
Car parking within site

## Development layout options

The illustrative plans opposite indicate some suggested layout options and principles for the development. The set of principles include:

- The introduction of an additional site access from Burnt Oak Fields to the north of the site;
- A medium density development in accordance with the existing building heights adjacent to the site
- Investment into the Silk Stream to transform it into a pleasant local amenity.
- It is assumed that due to the site being within Flood Zone 3, that residential accommodation will not be acceptable at ground floor level.

Based on this early-stage, the development capacity of the site is estimated at 250-320 units.



### KEY

#### Proposed building heights

- 1-2 storeys
- 3-4 storeys
- 5-6 storeys

↔ Public link between northern residential area, new development and high street

- - -> Restricted access to high street through proposed car park

Investment into Silk Stream and surrounding public realm

N 0 200m

## PLACE-BASED COMMISSIONING ACTIONS



Below is a summary of 'place-based' actions within Burnt Oak Town Centre, that have been, or are to be undertaken by various departments within Barnet Council. A number of the actions are in collaboration with We Made That and Retail Revival as part of the Burnt Oak Town Centre Approach.

### Community support

- Four 'Days of Action' were held in partnership with Community Safety, neighbourhood policing teams, the Home Office and other partners. The focus has remained upon crime and ASB control, sustainable commercial waste compliance and general cleanliness of the area.
- An additional 'day of action' as been requested as part of Keep Britain Tidy for the Queen's 90th birthday celebrations.
- In collaboration with Renaisi, local residents have been trained and supported in neighbourhood planning which is part of a project commissioned by the Department for Communities and Local Government (DCLG).
- Love Burnt Oak has supported over 100 residents in the past year through their Work Club, IT/ Wellbeing/ and Energy courses, Bridging the Gap motivation programme and events.

- Love Burnt Oak has trained and supported 10 local residents to become Community Health Champions to work with local GPs and community organisations to promote healthy living and appropriate signposting.
- In October 2014, Barnet Community Safety Team established a multi-agency problem solving panel which meets every six weeks for the most persistent and complex ASB cases.
- UK Immigration and Compliance teams are also working with us to deal with non UK based rough sleepers and unlawful employment in local businesses.

### Waste management

- In August 2015 the Silkstream area was subjected to a refreshed environmental audit by the Community Safety Street Scene and Neighbourhood Policing Team officers.
- Following the audit a six point action plan was introduced as follows:

#### *Phase 1: September – November 2015 (0-3 months)*

1. Identification and robust case management of those responsible to act as a proactive deterrent for the area to those who may behave in such a manner (within 3 months)
2. A return to a normal appearance of the environment free from waste and debris. This appearance is to be sustained by Barnet Waste and Street Scene teams and Community Payback.

#### *Phase 2: December – September 2016 (3-12 months)*

3. Sustainment of street cleansing and maintenance for the agreed area by Barnet Waste and Street Scene.
4. Sustained intervention and support offered to those who continue to use the area for rough sleeping.
5. Sustained and robust case management of any party identified abusing the area for human, commercial or personal littering/waste.

#### *Phase 3: - September 2016 onwards (12 months+)*

6. Adoption of the locality and voluntary support by local residents and business in the area's litter picking and waste compliance programme by representatives of the local community to help sustain the cleanliness of the area. The ambition is to ensure that this is coordinated by the 'Love Burnt Oak' team using Community Payback as well as Barnet Council and partnership resources.
  - Community Pay Back participants have been engaged to provide regular additional litter picking. Our intention is that the Community Payback clean up days will be at the weekends and over the next 3 months and be slowly reduced to 'drop in' mobile litter picking sessions programmed over the following 9 months.
  - A proposed trial of street scene enforcement in collaboration with a third party contractor to address issues such as littering etc.
  - A proposed small scale trial of alternative waste collection approaches

### Health and well being

- Community Health Champions and people working in local organisations in Burnt Oak have been trained in Tuberculosis awareness.
- Community Activators at Better Burnt Oak Leisure Centre have arranged sessions for the local community including basketball and walking
- Better Burnt Oak Leisure Centre have provided 25 complementary gym passes for BOOST clients who successfully stay in employment for 6 months or more
- The Parks and Greenspaces plan considers how best to coordinate the investment in Montrose Park and Silkstream Park

### Other issues

- A parking review of Colindale and Burnt Oak area will provide evidence towards the consideration

- of Controlled Parking Zones.
- A programme of checks on Houses of Multiple Occupation licensing will be undertaken.

# BUSINESS ACTION PLAN

## Business action plan

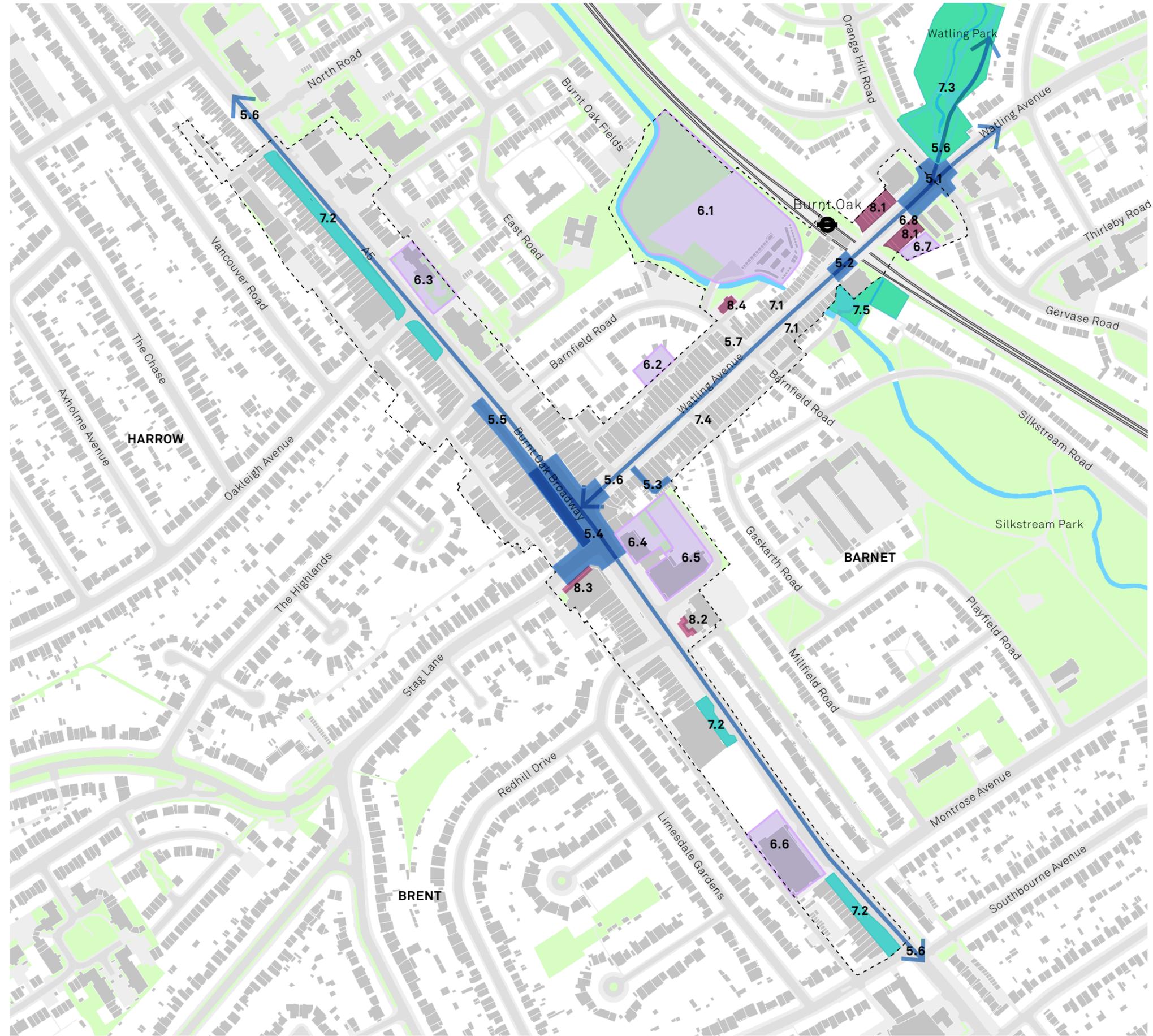
- Business support has been offered to businesses in collaboration with Retail Revival as part of the High Street Fund (HSF) project. This includes advice and workshops focusing on visual merchandising, marketing, brand identity and recruitment.
- A food hygiene audit has been offered and taken up by 9 businesses. In total, 40 restaurants and cafes selling cooked food and drinks were offered support.
- Small pockets of funding from the HSF will be allocated towards delivering improvements to a number of independent businesses who are fully engaged with the project. This support is to be delivered in synergy with the shop front improvements intervention along Watling Avenue.
- The setup of a business network is also supported by the HSF and will be initially led by Retail Revival.
- Burnt Oak Opportunity Support Team (BOOST), a multi-agency jobs organisation, has brought together JCP, Barnet Homes, Benefits and Youth Services in one place. The team has engaged 411 local residents and supported 121 into work since mid-May 2015.
- Businesses will be introduced to the objectives and benefits of BOOST including the apprenticeship scheme.



# ONWARDS

## TOWN CENTRE APPROACH

- Highway improvements**
- 5.1 Introduction of raised junction connecting community assets
- 5.2 Introduction of new crossing within the station arrival area
- 5.3 Upgrades to pedestrian footway connecting high street to shops on Market Lane
- 5.4 Reconfiguration of junction including providing direct and safe crossings
- 5.5 Wider footway created by incorporating the median and service road
- 5.6 Upgrades to cycling links and facilities
- 5.7 Town-centre wider review of highways condition following LB Barnet parking review to include possible raised carriageway at crossing points
  
- Development sites**
- 6.1 Mixed use development on market site
- 6.2 Back Lane development site
- 6.3 Register office development site
- 6.4 Mixed use redevelopment of The Bald Faced Stag
- 6.5 Tesco development site
- 6.6 Opportunity to develop ex-bingo hall
- 6.7 Reconstruction of church hall building
- 6.8 Silkstream Parade redevelopment
  
- Public realm enhancements**
- 7.1 Decluttering and rationalising of the streetscape
- 7.2 Public realm upgrades along wide footways including softer informal planting and street furniture
- 7.3 Watling Park enhancement
- 7.4 Area-wide wayfinding in co-ordination with Colindale development
- 7.5 Reclaim green space by developing potential links with Barnfield Primary School
  
- Building upgrades**
- 8.1 Shopfront improvements to enhance Silkstream Parade development
- 8.2 Artwork or introduction of active frontage along blank facade of church
- 8.3 Upgrade artwork along wall of Peacocks building
- 8.4 Reactivate vacant church on Barnfield Road
  
- Burnt Oak Town Centre Approach study area
  
- N
- 0 100m



## 5.0 NEXT STEPS

Within the next 12 months the proposals supported by the High Street Fund will be developed and implemented. This will include the delivery of public realm and shop front improvements as set out in the hotspot areas, alongwith continued engagement with local businesses assisting with raising the standards of visual displays, branding and hygiene ratings. A number of place-based actions will also be implemented within this period.

Ongoing support and attention will be provided in Burnt Oak with the BOOST team receiving additional funding to continue their work. Continued attention from community support, the waste management and environmental health teams will be directed towards Burnt Oak. The council will continue to engage with local partners to identify innovative ways to encourage the removal of cages from shop front areas along the high street.

Over the next 3 years the council will seek to implement further highways improvements and other developments that are set out in the Onwards Town Centre Approach. The establishment of a business association and town team for Burnt Oak is also a key priority over this time period.

Alongside these developments, an emerging Burnt Oak Neighbourhood Forum will be developing a Neighbourhood Plan for the area.



