

Church Street Area: Priorities Consultation Report

January 2019

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1. Introduction

1. In October 2017, WCC launched a consultation around the draft masterplan for the Church Street area. As a result, the Church Street Masterplan was produced which laid out a vision for the regeneration of the whole Church Street area.
2. Westminster City Council (WCC) is determined to deliver the new homes that the community needs in line with the vision set out in the masterplan. However, before moving forward to assess concrete options for the area WCC wanted to check in with the Church Street community to understand their priorities and ensure that they match those of WCC. The priorities consultation was aimed at gaining this understanding.
3. Much has already begun to happen in the area, with sites under construction at West End Gate (650 homes in first phase), Lisson Arches (59 units) and Lyons Place (76 homes). Further developments at, Cosway, Ashbridge, Ashmill and Parsons North are scheduled to start on site soon.
4. This priorities consultation which took place between 12th November and 7th December 2018 was to check back in with the community and check that WCC's plans matched their priorities. It was aimed at finding out what people liked and wanted to keep, what they didn't like and wanted to improve and more broadly what things were most important to them.
5. The team made a special effort to engage with those who live and work in the areas identified in the masterplan for regeneration. These are sites A, B and C as well as Lilestone Street. The team tried to have conversations with as many people who lived and worked in these areas as possible.
6. However, everyone who lives and works in the whole Church Street area was encouraged to give their thoughts because the regeneration will affect the entire area. It was emphasised throughout that this phase of consultation was not about the detail of which blocks would be redeveloped but rather a more general consultation about priorities and aspirations for the area.
7. WCC will use the results of this consultation along with criteria drawn up by the professional team appointed by WCC to analyse different options for re-development. The main criteria set out in the masterplan were homes, health and wellbeing, market and enterprise and making connections. These were the draft principles which were put to the community during this phase of the consultation.
8. Now this phase of consultation is complete WCC will move forward to consult the community on four options for the future of Church Street. The 162 responses received during this phase of consultation will be very useful going forward and this response rate compares favourably with the number of responses in the 2017 Masterplan consultation.

2. What we did

Activity/Material	Area/Group Covered	Date
Newsletter	Entirety of Church Street Ward	9 November
Leaflet	Everyone in Sites A, B and C	15 November
Workshop at King Solomon Academy	Identified engaged residents	27 October
Church Street Business Forum	Business owners and market stall traders	4 December
Gayhurst House meeting at White Feathers Community Centre	Residents of Gayhurst House	17 November
Door knocking	Every block in the identified sites	Throughout consultation period
Regeneration drop-in sessions at Regeneration Base (including exhibition boards)	Available to any member of public including the entirety of Church Street Ward	24 November 28 November 5 December 6 December
Survey available online	Entirety of Church Street Ward	Throughout consultation period

1. Every effort was made to speak to as many residents and businesses owners/operators from the identified areas as possible. A newsletter was circulated to everyone in the Church Street ward which gave details of the consultation telling people how to get involved and where and when events would be taking place. It was made clear that people could fill in a survey online giving their thoughts or pick up a survey form from the regeneration base at 99 Church Street where they could also speak to the team. The newsletter gave details in Bengali, Kurdish and Arabic as well as English which are all spoken widely in the Church Street area.
2. Prior to the start of the consultation on 27 October a workshop for ‘engaged residents’ was held. 62 residents were identified as being particularly interested in close engagement. A recruitment exercise which included a stall at King Solomon Academy’s summer fare helped to identify these residents as well as those who had engaged in previous consultations. They were all invited to the event which took place at King Solomon Academy. 27 adults attended the event and gave clear indications of what their priorities were for each site. Only a small number attended from Site C and as a result of this the team made an effort to engage with more residents from Site C during the consultation between 12 November and 7 December.
3. Other specific outreach events included the Church Street Business Forum held on 4 December. This meeting was held at BNP Paribas’ offices in Church Street and was for local business owners and market stall traders to express their priorities for the regeneration. A session was also held for residents of Gayhurst House at White Feathers Community Centre on 17 November. This was particularly targeted to ensure that residents of Gayhurst House would have a chance to engage in this phase of the consultation. Every resident of Gayhurst House was sent an invitation to this event through the post.

4. Exhibition boards were displayed at the Regeneration Base at 99 Church Street and members of the team were on hand to answer questions about the consultation. Residents were encouraged to fill in a feedback form and give their thoughts on the priorities for the regeneration. They could also leave their comments in a more informal way by sticking post it notes on the boards with their priorities.
5. The team carried out door knocking at each block on three separate occasions with copies of the survey to try to engage as many residents from across the sites as possible.
6. During normal working hours people could drop into the Regeneration Base and members of the team were on hand to answer questions and offer guidance on filling in surveys. There were also evening and weekend sessions where members of the team were available to enable those who could not make it during normal working hours to have their say. These dates and times were advertised both in the newsletter which was distributed to everyone in the Church Street area and in a separate leaflet which was distributed to everyone in Sites A, B and C. This leaflet was distributed in Kurdish, Bengali and Arabic as well as English.

These dates were:

Saturday 24 November, 11am-3pm

Wednesday 28 November open until 7pm

Wednesday 5 December open until 7pm

Thursday 6 December open until 7pm

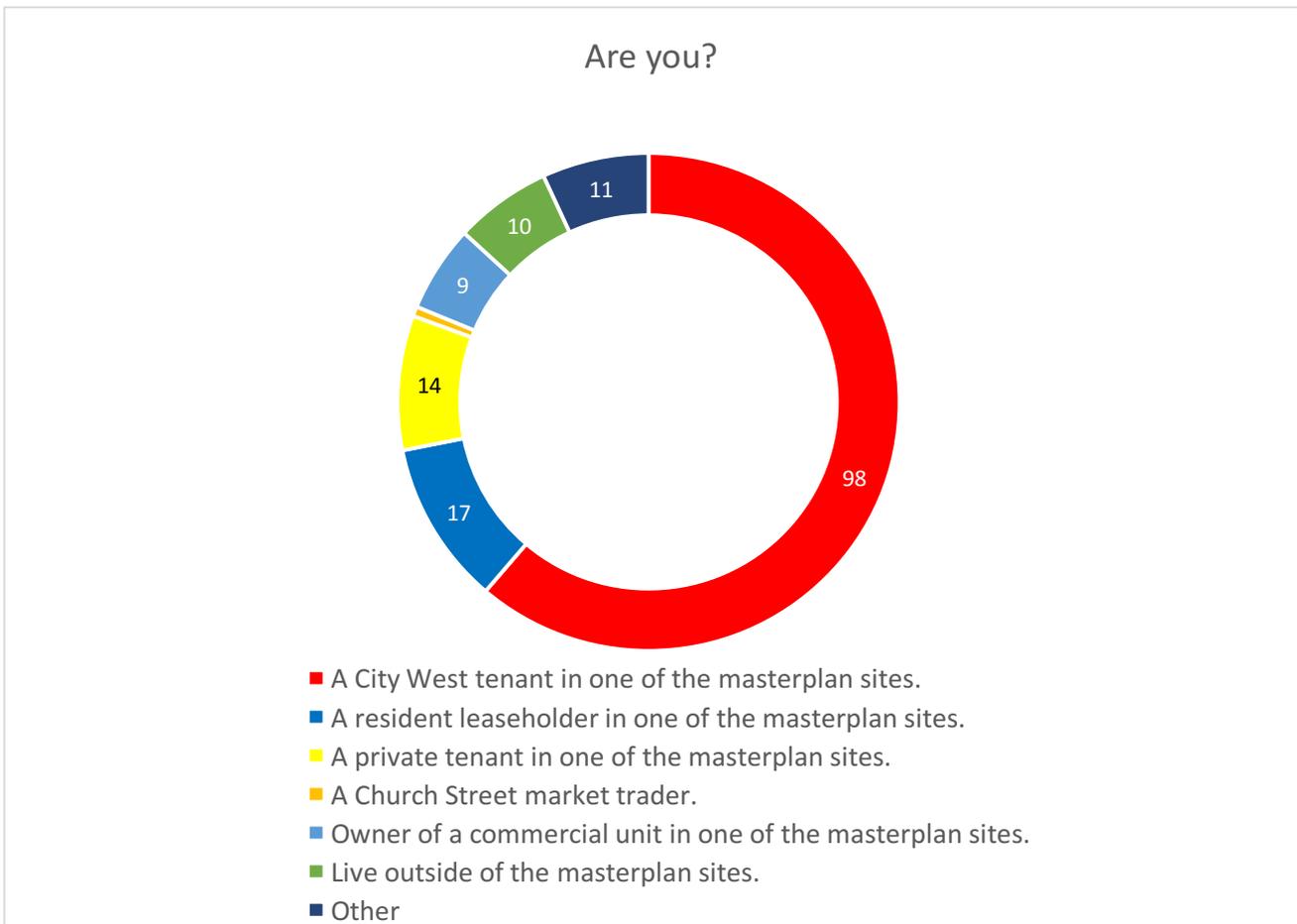
7. The exhibition boards covered a number of topics (see appendix) providing background of the masterplan, explaining what had already happened in the area and the four options for the future. The boards emphasised that this period of consultation was focused on the community's priorities for the regeneration and that the results of this consultation would be used to make decisions about regeneration options later in the process.



A group of engaged residents at the workshop on 27 October

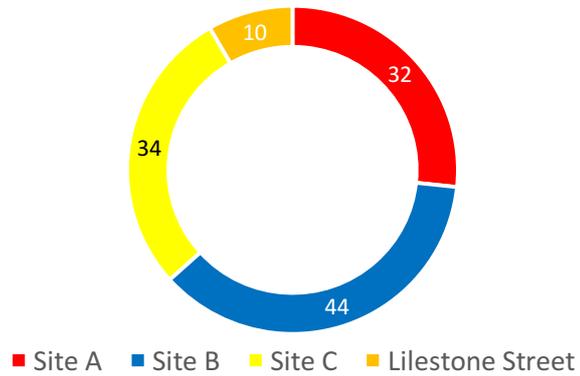
3. Who took part

We received 162 responses in total. Responses focused on the key areas in the masterplan homes, health and wellbeing, retail and economic and access. The demographics of those who responded can be found below:

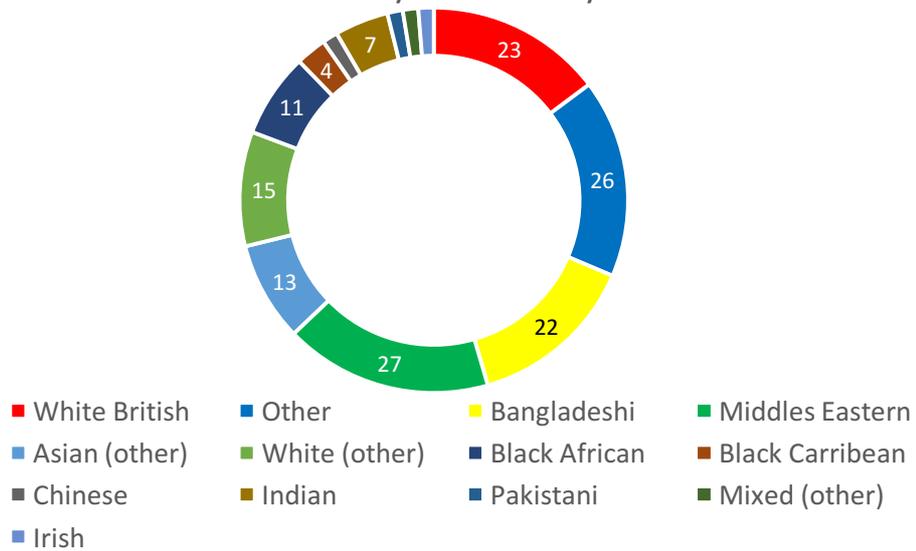


A large majority of respondents (61%) were City West tenants who live within the masterplan sites whilst the rest of the respondents were a mixture of resident leaseholders, private tenants, owners of commercial units or market traders. There was only one respondent from outside the masterplan sites.

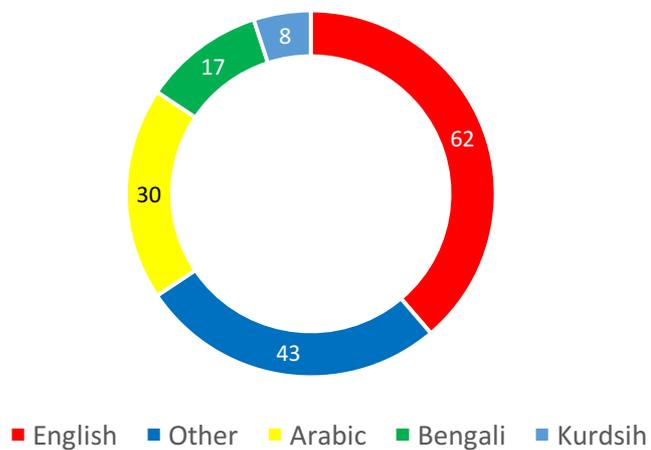
Where do you live?



What is your Ethnicity?



What is your first Language?



4. What were people's priorities

The Church Street masterplan outlines four key factors as part of the Church Street Regeneration programme.

