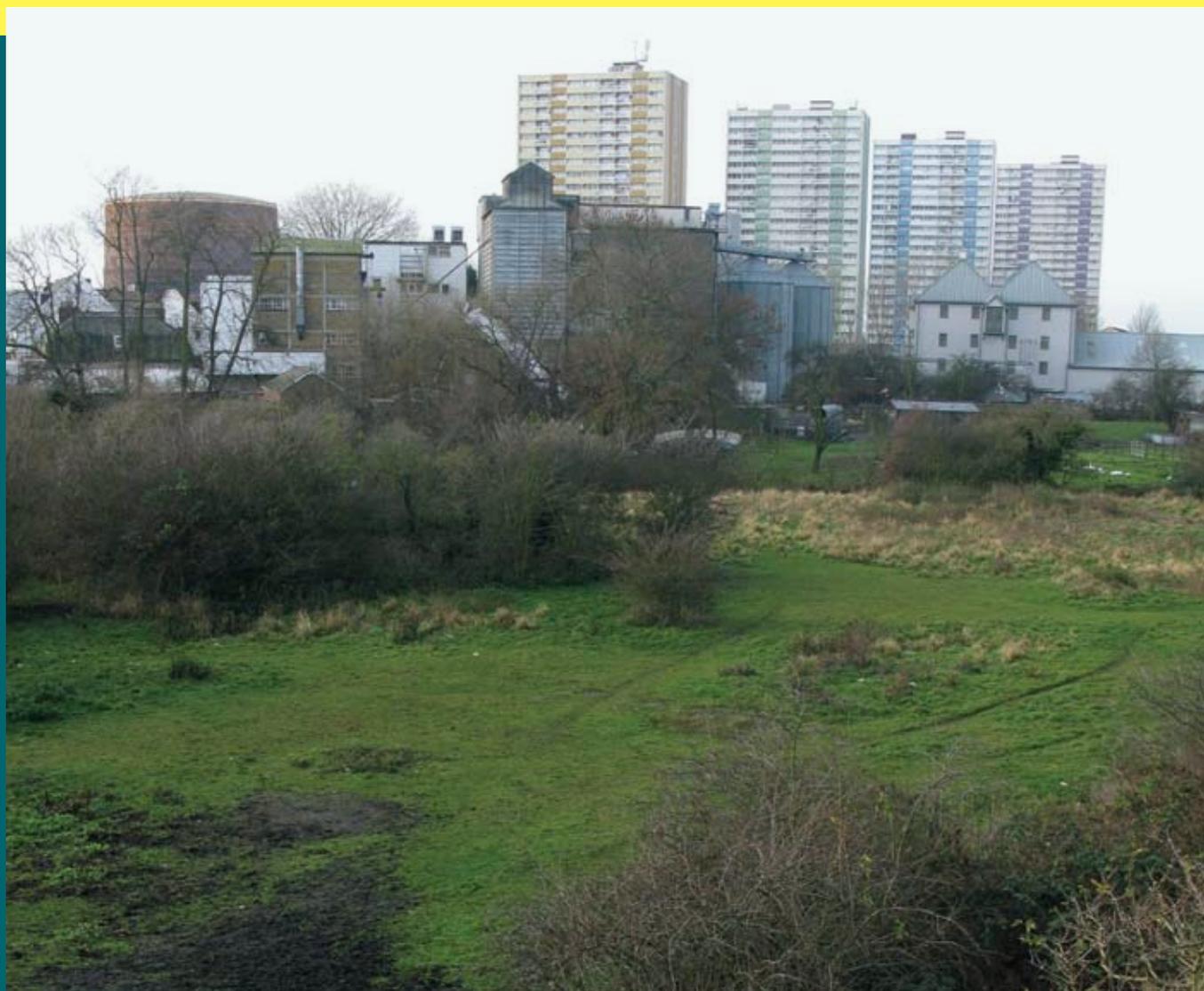


PONDERS END... A FRAMEWORK FOR CHANGE

CONSULTATION AUGUST 2009



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PLACE SHAPING IN PONDER END: THE STORY SO FAR...

Placeshaping in Ponders End...

Enfield's Place Shaping Strategy sets out our commitment to improving the lives of all our citizens. Place Shaping lies at the heart of Enfield's commitment to radically improve the quality of life across the Borough. It is a key delivery vehicle for the Sustainable Community Strategy vision of a 'healthy, prosperous community living in a borough that is safe, clean and green'.

Our approach is to create physical transformation in priority areas, and to work with partners to improve community cohesion, health, housing, education, employment, safety and prosperity. It is about creating places people want to live in, neighbourhoods where people get on well together and where there are opportunities to achieve their aspirations. In partnership with public and private agencies, businesses and residents, we will focus resources and energy on the things that make the biggest difference to the quality of life for our residents. In 2006 Ponders End was identified as a priority Place Shaping Area and it was agreed to develop a Framework for Change to guide development.

Back in April 2007...

The creation of this draft Framework for Change for Ponders End began in 2007 when a group of representatives, comprising voluntary groups and statutory bodies, along with Enfield Councillors and council officers, attended the Shaping Ponders End Workshop. This session was the first of a number of events to start thinking about what Ponders End is like today, how it could be improved in the future, and what might be required to realise these improvements.

The output of the Workshop in April 2007 was a set of Draft Visions for Ponders End in 5, 10 and 20 years time, which were then condensed into six themes for consultation, shown on the next page.

Now in 2009...

Through a series of workshops, open days, "walk and talks" and one-to-one meetings, all based out of the Pondercabin in South Street, Ponders End, the Council learned that the great majority of people think that whilst Ponders End needs a "facelift", it is also a much loved and diverse area. In particular we learned that Ponders End is...

♦ AN ACTIVE COMMUNITY

People enjoy all kinds of sport: football, cricket, the gym, fishing etc. The Lea Valley is used for leisure activities but many people don't really know it's there! There should be more activities for older and younger people. Younger people especially said they needed a greater range of activities to keep them occupied.

♦ A CARING COMMUNITY

People look after each other. The concept of the extended family is of great value – relationships matter a lot. We also learned that it is a hard working community – people are struggling to find jobs but there is a great willingness to work.

♦ A LEARNING COMMUNITY

People are eager to learn new things and are either already involved in ongoing education and training or have ambitious ideas of what they would like to learn.

♦ A CREATIVE COMMUNITY

People expressed interest in art and culture - they said that they would like to have a "cultural hub" in Ponders End where they can conduct creative classes and exhibit works of local artists.



CONSULTATION THEMES



PLAYFUL AND PRODUCTIVE PUBLIC REALM

Ponders End has a large green space at its heart. In addition there are a lot of smaller play spaces that seem forgotten or left over. What is the vision of how the park, streets and public spaces in Ponders End could be improved and made more productive?

GREEN AND HEALTHY LIVING

Ponders End is likely to increase its residential population over the coming years. Our lifestyles and our housing stock, both new and old, need to respond to the requirement for high quality family accommodation, and address food and energy issues to allow the community to become more self sustainable. What is the vision of 'green living' in Ponders End?



