



**Resident and Community Consultation on:**

**Four Options for the Future of  
Sites A, B and C, Church Street**

**7 March – 30 April 2019**

**Consultation Report**



10 May 2019

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## 1. Introduction

The regeneration of the Church Street area is a key priority for Westminster City Council. The council is committed to creating a City for All, by building more homes of all types.

Good quality housing plays an essential part in helping people to have successful lives. The council's objective is to improve people's life chances through better health, educational attainment and employment prospects. It is committed to helping people to build on the sense of pride in their local neighbourhood, characterised by a strong sense of community whilst always respecting the heritage and history of the place. Westminster City Council believes that providing good homes can act as the bedrock of a successful community where people and businesses can flourish and realise their aspirations in life.

Over the recent years, the council has undertaken several separate consultations with the Church Street community, most notably consultation on the Futures Plan in 2011 and on a Masterplan for Church Street, undertaken in 2017. A summary of the Masterplan consultation is given later in this report.

The Masterplan was adopted as the council's vision for the long term regeneration of Church Street in 2018.

The Masterplan identified four key priorities for the regeneration of Church Street. These priorities were:

1. The delivery of more homes, particularly affordable homes
2. Improved health and wellbeing outcomes for the community
3. Better shops and a more vibrant Church Street Market
4. Improved connectivity, both within Church Street ward and with neighbouring areas

In late 2018, Westminster City Council ran a four-week consultation to confirm with the community that these priorities continued to be the criteria against which any future regeneration proposals for Church Street ward should be assessed. This consultation reaffirmed these four priorities as being the community's key objectives. A summary of this Priorities consultation is given later in this report.

In summer 2018, Westminster City Council appointed a Multidisciplinary Consultancy Team (MDCT), led by Arcadis, to progress four separate options for three of the largest sites in Church Street, as identified in the adopted Masterplan – these sites are known as Sites A, B and C.

The four options progressed for each site were:

- Option 1** – Maintenance
- Option 2** – Refurbishment
- Option 3** – Partial redevelopment and partial refurbishment
- Option 4** – Comprehensive redevelopment

Extensive consultation was undertaken between 7 March 2019 and 30 April 2019, with the residents and businesses located within Sites A, B and C and with the wider Church Street community. Stakeholders were informed about these options and their views were sought based on the extent to which each option met the identified key priorities.

The consultation was undertaken in accordance with the requirements of Section 105 of the Housing Act 1985, under which the council has a legal obligation to consult its secure tenants on matters of housing management such as changes to the management, maintenance, improvement or demolition of houses let by them, or changes in the provision of amenities.

The council also ensured that all other interested stakeholders, including, but not restricted to, leaseholders and the business community, were fully included in this consultation.

This report details the consultation process undertaken and the feedback the community have given on each of the four options.

Over the same period, a separate but linked consultation was undertaken, covering options and plans for the Lilestone and Orchardson Street sites. The feedback given during this consultation is detailed in a separate report titled 'Three Options for the future of Gayhurst House and proposals for the development on the rest of the Lilestone Street and on the Orchardson Street site- Consultation Report'.



## **2. Executive summary and key statistics**

### **Executive summary:**

The consultation was successful in reaching residents across Church Street and all the key stakeholder groups in the area. The options for Sites A, B and C were well presented and clearly explained to the community in written material, supported by verbal explanations from the consultation team. A daily exhibition was held along with numerous drop ins, workshops and meetings for specific stakeholders throughout the 8-week consultation. As a result, Westminster City Council has a clear idea of what the community think of the four options for the future of Sites A, B and C.

The message from the feedback received was that most of the community want to move ahead with a redevelopment option for Sites A, B and C. Many residents were frustrated that Options 1 and 2 were still being considered and that after many years of discussion more progress had not been made towards redevelopment.

Of course, there were those, in particular resident leaseholders, who favoured one of either Option 1 or 2 largely because they understandably have concerns about leaving their homes and the financial implications of redevelopment.

However, the overall data from the feedback forms, conversations at consultation events and the written responses from local stakeholder groups all show a preference for redevelopment and support for the benefits this would bring, especially when considered against the identified priorities of the community of delivering new homes, improving health and wellbeing outcomes, providing better shops and an improved market and making Church Street easier to get around.

The quantitative data, while supporting redevelopment, did not show a clear preference between Options 3 and 4. However, written feedback from local stakeholder groups and the residents of Kennet House (which is retained in Option 3 but not Option 4) show that there is a strong feeling that Option 3 should be pursued. Many felt Kennet House to be in a good state and worth retaining, the Church Street Ward Neighbourhood Forum thought that Option 4 would lead to unacceptable density and the Church Street Ward Councillors wanted to retain the Edgware Road frontage as part of a version of Option 3.

### **Key statistics:**

#### **Overall:**

- 236 people attended the exhibition at 35 Church Street
  - 97 identified as tenants
  - 50 identified as leaseholders
  - 38 identified as business owners
- 75 people attended workshops across the consultation period
- In total, written feedback has been provided by 165 people

**Demographics:**

- Of those who provided feedback:
  - 14% aged 18-35
  - 42% aged 35-55
  - 43% aged over 55
- Of those who provided feedback:
  - 43% male
  - 56% female
  - 1% non-binary
- People of 21 different ethnicities gave their feedback

**Residents of Sites A, B and C:**

- Of the 165 respondents, 100 identified as living in Sites A, B and C

**Views on the Options:**

- 36% of respondents thought Option 1 met or exceeded the needs of the community
- 38% of respondents thought Option 2 met or exceeded the needs of the community
- 63% of respondents thought Option 3 met or exceeded the needs of the community
- 62% of respondents thought Option 4 met or exceeded the needs of the community

**Breakdown of different groups views on the Options:**

- 73% of those identifying as Westminster City Council tenants thought Option 3 either met or exceeded the needs of the community. This is compared with, 68% for Option 4, 42% for Option 1 and only 37% for Option 2.
- 50% of those identifying as resident leaseholders thought options 1 and 2 met or exceeded the needs of the community. This was compared with 40% for Option 3 and 44% for Option 4.
- 64% of those identifying as business owners in Church Street thought Options 3 and 4 met or exceeded the needs of the community. This was compared with 50% for Option 1 and 60% for Option 2.

### **3. The sites and the Options**

This consultation specifically focused on three sites identified for regeneration in both the Futures Plan and the Church Street Masterplan. The properties located within each individual site are identified below.

In order to provide residents and other stakeholders with a full range of options to consider and give their feedback on, Westminster City Council decided to set-out four separate options for each site, ranging from continuing maintenance through to comprehensive regeneration. This was also in accordance with the executive decision made by Cabinet on 4<sup>th</sup> December 2017 in respect of the Church Street Masterplan: ‘that further consultation will need to be undertaken on each area where a CPO may in the future be required on the full range of options to include the “do nothing” or maintenance only and refurbishment options as well as development options.’

All consultation materials and messaging confirmed that, at the end of the consultation, and taking into account both feedback received from the community and professional advice, the Council would choose one option that would be applied across all three sites.

Due to the complexities of phasing and rehousing, the potential to choose individual options for each separate site was discounted ahead of the consultation, and this was clearly communicated to all stakeholders.