Residents were asked: **What factor/s do you think should be considered the most important in developing the local neighbourhood?**



*Please note that residents could give more than one answer

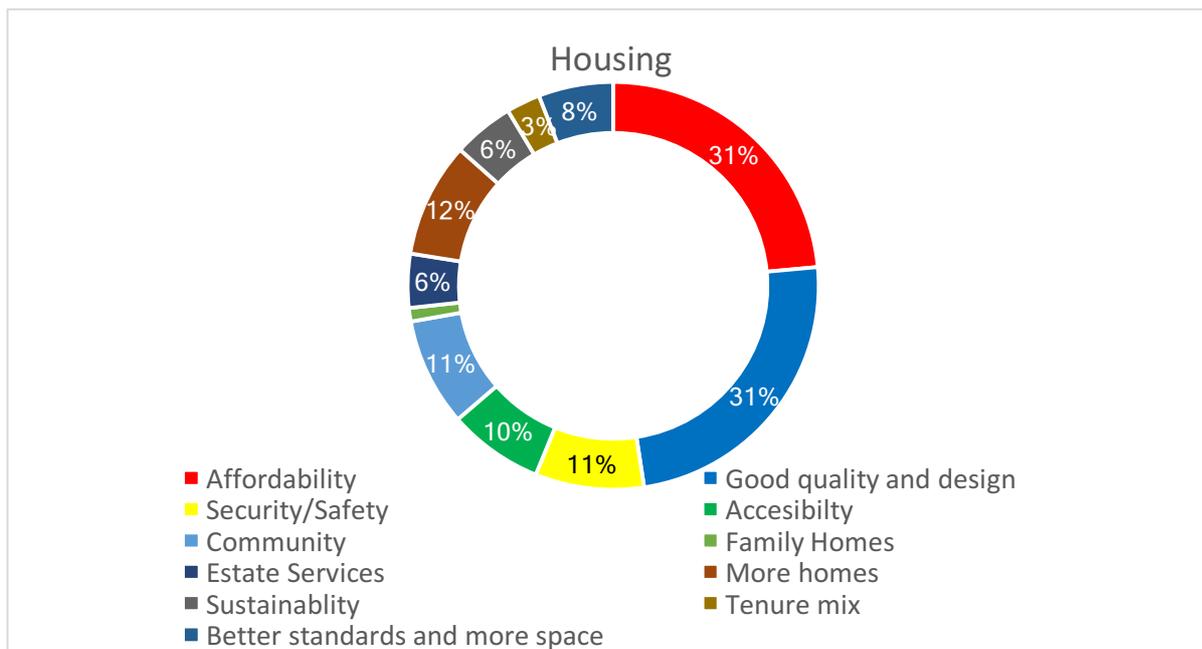
Of the 162 people responding 115 (71%) chose providing new homes as one of their priorities in the regeneration of Church Street. This was more popular than any of the other three options

Health and wellbeing was the second highest priority with 57% saying that this was a priority. Just under half of respondents (48%) said that delivering new jobs and supporting the shops and retail market in Church Street was a priority, whilst only 35% gave improving access as one of their top two priorities.

5. Comments on Housing

A key objective of the Church Street masterplan is to deliver more new homes throughout the area, focusing on quality, affordability, sustainability and providing a range of tenures.

Residents were asked: **What would be your main priority as we look to build more homes in and around Church Street?**



Lots of comments left by respondents were related to the need for the new housing to be of a good quality, spacious and well designed. These issues were mentioned as a priority by 39% respondents and many mentioned the current poor quality of housing. 31% respondents wanted the new housing to be genuinely affordable.

Some of these residents were worried that the definition of affordable would not be affordable to them. They suggested that the affordable level should be linked to the income of local residents rather than the borough as a whole and that homes should be available for social rent.

Some respondents also wanted to ensure that current residents could be rehoused in the area and that the community remained as mixed (in terms of ethnic background) as it is now. The issue of retained tenancy rights for remaining WCC tenants was brought up at the residents workshop and mentioned in surveys.

10% of all respondents mentioned accessibility as an important issue with the limited lift access for a number of blocks being highlighted.

Examples of comments:

“Provide quality and more affordable homes”

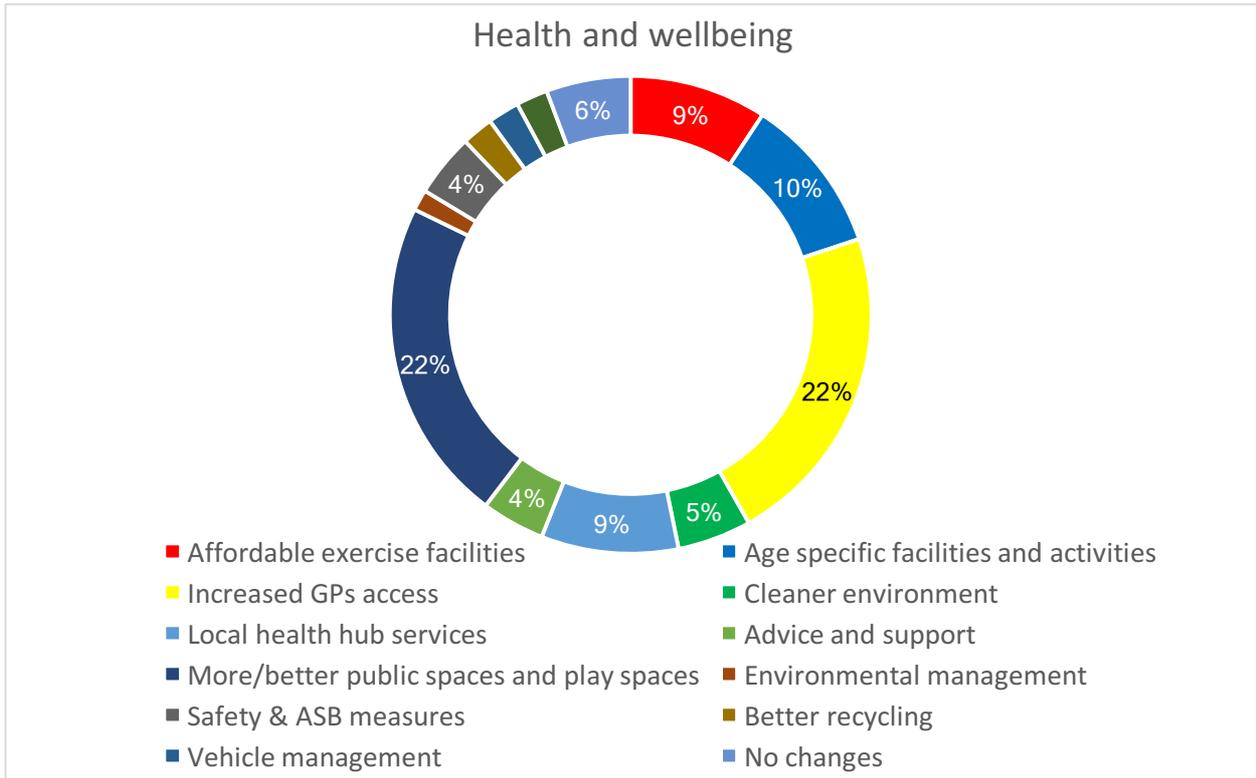
“Provide affordable and quality homes which are most important”

“Providing lifts to the new flats- easier access for wheelchair/disabled users”

6. Comments on Health and Wellbeing

Improving health and wellbeing for all residents in Church Street is a key priority for the council.

Residents were asked: **How do you think the council could improve health and wellbeing in Church Street?**



Many of the comments received focussed on more access to GPs (22%). Some respondents noted the lack of available GP services in the area and the lengthy waiting times for appointments for GPs. Some respondents suggested that the GP services have out of hours drop in sessions, to provide for a working community.

