



**Resident and community consultation on:**

**Three Options for the future of  
Gayhurst House and 6-12 Lilestone Street  
and proposals for the development on the rest of the Lilestone  
Street and on the Orchardson Street site**

**7 March – 30 April 2019.**

**Consultation Report**



12 June 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 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 design team, led by JLL, to progress three separate options for the future of Gayhurst House and to progress design proposals for a new Civic Hub and additional residential development on rest of the Lilestone Street site and on the Orchardson Street site.

The three options proposed for Gayhurst House are:

**Option 1** – Maintenance.

**Option 2** – Refurbishment.

**Option 3** – Comprehensive redevelopment.

Extensive consultation was undertaken between 7 March 2019 and 30 April 2019, with the residents and businesses located within the Lilestone Street and Orchardson Street site, and with the wider Church Street community, specifically to inform Gayhurst House residents about the three options and to seek their views on the options based on the extent to which each option met the identified key priorities and to obtain more general comments on the emerging development proposals.

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 given.

Over the same period, a separate but linked consultation was undertaken, covering options the future of sites A, B and C, Church Street. The feedback given during this consultation is detailed in a separate report.



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

The consultation was successful in reaching residents across Church Street and all the key stakeholder groups in the area. The options for Gayhurst House and 6-12 Lilestone Street 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 three options for the future of Gayhurst House and 6-12 Lilestone Street as well as the plans for the rest of Lilestone Street and Orchardson Street.

The quantitative data shows that the community support Option 3 (full redevelopment) for Gayhurst House and 6-12 Lilestone Street with 57% of those answering this question saying it exceeds or meets the needs of the community. This is compared to 42% for Option 2 (refurbish) and 23% for Option 1 (maintain). However, it is worth noting that those who live in Gayhurst House or 6-12 Lilestone Street prefer Option 2 as they understandably want to avoid the disruption of redevelopment.

The written responses from key stakeholders indicate some misgivings about the plans for a community hub in Lilestone Street. The Church Street ward councillors and the Church Street Ward Neighbourhood Forum both indicate that they think this would be too many services bunched together. In particular, the current location of the Church Street Library in Site B is considered desirable.

Overall, the consultation has shown support for Option 3 for Gayhurst House and 6-12 Lilestone Street and its ability to deliver on the identified priorities of the Church Street community. It has also shown broad support for the plans for the rest of Lilestone Street and Orchardson Street with some specific concerns about the proposed community hub.

### **Demographics of the consultation:**

- 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.
- 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 feedback.

### **Wider responses to options for Gayhurst House and 6-12 Lilestone Street:**

- A group of 44 respondents gave feedback on the options for Gayhurst House and 6-12 Lilestone Street. This group favoured option 3 over options 1 and 2.
- Only 23% of those who answered on option 1 thought it exceeded or met the needs of the community.
- 42% of those who answered on option 2 thought it exceeded or met the needs of the community.
- 57% of those who answered on option 3 thought it exceeded or met the needs of the community.
- Examples of comments:
  - These buildings are in decay and need to be replaced. (option 1)
  - I would be concerned only the interior of the buildings would be refurbished and the outside are not in an acceptable condition. (option 2)
  - It will provide more homes (option 3)

### **Responses to options from identified residents of Gayhurst House and 6-12 Lilestone Street:**

- 12 of the 44 respondents identified as living in Gayhurst House and 6-12 Lilestone Street.
- The 12 responses represent approximately 28% of the 43 households who live in Gayhurst House and 6-12 Lilestone Street.
- Detailed analysis shows that of these 12 who live in Gayhurst House and 6-12 Lilestone Street option 1 and 2 were favoured over option 3.
- 50% of the 12 respondents thought option 1 exceeded or met the needs of the community.
- 66% of the 12 respondents thought option 2 exceeded or met the needs of the community.
- Only 25% of the 12 respondents thought option 3 exceeded or met the needs of the community.
- Examples of comments from residents of Gayhurst House and 6-12 Lilestone Street:
  - I am an elderly person and I am worried therefore I do not want a full redevelopment (option 3)
  - After having to live at current home for over 80 years, this place is my home and moving is what I do not like (option 3)
  - The homes would be bought up to date to current standards - would minimise disruption to daily life + provide sense of pride and positivity (option 2)
  - Yes, we would be able to start from fresh. with a new home. It will really improve our lives our children's lives and make our home so much better (option 3)

