



New Independent Senior Living Development and  
Refurbishment/ Renovation of Properties  
at  
Nos 12-14 Station Road, and Nos.13 and 19-33 Lower  
Teddington Road, Hampton Wick.

## Planning Statement



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## 1.0 INTRODUCTION

- 1.1 This report has been prepared on behalf of The Sons of Divine Providence Development Ltd. (the applicant), in support of its detailed planning application for the redevelopment of 12-14 Station Road and Nos 13 and 19-33 Lower Teddington Road, Hampton Wick.

### Background

- 1.2 This application is a unique site comprising a series of related buildings which would normally be treated as individual buildings within varying used classes in planning terms but for this application is being treated as a whole, comprehensive development site.
- 1.3 The application site is owned by 'The Sons of the Divine Providence', a religious community and charitable organisation, as part of a wider estate, who own and manage other sites in East Molesey in Elmbridge, and Up Holland in Lancashire which currently provide 65 units of independent social housing.
- 1.4 The 'Sons of Divine Providence' are a Registered Provider (No.LH4338) on both the government and Council social housing provider lists. 'The Sons' are also a Registered Charity (No.1088675), with the charitable company first established in 1952. They provide high quality housing, care and support to older people, older people with dementia and adults with a learning disability. They are committed "*to do good always and harm nobody*", guided by Roman Catholic teachings, while their worship services are open to people of all backgrounds and beliefs.
- 1.5 The applicant recognises that the needs, wants and aspirations of older people are changing and acknowledges that its services must change and expand to accommodate this. The current care home building is very outdated and closed in 2017. To bring the site up to modern standards by refurbishing would not be cost effective and the applicant would not be fulfilling its charitable mission if it did not aim to maximise the accommodation offered to local people and their families.
- 1.6 By redeveloping the site, the applicant is seeking to create a safe, welcoming and homely facility with a much more beautiful landscape and tranquil setting - very beneficial for older people in the community - with a new front entrance onto Lower Teddington Road. To this end, the applicant is seeking to redevelop the site to create a comprehensive community living development which caters both for the needs of the older generation, primarily those in the local area seeking to downsize and live within a supported community, coupled with the continuing provision of spiritual and social support, retaining the chapel and existing accommodation for use by the religious community and identified people in need.
- 1.7 The existing buildings along Lower Teddington Road are in a poor state of repair and have a number of incongruous features, including the existing flat roofed canopy entrance and mixed style of front boundary treatment. The frontage lacks any sense of cohesion. The buildings are under-used due to the poor quality and out dated facilities internally. This detracts from the character and appearance of the Hampton Wick Conservation Area, within which the site is partially located.
- 1.8 The applicant seeks to refurbish the internal arrangements of the buildings along the Lower Teddington Road frontage to maximise their use for the continuing provision of social and religious community functions. This will also include substantial improvements to the frontage landscape and accessibility to provide the sense of continuity across the estate as a whole.

### Nature of the Application

- 1.9 The nature of the application is a full DETAILED planning application.

## Description of Development

1.10 The description of development is:

*“Erection of an Independent Senior Living Extra Care building comprising 28 units (following demolition of the existing care home) at 12-14 Station Road; the refurbishment and renovation of Nos.13 and 23-33 Lower Teddington Road (including the erection of a single storey rear extension to No.23; the change of use of No.13 from ancillary office to residential with the retention of the offices elsewhere on the site; and the change of use from houses in multiple occupation to residential apartments at Nos.27 and 29); the erection of a temporary sales building to the rear of Nos 31-33 Lower Teddington Road; and associated landscape planting and car parking.”*

## Accompanying Reports & Team

1.11 The applicant has instructed a professional team to prepare the application submission. This statement forms part of the submission and should be read in conjunction with the accompanying specialist reports. These team and reports are as follows:

• Architect	PRC Architecture & Planning Ltd
• Landscape Architect	PRC Architecture & Planning Ltd
• Planning Statement (incorporating a Statement of Public Consultation)	PRC Architecture & Planning Ltd
• Design & Access Statement	PRC Architecture & Planning Ltd
• Health Impact Assessment	PRC Architecture & Planning Ltd
• Traffic Impact Assessment	Paul Mews Associates
• Draft Construction Management Plan	Paul Mews Associates
• Daylight / Sunlight Assessment	Point2 Surveyors
• Built Heritage Assessment	Heritage Collective
• Development Appraisal	BNP Paribas
• Planning Needs Analysis	Carterwood
• Air Quality Assessment	ACCON
• Energy and Sustainability Report	Cudd Bentley
• BREEAM Pre-Assessment	Cudd Bentley
• Arboricultural Impact Assessment	Barrell Tree Consultancy
• Archaeology DBA	CGMS
• Flood Risk Assessment & Drainage Strategy	KSL
• Flood Risk Management Strategy	KSL
• Flood Evacuation Plan Strategy	KSL
• Preliminary Ecology Report and Bat Surveys	Middlemarch Environmental

## Statement of Public Consultation

1.12 An initial concept meeting was held in January 2018 with Planning and Conservation Officers (refer to Appendix 1 for written response) who made the following comments:

- Any new building will need to be of a similar size and scale to the existing 1970s one and should not occupy a larger footprint than the existing.
- The building should be no higher than the existing two/three storey arrangement.
- The massing and scale of any new building should be broken up into smaller and modestly scaled components.

- The design and materials need to be sympathetic to the setting of the building, the Conservation Area and the Buildings of Townscape Merit.
- Underground parking should either be avoided in this context as not being appropriate to the location, or otherwise incorporated within and under the new building so as not to waste garden space and form an unsightly separate entrance and ramp alongside the new building.
- The central communal garden should be retained.
- The historic boundary walls which remain should be retained.
- The new link and entrance to Lower Teddington Road needs to be as unobtrusive as possible and domestic in design, with materials to match the existing houses.
- Discussion on site how the existing link and entrance to Lower Teddington Rd could be retained and improved without the need for demolition.
- The old boundary walls in the garden should be retained to add historical interest and create separate 'rooms' and character areas.
- The central communal garden should be retained as its current size and the new building should not be allowed to come any further forward toward the BTMs.
- No objection to the demolition of the existing 1970s building although it does provide some idea as to suitable scale for any new build replacement.
- Design, massing, scale and materials (as referred to above) will all be important in the new building and at present it does not meet any of these criteria. The massing of the current design is too monolithic, the scale has not been broken down, the building is too high, the materials unsympathetic and the overall does not relate well enough specifically to this site and its setting. The new design should be an improvement on the existing building.
- Regarding the underground parking, agreed that if the new building were set further back into the west side of the site and parking accommodated under the building (if parking of this kind is necessary at all in this context besides specialist and delivery vehicles) then space would not be wasted on a separate and unsightly entrance as this can be incorporated into the face of the new build.
- Any new building will need to address the character of Station Road as well as views from Lower Teddington Road and many others from the surrounding streets.
- Although no objection in principle to the demolition of the existing care home on this site and its replacement with a new building, the existing proposals shown at the pre-application meeting would not provide a suitable alternative of sufficient quality of design which addresses all the constraints and characteristics of the site.
- All the issues referred to in the above notes will need to be satisfactorily addressed before any scheme successfully responds to the site.