#### **The sites**

The three separate sites comprise the following individual properties:

##### **Site A:**

Westminster City Council freeholds: Blackwater House, Cray House, Ingrebourne House, Lambourne House, Pool House

Other freeholders: Nos 356 to 382 Edgware Road

In addition to c176 homes, the site also includes retail units, market storage and basement parking and market pitches in front of these buildings on Church Street

##### **Site B:**

Westminster City Council freeholds: Eden House, Lea House, Medway House, Ravensbourne House, Roding House, Wandle House

In addition to c177 homes, the site also includes retail units, basement parking and the Church Street Library and market pitches in front of these buildings on Church Street



### Site C:

Westminster City Council freeholds: Colne House, Darent House, Derry House, Isis House, Windrush House, Mole House, Kennet House

Other freeholders: Nos 288 to 240 Edgware Road

In addition to c139 homes, the site also includes retail units, market storage and basement parking and market pitches in front of these buildings on Church Street



### The Four Options

Detailed background information was provided for each of the four options being consulted on, to enable residents to make a considered judgement on the merits of each option:

#### Option 1 – Maintenance

This option is the 'business as usual' option, with maintenance of buildings continuing at current levels. This option would see no change to the current situation for leaseholders and tenants. The maintenance of the buildings would include improvements in fire safety, electrics, doors and window works.

In this option, leaseholders would continue to contribute to major works and maintenance bills through service charges and tenants would also continue to pay service charges at existing levels.



Under Option 1, there would be no extra costs to leaseholders and no changes to tenancies or leases. However, there would be no new homes, no change to health and wellbeing facilities, no improvements to the market, shops or commercial space, and no improvements to roads and pavements.

### **Option 2 – Refurbishment**

Option 2 is the refurbishment option, with more improvements to homes being undertaken than Option 1.

Under this option, tenants would have their kitchens and bathrooms replaced and would have their heating and door entry systems upgraded based on need. Broadband would be upgraded for all residents and the outside of the buildings would be improved. Under this option, some major potential improvements, such as the installation of new lifts in certain blocks, while desired, were not technically possible.

Leaseholders, under Option 2, would continue to contribute to major works and maintenance bills through service charges, possibly at a higher rate than Option 1.

Option 2 would mean that tenants would receive improved kitchens, bathrooms and other utilities, but this option would deliver no new homes, no change to health and wellbeing facilities for the community, no improvements to the market, shops or commercial space and there would be no improvements to roads and pavements. Additionally, Option 2 would mean a higher cost for leaseholders.

### **Option 3 – Part redevelopment, part refurbishment**

Option 3 would see many of the buildings in Sites A, B and C replaced, and others undergoing refurbishment as in Option 2.

This option would deliver 1,167 new homes, 622 of which would be genuinely affordable. It would also deliver an improved market layout, with new spaces for shops and other commercial activity. The improved layout would allow for better storage and parking facilities, as well as an enhanced water and electricity provision.

Kennet House would be retained under this option, as fully redeveloping it is unlikely to deliver any more than the existing 60 homes and the building is in a reasonably good condition. The properties along the Edgware Road that fall within Site A and Site C are not within the freehold interest of Westminster City Council, therefore would not be replaced or refurbished.

Resident leaseholders in blocks selected for replacement would be guaranteed a new home in the Church Street area if they wished to return. Leaseholders in the refurbished blocks would contribute to the cost through service charges and major work bills in the same way as they would under Option 2. The amount paid would depend on the terms of their lease.

Council secure tenants in the blocks selected to be replaced would be offered a new home in the Church Street area that would be built to modern standards, economical to run, and comfortable to live in.

As mentioned above, Option 3 would deliver over 1,000 new homes, better green spaces and health facilities for the community, a significantly improved market and commercial space and better roads and pavements which make it easier for cyclists, pedestrians and drivers.

The new housing breakdown for Option 3 is as follows:

- Replacement council homes: 358
- New affordable homes: 264
- Market value homes: 545
- Total new homes: 1,167
- Total affordable homes: 622 (53% of total new homes)

#### **Option 4 – Full redevelopment**

Option 4 includes the replacement of all buildings in Sites A, B and C. This is the approach envisaged in the Church Street Masterplan.

This option includes the replacement of all buildings on Sites A, B and C, including the replacement of Kennet House and the Edgware Road properties, which would only be refurbished in Option 3.

Option 4 would deliver 1,601 new homes, 800 of which would be genuinely affordable. It would also deliver an improved market layout, with new spaces for shops and other commercial activity. The improved layout would allow for better storage and parking facilities, as well as an enhanced water and electricity provision.

Resident leaseholders in blocks selected for demolition would be guaranteed a new home in the Church Street area if they wished to return. Council secure tenants in the blocks selected for redevelopment would be offered a new home within the regeneration area that would be built to modern standards, economical to run and comfortable to live in.

This option would deliver more homes than anticipated in the Church Street Masterplan. The housing breakdown is as follows:

- Replacement council homes: 412
- New affordable homes: 388
- Market value homes: 801
- Total new homes: 1,601
- Total affordable homes: 800 (50% of total new homes)

## 4. Summary of previous Masterplan and Priorities Consultations

Two recent consultations have underpinned and influenced the Site Options Consultation detailed in this report. These consultations are:

### **Masterplan Consultation:**

In October 2017, Westminster City Council launched a consultation around the draft Masterplan for the Church Street area. The Masterplan Consultation was originally intended to run for four weeks, but was subsequently extended to seven weeks.

The consultation was widely publicised, to ensure maximum awareness and included a permanent exhibition at 99 Church Street. Extensive outreach to local groups and organisations was pursued, involving a number of presentations and meetings.

All of the consultation material, including feedback forms, exhibition boards, and other such materials were made available online, to ensure maximum exposure across all channels.



The consultation was effective in reaching large numbers of local stakeholders. In summary:

- 350 residents viewed the consultation exhibition
- A further 360 residents were engaged with via outreach events
- Seven local schools were visited
- 120 completed feedback forms were returned
- 152 comment cards were received
- 3,400 people visited the consultation website
- 6,000 copies of newsletters and a Masterplan summary document were distributed around Church Street

The key feedback given during this consultation was:

- The delivery of new homes in Church Street was identified by a majority of respondents as being the most important element of the masterplan
- 54% of respondents supported higher residential density in the area
- Respondents welcomed the proposed mix and balance of different types and tenures of homes
- 75% of respondents stated that they felt that the current Church Street Market layout could be improved
- 80% of the respondents showed support for a Health and Wellbeing Hub on Lisson Grove

Following this consultation, and taking account of the detailed feedback received from local stakeholders, the Masterplan was adopted by Westminster City Council as a vision that will guide the economic growth and physical development of the Church Street area for the next 15 – 20 years.

The Masterplan Consultation report is provided as Appendix 1.

### **Priorities Consultation**

In November and December 2018, Westminster City Council returned to the local community, to ask if the key themes set out in the Masterplan, continued to be the community's key priorities to be addressed by any regeneration of the area. These key themes were:

1. The delivery of more homes, particularly affordable homes
2. Improved health and wellbeing outcomes for the community
3. Better shops and a more vibrant Church Street Market
4. Improved connectivity, both within Church Street Ward and with neighbouring areas

The consultation ran for four weeks, beginning with a workshop for 'engaged residents' on 27 October 2018. 27 residents attended this workshop and gave clear indications of what their priorities were for each site.

The consultation included a permanent exhibition at 99 Church Street, community outreach, specific events for some individual blocks, door knocking and an online questionnaire. 162 responses were received in total.