### **Summary of issues raised by community stakeholders:**

- Local business owners were excited by the potential the area had to be attractive for consumers and the redevelopments ability to unlock this potential
- The Church Street Neighbourhood Forum expressed support for the plans for residential development in Orchardson Street

- Stakeholders raised concerns about the community hub proposed for Lilestone Street and particularly the inclusion of the library in this hub.
- They also expressed concern about the loss of green space outside the Greenside Community Centre
- The Church Street Ward Councillors and Church Street Ward Neighbourhood Forum both identified that Westminster Adult Education Service must maintain a presence in the ward, with the Ward Councillors noting that, by the time a planning consultation takes place for the Orchardson Street site, a new location for Westminster Adult Education Service in the local area must be identified

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

This consultation specifically focused on the Lilestone and Orchardson Street sites, both of which were 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 three separate options for the Gayhurst House and 6-12 Lilestone Street element of the Lilestone Street site, ranging from continuing maintenance through to comprehensive regeneration.

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's Cabinet would choose one option for the future of Gayhurst House.

#### **The sites**

The three separate sites comprise the following individual properties:

#### **Gayhurst House and 6-12 Lilestone Street**

This is the main site that was consulted on. Gayhurst House and 6-12 Lilestone Street was given 3 options, ranging from continuing maintenance to full redevelopment.

#### **Penn House, 4 Lilestone Street and the Greenside Community Centre**

WCC also shared their plans for the site currently occupied by Penn House and 4 Lilestone Street. This site was consulted on in 2011 and would be the location of a new Community, Health and Wellbeing Hub. Lilestone Street will also be the new location for the WCC council offices, having moved from Orchardson Street.

The consultation materials stated that the community hub will be home to new health services, as well as a new and enhanced library, and a new community hub to replace the Greenside Community Centre.

The secure tenants in Penn House will move to the new homes in the Lisson Arches development, where work has already begun.



## Orchardson Street

WCC shared their plans to relocate their offices from Orchardson Street to Lilestone Street. This would free up the Orchardson Street site for approximately 190 new homes. The community in this round of consultation were informed about the plans.

We are consulting on:

### 1 Church Street site A

Blackwater, Cray, Ingrebourne, Lambourne, Pool, commercial properties on Church Street, Boscobel Street and Edgware Road, and market pitches in front of these buildings on Church Street

### 2 Church Street site B

Eden, Lea, Medway, Ravensbourne, Roding, Wandle, the Library, commercial properties on Church Street, Penfold Street and Edgware Road, and market pitches in front of these buildings on Church Street

### 3 Church Street site C

Colne, Darent, Derry, Isis, Windrush, Mole, Kennet, commercial properties on Church Street, Penfold Street and Edgware Road, and market pitches in front of these buildings on Church Street

### 4 Gayhurst House, 6-12 Lilestone Street

We also want to hear your views about:

### 1 Greenside Community Centre\*

The exhibition includes information about our plans for:

### 1 Penn House, 4 Lilestone Street

Which will be home to a new Community Health and Wellbeing Hub

### 2 Orchardson Street

Where we plan to build new homes



## The three options for Gayhurst House

Detailed background information was provided for each of the three 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, but the tenants would not be affected under this option.

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 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 improved. Broadband would be upgraded for all residents, and the outside of the buildings would be improved.

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. Tenants would not be affected under this option.

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 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 – Full redevelopment**

Option 3 would see Gayhurst House replaced with new homes which would be built to modern, high quality standards.

This option would deliver 73 new homes, 44 of which would be genuinely affordable. The total number of homes if option 3 was undertaken would be 130, with 64 of these new homes being affordable.

Option 3 would also deliver better outdoor spaces for the community, and a better layout of the roads and pavements, improving the lives of cyclists and pedestrians.

Residents leaseholders will have the right to buy one of the brand-new homes with an equity loan or on a shared equity basis. There were also a range of options for those who want to move away from the area.

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.