1.13 Further discussions with Officers have taken place at a pre-application meeting on 30<sup>th</sup> October 2018 (refer to Appendix 2 for the written response to this meeting). The key points raised at this meeting included:

- Design better than previously seen.
- More 3d views and images showing how new build responds to Buildings of Townscape Merit (BTMs) would be helpful.
- Reduce height of new building – no higher than BTMs if possible.
- Mixed stock bricks not London stock.
- Temporary marketing suite likely to be ok with best design.

1.14 A Planning Performance Agreement (PPA) was completed on 10<sup>th</sup> December 2018 which set a series of further meetings with Housing Officers, and the Planning and Design Officers to fine tune the proposed scheme.

1.15 A public exhibition was also held on July 2018 in the hall at No.13 Lower Teddington Road which was attended by circa 50 people and a local Ward Councillor (refer to the design and access statement for details presented at the exhibition and how the matters have been addressed). A summary of the primary points raised at this initial exhibition are set out as follows:

- generally positive
- demolition of the existing care home building positively welcomed
- renovation and upgrade of the buildings and environment along Lower Teddington Road positively welcomed
- concerned raised from residents of Seymour Lodge to the south of the bulk and mass and proximity of the new building and its potential impact on their existing property
- concern raised from existing properties in Station Road of the impact of the scale of the building
- Positive response from Local Ward Member and the Hampton Wick Association.

## Structure of the Planning Statement

1.16 The following sections of this Statement are set out to provide:

- A brief description of the site and surrounding area in Section 2;
- Details of planning history for the site in Section 3;
- Details of the application proposals in Section 4;
- The relevant planning policy framework in Section 5;
- Consideration of the planning issues in Section 6; and
- Conclusions set out in Section 7.

## 2.0 THE SITE & SETTING

### LOCATION

- 2.1. The site is located north of Horse fair Bridge to the west of the River Thames east of Lower Teddington Road, south of Station Road, east of Seymour Road and immediately north of the railway line, with Hampton Wick rail station circa 100m from the site. The site area is 0.84 hectares.

### SITE CONTEXT

- 2.2. The detailed contextual analysis is set out in the submitted Design and Access Statement. The site context comprises a mix of styles and forms of predominantly residential buildings from various eras. Lower Teddington Road is primarily the more historic element of the context of the site with a number of Statutory Listed and Locally Listed Buildings facing the road, particularly as it heads south at the junction with Upper Teddington Road. The site lies partially within the Hampton Wick Conservation Area.
- 2.3. Station Road comprises a mix of later period properties on the north side and the more modern Wick House to the adjacent site to the west. This property is three storeys high with consent for a fourth floor which is yet to be implemented. To the south of the site is the more modern Seymour Lodge a three storey apartment block. Between Nos.13 and 19/21 Lower Teddington Road is an incongruous modern building at No15/17 Lower Teddington Road outside of the proposed development site.

### SITE

- 2.4. Details of the site analysis and history are set out within the Design and Access Statement. The site currently comprises the existing and incongruous care home in Station Road (a more modern era building to be demolished) and a few outbuildings, together with Nos 13 and 19-33 Lower Teddington Road a series of Buildings of Townscape Merit as designated by the local planning authority. The site consists of the larger central area with the care home and Nos 19-29, together with Nos 31 and 33 on the northern side of Station Road, and No.13 set beyond No 15/17 to the south side (outside of the applicant ownership). No 35 Lower Teddington Road is also with the applicant ownership but does not form part of this application.
- 2.5. The two building elements are primarily separated by the rear gardens to the Lower Teddington Road properties. To the west of the care home is a grassed area and surface parking area.
- 2.6. A number of mature trees and shrubs exist within the gardens as identified within the submitted Tree Report. The gardens are separated by brick walls which have gated access through linking the gardens together. The south boundary wall to No.29 comprises a 1.8m high close boarded fence.
- 2.7. There are 39 car parking spaces across the development site with 11 associated with the existing care home and the remainder existing for the properties along Lower Teddington Road.

## 3.0 PLANNING HISTORY

### Planning History

- 3.1 The site has no relevant planning history related to 12-14 Station Road.
- 3.2 Consent 16/1145 exists for 19/21 Lower Teddington Road for the conversion of the basement to a residential apartment and refurbishment of the property. This work is currently being implemented. However, the property is included within the red line application boundary to ensure the comprehensive approach to the development of the site and the applicants community aspirations.



## 4.0 THE PROPOSED DEVELOPMENT

4.1 The proposed development is for the comprehensive redevelopment and enhancement of the site for:

- The demolition of the existing care home building;
- Redevelopment of this element of the site for 28 independent senior living units with supported care options;
- Conversion of No.13 from ancillary offices to residential and relocation of the offices within the site;
- Refurbishment/upgrade of Nos.23-25 including the erection of a single storey rear extension;
- The continued use of the chapel and work of the priests within the religious community;
- Redesign of the entrance to the link between Nos 25 & 27 Lower Teddington Road, with internal refurbishment to provide a high quality entrance to the new independent senior living units;
- Creation of inter-connecting themed gardens for use by all users of the site
- Retention of the existing residential use at Nos.27 & 29 with conversion from a house in multiple occupation to 3 apartments in each unit (permitted development);
- Re-decoration of Nos.31 & 33 and retention in existing residential use;
- Enhancements to the Hampton Wick Conservation Area along the Lower Teddington Road frontage, with a cohesive approach to the soft landscape design, and improvements to the built fabric;
- Insertion of a temporary sales/marketing structure in the rear car parking area of Nos.31 & 33; and
- Associated car parking and landscape planting

4.2 Nos.19/21 Lower Teddington Road is being renovated in accordance with planning consent 16/1145. It is kept within the red line of this application in order to agree the new landscape scheme along the Lower Teddington Road frontage and for the discussions on affordable housing. The internal renovation work to Nos 23-25 Lower Teddington Road does not require planning consent. However, the new single storey extension to the building does require consent.

4.3 The provision of 28 new independent senior living units with supported care options will consist of 3x 1 beds, 24 x 2 bed and 1 x 3 bed units together with the following communal space:

- Dining room with kitchen area
- Lounge and library
- Meeting room
- Gym/ activity room
- Consultation room
- Large reception/ welcome area
- Themed gardens
- Chapel

4.4 No 13 will be a change of use from the existing ancillary office space (used by the applicant to manage the existing site) to 6 residential apartments. The existing parking spaces will be retained. The office function of the building will be relocated within the wider site.

- 4.5 The new single storey rear extension will be added to the rear of No.23 and will form part of the refurbishment and improvement works to Nos 23-25, with 5 priests rooms and 4 guest rooms being created through internal changes, together with a office area for the relocated office requirements of the applicant, a kitchen, lounge and dining area.
- 4.6 A main entrance to the new extra care units is to be created through the ground floor link between Nos 25 and 27, with a large double height space providing a welcoming entrance to the new units.
- 4.7 Nos.27 and 29 will be converted from two houses in multiple occupation to 3 apartments in each building. Nos 31-33 will simply be redecorated and do not need permission but have been included in the wider site for the purposes of the comprehensive development approach to the site.
- 4.8 The proposal includes the comprehensive landscape and boundary treatment approach to the Lower Teddington Road frontage linking round the corner along Station Road to ensure the site is seen as a whole. The improvements to the built fabric of the Buildings of Townscape Merit and the boundary walls, together with the enhanced soft landscaping scheme will be of a significant benefit and improvement to the Hampton Wick Conservation Area.