WE MADE THAT LLP  
Unit 21 Tower Workshops  
58 Riley Road  
London SE1 3DG

T +44 (0)20 7252 3400  
[www.wemadethat.co.uk](http://www.wemadethat.co.uk)  
[studio@wemadethat.co.uk](mailto:studio@wemadethat.co.uk)

We Made That LLP is  
registered in England &  
Wales. Reg no. OC367789

# APPENDICES

**APPENDIX I:  
CONSULTATION  
FEEDBACK**

	No.	Feedback	Category	Response
Public Engagement Feedback	1	Less cages-get rid of them to make space- too crowded	Accessibility	Work with selected businesses for visual merchandising and shopfront improvements. Encourage local authority enforcement where possible.
	2	Join the parks, add leisure/sports in them with illuminated paths/less fencing and more connectivity	Accessibility	Include Watling Park improvements in long term plan
	3	Shop frontages extend too far on to the pavement	Accessibility	Work with selected businesses for visual merchandising and shopfront improvements. Encourage local authority enforcement where possible.
	4	Remove telephone box by the station and add instead bicycle racks - legible London in the station forecourt	Accessibility	Cycle racks included as part of Hot Spot 2 improvements. Wider area wayfinding included in longer term plan
	5	Furniture shop next to Tesco has taken over the pavement and is blocking the access to Tesco	Accessibility	Work with selected businesses for visual merchandising and shopfront improvements. Encourage local authority enforcement where possible.
	6	Need to stop traders from encroaching onto the pavement- often they block right up to the road	Accessibility	Work with selected businesses for visual merchandising and shopfront improvements. Encourage local authority enforcement where possible.
	7	No consideration has been given to the placing of the bus stops outside homes on the Watling Avenue	Accessibility	Highways layout review as part of longer term plan
	8	Paint buildings- more of a uniformed look	Appearance	Work with selected businesses for visual merchandising and shopfront improvements.
	9	ADT Alarm boxes	Appearance	Possible handyman team task
	10	There is no social community venues for local residents to use for different activities, i.e. parties, clubs, volunteering activities/the existing ones are expensive	Community	Promote existing community spaces
	11	More community space to learn and develop	Community	Promote existing community spaces
	12	Youth spaces need to be available where youth can be entertained, explore their skills and various fun activities-spaces need to be closely monitored to help children who may have troubles	Community	New Youth Hub proposed in Montrose Park under separate initiative
	13	Develop an art community both visual and performing	Community	Possible remit for IGCUK spaces.
	14	No day centre for elderly people to go to	Community	Promote existing community spaces

	No.	Feedback	Category	Response
Public Engagement Feedback	15	Add a healthy eating message to the tube forecourt- lots of school children pass through and it would be a good opportunity to give them feedback-.	Community	Healthy eating message to be promoted through market trial(s) and business support programme
	16	Too intimidating to walk up Watling Avenue	Crime	Greater local authority enforcement through Neighbourhood Safety team
	17	Anti-social behaviour near the shops	Crime	Greater local authority enforcement through Neighbourhood Safety team
	18	There is lots of crime happening in Watling Avenue	Crime	Greater local authority enforcement through Neighbourhood Safety team
	19	Define the boundaries of the site and keep everyone safe.	Crime	Greater local authority enforcement through Neighbourhood Safety team
	20	Most people that live in the town centre do not shop in the area as they cannot walk safely up the Watling Avenue	Crime	Greater local authority enforcement through Neighbourhood Safety team
	21	A fundamental problem is the anti-social behaviour	Crime	Greater local authority enforcement through Neighbourhood Safety team
	22	What is happening with the car park?	Development	Design advice included with Town Centre Approach
	23	If there are plans to increase the population then housing must increase-upgrade capacity of sewage, electricity and other utilities	Development	Design advice included with Town Centre Approach
	24	Forgotten part of Barnet- Poor relation	Development	Development of Town Centre Approach aims to address this
	25	It would be nice if some updates were made to Watling Park-Update the playground, add benches, separate walking area for dogs i.e.. wooden playground, picnic area toddler sandpit	Green Spaces	Include Watling Park improvements in long term Town Centre Approach
	26	Maintenance for green spaces	Green Spaces	-
	27	Need more green, trees, plants, recycling bins, compost bins	Green Spaces	-
	28	Would like the parks and Montrose playing field to be improved-cleaning and cutting overgrown branches, cleaning the silk stream and making it welcoming for families and people to enjoy the stream	Green Spaces	Include Watling Park improvements in long term plan. Improvements to Montrose Park included under parallel initiative
	29	Hi good job done remember to put on about how we need the park or parks done up will attract people to area family's youth and for family's who don't have gardens we need parks "much much more" that a youth center .	Green Spaces	Include Watling Park improvements in long term plan
	30	Why so many hairdressers?	Offer	The Town Centre Approach aims to support diverse uses in the Town Centre
	31	It will be nice to have more cafes, restaurant, pubs	Offer	The Town Centre Approach aims to support diverse uses in the Town Centre

	No.	Feedback	Category	Response
Public Engagement Feedback	32	Definitely need some regeneration, more community areas, pubs or bars, public toilets (men use the alleyways)	Offer	The Town Centre Approach aims to support diverse uses in the Town Centre
	33	Not enough cash points on Watling Avenue near the shops and station	Offer	Challenging to address through HSF project. Consider as part of long term plan
	34	A variety of shops that will cater for the local population-more good quality restaurants, retail shops and coffee shops	Offer	The Town Centre Approach aims to support diverse uses in the Town Centre
	35	What is happening with Lansdowne?- We need a decent pub	Offer	LB Barnet to confirm pre-app status on this site
	36	Make the area attractive to business-Would like stores like M&S and Primark	Offer	The Town Centre Approach aims to support diverse uses in the Town Centre
	37	Shops- Too many fruit and vegetable, hairdressers, nail salons, fast food	Offer	The Town Centre Approach aims to support diverse uses in the Town Centre
	38	Could encourage local groups to sell home made produce in market e.x. somali food, Romanian breads,	Offer	To be included through market trials/ food festival proposals
	39	A food market! Culture & music!	Offer	To be included through market trials/ food festival proposals
	40	Remove permanent machines that have gone up both in Watling Avenue and Burnt Oak Broadway	Parking	LB Barnet are undertaking an area-wide parking review to ensure appropriate provision into the future
	41	Parking space on Watling Avenue is really bad, something need to be done about that	Parking	LB Barnet are undertaking an area-wide parking review to ensure appropriate provision into the future
	42	Parking is a problem- they ignore the double yellow line	Parking	LB Barnet are undertaking an area-wide parking review to ensure appropriate provision into the future
	43	Shop's staff have been parking outside the shop all day- it has been reported but there is nothing happening	Parking	LB Barnet are undertaking an area-wide parking review to ensure appropriate provision into the future
	44	CPZ for Burnt Oak	Parking	Under investigation by LB Barnet
	45	£300 k is not enough-at least x5. Clean all the mesh and paint the buildings-remove weeds	Project specific	Potential for onwards delivery beyond HSF budget as part of longer term plan
	46	More funding needed-not enough-Why surrounding areas got more money	Project specific	Potential for onwards delivery beyond HSF budget as part of longer term plan
47	Love all the new ideas especially hot spot 4-a great idea!	Project specific	No action	

	No.	Feedback	Category	Response
Public Engagement Feedback	48	Put the community notice board on the library not 'Love Burnt Oak'	Project specific	Relocate notice board to library forecourt
	49	Street Art-Artists to use space of neglect	Project specific	Art interventions proposed in Hot Spots 1 and 2
	50	More community boards outside the library	Project specific	Relocate notice board to library forecourt
	51	Some former market traders are already planning/discussing improvement/revival of the market-Please contact them	Project specific	LB Barnet to advise
	52	A space that reflects Burnt Oak's rich and vibrant (multicultural) past and present	Project specific	Proposals to reflect Burnt Oak's vibrant identity
	53	Community board by the library	Project specific	Relocate notice board to library forecourt
	54	Need to ensure council employees someone to maintain/enforce any changes/improvements	Project specific	Greater local authority enforcement through Neighbourhood Safety team
	55	Change the battery on Peacocks building-it hasn't worked since 2004	Project specific	Include as part of longer term plan
	56	See photos of Burnt Oak in the library by some local children for a project some years ago-They might like to have input to this	Project specific	Consultation with local schools, especially regarding cleaned up green spaces
	57	How about a competition among the schools locally to feed into the designs somehow-sense of ownership	Project specific	Timescales may be challenging, potential for artwork identified in longer term plan
	58	A history of Burnt Oak focusing on its past identity and fruit veg and fish	Project specific	Proposals to reflect Burnt Oak's vibrant identity
	59	Covenants for Burnt Oak shops	Project specific	Unclear comment
	60	Shops put rubbish out at front-enforcement at the back?	Rubbish	Greater local authority enforcement through Neighbourhood Safety team
	61	Clean up the high street-looks shabby	Rubbish	Greater local authority enforcement through Neighbourhood Safety team
	62	Removal of trash at the end of the day	Rubbish	Greater local authority enforcement through Neighbourhood Safety team
	63	People use the carpark as their dumping ground and it stays there for weeks-Tidy the place up	Rubbish	Greater local authority enforcement through Neighbourhood Safety team
	64	Silk Stream park never seems to be kept clean, Last years leaves are yet to be cleared	Rubbish	Greater local authority enforcement through Neighbourhood Safety team
	65	Cleaner and better environment especially in the alleyways near the station	Rubbish	Greater local authority enforcement through Neighbourhood Safety team
	66	Rubbish bags on the pavements are blocking the pelican crossing	Rubbish	Greater local authority enforcement through Neighbourhood Safety team

	No.	Feedback	Category	Response
Public Engagement Feedback	67	Traders are dumping rubbish on the pavements- can they have a designated area or a communal trade rubbish collection	Rubbish	Greater local authority enforcement through Neighbourhood Safety team
	68	Go back to the good old days. No drunks, rubbish, limited shops and spitting	Rubbish	Greater local authority enforcement through Neighbourhood Safety team
	69	Steps down to market are uses as a toilet	Rubbish	Potential for closure of this area tbc
	70	If there is the need of cleaning up, homeless people should be supported, not just moved around	Rubbish	Greater local authority enforcement through Neighbourhood Safety team
	71	The area needs tidying up first - serious action needed on fly-tipping, rubbish & general cleanliness	Rubbish	Greater local authority enforcement through Neighbourhood Safety team
	72	Signage for shops into market lane-shared between all businesses	Signage	Consider as part of Hot Spot 3 proposals
	73	There is a lovely little café in the market-that area could be better signposted	Signage	Consider as part of Hot Spot 3 proposals
	74	Encourage pedestrians-less cars	Traffic	Highways layout review as part of longer term plan
	75	Traffic lights need to be better	Traffic	Highways layout review as part of longer term plan
	76	Buses and Lorries Congestion on Watling Avenue	Traffic	Highways layout review as part of longer term plan
	77	Pelican crossing or other controlled pedestrian crossing needed at the of Watling Avenue where it meets Burnt Oak Broadway	Traffic	Highways layout review as part of longer term plan
	78	Watling Avenue needs to be less congested on both the path and the road	Traffic	Highways layout review as part of longer term plan
	79	Many thanks for the e-mail. As we discussed on Sunday many of these ideas have been put forward before without any action, only lip service from Barnet Council and our so called M.P. Any improvement to Watling Avenue and surrounding streets would be fantastic and I am hopeful that all the improvements come into fruition and help me to decide whether I remain in Burnt Oak or look for another area where the council do care about their rate payers. Since I moved into the area over forty years ago I have seen a pleasant village type of community turned into a ghetto. There is only one area of concern with all the proposed improvements and that is what will happen to all the traffic which will be displaced? We have a car park behind the station which is hardly used because of the fees and problems getting in and out of Barnfield Road. Most of the streets around Watling Avenue are already congested with vehicles used by commuters using the station and shop owners who do not live in the area and this will only get worse unless some provision is incorporated into your plans. I am happy for you to contact me if I can be of any use in progressing your plans.	Traffic	Highways layout review as part of longer term plan

	No.	Feedback	Category	Response
Public Engagement Feedback	80	More supervised activities for young people in the area	Young People	New Youth Hub proposed in Montrose Park under separate initiative
	81	I would like to mention that in my opinion & others would agree that the 'Paper Stall' should stay		
	82	Many residents have mentioned that the cages on Watling avenue should go. Also, they would like to see the paper man stay.		
	83	Burnt Oak Broadway, trial partial closure of service road - relocate Watling Market - good idea. Get rid of 'cages' along Watling Avenue		
Internal Stakeholder Comments	84	Co-ordinate with Church to influence new fencing proposals in IGCUK site	Hot Spot 1	Design team to liaise with IGCUK
	85	Include closure and deep clean of green space between Silk Stream & Watling Ave	Hot Spot 2	Included in Town Centre Approach
	86	Consider replacement kiosk	Hot Spot 2	Included in Town Centre Approach
	87	Include introduction of 20mph zone in town centre	Hot Spots 2 & 3	Included in Town Centre Approach
	88	Omit proposals for raised carriageway to Watling Ave junctions	Hot Spot 3	Raised carriageway omitted
	89	Include allowance for 'handyman team' for repairs	Hot Spot 3	Included in Town Centre Approach
	90	Healthy catering commitment with business support where applicable	Hot Spot 3	To be confirmed based on selected businesses
	91	Omit catenary lighting to Hot Spot 4	Hot Spot 4	Catenary lighting omitted
	92	Include activation of vacant church as part of longer term plan	Hot Spot 3	Included in Town Centre Approach
	93	Extend proposed market trial/ road closure to full length of median	Hot Spot 4	Proposed closure extended

APPENDIX II:  
GLA DESIGN  
REVIEW FEEDBACK

GREATERLONDONAUTHORITY

Luke Ward  
Commissioning Lead – Entrepreneurial Barnet, Growth & Development  
London Borough of Barnet  
North London Business Park, Oakleigh Road South, London N11 1NP

09 February 2016

**Re: Burnt Oak High Street Fund Project**

Dear Luke,

The Mayor's Project Review is part of the official GLA process to review regeneration projects receiving funding from the Mayor of London.

The Burnt Oak High Street Fund (HSF) project was the subject of a Mayor's Project Review on 9<sup>th</sup> December 2015. I am writing to summarise the review group's comments and advice.