SUSTAINABLE ENTERPRISE

Ponders End has a number of businesses and industrial estates that offer strategic employment. Often they seem not to represent efficient or attractive use of land. What is the vision of how good work places can inspire the local workforce to grow and diversify?

ACTIVE EDUCATION

Ponders End residents have expressed interest in learning new skills. How can formal education providers such as the proposed new Academy and Enfield College link up with informal training providers and local businesses to provide a wider range of more accessible, active and life-long learning in Ponders End?



MAKING CONNECTIONS

Ponders End has the Lea Valley – canal and countryside – on its doorstep. What is the vision for how we could make it easier for people to get to the waterfront and what would draw you there/make it a safe and attractive place to be?

COMMUNITY INTERACTION

Ponders End has only a few places in which the community can interact. Some of the community facilities are outdated and disconnected from other areas of activity. What is the vision for the arts/cultural/sports/children/youth facilities that you would like to see in Ponders End and where?



HOW HAS PONDERS END CHANGED OVER THE YEARS?

Before we define a Framework for Change for the future, what can we learn about Ponders End's past?

Old maps and photos provide an invaluable record of how a place has changed. They can often provide clues as to what has worked and what didn't work in an area.

In the case of Ponders End, these plans are incredibly insightful. On the following pages we show a selection of plans dating from 1867 to 2009.

In particular, they show how the nature and intensity of South Street and High Street have completely changed over the last 150 years. How, along with Duck Lees Lane and the River Lee, they form the founding routes and structure of the area – its anatomy. A circuit of activity whose points of concentration have formed and then dispersed.

Within this framework, the plans highlight other interesting themes:

- ♦ How a long history of growing landscape at Ponders End, its horticulture and its nurseries, is still present in the area with quite significant allotments still remaining.
- ♦ How the creation of Ponders End Recreation Ground was a relatively unplanned event. It involved pulling together backland sites to form a recreation ground, which was then not framed by development facing onto it.

- ♦ How the insensitive introduction of major road infrastructure and a roundabout has taken over the role that South Street once had as a key route to the waterfront leaving it disconnected and without direction.
- ♦ How pockets of industry were introduced as compact multi storey elements within the residential areas but now dominate either side of the area in the form of land hungry, single storey buildings.
- ♦ How the “out of town” form of the Tesco development and its huge surface car park have completely shifted the gaze of the High Street. Allied to this are the significant implications of the gap left by Middlesex University leaving Ponders End.
- ♦ How the redevelopment of the area around the station with tall buildings has destroyed street patterns, leaving the Alma Estate an isolated community.

During the extended conversation with the community, we learned that people want to celebrate the industrial heritage of the area, its rich cultural history, and want to see the area reconnected to its growing tradition.