The desirability of a local health hub was mentioned by 9% of respondents and offers the potential to address many of the other concerns mentioned by residents.

Equally, many respondents raised the issue of more public space. This includes more trees, parks and amenity spaces. It was hoped that WCC could involve the wider community in the development of these community spaces. In these spaces, many respondents requested that there be extra seating, such as benches.

Examples of comments:

“More out of hours GP services”

“Provide more greenery within the Church Street area”

“The council should provide a good health centre”

7. Comments on Retail and Economic Access

The council is committed to improving the retail market and delivering new jobs within the Church Street area.

Residents were asked: **When thinking about the current market and retail within Church Street, what changes would you most like to see?**



A significant number of the respondents (21%) wanted to see greater diversity in the market to offer more choice. Respondents commented on the current lack of choice.

Some respondents felt that the market needed to be cleaner and therefore more customer friendly. At the moment, respondents say the market is dirty and therefore, unappealing.

Several respondents stated that they felt there needed to be more facilities and utilities to allow the market to become successful. Such facilities included improved lavatory facilities, modern stalls and a supermarket. Utilities included water and electricity, which respondents felt they needed to adequately trade.

Examples of comments:

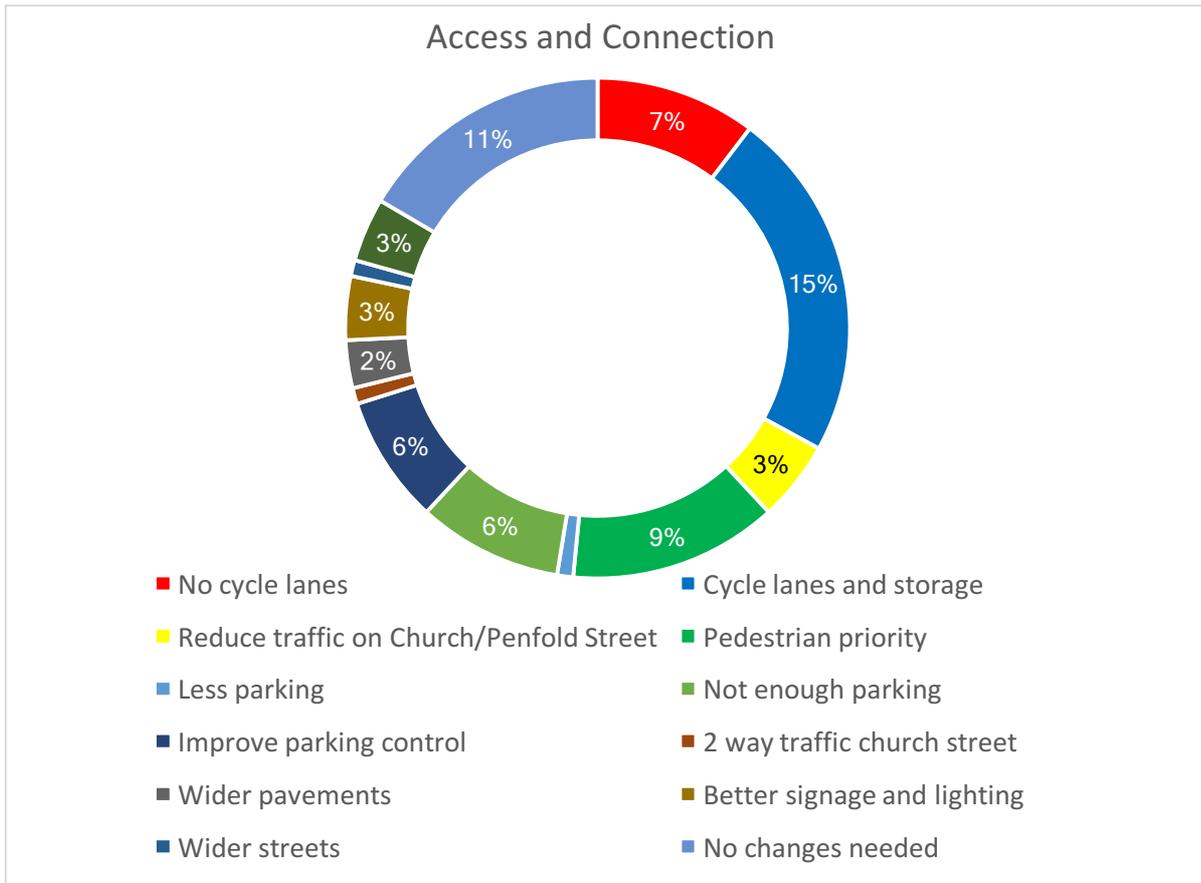
“Provide a wider range of shops and market stalls and a more diverse shopping experience”

“Good quality food should be in the market”

8. Comments on Access and Connection

The council is looking to open up Church Street and improve the current access for pedestrians and cyclists to travel throughout the area.

Residents were asked: **How do you think we could improve access into and around Church Street for residents and visitors, especially cyclists and pedestrians?**



The priorities for access were mainly focused on making Church Street a friendlier place for cyclists and pedestrians. 36% of respondents wanted pedestrian priority and/or cycle lanes, creating a less polluted and safer area, whilst keeping cyclists off the pavement. This would fit in with those who said they wanted traffic in the area to be reduced.

There were a significant minority of 16% who felt that no change was needed and a further 10% wanted no cycle lanes to be added. It is noted that there was limited understanding on the issue of access and that Westminster City Council needs to work to further explain and illustrate possible improvements in this area.

Examples of comments:

“More parking wider two-way street”

“More visible access for cyclists and pedestrians around the Church Street area”

9. Other issues raised

Residents were asked: **Do you have any other comments or suggestions about Church Street? What really matters to you as we look towards improving your neighbourhood?**

In addition to comments on the four main priorities, the issue of safety and crime reduction was mentioned by a significant number of respondents. The prevalence of anti-social behaviour makes some residents feel unsafe, particularly at night. More police, better street lighting and more things to occupy young people were all mentioned as ways that crime and anti-social behaviour could be combatted. This issue was mentioned in some capacity by 27 people, with groups of teenagers smoking drugs being identified as a particular concern.

A few people mentioned the provision of lavatories as a problem, with a public lavatory presently unavailable. This was a particular concern for market traders who are in the area all day and need access to these facilities.

The look and feel of Church Street in terms of its cleanliness was also mentioned as important by some residents, as this makes it a more pleasant place to live and makes the market a more attractive place to visit.



A group of engaged residents touring the Church Street area.