## 5.0 PLANNING POLICY FRAMEWORK

### REGULATORY FRAMEWORK

5.1 Under Section 38(6) of the Planning and Compulsory Purchase Act 2004, if regard is to be had to the development plan, determination must be made in accordance with the plan unless material considerations indicate otherwise. The relevant development plan for the site has been taken into account and comprises:

- National Planning Policy Framework (NPPF) 2018;
- London Plan (2016);
- London Borough of Richmond Local Plan (July 2018)
- Residential Development Standards SPD (March 2010)
- Small and Medium Housing Sites SPD (February 2006)
- Design Quality SPD (February 2006)
- House Extensions and Alterations (May 2015)
- Refuse and Recycling Storage Requirements (April 2015)
- Sustainable Construction Checklist (January 2012)
- Hampton Wick and Teddington Village Planning Guidance (June 2017)
- Planning Obligations (November 2014)

### NATIONAL PLANNING POLICY

5.2 The current national planning policy guidance comprises the National Planning Policy Framework (NPPF) 2018 and National Planning Policy Guidance (NPPG). All development plans must comply with this national guidance.

### National Planning Policy Framework (2018)

5.3 The NPPF was published in July 2018 and continues to seek to achieve a high level of sustainable development through three key objectives; economic, social and environmental. At the heart of the NPPF is the '*presumption in favour of sustainable development*' (para 10). This requires development plans to positively seek opportunities to meet development needs and to be flexible to adapt to rapid change. Any development proposals that accord with up-to-date development plans should be approved without delay.

5.4 Paragraph 61 refers to the need to provide a size, tenure and type of housing that reflects the needs of different groups in the community including older people

5.5 Paragraph 91 seeks to promote social interaction with safe and accessible developments, healthy lifestyles, and planning positively for the provision of shared spaces such as open space and places of worship (para 92).

5.6 Section 11 discusses the need to make effective use of land and local planning authorities should support and promote the development of under-utilised land and buildings especially if it meets identified needs for housing (para 118d)

5.7 Section 12 seeks to ensure the highest standards of design quality are achieved and section 14 seeks to ensure climate change and flood risk are adequately addressed with all proposed development. Sections 15 and 16 seek the preservation and enhancement of the nation's environmental, biodiversity and heritage / cultural assets.

## LONDON PLAN (2016)

- 5.8 A draft new London Plan has recently been published for consultation purposes with the consultation period finishing on 2<sup>nd</sup> March 2018. The current London Plan 2016 will be used by the Council until such time the revised plan is adopted.
- 5.9 Policy 1.1 supports the delivery of the strategic vision for growth across London.
- 5.10 Policy 3.1 seeks to protect and enhance facilities and services that meet the needs of local communities unless justification is provided to the contrary.
- 5.11 Policy 3.3 recognises the pressing need for additional housing and requires Boroughs to at least achieve the set housing targets, particularly on Brownfield land.
- 5.12 Policy 3.4 requires local authorities to optimise the housing potential using the density table based on the Public Transport Accessibility Level (PTAL) rating of a site. The application site has a PTAL rating of 3 in an urban setting where a range of 70-170 units per hectare would be sought dependant on the number of habitable rooms.
- 5.13 Policy 3.5 requires all housing design to be of the highest architectural quality taking account of the local context and minimum space standards. The minimum standards for one, two and three bedroomed apartments ranges between 37/39sqm to 95sqm GIA depending on the number of bed spaces per unit.
- 5.14 Policy 3.6 expects developments for housing to provide for play and informal recreation for children and young people.
- 5.15 Policy 3.8 requires local authorities to set out requirements for the housing types and sizes to provide a genuine choice of homes in the area including for older Londoners.
- 5.16 Policy 3.9 seeks to encourage mixed and balanced communities through the tenures promoted in a development.
- 5.17 Policy 3.11 requires local authorities to seek the maximum amount of affordable housing with an overall 60% social and affordable rent/ 40% intermediate rent or sale split. Local authorities are required to provide an overall target in absolute or percentage terms depending on their local circumstances.
- 5.18 Policy 3.12 requires local authorities to negotiate a reasonable amount of affordable housing, normally on-site, unless a financial viability demonstrates the development would not be able to occur if a reduced percentage was not agreed.
- 5.19 Policy 3.13 sets out the threshold for affordable housing with 10 or more units requiring such housing (the Mayors SPG on affordable housing is referred to in a later section below).
- 5.20 Policy 3.16 supports additional and enhanced social infrastructure provision including community and cultural assets.
- 5.21 Policy 4.8 supports and encourages retail provision in the District Centres.
- 5.22 Policy 5.1 seeks an overall reduction in carbon dioxide emissions of 60% below the 1990 levels by 2025. Policy 5.2 seeks to achieve this reduction through the 'be lean, be clean, and be green' energy hierarchy and seeks zero carbon housing between 2016 and 2031.

- 5.23 Policy 5.3 requires development to achieve the highest standards in sustainable design and construction.
- 5.24 Policy 5.7 requires developments to reduce carbon emissions through the use of renewable energy where possible.
- 5.25 Policy 5.10 supports new soft landscape planting, particularly in public areas. Policy 5.11 supports the creation of green roofs and walls in larger developments.
- 5.26 Policy 5.12 requires flood risk assessments (FRA) for developments as required by the NPPF. This site lies within Flood Zone 1 and is less than 1ha so no FRA is required. Policy 5.13 encourages the use of SUDs and green field run off rates where possible.
- 5.27 Policy 5.17 seeks to ensure developments address the issue of waste and recycling.
- 5.28 Policy 6.9 requires developments to provide secure and convenient cycle parking facilities. Policy 6.10 seeks improved pedestrian environments.
- 5.29 Policy 6.13 addresses the issue of parking and identifies maximum standards (in Table 6.2) that should be adhered to, based on the PTAL rating of a site. The sites PTAL rating 3-5 requires a maximum parking standard of 'up to 1 space per unit'.
- 5.30 Policy 7.2 requires all developments to have the highest accessibility and inclusive design which will need to be addressed within the submitted Design and Access Statement.
- 5.31 Policy 7.3 requires developments to reduce opportunities for criminal behaviour and design out crime with careful design of the routes and spaces in and around the site.
- 5.32 Policy 7.4 refers to the need to address the local context of the site in terms of the pattern and urban grain, the landscape and topography, buildings of a human scale and high street level activity and the historic context.
- 5.33 Policy 7.5 requires development to make the public realm comprehensible at a human scale, using focal points, gateways and landmarks helping people to orientate themselves and move easily to and from a site.
- 5.34 Policy 7.6 requires buildings to be designed to the highest standard of architecture, be of a proportion, composition and scale that enhances and activates the public realm, and comprises materials and details that complement the local architectural character whilst not necessarily replicating it. The building design should also not cause unacceptable harm to the amenity of the surrounding land and buildings in terms of overshadowing, privacy, wind and microclimate.
- 5.35 Policy 7.8 requires development to identify, value, conserve, restore, re-use or incorporate heritage assets where appropriate.
- 5.36 Policy 7.14 seeks to address problems of air quality and provide assessments as required. Policy 7.15 requires development to avoid significant adverse noise impacts on neighbouring amenities and future occupiers.
- 5.37 Policy 7.21 seeks the retention of trees and their replacement if necessary to remove.
- 5.38 Policy 8.3 regards the implementation of the CIL and review of the charging schedule.