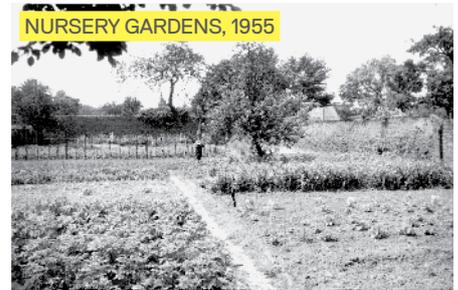




HIGH STREET, 1904



SOUTH STREET, 1905



NURSERY GARDENS, 1955



LEE VALLEY, 1910



SOUTH STREET, 1910



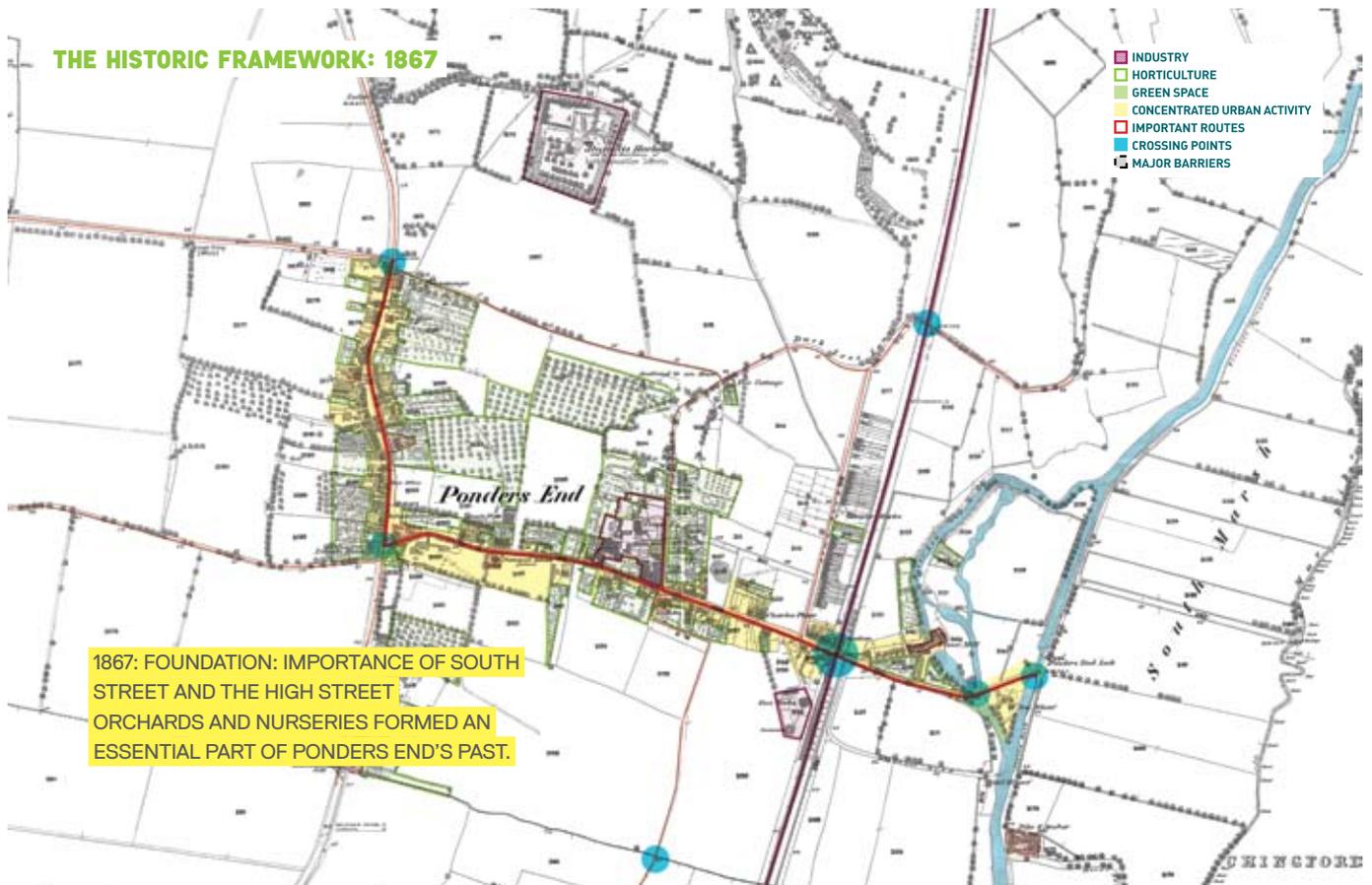
ALMA TOWERS, 1979

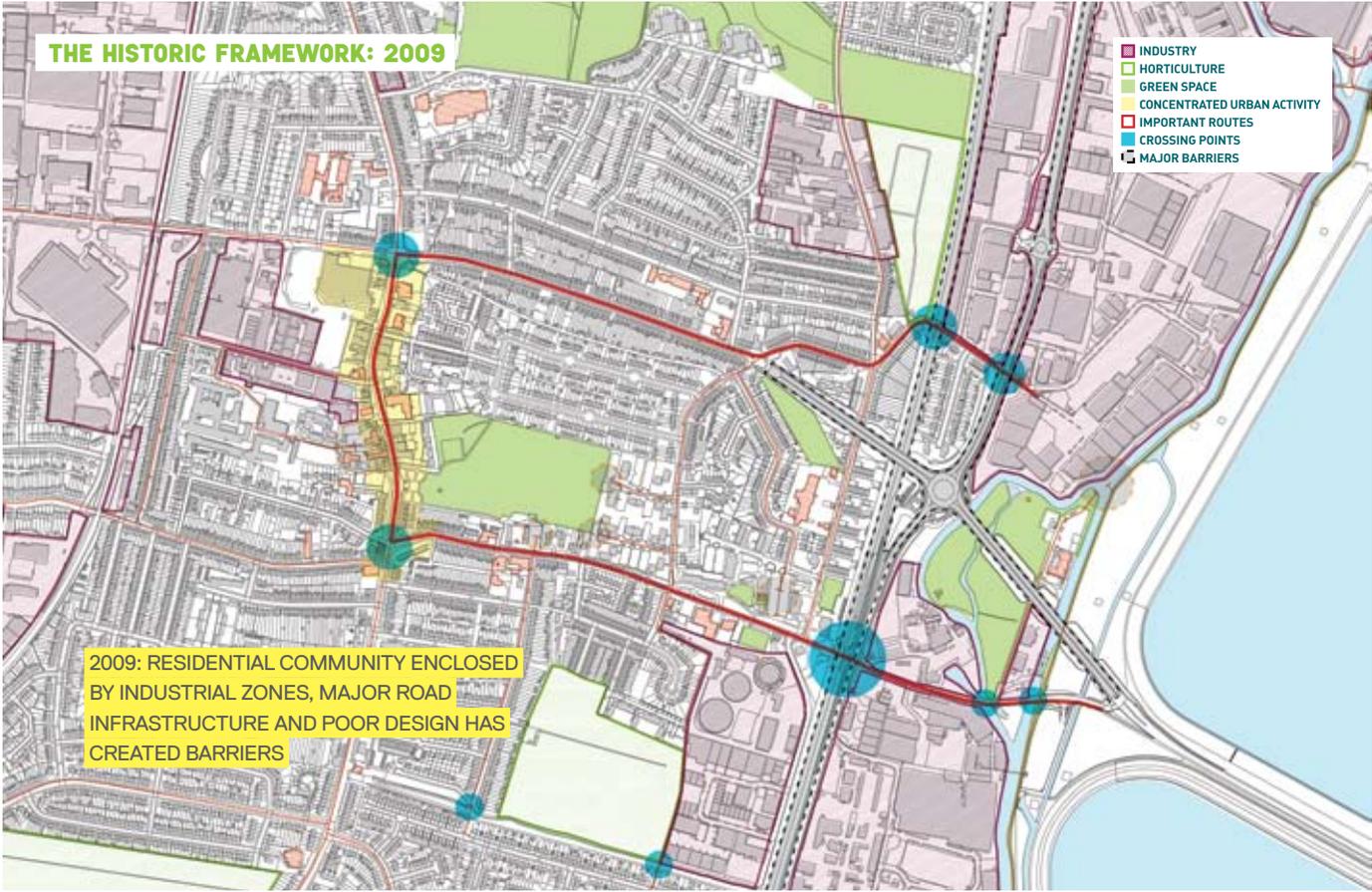
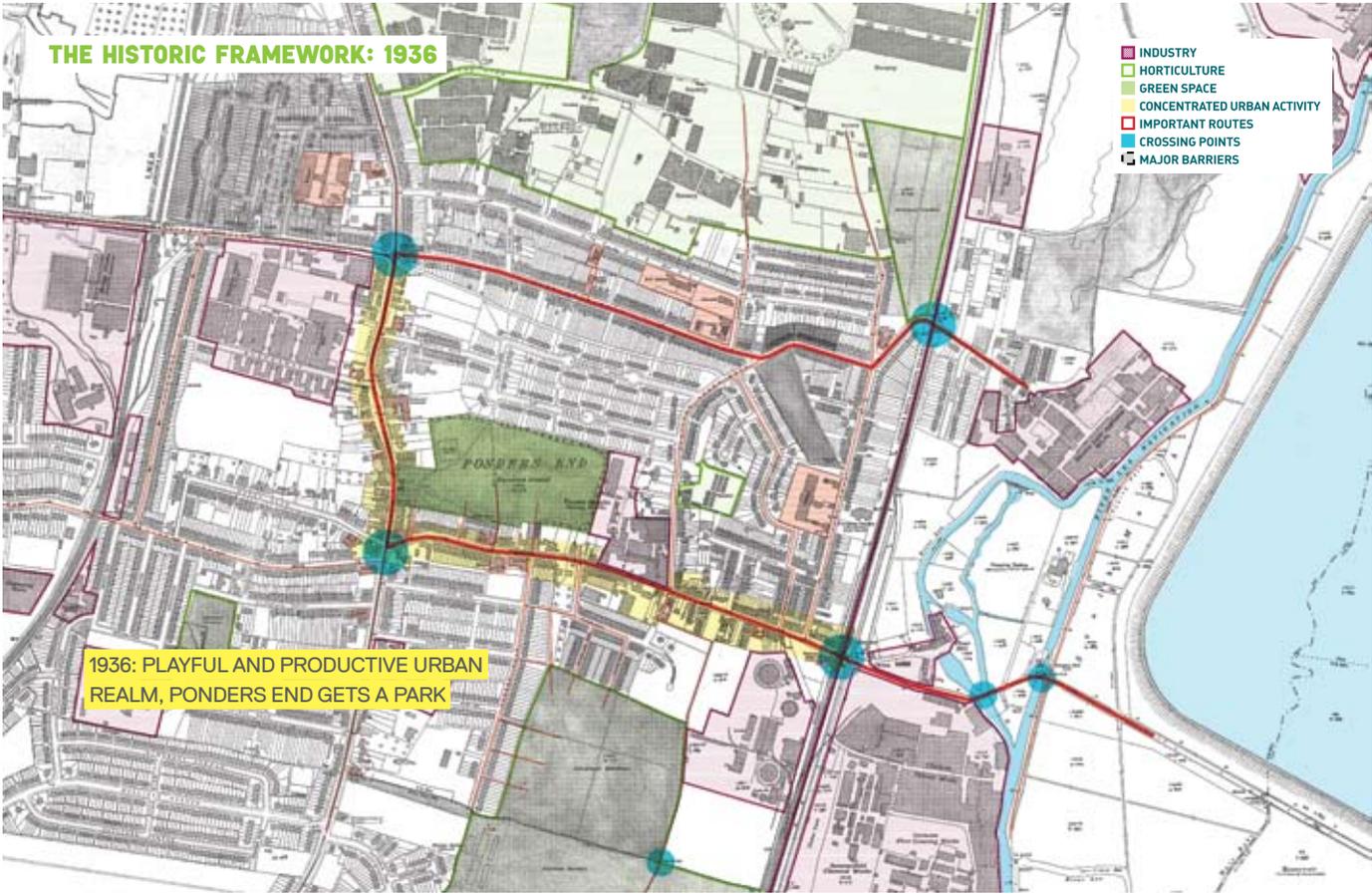