Respondents were asked to rank their priorities for Church Street, in order of importance:

- 71% identified that providing new homes was one of their priorities in the regeneration of Church Street
- 57% identified Health and Wellbeing as one of their priorities in the regeneration of Church Street
- 48% identified supporting the shops and retail market in Church Street as one of their priorities
- 35% of respondents said improving access was one of their priorities

Overall, the Priorities Consultation reaffirmed that the key themes set out in the Church Street Masterplan remained the community's key priorities for the future regeneration of Church Street.

The Priorities Consultation report is provided as Appendix 2.

## **5. Site Options Consultation: promotion, activity and headline feedback**

From the outset, Westminster City Council has been committed to holding an open and transparent consultation process on the site options for Sites A, B and C. This included numerous consultation events and drop ins, on-going discussions with the identified engaged residents, and positive engagement with residents and businesses.

Westminster City Council adopted a responsive approach to the consultation process, explaining from the start that, when feedback indicated that, for example, elements of the proposals needed more explanation, or that certain parts of the community needed specific targeting to ensure that they fully participated in the consultation, steps would be taken to address this.

The consultation was initially planned to last 6 weeks, a duration that was agreed by Westminster City Council officers. However, in order to maximise the number of residents reached and to acknowledge a request from local ward councillors the consultation was subsequently extended by a further two weeks. As a result, the consultation ran from 7 March 2019 to 30 April 2019.

The consultation was widely publicised to ensure maximum awareness, with numerous publicity methods employed by Westminster City Council to reach the maximum number of residents as detailed below.

### **Publicity:**

- 6,000 copies of invitation flyers were sent to residents and businesses in the whole Church Street Ward. The flyer listed the dates of the exhibition and drop-ins (Appendix 3)
- 160 posters were displayed on noticeboards across the Church Street area from April (Appendix 4)
- Community stakeholders had posters displayed on their windows and flyers were left with the consultation details
- A website detailing the options and giving an opportunity to fill in the feedback form went live before 7 March and can be found here: [Churchstreet.org](http://Churchstreet.org)
- Engaged residents were sent a letter inviting them to a launch workshop on 14 March
- Tenants in Sites A, B, C were sent letters inviting them to specific events aimed at residents of the sites
- Leaseholder letters were sent to all leaseholders in Sites A, B and C, inviting them to events aimed at them and their concerns
- A letter was sent to all tenants, inviting them to a Tenants Policy drop-in event
- Invitation e-mails were sent to resident's associations, the neighbourhood forum, schools, Councillors, the MP, business forum, Church St Library, community organisations, Central Area Panel, and various youth clubs
- Invitations were sent to market traders, inviting them to a dedicated market traders' lunch
- Invitations were sent to business within Church Street, inviting them to a dedicated business breakfast event

- A pop-up stall was set-up in Church Street Market on 16 April 2019. 50 passers-by picked up leaflets about the consultation and detailed conversations were held with 10 residents
- 600 copies of a flyer promoting the extension of the consultation were distributed

### **Further publicity**

In addition to communications issued by Westminster City Council's Regeneration Team, a number of third parties all issued relevant communications during the consultation:

- PPCR (independent resident's advisors) sent out a leaflet about their services and promoted the drop-in sessions at the various exhibitions.
- The Church Street ward councillors sent out a flyer with information about the consultation on the front page
- A separate consultation was undertaken by Westminster City Council, which partly overlapped with the Priorities Consultation, on its 'Policy for Tenants in Housing Renewal Areas'.
- Hafs Academy mentioned the consultation after Friday sermon in early April
- St Pauls Church displayed a number of posters promoting the consultation

### **Permanent exhibition – 35 Church Street**

Throughout the consultation period a public exhibition was open every weekday between 10am and 4pm at 35 Church Street. The consultation boards (Appendix 5) were on display and all consultation materials including the detailed booklet (Appendix 6) and the wooden model were available.

The exhibition was staffed by members of the consultation team who were on hand to answer any questions and help people fill in the questionnaires (see below) so they could give their feedback.



The exhibition was advertised in all publicised material and from the second week of the consultation window vinyls were added to 35 Church Street to attract passers-by.

A total of 236 people attended the exhibition at 35 Church Street, between 7 March 2019 and 30 April 2019.

### **Permanent exhibition – 99 Church Street**

The exhibition was relocated from 35 Church Street to the Regeneration Base, 99 Church Street, for the final two weeks of the consultation (17 April – 30 April 2019).



### **Themed drop-in sessions**

There were various drop in sessions throughout the consultation based around the identified key priorities of the community. These were homes (2 attendees, 21 March 2019), health and wellbeing (5 attendees, 28 March 2019), making connections (2 attendees, 4 April 2019) and shops and market (5 attendees, 11 April).

These themed drop-in sessions took place at 35 Church Street and happened on weekday evenings between 4pm and 7pm.

They were staffed by members of the Westminster City Council Consultation Team and each session was also supported by a relevant specialist member of the MDCT, to answer any in-depth questions residents may have.

### **Other drop-in sessions**

There were also drop-in sessions that were aimed at specific groups or stakeholders in the Church Street area.

Three drop-ins were held at 35 Church Street aimed at leaseholders and their concerns. It had been identified that this was a key group to reach both in terms of communicating their rights and options as part of any redevelopment and to hear their views from the perspective of a leaseholder. In total, 18 leaseholders attended these drop-ins, 13 attendees on 25 March 2019, 2 attendees on 1 April 2019 and 3 attendees on 8 April 2019. There was a traders' lunch held on 4 April 2019 at 35 Church Street for market stall traders where they heard a small presentation and had a chance to give their views and ask questions. 20 traders attended this lunch. (Appendix 7)

There was also a business breakfast for all business people in the area at 35 Church Street. 3 local business owners attended this breakfast. (Appendix 8)

In addition, other drop in events were held at other locations in order to reach specific audiences.



Drop-ins were held at the Church Street Library on 18 March (no attendees), Portman Early Childhood Centre on 2 April 2019 (2 attendees), Westminster Adult Education Services on 23 April 2019 (5 attendees) and 30 April 2019 (2 attendees)

and Gateway Academy on 20 March 2019, at which a number of parents identified their priorities for the Church Street area.

### **Workshops**

There were five workshops held across the consultation period, with two taking place on Saturdays and the rest on weekdays.

Two of these workshops were specifically aimed at identified engaged residents who were invited by written invitation. These workshops were attended by the architects as well as the consultation team and residents had an opportunity to look at and discuss the options in detail.

32 engaged residents attended workshops on 20 March 2019 – 18 residents attended a lunchtime workshop and 14 residents attended an evening workshop.

General questions were taken, before participants split into separate groups for further discussions.

While attendees at this lunchtime workshop did not make any specific comments on the individual redevelopment options, they did indicate strong overall support for redevelopment in Church Street.

Several Kennet House residents attended the evening workshop – this group was very keen to communicate their opposition to the redevelopment of Kennet House and, as a result, their preference for Option 3.