The draft Burnt Oak Town Centre Strategy was presented to the panel. It includes an analysis of the area and concept proposals for short and long-term public realm and wayfinding improvements, an initial approach to business support and consideration of how forthcoming development could have a beneficial impact on the town centre.

The review group would like to thank you, your colleagues and the consultant team for taking part in a productive review.

The panel raised a few specific points relating to the current proposals:

- The Town Centre Strategy provides a comprehensive assessment of the area and relevant proposals to improve it for residents and traders. It would benefit from a long-term vision formed by the borough and local people to provide a consolidated set of objectives that the HSF project and any future investment and development can aim to achieve. The strategy should also set out how exactly the population is set to change, and how proposals relate to this.
- The team should consider how the Community Cluster proposal might be programmed to better link and make visible surrounding community uses. This may include locating the multicultural festival and other community events within the cluster. This could help to give the impression of a civic space and go some way to addressing the perception that there is a lack of community and leisure facilities in the area. A well-managed community noticeboard, which could exist physically as well as digitally, would make community activity already taking place more visible, and help to bring disparate groups together.

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- The team should continue to give consideration to addressing makeshift structures and the spill-out of goods onto shop forecourts and beyond, to enable greater accessibility on the footway where it is needed most. Would more compact purpose-built display units be acceptable to traders and the council?
- The back alleys, which are identified as locations where crime and fly-tipping concentrate, should be addressed in the strategy with both short and long-term solutions to improve safety and hygiene. How can the alleyways be an asset, rather than a liability?
- The place-based commissioning approach being adopted in Barnet and piloted in Burnt Oak is an excellent way to coordinate resources locally. In Burnt Oak, a town centre that spans the boundary of three boroughs, how can the place-based commissioning approach be coordinated with Brent and Harrow to ensure services, regulations, enforcement and physical works are joined up?
- Focussing business support on a cluster of restaurants and food retailers, along with a selection of niche businesses that could significantly benefit from urgent support, is an effective use of limited resources. However, in the context of relatively high levels of business churn, thought should be given to the best way of complementing this with a lasting programme of physical improvements for businesses. For example, this approach could be supplemented by a team of handymen, who could undertake small projects from a set menu to improve the function, quality and appearance of businesses in the area over time. The team could wear branded uniforms to give greater visibility to the project and immediate confidence to traders that support is available. How could this initiative provide training and skills to the local underemployed? How could it demonstrate to traders that the coordination and sharing of services is economically advantageous?
- The long-term proposal to make better use of the carriage lane on Burnt Oak Broadway is welcome. The idea should be tested out quickly and with minimal expense. The space should be programmed over a defined period of time to see what works well. A youth market is one activity that could also help to address the issue of NEETs in the area.
- The initial proposals for a graphic identity are exciting. The team should work with local groups to develop the concept and incorporate individual narratives about Burnt Oak. What aspects of Burnt Oak do local people want to celebrate?

In summary, the panel was impressed by the strategy and proposals. It advised the team to focus on coordination and joining up, particularly across borough boundaries, services, regulations and enforcement to form a single place-based commissioning approach. The panel also advised the team to create strong links between voluntary and community organisations, and traders; between the physical and non-physical activities of the project; and between the short and longer-term proposals.

The GLA will continue to provide support as the projects progress.

The review was attended by:

Panel:  
Cristina Monteiro, DK-CM  
Joyce Harvie, GLA  
Finn Williams, GLA

GLA Lead:  
Alison Mayer, GLA

Team attendees:  
Luke Ward, Barnet  
Adam Driscoll, Barnet  
Sandra Perez, Barnet  
Grace Nelson, Brent  
Holly Lewis, We Made That  
Hannah Martin, We Made That  
Sally Williams, Retail Revival

Yours sincerely,



Finn Williams  
North West Area Manager, Regeneration, GLA

APPENDIX III:  
HEALTH IMPACT  
ASSESSMENT

**BARNET**  
LONDON BOROUGH

**Rapid Health Impact Assessment on the Burnt Oak Town Centre Strategy**

AERIAL MAP



Author: Carol Douet – Public Health Strategist  
February 2016

1

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2

**1. Introduction**

Health Impact Assessment (HIA) is a method used to ascertain the potential health impact, effects and implications both positive and negative of a policy, plan or project on a population group. Identifying potential health inequalities which can effect vulnerable and disadvantaged groups and amend prior to the implementation of the proposed policy, plan or project.<sup>(1)</sup>

This report looks at the London Borough of Barnet and its delivery partners proposed strategy for the Burnt Oak Town Centre regeneration. This HIA is a desk based rapid assessment and concentrates on the information obtained from the first draft of the strategy from the delivery partners prior to a full consultation with the local community, businesses and residents. Additional participation from stakeholders has not been undertaken, existing data and information from the draft report has been used.

Barnet is the second largest borough in London and the largest by population, with a diverse and increasing population. Burnt Oak has a population with more than 50% Black, Asian and Minority Ethnic background (BAME), with over 50% of all 0-4 year olds also from a BAME background.<sup>(2)</sup> Burnt Oak has one of the lowest average life expectancy's in the borough from birth to 78.8years.<sup>(2)</sup>

Burnt Oak which is situated in the west of the borough has one of the highest concentration of more deprived Lowest Super Output Areas (LSOA's).<sup>(2)</sup>

**2. Background**

Funding has been secured by the London Borough of Barnet through the Greater London Authority's (GLA) High Street Fund to regenerate Burnt Oak's town centre, the town centre is situated across three boroughs, London Borough of Barnet, London Borough of Brent and the London Borough of Harrow. The strategy is being developed by Barnet's delivery partners and is still at the draft stage, so no plans or documentation has been added to this report from the draft (except the Ariel view of the town centre on the front page).

The sites targeted for redevelopment within this strategy are, Watling Market redevelopment and repositioning, Burnt Oak Broadway, Burnt Oak station and the Watling Avenue Parade.

**3. Evidence**

Regeneration and growth are essential parts of Barnet's strategy as set out in Barnet's Corporate Plan, this regeneration project ties in with national and local strategies and policies as highlighted in Barnet's current JSNA.

With residents of the Burnt Oak ward reported to be most likely to report ill health, have limiting long term illness or disability and coming under the socio demographic groups of low income couples, financially restricted single students and friends, struggling families, low income singles and pennywise pensioners, this wards community will most reap the benefits of this regeneration.<sup>(2)</sup>

3

#### 4. Community Profile

Burnt Oak is the smallest ward in the London borough of Barnet. It was recorded to have 17,055 residents in 2012, and although Barnet's population as a whole is rising, Burnt Oak is not expected to grow significantly over the next 10 years.<sup>(3)</sup>



Population Density	88.3per hectare
Ward Rank in Barnet	1 (most dense)
No. of Households	6392

Figure 1 shows the comparison age profile for Barnet and Burnt Oak, with the younger population comparable to the rest of the borough, with slightly less people in the 60+ age bracket.

Figure 1. Age Profile

2012	0 - 14	15 - 39	40 - 59	60 - 79	80+
<b>BURNT OAK</b>	25%	40%	24%	10%	2%
<b>BARNET</b>	21%	35%	26%	14%	4%

Although in Barnet life expectancy and health is higher than the England average (see figure 2), this is not the case for all wards in the borough. Smoking, alcohol, air pollution, poor diet, high blood pressure, obesity and hepatitis are the most common causes of ill health, but coronary heart disease is the number one factor in premature deaths in both men and women in the borough.<sup>(2)</sup> Burnt Oak has the lowest life expectancy for men (75.8 years) and for women (81.6 years), it also has the one of the highest rates of mortality from Stroke.<sup>(2)</sup> There is evidence that demonstrates the life expectancy and mortality gap is higher in the most deprived areas compared to the least deprived areas in Barnet, Burnt Oak being one of the more deprived wards.<sup>(2)</sup>

Figure 2. Life Expectancy in Years

	Males	Females
<b>BURNT OAK</b>	74.9	81.3
<b>BARNET</b>	78.6	82.7

LONDON	77.1	81.7
<b>ENGLAND</b>	77.3	81.5

Burnt Oak has one of the highest rates of childhood obesity in Barnet along with the lowest levels of participation in sport and physical activity, although local and community sports and physical activity facilities, charities and social enterprises are well matched for the requirements of the ward, it also has some of the lowest levels of park use, although it is well sited for parks.<sup>(2)</sup>

Adult obesity in Barnet as estimated by Public Health England, shows Burnt Oak as one of three wards in the borough with the highest percentage, Colindale (22.1%), Underhill (21.6%) and Burnt Oak with (23.7%).<sup>(2)</sup>

Burnt Oak has the highest rates of hospital admissions for alcohol related conditions in the borough (122.9), along with high rates of drug related call outs.<sup>(2)</sup>

The town centre covers three boroughs, the development situated in the London Borough of Barnet and bordering on two additional boroughs which are, London Borough of Brent and the London Borough of Harrow.<sup>(4)</sup>

Burnt Oak boast a conservation area the Watling Estate, a residential development which was established in the 1930's after the extension of the Northern Line tube further into the suburbs of Edgware. This also brought along the development of shopping parades to service the demand of the new community occupying the estates.<sup>(4)</sup>

Although Burnt Oak has retained a lot of its landscape, character, landmarks and buildings, many have over time, become dilapidated and in much need of improvement. Burnt Oak has had and still has quite a transient population, enriched with diverse groups, with the town centre businesses trending towards the population groups that inhabit the area, changing their produce to service the diverse community, leading to low levels of variation in business types. This ward tends to be more economically deprived in relation to its neighbouring town centres such as Mill Hill, Edgware and Hendon.<sup>(4)</sup>

The strategy has been proposed to re-establish the historical while combining the present day character and identity of the town centre, highlighting the current community activities and landmarks, while diversifying the economic assets by redesigning the streetscape of the town centre, and encourage growth.<sup>(4)</sup>

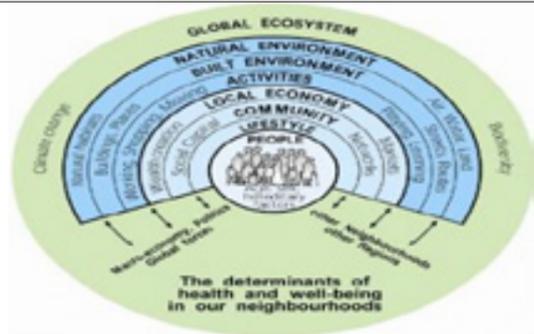
Figure 3 Demonstrates health and lifestyle inequalities between the Barnet wards, with Burnt Oak showing to be the worse in most categories.

Table 6-5: Health and Lifestyle indicators: ranking of Barnet wards

Indicator	Unit	Best ward	Worse ward
Life expectancy	Years	Garden Suburb (males =84.1, females =85.5)	Burnt Oak (males = 75.8, females = 81.6)
Stroke mortality	SMR	Finchley (47.9)	Childs Hill (117.7)
Emergency hospital admissions for stroke	SMR	Garden Suburb (78.9)	Burnt Oak (173)
Breast cancer incidence	SMR	Burnt Oak (77.5)	Mill Hill (118.2)
Colorectal cancer incidence	SMR	Hale (69.8)	Coppetts (122.8)
Lung cancer incidence	SMR	Garden Suburb (53.2)	Coppetts (117.3)
Prostate cancer incidence	SMR	Burnt Oak (72.6)	West Finchley (115.6)
All cancers incidence	SMR	Garden suburb (86.2)	Underhill (103.3)
COPD hospital admissions	SAR	Garden suburb (28.3)	Burnt Oak (141.8)
Fertility rate (per 1,000 females aged 15-44)	CFR	Golders Green (82.9)	Brunswick Park (56.8)
Low birth weight babies(less than 2500 g)	Proportion (%)	Hendon (5.9%)	Finchley Church End (9.1%)
Drug-related ambulance callouts	Count	Brunswick Park	Colindale
Smoking in adults (estimated prevalence, 15 years and above)	Proportion (%)	Garden Suburb (13.5%)	Burnt Oak (16.9%)
Modelled prevalence of regular smoking in children age 11-15 years	Proportion (%)	Colindale (1.1%)	Underhill (5.6%)
Modelled prevalence of regular smoking in children age 15 years	Proportion (%)	Colindale (4.2%)	Hendon (14.2%)
Modelled prevalence of regular smoking in young people aged 16-17 years	Proportion (%)	Colindale (7.8%)	Hendon (22.6%)
Obesity in adults (modelled estimates)	Proportion (%)	Garden Suburb (12.8%)	Burnt Oak (23.7%)
Obesity in reception year children (prevalence)	Proportion (%)	Garden Suburb (5.6%)	Colindale (13.1%)
Obesity in year six children (prevalence)	Proportion (%)	Finchley Church End (13.2%)	Colindale (25.1%)
Binge drinking in adults (modelled estimates)	Proportion (%)	Colindale (3.4%)	Garden Suburb (14.7%)
Hospital admissions for alcohol attributable conditions	SAR	Garden Suburb (50.9)	Burnt Oak (122.9)

#### 5. Summary

The World Health Organisation (WHO) states: "The social determinants of health are the conditions, in which people are born, grow, work, live and age, and the wider set of forces and systems shaping the conditions of daily life. These forces and systems include economic policies and systems, development agendas, social norms, social policies and political systems."<sup>(5)</sup>



Dahlgred & Whitehead (1991) demonstrate in this model that the health and wellbeing of individuals and communities is affected by many different factors, environment, socio economic conditions, housing, health, wealth, physical abilities and the list goes on.