LEE VALLEY, 1950



TECHNICAL COLLEGE, 1914





PONDERS END TODAY: DEVELOPMENT OPPORTUNITIES

MIXED USE DEVELOPMENT AT MIDDLESEX UNIVERSITY

The Middlesex University site, a large site close to the High Street, provides the greatest potential within the study area for residential and mixed use development. Until recently a student campus, the site is characterised by its large existing buildings and by its disconnection from the High Street.

PONDERS END RECREATION GROUND

This is the heart of the community, as identified consistently throughout the community engagement process, the Ponders End recreation ground must be improved in its offering of activity and recreation, as well as in its accessibility. The delivery of an improved park is a priority within the Framework for Change.

An aerial photograph of an industrial estate in Brimsdown. The image shows a mix of residential buildings, including several tall apartment blocks, and industrial structures. A prominent feature is a large, circular, skeletal metal structure, likely a gas holder. A teal callout box is overlaid on the right side of the image, containing text about the transformation of the southern part of the site. The background shows a dense residential area with many houses and some green spaces.

TRANSFORMATION OF THE SOUTHERN PART OF BRIMSDOWN

Currently a tired industrial estate, the collection of buildings on this site is predominantly single storey. A single vehicular access point is Duck Lees Lane that connects the site to Mollison Avenue. There is the opportunity to facilitate mixed use development on the Southern part of the site, South of Duck Lees Lane. There is an opportunity to re-define the whole of the Ponders End waterfront as an ecological park within which future developments sit.

An aerial photograph of an industrial estate in Ponders End. The image shows a large industrial complex with various buildings, pipes, and structures. A green callout box is overlaid on the left side of the image, containing text about a new academy. The background shows a mix of industrial and residential areas.

A NEW ACADEMY AT PONDERS END

Currently dominated by the three gas holders, which form a part of the Ponders End skyline, this site has been identified as the location for a new all-through Academy, accommodating up to 1900 students.



WHAT IS THE PONDERS END FRAMEWORK FOR CHANGE?

The Ponders End Framework for Change started life as an Urban Design Framework to respond to the need to accommodate housing growth in a holistic way as part of Enfield's Place Shaping agenda. Defined by the Commission for Architecture and the Built Environment (CABE) as "a document describing and illustrating how planning and design policies should be implemented in an area where there is a need to control, guide and promote change", the Urban Design Framework concept was expanded to encompass much more than urban design principles and in turn is now a draft public realm strategy.

A Draft Public Realm Strategy...

The Framework for Change is a public realm strategy, linked with new or enhanced community facilities, and responding to the redevelopment opportunities of key sites to ensure they help to meet community needs. For Ponders End this presents a vision that articulates both local needs and aspirations and provides an overarching framework for development and design principles for the physical regeneration of Ponders End.

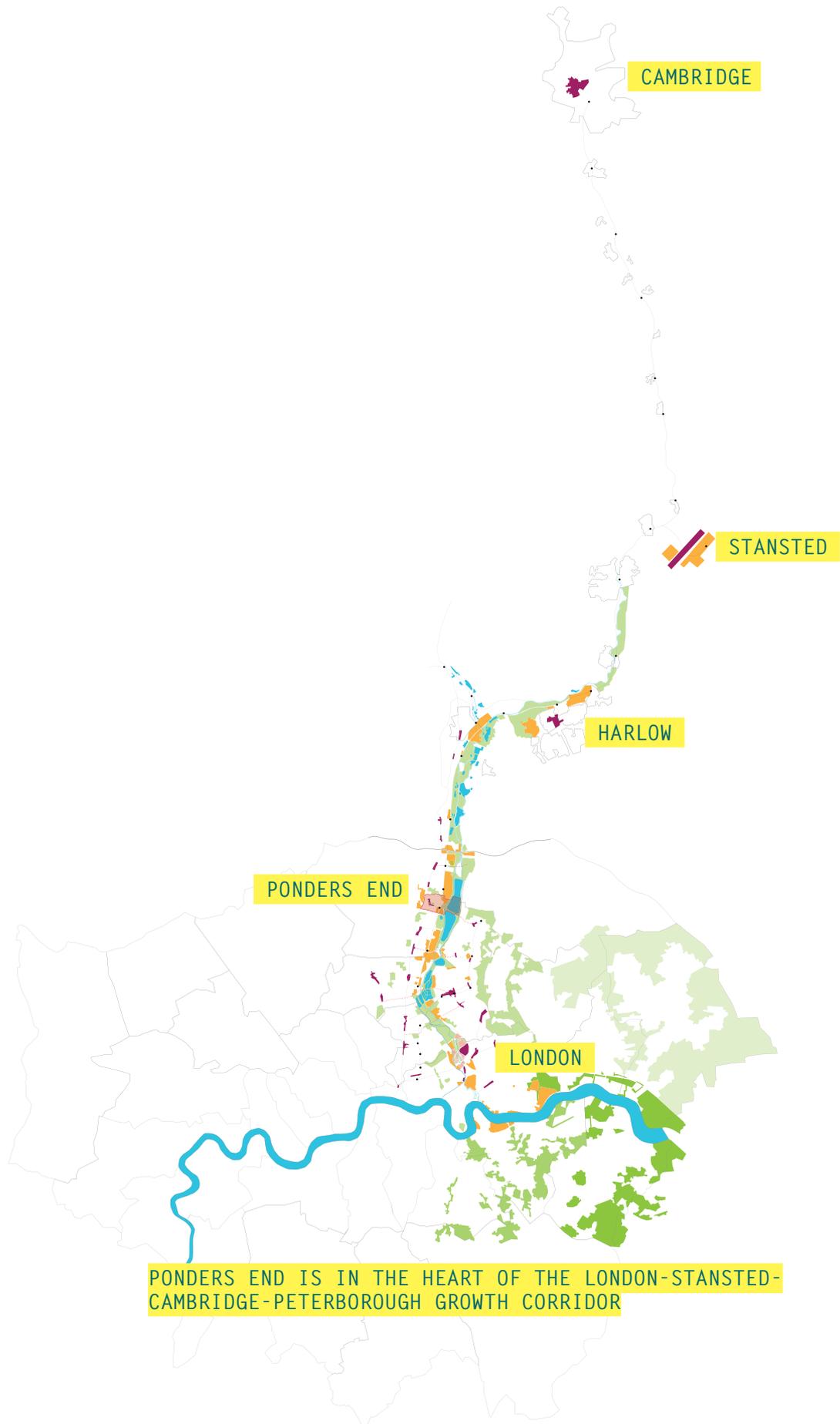
Planning Policy Context

The Framework for Change has been prepared within the context of an existing and emerging wider planning policy framework, and will help to deliver the aims and objectives of these policies through the positive transformation of the area. At the regional level, the Framework for Change supports a suite of strategies and plans. A key driver for change has been the identification of the London-Stansted-Cambridge-Peterborough growth corridor within the Government's

