

## 1.6 PLANNING POLICY

# Wider Social Context

## Please refer to the accompanying Barton Willmore Planning Statement for detailed analysis

As set out in the previous section, the scheme will provide:

- a 12 GP surgery;
- extra care accommodation;
- improved recreational and sports facilities; and
- the provision of 9.5 acres of former private land to the community for public use.

To fully appreciate the potential importance and value that the planning application scheme could bring to the community, it is necessary to have a broad understanding of the planning context of the UK, London and as well as locally within the London Borough of Richmond-upon-Thames.

## Operating the Planning System

Across the UK, the development of land is required because our population continues to expand and the types of buildings we need are evolving. However, geographically, the pressure for development is not uniform. The south-east, and in particular London, is facing far greater pressure than elsewhere and is already one of the most densely populated parts of the country.

Decision makers are required to weigh the pros and cons of development proposals based on locally derived objectives. These objectives may not always be aligned with wider national objectives and so that in certain circumstance the Government can override local decisions. The idea is that the system of checks and balances means that whilst the process may be influenced by self-interest, it cannot be unacceptably excessive

## UK Wide Care and Health Context

As a result of the state of the UK finances and national political debate, public sector services (national and local) are under intense pressure:

1. Our health service has never been as stretched as it is now – this is impacting people’s life chances and people are dying unnecessarily. In the publication “The State of the NHS Provider Sector, November 2016”, the report confirms:

“There is now a clear gap between what the NHS is required to deliver and the money available....the NHS is now running higher levels of risk. The risks include: The service the NHS provides now starts to deteriorate... Despite good progress in reducing trust deficits in the short term, there is no credible plan to ensure the long term financial sustainability of trusts....Current NHS system level plans assume a rate of transformation that is unlikely to be delivered...”(see page 6)

According to another recent report by the King’s Fund – “Understanding Pressures in General Practice, May 2016” –

“General practice is in crisis. Workload has increased substantially in recent years and has not been matched by growth in either funding or in workforce.... Practices are finding it increasingly difficult to recruit and retain GPs...As the pressures on general practice have grown, the experience for patients has deteriorated.... Securing the future of general practice cannot be achieved simply through more of the same...” (See pages 3-4).

2. Social services, delivered by local authorities, are also failing to provide the required level of services all of the time, and with an ageing population, this will only get worse. The report of the Parliamentary Select Committee (Communities and Local Government) into Adult Social Care, March 2017, looked at the funding pressures on services and their “very serious consequences”. The report advises:

“Fewer than one in twelve Directors of Adult Social Care are fully confident that their local authority will be able to meet its statutory duties in 2017–18.” (Paragraph 13)

3. The New Policy Institute published a report in June 2016 titled: “Sustainable Local Government Finance and Liveable Local Areas: Can we Survive to 2020? It suggests that following the recession, local government spending/funding has dramatically declined and by 2020 will be less, as a proportion of GDP, than at any time since 1948. It goes on to say that government policy is to remove the revenue support grant that redistributes money to local authorities and replace it with a devolved approach where local authorities will generate at least 80% of their income through council tax and business rate receipts. This is significant because the ability to raise money by council tax and business rates is uneven across the country. This means the “squeeze” on services that are not required to be protected, such as libraries, public realm maintenance etc. will continue and inevitably there will be a worsening of those services that are protected.

4. In respect to housing, it is commonly accepted that not enough housing (market and especially affordable) is being built in the right places to meet demand and, as a consequence, life chances are being impacted. The Government sees housing shortage as one of the most pressing problems to address (See the Housing White Paper – Fixing Our Broken Housing Market, February 2017, particularly the Prime Ministers foreword);

5. Within the general housing shortage, specifically not enough affordable elderly care, and extra care housing is being provided to meet demand – causing life chances to be impacted both for the older generation, but also for younger generations as family homes are not being freed up by downsizing (See the Housing White Paper – Fixing Our Broken Housing Market, February 2017, particularly chapter 4);

6. The Resolution Foundation published its report on “Living Standards 2017” in February 2017. It concludes that:

“... the parliament from 2015-16 to 2020-21 is on course to be the worst on record for income growth in the bottom half of the working age income distribution. At the same time, we project the biggest rise in inequality since the 1980s, with inequality after housing costs reaching record highs by 2020-21.... Our projected combination of weak average growth, falling incomes for the

bottom half and rising inequality is perhaps without precedent.” (See Executive Summary and pages 10-11).

The reason for identifying the above is to identify that if there is scope through the development of land and buildings to help backfill some of the shortcomings facing our public sector funding and our national housing crisis, then such options should be pursued. It is in this broadest of contexts that the application proposal sits as it undoubtedly will address many of the shortcomings identified above.

### **London Context**

Similarly with the UK analysis given above, London is also under pressure, particularly to meet private and affordable housing demand. It is a world city that is expanding. Central London has been the focus of much redevelopment to meet economic activity and population growth over recent years and its ability to continue to be made more dense is reducing. That means outer London Boroughs are now the focus for meeting much of the development demand.

Inevitably, outer London Boroughs are seeking to preserve their environments and character, and resist unacceptable densification and building on open land, although in doing so, this often means that one section of society is looking to preserve its way of living at the expense of others. That is not to disregard the need to protect the character of the most valuable parts of the natural and built environment, but it does mean protecting less worthy sites may be less justifiable due to the pressure on the London housing market and particularly on social care.

The application proposal has the potential to meaningfully respond to UK and London’s wide social and planning issues, whilst not unacceptably changing the character of the area.

## **The London Borough of Richmond-Upon-Thames**

It is acknowledged that Richmond is one of the most attractive, green, and low-density boroughs in London. It has one of the highest life expectancies, highest average house prices, and highest average earning per person. Subjectively, it is one of the nicest places in London and the UK to live. It has large areas of open space, including two Royal Parks and over 100 other parks. The green spaces across the borough are very important to the borough's character.

The demographics of Richmond (see the Accompanying Care Needs Assessment, August 2017) confirms that Richmond has a high percentage of its population above the age of 50 when compared to the rest of London or the UK. This variance is set to increase in population predictions to 2025. The notably aging borough-wide profile will place additional pressure on the provision of elderly care accommodation and associated services and facilities.

Given its proximity to central London and its desirability, Richmond is under constant development pressure. Preserving its character and desirability is important to the success of London overall. However, the borough still needs to contribute to meeting the needs of its existing and future residents (in terms of provision and access to community facilities, medical care, social care and so on) and wider London through maximising the use of its land and buildings, whilst protecting those elements that are fundamental to its success.

## **Teddington**

Teddington is one of the 14 defined "villages" within Richmond. Whilst it is an affluent, attractive, and quiet, predominately residential, it faces similar problems to other parts of the country in being able to sustain high levels of public services. In particular, there is a significant local issue around the suitability of GP provision and social care. Whilst Teddington is blessed with lots of open spaces, issues about sufficient formal open space for local sports clubs exist (see accompanying CIC Business Plan). It is in this context that the Teddington Community Sports Ground CIC has been established and consideration given to how the Former ICL Private Ground could be better utilised for the community, whilst preserving

the important contribution it makes to the character of both Teddington and Richmond. The application will provide real benefits to Teddington residents through the provision of formal and informal recreation, medical care, and social and housing care for older residents.

## ‘In Principle’ Planning Context

### **The development plan comprises:**

The development plan comprises:

1. The London Plan, 2016; and
2. London Borough of Richmond Upon Thames (LBRuT) Core Strategy, 2009, and Development Management Plan (November 2011).

In terms of planning policy, the main material considerations in respect to the principle of the development, include:

1. NPPF and PPG;
2. Draft London Plan 2017;
3. LBRuT emerging replacement Local Plan; and Hampton Wick & Teddington Village Plan SPD, June 2017

Below we consider how the application proposal responds to policy. We consider first the acceptability of the scheme as a matter of principle and second the detail of the scheme in terms of complying with development control standards.

### **Open Land of Townscape Importance**

The geographical location of the site means that it is a suitable location for the development proposal, being well located in the vicinity to shops, services and public transport. In principle we consider general policy would support the proposal. However, there is a specific site allocation that seeks to preserve the site in its current open form. The site is presently allocated in the adopted Development Management Plan (2013) under policy DM OS 3 as “Other Open Land of Townscape Importance” (OOLoTI). The adopted policy wording (see

below) and the supporting text (see below) seeks to preserve the site’s openness. The policy does, however, enable a judgement to be made about the merits of any proposal and allows for some loss of open space to be acceptable.

*Policy DM OS 3*

*Other Open Land of Townscape Importance*

*Other open areas that are of townscape importance will be protected and enhanced in open use.*

*It will be recognised that there may be exceptional cases where appropriate development is acceptable. The following criteria must be taken into account when assessing appropriate development:*

1. *It must be linked to the functional use of the Other Open Land of Townscape Importance; or*
2. *It can only be a replacement or minor extension of existing built facilities;*
3. *In addition to 1. or 2., it does not harm the character and openness of the open land.*

*Improvement and enhancement of the openness and character of other open land and measures to open up views into and out of designated other open land will be encouraged where appropriate.*

***When considering developments on sites outside designated other open land, any possible visual impacts on the character and openness of the designated other open land will be taken into account.***

The supporting text to the adopted policy explains further:

*“4.1.9 The purpose of this policy is to safeguard this open land and ensure that it is not lost to other uses without good cause. Protecting and opening up views into and out of designated other open land is encouraged because of the contribution to the distinctive*

*character of an area and the benefits to all. Where a comprehensive approach to redevelopment can be taken, such as on major schemes or regeneration proposals, or for social community or educational uses, it may be acceptable to re-distribute the open land within the site, providing that the new open area is equivalent or improved in terms of size, shape, location, quality and potential ecological value."*

Set in this adopted policy context, the community presently has no entitlement to use any part of the site. Therefore, the only benefit the site presently provides for the wider community is in its appearance and contribution to character. That appearance is limited to what it looks like from its boundaries as there are few places where views across and into the site can be seen. It therefore means the "setting" and "character" benefits the site brings is limited and restricted to those houses that directly back onto or face onto it. Further information and justification can be found in the accompanying Townscape and Visual Impact Assessment.