10. Conclusion

1. The aim of this phase of consultation was to check with the community what their priorities and aspirations for Church Street were to help Westminster City Council move forward with concrete proposals for the area. The consultation focused on the four key areas of the masterplan: homes, health and wellbeing, retail and economic and access. A total of 162 people responded from across the sites identified in the masterplan. This was a higher response rate than the consultation for the masterplan itself.
2. A variety of people from different backgrounds took part in the consultation and the fact that materials were available in Arabic, Bengali and Kurdish, as well as English, meant that respondents were broadly representative of Church Street as a whole. There was also a spread of respondents from across the sites being consulted on, with an even spread across sites A, B and C and slightly fewer from Lilestone Street reflecting its lower population.
3. A clear majority (71%) indicated that new homes in Church Street were a priority for any regeneration. This corresponds favourably with Westminster City Council's priorities and with the vision set out in the masterplan. Respondents want good quality new homes that are truly affordable for the current Church Street community. The Church Street community clearly have new homes as their central priority as more respondents identified it as a priority than any other concern.
4. Health and Wellbeing was the second highest priority, with greater access to GP appointments and more public spaces being the key aspirations in this area. Whilst improving the market and ensuring it has greater variety was the priority when it came to economics and retail in the area.
5. Access was considered the lowest priority with only 35% saying it was a priority. There was a slight divergence in opinion when it came to access as some people wanted to see cycle lanes and pedestrian priority whereas others felt no change was preferable and opposed cycle lanes.
6. Overall, this phase of consultation has been extremely useful in understanding the priorities that residents in Church Street have for the regeneration and these will be used along with the criteria put together by the professional team appointed by Westminster City Council to make choices about how to move forward with the Church Street regeneration.

11. Appendices

1. Boards on display at Regeneration Base:



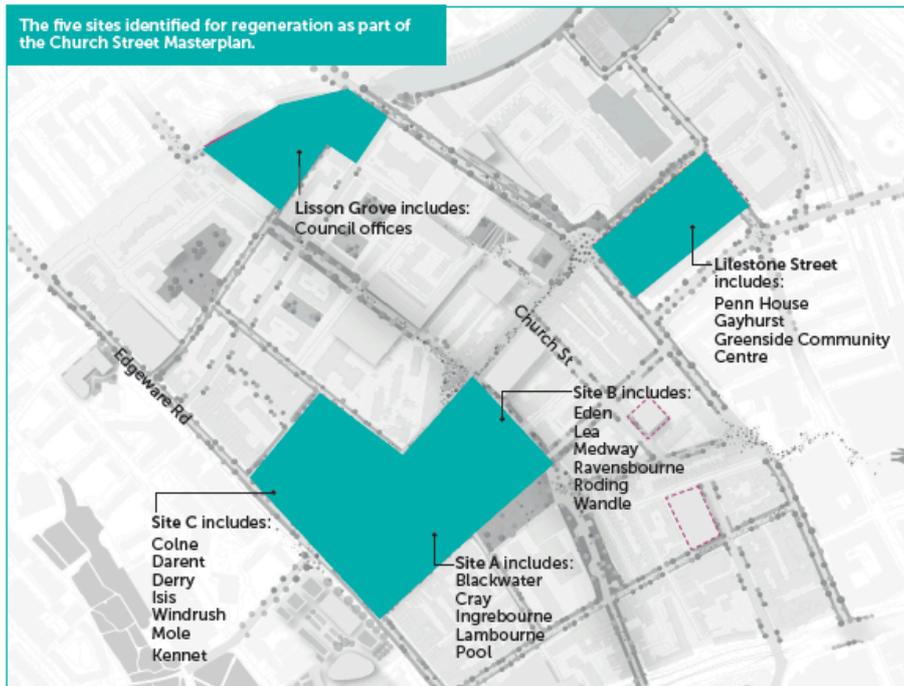
Welcome to the Church Street Key Principles Engagement

12 November until 7 December 2018

Welcome to our engagement on the key principles that will help shape the future of the five masterplan sites as part of the Church Street regeneration. This is another opportunity to tell us what matters to you in developing your local neighbourhood and what improvements can be made to make Church Street an even better place to live in the future.

Before we consider, along with you, the best way forward for the five sites that make up the Church Street masterplan (shown below), we want to develop the right principles by which to assess the future designs and options.

Please take a look at the display boards, feel free to ask members of the team any questions you may have, and give us your thoughts and suggestions through post-it notes or the available questionnaire.



The Church Street Masterplan

The regeneration of the Church Street area is a key priority for Westminster City Council. The council's vision is to create a great place where people want to live, where communities want to thrive and businesses will prosper.

The Church Street masterplan creates a framework for all development in the area. Local community knowledge is essential in transforming the neighbourhood.

As part of previous plans, a number of other sites in and around Church Street have been already progressed.

These include:

Lisson Arches (currently under construction)

- 44 new sheltered homes
- 14 private flats for sale for over 55 year olds 1,300sqm of enterprise space for local businesses

Luton Street/Fisherton Street (granted planning permission in February 2018)

- 171 new homes, including 62 genuinely affordable homes
- sports hall and community space

Green Spine (granted planning permission in May 2018)

- new green and open space along Lisson Street

Ashbridge Street, Cosway Street & Ashmill Street (granted planning permission in August 2018)

- 77 new homes, including 35% genuinely affordable intermediate homes



The Lisson Arches redevelopment will include replacement new homes for residents of Penn House.



The Luton Street development will deliver over 170 new homes.



Broadley Gardens will be co-joined with Lisson Gardens to enhance play and communal gardening.



The two sites along Ashbridge Street & Cosway will include 35% genuinely affordable intermediate homes. Photo Credit: ECD Architects

Overall the plan will deliver:

- around 1,750 new homes of all types, including more genuinely affordable homes for local people
- a 40% increase in publicly accessible open space
- an improved street market with up to 220 stalls, 150 van parking spaces, 3,600m² storage facilities
- affordable and flexible workspace and business support facilities
- a new cultural quarter centred around the antiques market and Cockpit Theatre
- 7,000m² retail space provision
- a health and well-being hub and a new community hub
- improved access throughout the area by balancing the relationship between pedestrians, cars and bicycles.

The Church Street Vision

We are now ready to continue delivering the vision of the Church Street Masterplan. This includes implementing the City for All programme, and most importantly, delivering more genuinely affordable homes and better places throughout the Church Street area.

The council has been working on developing a draft set of principles to help choose the future designs and best options for the Church Street regeneration. These principles reflect the vision of the masterplan and the council's City for All programme, and have also been informed by what you considered important as part of the masterplan consultation held last year.

The current options are:

- **Maintain:** this is basically 'business as usual', with maintenance continuing at current levels
- **Refurbishment:** an enhanced maintenance programme, designed over time to improve the properties in each development area
- **Part development, part refurbishment :** refurbishment of some of the existing buildings while others will be redeveloped
- **Full development :** this is the approach envisaged by the masterplan and would see all the buildings in the identified development sites being redeveloped



Better designed public realm and upgraded shopfronts will create an attractive and safe environment on Church Street.



The Church Street triangle will be re-designed to support temporary events.

We now want to know what you think.

Your views and opinions will help shape the key principles for evaluating the current design options as part of the Church Street masterplan.