Sustainable Communities Plan (2003), also reflected in the London Plan. The Framework supports London Plan policies, and the achievement of the Upper Lee Valley Vision, jointly produced with the North London Strategic Alliance. It will also support the aspirations of the Upper Lee Valley Opportunity Area Planning Framework currently being prepared by the GLA. The Framework also informs the Growth Area Funding (GAF3) investment programme for enabling housing growth.

At a local level, the Framework for Change sits within the planning policy context of the Council's emerging Local Development Framework (LDF), the new development plan for Enfield. The LDF's Core Strategy sets out the Council's vision and structure for the future development of the borough as a whole and also sets the scene for more detailed Area Action Plans that focus on specific parts of the borough where physical change is likely to be concentrated – North East Enfield has been identified as an area with significant potential for change and the North East Enfield Area Action Plan (AAP) is currently being prepared. The preferred options report for the AAP was published for consultation in February 2009. The report highlights the former Middlesex University site, southern part of Brimsdown and South Street site as key opportunities for regeneration coming forward within the wider area. Together these sites provide the opportunity to improve the quality of life for the local community, its businesses and visitors to the area.

Through a holistic approach to developing these opportunity sites, Ponders End has the potential to become a vibrant and well connected local centre with a good quality shopping centre, an attractive and safe public realm, with a range of new homes to meet the needs of the local residents, a new community hub including an Academy, and excellent leisure facilities, including improvements to Ponders End Recreation Ground and greater links to the Lee Valley Regional Park.



SUMMARY OF KEY OBJECTIVES EMERGING FROM THE NORTH EAST ENFIELD AAP

Employment

- ♦ Retaining and protecting the well functioning employment areas including the majority of the Brimsdown Industrial Estate, the Redburn Trading Estate and Meridian Business Park;
- ♦ Improving the southern part of the Brimsdown Estate through the creation of an employment-led mixed use development, providing a wide range of high quality employment uses and jobs, together with non-employment uses including housing and community facilities.

Housing and Community Facilities

- ♦ Redevelop key opportunity sites within the Ponders End area, including the former Middlesex University site and the southern part of Brimsdown to provide up to 1,100 new homes, supported by a new Academy and other community facilities;
- ♦ The residential-led re-development of the former Middlesex University site could provide around 500 homes on the site, and potentially up to 180 additional homes on land around the Tesco's site and the area fronting the high street;
- ♦ Development at the southern part of Brimsdown (mentioned above), could potentially provide around 400 new homes;
- ♦ Providing a range of quality homes to meet the needs of local residents, including a variety of affordable housing, smaller units and family sized homes.

Green and Open Spaces

- ♦ Promote opportunities to improve access to and within Ponders End's green spaces and the Lee Valley Regional Park, through the development of well connected, high quality open space networks;
- ♦ Protect and enhance existing open spaces to provide a range of new or improved recreational, leisure and sporting facilities;
- ♦ Retain and protect existing allotments and promote opportunities for providing new community gardens and allotments;

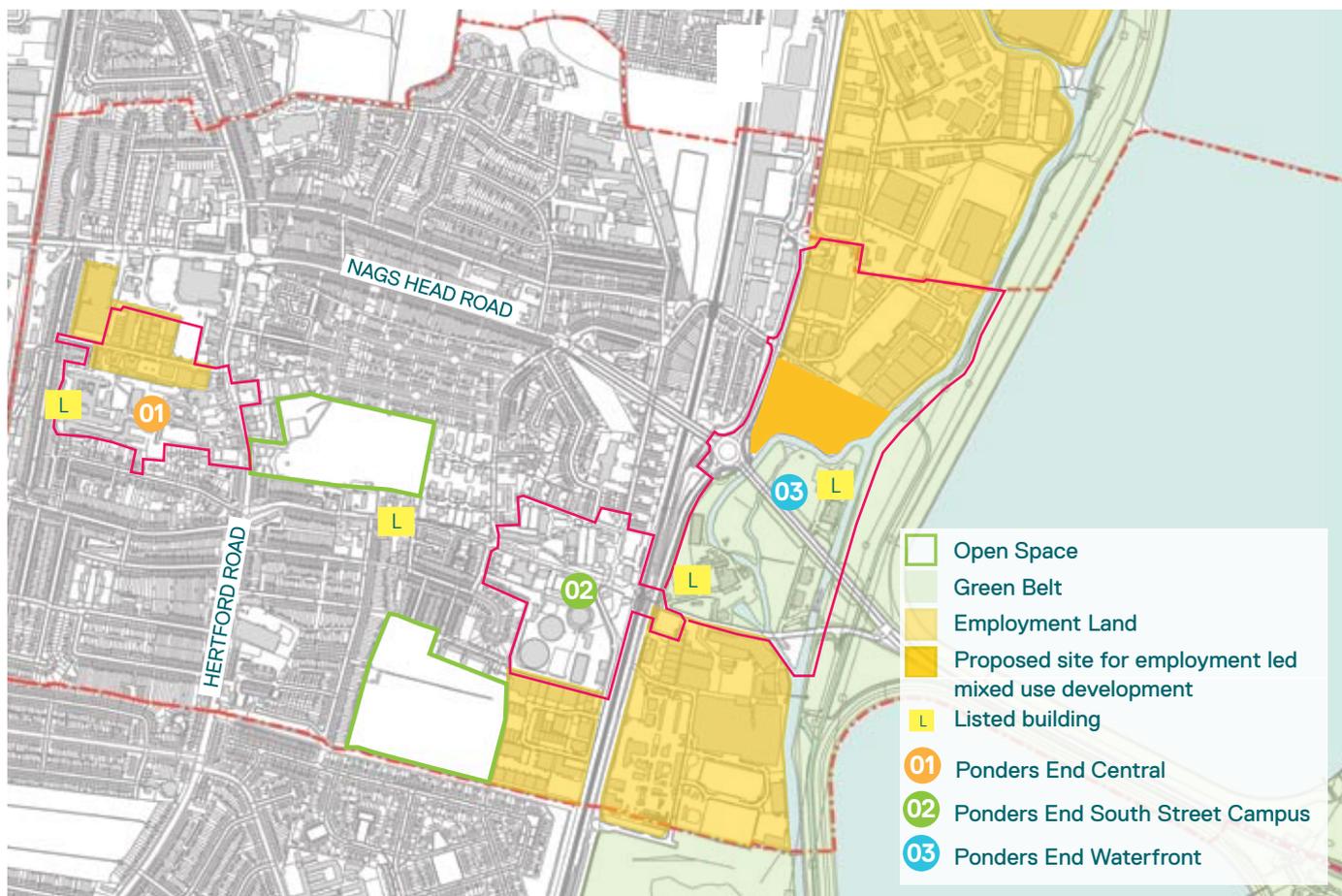
- ♦ Maximise the potential for new leisure and recreational activities at Columbia Wharf, recognising the historic importance and setting of the nearby Flour Mill, the ecological potential of the water meadow and the Green Belt designation of the area.