If Option 3 was selected for Gayhurst House, along with the redevelopment of the Greenside Community Centre, the Lilestone Street site will deliver:

- Replacement affordable homes: 28
- New affordable homes: 36
- Market value homes: 66
- Total new homes: 130
- Total affordable homes: 64 (49% of total new homes)

### **Orchardson Street**

Currently, Orchardson Street houses some of WCC's offices. However, over the coming years, these offices will be costly to operate and inefficient. Therefore, WCC are rehousing their offices in Lilestone Street, and this will free up space to build new homes on Orchardson Street.

Orchardson Street has the potential to deliver up to 190 new homes, new paths along the canal for cyclists and pedestrians, and spaces on the ground floor for shops and workspaces.

The Orchardson Street site was consulted on in 2017 and is part of the original Lisson Grove Site.

The housing breakdown for Orchardson Street is as follows:

- New affordable homes: 67
- Market value homes: 123
- Total new homes: 190
- Commercial and retail space: 800sqm

## 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 material were made available online, to ensure maximum exposure across all channels.



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

- 350 residents viewed the consultation exhibition
- A further 360 residents were reached via outreach events
- 7 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<sup>th</sup> 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 Gayhurst House and 6-12 Lilestone Street and on the plans for the rest of Lilestone Street. 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 and executives. However, to maximise the number of residents reached and comments received, 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. This publicity included:

### **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 and can be found here: [Churchstreet.org](http://Churchstreet.org)
- Engaged residents were sent a letter inviting them to a launch workshop on 14<sup>th</sup> March
- Letters were sent to tenants of Gayhurst House and 6-12 Lilestone Street, inviting them to specific events aimed at residents of the site.
- 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
- 600 copies of flyers promoting the extension of the consultation. The flyers were distributed to the specific sites as part of the consultation
- 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

- Invitation to market traders and local businesses to both business specific events – market traders lunch and business breakfast – as part of the consultation

### 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'. **More information about this consultation can be found at [insert details]**
- 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 10 am 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 18 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, able to answer any in depth questions residents may have.

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

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

There was a drop-in session for Gayhurst House and 6-12 Lilestone Street residents on 4<sup>th</sup> April at Greenside Community Centre. The architects were present and 8 residents attended.

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.

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

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 workshops and 14 residents attended an evening workshop.

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



The key issues raised during these engaged residents' workshops 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
- 1 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 1 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 1 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

While this group did not make any specific comments on the individual redevelopment options, it did indicate strong overall support for redevelopment in Church Street.

There was 1 workshop aimed particularly at young people who were still at school. This achieved a good turnout of 12 people. 3 of the young people attending live in Site C, Church Street, and the 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 1 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 Gayhurst House and 6-12 Lilestone Street. Specifically, the team has called at a large number of addresses, as identified below:

- The first round of door knocking targeting residents in Gayhurst House and 6-12 Lilestone Street started on Tuesday 12<sup>th</sup> 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 in Gayhurst House and 6-12 Lilestone Street started on Monday 18<sup>th</sup> March
- The third round of door knocking targeting residents in Gayhurst House and 6-12 Lilestone Street started on Monday 25<sup>th</sup> March but was stopped on Wednesday 27<sup>th</sup> 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 to create a 'pop up' consultation event. The team engaged with 15 residents during this pop-up session
- 16<sup>th</sup> of March 50 passers-by picked up the leaflets about the consultation materials and 10 conversations with residents
- 2<sup>nd</sup> of April, the team engaged with 15 residents during the pop-up session
- In total 55 doors knocked over the consultation, of which 10 were repeats.
- 12 surveys dropped and 5 surveys collected
- Targeted door knocking for Bengali residents of Gayhurst House on Monday 25<sup>th</sup> March, where 5 surveys were completed

## **Feedback form**

The feedback form can be found in Appendix 7. 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 in Gayhurst House and 6-12 Lilestone Street 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 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. 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. The shorter feedback form can be found in appendix 8.

### **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 councilor, suggesting there is not enough provision for affordable housing within the proposals. Coverage was also generated in WestminsterXtra.

Additionally, WCC tweeted about the consultation including a link to a video of the cabinet member for housing visiting Church Street ward and talking to the community.