## London Mayors Housing SPG (March 2016)

- 5.39 The Mayors Housing SPG (March 2016) considers the ability to secure residential quality, optimise the relationship between transport capacity and land use to secure a sustainable development, and the density guidelines set out in the London Plan. The application site has a PTAL rating of 3 in an urban setting where a range of 70-170 units per hectare would be sought dependant on the number of habitable rooms.
- 5.40 The SPG also requires development proposals to address housing need, and to define good place through a demonstration of how the scheme responds to the physical context and the identified character of the surroundings. New development should address the communal and public open space and play space. The scheme should also demonstrate how the residential mix is appropriate to the locality and deal with matters relating to entrance points, access for all, and refuse and recycling.
- 5.41 The SPG also requires all dwellings to meet the nationally prescribed space standards. The document also requires a minimum amount of private open space per dwelling based on the number of occupants. Buildings should respect the privacy of habitable rooms and minimise single aspect units.
- 5.42 The SPG requires new development to also address floor to ceiling heights, noise, air quality, sunlight, energy and carbon dioxide emissions, (following the London energy hierarchy of 'Be lean; Be clean; Be green'), ecology, and flooding and drainage.
- 5.43 In terms of affordable housing, the SPG requires transparency and openness regarding the viability of a proposal and negotiation of the affordable housing percentage.

## LOCAL PLANNING

### Local Plan July 2018

- 5.44 The following policies in the recently adopted Local Plan are relevant to this proposal.
- 5.45 Policy LP1 (Local Character and Design Quality) – All development must be of high architectural and urban design quality and will need to take into context the surrounding local character in terms of layout, density, scale, development patterns, views, materials and detailing. The proposal must make the best use of land and take account of spaces between buildings, heights and relationship to the public realm, heritage assets and natural features.
- 5.46 Policy LP2 (Building Heights) – All developments must respect and strengthen the boroughs valued townscape and landscape making a positive contribution to the skyline generally reflecting the prevailing building heights in the areas. Any taller buildings than the surroundings must make public realm benefits and be of the highest architectural quality providing as positive impact on the character and quality of the area. The development should preserve and enhance the borough's heritage assets and setting and respect the local context.
- 5.47 Policy LP3 (Designated Heritage Asset) – All development should conserve and enhance the historic environment of the borough including Conservation Areas and Listed Buildings, and resist substantial demolition in Conservation Areas and ensure no substantial harm to the significance of the asset results from the development, unless public benefits are secured by doing so. The site lies partially within the Hampton Wick Conservation Area.
- 5.48 Policy LP4 (Non-Designated Heritage Assets) – The Council seeks to preserve and enhance the character and setting of Buildings of Townscape Merit and there will be a presumption against demolition of such buildings. Nos 13, 19-33 are designated as Buildings of Townscape Merit.

- 5.49 Policy LP5 (Views and Vistas) – Any views which contribute to the character, distinctiveness and quality of the local and wider area will be protected and enhanced, particularly into, out of and within Conservation Areas.
- 5.50 Policy LP7 (Archaeology) – Desk based assessments are required and field evaluation required (if necessary) before determination of proposals within areas of archaeological significance or potential.
- 5.51 Policy LP8 (Amenity and Living Conditions) – the amenity and living conditions of new, existing and adjoining properties will be protected, with good standards of daylight and sunlight being achieved; ensuring balconies do not raise unacceptable overlooking or noise to nearby occupiers; ensure proposals are not overbearing and that no harm to the reasonable enjoyment of the use of buildings, gardens or other spaces results from traffic, parking, servicing, noise and pollution.
- 5.52 Policy LP10 (Local Environmental Impacts, Pollution and Land Contamination) – Proposals should address the impact of air quality, noise and vibration, light pollution, odours, land contamination and construction/ demolition impact.
- 5.53 Policy LP11 (Subterranean Developments and Basements) – More than single storey basements will be resisted. Basements should be no more than 50% of the existing garden in size and demonstrate structural integrity, with the use of natural light and ventilation.
- 5.54 Policy LP15 (Biodiversity) – seeks to protect and enhance the boroughs biodiversity.
- 5.55 Policy LP16 (Trees, Woodland and Landscape) – seeks to protect existing trees requiring replacement trees where any are felled either on site or through a financial contribution. Important landscape features should be retained and new planting to be of high quality.
- 5.56 Policy LP17 (Green Roofs and Walls) – All developments with over 100sqm of flat roof are encouraged to provide green roofs where structurally able.
- 5.57 Policy LP20 (Climate Change Adaption) – promotes development to be fully resistant to the impacts of climate change. New development should minimise the impacts of overheating and have minimal energy consumption using a cooling hierarchy.
- 5.58 Policy LP21 (Flood Risk and Sustainable Drainage) – In flood zones 2 and 3 proposals of 10 dwellings or more and greater than 1000sqm of non-residential development require a flood emergency plan to be provided together with a flood risk assessment. SUDs are required in all development.
- 5.59 Policy LP22 (Sustainable Design and Construction) Developments of 1 unit or more or greater than 1000sqm of non-residential development are required to complete the Sustainable Construction Checklist with the application. New development will also be required to incorporate water conservation measures of 110 litres per person per day for homes. New non-residential buildings over 100sqm require BREEAM 'excellent' rating and proposals for change of use to residential must meet the BREEAM Domestic Refurbishment 'excellent' standard where feasible.
- 5.60 Zero carbon should be achieved for all new residential development above 10 units and other units below 10 achieve a 35% reduction. All non-residential buildings over 100sqm should achieve a zero carbon standard. These should be achieved through the 'be lean; be clean; be green' energy hierarchy.
- 5.61 Policy LP24 (Waste Management) – all proposals are required to provide adequate refuse and recycling storage space and facilities allowing for easy collection.

- 5.62 Policy LP28 (Social and Community Infrastructure) – supports new social and community infrastructure provision and resists the loss of such structure unless there is no longer an identified community need or they no longer meet the need of users and cannot be adapted; or are being adequately provided in a different way or elsewhere; and the potential for re-using the site for the same or alternative social use has been assessed.
- 5.63 Policy LP29 (Education and Training) requires development of 20 or more full time jobs to secure a Local Employment Agreement through an s106 Agreement.
- 5.64 Policy LP30 (Health and Well Being) – requires a Health Impact Assessment for all major proposals.
- 5.65 Policy LP32 (Allotments and Food growing Spaces) – supports the provision of allotments and other food growing spaces.
- 5.66 Policy LP34 (New Housing) – supports the provision of new housing to meet the current housing targets. Policy LP35 (Housing Mix and Standards) – generally seeks family housing except with five main centres where a higher proportion of smaller units is acceptable. All new housing should comply with the Nationally Described Space Standards. Adequate external space should be provided and amenity space should be private, useable, and functional, easily accessed from living areas maximising daylight and sunlight. 90% of new build housing should meet Building Regulation Requirement M4(2) and 10% of all new build housing required to meet BRR M4(3).
- 5.67 Policy LP36 (Affordable Housing) – the Council seeks 50% affordable housing with evidence of meaningful discussions with a Registered Provider. A contribution towards affordable housing will be expected on all sites in accordance with the scale depending on the number of units provided. The Local Plan Inspector agreed with the Council that an exception to national policy in respect of the smaller number of units was justified. A development appraisal will be required where less affordable housing is to be provided which will be independently assessed at a cost to the applicant.
- 5.68 Policy LP37 (Housing Needs of Different Groups) – The loss of housing will be resisted where it meets a specific community need unless it can be shown that the accommodation is no longer needed; or that the accommodation will be provided elsewhere in a different way; or the new accommodation will instead meet another identified priority local need. Permission will be granted for new accommodation providing and identified need providing it is on-site and in a suitable location.
- 5.69 Policy LP38 (Loss of Housing) – states that existing housing should be retained and that reversions and conversions should assess the suitability of the property and design considerations.
- 5.70 Policy LP 40 (Employment and Local Economy) and Policy LP41 (Offices) – resist the loss of office floorspace unless evidence is provided that it is no longer required followed by a demonstration using the sequential approach for its reuse.
- 5.71 Policy LP45 (Parking Standards and Servicing) – all proposal must comply with current car, cycle, 2 wheel, disabled and electric charging standards, resisting front garden parking.