The key issues raised during these discussion sessions were:

- New homes on Church Street need to be sound insulated. The market is very noisy and this impacts negatively on residents
- A request that any new buildings are not too tall. In particular, participants were keen to protect daylight levels in existing buildings and on the streets
- One participant noted a strong opposition to studios and expressed the hope that, while she currently lived in a studio, she would be rehoused in a one-bedroom flat
- Whether tenants/leaseholders would be offered the same size homes
- How the room sizes of new homes will compare with current properties
- The market needs to be retained and improved
- Amenity space – both public and private – is very important
- How will the roads be improved and parking issues be addressed?
- There should be no communal heating systems. Every home should be able to control its own heating
- What is the timing for this – when will I have to move

- Will it be one move only and will I move into a new flat?
- Green spaces, small parks and picnic areas are very important
- Layout and design of the new homes is of central importance

There were two further workshops which were open to all residents across Sites A, B and C. These were, again, attended by the architects as well as the consultation team. These workshops were attended by four and nine residents respectively.

There was one workshop aimed particularly at young people who were still at school. This achieved a good turnout of 12 people. 3 of the young people who attended live in Site C, Church Street, and all the others live in Church Street Ward.

While the attendees at the young people's workshop did not make any specific comments on the individual redevelopment options, they did indicate strong overall support for redevelopment in Church Street.

Key themes raised by the young people included:

- **Homes.** These must be well designed and spacious. They must be accessible to older people and people with disabilities and have lift access. Priority must be given to existing Church Street residents. Outdoor space, both in terms of balconies and park areas, is very important. The regeneration should provide an opportunity to rehouse local homeless people
- **Shops and Market.** All the young people shop in the market – mainly for clothes and food. They'd like a greater selection of stalls and a better range of hot food options. They want the market to look better. They welcome the idea of more shops but are keen to ensure that existing retailers can return to any new scheme. They would like a larger supermarket and one further supermarket as well. Several noted that they would like to work on Church Street, either in holiday jobs or permanently
- **Health and Wellbeing.** The provision of more (affordable) clubs for young people was particularly highlighted. They also want dedicated outdoor play areas. There was some debate about the Health and Wellbeing hub – whether this was in the right place, large enough to accommodate all the uses proposed and whether it might inconvenience immediate residential neighbours. The provision of additional places of worship should be considered

- **Getting Around.** Much of the discussion focused on areas outside the current development sites, but the key themes were that connectivity and safety needs to be improved generally in the area. More zebra crossings are needed. Pedestrians and bikes should be encouraged. There were mixed messages about cars – concerns about air pollution, but also a number of people wanting to ensure that, if they got a car, they would be able to park it. There was also discussion about construction traffic impact – particularly on local schools and neighbours



### **Other meetings**

During the consultation members of Westminster City Council's consultation team met with local ward councillors and representatives of a number of local organisations and interested groups, including the Church Street Ward Neighbourhood Forum, Westminster City Council Library Services and Tenants and Residents Associations (TARA).

### **Online**

A website has been operational since the start of the consultation which gives detailed information about the background of this consultation and of the options being consulted on. It includes an online version of the questionnaire which gives people the opportunity to give their comments. The web address was advertised in all consultation publicity and literature.

There have been 193 unique users to have visited the website and they have visited an average of 2.6 pages.

### **Door knocking**

Throughout the consultation, Westminster City Council's Regeneration team has made proactive efforts to meet all residents within Sites A, B and C. Specifically, the team has called at all the addresses in Sites A, B and C, as identified below:

- The first round of door knocking targeting residents and businesses on sites A, B and C started on Tuesday 12 March. The door knocking aimed to encourage residents to attend the exhibition and fill in the survey
- The second round of door knocking targeting residents and businesses in Sites A, B and C and started on Monday 18 March
- The third round of door knocking targeting residents and businesses in Sites A, B and C and started on Monday 25 March but was stopped on Wednesday 27 March, due to a number of people complaining about the high volume of materials and door knocking. Instead the team set up a market stall outside the Tesco's on Church Street on 2 April 2019 to create a 'pop up' consultation event. The team engaged with 15 residents during this pop-up session



- Targeted door knocking for Arabic residents on Monday 8 April at Site A, where 10 surveys were completed
- During the consultation, representatives from Westminster City Council directly called at 598 properties in Sites A, B and C and knocked more than once at 188 properties
- 21 residents specifically indicated that they did not want to be contacted via door knocking

### **Feedback form**

The feedback form can be found in Appendix 9a. It has been available at every event and drop in, as well as at the permanent exhibition at 35 Church Street. It has been accessible online throughout the consultation and the door knocking across Sites A, B and C has been aimed at getting residents to fill in the feedback form, when necessary with the assistance of the consultation team.

At the start of April, it was decided that the length of the feedback form was putting some residents off from filling it in. Also, only a small minority of respondents were completing all the questions – a majority were only answering a smaller number of questions that they identified as being directly relevant to them and their interests.

Therefore, for the last three weeks of the consultation a shorter and simpler feedback form was used (Appendix 9b). This is reflected in the results section of this report as some questions do not have as many responses as they were removed from the shorter feedback form.

### **Wider publicity**

Westminster City Council issued a press release about the consultation. This generated coverage in the [Ham&High](#), which included a comment from Cllr Matt Noble, Church Street ward councillor, suggesting there is not enough provision for affordable housing within the proposals. Coverage was also generated in WestminsterXtra (Appendix 10).

A detailed timetable, identifying all the individual consultation events, is provided as Appendix 11.

## 6. Detailed consultation responses

This chapter summarises the feedback received during the site options consultation.

In total, written feedback was provided by 165 local residents and other stakeholders.

### **Demographic information**

Respondents were asked to give demographic information about themselves when filling in the questionnaire about what they thought of each option. 134 of the 165 respondents agreed to give demographic information about themselves. The results were as follows:

<b>Age</b>	<b>Response Percentage</b>	<b>Response Total</b>
18-24	2.2%	3
25-29	8.2%	11
30-34	5.2%	7
35-39	10.4%	14
40-44	6.0%	8
45-49	11.2%	15
50-54	11.9%	16
55-59	6.0%	8
60-64	6.7%	9
65-69	10.4%	14
70-74	6.0%	8
75-79	5.2%	7
80-84	9.0%	12
85+	1.5%	2

<b>Gender</b>	<b>Response Percentage</b>	<b>Response Total</b>
Male	41.0%	55
Female	58.2%	78
Non-binary	0.7%	1
Prefer not to say	0.0%	0



<b>Ethnicity</b>	<b>Response Percentage</b>	<b>Response Total</b>
Asian or Asian British - Bangladeshi	10.5%	14
Asian or Asian British - Indian	3.0%	4
Asian or Asian British - Pakistani	0.8%	1
Asian or Asian British - Chinese	2.3%	3
Asian or Asian British - Any other Asian background	5.3%	7
Black or Black British - African	3.8%	5
Black or Black British - Caribbean	2.3%	3
Any other black background	0.0%	0
Mixed: White and Asian	0.0%	0
Mixed: White and Black African	1.5%	2
Mixed: White and Black Caribbean	0.8%	1
Any other mixed background	0.0%	0
White - British	27.8%	37
White - Irish	0.8%	1
White - Eastern European	2.3%	3
White - Western European	5.3%	7
Any other white background	3.0%	4
Arab	25.6%	34
Any other background	5.3%	7

### **Building and tenure information**

Visitors to the exhibition represented the following resident/tenure groups:

Live in Church Street Ward	161
Tenants	97
Leaseholders	50
Business owners	38

The addresses of those residents completing the feedback form can be broken down as follows:

<b>Sites A, B and C resident</b>	<b>Gayhurst and 6-12 Lilestone Street resident</b>	<b>Business owners</b>	<b>Living outside of the masterplan sites</b>	<b>Total</b>
100	12	16	32	165

### **Option feedback summary**

Residents and other stakeholders were encouraged to complete a standard feedback form to give their comments on the four options. This form was available at every event and drop in, as well as at the permanent exhibition at 35 Church Street.