Understanding What Matters to You

The Church Street masterplan outlined the draft principles for the sites as part of this engagement, and identified four key drivers for regeneration:

- **Homes:** Creating more homes of all tenures in line with Westminster's City for All plan and improving the quality of all homes.
- **Market and Enterprise:** Improving the variety of the market and creating new job opportunities.
- **Health and Wellbeing:** Improving the green spaces and access to healthcare in the area.
- **Improving access:** Improving wayfinding and connections for pedestrians and cyclists.

New homes

The council is committed to delivering more homes of all tenures as part of its City for All vision. This will be a key consideration throughout the key principles engagement.

We want to know your opinions about what the priorities for the new homes should be. This could be how cheap they are to run, the design of the buildings or the size and type of outdoor spaces they have.



Possible design approach as part of the Church Street regeneration.

Please use this space and the post it notes provided to give us your thoughts.

Health and Wellbeing

Improving health and wellbeing in Church Street for all residents is a key factor in the council's aims for the area, and was rated highly in the masterplan consultation.

We want to know what priorities are important for you. For example, it could be providing easy access to facilities such as health services.



The Church Street masterplan will aim to improve existing green spaces in the area.

Please use this space and the post it notes provided to give us your thoughts.

Market and Enterprise

The council is committed to enabling the market and offering a wide range of new retail units and jobs. We want to know what priorities are important for you. This could be improving the offer at the markets, the types of retail spaces and how new jobs can be provided in the area.

Improving access

The council are looking to improve access around Church Street including making sure people can move around the area safely, helped by clear signage. We want to know what priorities are important for you, this could be improving walking or cycling routes or making it easier to access other areas.



The Church Street masterplan aims to bring vitality in targeted locations throughout the area.

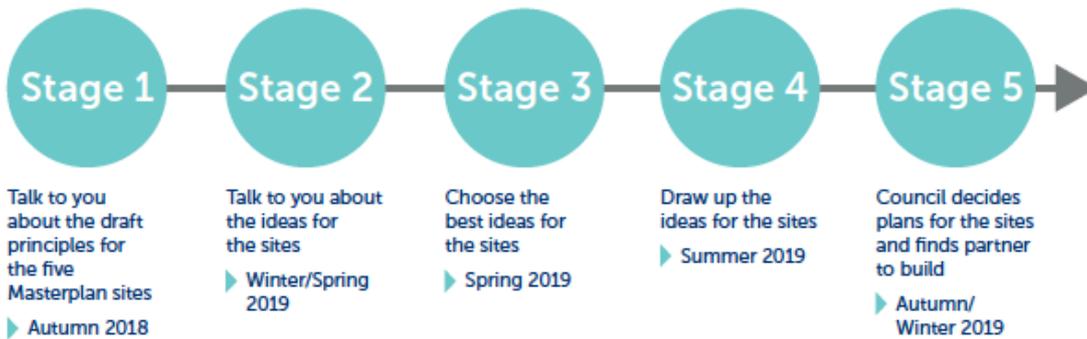
Please use this space and the post it notes provided to give us your thoughts.

Next Steps and Feedback

Thank you for taking part in our key principles engagement. We encourage you to fill in the questionnaire provided so we can find out more about what matters to you in shaping your neighbourhood.

The below timeline outlines our wider engagement programme for the Church Street regeneration.

We will talk to you again in the new year about how we can deliver some of the proposals in the masterplan, and the range of design options available for the five sites.



Please ensure that you give us your contact details if you would like to receive information for future events about the regeneration of Church Street.

Please use this space to give us your contact details.

2. Newsletter delivered to Church Street community:

Church Street News

AUTUMN 2018

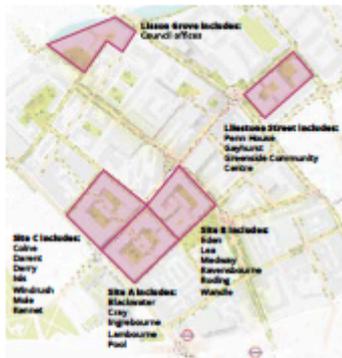


Understanding what matters to you

Have your say on the key principles which will help shape the future of your neighbourhood

Engagement opens on 5 November and runs until 30 November 2018

Before we consider, along with you, the best solution for the five sites that make up the Church Street masterplan (shown below), we want to develop the right principles by which to assess the future designs and options.



We have developed a draft set of principles, from the vision of the masterplan and the council's City for All programme to provide good quality and truly affordable housing. These have also been shaped by what you considered important as part of the masterplan consultation held last year.

We now want to hear what you think of these draft principles, and later this year we will tell you about any changes you told us.

If you live or have a home in one of the sites in the above diagram, you will have specific and additional opportunities to get involved and have your say.

The details of all upcoming drop-in sessions and events can be found on page 3 of this newsletter.

You can also see how this first step of engagement fits into the wider programme for these sites on page 3. We will talk to you again in the New Year on how we can deliver some of the proposals in the masterplan, and the range of design options available for the five sites.

We will carry on talking to you to ensure the masterplan meets your needs and helps shape the future of your neighbourhood.

INSIDE: New business support programme | Updated leaseholder policy

إذا كنت في حاجة إلى مساعدة لتفهم هذه المعلومات، يمكننا إعداد ترجمة. يرجى زيارتنا في:
Regeneration Base, 99 Church Street (ريجينايريشن بيس، 99 تشورش ستريت)، أو الاتصال بنا على رقم الهاتف: .020 7641 2968

আপনার এই তথ্য বুঝতে যদি সাহায্যের প্রয়োজন হয়, তবে আমরা এটির অনুবাদের ব্যবস্থা করতে পারি। অনুগ্রহ করে আমাদের সাথে The Regeneration Base, 99 Church Street, এই ঠিকানায় দেখা করুন বা .020 7641 2968 নম্বরে কল করুন।

نمگەر پڼوښتیت به یارمختیبه بۆ تیگښتن لم زانیاریته، تڼمه دکتوانین رڼوشونین ساز بکښن بۆ وەرگڼران. تکلیه سهرداتی تڼمه ښکه له
Regeneration Base, 99 Church Street
یاخوه تلهفونمان .020 7641 2968 بۆ بکه یو ژماره

Opportunities to be involved in shaping your future

As we move towards carrying out the masterplan, we need residents to keep talking to us.

We are looking at the best ways to make sure you can talk to us and want to have as many ways as possible to make that easy for you.

This could include:

- ▶ Email
- ▶ Focused discussions
- ▶ Meetings giving information and listening to your ideas
- ▶ Completing surveys, including on the telephone

We want to hear from you to make sure you know how your local knowledge helps us to make the best place possible to live and work and relax.



This is your future and that of your family – please take the first step by letting us have your views.

The survey can be completed online at smartsurvey.co.uk/s/ChurchStreetReview or collect a paper copy from the Regeneration Base at 99 Church Street.

Answering your questions

We get many questions about 'when will my block be demolished?'

The sites and drawings in the masterplan show what could happen in the area to build more housing. How each site does this must now be worked out.