Excluding the clubhouse and its demise, the proposal will see the open land portion of the site reduce to 9.5 acres. The applicants believe that this "loss" is justified by a "good cause", namely the wider community benefiting from:

1. 9.5 acres of new publicly accessible formal and informal open space. In a densely developed London the opportunity to create such a new community asset is rare and therefore important and meaningful.
2. The new open space will provide both new organised sporting facilities (3G artificial pitch, grass pitch, MUGA/tennis court etc.) and informal recreation in the form of a new park with children's play, trim trails and orchard. The spread and variety of facilities will result in the site having wide appeal and accessibility.
3. A new community centre/pavilion will not only provide changing facilities associated with the sports pitches but also a space available for use by the wider community.
4. The new access and facilities proposed for the public, set out above, will result in a publicly accessible facility that is open all year round.

5. A new 12 GP surgery will be provided for the rehoused and substantially expanded Park Road surgery. The surgery has been desperately seeking new enlarged facilities for a long time and has been unable to find suitable premises. This represents a significant benefit to the wider community in creating more local medical capacity in better facilities. The surgery will be open to the local community. A letter has been prepared by Dr. Nicholas Grundy of the Park Road Surgery, setting out its requirement and support for the proposals is enclosed at Appendix 1.

6. 107 extra care apartments with specialist care facilities. This will meet existing demand for older people's accommodation in the borough and responds to the increasingly ageing population.

7. The proposed open space will create improved boundary treatment, nature conservation and biodiversity value from the present condition of the site.

The accompanying Townscape and Visual Impact Assessment confirms that the site is not of national landscape importance, within a conservation area or publicly accessible, and has detracting boundary treatments. The site does have some townscape value in that it contributes to the local character by virtue of its size and position, but not because of its quality, presence and openness. The site is not beneficial in terms of longer views due to the close proximity of surrounding properties, nor beneficial in terms of biodiversity, nature conservation or scenic value, given its sporting uses. Further, the site is not, and has not historically been, accessible to the public and therefore presents limited value to local people. The openness value of the site is limited because of the enclosure to the site and the surrounding built form. The location of the site close to roads and built form mean that there is no sense of remoteness or tranquillity. The site has no historic or cultural association to the townscape. Whilst the site is designated as Other Open Land of Townscape Importance (OOLoTI), the site does not comply with the full OOLoTI criteria (set out in paragraph 4.8 explaining Policy DM OS 3) in terms of value to local people. The site does perform a contrast with the surrounding area and has some Tree Protection Orders. The conclusion is that the site therefore has "medium" value.

In terms of visual appraisal, the accompanying report considers that the site's visual envelope is very localised and in terms of townscape susceptibility, it is considered to be low and capable of accommodating the proposed development without loss of integrity. The likely effects of the application proposal would be to enhance the openness and character of the land and as well as opening up views into and out of the open land. The scheme would increase the attributes that contribute to its designation as OOLoTI because it would become of greater value to local people by its public accessibility, and would be improved in terms of its biodiversity and nature conservation characteristics.

Based on this analysis the conclusions reached are that the site provides the opportunity to enhance the local townscape through the provision of substantial new public open space in combination with sports facilities. Whilst the scheme will introduce new built form and a change in the use of that part of the site, these overall proposals will improve the recreational value of the site, the scenic quality, the association with the wider townscape, and the function of the site in the community.

In terms of transport impact, the accompanying Transport Assessment concludes that the proposed development is not expected to significantly impact on the local road network. There are no technical reasons why planning permission should not be granted. The visibility splays at the access points meet the required standards.

Our conclusion in respect of the principle of the acceptability of the application proposal is that the benefits of the proposal clearly outweigh any harm resulting from development on open space and therefore, notwithstanding Policy DM OS 3, planning permission should be granted.

### **Emerging Local Plan Policies (Principle)**

The emerging Local Plan has been submitted to the SoS for examination. This commenced in September 2017. Minor changes to the wording of adopted plan policy and a new policy designating the application site (on the Proposals Map) as "Local Green Space" has been put forward. The applicants has objected and this has been discussed at the hearing sessions. The implication of the Local Green Space designation is that through the NPPF guidance, such an allocation should be treated as if it were green belt. This means that development can still be considered acceptable if very special circumstances can be demonstrated.

The applicants' position is that a Local Green Space designation is not appropriate to be applied to the application site. The reasons for this are set out in the representations made to the emerging Local Plan. Irrespective of the outcome of the Local Plan EiP the applicant considers that for the reasons already set out, "very special circumstances" exist whether or not the Local Green Space policy allocation is upheld for the site.

The draft London Plan (2017) is supported by the GLA Older Persons Housing Needs Assessment Report, 2017. This confirms that:

- There is a need for both extracare and sheltered units for sale and shared ownership;
- Because there is so much stock relative to potential demand there is no need for additional provision of sheltered housing for affordable/social rent; and
- It is recognised that many boroughs and Registered Providers have in place remodelling programmes which involve the demolition or adaptation of existing sheltered schemes to provide higher quality accommodation, generally as extracare. This type of activity has an important role to play in improving the quality of London's specialist housing stock.
- The report also notes, that looking towards 2029:

- Extracare housing is needed across all three tenures – rent, sale and shared ownership;
- There is potential demand for sheltered housing for sale and shared ownership and for market rent;
- There is no need for additional provision of sheltered housing for affordable/ social rent; and
- Total potential demand for specialist older persons housing across London adds up to just over 4,000 units a year. This level of delivery is a step change from the 471 new homes a year which have been consented in the past two years, which in itself did not offset the loss of existing stock.

### **Relevant Planning Policy**

As noted above, the proposals need to be assessed against relevant adopted planning policies, however, emerging planning policies are also a material consideration in the determination of a planning application. Appendix 2 of the Planning Statement sets out relevant elderly, extra care accommodation and sport facilities policies in adopted and emerging planning policy that should be considered in the determination of the planning application.

The proposals are considered to meet policy or where a balancing judgement is required, the material considerations relevant to the determination of the planning application support the application proposals.



## The Planning Balance

We recognise existing policy DMOS 3 and the emerging local plan draft policy LP13 Local Green Space that looks to protect open space.

BUT

Policy enables flexibility as long as the proposal's benefits outweighs potential harm.

A value judgement needs to be taken on the overall merits of the scheme against the loss of a small amount of open space and the potential impact on the character and appearance of the site.

The draft Local Plan has dismissed the benefits of the site's potential to the local community in the mistaken belief that a Local Green Space designation makes the land more secure and more accessible by the community. All it will actually do is deprive the community of a significant asset, created at nil cost to the Council or taxpayer.

Under planning law there is no such thing as 'setting a precedent' for any future similar planning applications.

The Mayor of London has made it very clear that suburban areas of London will need to become denser.

This scheme protects this open space in the long term – whatever happens with policy in the future – and provides new public open space and community facilities forever.



## Conclusion

We consider the key issue associated with the planning application is whether the benefits of the proposal can be guaranteed and are considered to outweigh the impacts associated with developing a small part of a site which adopted and emerging policy seeks to keep free from development.

The reports accompanying the application demonstrate how the proposal is technically acceptable and responds to policy in respect of design, layout, sustainability, standards as well as providing the requisite special circumstances.

The applicant's view is that the site represents a rare opportunity to develop a comprehensive scheme that will have substantial benefits in terms of helping the community meet its medical, care, housing, and recreational requirements.

These benefits can be delivered in a way that preserves and improves (rather than detracts from) the essence of the openness and character contribution the site makes to Teddington, Richmond and London as a whole. The legal arrangements that have been put in place with the setting up of the CIC and the development of their comprehensive business plan will ensure that these public benefits will be delivered.

The overall benefits package is considered to represent a special set of circumstances that mean the application should be supported. Whether it is judged that the application is contrary to or in accordance with policy, by virtue of these special circumstances, namely the overall benefit to the local community, the scheme should be supported.





# CHAPTER 2

## EXTRA CARE APARTMENTS AND GP SURGERY



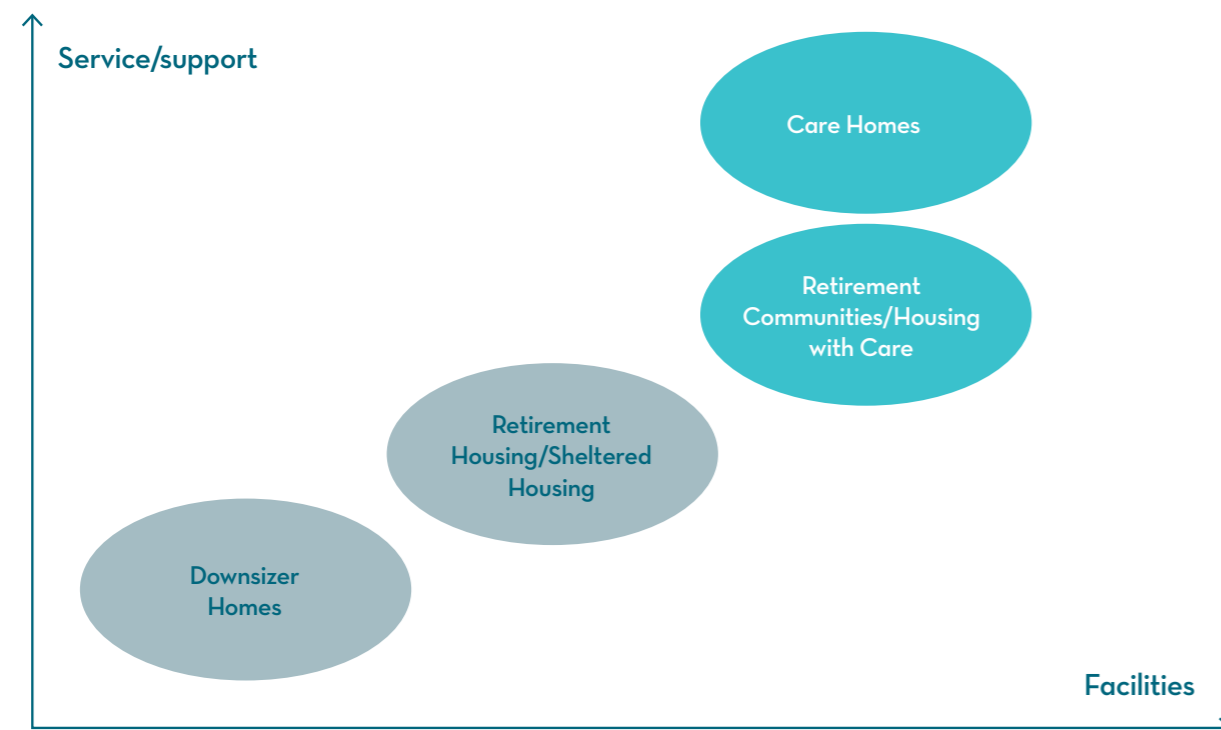
## 2.1 EXTRA CARE SPECIFICATION, OPERATIONS AND AFFORDABLE HOUSING STATEMENT

## Introduction

There are many different housing options available for older people. As shown in the diagram below, the classification of a provider as described by the Industry Body, the Associated Retirement Communities Operators (ARCO), comes down to the support and facilities available to residents. Platinum Skies is a retirement community/housing with care provider.