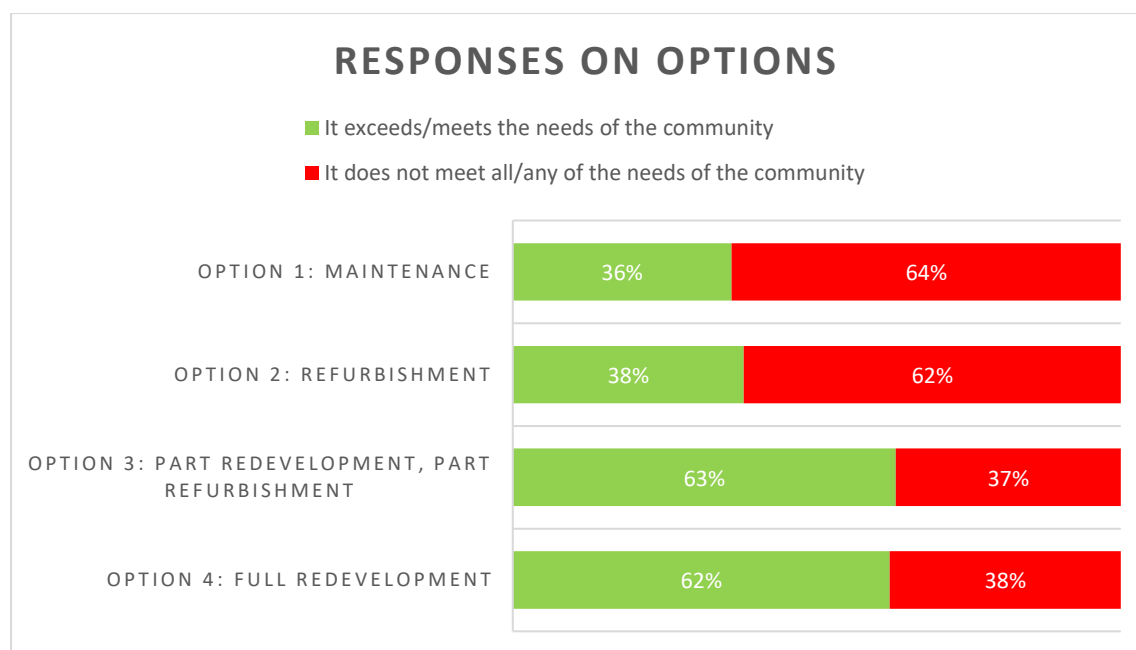
It has been accessible online throughout the consultation and the door knocking across Sites A, B and C has been aimed at getting residents to fill in the feedback form, when necessary with the assistance of the consultation team.

At the start of April, it was identified that the length of the feedback form was putting some residents off filling it in. Therefore, for the last four weeks of the consultation, a shorter and simpler feedback form was used. This shorter form excluded detailed questions about respondents' views on each separate option, and instead focused on asking for more general views on each option. Respondents continued to be provided with the opportunity to give qualitative comments on each option, should they wish.

As a result, the number of respondents replying to the more general question - asking whether, thinking about each option for Sites A, B and C, they thought the option exceeded, met, didn't meet all or didn't meet any of the needs of the community - is significantly larger than the number of respondents giving more detailed comments on each individual option.

144 respondents answered the more general question and results for each option were as follows:

Option	Exceeds or meets needs of the community	Doesn't meet all/any of the needs of the community
Option 1 - Maintenance	45 (36%)	79 (64%)
Option 2 - Refurbishment	45 (38%)	75 (62%)
Option 3 - Partial redevelopment	76 (63%)	45 (37%)
Option 4 - Full redevelopment	74 (62%)	45 (38%)



## Option specific feedback

In the original, longer feedback form (which continued to be available on-line throughout the consultation) respondents were also asked to give their view on how each option meets the four identified key priorities of the community. They were asked if they were very satisfied, fairly satisfied, dissatisfied, very dissatisfied or neither satisfied nor dissatisfied for how each option delivered on each priority.

As identified above, a smaller number of respondents provided this more detailed, option specific feedback. Despite this, the responses given to the more detailed questions and the responses given to the more general question are very much in line. In both instances, a clear majority of respondents indicated a preference for a redevelopment option.

An analysis of responses given to the more general question, which attracted more responses overall, indicates a similar level of support for Options 3 and 4. An analysis of the more detailed questions, which were answered by a lower number of respondents, continues to show a clear preference for redevelopment of Sites A, B and C, but with Option 4 – Full redevelopment, being the most supported approach and with slightly less respondents favouring Option 3 – Partial redevelopment. However, this apparent preference does need to be considered in the context of the lower respondent numbers.

The feedback received on the more detailed questions is provided below:

### Option 1 – Maintenance

	Very/fairly satisfied	Neither satisfied nor dissatisfied	Fairly/very dissatisfied
Homes	20 (31%)	9 (14%)	35 (55%)
Health and Wellbeing	23 (36%)	8 (13%)	32 (51%)
Shops and Markets	21 (34%)	7 (11%)	34 (55%)
Getting around	26 (41%)	9 (15%)	27 (44%)

Some examples of comments made about Option 1 - Maintenance:

- Option 1 would be the best as it won't affect my home and business
- It avoids disruption and the need to move
- Perhaps an inadequate strategy in the long term
- No enough is going to be done to homes in Option 1
- The area would remain the same which is not what we want
- A non-viable option. It provides no forward momentum for future improvement and development

## Option 2 – Refurbishment

	Very/fairly satisfied	Neither satisfied nor dissatisfied	Fairly/very dissatisfied
<b>Homes</b>	28 (44%)	8 (12%)	28 (44%)
<b>Health and Wellbeing</b>	24 (40%)	10 (16%)	27 (44%)
<b>Shops and Markets</b>	22 (36%)	14 (23%)	25 (41%)
<b>Getting around</b>	25 (41%)	11 (18%)	25 (41%)

Some examples of comments made about Option 2 - Refurbishment:

- Better than nothing
- Better lifts, new bathrooms
- I like this option because it causes less disruption
- Misses an opportunity to make things much better
- No more homes available
- This would be a half-hearted step forward, not sufficient to update the area for the needs of the residents and commercial units
- Refurbishment would be inappropriate for Blackwater house
- No
- Option 2 would be the quickest way to improve the area, especially as I am 79 years old and have disabilities and limited mobility
- I'm 87 and as a leaseholder I can't afford the improvements needed in Option 2. I will have to sell and maybe become a tenant. I have to move soon, I can't manage the stairs anymore and can't get in the bath safely. These homes do need to be changed

## Option 3 – Partial redevelopment

	Very/fairly satisfied	Neither satisfied nor dissatisfied	Fairly/very dissatisfied
<b>Homes</b>	31 (54%)	9 (16%)	17 (30%)
<b>Health and Wellbeing</b>	29 (54%)	8 (15%)	17 (31%)
<b>Shops and Markets</b>	30 (55%)	5 (9%)	20 (36%)
<b>Getting around</b>	28 (52%)	9 (17%)	17 (31%)