Observational analysis, appraisals and comments from previous consultations was used to inform this stage of the proposed strategy provided by the project partners, to consider the reduction of health inequalities within the population group of this ward, based on the strategy the priority groups most likely to be impacted by the planned regeneration are as follows:

**Identification of Vulnerable Groups HIA Screening**

- Older People
- Lower Income Families
- Single Parent Families
- Low income singles
- Children and young people
- People with disabilities
- BAME

Determinants of Health	Positive Impact	Negative Impact
<b>Lifestyle</b>		
Watling Park	Improved signage to Watling Park and access improved physical activity and ease of access	
Burnt Oak Broadway	Moving the market could provide greater choice and opportunities for pop up food stalls that would greater serve the local diverse community.  More food establishments, cafes and restaurants	Consideration of low income families – danger of gentrification.  Healthier Catering Commitment compliance to

	Recommendation to Healthier Catering Commitment.	be a recommendation for new and current eating establishments
<b>Social and Community Influences on Health</b>		
Mecca Bingo on Burnt Oak Broadway  The Bald Faced Stag Pub	Re-development of heritage sites, sense of local pride and community identity  Empty and vacant properties to be considered for pop-up and meanwhile sites to give a sense of community and citizen power and influence, pride and belonging	
<b>Living/Environmental Conditions Affecting Health</b>		
North End of the Town Centre currently housing local Community uses, Church and Library	Northern end of the town centre which houses Burnt Oak library, Love Burnt Oak, the international Gospel church, medical practice and the entrance to Watling Park, currently cluttered, proposed changes to open up forecourts to create a civic square, create a graphic installation on the wall of the library, upgrade the frontage of Love burnt Oak, introduce new planting and de-clutter the junction, which will improve pedestrian movement, sense of safety and attractiveness of the area.	
Watling Park	Improved signage and safety measures e.g., lighting, safe walk through; will create more usage of the park if it is easily accessible.	
Burnt Oak Broadway	Partial closure of service road to widen footpath and relocate Watling Market, this would create greater access for the whole community and socially increased	Parking issues due to the closure of the service road disabled access for parking

	interactivity for whole community.	
<b>Access and quality of services</b>		
Burnt Oak Station	Access to Burnt Oak station, the bus stop outside and its surroundings Upgrading the station frontage will reduce pavement overcrowding and obstruction of the station, seating by the bus stop will help older members of the community and those unable to stand for long periods of time.	Wheelchair access
Watling Avenue Parades	Relocating the crossing by the station Improve traffic congestion and reduce cyclist mounting the pavement. Clear the pavements of overflowing shops that make it difficult for pushchairs, wheelchairs and those with mobility issues to navigate the busy pavement and have to occasionally walk in the busy road.  Raised junction and freeing pavements from protruding shop fronts Clearing the street making it more pedestrian friendly, easier access for pushchairs and the elderly.  Clearing the back alleys leading onto the parade would make them more secure, improved lighting for sense of security and safety	Alternative cycle access  Traffic reduction and environmental improvements would increase the shopping experience for local community.  Raised junctions at crossing Wheelchair access Cycle paths and access  Alcohol and drug usage and anti-social behaviour
<b>Economic Conditions affecting health</b>	Opportunities for employment with the regeneration and building from the bordering boroughs.	

## **6. Recommendations**

Through the identification and screening process, many potential positive impacts were identified and minimal negative impacts were identified in the above screening.

A further HIA which involved public engagement and consultation undertaken in conjunction with the final strategy to further explore the issues would be of great benefit to this project.

## **7. Conclusion**

Overall the regeneration plan for Burnt Oak Town Centre is a positive and much need intervention into a community of deprivation and low socio economics. An updated tube station with art work and seating improved shop frontage on the Broadway and re location of the market could afford many possibilities for the local community.

A further HIA to inform the strategy would be of great benefit to the health and wellbeing of this community.

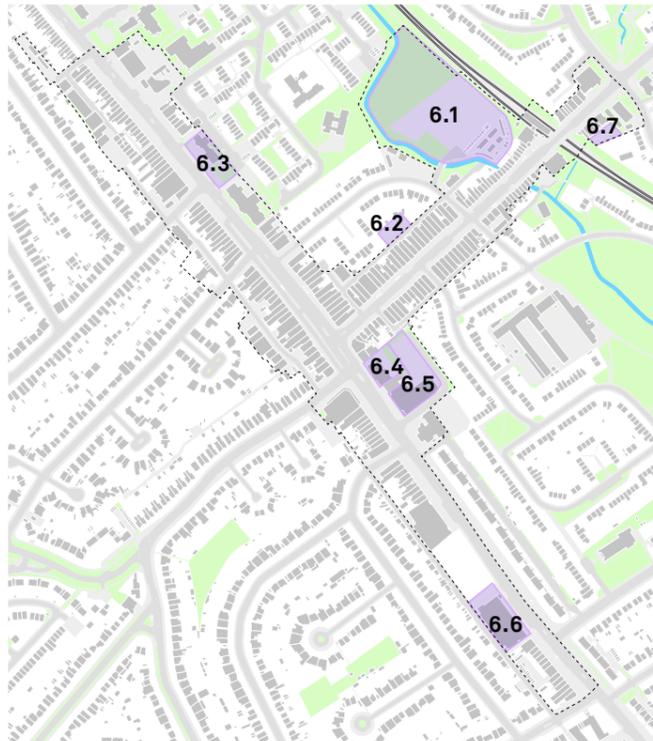
## **References**

- 1 World Health Organisation (WHO) *Health Impact Assessment* <http://www.who.int/hia/en/> (accessed 15.2.16)
- 2 London Borough of Barnet (2015) *Barnet's Joint Strategic Needs Assessment*.
- 3 Barnet Insight Unit (2013) [https://www.barnet.gov.uk/citizen-home/directories/Directories?\\_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3854084ae7c2872585d58&directoryRecordId=54e3854184ae7c2872585d6b&view=true](https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3854084ae7c2872585d58&directoryRecordId=54e3854184ae7c2872585d6b&view=true) (accessed 16.2.16)
- 4 We Made That LLP (2015) *Burnt Oak Town Centre Strategy Draft*.
- 5 World Health Organisation (WHO) *Social Determinants of Health* [http://www.who.int/social\\_determinants/en/](http://www.who.int/social_determinants/en/) (accessed 18.2.16)

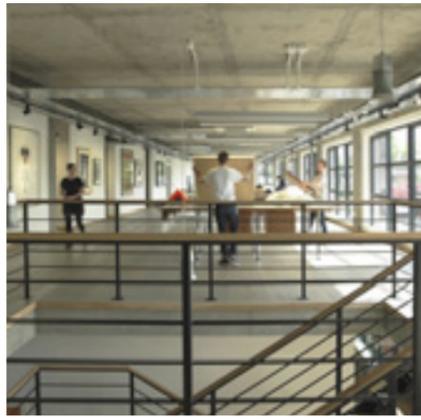
# 7.0 DEVELOPMENT SITES IN DETAIL

## Relevant precedent schemes

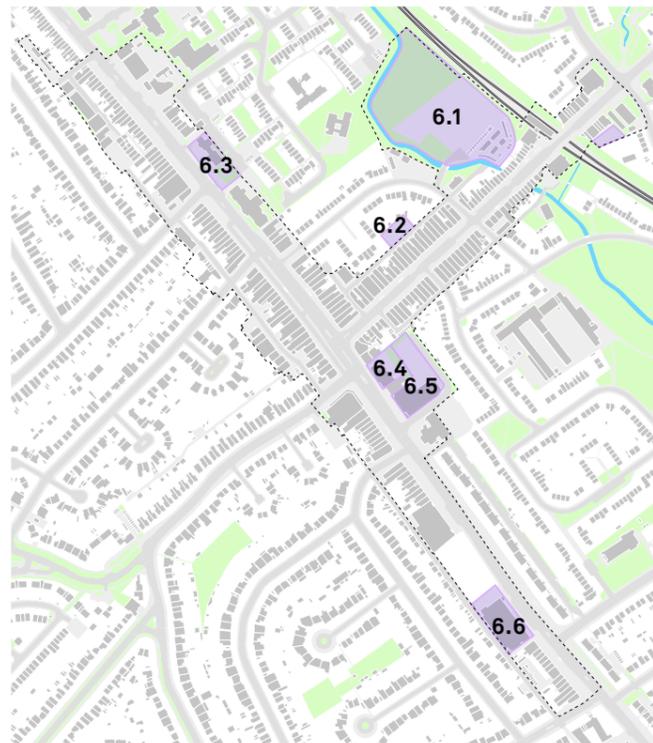
This section of the Burnt Oak Town Centre Approach provides additional advice in relation to identified development sites in the town centre, with a specific focus on the Watling Market Car Park site.



- KEY
- Development sites
  - Burnt Oak Town Centre Approach study area

DEVELOPMENT SITE	EXISTING PHOTO	PRECEDENTS	
6.1 Watling Market Car Park site		<p>John Jones Arts Building, Islington David Gallagher</p> <p>Mixed use development which includes dedicated facilities for bespoke framing company John Jones alongside student accommodation and affordable housing units. Facilities include design studios and workshops.</p>	
6.2 Back Lane site		<p>Church Walk, Hackney Mikhail Architects</p> <p>Small residential development on the back street behind shopping parade.</p>	
6.3 Register office site		<p>Brandon Street, Southwark Metaphorm</p> <p>Residential development located on a site which fronts onto Brandon Street, a small mixed residential and commercial street. Public realm fronting the development has been considered including precast concrete benches which line the front facade.</p>	

Precedent schemes  
continued



KEY

-  Development sites
-  Burnt Oak Town Centre Approach study area

DEVELOPMENT SITE	EXISTING PHOTO	PRECEDENTS	
6.4 Redevelopment of The Bald Faced Stag		<p>Swan &amp; Sugarloaf Hotel, Croydon</p> <p>Conversion of historic pub into supermarket on ground floor and residential above. Historic identity and signage retained, and commercial signage is sensitive to the building.</p>	
6.5 Tesco development site		<p>Church End, Brent Mae Architects</p> <p>Apartment block with commercial use on ground floor. Located on an existing car-park and adjacent to a popular market.</p>	
6.6 Opportunity to develop ex-bingo hall		<p>Open Youth Centre, Norwich Hudson Architects</p> <p>Redevelopment transforming a listed banking hall into a 24 hour support centre for young people. Includes areas for sports, socialising, studying and quiet areas.</p>	

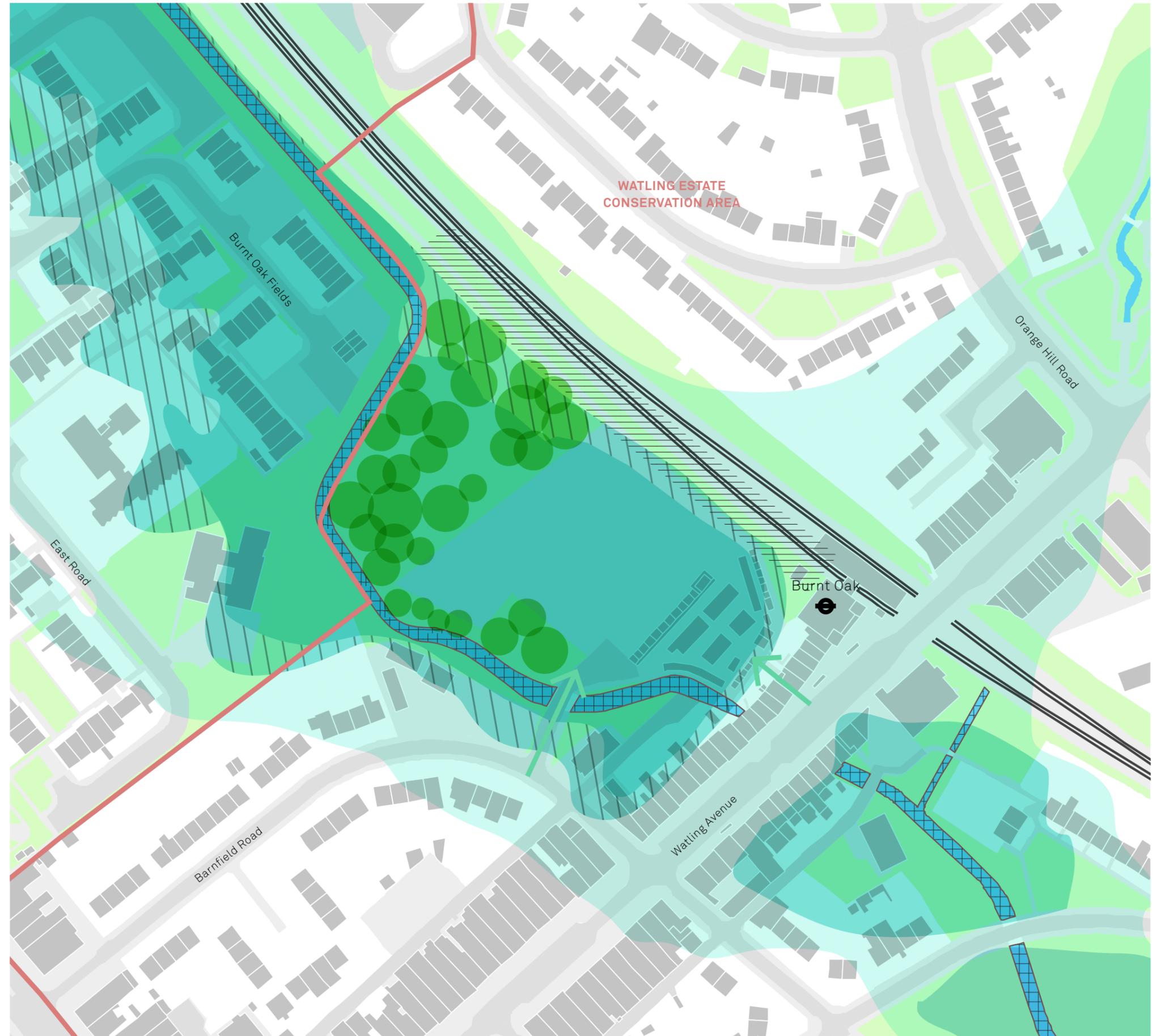
# WATLING MARKET CAR PARK SITE

## Constraints

The Watling Market Car Park site presents a number of challenges for development. Key constraints include its location within Watling Estate Conservation Area, the site being within Flood Zone 3 and issues with accessibility due to there currently being only a single access point from Barnfield Road.