Partners involved

The design teams involved in working out ideas to put the masterplan into practice are:

Ryder Architects and JLL (Jones Lang LaSalle Incorporated)

- Lilestone site
- Lisson Grove

Arcadis

- Site A
- Site B
- Site C

Timeline

STAGE 1

Talk with you about the draft principles for the five masterplan sites

▶ Autumn 2018

STAGE 2

Engage with you over the site options

▶ Winter/spring 2019

STAGE 3

Choose the best ideas for the sites

▶ Spring 2019

STAGE 4

Draw up the ideas for the sites

▶ Summer 2019

STAGE 5

Council decides plan for the sites and finds partner to build

▶ Autumn/winter 2020



The planned development along Ashbridge Street.
Photo credit: ECD Architects

77 new homes approved

In August, Westminster City Council's Major Applications Committee approved the Cosway Street, Ashbridge Street and Ashmill Street development schemes.

In total, 77 new homes will be built as part of the wider regeneration of Church Street. Over 35% of these new homes will provide a mixture of affordable homes - 'intermediate' homes for keyworkers and new council homes for social rent.

The redevelopment will see:

- 49 new homes built for sale at Cosway Street
- 26 new homes at Ashbridge Street, all of which will be affordable
- 2 new homes built on the site of the Ashmill Street Car Park, both of which will be affordable.

► **Construction on all three sites will start in 2019.**

Lisson Arches update

Conway FM, our current contractors on site, has also decommissioned the bridge and the construction of the underground culvert has started for the Thames Water water mains diversion.

To progress the preparation of the scheme, the site boundary into Lisson Grove was enlarged at the beginning of January 2018 to allow safe working.

We had hoped the parking bay loss would be shorter, but as we still need the bigger site boundary, the parking bay loss will carry on. We are sorry for the trouble this may cause and we will keep you posted on what is happening.



Have your say

From 5 November 2018, you can:

- Visit the Regeneration Base, Monday–Friday 9am–5pm
- Go online at churchstreetmasterplan.org.uk

The team will also be around to answer your questions during the evening and on Saturdays at 99 Church Street.

DATE	TIME	EVENT/ACTIVITY	VENUE
Monday 5 November	Office open until 7pm	Late opening	99 Church St
Saturday 10 November	10am-2pm	Community drop-in session	99 Church St
Wednesday 14 November	Office open until 7pm	Late opening	99 Church St
Saturday 24 November	10am-2pm	Community drop-in session	99 Church St



Church Street Business Support Programme

The Church Street Business Support Programme looks at on helping residents and businesses in the local area. The programme includes one on one sessions, workshops and events, with a key focus on market traders and new start-ups on the stalls.

Tree Shepherd has been appointed to deliver the schedule of support for residents, businesses and market traders. Tree Shepherd has worked with some of the country's most economically challenged communities, helping people create new opportunities and supporting businesses under the pressure of change. The company specialise in bringing entrepreneurial individuals

together in shared, collaborative networks, to grow their confidence, share ideas and knowledge, set up businesses, trade together and ultimately employ other people.

Tree Shepherd will work with the Church Street Regeneration team and local businesses to develop a custom schedule of support for residents, businesses and market traders within the Church Street area.



You can pop into the Regeneration Base to discuss the programme with the team at any time.

Independent Resident Advisor

Over the summer, the council advertised for an independent resident advisor. They will provide advice and support to tenants and leaseholders on the regeneration programme such as helping you to understand your options. To ensure that the advisor is someone that residents can work with and have confidence in, residents have been involved in the choosing instead of selection process every step of the way.

Two tenants and a leaseholder from Sites A, B and C helped with the appointment of the advisor.

The decision is currently being finalised and we will be able to announce the selected resident advisor in November, when there will be opportunities to meet them.

Next steps following Church Street market review

Over the past several months, Westminster City Council has been seeking the views of residents, businesses and traders on how the Church Street market can be helped to be fit for the future.

People told us they want:

- better storage and cleaning facilities
- improved promotion
- improved cleansing

The results of the consultation will go to the council's licensing committee in November 2018.





Artist's impression represented in the masterplan of the Church Street and Salisbury Street junction

Church Street Triangle

The Church Street Triangle is a key public space in the centre of the ward.

The Church Street Triangle could be a useful and beautiful space for all but is not living up to that. Jan Kattein Architects (JKA) was asked to study the space and come up with ideas to improve it.

The design produced will aim to create a new heart of the area, which can be enjoyed by all local community groups.

As part of this study, JKA engaged with local people in a number of ways. Over 200 people were spoken with. As the project moves forward, we will continue to work with residents and businesses as closely as possible.



New police front counter at 88 Church Street

The new Metropolitan Police Service front counter at 88 Church Street officially opened on **Friday 14 September**, replacing the public access front counter at Paddington Green Police Station.

The front counter provides an improved facility for the community and for the neighbourhood policing teams serving the north and central wards of the City. Councillor Aiken visited the new front counter after lobbying for better police service within Westminster.

The new facility is open Monday to Friday 9am to 5pm. The front counter located at Charing Cross Police Station will continue to be open 24/7, ensuring that there are two front counter services for the public in Westminster.

Updates to leaseholder policy for housing renewal areas

Westminster City Council's Policy for Leaseholders in Housing Renewal Areas was published in 2014, outlining the financial compensation and general assistance leaseholders will receive from Council when their property is identified for redevelopment.

The new policy was consulted on between November 2017 and January 2018, with comments made by those responding being taken into account as much as possible.

The main changes to the policy include:

- New option to buy on a shared equity basis, as well as with an equity loan
- Leaseholders to hold their own capital, instead of the council (from the sale of their current home and their home loss payment), where the new homes are not ready to move into straight away
- Council to pay for independent financial advice, for those that want it, in relation to holding this money
- Ability to pass the equity loan/shared equity arrangement on once to resident family members that are the leaseholder heirs
- Subletting allowed for shared owners, as long as any lender agrees.

For more information about housing renewal in Westminster visit westminster.gov.uk/housing-regeneration



Church Street residents and the second Antiques Anonymous flea market

More than eighty antiques and arts dealers from throughout the UK and Europe took part in this year's Antiques Anonymous event held on Sunday, 24 June 2018.

Church Street residents and the surrounding community also contributed by showcasing their local talent and the vibrant and diverse community that is Church Street. Plans are already in the works to host the third Antiques Anonymous flea market in either May or September next year.



Christmas at Church Street

The festive season is fast approaching, and so is the Church Street Christmas event!

Join us on Thursday 29 November from 4.30pm-7.30pm at the Church Street Triangle where various activities will be taking place.

Santa will be taking time out from his busy schedule for an appearance and there will be different performances and activities happening, including arts & crafts, henna and face painting, as well as a best dressed competition open to all ages. Our local ward councillors will also be present.

To find out more about the Church Street Christmas event, visit the Regeneration Base at 99 Church Street or call us on 020 7641 2968.

