



STATEMENT OF COMMUNITY INVOLVEMENT

Charlie Ratchford Day Centre and Extra Care Scheme

February 2015



CONTENTS

- 1.0 Introduction 2
- 2.0 Project Background..... 3
- 3.0 Consultations..... 4
- 4.0 Conclusion..... 9

APPENDICES

- A. Appendix 1: Consultation Banner 11

1.0 Introduction

- 1.1 This document has been prepared by CBRE Planning on behalf of the London Borough of Camden, to explain the public consultations and engagement that has been undertaken prior to the submission of the current planning application for the Charlie Ratchford Extra Care and Day Centre. This document is one of a number that have been submitted in support of the planning application.
- 1.2 The proposals for the Charlie Ratchford Extra Care Scheme are as follows:
'Redevelopment of the site and the erection of a 6 storey building with setback terrace at 5th floor , comprising a day centre (Use Class D1) on the ground floor and 38 extra care residential units (Use Class C3) on the upper floors'.
- 1.3 Throughout the development of the proposals, the staff, current services users and members of the public have been consulted on the proposals and the intended service to be provided at the new Charlie Ratchford Extra Care and Day Centre.
- Section 2.0 provides an explanation on the background of the Charlie Ratchford project;
 - Section 3.0 provides the details and the results of the consultations conducted;
 - Section 4.0 provides the overarching conclusions from the consultation and next steps;
 - The Appendices of this document contain the consultation banners.

2.0 Project Background

- 2.1 The Charlie Ratchford Extra Care scheme is a project being undertaken by the London Borough of Camden Housing and Adult Social Care (HASC) team as part of their Homes for Older People Strategy (HOPS). The overarching strategy for the project is to provide high quality residential accommodation for older people in the borough alongside a day care facility which provides a service targeted at users with a higher level of support and service requirements.
- 2.2 The Charlie Ratchford Resource Centre is currently located on Belmont Street and provides day care services and social activities for older people in the community. The Council has a long-standing plan, as part of its Homes for Older People Strategy (HOPS), to re-provide these services within a new building on the site on Crogsland Road, opposite the existing centre. The new building will incorporate a day centre for older people with new extra care housing on the upper floors.
- 2.3 Extra Care Housing enables people to remain independent within their own homes. The Extra Care housing product provides 24 hour on-site care but residents have their own front door and full tenancy rights to their property. This housing product will help ensure older people in the community maintain their independence and will reduce the need for expensive care options. The delivery of additional extra care units is a key commitment for the London Borough of Camden.
- 2.4 On completion of the new building, the services currently provided in the existing Charlie Ratchford Centre will be transferred to the new building. The new building, inclusive of the residential units will be retained by the Council. It is expected that a development partner will then purchase the site of the existing centre, with the proceeds of this sale offsetting the cost of the development.
- 2.5 The principle of the redevelopment and the re-provision of the service has undergone extensive consultation within the local community and with current service users. Consultation with relevant officers at the London Borough of Camden has also taken place as part of the pre-application process. The remainder of this report sets out the consultation undertaken and summarises the key responses.

3.0 Consultations

Initial Consultation February – May 2007

- 3.1 The initial consultation for the principle of redeveloping the existing Charlie Ratchford was held in early 2007. The proposal was held jointly with a consultation on the delivery of residential care services across the London Borough of Camden. This initial consultation was held specifically for the current users at the Charlie Ratchford Centre. The principle of redeveloping the sites was established through consultations and subsequent Cabinet Decisions.
- 3.2 Alongside engagement with the existing service users a meeting was also held with the staff at the Charlie Ratchford Centre along with briefings for Councillors and the Local Press. A total of 25 public meetings were also held throughout the consultation period. The consultations garnered a large volume of responses with a total of 872 completed consultation questionnaires being received.
- 3.3 Overall the consultation identified that the provision of Extra Care housing was viewed as a positive development option, and 93% of respondents felt that building Extra Care was a 'good' or 'very good' idea. Although the provision of Extra Care was viewed as positive, concerns were raised over the choice of location, and whether the area provided safety for residents. The proximity to Haverstock School was also raised during this consultation; some considered this as a positive element.
- 3.4 The service users at the current Charlie Ratchford Centre, considered that there was a requirement to update the centre, with some commenting that it was 'old fashioned' and 'dreary' although a number questioned why the project did not just refurbish the existing centre. There were additional concerns raised over the combination of residential and day care and ensuring that day residents had as much entitlement to the use of the day care as those living above.