## Residential Development Standards SPD (2010)

- 5.72 The SPD is the latest document to address development standards for residential and whilst out of date is a useful guide for developers in design residential developments for some aspects of the design (other elements of design have been superseded for example by the National Space Standards).



- 5.73 Sunlight and Daylight: - there should be no substantial loss of sunlight and daylight to adjoining dwellings or gardens, and there should be good levels of daylight and sunlight to habitable rooms created and retained.
- 5.74 Sense of Enclosure: - a sense of enclosure or overbearing impact should be avoided.
- 5.75 Privacy and Space between Buildings: - Windows should not overlook habitable rooms or gardens affected by distance and the horizontal and vertical angles of view. The Councils 'Small and Medium Housing Sites' SPD states that:
- 'to make sure that the privacy of occupiers of adjacent properties is respected the windows of main habitable rooms (reception rooms, dining-kitchen and bedrooms) should preferably be no less than 20m apart. Where principal windows face a wall that contains no windows or those that are occluded (bathrooms for example) separation distances can be reduced to 13.5m.*
- 5.76 Amenity Space: - The Council encourages a minimum of 5sqm of private outdoor space for 1 and 2 person dwellings plus an extra 1sqm for each additional occupant.

## Hampton Wick and Teddington Village Planning Guidance (2017)

- 5.77 The Hampton Wick and Teddington Village Planning Guidance (June 2017) establishes a vision for the areas and includes the application site within its boundary. The document comprises a series of character area statements that identifies characteristics and material cues for each area.
- 5.78 The planning policy aims for Hampton Wick include the maintaining and enhancing of the local character and the support of new community and social infrastructure needs to reduce inequality and boost the local economy.
- 5.79 The document identifies the portion of the site outside of the Conservation Area as part of Character Area 10 (Teddington School, Fairways and Glamorgan Road) where dominant materials and features include: mixed stock brick, white painted render, timber, casement windows, uPVC window frames and metal window frames.
- 5.80 Threats to development in this area include: replacement of wooden window frames with uPVC window frames spoil the character of the street; rooflights disrupt large roof surfaces; loss of front gardens to forecourt parking, and the potential increase in development could impact the character of the area, in particular the tight uniform streets closer to the centre of Hampton Wick.
- 5.81 The document identifies the portion of the site inside the Hampton Wick Conservation Area as part of Character Area 11 (Hampton Wick conservation Area) where Lower Teddington Road is characterised by a leafy, suburban group of large eighteenth and nineteenth century houses. The dominant materials and features include: traditional shop fronts, render, white/cream render, clay tile roofs, parapets, brick, red brick, white masonry details, white painted joinery, slate, gables, dormers, high brick boundary walls, wooden picket fences, hedges, street trees and timber balustrade front balconies.
- 5.82 Threats from development include: development pressure which may harm the balance of both the river and landscape dominated setting, and the obstruction or spoiling of views, skylines and landmarks; loss of traditional architectural features and materials due to unsympathetic alterations; loss of front boundary treatments and front gardens for car parking; lack of coordination and poor quality of street furniture and pavements; and domination of traffic and poor pedestrian safety leading to clutter of signage and street furniture.

## 6.0 KEY PLANNING ISSUES

### Principle of Development

- 6.1 The proposed development is a unique concept. The whole site is included as the development and includes a number of elements which have to be taken together as a site wide scheme that will be managed and overseen by the applicant as owner of the site. This will fulfil the applicant's vision to retain the site as a religious community with provision of supported housing for the older generation and provision of social care within the community. The elements comprise:
- Demolition of the existing care home and rebuild for independent senior living units with supported care options;
  - Conversion of existing ancillary offices to residential and provision of office element elsewhere within the site;
  - Renovation of the historic built fabric along Lower Teddington Road frontage and retention in residential use;
  - Provision of communal themed gardens and a cohesive landscape strategy for the site; and
  - Provision of affordable housing.
- 6.2 The site is a brownfield site in a highly sustainable location close to Hampton Wick centre with its associated local services, bus routes and within 400m of Hampton Wick rail station. It is also close to the major centre of Kinston within the neighbouring borough. The proposed development retains the overall function of the site as a religious community with residential and provision of support for the older people.
- 6.3 The demolition and redevelopment/ renovation of the site as a whole is therefore considered as acceptable in principle.

### Benefits for the Wider Community

- 6.4 The proposed development is considered to provide a number of benefits to the wider community as follows.

#### Benefits to the Housing Chain

- 6.5 The subject scheme offers a unique combination of independence and security of lifestyle within a socially active and supportive community. Here, older people are able to continue to live in their own space, supported by a comprehensive and flexible network of personal care services and activities.
- 6.6 People moving into an extra care unit will release large family homes back into the community, which is key to offering more options for families living locally.
- 6.7 The submitted Planning Needs Analysis from Carterwood identifies that a report ("The Top of The Ladder", prepared in September 2013) by Demos, the leading cross-party think tank, has considered the above issue in significant detail and stated:
- 'Retirement properties make up just 2 per cent of the UK housing stock, or 533,000 homes, with just over 100,000 to buy. One in four (25 per cent) over 60s would be interested in buying a retirement property – equating to 3.5 million people nationally.'*

- 6.8 The above refers to retirement properties, which covers a broad range of housing types for older people. The report continues:

*'More than half (58 per cent) of people over 60 were interested in moving. More than half (57 per cent) of those interested in moving wanted to downsize by at least one bedroom, rising to 76 per cent among older people currently occupying three-, four- and five-bedroom homes. These figures show that 33 per cent of over 60s want to downsize, which equates to 4.6 million over 60s nationally. More than four in five (83 per cent) of the over 60s living in England (so not Scotland, Wales or Northern Ireland) own their own homes, and 64 per cent own their home without a mortgage. This equates to £1.28 trillion in housing wealth, of which £1.23 trillion is unmortgaged. This is far more than the amount of savings this group has (£769 billion). Therefore the over 60s interested in downsizing specifically are sitting on £400 billion of housing wealth.*

*'If just half of the 58 per cent of over 60s interested in moving downsizing and otherwise) as reported in our survey were able to move, this would release around £356 billion worth of (mainly family-sized) property – with nearly half being three bedroom and 20 per cent being four-bedroom homes.*

*If those wanting to buy a retirement property were able to do so, this would release £307 billion worth of housing.*

*'Combining New Policy Institute (NPI) analysis of current market chain effects of older people dying and moving each year with our own analysis of ELSA, we can estimate that if all those interested in buying retirement property were able to do so, 3.5 million older people would be able to move, freeing up 3.29 million properties, including nearly 2 million three-bedroom homes.*

*'If just half of those interested in downsizing more generally were able to do so, 4 million older people would be able to move, freeing up 3.5 million homes.'*

6.9 The report goes on to suggest a number of national policy recommendations to assist in overcoming these problems including giving retirement housing special status, tackling s106 and CIL charges which make developments for older persons housing untenable, and providing quotas and incentives for reserving land for retirement homes.