### KEY

-  Noise from railway
-  Silk stream in poor condition & inaccessible to public
-  Inaccessible shrub land
-  Existing restricted access points
-  Conservation area
-  Flood zone 3
-  Flood zone 2
-  Areas benefiting from flood defences



Existing condition



Entrance to site from high street along Watling Avenue



Entrance to site from Barnfield Road (north side)



Entrance to site from Barnfield Road (north side)



Car parking within site



Market entrance from steps leading to high street



Gates and boundary to previous Watling Market



Structure from previous market and flytipping

## Development opportunity

The illustration opposite indicates some suggested principles for development. These include the introduction of an additional site access from Burnt Oak Fields to the north of the site. It is assumed that due to the site being within Flood Zone 3, that residential accommodation will not be acceptable at ground floor level.

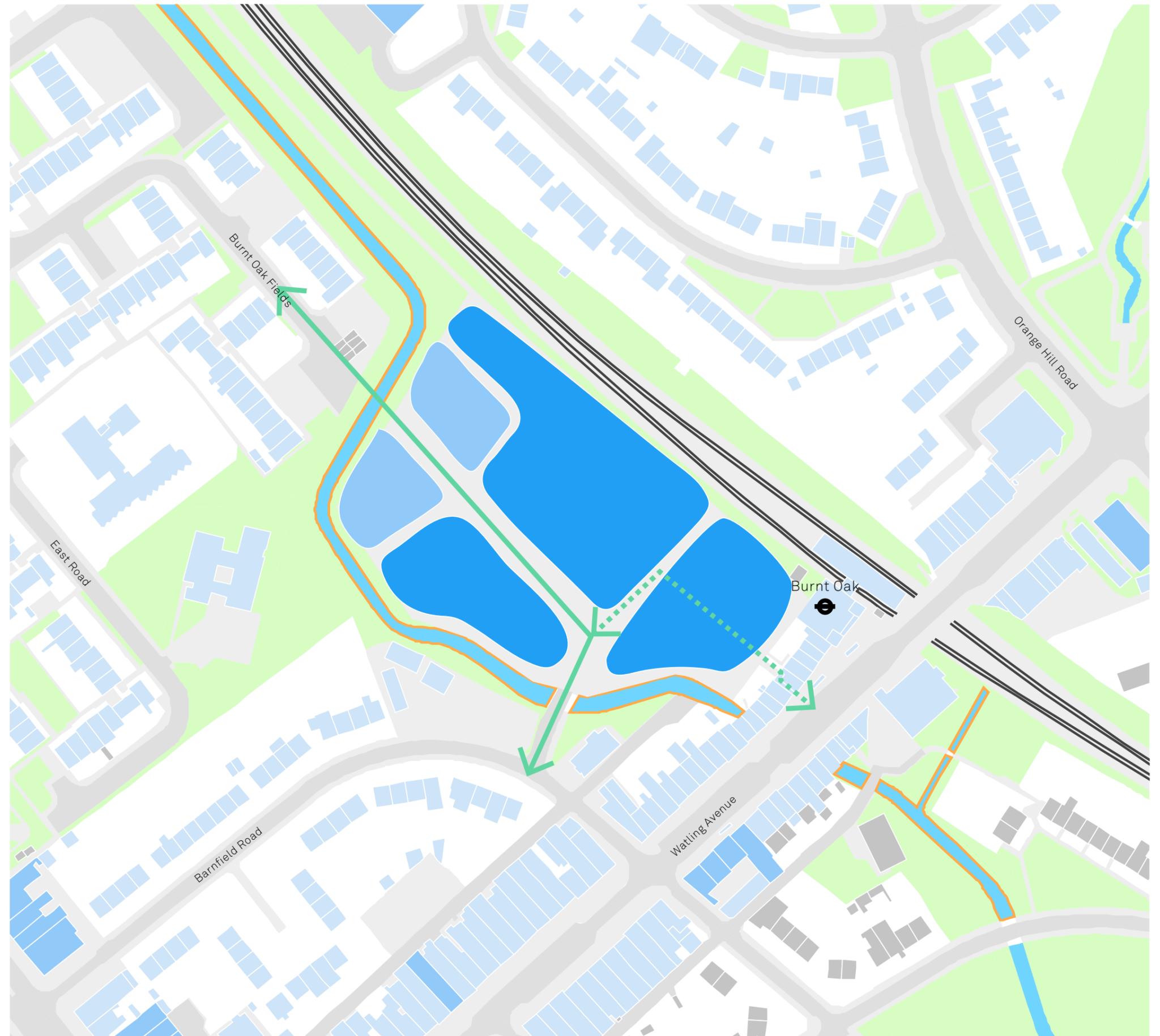
### KEY

#### Proposed building heights

- 1-2 storeys
- 3-4 storeys
- 5-6 storeys

- Public link between northern residential area, new development and high street
- Restricted access to high street through proposed car park

- Investment into Silk Stream and surrounding public realm



# Development layout options

The illustrative plans opposite and section overleaf indicate potential site layouts for development. Based on this early-stage, the development capacity of the site is estimated at 250-320 units.

## KEY

### Proposed building heights

- 1-2 storeys
- 3-4 storeys
- 5-6 storeys

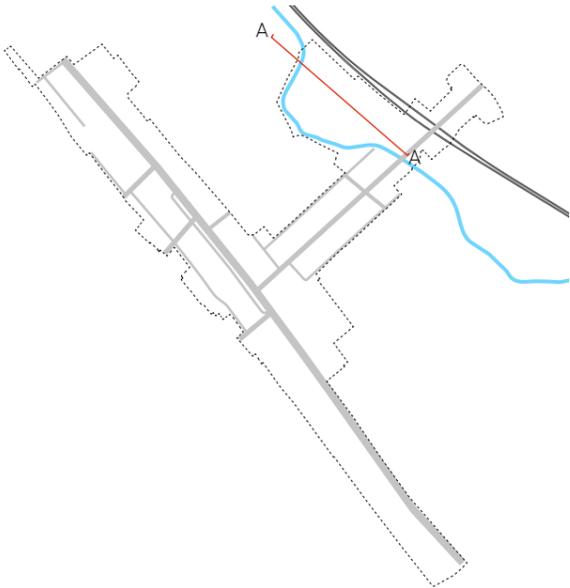
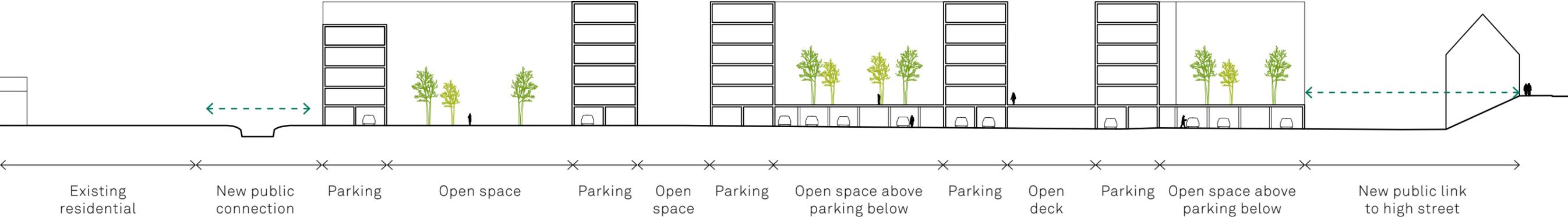
↔ Public link between northern residential area, new development and high street

↔ Restricted access to high street through proposed car park

Investment into Silk Stream and surrounding public realm



Indicative section



Precedent schemes



Adelaide Wharf  
AHMM

Density: 342 dwellings per hectare  
Setting: Urban  
Built form: Predominantly 6 storeys  
Details: 147 homes (50% affordable) mixed use, 650sqm workspace  
Location: Regents Park Canal, LB Hackney



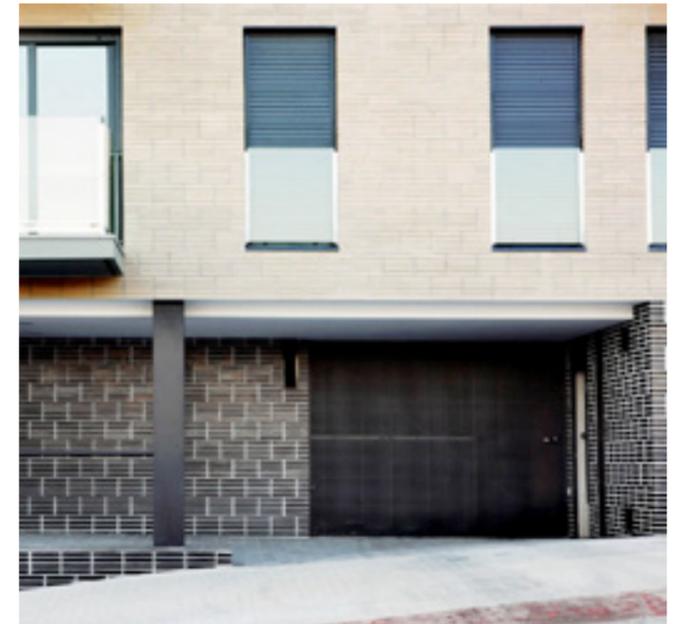
Bear Lane  
Panter Hudspith

Density: 460 dwellings per hectare  
Setting: Urban  
Built form: up to 10 storeys  
Details: 89 homes, 2,700sqm commercial use on ground floor  
Location: Bankside, LB Southwark



Green Cascade  
Atelier de la Passerelle

Density: 160 dwellings per hectare  
Setting: Urban  
Built form: up to 6 storeys, predominantly parking on ground floor  
Details: 100 homes  
Location: Lyon, France



Social Housing in Turo Del Sastre  
Batlle & Roig Architects

Setting: Urban  
Built form: up to 7 storeys  
Details: 103 homes, parking on the ground floor  
Location: Montgat, Spain

# OBSERVATIONAL ANALYSIS

Rush hour  
Burnt Oak Station



There is a steady flow of people walking towards the station from the high street throughout rush hour



There is also a steady flow of people walking towards the station from the Watling Estate, many with young children on school run



A woman pauses on the raised kerb whilst traffic passes by



A number of people use the bus stop as a drop off point for users of the station



Large groups of school children gather outside the underground station to catch the bus towards Edgware



Two friends stop to chat at the crossing on the bridge



A man cycles into the station forecourt and dismounts after cycling along the pavement



A number of cars use Watling Avenue to pause or turn around, particularly at the station



Another man mounts the pavement to cycle towards the Watling Estate



A number of pedestrians informally cross the road to reach the station and the bus stop

Watling Avenue & Market  
Weekday, off peak



A woman stands in the carriageway waiting to cross the road



A woman pushing a pram struggles whilst walking through Market Lane owing to a lack of pavement and cars travelling through a narrow space



A woman uses a side street to temporarily park her car and load it with shopping



A shop worker retrieves produce from a shed adjacent to his shop on the high street



There are rarely pedestrians travelling through the northern section of Market Lane which is primarily occupied by parked vehicles and bins



Crowds waiting at the bus stop extend into the footway



A family walk down Gaskarth Road to reach the high street on the school run



Groups and individuals are regularly seen walking down Back Lane from the high street and gathering in the corner



A man cuts through Back Lane despite there being a lack of pavement and a large quantity of vehicles

## Watling Avenue & Market Weekday, off peak

Watling Avenue has a consistent flow of people throughout the day. People are often spotted stopping to have a chat with friends in this area. Pedestrians often informally cross Watling Avenue, particularly at the junction with Barnfield Road.