Second Consultation March – April 2012 ('Preferred Bidder' and the London Borough of Camden)

- 3.5 The second consultation was held in March 2012, the consultation was run by the London Borough of Camden in conjunction with the preferred bidder.
- 3.6 Invitations to comment on the scheme were issued to residents (within the planning consultation boundary), resource centre users, local community groups, officers and members. Over 60 people attended the consultation event. This consultation also provided targeted consultation with the head teacher of the neighbouring Haverstock School.
- 3.7 Overall the concerns raised at the 2012 consultation focused on adjoining neighbour concerns regarding the loss of daylight and sunlight to their properties and concerns over the massing of the proposed building. Additionally, concerns were raised over the loss of the existing service.

Latest Consultation – December 2014

- 3.8 As detailed above there have been a number of consultations held with regard to the proposals to redevelop and re-provide the facilities in the current Charlie Ratchford Centre. Current users of the Charlie Ratchford centre were also consulted on the HOPS programme at the time of the original decision to transfer services into a new building.
- 3.9 This latest consultation was held due to the changes in the delivery strategy that occurred after the 2012 Consultation. This consultation was run by the London Borough of Camden supported by PRP architects who are developing the scheme. This consultation was focused on the delivery mechanism for the project. Attendance was consistent over the two days of

3.0 Consultations

consultation with numerous people from the local community vesting to establish how the scheme has taken shape, and to leave comments.

- 3.10 This consultation was held in early December at the existing Charlie Ratchford Centre and allowed service users and local residents to view the proposals for the new Extra Care housing and Day Care. The event ran for two days, and a total of 19 people registered their attendance.
- 3.11 The majority of comments received on the scheme were positive and generally comprised comments pertaining to the design of the scheme. Overall respondents generally felt that the proposals were acceptable in terms of:

a. Quality and layout of the new day centre;

b. Quality of the apartments; and

c. Treatment of the external façade.
- 3.12 In general, the comments received were largely stated that the proposed use of materials and the building size and scale is appropriate and will sit comfortably with the existing terrace. Additionally, it was stated that the materials proposed will complete the Crogsland Road streetscape. Additionally, comments were received that were positive in relation to the landscaping scheme proposed.
- 3.13 There were a small number of concerns raised at the consultation, these comprised the following elements;

a. The impact the neighbouring sports pitches would have on any future tenants; and

b. The potential impact the massing, scale and bulk of the scheme would have on neighbouring daylight levels.
- 3.14 In summary the following were the key responses garnered from the Consultation:

POSITIVE COMMENTS	ISSUES RAISED
<div><div>■ The external façade and Crogsland Road frontage is considered to be sympathetic to the existing streetscene</div><div>■ Scale and size of the building was considered to fit comfortably in line with the existing terrace</div><div>■ Considered that the materials proposed are appropriate for the street scape.</div><div>■ Raised Beds and proposed landscaping are a positive element of the proposals</div></div>	<div><div>■ Building massing seems too large for the streetscene</div><div>■ Parking Issues may arise from the additional residents</div><div>■ Concerns raised over potential overshadowing impacts</div><div>■ Concerns raised over light pollution from neighbouring football pitches</div><div>■ Concerns raised over the level of noise from neighbouring sites</div><div>■ Marine Ices (Chalk Farm Road) is a neighbouring development site and all construction should be co-ordinated so as to minimise disruption.</div></div>

3.0 Consultations

- 3.15 These issues have been addressed through the design process and will be subject to formal assessment by the Planning authority through the planning application process. Further consultation and information programmes will continue through until the new building is complete and services transferred.