6.10 The report's key conclusions are summed up in the following statement:

*'We conclude by reflecting on the fact that the housing needs of our rapidly ageing population (the number of over 85s will double by 2030) is the next big challenge this government faces. And yet the costs associated with overcoming this are far lower than those related to the effects of the ageing population on health or social care. The money is there already – locked up in over a trillion pounds' worth of assets across the country. Hundreds of millions of pounds could be released to stimulate the housing market if (low-cost) steps were taken to unlock the supply to meet the demand already there – let alone if demand were further stimulated.*

*While there must always be a place for social housing and affordable tenancy for older people, the vast majority of older people can be helped into more appropriate owner-occupied housing without any direct delivery costs incurred by government or local authorities.'*

### A Social Hub for Older People

6.11 At a time when financial constraints are forcing day care facilities and care homes to close (which is the case with this site), the application scheme will fulfil an increasing need for a welcoming community where older people living locally, who may well be lonely or bored, can enjoy a variety of pursuits and experience activity, friendship and a sense of belonging within an already established local community. These facilities will be available for use by healthcare professionals and GPs for consultation and services to prescribe or advise on fall prevention, physiotherapy or other care needs residents may have.

## A New Concept in Care

- 6.12 Government and local policy is driving provision of care and support firmly away from traditional residential care home settings towards new alternatives where the individual can remain in their own home.
- 6.13 The proposed scheme is the provision of extra care accommodation that is fully in line with this strategy, providing care and support within an individual's own home at whatever level is required.
- 6.14 Domiciliary care and support can be provided to occupants of the extra care units in much smaller time segments than is possible to achieve in someone's own home in a traditional way. Often visits in traditional home care within a person's own home are limited to a minimum of 30 minutes or even an hour, which is often impractical to meet the needs of the person concerned if they require a more bespoke service. In the application scheme, escorting duties and home visits can be offered in time intervals tailored to the individual's needs to fully meet the social and care-driven needs of the residents across the care dependency spectrum.

## Impact on Existing Health and Social Services and GPS

- 6.15 The application scheme will not impact upon local doctors' surgeries as consultations can be held in-house within the scheme, which will allow GPs and district nurses to combine multiple visits into one trip. In addition, the presence of on-site staff and a detailed understanding of each resident will reduce the number of unnecessary trips to doctors' surgeries. The concentration of individuals within one place should also assist in reducing the need for community nurses and there are obvious advantages of having residents within one geographic location.

## Improved Built Fabric and Enhanced Local Environment

- 6.16 The proposal will see the renovation and refurbishment of the applicant's properties along Lower Teddington Road which are all Buildings of Townscape Merit and are currently in poor condition and becoming more dilapidated. The improvements to the building stock will only occur as funds are released from the new independent living extra care units. These improvements will ensure the availability of quality housing stock along this frontage for the future.
- 6.17 The comprehensive landscape proposals will also ensure the local environment is enhanced encouraging further wildlife and creating a more pleasant ambience for local residents. In addition, these improvements will enhance the character and appearance of the Hampton Wick Conservation Area, an important heritage asset.

## Availability of Additional Affordable Housing

- 6.18 The applicant is both a Registered Provider and a Registered Charity, recognised for doing good works and providing an important function within the local community, particularly for the elderly. A number of the units along Teddington Road are currently occupied by low rent older people but are not registered with the Council as affordable housing. The applicant is willing to discuss the most appropriate means to ensure the council has nomination rights on a number of these properties to enable the right people on the Council's housing list to be housed in the most appropriate location and home, with a particular emphasis on older people.

## Loss of Care Home & Need for Extra Care

- 6.19 Policy LP37 seeks to resist the loss of existing accommodation where it meets specific community needs, unless it can be shown that a) the accommodation is no longer needed, b) will be adequately re-provided in a different way or elsewhere, or c) meet another identified priority local need.

## Accommodation No Longer Needed

### *Unviable*

- 6.20 The existing care home closed in August 2017 as it was unviable as a business and there has been no interest from others in re-opening it as a care home. This in itself shows there is no need for a care home on this site.
- 6.21 The lack of funds to maintain a viable care home on the site came about because of low local authority fees, poor access to competent staff, dependency on agency workers (which led to a lack of continuity of care), and low level of referrals. This has led to serious deficits for the charity and has meant that the use of the building as a care home is not viable.

### *Not Fit for Purpose*

- 6.22 The building is not fit for purpose as a care home with the room sizes being less than the now required Nationally Described Space Standards. The majority of the 34 rooms are not en-suite, and the poor quality of the internal spaces resulted in an unsafe environment for occupiers with staircases being a serious hazard to the elderly people, permanently rendered inaccessible and upstairs lounges rarely used by the residents as unsafe. To retain as a care home would require substantial injection of funds which the charity does not have.

### *Other Care Homes in the Borough*

- 6.23 The applicant commissioned Rice & Roman local estate agents to establish the number of similar care homes within the Borough and they have identified that there are 27 registered care homes equipped to deal with the elderly, similar to the existing building (refer to Appendix 3). These 27 units provide 885 bed spaces. We understand from Rice & Roman that in general there is a 10% turnover of bed space annually. This in itself demonstrates that the existing closed care home on the application site is no longer needed.
- 6.24 The Council's 'Market Position Statement 2018/19' on adult social care differs slightly from the Rice & Roman data referred to above but highlights the same trend. The Council report identifies that as of October 2017, there were 8 nursing care homes with 472 beds and 14 residential care homes with 285 beds provisioned specifically for older people in the borough (22 homes in total providing 757 beds).

### *No Objections to its Closure*

- 6.25 At the time of closure there were no objections to the closing down of the care home from the Council or any of the commissioning groups. Officers have confirmed at the pre-application meetings that no objections have been made since its closure. Accordingly, this indicates that there is no need for the use of the site for a care home.

### *Changing Nature of Care*

- 6.26 Nationally, and within Richmond, the trends are changing and older people are tending to require either more home care, or downsizing to live in locations where care is available if required (such as with the proposed scheme).
- 6.27 The Council's 'Older Peoples Supported Accommodation Review (2008)', identified that there were 'no additional requirements for residential care in the borough; and that there are adequate premises with nursing care.'

- 6.28 The Councils 'Market Position Statement 2018/19' states that 'the Council anticipates that demand for homecare will continue to increase as people receive community-based support rather than residential care' (page 16 Market Headlines). It highlights that between 2014/15 – 2016/17, the total number of service users in care homes reduced by 4%, whilst those receiving community-based support has increased by 5%.
- 6.29 The Councils 'Market Position Statement 2018/19' also identifies in the table on the following page (taken from the table on page 23 of the report) that since 2014 there has been a steady decline in the number of users of care homes, and the number of care homes themselves within the Borough indicating the trend showing no need to retain the care home in its current form on the application site.
- 6.30 The report identifies that the total number of people aged over 65 who were supported in residential care reduced between 2014/15 and 2016/17 (by 21% over the period) and between 2014/15 and 2016/17 there was a 20% reduction in the number of service users aged over 65 living in nursing care homes.