The side streets are often used by people travelling to residential areas and the primary school behind the high street. A few pedestrians travel through the southern edges of Market Lane and Back Lane to access the back street shops, but the streets parallel to Watling Avenue are rarely occupied. Watling Market and the surrounding area also feels isolated with only a few people walking to and from the adjacent car park.

### KEY

-  Pedestrian movement
-  Cycling movement
-  Pedestrian stopping points
-  Burnt Oak Town Centre Approach study area



Burnt Oak Broadway Centre  
Weekday, off peak



Products displayed along the forecourts can make the footway narrow at times in this area



Two friends stop to chat where the footway is wider



Pedestrians choose to walk along both the central median and the quieter road in between where there is more space



The majority of pedestrians use the formal crossings to cross Burnt Oak Broadway



Two friends stop to chat at the crossing whilst shoppers observe products on the shop forecourt



A man uses the road and the part of the footway to display his produce



Pedestrians choose to walk along both the central median and the quieter road in between where there is more space



The majority of pedestrians use the formal crossings to cross Burnt Oak Broadway

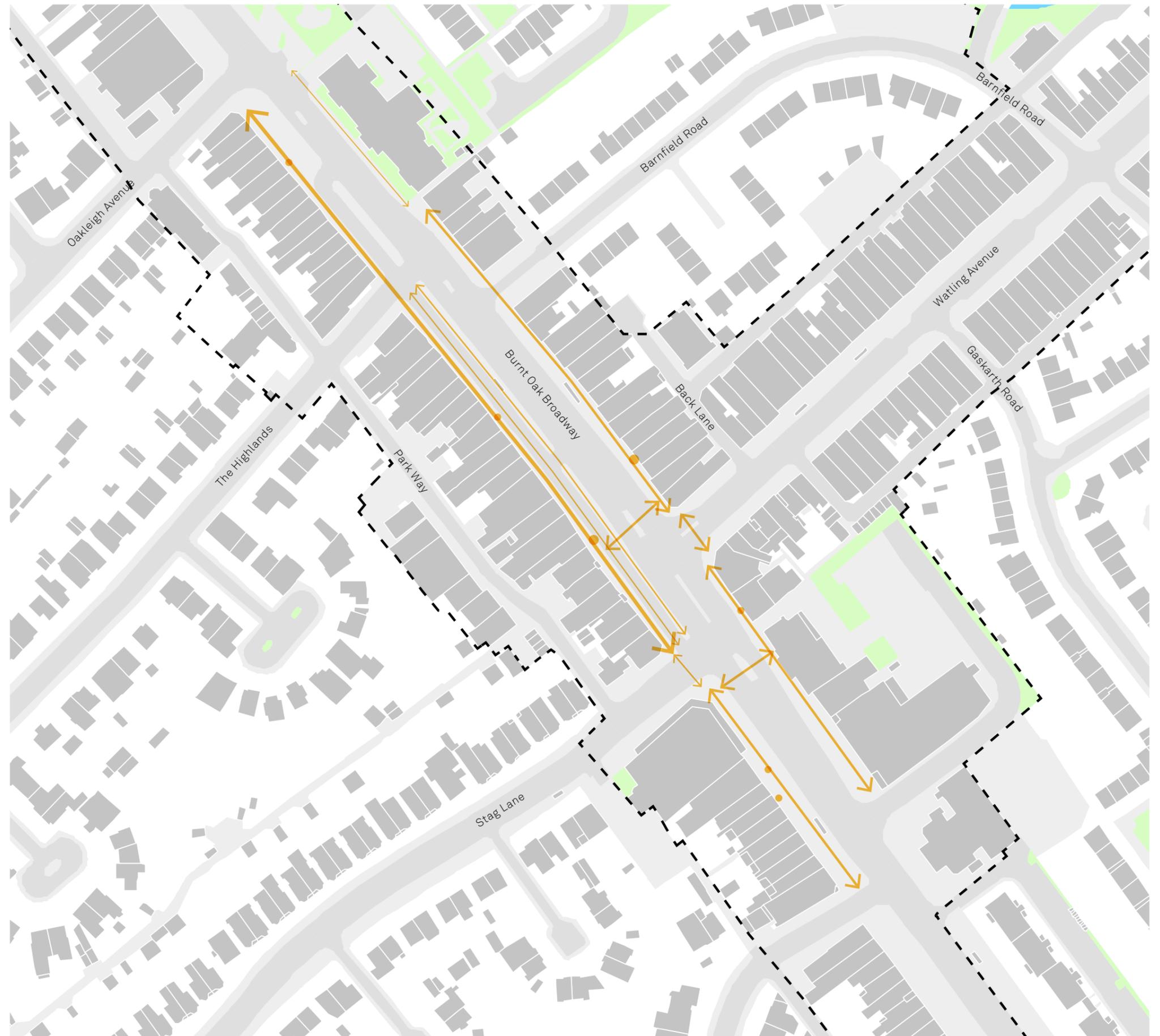


Two women with a pram struggle to manoeuvre around the guard railing around the pedestrian crossing

## Burnt Oak Broadway Centre Weekday, off peak

Burnt Oak Broadway has a consistent flow of people throughout the day. People are often spotted stopping to have a chat with friends in this area. The central median and road in between is used by pedestrians particularly where the footway adjacent to the shops is narrow.

The majority of pedestrians use the formal crossings to cross Burnt Oak Broadway.



### KEY

-  Pedestrian movement
-  Cycling movement
-  Pedestrian stopping points
-  Burnt Oak Town Centre Approach study area



HOT SPOT 1:  
COMMUNITY  
CLUSTER

Existing site photos

Clockwise left to right: Crossing connecting Watling Park to the International Gospel Church; crossing connecting Watling Park to Burnt Oak Library; forecourt of Burnt Oak Library; forecourt and blank wall of Burnt Oak Library



In summary

Of the possible 260 businesses in the area, 200 businesses in Burnt Oak were invited to participate in a business survey in August/September 2015. The majority declined to participate or were unable to locate the owner of the business in time to complete the survey.

The following conclusions were made from the survey:

- The majority of participating businesses are expecting turnover to increase or remain stable in the next twelve months.

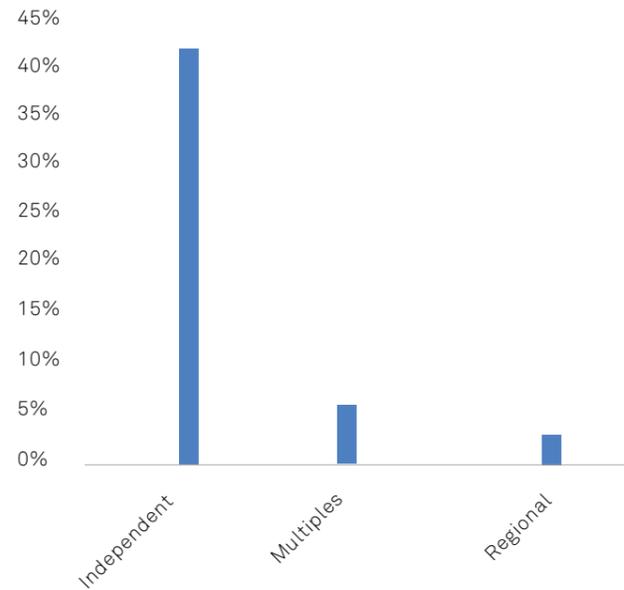


Fig. 1 Classification of businesses interviewed

- A large portion of businesses are independent and are micro in size, employing 5 or fewer full time employees

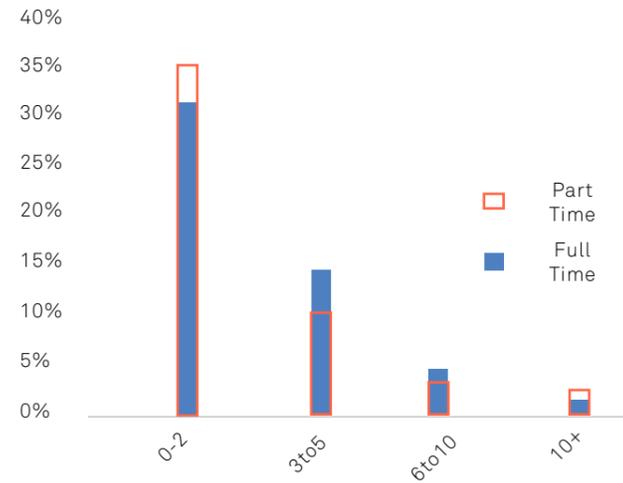


Fig. 2. Number of employees

- Most have been trading in Burnt Oak for over 10 years, 11 have been trading in town for 1-5 years and just 2 have been trading less than 1 year.

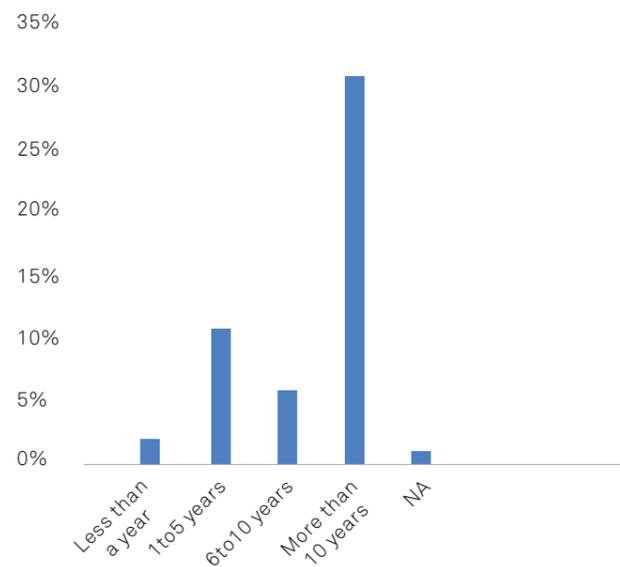


Fig. 3 Length of time businesses have been trading in Burnt Oak

- Businesses in Burnt Oak seem capable of diversifying their services to meet the ever-changing needs of the local demographic; they do run the risk of alienating some cultures, particularly white British and European shoppers.
- Businesses need support to help them adapt to local demographic changes without alienating any customer segment. They need marketing support to help them diversify and expand their product ranges to close the gaps in provision and prevent shopper migration to other towns.
- The appearance of neglected businesses and the public realm is providing a negative perception of Burnt Oak and effecting business growth.

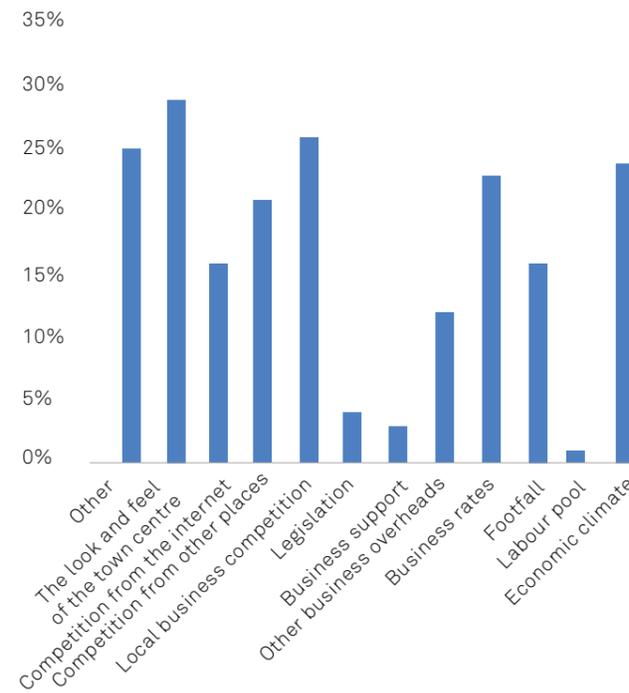


Fig. 4 Factors attributing to decline in turnover

- Local authority powers do not appear to be implemented to control business hygiene, health and safety, pavement-display methods, advertising, parking enforcement and fly tipping. Respondents felt there was a lack of business regulation which enabled new businesses to 'do what they want, when they want'.
- The majority of businesses are able to find staff by filling vacant positions informally using word of mouth or posters in shop windows. Some businesses find it difficult to find the right staff and need support to do this, mainly owing to applicants lacking the skills required
- Over 25 businesses felt that competition from other businesses and competition from other towns and shopping centres had affected their turnover. There were reports that some businesses changed their business model totally according to current trends. They look around to see who is doing well in the town and then copy their business model.

- Businesses need more information about the benefits of recruiting apprentices; they will require ongoing support if they recruit an apprentice to ensure that the apprentice receives the necessary professional development to secure a full time job at the end of their programme.
- The majority of businesses are not interested in forming a Burnt Oak Traders Association, they receive support from family, friends, online and from professional organisations. They would however participate in 1-2-1 business support sessions and online training sessions.