To explain this in further detail the following pages identify how the proposed extra care community with care at Teddington differs in three ways to traditional sheltered housing. These differences are;

1. The tenure of the property
2. The physical construction and specification
3. Provision of care on site
4. The operation of the properties.



## 1. Tenure: Extra Care, C2 use class

A retirement community with care can also be classified as Extra Care houses or apartments. The fundamental goal of an Extra Care scheme is to provide an adaptable home designed for a person in need of care by virtue of age or disablement, with central facilities and services on site to assist all residents.

Schemes are often seen as an alternative or a step prior to moving into a care home. The focus is on providing independence to people in their later years.

From purchasing to selling, a Platinum Skies property can only be owned and lived in by a qualifying person. The entire development is managed and maintained by Platinum Skies who hold an vested interest through the freehold of the site.

Tenure Options:

- Part-buy, part-rent, with the rent currently capped at 3% pa plus inflationary increases
- Outright purchase

## The Lease

All properties are sold on a leasehold basis. The lease dictates that a qualified person is limited to only owning one property and that sub-letting their property is prohibited.

The lease permits Platinum Skies access to the property for inspection and to ensure the wellbeing of the residents.

## Registered Social Landlord status:

Platinum Skies Living Ltd is a Registered Social Landlord (RSL), regulated and audited by Homes England. The part-buy, part-rent tenure is available through the Government's Older Persons Shared Ownership scheme (OPSO) and therefore,



further eligibility criteria is required before buying a property with Platinum Skies;

- An application form must be approved by a Homes England partner organisation, such as Help to Buy South East
- Purchasers must have an income (pension) of less than £80,000
- The property will be the purchaser's sole residence
- Residents must be a minimum of 55 years old.

It is proposed that 50% of dwellings will be sold under the shared ownership tenure. The remaining 50% will be available to potential residents as shared ownership or for outright purchase.

## 2. The physical construction

### Housing Corporation Design and Quality Standards

#### Design criteria

Housing Corporation Regulatory Circular 03/04 issued in April 2004 sets out the definitions for housing for older persons. There are three types of housing for older people:

- Housing for older people (all special design features);
- Housing for older people (some special design features); and
- Designated supported housing for older people.

Properties should be described as housing for older people if they are intended for older people (regardless of the actual characteristics of each tenant) and they either incorporate the range of basic facilities and special design features set out below or are specially designated supported housing for older people. The

distinctive design features should be over and above Lifetime Homes adaptations to general needs properties.

The 107 apartments proposed at the former UCL Private Ground come under the definition **Housing for older people (some special design features)**

This is remodelled or purpose-built grouped housing that has all the basic facilities and at least one or more of the special design features listed below. Residents must have access to support services to enable them to live their for their lifetimes.

#### Basic facilities

The scheme or main building must have basic facilities of a laundry for residents and/or washing machines in living units, or provision for washing machines to be installed. The scheme must also have a communal lounge.

#### Special design features

- Living units must have walk-in showers or bathrooms, adapted for people with mobility problems or wheelchair users;
- Bathrooms in living units that are wheelchair standard must meet the criteria for adapted bathrooms;
- The living units, the entrance area into the building and communal areas should be designed to wheelchair-user standards

The needs of less active older people are such that application of general needs-based Internal Environment core standards would be inappropriate at addressing the particular design and management considerations associated with the successful provision of this type of housing. The balance of provision between private and communal is important and should reflect the needs of the particular

community being served.

### Platinum Skies Specification and facilities

Each property whether an apartment or house has specifically been designed with elderly living in mind. Platinum Skies design their homes to incorporate the Lifetime Homes and Wheelchair Standard principles. Properties are flexible and adaptable for the resident's future changing needs.

### Properties

All properties have been designed to make allowance to incorporate the following criteria;

- Property layouts have been designed using wheelchair housing standards covered under lifetime homes
- Each property has a fully compliant bathroom with level access walk in showers
- Kitchens are fully fitted and adaptable to individual needs
- Widened doorways
- Properties are larger than standard residential properties
- Level access and provisions for rails
- Best practice principles for properties designed for older people and people with sensory and cognitive impairments.

### Communal Facilities

As part of the Extra Care difference, Platinum Skies offer a large amount of communal facilities, rooms and gardens that are monitored and managed by the

on-site management team. All communal facilities are accessible to all residents and include:

- Guest suites
- Residents Lounge area
- Dining room
- Private dining room
- Hair dressers
- Well-being suite
- Treatment rooms
- Studio/activity room
- Library
- Mobility scooter store
- Communal gardens
- Computer/Internet facilities
- Small convenience facility, offering daily essentials

### Staff Facilities

The communities are staffed 24/7, 365 days a year and each resident has direct contact through a personal alarm system.

On site staff facilities are included in order to provide hot meals for each resident



Aerial view of the site

and to enable staff to manage all resident's needs, these include;

- Commercial kitchen
- Café and bistro
- Administration offices
- Care suite

### 3. Provision of Care on Site

#### Primary Healthcare and pharmacy

Unique to this site is the provision of a new GP surgery and pharmacy available to residents as part of the extra care community to enhance care provision on site.

#### Services

Unlike retirement housing/sheltered housing, Platinum Skies gives residents access to full range of services on-site to assist with their on-going and changing care needs allowing them to live in their own home for the rest of their lives.

#### Care Delivery

Platinum Skies have created a partnership with Agincare (regulated by the national body Care Quality Commission) who manage care for all residents on site.

Agincare will have a fixed residency based in the communal area on site. This will give them direct and convenient access to all residents within the development. Having an on-site presence will create a familiarity for residents and enable carers to become acquainted with everyone so that any changes will hopefully be noticed quicker with recommended plans put in place.

Care services can be delivered within the communal treatment rooms or in an individual's own home. 24 hours of care is made available to residents with the amount of care received by each resident not necessarily based on age, rather the specific need of the individual. However, it is not uncommon for a typical resident of 82 years old to receive around 8-10 hours of care per week,

#### Personal Care

Personal care is delivered to residents from on-site staff within communal facilities or within a resident's own home. As standard, all personal carers are monitored and regulated by the national body CQC (Care Quality Commission).

In a recent report published by ARCO, care provided by Retirement Communities in a person's home was rated 14% higher than that of care provided in the wider community.

### 4. The Operation of Properties

#### Residents Services

Residents have access through personal alarms for support 24/7, 365 days a year. All residents have access to cooked meals daily, prepared by the on-site commercial kitchen. Meals can be served within the communal dining area or within an individual resident's property.

Door to door laundry services are offered to all residents along with many other lifestyle services to help the individual. One key service provided to residents is the use of a pool car / car share vehicle which enables residents to feel more comfortable in relinquishing their own car prior to moving to the community. Current data shows that a high percentage of Platinum Skies customers have given up their cars before moving into a retirement community. The use of a pool car and the location of nearby public transport has helped make the decision.

## Lifestyle Manager

Platinum Skies also employs a Lifestyle Manager (concierge facility) at all developments. The Lifestyle Manager is there to facilitate the overall running of the development and support residents.

Other lifestyle services include;

- Postal service
- Prescription delivery service
- Activity classes
- Health talks (peer to peer discussions, i.e. living with dementia)
- Discounted taxi services
- Property maintenance and management
- Cleaning services
- Gardening services
- Handyman services
- Rubbish collection
- Social activities
- Free Sky TV in private resident's lounge
- Free Wi-Fi in all communal areas

- Shared Mini-bus running regular trips to the town centre and other days out

## Costs

Additional to the purchase and rental fees (if using our part-buy, part-rent scheme) residents will also pay a yearly service charge and ground rent for their property.

The ground rent is a yearly charge, expected to be approximately £500. The annual service charge will be based upon a budget which is set for a 12 month period and ensures the overall property is maintained and care provision including staffing costs are covered.

The service charge includes:

- Insurances
- Utilities (communal areas)
- External maintenance
- Internal maintenance
- Staffing
- Care
- General management

Based on previous schemes this charge is likely to be between £2500 - £6500 per property per annum.

Each year, residents will be invited to an Annual General Meeting (AGM) to review the expenditure of the development, and discuss the budget for the subsequent financial year. We actively promote residents input to make sure they are receiving the service they want and need. Care is included within the service charge. However, residents can add to their care plan, if they want additional care, monitoring equipment or companionship this can be paid for as and when used.

### **Care when and where it's needed**

The fundamental goal of Platinum Skies is to provide a home designed with the changing needs of older people in mind.

The proposed development in Teddington provides total flexibility for the customer. It provides choice in terms of the size of the property and the way in which it can be purchased. It provides on-site care and lifestyle services which can increase dependant on the individuals needs but are available from day one.

The need to provide more suitable retirement housing across the UK is evident. The motivation to help people to move earlier must be further supported by offering this customer choice and care that can be drawn down over time in an environment that does not feel institutionalised.