Some examples of comments made about Option 3 – Partial redevelopment:

- New homes, new everything, better quality
- The neighbourhood would be nice and better, good-looking
- Bring in customers as it will look more appealing area from residents and look
- As a resident of Kennet House I would be happy to retain my home and not have the stress of moving
- Good
- The thought that this option offers more homes, modernisation to some buildings, more green spaces and a fresh new look to the area is very welcome and should appeal to most residents
- As it can affect the resident and business owners I'm against the idea
- No. There is nothing I like about Option 3

- I think this is a pretty stupid option quite frankly: either redevelop or don't...half-measures won't work
- We will have to move
- Does not maximise on the potential number of homes that could be built
- This would disrupt people's businesses and homes and may take a long time. I want my business to run as usual and for other people's homes to be guaranteed to be replaced
- Get it done!
- Option 3 would be good if the council ensure that current residents are treated fairly and are well looked after

#### Option 4 – Full redevelopment

	Very/fairly satisfied	Neither satisfied nor dissatisfied	Fairly/very dissatisfied
<b>Homes</b>	40 (70%)	3 (5%)	14 (25%)
<b>Health and Wellbeing</b>	35 (64%)	6 (11%)	14 (25%)
<b>Shops and Markets</b>	37 (67%)	5 (9%)	13 (24%)
<b>Getting around</b>	32 (59%)	9 (17%)	13 (24%)

Some examples of comments made about Option 4 – Comprehensive redevelopment:

- The great part of the full redevelopment is it will maximise the housing stock in this area
- It will be a good looking area with new people
- The area would become safer, neater and pleasant. I would no longer be afraid when walking around there. In addition, we would get nice restaurants and shops so I could start shopping and going out in the area
- I really like it and think this is the right next step for Church St
- No. It would mean total disruption and an inability to buy a new property in the same area. For those residents who are elderly, it has been a very traumatic and worrying time as most are confused and feel ill-informed
- Can't think of anything I like about this option
- It vastly increases the density of population on these three sites to an unacceptable level. The wooden model already shows this to be the case with buildings far taller than they are at present and the loss of outside space on all three sites. It forces Leaseholders on these three sites out of their homes unless they are willing to take on substantial future financial burdens and possibly the ability to leave their Leasehold properties to their children for their enjoyment
- I am sad to see the library is being demolished as it is less than a decade since it was completely rebuilt
- Need a one bedroom flat because of mental health issues. New homes will improve security in the area
- This has not been thought through and has left many residents feeling ostracised and utterly confused
- I believe Option 4 is what the area really needs. Church Street and the area surrounding it is in need of modernisation

- Great opportunity to transform Edgware Rd and the rest of the affected site. Huge impact on market and shops. Also, a great opportunity to be creative with design and build



## **7. Feedback from specific stakeholder categories**

### **Residents**

Many residents expressed support for change while also communicating concern about the level of disruption and the impact this would have on them individually and on the community.

A key theme from discussions with residents was frustration at the perceived slow pace of change, linked with the fact that the uncertainty that this created was unsettling. A number of residents questioned why the council was consulting on Options 1 and 2, when they understood that the Masterplan had laid the foundations for comprehensive regeneration in Church Street.

Within the individual buildings in Church Street Sites A, B and C, a majority of the residents who took part in the consultation acknowledged that these buildings were no 'longer fit for purpose'.

They specifically cited issues with:

- access
- heating and ventilation
- anti-social behaviour

However, there was a strong view, communicated by a number of residents living in Kennet House (where there was an active campaign to resist any option based on demolition of this building) that this building had merit, that those living there wanted to stay and that it should be retained.

### **Social tenants:**

Where residents were social tenants, concerns were primarily focused on when they might have to move and exactly what alternative accommodation they would be offered.

A number of social tenants were very specific in their questioning, seeking specific information about the blocks that they might move to and the precise sizes of any new homes, should Options 3 or 4 be chosen, for example.

Besides an inevitable concern about moving, some older residents were specific in saying their existing homes were not suitable:

- The lack of lift access
- Unable to bathe
- Difficulties using their toilets
- The heating system

The breakdown of answers for each option from those who identified as Westminster City Council tenants is as follows:

<b>Westminster City Council tenants</b>	<b>Exceeds or meets needs of the community</b>	<b>Doesn't meet all/any of the needs of the community</b>
Option 1 - Maintenance	22 (42%)	31 (58%)
Option 2 - Refurbishment	18 (37%)	31 (63%)
Option 3 - Partial redevelopment	36 (73%)	14 (27%)
Option 4 - Full redevelopment	32 (68%)	15 (32%)

### **Leaseholders:**

While there was a balance of views amongst leaseholders between those who supported redevelopment, and those who wish to remain in their current home – and therefore favour either Option 1 or Option 2 – many recognised that redevelopment was likely to be progressed.

Given this, the majority of conversations with leaseholders focused on the financial arrangements that would be offered to them, should Options 3 or 4 be chosen.

In general, they wanted more, specific financial details (above and beyond that provided in the Westminster City Council policy) and a better understanding of exactly which properties in Church Street might be available to them in the future, and at what costs.

Alongside this, several leaseholders raised issues relating to the valuations of existing homes:

- Westminster Community Homes have undervalued my flat! .... The Council needs to be more transparent and fair on their valuation and allow leaseholders to see, how they come to valuation. Allow leaseholders to see the valuation report

The breakdown of answers for each option from those who identified as resident leaseholders is as follows:

<b>Resident Leaseholders</b>	<b>Exceeds or meets needs of the community</b>	<b>Doesn't meet all/any of the needs of the community</b>
Option 1 - Maintenance	8 (50%)	8 (50%)
Option 2 - Refurbishment	8 (50%)	8 (50%)
Option 3 - Partial redevelopment	6 (40%)	9 (60%)
Option 4 - Full redevelopment	7 (44%)	9 (56%)

### **Private tenants:**

A number of Private tenants living in the blocks affected by Options 3 and 4 were supportive in principle but were naturally concerned about their future housing. They are waiting for more detail and a clearer idea of the timescale of any redevelopment options.

One tenant specifically warned against gentrification but nevertheless believed the existing buildings are poor and supported Options 3 and 4, providing good quality design and construction are delivered.

In addition to Westminster City Council engaging with residents during this site options consultation, residents were also supported by Independent Residents Advisors (PPCR). PPCR were present at a number of consultation events, and also held their own, separate events.

The breakdown of answers for each option from those who identified as private tenants is as follows:

Private tenants	Exceeds or meets needs of the community	Doesn't meet all/any of the needs of the community
Option 1 - Maintenance	2 (29%)	5 (71%)
Option 2 - Refurbishment	1 (14%)	6 (86%)
Option 3 - Partial redevelopment	5 (71%)	2 (29%)
Option 4 - Full redevelopment	5 (71%)	2 (29%)

### Businesses

Targeted efforts were made to consult with the Church Street business community and this included regular direct contact led by the Church Street-based regeneration team, targeted communications and a business breakfast event held at 35 Church Street.

Several businesses expressed support for Options 3 and 4. But there was a request for early planning to enable intermediate leases, of 10 years, to be granted and to allow businesses relocating in the area to have some certainty for business planning purposes.