The complete report is provided in the appendix section of this document

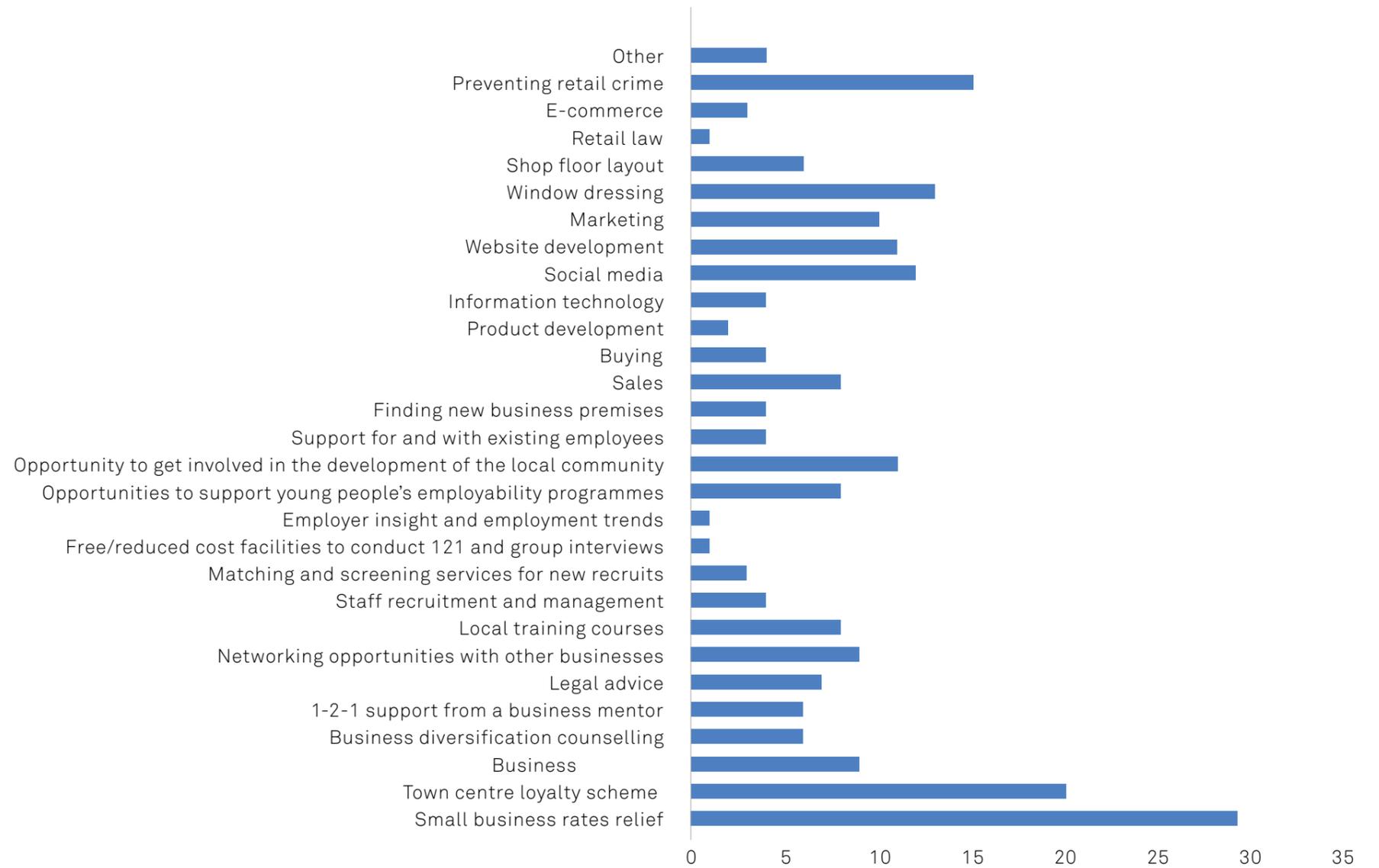


Fig. 5 Which of the following business support options would you like to hear more about?

# TOWN CENTRE SURVEY

## In summary

A shopper's survey was designed by Retail Revival and Barnet council to understand the views and shopping habits of visitors to Burnt Oak High Street. Every person walking past the interviewers, located at four central points of the high street, was invited to participate in the survey. Below summarises the views of the first 100 people that agreed to participate in the survey.

- The majority of people interviewed for this survey were using Burnt Oak for convenience shopping, work or for another reason that included taking children to school or catching public transport out of the town. They were frequent visitors, spending less than two hours and £20 in the town per visit.

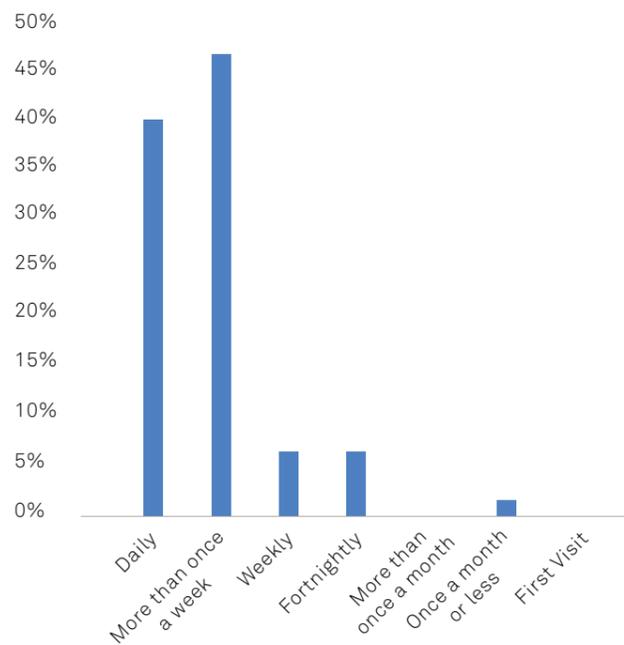


Fig. 6 How often do you visit the town centre?

- The majority of respondents were not spending long in the town centre, most were visiting Burnt Oak for less than an hour (43%) and less than two hours (37%).

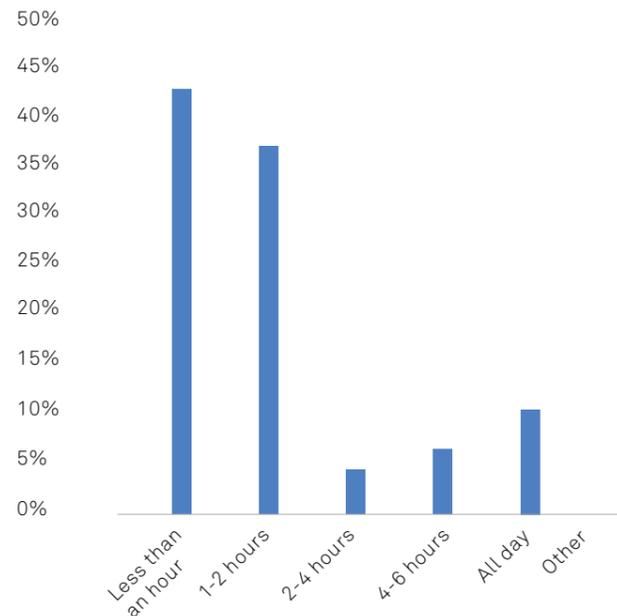


Fig. 7 How long did you spend in the town centre today?

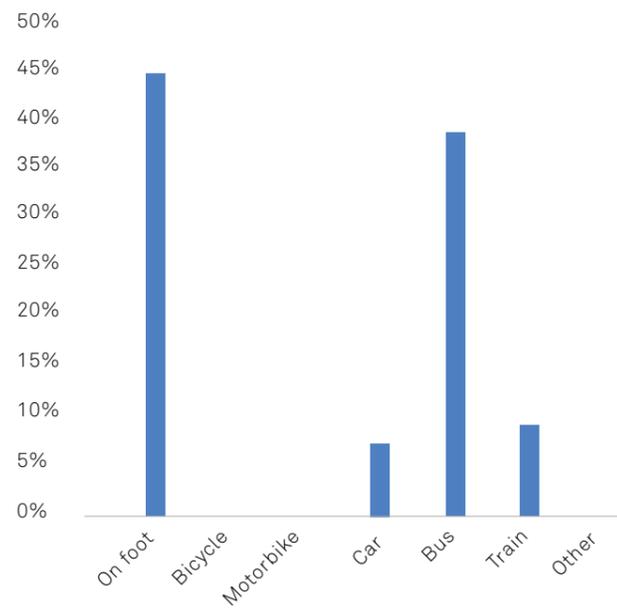


Fig. 8 How did you travel to the town centre?

- The majority of respondents lived in Burnt Oak, they had used public transport or walked to town. They enjoyed the ease of walking around the town and the transport links.
- 79% of respondents felt that the cleanliness of Burnt Oak was poor or very poor. In particular people disliked the cages on the shop fronts, goods spilling onto the pavements from shops, litter, urine in the streets and in the gateway to the market place and spit on the pavements.

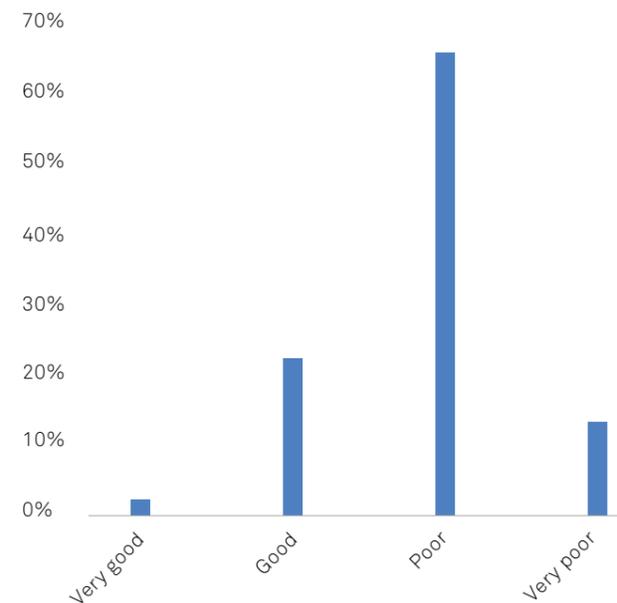


Fig. 9 How do you rate the cleanliness of the town centre?

- Many people were disparaging about the market and the leisure and cultural activities particularly those for children and younger adults.

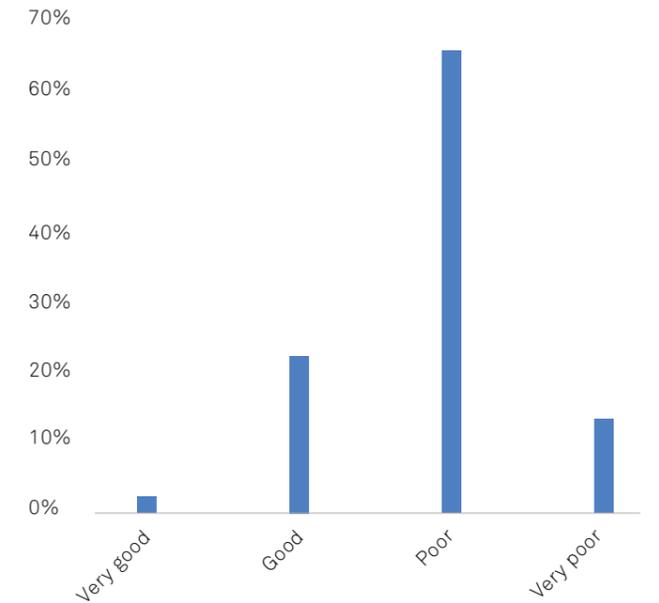


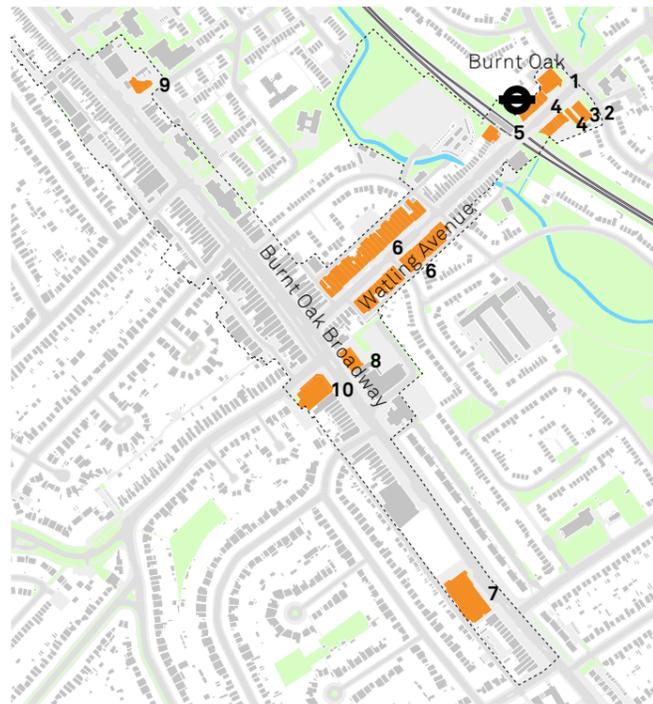
Fig. 10 How do you rate the cultural and leisure facilities?

- There was a desire for the area to become cleaner, safer, more family orientated with a greater variety of shopping, entertainment and cultural facilities.