In summary, the proposed scheme will be constructed, controlled and managed as a retirement community where care is provided to residents on-site. With consideration of the physical construction, the tenure of property, facilities available, the services and operation, this type of development is classified as residential care accommodation covered under Class C2. Furthermore, the proposed development will offer up to 100% as shared ownership housing, and not less than 50%.

# Operational Diagram



The health 'hub' serving all six satellite buildings within the development.



Satellite extra care blocks, their distance from the 'hub' dictating the level of independence enjoyed by residents.



The new GP surgery providing linked primary care and pharmacy to residents and the community.



Public access to GP and Extra Care Hub

# Platinum Skies



  
**PlatinumSkies**

*Delivering a revolution  
in retirement living*



**THE UK'S RAPIDLY AGEING POPULATION**

- Britain's population of over-65s is growing four times faster than the general population.
- Last year 13,000 people reached 100 years old - by 2035, this will increase eightfold to 110,000.
- By 2026, the number of those older than 75 is expected to have risen from 4.2 million to 6.3 million.
- One in four people in the UK will be aged 65 or over by 2040.

**A DILEMMA FOR THE EQUITY RICH, CASH POOR GENERATION**

- £1.2 trillion of housing equity is held by the UK's retired population.
- The average UK pensioner's net income is £13,000 - in the SE the average cost of living is £13,216.
- Two million people aged over 65 will lack informal care from adult relatives by 2030.
- There were 29 million Google searches for 'How do I pay for my care fees?' over 12 months in 2013.
- £1.61 billion was withdrawn through specialist equity release plans in the UK in 2015.

**THE RETIREMENT HOUSING MARKET LACKS CHOICE**

- 8 million people aged 60 and above are interested in downsizing.
- Only 2% of the UK's housing stock is built for independent retirement living.
- Only 8,000 homes for older people are being built each year.
- One retirement housing provider has a market share of 70%.
- Up to 50% of older people are priced out of the market in some areas.



### THE UK'S ELDERLY HOUSING CRISIS NEEDS A REVOLUTIONARY NEW APPROACH

It's an incredible fact that whilst our society is acutely aware of its ageing demographic, little progress has been made in enabling our elderly to live healthy, independent lives within a supportive community, in homes that are both desirable and affordable.

The problem is compounded by an absence of real innovation in the sector, both in the design of buildings and the provision of quality lifestyle and care services that ease the transition into later life.

Furthermore, no real progress has been made in solving the 'asset rich, income poor' dilemma facing millions. So whilst 50% of the retired would like to move to a more suitable environment for their changing needs, only 2% actually do.

Platinum Skies addresses these issues; creating communities where health and well-being are paramount, where low purchase costs and low running costs allow residents to fund their lifestyle and care and where residents can live independently in their own beautiful new homes for longer.

Through an innovative Older Person's Shared Ownership scheme and a unique home-moving service, Platinum Skies communities are made accessible to all, rebalancing income and assets for generations of homeowners across the UK.



### A PARTNERSHIP FOR LIFE

Platinum Skies Living Limited is a Registered Social Landlord, supported and regulated by the HCA (Homes and Community Agency).

In partnership with Quantum Group, we are investing in the creation of vibrant new residential communities that improve well-being and financial security for people in later life.

Through an innovative Older Person's Shared Ownership scheme, Platinum Skies makes home ownership affordable in the short term and sustainable in the long term.

Customers are able to purchase c.50% of the equity in their new home and pay a low rent on the remaining equity. This reduces the initial costs for the purchaser, and so frees up their capital for future living.

We manage the developments, provide an extensive range of discretionary draw-down care and support services and run all the community amenities such as concierge, restaurants and health & beauty salons.

This mutual partnership is a key strength in our approach and ensures that we have the purchasers interest at the heart of what we do.





The Platinum Skies team has extensive experience in selling properties to older purchasers. We've listened carefully to what people are looking for to understand their wishes and needs. In everything we do we aim to put the customer first. Our offering is constructed around three fundamental ideas.

#### DESIGN IT FOR THE CUSTOMER

- Platinum Skies properties are designed to adapt to the changing needs of older homeowners.
- Generous spaces allow for flexible layout of furniture and use of space without loss of functionality. Wheelchair access to all rooms is a given.
- Plenty of parking, lifts to all floors, large shared spaces and guest suites create a sociable community focused environment.
- Developments are located within walking distance of local amenities and are close to public transport routes.
- All fixtures and fittings within Platinum Skies homes are evaluated for ergonomic suitability and comfort for elderly hands.
- Mobility buggy store areas with electrical charge points are conveniently located within all developments.
- A lifestyle manager is on hand to assist customers 7 days a week - helping customers to settle in and being available to answer any questions relating to their new home and the services that are on offer.

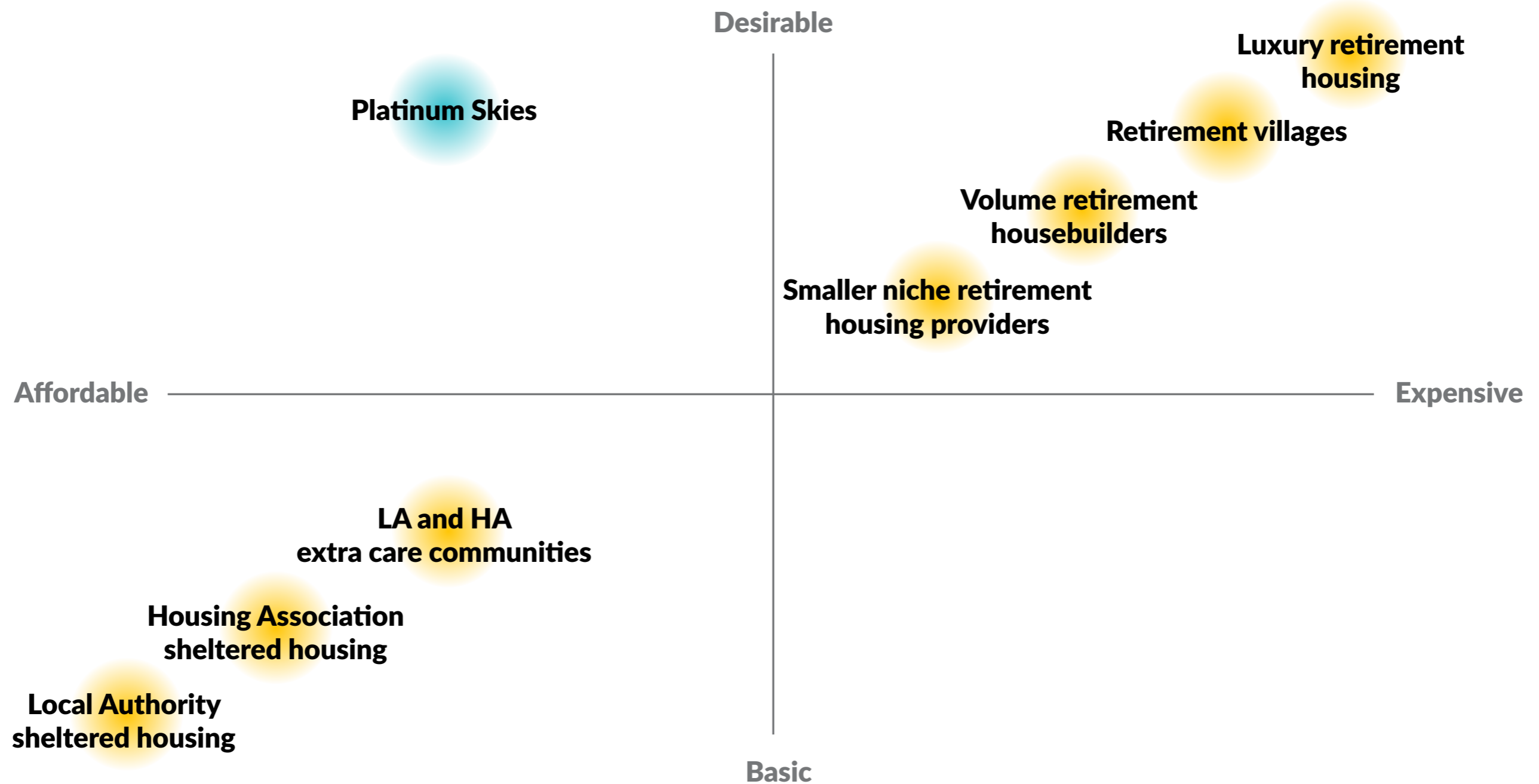
#### MAKE IT TRULY AFFORDABLE

- For older people looking to downsize or release equity, Platinum Skies offers much more than other UK retirement living providers.
- Platinum Skies enables customers to purchase a beautiful new home at half the market value on a part buy, part rent basis.
- Low running costs, low service charges and low ground rents ensure long-term affordability.
- Extra lifestyle and care services are provided on a pay-as-you-use basis.

#### MAKE IT EASY TO MOVE

- Platinum Skies home exchange service takes away all of the anxiety of the move, making the process easy and as fast as the purchaser desires.
- Uniquely, purchasers receive full market value for their current property.
- Platinum Skies controls the move process, providing the purchaser peace of mind.

*Platinum Skies' offering sets it apart from other retirement housing providers in the marketplace*







## 2.2 EXTRA CARE AMENITY AND SPACE STANDARDS

## Neighbourliness

### Sunlight and daylight

The accompanying Daylight and Sunlight demonstrates that 'the proposed development does not subtend 25 degree obstruction angle for any of the neighbouring windows apart from one dwelling, indicating that the diffuse day lighting of the existing buildings will not be significantly affected by the proposed development.'

The BRE VSC criteria were assessed for the north façade of the dwelling for which the proposed development subtends the 25 degree obstruction angle. Based on the BRE Guidance three assumed windows fail to meet the suggested VSC criteria, however, the criteria are met when the model takes into account the local fence located in front of the assessed windows.

Please refer to the Daylight and Sunlight Assessment.