	2014/15	2015/16	2016/17
<b>Total No. of Users</b>	1479	1430	1413
<b>Total No. in a Care Home</b>	559	533	507
<b>Total No. in Community</b>	920	897	906

- 6.31 The Carterwood Planning Needs Analysis Report submitted sets out the detailed commissioning enquiries it has made which also clearly identifies the rising population of older people in the Borough, the trend to being able to stay independent for longer and lack of need for traditional care provision, and the increase in demand for extra care provision.

### Conclusion

- 6.32 The Sons of Divine Providence are an established religious community on the site and within the area and have no intention, and do not wish, to move. The land and buildings have been either donated or purchased since the initial donation in the 1950s and The Sons do not consider that it would be in the best interests of the charity or the memory of those who have donated, to seek to sell any part of the land. They have the existing care home building and the properties in Lower Teddington Road which are in a poor state of repair and need urgent renovation. The proposed scheme will inject much needed funds to repair the built fabric and to ensure the charity can continue on this site.
- 6.33 The quality of the existing building, the changing nature of care nationally and in the borough, and the retained provision of existing care homes elsewhere in the borough, when taken into consideration as a whole, point to the fact that, on balance, the existing care home is no longer needed.

### Adequate re-provision in a different way or elsewhere

- 6.34 The Council states in its Market Position Statement that 'in Richmond-upon-Thames, the Council is actively promoting extra care housing as an alternative to residential care. The aim of extra care is to promote independence with people being able to access support for personal care needs whilst living in a self-contained flat.'
- 6.35 Rice & Roman research also indicates that the average age of entering care homes in the UK is 79 years of age. Of the total population in Richmond of 187,000, 25,200 are over 65 years of age and 4,000 are over 85 years of age. Therefore, there are 29,200 residents in Richmond over the age of 65, but 25,200 of those are between 65 and 85. This underlines a need for a more independent style of retirement living as opposed to full on care, as the vast majority of over



60's in the borough are going to be younger than the average age of somebody needing to move into a care home (79 yrs old).

- 6.36 The proposed scheme provides extra care units which will provide for provision of care in a different way, and by a method that is being promoted by the Council. Accordingly, the proposal complies with this element of the policy.

### Accommodation will meet another priority need

- 6.37 The proposed scheme is identified as an independent senior living extra care development with supported care options. The submitted Carterwood Planning Needs Analysis Report concludes that there is a significant local need for this type of supported extra care. The Carterwood Report identifies that within a five mile radius of the site there is a shortfall of 2,105 units with a shortfall of 542 units within the Borough boundary itself. In addition to this, the Councils commissioning documentation sets out the clear local policy to increase the supply of extra care provision.

- 6.38 As referred to previously, the 2018 adopted Local Plan states that:

*"The Older Peoples Supported Accommodation Review (2008) identified: no additional requirements for 'residential care' in the borough; there are adequate premises with nursing care; and adequate affordable social sheltered accommodation." (Para 9.4.5)*

- 6.39 Paragraph 9.4.6 of the Local Plan states:

*"The Council's Extra Care Housing Evidence Base (2015) suggests there is an estimated need for at least an additional 81 extra care units in the borough provided across two to three areas in the period 2015 to 2020."*

- 6.40 This Extra Care Housing Base only covers the period 2015-2020 and Officers confirmed that there are no plans for updating it within the near future. The proposed scheme will not be operational until 2020 and the estimated care figures of 81 spaces is therefore out of date. Well publicised national demographic trends clearly indicate there is a growing aging population which is likely to result in a continued growing demand for extra care provision. The Rice & Roman information (refer to Appendix 3) highlights that there are some 342 units available in independent properties in the borough compared to 885 individual care rooms. This indicates a need to address the growing extra care market with the pure care home/ nursing home market catered for adequately.

- 6.41 Furthermore, the Council's Retirement Housing Review (2016) recommends that 145 additional units (76 should be sold at market rates, 35 units for intermediate sale and 34 social rented units) are required to be delivered across 3 or 4 schemes in the borough and sets a timeframe of 2020 for the delivery of these units (paragraph 9.4.7). These figures include remodelling of existing stock. It identifies potential gaps in provision in Kew, Whitton and Heathfield. It states developers of retirement housing should engage with the Council to ensure that they bring forward retirement housing products which are viable and meet local needs in relation to housing and infrastructure. This is precisely what the applicant has sought to do with this proposal.

- 6.42 The Council's current housing priorities have been confirmed by Officers as including:

- remodelling of older peoples sheltered accommodation to provide self-contained units;
- extra care housing which in some cases can be created from remodelling existing sheltered accommodation;
- private sheltered and extra care accommodation (but this would be a lower priority than affordable housing);

- supporting the PLD valuing people

6.43 The Councils 'Market Position Statement 2018/19' states:

*'The market for residential care is stable with this being commissioned mainly via a long standing PFI agreement with Care UK.'* (page 18).

6.44 The Market Position Statement also states:

*'The council wishes to see a general move away from intensive support models such as residential care to care packages that encourage greater independence and delay the requirement for more intensive support.'* (page 23)

6.45 The Carterwood Report has taken account of the Council documentation and commissioning procedures in its preparation. Whilst there are differences in the methodology on how figures have been identified for extra care units it is clear that there is a need for such units within the local area.

6.46 In addition to the above, Rice & Roman local estate agents who specialise in selling accommodation for the elderly, have compiled a report for the applicant, identifying a list of comparable properties within 1.5-3 miles of the proposed development. The report identifies Fullerton Court (Udney Park Road), Gifford Lodge (Popes Avenue), and Orford Place (Martingales Close). The report also states regarding the motives for moving that:

*"We have found time and again that people don't want to leave the local area as they have deep rooted social ties, but have decided they want or need to move home. Often it is because they cannot cope in their multi-storey house any longer so look to move into an apartment and/or a property with an added level of assistance, but sometimes they want to move to improve their quality of life and release some equity from their house. Either way, there currently isn't much of an option for these people locally. With an increasing retirement age population, good quality older person properties are in growing demand."*

6.47 The primary objective of the development of the new building is to provide the opportunity for people within the local market to downsize to a style of community living that will cater for potential health, personal, domestic, social, medical, spiritual and emotional care needs for those of the 65+ age range as and when it is required, whilst retaining a sense of dignity and independence attributed to the older generations, within an extra care development.

6.48 The applicant has considered closely the interrelationship between the apartments and the rest of the building, beyond the physical arrangement of the building. It is not just a group of apartments with their own front door. The applicant has examined the use of the separate parts of the building as a whole. The building itself includes communal areas available for all the residents including a central main entrance reception area, a communal lounge, a communal dining area, a gym/activities room, and a consultation room.

6.49 Furthermore, the occupiers will form part of the wider site community with access to the communal landscaped and 'themed' gardens and the chapel, allowing the opportunity for greater connectivity for the residents of the site overall within a community setting.

6.50 The applicant has considered that the balance of services charges and the level of additional care available will both be important parts of the business model, and also reflects an important requirement of future occupiers, a security of knowing their needs can be met as required in the future years.