Transport and Accessibility

- ♦ Support Network Rail's 4-tracking process along the Lee Valley Line to increase the number of trains and its capacity;
- ♦ Work with TfL and London Buses to improve the existing provision of buses and facilities and the consideration of new routes;
- ♦ Maximise opportunities to improve the capacity of highway network to address existing problems and accommodate any increase in traffic from new developments;
- ♦ Enhance and improve walking and cycling routes – particularly routes to Southbury and Ponders End Stations and to the Lee Valley Regional Park.

Water

- ♦ Increase use of water for commercial and public transportation;
- ♦ Maximise the potential of both reservoirs and waterways for leisure and recreation activities;
- ♦ Promote opportunities to increase public access to the waterways, improving the adjacent public realm and enhancing the landscape and ecological value of the area.



The key objectives outlined on the previous pages will inform the Framework for Change, accompanied by three key Planning Briefs for the areas around Middlesex University (now known as Ponders End Central), the area around South Street (now known as Ponders End South Street Campus), and the area to the south of Brimsdown around Columbia Wharf (now known as Ponders End Waterfront). Together these will provide more detailed masterplanning guidance for the development of the Ponders End area. The Framework and Planning Briefs will be incorporated into the LDF as a Supplementary Planning Document to guide future development in the Ponders End area. See page 19 for further information about the planning briefs.

The Framework for Change will include...

1. Thematic, non-physical projects that will effect positive change.
2. A Framework for Change Map showing early proposals for future physical development.
3. A set of three Planning Briefs providing guidance to developers in three areas of focus: Ponders End Central, Ponders End South Street Campus and Ponders End Waterfront.
4. Early Win ideas so we can start making progress straight away.

You now have the opportunity to comment on the ideas in this document, which will inform the Council's North East Enfield Area Action Plan and a future Supplementary Planning Document (SPD) for Ponders End.

A PROPOSED CIRCUIT OF CHANGE

In March 2009 you had the opportunity to see the emerging ideas at an exhibition held at Tesco's, High Street, Ponders End. In response to feedback and ongoing dialogue

with landowners, the community, and other stakeholders, this proposed Circuit of Change sets out proposals for ten priority public realm interventions, and ten enhancements to community facilities, which have emerged to inspire the redevelopment of ten key sites in Ponders End. These physical proposals are supported by a set of ideas to tackle socio-economic issues in the area. Whilst Enfield is not committed to all of the ideas expressed on this page, it is progressing plans for the Academy and improvements to the youth centre.



NEW OR UPGRADED COMMUNITY FACILITIES

- 01 New Library on the High Street.
- 02 Enterprise Centre on the High Street.
- 03 Urban Farm.
- 04 Park Pavilion.
- 05 Improved Youth Centre.



- 06 Scoping the opening of selected bases of the Alma Towers.
- 07 Hire Centre offering canoe, cycle and fishing equipment hire.
- 08 Potential site for Energy Centre and potential location for wind turbines.
- 09 Recreation Opportunities along the reservoirs.
- 10 A new multi-use community facility.

PUBLIC REALM IMPROVEMENTS

- 01 Calming the High Street and creating new areas of public realm at the junction with Nags Head Road and opposite the Recreation Ground.
- 02 Upgrade and rebranding of Ponders End Recreation Ground.
- 03 Transforming South Street including space around Alma Road Towers.
- 04 Ponders End Station Bridge.
- 05 Upgrade of Wharf Road as first piece of Energy Highway within Low Carbon Zone.
- 06 Ponders End Island – Water Meadow and Boardwalk.
- 07 Ponders End Island – Boat Marina.
- 08 The Evolution Bridge.
- 09 Upgrade of Duck Lees Lane Crossings and Bridge.
- 10 Transformation of Eagle House Footpath.

DEVELOPMENT SITES

- 01 Middlesex University – mixed use development, primarily housing.

- 02 High Street – for mixed use development – residential accommodation, retail, business space, enterprise centre and community hub
- 03 National Grid – The Oasis Hadley Academy.
- 04 Wharf Road – Possible Car Club.
- 05 Columbia Wharf – Mixed use development.
- 06 Meridian Business Park – Variety of scales of new employment space.
- 07 Southern part of Brimsdown – Refurbishment; New Sustainable Business Park or high quality residential and mixed use development.
- 08 Eagle House carpark at junction of Nags Head Road /High Street.
- 09 Swan Annex – Scoping future use.
- 10 Queensway and Tesco car park – infill sites for more sustainable enterprise.

SOCIO-ECONOMIC PROPOSALS

- 01 Modern apprenticeships
- 02 Rebranding and promoting the High Street.
- 03 A local business forum for High Street businesses
- 04 Market for the sale of locally grown food.
- 05 A training centre focused around food and catering.
- 06 More accessible allotments.
- 07 Community growing space.
- 08 Cultural days to share knowledge of different foods and customs.

WHAT'S HAPPENING ALREADY?

THE INTERVENTIONS MARKED ON THIS PLAN ARE ALREADY FUNDED AND ARE UNDERWAY. CONTACT DETAILS ARE PROVIDED IF YOU WOULD LIKE FURTHER INFORMATION OR TO GET INVOLVED.