A detailed timetable, identifying all the individual consultation events, is provided as Appendix 9.

## 6. Detailed consultation responses

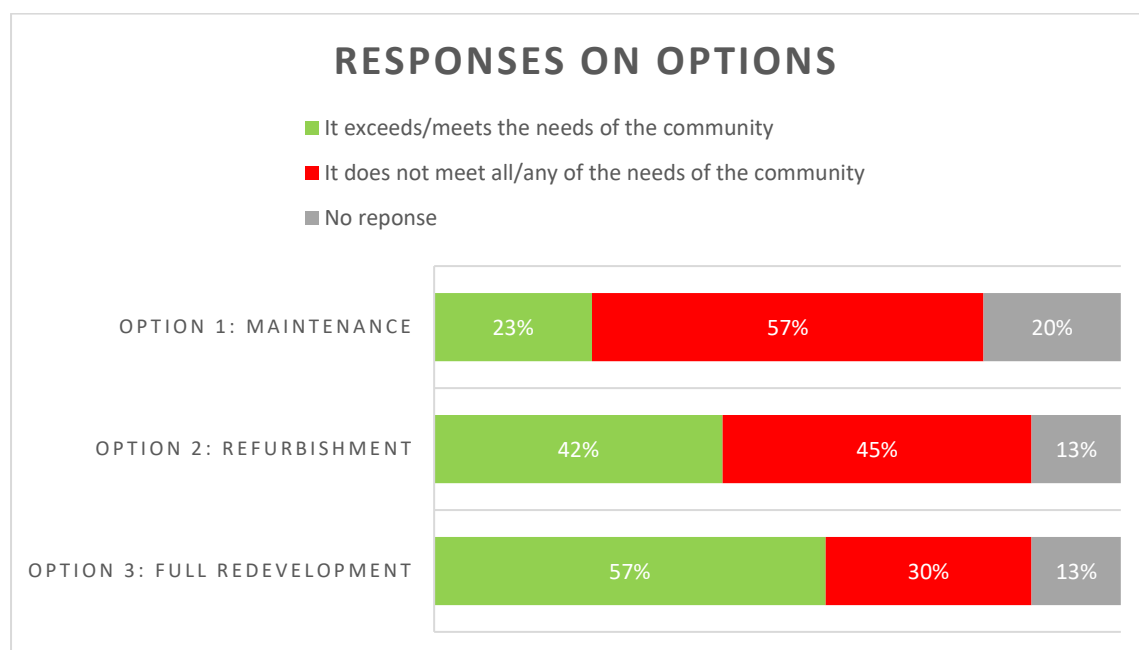
This chapter summarises the feedback received during the site options consultation for the Gayhurst House and 6-12 Lilestone Street options and on the plans for the rest of Lilestone Street.

In total, at least some type of feedback on Gayhurst House and 6-12 Lilestone Street was provided by 44 different respondents. Not all of these respondents gave a view on every option or answered every question. It is also worth noting that the more detailed feedback on how each option delivers on the priorities of the community were only answered by a small number of respondents and that this section was removed from the shortened feedback form which was used for the last part of the consultation.

### Summary of feedback on options

Thinking about each option for Gayhurst House and 6-12 Lilestone Street, respondents were asked whether they thought the option exceeded, met, didn't meet all or didn't meet any of the needs of the community. Of the responses received the preferences are listed below.

Option	Exceeds or meets the needs of the community	Doesn't meet all/any of the needs of the community	No response
Option 1	10 (23%)	25 (57%)	9 (20%)
Option 2	18 (42%)	20 (45%)	6 (13%)
Option 3	25 (57%)	13 (30%)	6 (13%)



However, whilst this shows that option 3 is preferred by respondents as a whole, a deeper analysis shows that of those respondents who live in Gayhurst and 6-12 Lilestone Street options 1 and 2 are preferred to option 3.