### Sense of enclosure

The proposed development plots are set back from the street front equidistant from the houses on the opposite side of their respective street. Building heights at 2, 3 and 4 storeys match adjacent buildings and building footprints are similar in length to adjacent buildings. Likewise, physical space between blocks in Plot A ensure visual and physical permeability. Views across open space have been preserved for residents of Fullerton Court. The existing tree line along Kingston Lane is preserved to maintain the visual and physical buffer that currently exists for houses along the eastern edge of Kingston Lane.

### Privacy and space between buildings

### Proposed Buildings

Distances between habitable rooms exceed 20m as suggested in Richmond's 'Small and Medium Housing Sited SPD' to ensure privacy for residents. However,

communal gardens and external circulation spaces are purposefully overlooked to promote natural surveillance, safety and a sense of community as set out in Secured by Design guidelines and HAPPI guidelines. This reduces blank facades which could adversely affect the character and appearance of the dwelling.

In those few instances where building facades are less than 20m apart (between the short edges of the blocks in Plot A) then obscured and high level glazing is used to prevent direct overlooking of living spaces.

### Existing Buildings

All proposed buildings are set back from the street frontage, mirroring the condition of neighbours on the opposite streets. This provides a separation distance between built form of some 33m along Kingston Lane, 32 m along Udney Park Road and 40 m along Cromwell Road.

The southern facade of plot C is less than 20m from the adjacent dwelling but there are no windows in this facade that could cause adverse overlooking and general unneighbourliness.

### Garden and Play Space

### Amenity Space

Each extra care dwelling is provided with a private external balcony typically 10-14m<sup>2</sup> in size as encouraged by Richmond's residential space standards. Ground floor and lower ground floor units have larger terrace areas. Balconies are integral to the buildings elevation aesthetic and are typically located on corners to provide dual aspect views and surveillance over communal areas and open park. Balconies are restricted in those areas that may cause unacceptable overlooking to the units or nearby dwellings.

### Children's play areas

By virtue of their typology, extra care dwellings will not result in children living



on site. However, the vision for this site is to harness the underutilised benefits of the site for public benefit. As such, a new playground is proposed within the CIC controlled areas. The need is based on empirical evidence and planning guidance and encourages inter-generational cohesion and improved social infrastructure. Certainly, the introduction of such an asset contributes greatly to the well being of Older People, going some way to prevent isolation and loneliness.

### **Private and Communal Gardens**

The Extra Care development contains south facing landscaped communal gardens that receive sunlight year round but are shaded during summer months. (See Daylight and Sunlight Assessment). The gardens are an integral part of the health and wellbeing journey of residents, as such they are:

- Sheltered from the nearby road network and screened from parking areas.
- Easily accessible to residents, forming the main circulation routes between buildings
- Overlooked by dwellings to promote surveillance and safety.
- Adjacent to internal communal facilities to allow life to spill outdoors when weather permits
- A hierarchy of spaces to allow meeting points, private areas, and a communal green
- A planting strategy that promotes sensory experience to encourage well being
- Accompanying the application is a detailed planting landscape management plan

### **Front Gardens**

Plots A, B and C are each set back from the street providing garden zones between pavement and built form. This improves the setting of the dwellings and mediates between public and private space.

Care has been taken to reflect the established boundary treatment and it is proposed to replace close board fencing and poorly managed hedgerow with new beech hedge and iron railings, consistent with the more successful existing boundary edges to the site.

The enhanced boundary helps with security for the site and encourages biodiversity whilst not being hostile or defensive

### **Community Living**

Social engagement, wellbeing, leisure pursuits and healthcare delivery are key facets of the design ethos.

Spaces are flexible and designed to be used for multiple purposes depending on the requirements of the residents. Typologies include:

- Dining areas
- Social areas
- Activity spaces
- External spaces
- Health delivery areas
- Private living

### **Restaurant, Kitchen, Bar and Lounge**

The 66 seat cafe will serve hot meals 365 days a year for residents and their guests. This is complemented by a 31 seat bar area and 30 seat lounge. The lounge will incorporate a library space and computer access. Platinum Skies will manage the kitchen, organise weekly menus and special dining experiences. During the day the area will be used as a bistro/cafe for residents, their visitors, and the general public; offering a comfortable space for families to meet but for those residents who prefer to eat alone, or who are unable to move from their homes, the kitchen will offer cooked food delivered to the door. Menu design will focus on the importance of nutrition to health. Through Platinum Skies management, special events will be held offering the opportunity to engage with the local community.

### **Health Hub**

Exercise for leisure is provided at the communal activity rooms and will offer, amongst other things, group sessions aimed at aiding mobility. Focus is on preventative treatments and exercise, for example yoga and pilates, using a variety of health professionals.

Outside organised sessions, the room is free for residents to use for personal exercise sessions.

When not in use the room will be used as a general purpose space for private hire or organised events. It could be set up as a cinema, or used for flower arranging classes, or indoor carpet bowls. Its purpose is to allow residents to continue the hobbies they enjoyed earlier in life.

### **Salon**

The salon serves an important social function as well as promoting wellbeing with health and beauty treatments.

### **Treatment Rooms**

Treatment rooms are available to all residents within the Care Suite. These are managed by Agincare, the current care partner for the proposed scheme, and they offer a range of preventative and healing treatments.

Details of the treatments provided are explained in the operations statement accompanying this application

### **Guest Suite**

Three guest suites are provided for visiting friends and family within the converted Clubhouse

### **Reception / Concierge**

The concierge is available 24 hours a day to aid residents in any aspect of their life. Please refer to the operations statement for further details.

### **Internal Space and Layout**

All Extra Care apartments have been developed in line with the relevant building regulations and predominately exceed the national minimum standards by adhering to the following guides

### **Lifetime Homes**

Platinum Skies Specification:

LIFETIME HOMES		
<b>Entrances</b>	<b>Illuminated</b>	
	<b>Level threshold</b>	max. 15mm (Entrance, balconies, roof terraces - not over rooms)
	<b>Clear opening</b>	800mm (inkl. Balcony & roof terrace), communal doors at right angle approach 825mm
	<b>Weather protection</b>	300mm to leading edge on pull side
	<b>Nib</b>	min. cover individual home 600mm deep (typ. 900mm), communal min. 900mm (typ. 1200mm)
	<b>Level external landing</b>	1200x1200mm indiv. Dwelling/ 1500 x 1500mm communal with max 1:60 &/or max crossfall 1:40
<b>Stairs (Communal)</b>	<b>Riser</b>	max. 170mm - not open
	<b>Going</b>	min 250mm - Straight flights clear 900mm (450mm above pitch) - PREFER NO WINDERS
	<b>Handrail</b>	Extend 300mm both ends
	<b>Handrail Height</b>	900mm above nosing
	<b>Nosing</b>	Contrasting
<b>Lifts (Communal)</b>	<b>Internal Landing</b>	min. 1100 x 1400mm 1500 x 1500mm adjacent to lift entrance
	<b>Controls</b>	Between 900 & 1200mm from floor and 400mm from internal front wall

Internal doors and hallways		
note: Narrow halls need wider doors in their sides		
<b>Hallways</b>		min. 900mm - may reduce to 750mm at pinch points where not opposite or adjacent to a door Communal area: min. 1200mm - may reduce to 1050mm at pinch points
<b>Doors (Dwelling)</b>	<b>Head-on</b>	min. 750mm
	<b>90deg</b>	1200mm landing = min. 750mm
	<b>90deg</b>	1050mm landing = 775mm
	<b>90deg</b>	Less than 1050mm landing = 900mm
<b>(Communal)</b>	<b>Head-on</b>	min. 800mm
	<b>90deg</b>	1500mm landing = min. 800mm
	<b>90deg</b>	1200mm landing = 825mm
<b>Nib</b>		300mm to leading edge on pull side for all rooms on entrance level

Circulation Space		
note: Provide wheelchair turning space in dining and living room A degree of compromise is to be accepted in Lifetime Homes		
<b>Living/ Dining Area on entrance level</b>		Either 1500mm clear turning circle or ellipse 1700x1400mm (Coffe tables & side tables can be within circle) min. clear 750mm between furniture and to reach window
<b>Kitchen Layout:</b>		min 1200mm clear between unit fronts Continuous run of units approx. 3600mm long (not incl. white goods) oven at accessible height with 600mm worktop aside Hob with 600mm worktop aside - min 400 from sink for safety reasons Sink & drainer Either 1500mm clear turning circle or ellipse 1700x1400mm at 900mm height
<b>Bedrooms</b>		min. 750mm to one side of bed and the end if passage required if greater than 2 storeys, provide potential bedspace on entrance level (may overlap with through-floor lift as room not required if lift is provided)

Entrance level WC with shower drainage 1450 x 1900mm		
note: If no accessible bathroom provided on entrance level, WC needs to be able for conversion		
<b>WC</b>		c/c 400-500mm from wall (reach toilet roll holder)
<b>Flush control</b>		between centre line and side, furthest away from wall
<b>Approach</b>		min. 350mm from centre line to wall, min. 1000mm from centre line to room, 1100mm to front of toilet
<b>Basin</b>		min. 500mm from front and 1000mm to side of centre line
<b>Approach</b>		Adjacent to cistern or front: not to project more than 200mm
<b>Position</b>		1100mm clear front (may overlap with wc zone)
<b>Door</b>		to be reachable from WC outward opening if the only accessible WC on entrance level

Hoists		
note: Provide reasonable route between bed, bath and wc (Ceiling structure to be strong enough)		
		Rooms to be adjacent knock out potential or en-suite with clear 900mm doorway

Bathrooms		
note: on same storey as main bedroom		
<b>Basin</b>		provide in every dwelling
<b>Approach</b>		700mm wide, 1100mm from any obstruction below
<b>Bath</b>		
<b>Approach</b>		1100mm long, 700mm wide
<b>Level shower</b>		
<b>Approach</b>		1500mm circle or 1700x1400mm ellipse should overlap with shower zone May pass under basin if clear below If both, shower and bath are provided, shower to be min. 1000x1000mm
<b>Area</b>		2100x2100mm increases the degree of choice and flexibility
<b>Door</b>		Outward opening
<b>Glazing</b>		See out when seated in principle room - min. 800mm above floor Transoms min. 400mm apart or away from balcony balustrade Min. 1no opening light in each habitable room accessible