ENFIELD COUNCIL'S SUMMER WORK OUT PROGRAMME

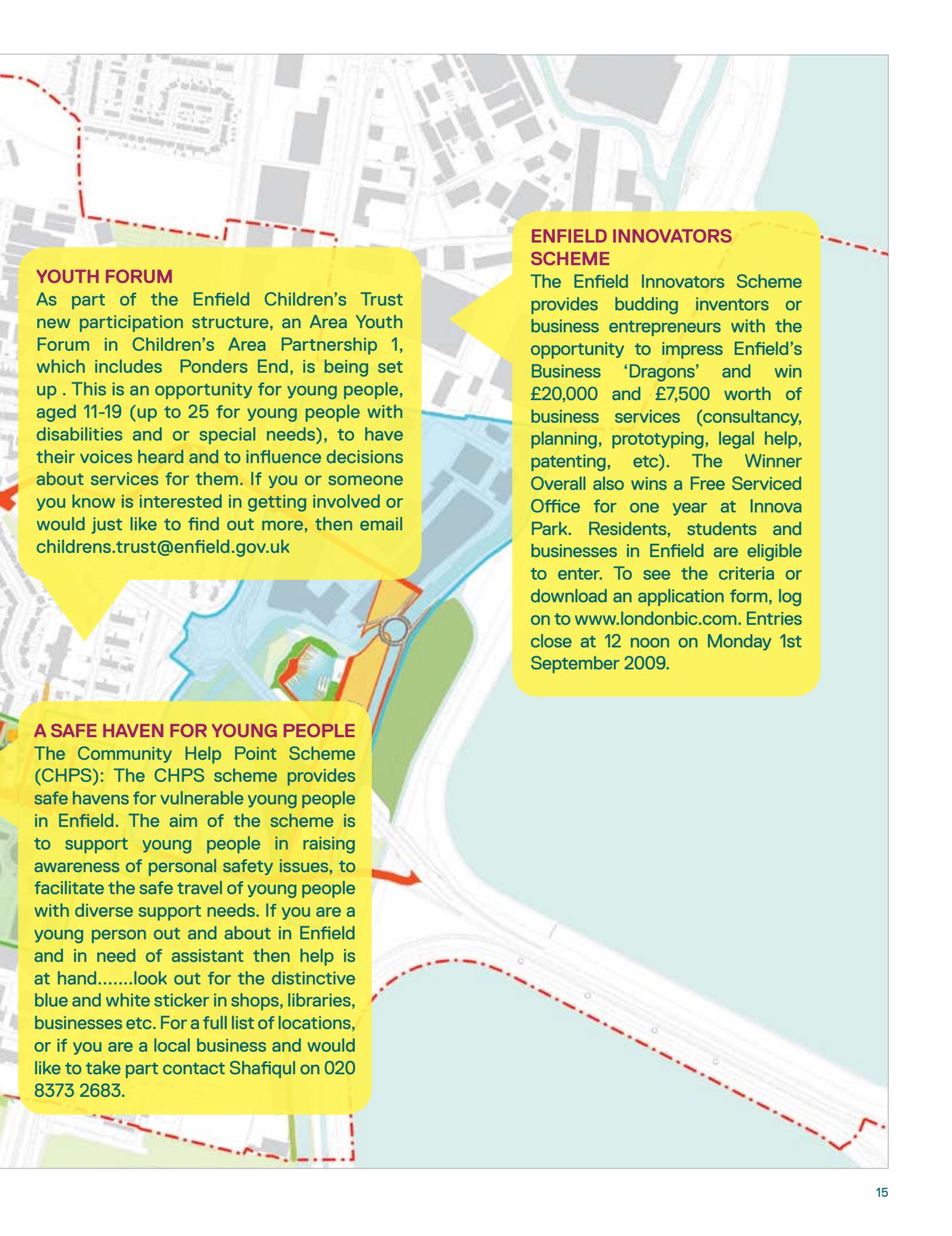
Enfield Council's new Summer Work Out Programme is designed to enable school leavers get fit for their future with over 100 paid work experience places for Enfield school leavers. Enfield youngsters can apply for a four week, paid work experience placement in a number of roles at the council and its partner organisations. To apply for one of these opportunities contact your Connexions Centre, 020 8366 9546 or log on to: www.jobs.enfield.gov.uk.

PONDERS END JOB BROKER

The Ponders End Job Broker, provided in conjunction with the Fair Share Trust and Enfield Council, has been in post for three months now. Karen Taylor's role is to meet local employers and enable Ponders End residents to secure jobs. She can provide guidance on applying for jobs, from helping create C.V.s to assisting with training courses. You can reach her by email: Karen.taylor@enfield.gov.uk or by telephone: 020 8379 2408.

EVERYBODY ACTIVE

Enfield Council, in partnership with the Enfield Community Sport and Physical Activity Network, is working to increase participation in leisure activities through improving accessibility and affordability of taking part. Schools are encouraged to offer their premises to community groups at little or no cost to provide more community space. Schools in Ponders End who are interested in participating in this scheme should contact Jan Hickman on 020 8379 3261, or by email: jan.hickman@enfield.gov.uk



YOUTH FORUM

As part of the Enfield Children's Trust new participation structure, an Area Youth Forum in Children's Area Partnership 1, which includes Ponders End, is being set up. This is an opportunity for young people, aged 11-19 (up to 25 for young people with disabilities and or special needs), to have their voices heard and to influence decisions about services for them. If you or someone you know is interested in getting involved or would just like to find out more, then email childrens.trust@enfield.gov.uk

ENFIELD INNOVATORS SCHEME

The Enfield Innovators Scheme provides budding inventors or business entrepreneurs with the opportunity to impress Enfield's Business 'Dragons' and win £20,000 and £7,500 worth of business services (consultancy, planning, prototyping, legal help, patenting, etc). The Winner Overall also wins a Free Serviced Office for one year at Innova Park. Residents, students and businesses in Enfield are eligible to enter. To see the criteria or download an application form, log on to www.londonbic.com. Entries close at 12 noon on Monday 1st September 2009.

A SAFE HAVEN FOR YOUNG PEOPLE

The Community Help Point Scheme (CHPS): The CHPS scheme provides safe havens for vulnerable young people in Enfield. The aim of the scheme is to support young people in raising awareness of personal safety issues, to facilitate the safe travel of young people with diverse support needs. If you are a young person out and about in Enfield and in need of assistant then help is at hand.....look out for the distinctive blue and white sticker in shops, libraries, businesses etc. For a full list of locations, or if you are a local business and would like to take part contact Shafiqul on 020 8373 2683.

EARLY WINS

THE PROPOSALS ON THIS PLAN INDICATE INITIATIVES THAT THE COUNCIL IS LOOKING TO DELIVER WITH ITS PARTNERS PRIOR TO 2012.

Set up a High Street Business Forum to promote the area's Unique Selling Point and attract inward investment.

Brand and promote the High Street to attract investment and revitalise the area.

Forge stronger connections between employers, Enfield College, and informal training providers.

Work with faith groups to scope the provision of more appropriate accommodation for their needs.

Scope alternative uses for the Swan Annexe site.

Establish a Market to sell local produce.

Create links between schools, allotments and businesses. Explore opportunities for food-related training as part of the Council's emerging Food Strategy.

Improve Ponders End Recreation Ground to include a community orchard, refurbished tennis courts and band stand, and outdoor gym, as part of wider proposals to transform this area of public open space.

Rebrand the Recreation Ground to Ponders End Park.

Refurbish the existing changing rooms as a Community Pavilion.

Improve the Youth Centre.

Provide a new library in a visible High Street location, with cafe and museum presence.

Refurbish the bases of Curlew and Kestrel Houses and open to community use.

Install new natural play equipment near Kestrel House.

Provide community food growing space for residents as part of the Council's Food Strategy.

Re-establish the original street pattern between the Tower Blocks.

Open land to the east of the River Lee to public access.

Open up the watermeadow, currently closed to public access through the provision of boardwalks.

Set up a new hire centre for canoes, bikes, and fishing equipment.

Put up bird hides on the banks of the reservoir.

Open a new all-age Academy for up to 1900 students by 2012.