There were 12 respondents who identified as living in Gayhurst House and 6-12 Lilestone Street. This is approximately 28% of all the 43 households in these blocks. They gave the following responses (please note the percentages below are of the 12 respondents who identified as living in Gayhurst House and 6-12 Lilestone Street):

Option	Exceeds or meets needs of the community	Doesn't meet all/any of the needs of the community	No response
Option 1	6 (50%)	3 (25%)	3 (25%)
Option 2	8 (66%)	2 (17%)	2 (17%)
Option 3	3 (25%)	6 (50%)	3 (25%)

It is worth noting that of the 12, 1 identified as living in 6-12 Lilestone Street and the other 11 live in Gayhurst House. 9 Gayhurst House residents identified as being Westminster City Council tenants, 1 as a private tenant and 1 did not give a response. The 1 resident of 6-12 Lilestone Street is a Genesis Housing tenant.

### Option specific feedback

These option specific questions were answered by a smaller number of respondents. Many left this section blank and it was not included in the shorter version of the feedback form which was used in the last part of the consultation. All percentages below are of those who chose to answer these questions.

Respondents were also asked to give their view on how each option meets the 4 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. The results are below:

### Option 1 – Maintenance

	Very/fairly satisfied	Fairly/very dissatisfied	Neither satisfied nor dissatisfied
Homes	2 (10%)	14 (70%)	4 (20%)
Health and Wellbeing	3 (15%)	14 (70%)	3 (15%)
Shops and Markets	3 (15%)	13 (65%)	4 (20%)
Getting around	3 (15%)	13 (65%)	4 (20%)

Some examples of comments made about Option 1 - Maintenance:

- It is patching a problem, not improving the situation
- There aren't any aspects that I like about it.

- We need a new health hub. This wouldn't deliver that.
- These buildings are in decay and need to be replaced.

## Option 2 – Refurbishment

	Very/fairly satisfied	Fairly/very dissatisfied	Neither satisfied nor dissatisfied
<b>Homes</b>	6 (25%)	10 (42%)	8 (33%)
<b>Health and Wellbeing</b>	4 (17%)	13 (54%)	7 (29%)
<b>Shops and Markets</b>	6 (25%)	11 (46%)	7 (29%)
<b>Getting around</b>	6 (25%)	9 (37.5%)	9 (37.5%)

Some examples of comments made about Option 2 - Refurbishment:

- The homes would be bought up to date to current standards - would minimise disruption to daily life + provide sense of pride and positivity.
- It is patching a problem and will be expensive as problems such as asbestos will be found and the cost and timescale will go up.
- Nothing much will change
- I would be concerned only the interior of the buildings would be refurbished and the outside are not in an acceptable condition.
- I can see how this would look like it would be beneficial, but I think with the amount of improvements necessary it doesn't really touch the surface or make any real impacts on our day to day lives.

## Option 3 – Full Redevelopment

	Very/fairly satisfied	Fairly/very dissatisfied	Neither satisfied nor dissatisfied
<b>Homes</b>	14 (64%)	2 (9%)	6 (27%)
<b>Health and Wellbeing</b>	14 (64%)	1 (4%)	7 (32%)
<b>Shops and Markets</b>	12 (55%)	1 (4%)	9 (41%)
<b>Getting around</b>	11 (50%)	1 (4%)	10 (46%)

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

- I think the new health hub located next to other services like the library and council offices will be good. My husband has mobility issues, and this will help him.
- These buildings badly need to be replaced.
- It will provide more homes.
- I would like to see the vision for the Church Street area realized. I think it would enhance the area and quality of life in the area.
- Yes, we would be able to start from fresh. with a new home. It will really improve our lives our children's lives and make our home so much better.
- After having to live at current home for over 80 years, this place is my home and moving is what I do not like
- I am an elderly person and I am worried therefore I do not want a full redevelopment
- This option would help re-generate the community and resonates with what shop keepers and renters on Church Street have been calling for.

Some examples of comments made about the proposed redevelopment of the Greenside Community Centre:

- Not really. It would be nice if it stays and also gets improved and more accessible to those will live around it.
- I want to see good improvement, good view, safe spaces
- Greenside Community Centre to stay in same area, with no change.
- Do you mean the site currently occupied by Penn House and 4 Lilestone Street will be the location for a new Community, Health and Wellbeing Hub? It would be good for the community.
- I want to see good improvement, good view, safe spaces



## **7. Issue specific feedback**

In addition to feedback provided by residents and other stakeholders on how each option for Gayhurst House 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 realized. 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.