The complete report is provided in the appendix section of this document.

# LANDMARK AUDIT

Burnt Oak has an array of landmarks that significantly contribute to the town centre, either architecturally and/or by providing community uses. However, there are a number of variable issues that prevent these assets from achieving their full potential including their physical state, environment and current use. The table opposite summarises an audit of the landmarks.



## KEY

- Landmarks
- Burnt Oak Town Centre Approach study area

BUILDING		VACANT	DILAPIDATED	PLANNING INFRINGEMENT	POOR PUBLIC REALM
1. Burnt Oak Library					●
2. International Gospel Church					●
3. Love Burnt Oak					●
4. Silkstream Parade			●	●	
5. Burnt Oak Station					●
6. Watling Avenue shops				●	●
7. Old Bingo Hall		●	●		●
8. The Bald Faced Stag		●	●		●
9. The Lansdowne		●	●		
10. Peacocks					●

# BURNT OAK IN CONTEXT

Burnt Oak town centre forms part of a key strategic link between outer and central London along the Edgware Road. It is also in close proximity to the M1 which connects London to cities in the north.

The introduction of the Northern Line at Burnt Oak was key to its development in the 1930's. The Watling Estate which was completed in 1931, was a catalyst for the development of the main shopping parade along Watling Avenue.



## KEY

-  Burnt Oak Town Centre Approach study area
-  Open space
-  Waterways
-  Road network
-  Railway network



# TOWN CENTRE BOUNDARY

Due to its cross-boundary nature, LB Barnet, LB Brent and LB Harrow each provide their own boundary for the part of Burnt Oak town centre that sits within their respective borough boundary.

## KEY

-  District Centre boundary (LB Barnet)
-  District Centre boundary (LB Brent)
-  District Centre boundary (LB Harrow)
-  Borough boundaries
-  Primary frontage
-  Secondary frontage
-  Burnt Oak Town Centre Approach study area



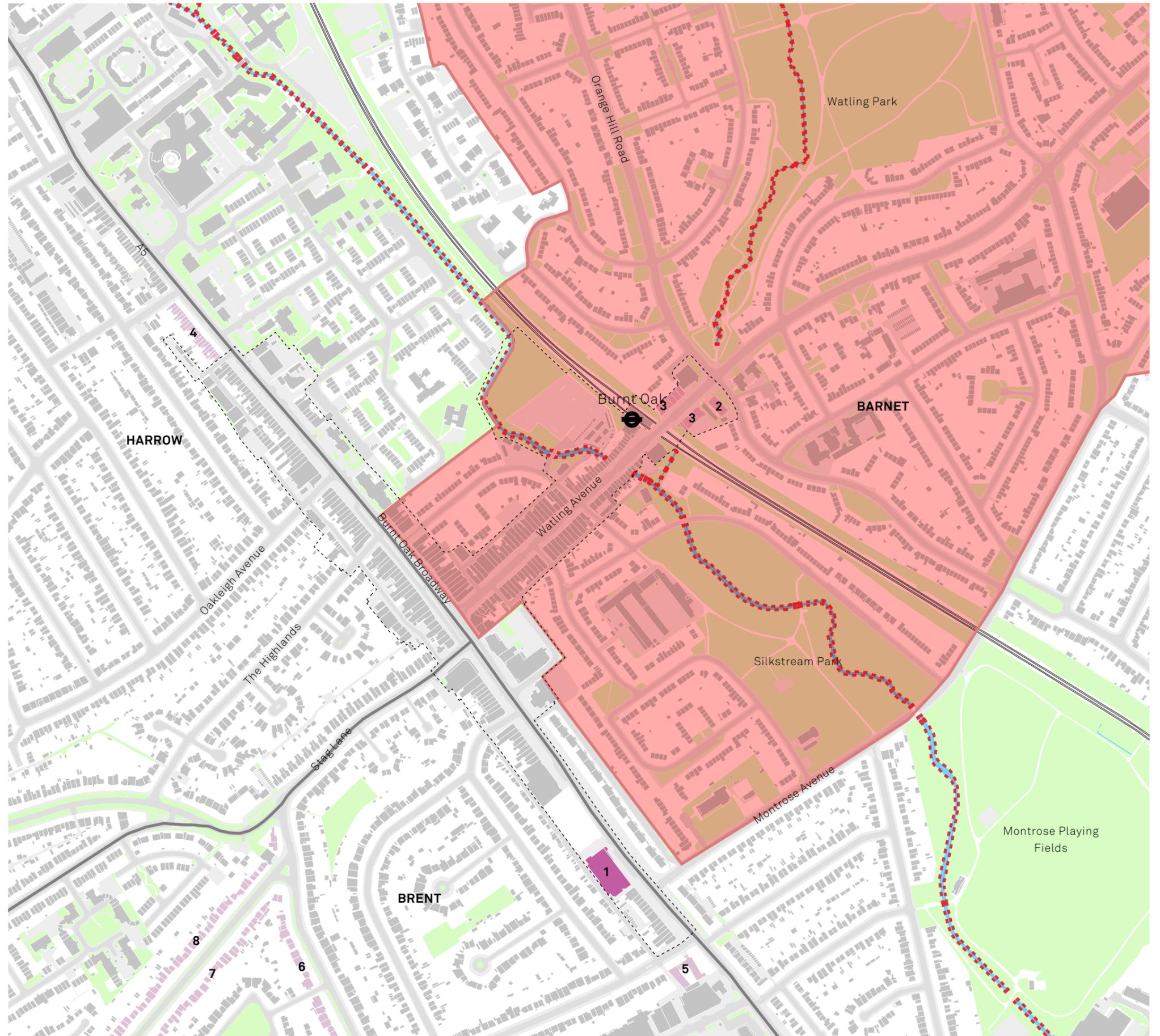
# CONSERVATION AREAS & LISTED BUILDINGS

A significant part of Burnt Oak's centre sits within the Watling Estate Conservation Area. The only listed building within the boundary and surrounding area is a Grade II listed building, previously used for Mecca Bingo on Burnt Oak Broadway. It was originally built as a cinema in 1936 and currently sits vacant. The Silkstream Parade, a small row of shops located next to the library are locally listed.

Despite the Silkstream River being a site of borough importance for nature conservation its overall ecological status has been classified as moderate and needs to improve to "good" by 2027. The chemical and biological quality of the Silk Stream also declined to poor by 2006.

## KEY

- Watling Estate conservation area
  - Listed buildings
  - 1. Ex-Mecca Bingo hall (Grade II)
  - Locally listed buildings
  - 2. International Gospel Church
  - 3. 1-19 Silkstream Parade
  - 4. 197-237 Burnt Oak Broadway
  - 5. Symal House
  - 6. 78-150 Stag Lane
  - 7. 1-75 Holyrood Gardens
  - 8. 2-92 Holyrood Gardens
  - Site of Borough importance for nature conservation
  - Borough boundaries
  - Burnt Oak Town Centre Approach study area
- N 0 200m



# COMMUNITY & LEISURE

A range of community and leisure facilities are sited within the town centre and just beyond its boundary.

## KEY

■ **Community & Health**

- 1. Edware Community Hospital
- 2. Oak Lodge Medical Centre
- 3. North Road Community Centre
- 4. Sangam Community Centre
- 5. Merrivale Day Centre
- 6. Child Guidance Centre
- 7. Salvation Army Hall
- 8. Woodcroft Medical Centre
- 9. Love Burnt Oak
- 10. St Alphege Church Hall
- 11. International Gospel Church Hall

■ **Leisure**

- 12. Burnt Oak Library
- 13. Multi-use Community Hall
- 14. Burnt Oak Leisure Centre
- 15. Arch North Climbing Centre
- 16. Minotaur Thai Boxing Gym

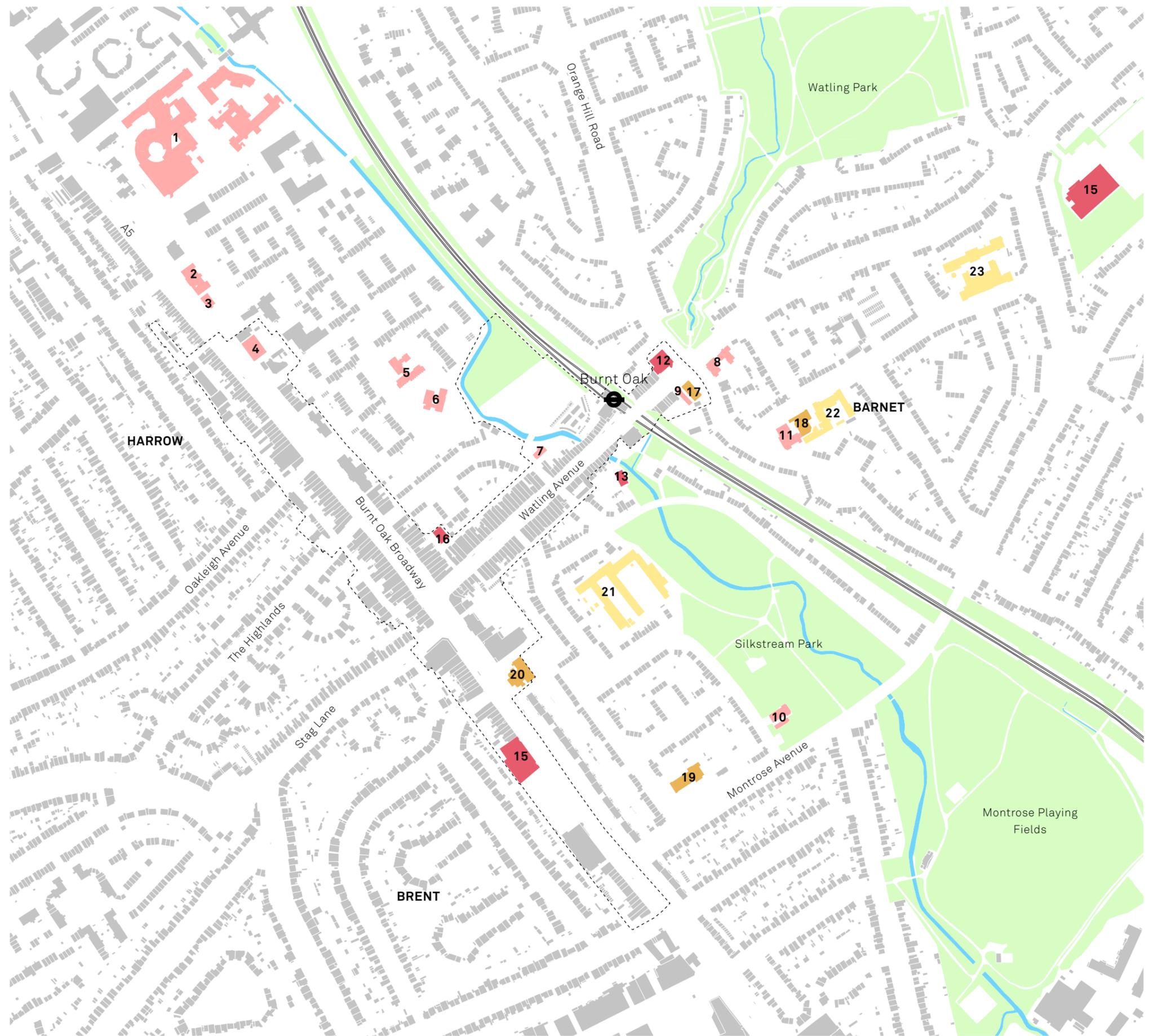
■ **Place of worship**

- 17. International Gospel Church
- 18. Church of the Annunciation
- 19. St Alphege Church
- 20. The Father's House International Church

■ **Schools**

- 21. Barnfield Primary School
- 22. The Annunciation RC Infant School
- 23. Goldbeaters Primary School

Burnt Oak Town Centre Approach study area



# LAND USE

Land use mapping shows a relative lack of diversity in the town centre offer. There is a strong predominance of A1 retail over other A-type use classes such as cafés and restaurants.

## KEY

- A1 Retail
- A2 Estate Agents, banks etc.
- A3 Cafe / restaurants
- A4 Drinking establishments
- A5 Takeaways
- B1 Business
- C2 Residential institution
- C3 Residential
- D1 Education
- D1 Leisure
- D1 Community
- D1 Places of Worship
- D1 Health
- Sui Generis
- Vacant
- Burnt Oak Town Centre Approach study area

Uses shown are indicative and observed only. These may not be the use as defined within the Town & Country Planning (Use Classes) Order 1987.



REPORTED CRIME  
6 MONTHS TO  
SEPT 2015

This map showing crime over a 6 month period clearly highlights the geographical focus of crime in the area as being back alleys and the area around Tesco. (Source - <https://www.police.uk/metropolitan/E05000044/crime/>)

KEY

- Violence & sexual offences
- Shoplifting
- Bicycle theft
- Criminal damage & arson
- Anti social behaviour
- Drugs
- Public order
- Robbery
- Burglary
- Possession of weapons
- Theft from person
- Vehicle Crime
- Other theft
- Other crime

Burnt Oak Town Centre Approach study area