Additionally, in conversations with business representatives, the following issues were raised:

- Frustration that the delays to agreeing the regeneration option/timetable meant that Westminster City Council is not granting new leases. As a result, businesses cannot forward plan or make investment
- Concern about antisocial behaviour in the Church Street area and the impact of this on local businesses
- Questions were asked about future rent levels, with several business representatives indicating that rent increases would be problematic and asking if there would be transitional arrangements
- Questions about whether all current businesses would be offered space in any new redevelopment at Church Street
- Concerns about disruption during construction

- Several business representatives stressed the importance of Church Street market to the economic well-being of the area
- Questions were asked about how the regeneration proposals could contribute to attracting new customers to the area, for example by introducing more office workers
- The need to develop Church Street as a destination was highlighted by several businesses

The breakdown of answers for each option from those who identified as business owners is as follows:

<b>Business owners</b>	<b>Exceeds or meets needs of the community</b>	<b>Doesn't meet all/any of the needs of the community</b>
Option 1 - Maintenance	5 (50%)	5 (50%)
Option 2 - Refurbishment	6 (60%)	4 (40%)
Option 3 - Partial redevelopment	7 (64%)	4 (36%)
Option 4 - Full redevelopment	7 (64%)	4 (36%)

### **Market Traders**

Church Street market traders have been the focus of a number of separate consultations over recent months. As a result, several felt that they had already given their views and were reluctant to engage in detail with the site options consultation.

Despite this, a good proportion of market traders was engaged with during the consultation process. In addition to direct contact led by the generation team based at Church Street, a number of market traders visited the exhibition at 35 Church Street and 20 traders attended a Church Street market launch event.

The key issues raised by market traders were:

- Requests for improved facilities, including power and water, storage, toilets and welfare facilities and for some of these issues to be addressed quickly, such as the toilet facilities
- Concern that the nature of the market might change fundamentally with many current market traders no longer being “welcome”
- Some concern about the potential future layout of the market, with a number of traders indicating that they do not like back to back stalls
- Questions were asked about how the market would continue to be managed/operate during any construction period, with some market traders concerned that they may be required to relocate their stalls on one or more occasion

- Several traders were keen for the Council to involve traders, and use their experience, in the planning of the market layout when any major work was being done

## **8. Issue specific feedback**

In addition to feedback provided by residents and other stakeholders on how each option addresses the priorities that have been identified for the future regeneration of Church Street, consultees raised a number of other issues. These themes were raised in written responses, during workshops or in more informal conversations with residents at the exhibition and at events. None of these were individually raised by a majority of consultees but they have been broadly listed below with the most regularly raised themes first and lesser raised themes towards the end of the list.

### **The Vision for the Future**

A number of respondents expressed their desire for a stronger, more diverse business and residential community in the future. This included seeing Church Street become a “destination”, a location for tourism and the stronger economy that would help create. These comments were based on a positive view of the existing community, its history and traditions, its diversity and energy.

- Church Street has a rich, cultural and historical heritage. It has huge potential for regeneration as a cultural enclave in time for 200-year celebration (1830-2030 Hay Market)
- I would like to see the vision for the Church Street area realised. I think it would enhance the area and quality of life in the area.
- It's a visionary plan which would hugely enhance and improve the standard of living in our area

### **Timetable**

Many consultees expressed frustration at the pace of regeneration in Church Street. There was a widely held feeling that a consultation that included maintenance and refurbishment options was a ‘step backwards’.

Residents, particularly leaseholders, were frustrated by not knowing what was going to happen and when they might need to move.

Several business owners communicated the same view, indicating that the lack of a clear timetable meant that they were not able to make investment decisions.

### **Trust in the Council**

Residents raised a number of issues where they wanted some form of guarantee from the Council as to its offers of rehousing, tenure and costs in the future. At the same time, support for the compensation offer was expressed.

Perhaps the biggest concern is about where and what residents will be offered. There is a view that key principles need to be set out in a stronger form than at present.

The Council's ability to finance the project through to completion was raised in workshops and individual conversations at the exhibition. Generally, residents understood the need for sales or market rentals to finance the replacement social and affordable homes.

There is a relatively high level of trust in the Council's proposals for change but understandable concern about the impact of the potential changes on people as individuals, hence the pressure for firmer commitments from the Council.

### **Market and retail**

Many consultees indicated support for the Church Street market and a strong desire to see it retained and improved.

Several respondents noted that the market could be tidier and would benefit from a better range of stalls, while retaining most of the current offer. A small number of consultees suggested that the market should be covered.

Several, predominantly younger, consultees, noted that they would like to see more High Street shops on Church Street, while a larger number of consultees stressed the importance of retaining a more 'independent' feel to the retail on Church Street.

Supermarket provision was raised as an issue by a number of consultees. It was identified as being essential that the existing Tesco remains on Church Street – and ideally that it should be larger. A number of consultees also requested that two separate supermarket brands should be provided on Church Street.

### **Kennet House**

In the early part of the consultation 'Save Kennet House' posters were put up in the block. Several consultees argued forcefully that Kennet House should be retained. These were mainly, but not wholly, residents of Kennet House.

"Kennet House is fine as a whole"

### **Anti-social behaviour**

The issue of anti-social behaviour in Church Street was raised by many consultees.

In some cases, the design of the current buildings encourages anti-social behaviour. Several local business owners noted the absence of CCTV in Church Street.

### **Provision for young people**

This was an issue raised by a number of consultees. In particular, there was concern that a number of amenity spaces could be lost under Option 3 and 4 but that as currently proposed they do not seem to be replaced.

Additionally, a number of younger consultees highlighted a lack of youth focused spaces, particularly affordable spaces in the Church Street area and requested that any future proposals should address this shortfall.

### **Church Street Library**

A number of consultees - and in particular, the Church Street Ward Neighbourhood Forum - argued that the library should be retained in its current location. The following arguments were put forward to support this view:

- The Library in its current location is the community hub of Church Street
- There is not enough room in the proposed new hub at Lilestone Street to accommodate the Library

- Relocation of the Library was not identified in the Masterplan

Some respondents who argued for the Library to be retained in its current location also suggested that Westminster Adult Education Service should be co-located.

### **Unit sizes/layouts**

Many consultees asked for a comparison between the proposed unit sizes in the new development and their current homes.

“I have heard the new flats will be smaller”.

Several consultees noted that they prefer flats with separate kitchens and living rooms.

### **Accessibility**

A number of consultees highlighted that they currently live in buildings with no lift access. All new buildings should have lift access.

### **Amenity space**

Some consultees expressed concern that the amount of amenity/play space in Church Street would be reduced as a result of these proposals.

The importance of providing more, and better quality, green space was stressed by a number of consultees and there were several requests for more information on this subject.

“The area needs gardens and flats with balconies”.

### **Heating and ventilation**

During workshops and in conversations with visitors to the exhibition, the issue of heating and ventilation was raised on several occasions.

Many of the current buildings suffer from poor cross ventilation, making them prone to damp. Communal heating systems mean that residents cannot control their own temperature levels - this increases costs - and the systems often break down.

There was a strong desire for new homes that are well ventilated and have independently controlled heating systems.

### **Development mix**

A small number of consultees questioned whether a residentially focused regeneration would benefit the area. They suggested that a greater mix of uses would contribute to a more diverse neighbourhood.

“The proposals are too residential ... only flats and residents – Church Street would lose its charm”



### **Development height**

While a majority of consultees did not make any comment on the proposed heights of new buildings, a small number indicated that they felt, as proposed, they are too tall.