### **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.

### **Church Street Library**

Several 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
- the current library has a welcoming and informal atmosphere that wouldn't be easily replicated

The following suggestions were made if the new library were to come forward:

- the name Health and Wellbeing Hub is an off-putting name and the community should choose another one
- should have access to outside space for yoga etc
- should incorporate a café to make it more inclusive
- should strive to encourage family activities not just a crèche

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

### **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.

## **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.

A resident of Gayhurst House felt redevelopment was the best option but was concerned about the size of home they would be offered.

## **Accessibility**

A number of consultees highlighted that they currently live in buildings with no lift access. They state 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 most 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.



## **8. Written comments from key stakeholders**

### **TARA**

TARA made written comments, see Appendix 10 and also held an AGM on 29<sup>th</sup> April where the consultation was discussed.

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'.

At their AGM, they expressed the desire that green space outside of the community centre should remain gated off to allow children to play without having to contend with dogs and older youth's intent on Anti-Social Behaviour. They feel the ability of the green space to be a community asset is based upon how safe and secure it is for children to play.

### **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 11.

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

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

CSWNF provided a detailed written response. This response is given in full as Appendix 12.

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
- 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

- They agree with the proposals regarding Orchardson Street ... 'But only on the condition that Westminster Adult Education Service maintains a presence in our ward'
- Unfortunately, this consultation contains no suggestions as to replacement facilities for the youth of our ward... This oversight requires further consideration

### **Church Street Ward councillors**

The 3 Church Street Ward Councillors, Aicha Less, Matt Noble and Aziz Toki submitted a detailed written response. This is provided in full as Appendix 13.

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

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 a 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 of youth facilities and the proper and long term funding thereof.

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

### **Local businessman**

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

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.

## 9. Conclusion

For seven and a half weeks WCC have carried out a thorough consultation on the options for the development of Gayhurst House and 6-12 Lilestone Street and on the plans for the rest of Lilestone Street and Orchardson Street. The consultation reached every stakeholder in the area and every effort was made to get as much feedback from individuals and groups as possible. Throughout the consultation drop ins, workshops, lunches and meetings have been held across Church Street all aimed at informing and getting feedback from the entire community. Extensive door knocking in Gayhurst House has been aimed at getting feedback from as many of these residents as possible.

The results show that residents support full redevelopment of Gayhurst House and 6-12 Lilestone Street in greater numbers than either maintenance or refurbishment. 57% of those responding to this question thought redevelopment met or exceeded the needs of the community whereas 42% thought refurbishment would achieve the same goal and only 23% thought maintenance would meet or exceed those needs.

When considering redevelopment of Gayhurst House and 6-12 Lilestone Street 64% of those responding to this question were either very or fairly satisfied with its ability to deliver on the key priorities of new homes and health and wellbeing. 50% and 55% were also either fairly or very satisfied with its likely effect on the other identified priorities of getting around and shops and market respectively.

This compares extremely favourably with the other 2 options of maintenance and refurbishment. Both options had well under 30% of those responding to this question being fairly or very satisfied with their ability to deliver on any of the identified priorities of the community.

However, when looking at just those who live in Gayhurst House and 6-12 Lilestone Street the picture is different. These 12 respondents have a preference for options 1 and 2 over option 3 as this would mean less disruption.

Feedback from both the Church Street ward councillors and the Neighbourhood Forum show significant misgivings with the wider plans for a community hub in Lilestone Street. Their view is that putting all of these services together is too much for the area and would not benefit the community. This opinion is reflected in some of the written feedback from residents who identify the current location of the Church Street Library in Site B as something that should be retained.

Moreover, the loss of green space in front of the Greenside Community Centre is a concern for stakeholders which was also brought up by respondents who felt that the area was an important and safe place for children within the Church Street area.

Concerns were also raised, specifically by the Church Street ward councillors and the Neighbourhood Forum, in respect of Westminster Adult Education Services, with both groups stressing that this must remain in the ward.



Overall, recognising these specific concerns, the wider consultation clearly identified a preference for redevelopment and enthusiasm for how it could deliver on the identified priorities of the community.

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