## Lifetime Homes Design Criteria

<p><b>Criterion 1 - Parking (width or widening capability)</b> 1b – Communal or shared parking Where parking is provided by communal or shared bays, spaces with a width of 3300mm should be provided.</p>	<p>1 x 3600mm space has been provided adjacent to each main lift core / entrance</p>	
<p><b>Criterion 2 - Approach to dwelling from parking (distance, gradients and widths)</b> The distance from the car parking space of Criterion 1 to the dwelling entrance (or Relevant block entrance or lift core), should be kept to a minimum and be level or gently sloping. The distance from visitors parking to relevant entrances should be as short as practicable and be level or gently sloping.</p>	<p>Parking spaces are located in the nearest location possible and all access routes are level</p>	
<p><b>Criterion 3 - Approach to all entrances</b> The approach to all entrances should preferably be level or gently sloping.</p>	<p>The approach to all entrances are level or gently sloping</p>	
<p><b>Criterion 4 - Entrances</b> All entrances should: a) Be illuminated; b) Have level access over the threshold; and c) Have effective clear opening widths and nibs as specified in the main document. In addition, main entrances should also: d) Have adequate weather protection; and e) Have a level external landing.</p>	<p>a) All entrances are illuminated b) All entrances have level access over threshold for ease of access c) All entrances have effective clear opening widths (Minimum effective clear width of 800mm) d) Main entrances are covered e) External landings are level</p>	
<p><b>Criterion 5 - Communal stairs and lifts</b> 5a – Communal stairs Principal access stairs should provide easy access regardless of whether or not a lift is provided. 5b – Communal lifts Where a dwelling is reached by a lift, it should be fully accessible.</p>	<p>a) Principal access stairs provide easy access in accordance to the Platinum Skies specification b) Lifts are fully accessible in accordance to the required specification.</p>	
<p><b>Criterion 6 - Internal doorways and hallways</b> Movement in hallways and through doorways should be as convenient to the widest range of people, including those using mobility aids or wheelchairs, and those moving furniture or other objects.</p>	<p>All internal hallways/landings are 900mm or greater All communal hallways/corridors/landings are 1200mm wide or greater. All clear openings of doors (communal and private) are in accordance with the Platinum Skies specification</p>	
<p><b>Criterion 7 - Circulation space</b> There should be space for turning a wheelchair in dining areas / living rooms and basic circulation space for wheelchair users elsewhere.</p>	<p>Turning circles of 1500mm are provided in all living / dining rooms and kitchens The main bedrooms are capable of having a clear space of 750mm to the side and foot of the bed. Secondary bedrooms have clear space of 750mm to one side of the bed and a clear width of 750mm to the foot of the bed</p>	
<p><b>Criterion 8 - Entrance level living space</b> A living room / living space should be provided on the entrance level of every dwelling.</p>	<p>All apartments provide a living room/ living space on the entrance level</p>	

**Criterion 9 - Potential for entrance level bed-space**

In dwellings with two or more storeys, with no permanent bedroom on the entrance level, there should be space on the entrance level that could be used as a convenient temporary bed-space.

All apartments are single level (with the exception of a duplex in the converted clubhouse)


**Criterion 13 - Potential for future fitting of hoists and bedroom / bathroom relationship**

Structure above a main bedroom and bathroom ceilings should be capable of supporting ceiling hoists and the design should provide a reasonable route between this bedroom and the bathroom.

All apartments are capable of adaption to support the future installation of single point hoists above the bed, bath and WC. The bedroom and bathrooms are on the same storey and the route joining these rooms does not pass through any living spaces (this also applies to both storeys of duplex apartments).


**Criterion 10 - Entrance level WC and shower drainage**

Where an accessible bathroom, in accordance with Criterion 14, is not provided on the entrance level of a dwelling, the entrance level should have an accessible WC compartment, with potential for a shower to be installed.

An accessible bathroom satisfying Platinum Skies requirements is provided in each apartment.


**Criterion 14 - Bathrooms**

An accessible bathroom, providing ease of access, should be provided in every dwelling on the same storey as a main bedroom.

An accessible bathroom satisfying Platinum Skies requirements is provided in each apartment.


**Criterion 11 - WC and bathroom walls**

Walls in all bathrooms and WC compartments should be capable of firm fixing and support for adaptations such as grab rails.

Walls in all bathrooms and WC compartments are capable of firm fixing and support for adoptions such as grab rails


**Criterion 15 - Glazing and window handle heights**

Windows in the principal living space (typically the living room) should allow people to see out when seated. In addition, at least one opening light in each habitable room should be approachable and usable by a wide range of people – including those with restricted movement and reach.

Floor to ceiling windows in the main living spaces allow people to see out when seated. Opening window lights are set at a level to be approachable and usable by a wide range of people.


**Criterion 12 - Stairs and potential through-floor lift in dwellings**

The design within a dwelling of two or more storeys should incorporate both:  
a) Potential for stair lift installation; and  
b) A suitable identified space for a through-the-floor lift from the entrance level to a storey containing a main bedroom and a bathroom satisfying Criterion 14.

All apartments are single level (with the exception of a duplex in the converted clubhouse)


**Criterion 16 - Location of service controls**

Service controls should be within a height band of 450mm to 1200mm from the floor and at least 300mm away from any internal room corner.

Service controls are set to the required height band and location



# HAPPI Guidelines

## HAPPI Guidelines

In 2009, the Homes and Communities Agency, on behalf of the Department for Communities and Local Government and the Department of Health, commissioned an influential report, Housing our Ageing Population: Panel for Innovation (HAPPI). This considered how best to address the challenge of providing homes that meet the needs and aspirations of older people:

- Why do we need housing that is built to reflect an ageing population?
- What kind of housing will meet our needs as we grow older?
- How can this housing be delivered?
- Who can make it happen?

The HAPPI exercise concluded with four key recommendations:

- The time has come for a national effort to build the homes that will meet our needs and aspirations as we all grow older.
- We should all plan ahead positively, creating demand for better choice through a greater range of housing opportunities.
- Housing for older people should become an exemplar for mainstream housing, and meet higher design standards for space and quality.
- Local Planning Authorities should play a key role to ensure delivery of desirable housing in great places, tuned in to local need and demand.

Underpinning these recommendations, the HAPPI Panel stressed the importance of design, identifying ten elements that are critical to achieving age-inclusive housing. Platinum Skies developments follow these recommendations:

## 1. Generous internal space standards:

Platinum Skiesextra care apartments:

- 1 bed 60m<sup>2</sup> - 65m<sup>2</sup>
- 2 bed 70m<sup>2</sup> - 80m<sup>2</sup>
- 3 bed 90m<sup>2</sup> +
- Lifetime homes bathrooms
- Fully accessible
- Wide corridors and hallways to allow wheelchair turning
- Open plan living areas

## 2. Plenty of natural light in the home and in circulation spaces

- Floor to ceiling glazing in apartments and communal areas
- Floor to ceiling glazed doors and panels to all main entrances
- South facing central courtyards

## 3. Balconies and outdoor space

- Where possible, apartments have access to private external space with room for table and chairs
- Communal spaces provide access to public gardens and terraces for all residents

## 4. Adaptability and 'care aware' design which is ready for emerging telecare and telehealthcare technologies

Apartments design and management provide the opportunity to integrate:

- Remote care
- Smart locks/plugs
- Smart entrance systems
- Security
- Lifestyle monitoring
- Apartments designed to suit future hoist or stair lift requirements
- Bathroom walls designed to be robust enough for future grab rail requirements

#### **5. Circulation spaces that encourage interaction and avoid an ‘institutional feel’**

- Shared communal spaces encouraging interaction, supporting interdependence and avoiding institutional feel
- External seating located around the development will encourage interaction between the residents
- Greater sense of security, promoting natural surveillance
- Carefully landscaped sensory gardens to soften the environment, providing a relaxed atmosphere

#### **6. Shared facilities and community ‘hubs’ where these are lacking in the neighbourhood**

- Facilities available for a wide range of health giving and social activities, food offering for residents and the wider community, visitor accommodation for friends and family
- Car share facility, managed by Platinum Skies lifestyle manager, providing an additional transportation network
- On-site activity rooms, salon, lounge and library

#### **7. Plants, trees and the natural environment**

- Extensive landscaping
- Shade and colour - sensory experience

#### **8. High levels of energy efficiency, with good ventilation to avoid overheating**

- Please refer to energy statement for proposed energy reductions, building fabric
- Opening windows in each apartment

#### **9. Extra storage for belongings and bicycles**

- Dedicated storage facilities provided on site
- Cycle storage provided
- Scooter parking
- Generous sized apartments with ample storage

#### **10. Shared external areas such as ‘home zones’ that give priority to pedestrians**

- On site priority to pedestrian
- Pedestrian paving surface continuing over road way

#### **Wheelchair Standards Statement**

Typical apartments aim to meet Wheelchair User Standards requirements (based on DDA 1995, BS 8300:2001, Part M).

As such, 100% of apartments address Building Regulation Requirement M4 (3) ‘wheelchair user dwellings.’





## 2.3 PLOT A EXTRA CARE

## Summary

A development of 107 (92 of which are located in Plot A) extra care units which will include a mix of 1-bed (30%), 2-bed (65%) and 3-bed (5%) properties, designed to not only meet the changing care needs of single and couple occupants but also factor in the wider needs of residents to have access to primary health care, additional space to accommodate family or other visitors, space for storage if downsizing, leisure and health and wellbeing facilities to enable continuation of an active and satisfying lifestyle.

In accordance with guidance offered to registered care providers by the LBR Retirement Housing Review, the majority of homes will be delivered as 2-bed properties 'in line with the aspirations and higher expectations of older people in the Borough'.