إذا كنت في حاجة إلى مساعدة لتفهم هذه المعلومات، يمكننا إعداد ترجمة. يرجى زيارتنا في:
Regeneration Base, 99 Church Street (ريجينييريشن بیس، 99 تشيرش سٹریٹ)، أو الاتصال بنا على رقم الهاتف: 020 7641 2968

আপনার এই তথ্য বুঝতে যদি সাহায্যের প্রয়োজন হয়, তবে আমরা এটির অনুবাদ ব্যবস্থা করতে পারি। অনুগ্রহ করে আমাদের সাথে The Regeneration Base, 99 Church Street, এই ঠিকানায় দেখা করুন বা 020 7641 2968 নম্বরে কল করুন।

نہمگر پٹیوسٹیت بہ پارمائیہ بڑ ٹیگیشن لم زانیاریانہ، نیمہ دعواتین ریوشوین ساز بکھن بڑ وریگیران. تکلیہ ساردانی نیمہ بکھ لہ
Regeneration Base, 99 Church Street یاخود تولهفونمان بڑ بکھ بہ شمارہ 020 7641 2968

Contact us

Please get in touch at:

Regeneration Base

99 Church Street, London NW8 8EY

Hours: 9:30am-5pm, Monday to Friday

Phone: 020 7641 2968

Email: churchstreet@westminster.gov.uk

Website:

westminster.gov.uk/churchstreetrenewal

facebook.com/mychurchstreet

#mychurchstreet

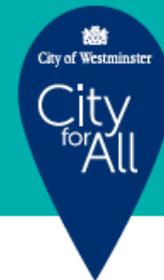
Westminster City Council | westminster.gov.uk



3. Feedback Form

Church Street Key Principles Engagement Questionnaire – Have Your Say

12 November – 7 December 2018



Name:

Address:

Understanding what matters to you

Before we consider, along with you, the best way forward for the five Church Street masterplan sites*, we want to develop the right principles by which to assess the future designs and options of the Church Street Regeneration programme.

We are asking the community in and around Church Street, particularly those of you who live or work in one of the masterplan sites, what matters to you in developing your local neighbourhood and what improvements can be made to make Church Street an even better place to live.

1. The Church Street masterplan outlines four key factors as part of the Church Street Regeneration programme. What factor/s do you think should be considered the most important in developing the local neighbourhood? (You may choose more than one.)

- | | |
|--|---|
| <input type="checkbox"/> Providing new homes in and around Church Street. | <input type="checkbox"/> Delivering new jobs and supporting the shops and retail market in Church Street. |
| <input type="checkbox"/> Improving people's health and wellbeing in Church St. | <input type="checkbox"/> Improving access in and around Church Street. |

If there are any other factors important to you, please tell us here:

2. A key objective of the Church Street masterplan is to deliver more new homes throughout the area, focusing on quality, affordability, sustainability and providing a range of tenures. What would be your main priorities as we look to build more homes in and around Church Street?

-
- 3. The Council is committed to improving the retail market and delivering new jobs within the Church Street area. When thinking about the current market and retail within Church Street, what changes would you most like to see?**

-
- 4. Improving health and wellbeing for all residents in Church Street is a key priority for the council. How do you think the council could improve health and wellbeing in Church Street?**

-
- 5. The council is looking to open up Church Street and improve the current access for pedestrians and cyclists to travel throughout the area. How do you think we could improve access into and around Church Street for residents and visitors, especially cyclists and pedestrians?**

6. The council has sent out a lot of information about our plans for Church Street.
Do you feel as if you know/are aware of what we are proposing for the area? Which of these would you say you are?

- | | |
|--|---|
| <input type="checkbox"/> I am very aware of the plans. | <input type="checkbox"/> I need to know more. |
| <input type="checkbox"/> I have a rough idea. | <input type="checkbox"/> I don't really know about the plans. |

7. Some residents have told us they would like to be engaged/involved in the regeneration programme.
Is this something you would like to be a part of? Please tick one of the following:

- Yes, please contact me.
- Possibly, please give me more information.
- Not at this time.

8. Do you have any other comments or suggestions about Church Street?
What really matters to you as we look towards improving your neighbourhood?

*The five masterplan sites as part of Church Street Key Principles Engagement are:

- Site A – Blackwater, Cray, Ingrebourne, Lambourne, Pool
- Site B – Eden, Lea, Medway, Ravensbourne, Roding, Wandle
- Site C – Colne, Darent, Derry, Isis, Windrush, Mole, Kennet
- Lilestone Street – Penn House, Gayhurst, Greenside Community Centre
- Lisson Grove – council offices

About you

We would like to ask a few questions about you to ensure we are speaking to a cross section of people who live in Westminster.

GDPR Notice: Westminster City Council will collect and process your personal data through this survey. The information you provide us will be kept for the duration of the Church Street regeneration programme. Your personal details are important because we want to ensure we are speaking to a cross section of people who live and work in and around Church Street. If you don't wish to provide this information, then you can choose not to participate in survey.

Why ask for my name & address? This helps ensure we have contacted each resident in each site and it helps map which roads/properties have and haven't responded.

Why ask for my age? This helps identify how many residents have been reached in a particular age group.

Why ask for my gender? This helps ensure that our survey has reached a balanced group of people. It's totally up to you if you share that information.

Why ask for my ethnicity? This helps identify how many residents have been reached in an ethnic group. It's totally up to you if you share that information.

When providing the following information about you, please note that Westminster City Council will store your personal details to ensure you are consulted with on all future details of the Church Street regeneration programme. Your details will be kept by Westminster City Council and will only be used for the purpose set out above. Your personal details will remain with us until you wish to no longer be consulted. To remove your personal details from our database, please email churchstreet@westminster.gov.uk

Please tell us about yourself:

1. Age

2. Gender

3. Postcode

4. Are you?

- A City West tenant in one of the masterplan sites.
- A resident leaseholder in one of the masterplan sites.
- A private tenant in one of the masterplan sites.
- An absentee landlord in one of the masterplan sites.
- A Church Street market trader.
- Owner of a commercial unit in one of the masterplan sites.
- Live outside of the masterplan sites.
- Other – please specify.

5. What is your ethnic group?

- Asian (Other)
- Bangladeshi
- Black African
- Black Caribbean
- Chinese
- Indian
- Irish
- Middle Eastern
- Mixed: White and Asian
- Mixed: White and Black African
- Mixed: White and Black Caribbean

- Mixed (Other)
- Pakistani
- White British
- White (Other)
- Other – please specify

6. What is your first language?

- English
- Arabic
- Kurdish
- Bengali
- Other – please specify

Thank you for taking the time to complete this questionnaire.

If you would like to find out more about the Church Street regeneration programme, please visit <https://www.westminster.gov.uk/church-street-renewal>, email churchstreet@westminster.gov.uk or visit the Church Street Regeneration Base at 99 Church Street NW8 8EY. Westminster City Council respects your privacy and is committed to ensuring that personal data is adequately recorded and processed lawfully. Further details of our Fair Processing Notice following the introduction of the General Data Protection Regulation can be found on our website: <https://www.westminster.gov.uk/fair-processing-notice>

You can return this questionnaire:

In person:

Regeneration Base,
99 Church Street

By post:

Church Street Consultation
Freepost Plus RTLA-GHRX-SSXA
Local Dialogue
77a Tradescant Road
London
SW8 1XJ