Some consultees indicated that a maximum height of 4-5 storeys should be allowed, while others noted that the proposed heights would lead to over shadowing on Church Street.

### **Edgware Road retail**

Only a small number of consultees made reference to the Edgware Road retail frontages. When they did reference these frontages, there was a strong desire to retain the buildings between Church Street and Broadley Street. Some consultees indicated that the buildings between Church Street and Boscobel Street had little merit and could be redeveloped.

Other responses expressed a preference of Option 3 and the retention of the “Dutch style” properties on Edgware Road.



## 9. Written comments from key stakeholders

In addition to feedback received from via the feedback questionnaire, a small number of local stakeholders gave more detailed written feedback.

### **The Church Street Ward Neighbourhood Forum**

The Church Street Ward Neighbourhood Forum (CSWNF) provided a detailed written response. This response is given in full as Appendix 12.

CWSF noted that 'As neither Option 1 (Maintenance) nor Option 2 (Refurbishment) would meet statutory housing targets, CSWNF is only commenting on Option 3 and Option 4 for Sites A, B and C.

In addition to detailed comments on specific aspects of the proposals, their response stated that:

- Church Street Library must stay at the current location on Church Street where it has established such a successful presence as a community centre and hub of activity right in the centre of the ward
- CSWNF opposes Option 4 (full redevelopment) ... (it) would overdevelop these sites to an unacceptable density, bulk and height
- CWSNF therefore favours Option 3 (part redevelopment, part refurbishment)
- CWSNF strongly supports the proposal to retain and refresh Kennet House
- In our view, the proposed target of 35% of all new homes to be 'affordable', rising to 50% when including replacements, conflicts with the aim set out in the draft London Plan... the target of 50% of all additional (non-replacement) homes to be affordable (including intermediate rent) should be achievable
- Unfortunately, this consultation contains no suggestions as to replacement facilities for the youth of our ward... This oversight requires further consideration

### **Tenants and Residents Association (TARA)**

The majority of initial comments made by TARA, see Appendix 13, relate to the Lilestone Street site and are reported in the consultation report for that project.

However, their response specifically highlights that the original planning application for the Health and Wellbeing Hub on the Lilestone Street site does not identify this as being the site for the relocated Church Street Library. They also note that the Masterplan clearly identified 'a community hub on site B, at the current location of the Church Street Library'.

### **Church Street Ward Councillors**

The three Church Street Ward Councillors, Aicha Less, Matt Noble and Aziz Toki submitted a detailed written response. This is provided in full as Appendix 14.

The ward councillors stress their view that there are too many services proposed for the Lilestone Street Hub and the loss of green space outside the Greenside Community Centre.

They say that 'the library should retain its own discrete site on Church Street itself. Church Street should not just be for retail/hospitality'.

They raised concerns about the future location of Westminster Adult Education Services, stating that this must remain in Church Street Ward.

The councillors request that, if either Option 3 or 4 is selected, current Church Street residents must be given priority over the social and intermediate homes that are built. Leaseholders who wish to remain must also be supported to do so.

On balance, the councillors favour a modified version of Option 3, noting that this would retain the Dutch gabled frontage on Edgware Road and Kennet House. However, they raise concerns about the increased density and note that it is 'disappointing that the Council is not being more ambitious in its allocation of social and genuinely affordable housing'.

The councillors question the calculations put forward in the consultation in relation to social housing. They state that the 'figures should represent how many affordable homes are delivered on the uplift in numbers'.

Their response asks that Westminster City Council should not miss any future 'opportunity for further funding to provide proper socially rented or genuinely affordable homes'.

The councillors stress that more information is required on the provision and proper long term funding of youth facilities.

In conclusion, the councillors 'suggest a re-think of the proposals for Gayhurst House and 6-12 Lilestone Street'.

### **Parents of pupils at King Solomon Academy**

The academy provided written feedback, following an advice and information session held in March. This response is provided as Appendix 15.

The academy noted that attendees at the session had 'very passionate thoughts and opinions'.

Specific issues raised included:

- A request for 'a clear time-line about when different relocations would take place...'
- Concern about what would happen to those residents living in temporary or privately rented accommodation

### **Local business owner**

A detailed response was submitted by an individual with a long-established business on Church Street (Appendix 16).

The majority of this response focused on the Church Street Masterplan, which this individual welcomed.

He also raised a number of issues about crime and anti-social behaviour in the area.

He stressed the importance of marketing the area: Church Street has 'the ingredients for one of the most attractive streets in London'.

Finally, he emphasised the importance of high quality architecture and suggested a competition focused on the rising generation of younger architects and designers.

## 10 Conclusion

The community in Church Street has been consulted on the regeneration of the area and other related issues on several occasions over recent years. This has led to a degree of 'consultation fatigue' and an evident frustration about a perceived lack of progress on delivering on past proposals, specifically the Futures Plan and, more recently, the Church Street Masterplan.

Despite this background, the Site Options consultation for Sites A, B and C generated good interest from within the Church Street community – both from residents living in the sites and from wider stakeholders.

Residents participated constructively in the consultation, spending time to consider and understand the options presented to them and to give thought-through feedback.

The consultation, both quantitatively through responses given via the feedback questionnaire, and qualitatively via the many conversations that the consultation team had with local residents and other stakeholders, clearly supported an option based on redevelopment of Sites A, B and C.

However, when asked for their overall views about whether the options exceed or meet the needs of the local community, Options 3 and 4 were almost tied as the preferred options with 63% and 62% respectively.

It was also clear that WCC tenants and private tenants in Sites A, B and C had a significant preference for Options 3 and 4, whereas resident leaseholders and business owners were more split between the four options. This perhaps reflects the fact that leaseholders want further reassurances about their financial position in the event of redevelopment before giving their support to this option.

While a minority of consultees indicated a preference for either Option 1 or Option 2, this was in part influenced by personal views about the perceived impact of any redevelopment option, and in many cases, an understandable desire to remain in their current home, rather than a careful consideration of each option, and how it delivers, against the priorities that the community identified as being their key requirements for the future of Church Street.

Overall, the feedback received in this consultation reflects the desire for redevelopment that the community has expressed in previous consultations. In the Masterplan Consultation in 2017, 54% of respondents supported higher residential density in the area and 71% of respondents in the Priorities Consultation of 2018 identified new homes as a key priority for the community.

Although the quantitative data does not show a clear preference between Options 3 and 4, when taking account of conversations at consultation events and written feedback from key stakeholders, those taking part in the consultation were more in favour of Option 3. This preference was expressed most clearly by residents of Kennet House who are amongst the most materially affected by the difference between Options 3 and 4.

However, it was mirrored in the feedback from both the Church Street Ward Neighbourhood Forum, who felt Option 4 would result in unacceptable density, and from the Church Street Ward Councillors who liked that Option 3 retained the Dutch gabled frontage on Edgware Road along with Kennet House. It was also felt by some that the inclusion of properties outside Westminster City Council's ownership introduced a level of uncertainty on timing and cost to Option 4 that could be avoided in Option 3.

The overwhelming message of this consultation was a desire from the Church Street community for change to be delivered.

The community recognised that this consultation was about identifying a preferred way forward. Once this way forward has been agreed, the consultation identified that the community wants to be involved in developing the detail of this option and that it is looking to the council to accelerate the pace of change in Church Street.

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