The Applicant is a Registered Social Landlord (RSL), regulated and audited by the Homes and Communities Agency, who will offer prospective residents a choice of tenure. The partbuy/part-rent tenure is available through the Government's Older Persons Shared Ownership scheme (OPSO). It is proposed that 50% of dwellings will be sold under the shared ownership tenure with the remaining 50% being available as either shared ownership or for outright purchase. The part-buy/part-rent scheme has a current rent cap at 3% pa plus inflationary increases. With this degree of flexibility, the proposed Development would have potential to offer between 50% (minimum) and 100% (maximum) affordable accommodation.

The Development has paid close attention to design a layout which spreads the extra care accommodation between satellite locations surrounded by elements of public open space and sporting activity areas, thus creating pleasant, calming vistas encouraging a sense of wellbeing and inter-generational interaction.

The scheme will provide a health 'hub' which will include a publicly accessible GP surgery. Care needs will naturally differ amongst residents and the varying distances of the satellite extra care units from the 'hub' will indicate the level of independence enjoyed by the residents. Designing the spread of accommodation appropriate to varying care levels in this way helps to minimise risk of residents feeling institutionalised into a care home styled environment.

The 24 hour extra care available and provision of the health 'hub' will enable residents to have medical issues initially addressed on-site thus minimising the number of admissions to hospital unless and until a serious condition develops. Reference to the LBR, Extra Care Housing Evidence Base report identifies that medical assistance available at extra care schemes generates an 'estimated potential cost saving to the NHS from a reduction in hospital admissions of up to £512 per person per year'. Based on a worst case scenario of 107 people occupying the 107 units, a minimum potential £54,784 could be saved by the NHS each year.

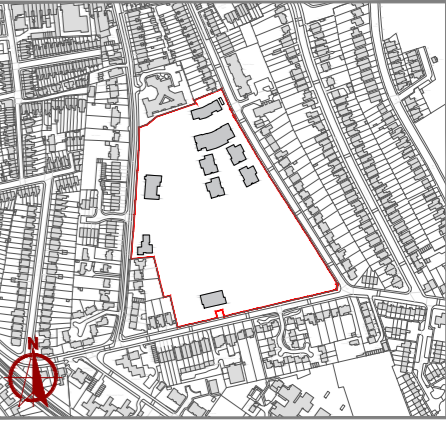
As stated above, an on-site GP Surgery will be publicly accessible meeting the local primary care needs of residents and the community alike. In this way, it will contribute to enabling residents to feel part of a wider community and offset any feelings of isolation. Many other features are proposed within the scheme design to encourage a sense of social inclusion, minimise feelings of loneliness and allay any sense of institutionalised care. These include communal facilities such as:

- Hair dressers
- Well-being suite
- Treatment rooms
- Studio/activity room
- Guest suites
- Residents' Lounge
- Dining room
- Private Dining room
- Library

# PLANNING

This drawing is the copyright of Quantum Group and may not be copied/reproduced or altered in anyway without written authority.  
 Do Not Scale, Use figure dimensions.  
 Check all dimensions on site before work proceeds, report discrepancies to Architect.  
 If in Doubt Ask!

NOTES:



Location Plan  
 Scale - 1:5000



Plot A - Extra Care

Rev	Date	Description	Initials



Quantum House, 170 Charminster Road, Charminster, Bournemouth, BH8 9RL  
 Email: info@quantumhomes.co.uk | Web: www.quantumhomes.co.uk  
 Tel: 01202 531635 | Fax: 01202 531650

Project:  
 Former Imperial College  
 Private Ground, Udney Park  
 Road, Teddington

Drawing Title:  
 Proposed Site Plan  
 Ground Floor  
 Water Colour

Discipline:  
**ARCHITECTURAL**

Drawn by: JC/LC      Checked by: SH

Scale: 1:500@A1      Date: 133 July 2017

Drawing Number: 900-208      Revision:



- Mobility scooter store
- Communal gardens
- Computer/Internet facilities
- Small convenience facility, offering daily essentials

The overall design of the layout and accommodation proposed follows principles identified by the first HAPPI inquiry,

Regional policy, in the form of the London Plan, March 2016, identifies that ‘the Mayor will support the provision of high quality health and social care appropriate for a growing and changing population, particularly in areas of under provision’. Baseline evidence has established that a considerable demographic change is taking place within the London Borough of Richmond with an ageing population being most clearly evidenced among those residents aged 50 and above, with particular emphasis on those aged 75 to 79. The London Plan establishes an annual benchmark for LBR of creating 135 elderly accommodation units per annum (a total of 1,350 units over the plan period 2015 – 2025). The LBR Core Strategy states that higher densities of housing, complying with an appropriate mix of uses, will be encouraged within the Borough’s five town centres, one of which is Teddington. Provision of the additional, high quality, elderly accommodation is, therefore, in keeping with the aspirations of both local and regional planning policy.

Baseline demographics identify a particularly strong desire within the Teddington Study Area for home ownership. Data further established a notably high occurrence of under occupancy of family sized homes within the Borough, not least of all within the Teddington area, where a notably higher percentage of one person households, where the occupant is aged 65 and above, was identified. In a City where planning policy identifies a considerable requirement for additional family sized homes, the provision of good quality, specifically tailored homes that would meet the varying needs of an older population, could be an attractive proposition to existing older residents who may wish to move to accommodation

more suited to their requirements and, in the process, release larger dwellings onto the private market.

An examination of existing elderly care accommodation established that the majority of provision is in the form of conventional sheltered housing with capacity for in the region of 1,066 residents. In addition, seven care homes with nursing exist, these being relatively widely spread. The conventional sheltered housing provision is spread in large to small clusters, mainly around the major towns within the Borough, the largest cluster being within the town of Richmond itself. Only one extra care sheltered housing establishment exists, located to the far west of the Borough in the Hamptons.

Following a telephone survey of care home facilities, it is apparent that borough-wide provision is already operating to almost full capacity.

Assessment of need, based on Government designed methodology, establishes that there is a current shortfall of elderly care accommodation totalling 1,136 units. By the year 2021, when the proposed development could become available, there would be an increased shortfall of 1,880 units if no further provision were made. Additional provision is, and will be, required for all levels of care with the exception of conventional sheltered housing for rent. In particular, by the year 2021 there will be a need for an additional 150 extra care units within the Borough which would appropriately be located in the major towns of LBR, including Teddington.

Overall, it is considered that the development of 107 additional extra care units would have a considerably beneficial effect in:

- Contributing to an identified need within the Borough which is increasing over time;
- Providing accommodation designed to meet the changing needs of an older population who have established care needs, and whose needs can be expected to increase over time;
- Meeting the aspirational needs of older residents to live in their own home,

which they find affordable and which is of a size to accommodate both their needs and their wishes;

- Providing a wide-range of socially inclusive uses and activities, designed to minimise any risk of loneliness, disconnection from the local community or sense of becoming institutionalised;
- Minimising hospital admissions through the provision of on-site, 24 hour extra care and a publicly accessible GP Surgery, represents a considerable financial saving to the NHS each year;
- Meeting with policy requirements which acknowledge that, due to limited land supply, new developments must be directed at identified local needs;
- Providing for the identified needs of the existing and future populations of the Borough; and
- Bolstering the supply of a category of care which, to date, is poorly represented in the Borough and in an area of the Borough which currently has no elderly accommodation options providing the same level of care.

*Please refer to the accompanying Care Needs Assessment for further information*



**Integration with sport and open space**



Internal courtyard and sensory garden

# Design Quality SPD: Guiding Qualities

The design process has been driven by the requirement to make this private and under utilised land a genuine asset for the community, a place for people to live, to play, to exercise and to relax. To achieve this it is important to understand the interconnected functions and their visual and physical linkages to each other and the wider townscape. Also, the design must consider the functions over time to ensure a sustainable future.

The interrelated principles that underpin Richmond's Design Quality SPD have been used to achieve these requirements and have informed the resolution of the design proposals.

## 1. Character - A place with its own identity

The design of the Care Community draws on the characteristics identified in the Townscape appraisal allowing it respond to and reinforce locally distinctive patterns of development. In summary:

- New built form should propose a massing which is consistent in its scale and roof profile;
- New built form will be successful through its symmetrical layout and sense of 'set-piece' presence in an ordered arrangement to form a distinctive composition
- Facades will be articulated through a variety of materials delineating ground from upper storeys and with the use of balconies.

*(please refer the Townscape and Visual Impact Assessment for more information)*

## 2. Continuity and Enclosure - A place where public and private places are clearly distinguished

- Continuity is maintained along the public street front of Cromwell Road with buildings set back from the street equidistant from their opposite neighbours and the existing tree line retained and enforced.

- Taller components are set back from the main facade in a visually lighter colour to reduce the impact of massing
- Horizontal banding, eaves height and roof line are consistent along the street frontage to tie in with existing street scene
- In turn, the building line , set back form the street forms a unifying edge that defines the street front with a consistent rhythm of solids and voids between the pavilion blocks , mirroring the gaps of detached housing along Kingston Lane
- Likewise, detailing is reserved for around windows within the brick facades and a consistent rhythm along the street frontage is maintained with regular window placement to achieve a sense of harmony.
- The rhythm is unified with a simplified design language of details and materials that presents uncluttered elevations and define an interesting and distinctive place
- Within the development itself this principle aligns with one of the 10 key HAPPI principles that underpin the design of the Extra Care Community. It is important that residents are able to enjoy their own private space - all dwellings have private gardens / balconies - but have easy access to communal spaces, both inside and outside.
- To achieve this, the layout is set around a communal hub which spills onto communal gardens. Visual links are introduced across the wider park preventing any sense of isolation but landscaping is used to define the physical boundaries and ensure the correct level of security. These considerations, help to 'design out crime'.