Work with local industry on Modern Apprenticeships and forge strong links with schools and other training providers.

INTRODUCING THE PLANNING BRIEFS

As part of the development of the Framework, three key development areas have been identified for more detailed masterplanning work to accompany the Framework for Change, which will be taken forward as Planning Briefs to encourage development and give clear guidance to potential developers. It is intended that the three Planning Briefs will set out the principles of development indicating the broad development parameters of land use mix and quantum of development for the key sites. They will outline the planning policy framework that developments should adhere to. It is intended that they will be flexible and be able to respond to, and accommodate, a range of options for detailed design.

The three key development areas are:

01 Ponders End Central

The former Middlesex University site, Queensway and High Street near the Recreation Ground.

02 Ponders End South Street Campus

South Street around Ponders End Station, the National Grid site, Welcome Point and Youth Centre, former Railway Inn, and the area around Alma Road tower blocks.

03 Ponders End Waterfront

The southern part of Brimsdown and the Columbia Wharf area.

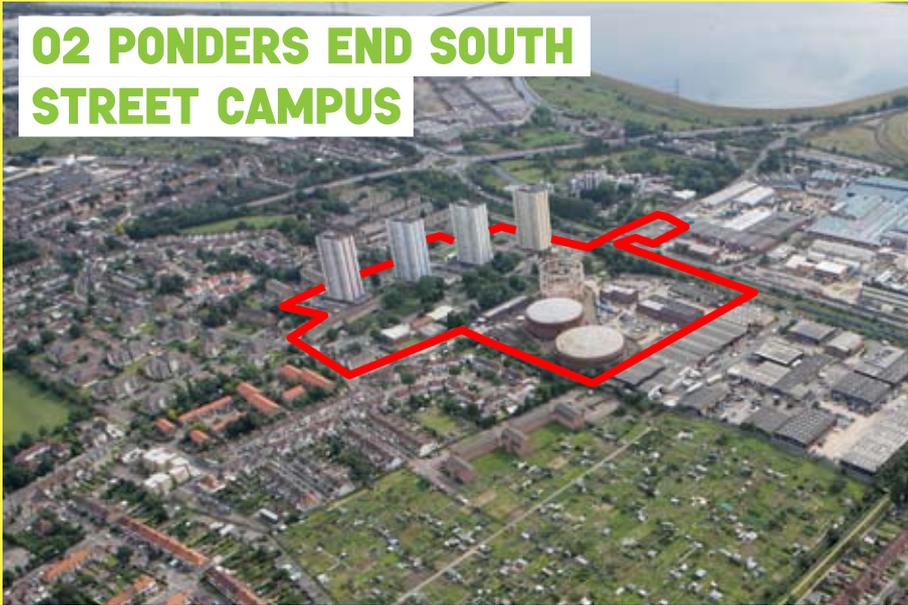
These will be formally consulted on in Autumn 2009 in accordance with the Council's adopted Statement of Community Involvement.



01 PONDERS END CENTRAL



02 PONDERS END SOUTH STREET CAMPUS



03 PONDERS END WATERFRONT



TELL US WHAT YOU THINK

This document presents Enfield's draft Framework for Change but the partnership is not fully committed to it at this stage. This document will be reviewed in light of the comments you make and will inform the wider North East Enfield Area Action Plan.

Consultation on the Framework for Change commenced on Thursday 20th August and will run for a minimum of six weeks. The consultation exhibition will be at the following locations:

1. Vincent House – junction of Nags Head Road and High Street – 20/08/09-04/09/09
2. Enfield Town Autumn Show – Town Park, Enfield Town – 05/09/09-06/09/09
3. Ponders End Library – College Court, High Street, Ponders End – 08/09/09-22/09/09
4. Welcome Point Community Centre – South Street, Ponders End – 22/09/09-02/10/09

Enfield invites your comments on the Framework for Change for Ponders End. Please try where possible to send your comments using the Council's on-line consultation system. On-line consultation is the easiest and the most convenient way to make comments. To access this system, view the document and submit your comments, please use the following link:

<http://consult.enfield.gov.uk/portal>

Alternatively, you may also make comments in writing, or by completing the response form that is provided and send them to:

Place Shaping Core Team
FREEPOST
Place Shaping Core Team
London Borough of Enfield
PO Box 61
Civic Centre
Silver Street
Enfield
EN1 3BR

For further queries about Place Shaping in Ponders End, please contact Daisy Johnson on 020 8379 5598, or by email: daisy.johnson@enfield.gov.uk

As part of the Local Development Framework and the wider context of Ponders End, the Council is currently working on the preparation of its submission reports of the Core Strategy and the North East Enfield Area Action Plan.

For further details on the progress of the Council's Local Development Framework, please contact the Planning Policy Team on: 020 8379 5181, or by email: ldf@enfield.gov.uk

Please visit our website for more information:
www.enfield.gov.uk/ldf

TRANSLATION

If you require the literature in another language, or in audio, braille or large print format, please contact Nonye Ujam at Enfield Council on 0208 379 3885 or by email at nonye.ujam@enfield.go.uk for further information.

Turkish

Eğer bu yazılı bilgileri Türkçe edinmek isterseniz lütfen Enfield Belediyesinden Nonye Ujam ile temasa geçin. Telefonu: 0208 379 3885. Daha ayrıntılı bilgi için e-posta adresi: nonye.ujam@enfield.go.uk

Somali

Hadii aad qoraalka ku dooneeysid Somali, Fadlan kala xiriidh wixii faahfaahin ah Nonye Ujam oo joogta Enfield Council taleefankuna waa 0208 379 3885 amaba iimeeyl ugu dir: nonye.ujam@enfield.go.uk

Greek

Εάν θέλετε το κείμενο μεταφρασμένο στα Ελληνικά, παρακαλώ επικοινωνήστε στην Nonye Ujam στο Δημαρχείο του Enfield στο 0208 379 3885 ή με email για περισσότερες πληροφορίες, στην nonye.ujam@enfield.go.uk

Italian

Se volete della letteratura in italiano contattate Nonye Ujam presso il Comune di Enfield al numero 0208 379 3885 o tramite e-mail a nonye.ujam@enfield.gov.uk per ulteriori informazioni.

Urdu

اگر آپ معلوماتی لٹریچر اردو میں حاصل کرنا چاہتے ہیں تو براہ مہربانی مزید معلومات کے لیے ہدفیڈ کو نسل میں ”نوناکی او جیم (Nonye Ujam)“ سے ٹیلیفون نمبر 0208 379 3885 یا ای میل nonye.ujam@enfield.gov.uk کے ذریعے رابطہ کریں۔

COMPLAINTS

However hard we try, occasionally things go wrong. Please help us to put them right.

You may want to complain if you think:

- We have not treated you fairly.
- We have not treated you courteously.
- We have not done something you think we should have done.
- We have done something badly.

Please write to: **The Complaints Officer, PO Box 60, Civic Centre, Silver Street, Enfield EN1 3XN.**

Or if you prefer, phone our complaints line on **020 8379 4504**

All complaints will be investigated and a written reply will be sent to you within 15 working days.



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