Pre-Application Meeting 1: 16.06.2014

- 3.16 A pre-application meeting was held on 16 June 2014. The principal issues discussed at the meeting included:

a. Design/Height/Bulk and Conservation Area Issues

It was stated that the proposals will define the character of the street due to its scale and position within Crogsland Road. It was stated that the architecture should therefore be of the highest standard in order to create a positive new street experience.

It was noted that of greatest concern would be a potential canyon effect in the street with tall, long building blocks set close to the street on both sides. As such if the Local Planning Authority is to support a building of the general form and footprint of that proposed on Crogsland Road, then the residential development on Belmont Street would be expected to be given greater setback from the street and be broken in form to address this.

b. Transport

A transport assessment will need to be provided in order to support the application. This is due to the site's location adjacent to the School and the impact that this will have on transport in the immediate vicinity.

c. Amenity

The impact on outlook from existing and approved residential units at the adjacent public house will need to be carefully assessed. Any new building on the site should not have an overbearing and/or dominating effect that is detrimental to the enjoyment of the residential occupiers that adjoin the site. It was also considered that a daylight and sunlight, and noise and vibration report be submitted in support of the application.

d. Access

It was stated that the development should adhere to policy DP6 (Lifetime Homes) which states that 10% of homes development should either meet wheelchair housing standards or be easily adapted to them. If all of the criteria cannot be met a 'best endeavours' exercise should be undertaken by the applicants to justify the reasons why the development cannot meet the criteria. Policy DP29 imposes a more general requirement that all new buildings and spaces should be designed to meet the highest practicable standards of access and inclusion.

e. Sustainability

The overall approach to energy should be in line with the Mayor's Energy Hierarchy (i) using less energy; ii) supplying energy efficiently; iii) using renewable energy. Policy CS13 and CPG3 state that the Council will require all development to take measures to minimise the effects of climate change and to meet the highest feasible environmental standards during construction

3.0 Consultations

and occupation. New development should be designed to minimise carbon emissions by reducing energy consumption, supplying energy more efficiently and using renewable energy and developments should achieve a reduction in carbon dioxide emissions of 20% from on site renewable energy generation (which can include sources of site-related decentralised renewable energy). Policy DP22 and CPG3 give further guidance on sustainable design and construction measures and requires that a pre-development BREEAM Assessment be submitted as part of an application to demonstrate that the proposed new development can achieve a rating of 'excellent', and a Code for Sustainable homes pre assessment demonstrating that the residential units can achieve level 4. there are also individual targets in the water, energy and materials categories.

Pre-Application Meeting 2: 27.10.2014

- 3.17 A further pre-application meeting was held on 27 October 2014. The principal issues discussed at the meeting included:

a. Description/use class

A similar scheme 'Alexandra House' (2010/4616/P) referred to similar accommodation as 'extra care sheltered housing (class C3)' and the two following conditions were included to ensure the extra care housing was affordable and that a shadow legal agreement was in place to secure this. It appears that a similar approach could be taken for the Charlie Ratchford Scheme with the same description, proposed condition and S106 clauses (albeit with reference to use class C2 removed from the condition and the London Plan date updated).

'Condition 34: The extra care housing hereby approved shall be used as affordable housing as defined as in the London Plan (consolidated with Alterations since 2004), as part of the overall mixed Class C2/C3 use of the building, and shall not be available for market sale or rent.'

Reason: To ensure that the future occupation of the building remains in accordance with the stated intentions for the site and does not result in loss of affordable housing from the site, in accordance with policy CS6 of the London Borough of Camden Local Development Framework Core Strategy and policies DP3 and DP4 of the London Borough of Camden Local Development Framework Development Policies'.

'Condition 35: No works shall be commenced on site and no part of the development shall be occupied until such time as all parties with an interest in the land with the legal locus to enter into a Section 106 Agreement with the Council have entered into such an Agreement incorporating obligations in respect of the matters covered by the following conditions namely:- 21 (highway works), 26 (renewable energy), 27 (BREEAM), 28 (Construction Management Plan), 29 (Service Management Plan), 30 (car free housing), 33 (local employment), 34 (affordable housing).'