### 3. Public Realm - A place with attractive and successful outdoor areas

- The resolution of these proposals was defined from day one by the strategic placement of public space and new linkages to ensure that the development of this previously private site makes a positive contribution to public life. Such planning and subsequent detailing make these spaces a pleasant, flexible, safe and interesting places to be in.
- Recognised for its tree lined spaces, the landscaping proposals respond by retaining the existing, mature, landscape structure and biodiversity opportunities and enhancing the linear characteristics of existing tree structure, which in turn creates new 'green corridors' for wildlife.
- The Extra Care Community benefits from its setting within a new public park that has been extensively landscaped and provides different qualities of space and leisure activities. A management plan demonstrates the sustainable future of the park.
- The Community itself is set around a private landscaped garden, articulating public and private space which is planned to encourage interaction between residents with meeting points. The gardens offer both a sensory experience through planting and provide social outdoor space for leisure.
- The third component to the public realm is the sports facilities that offer petanque courts for residents and the use of the new pavilion, encouraging inter-generational interaction and improving social infrastructure within the community.
- Paths between these different areas are attractive, safe and uncluttered. Vehicle routes avoid tarmacadam and use buff coloured block paving to encourage pedestrian priority and a unified hard landscaping.



#### 4. Ease of Movement - A place that is easy to move around in an get to

- The network of routes and movement around both the site as a whole and the Extra Care development were identified at an early stage to ensure a permeable and legible structure was put in place across the site.
- Where possible pedestrians are given priority over vehicle movement which is restricted to ingress and egress with a consistent application of pedestrian friendly, permeable, hard standing and no tarmacadam. Pedestrian routes are busy and highly visible, overlooked by proposed development to maintain security.
- The majority of car parking is placed underground to avoid visual obstruction above ground. Smaller pockets of above ground car parking and drop off are screened by proposed development and landscaping.
- Development plots and zones within the site are broken down with the juxtaposition of buildings and planting which softens the boundaries but maintains the structure of the network.
- The layout of the Extra Care Community is defined by the need of residents to move as easily as possible around the development. Internally, corridors are minimised to reduce walking distances. Externally, routes and paths lead directly to communal spaces and are interspersed with meeting points to encourage interaction.
- As a whole, the community is linked to the surrounding townscape with new pedestrian routes linking directly to Kingston Lane, Udney Park Road and Cromwell Road. Currently the site is inaccessible and these routes open up the whole site, increasing local permeability and improving pedestrian connections in the area.

#### 5. Legibility - A place that has clear image and is easy to understand.

- Responding to analysis within the Townscape Appraisal, the development contributes to a legible and memorable landscape within a 'mixed context' landscape to deliver 'set-piece' architecture that contributes to a legible and memorable townscape
- Development contributes to the block structure of the Borough, using identifiable urban grain to set out a regular geometry that creates legibility within the townscape
- This block structure helps satisfy safety and security needs creating a secure island whereby building elevations frame and overlook adjoining streets.
- Wayfinding and legibility are particularly important for residents of the Extra Care Community. The design of the buildings clearly identifies ground floor entrances with the use of contrasting materials and clear way finding. As discussed, paths lead directly to communal areas and intersections are designed with recognisable meeting and seating areas

#### 6. Adaptability - A place that can be adapted easily

- Under consideration to be listed as a building of townscape merit but redundant in its ability to perform as a contemporary sports pavilion, the existing clubhouse is to be converted, securing its layers of history within the urban environment.
- Through retention and refurbishment, the existing clubhouse adapts to meet the changing needs and aspirations of the Borough as the population ages and pressure is put on the delivery of right kind of housing.
- Conversion is possible with the very minimum of external changes and the retention of the majority of internal structural walls, further retaining the character of the building and its setting on the wider environment

- The residential elements of the Extra Care Community are designed for residents who may have differing and changing care needs. As such the apartments are designed for adaptability over time. Such adaptations are discussed in more detail in chapter 2.1 and 2.2. The communal spaces include areas that are multi-purpose and can be subdivided into varying configurations and uses.
- Likewise the Community Clubhouse is designed with complete flexibility in mind to allow the best configuration of use for local clubs, groups and organisations.
- The proposals achieve the highest level of sustainable development - please refer to the Energy Statement and Sustainability Statement.

## **7. Diversity - A place with variety and choice**

- The Care Community is one of three main elements that form the re-development of the former Imperial College Private Ground. These elements are intrinsically linked and the sum benefits of the whole are greater than each individual element.
- As a necessary design feature, the Extra Care Apartments and the new clubhouse are accessible to all - the elderly , disabled, pushchairs and prams.
- Together, increased public access to first class sport provision, increased public access to open space and the delivery of affordable older persons extra care accommodation promotes diversity and offers choice that responds directly to local need.

## Plot A - Ground Floor

The zone coloured blue on the adjacent plan shows the location of the shared health and social facilities for the care community. In summary, this area provides a restaurant and kitchen with food served 365 days a year, a bar and lounge, and multi use spaces for events and group meetings.

In addition, there is reception space and office space for the Platinum Skies on site management teams. Agincare, our care deliverer, have treatment rooms and office space.

The common areas are integrated into the main circulation spaces to encourage interaction and are positioned with south facing and far reaching axial views to the south, linking them to the communal gardens and sports fields beyond.

In addition, the gardens themselves form one large circulation space that encourages interaction and avoids an 'institutional' feel. Seating and activity spaces are positioned around the routes and the gardens make best use of their sensory experience, offering shade and colour in sun filled, sheltered spaces, which actively encourage residents to take ownership and to participate in outdoor activities.

There will be ornamental shrubs and planting, including herbs like rosemary, bay, mint, chives, and sage to create a communal and sensory character.

In yellow, the ground floor apartments integrate with the landscape ensuring active facades and promoting a sense of community and security.



## Plot A - Basement

All parking for Plot A is located at basement level allowing the surface areas to be free from vehicles.

From the car park, vertical circulation takes residents to their accommodation at ground floor and above. Each residential block has its own bin store and buggy parking area. Bin collection strategy is described in detail later in this design and access statement.

Accommodation is located around the edges of the car park with excavated garden space that batters up to ground floor level with a planted bank. This space enables the car park to be naturally ventilated and has the added advantage of allowing a degree of daylight into the car park.

The basement provides 60 parking spaces.



## Plot A - Typical Upper Floor

The building mass is split between 5 pavilions blocks which form around a south facing central courtyard garden. The blocks are set back from Cromwell road, mirroring the existing condition and respecting the amenity value of the mature tree boundary. Separation between blocks creates permeability through the plot. Pavilion width broadly matches the width of semi detached housing opposite.

The largest pavilion block contains mostly 1 bed apartments which benefit residents with less independence and those who require easiest access to the communal and health facilities on the ground floor.

Four further pavilion blocks contain 16 apartments each. Above ground, the apartments are positioned around a central core, reducing corridor length and dead space and allowing natural light into circulation space. The circulation space feels less institutional and encourages interaction.

This arrangement allows each apartments to have double aspect living areas with floor to ceiling glazing, the benefits of which are numerous: increasing light and views to improve wellbeing, creating a greater sense of security ultimately promoting natural surveillance.

It also allows private external balconies to wrap around the building corners, making best use of views across both the central courtyard, public park and community sports grounds.



1. 20 metres
2. Matching building widths
3. Maximised views out
4. Axial views through site
5. Permeability through site
6. South facing courtyard
7. Buildings set back from street frontage

# Plot A - Site Sections

Site Section / Elevation - Looking East



Site Section / Elevation - Looking North



# Circulation and hierarchy of spaces

-  Communal/meeting space
-  Turfed games area
-  Residential entrances
-  Circulation
-  Public resident gardens
-  Semi-public resident gardens
-  Hedge





## Designing Out Crime

In line with the London Plan Housing SPD and of particular importance to future residents the development has been designed to reduce the opportunities for criminal behaviour and contribute to a sense of security without being overbearing or intimidating.

*1. Routes and spaces should be legible and well maintained, providing for convenient movement without compromising security;*

Please refer to the circulation diagram on the previous page. Routes have been laid out for efficient and overlooked movement around the site, with routes leading directly from entrances to the main communal spaces. Activities and resting spots are incorporated into the circulation routes

*2. There should be an indication of whether a space is private, semi public or public with natural surveillance of publicly accessible spaces;*

The landscape design and building layouts clearly designate public, private and semi-private space. The individual pavilion blocks are set around the central courtyard to ensure natural surveillance of accessible external spaces

*3. Design should encourage a level of human activity that is appropriate to the location, incorporating a mix of uses where appropriate, to maximize activity throughout the day and night, creating a reduced risk of crime and a sense of safety at all times;*

External spaces are designed with activity in mind - a sports green, seating, meeting and drop off points. Ground floor flats and their patios integrate with the courtyard spaces, and the internal communal spaces over look the external courtyard.

*4. Places should be well designed to promote a sense of ownership and respect;*

The extra care dwellings and their grounds promote independence within a community. Residents can maintain their sense of ownership of their own flats, whilst the communal facilities and organised events encourage interaction and community spirit.

*5. Places, buildings and structures should incorporate appropriately designed security features; and*

The Extra Care Community has on site management 24 hours a day. The site is locked at night with key fob access and the flats use appropriate security.

*6 Schemes should be designed with on-going management and future maintenance costs of the particular safety and security measures proposed in mind.*

Platinum Skies manages the site and the residents day-today, offering a concierge service for every aspect of life. Agincare, our care partner, manage the health and care requirements of residents. Each group has offices on site.

# Plot A - Elevational treatment

- A consistent scale with pitched and stepped roof profile
- Floor to ceiling windows maximise daylight to apartments, encouraging health and well being
- Balconies articulate facades and provide private external space to all apartments
- Entrance levels delineated from upper storeys through facade treatment
- Pitched Slate roof to hide photo-voltaic cells (which are inconsistent with the surrounding townscape)
- Top floors stepped back to reduce mass
- A material palette sympathetic to the surrounding area
- A considered application of materials removes the sense of a single dominant mass
- Symmetrical layouts and facades present an ordered arrangement forming a distinctive composition within the site and townscape.
- High quality materials and detailing with 'active' facades on all aspects improve the public realm





Proposed Section E:E

# Proposed Materials



1. Face brickwork with sand colour mortar



2. Smooth finished render with horizontal grooves



3. Iron railings



4. White Render



5. Natural slate tiles



6. Reconstituted stone cornice



7. Aluminium windows



8. Clear glass balustrade