Reason: In order to define the permission and to secure development in accordance with the provisions of policy CS19 the London Borough of Camden Local Development Framework Core Strategy'.

3.0 Consultations

b. Linkages/coordination of sites

Both sites will be linked together for the purposes of affordable housing provision. The Belmont Street site may be required to provide further affordable housing depending upon the level of private residential accommodation floorspace to be provided on this site, and whether the Crogsland Road affordable housing floorspace meets the policy requirements as set out in policy DP3 and CPG2

Usually there would be a S106 clause restricting the occupation of any private units on the Belmont Street site until after the relocated community centre and affordable housing units have been provided on the Crogsland Road site. It appears that the timing of the two sites is in line with this aim, with the Belmont Street site not being available for development until the community centre has been relocated to the Crogsland Road site. A S106 clause may still be needed requiring the provision of the affordable housing units on the Crogsland Road before the private units can be occupied. Further information setting out the linkages between the sites and the timing of provision of the community centre, affordable housing units and private units should be provided with any planning application.

c. Transport

- Steve Cardno (LBC Officer) has advised that a meeting was held on 2nd September 2014 as follows:
 - Facilities for PTS vehicle pick up and drop off movements should be designed within the site and that PTS vehicles would need to be able to exit the site in a forward gear.
 - The idea of 2 vehicular crossovers (1 in and 1 out) was not supported as this would remove on-street parking outside of CPZ operating hours.
 - The applicant agreed to do a parking beat survey to assess existing levels of parking stress.
 - An inset loading bay was not supported as this would hinder pedestrian movement when occupied (pedestrians would need to deviate from the existing desire line).
 - An on-street loading bay was not supported as this would obstruct vehicular traffic on Crogsland Road. The applicant advised that they wouldn't want an on-street facility as people likely to be using the PTS vehicles would feel too vulnerable being so close to pedestrians and vehicular traffic.

- 3.18 The issues raised at the pre-application meetings have been addressed through the design process and supporting documents. The details will be subject to formal assessment by the Planning authority through the planning application process.

4.0 Conclusion

- 4.1 The consultations that have been undertaken for the Charlie Ratchford Scheme have been a vital component of the iterative design and planning process in the run-up to the submission of the planning application.
- 4.2 The feedback from the early consultations helped to shape the scale and type of provision that is now being proposed, and through consultation with staff and service users the scheme has been developed to ensure provision of the highest quality extra care and day centre uses.
- 4.3 Design feedback has been fed into the development of the scheme and has shaped the final design approach. The feedback has been essential in shaping the design approach and ensuring a final design which is compliant with policy regulations, but also reflects the local community and the schemes location.
- 4.4 Throughout the engagement process the comments received from the majority stakeholders have been positive and supportive of the proposed development options.
- 4.5 With specific regard to the comments received in relation to noise pollution from the neighbouring Haverstock School, a noise assessment has been undertaken and the resulting report submitted alongside the planning application. The report concluded that there would be no harmful impact on future residents. Additionally, a Daylight and Sunlight report has also been submitted with the application, which carries out a full assessment of the potential impact to neighbouring residential amenity. The report concludes that daylight and sunlight impacts would be acceptable in accordance with BRE guidelines and policy.
- 4.6 Engagement with officers at the London Borough of Camden has also been positive.
- 4.7 Through engagement and close working between stakeholders, the proposal has developed to increase its response to local issues and to harness community support.

APPENDICES

Appendix 1: Consultation Banner

Selection of boards shown as part of consultation



Plans



Selection of boards shown as part of consultation



Elevations



What is Extra Care Housing?

Extra Care Housing is a type of care home where people who need care and support can live in their own homes. It is a type of care home where people who need care and support can live in their own homes. It is a type of care home where people who need care and support can live in their own homes.