- 6.51 The site will benefit from an ongoing long-term management strategy set out within an Operation Management Plan (refer to Appendix 4). The applicant will be responsible for both the new development and the wider site management, including the parking and servicing areas, the landscaped and 'themed' gardens, and communal areas of the new building and the chapel, funded through a basic service charge attributed to incoming occupiers.
- 6.52 The care element of the site will be provided by an on-site 24/7 dedicated CQC Registered Care provider located within the office adjacent to the new entrance from Lower Teddington Road. This will be manned 24/7 by a single care manager provided the CQC Registered Care Provider. This will ensure that the personal and medical care needs of the residents will be able to be addressed around the clock by a qualified member of staff. The applicant will be dedicating this space to a third party CQC provider in order to ensure constant onsite care provision.
- 6.53 This care element is one part of the wider site which comprises a mix of different uses that contributes to the whole – with the 'whole' being the charitable religious community and offering social, spiritual, personal and domiciliary care. In order to retain this important local function the applicant needs to redevelop the site as a whole and with uses that are tailored to its ethos and function.
- 6.54 The provision of a new independent senior living supported extra care unit as part of this vision, will not only serve to provide a local need to those seeking to downsize and/ or to live in a community focussed setting, but who have assurances of the availability of supported care as and when required as they progress through the later years of life, whilst maintaining a semblance of independence.
- 6.55 Accordingly, it is considered that, on balance, the proposed scheme complies with Policy LP37 of the adopted Local Plan in terms of loss of the care home and need for extra care.

## Employment Space

- 6.56 The existing building at No.13 Lower Teddington Road comprises ancillary administration offices for the wider site operated by the applicant as a charity and religious community. There are currently 3 full time and 5 part time employees (8 in total). The total office floor area within No.13 is circa 270sqm GIA (of the total 490sqm GIA).
- 6.57 The proposed scheme sees the relocation of the administration staff to the ground floor of No.23-25 Lower Teddington Road where a purpose made workspace is being created, and also a new care manager's office adjacent to the new reception area/ entrance for the new build units. The total floor area proposed is circa 50sqm.
- 6.58 In addition, the proposed scheme will provide a total of 18 employees, with the existing staff incorporated into the total, thus creating 10 new jobs created across the site. The jobs created will be include management, maintenance, reception, kitchen, cleaning, senior on-call, and finance staff together with staff offering spiritual advice if required.
- 6.59 Policy LP41 seeks to ensure office space is not lost. The existing office space is ancillary to the main use of the site. The proposed scheme retains the ancillary office use function within a smaller area, and provides additional new jobs. Furthermore, the scheme is proposing the conversion of the existing office space to 100% affordable housing. Policy LP36 states that on all former employment sites at least 50% of affordable housing should be provided. The proposed scheme seeks to provide 100% affordable housing in No.13 as part of an overall site package of affordable units (refer to next section).

- 6.60 Accordingly, whilst there is a loss of actual floorspace, on balance, the proposal is considered to comply with Policies LP36, LP40 and LP41 of the adopted Local Plan in respect of retaining the ancillary office use on the site and providing additional new jobs which are likely to be filled by local people.

## Affordable Housing

- 6.1 The Councils policy starting point seeks 50% affordable housing unless a financial viability appraisal demonstrates less affordable would make a scheme viable.
- 6.2 The site is owned by The Sons of Divine Providence who are a Registered Provider on the Councils list of Registered Providers and on the HCA list of such providers (No.LH4338). The Sons are also a registered charity with the Charity Commission (No.1088675).
- 6.3 Nos 19-21 and 31 to 33 are currently tenanted properties managed by the applicant at a low rent in accordance with government guidelines. However, these properties are not identified on the Council housing list with nomination rights. Nos 19-21 are also currently being converted under consent LPA ref.11/1645 to private sale apartments.
- 6.4 The submitted BNP Paribas financial viability appraisal demonstrates that the scheme is potential unviable even if zero affordable housing is offered as part of the development. However, as referred to previously this is a unique site and a unique applicant who is also a Registered Provider, and the applicant is keen to work with the Council to ensure that a degree of affordable housing will be provided and that there will be no loss of low rent accommodation from that currently provided.
- 6.5 Following discussion with Council Officers the applicant is considering the option to offer a number of the properties along Lower Teddington Road as affordable housing, providing the ability for the Council to have nomination rights. The properties currently being considered include Nos 13 (being converted to a 100% affordable scheme), and Nos.19-21. Furthermore, the applicant is willing to discuss with housing officers specific requirements in the conversion of No.13 to be able to design a unit to a specific need identified by the Council.
- 6.6 The appraisal will be assessed by the Councils assessor in line with best practice and agreement reached as to the final position regarding affordable housing provision. Accordingly, the proposal complies with the principles of Policy LP36.

## Community Uses

- 6.7 The existing chapel on the site performs an important local community function and the 'live-on-site' priests also undertake an important role within the local community visiting people and being available for spiritual guidance for those who require it. These functions and the use of the chapel as a place of worship will be retained. Accordingly, the proposal complies with Policy LP28 of the Local Plan.

## Building Quality

- 6.8 The proposed new building and the refurbished existing buildings will all be finished to the highest quality standards in accordance with adopted planning policy.
- 6.9 All the rooms within the new building comply with the Nationally Described Space Standards with the one beds being a minimum of 57.53sqm, the two beds being between 64.97 – 111.6sqm and the three bed being 80.26sqm. Most units in the new building have their own private balcony or terrace space, together with a significant amount of communal external space.
- 6.10 90% of the new building meets Building Regulation Requirement M4(2) and 10% meets Building Regulation Requirement M4(3).

- 6.11 Consideration was given to the inclusion of areas of green roofs. However, the available flat roof areas available are likely to be required for the insertion of photo voltaic cells.
- 6.12 The refuse bins are located in the basement and will be accessed via a lift by the residents. On refuse collection day as agreed with the Council, the bins will be taken from the service lift to the ground level and along the path to the street edge for collection and returned to the basement by the on-site support staff.

## Design

- 6.13 The submitted Design and Access Statement demonstrates that this detailed application has been thoughtfully considered and has taken into account the varied requirements from both a design and planning policy perspective. The statement concludes that:

## Use

- 6.14 The use will continue to be an important mixed use community function with ancillary offices for a registered charitable religious community which also will provide a significant element of affordable housing (particularly for older tenants) together with the new senior living extra care unit

## Amount

- 6.15 The amount of development on the site conforms with the existing amount of use at a similar density to the existing.

## Layout

- 6.16 The layout of the new building presents a strong street frontage to Station Road and together with the inter-connecting shared themed garden space will enhance the overall character and appearance of the area particularly the Hampton Wick Conservation Area.

## Scale

- 6.17 The scale of the new building is in keeping with the surrounding context and complements the character and appearance of the adjacent Hampton Wick Conservation Area.

## Appearance

- 6.18 The appearance of the Hampton Wick Conservation Area will be significantly enhanced with the removal of an incongruous care home building and flat roofed entrance porch and the erection of a high quality architect designed building with pitched slate (or similar) roofs, mixed stock and red brick, limited render, low walls and railings and architectural features synonymous with the local surroundings.

## Access

- 6.19 The access to the site as a whole will have little changes to the existing with the marginal relocation of the vehicle entrance to the new building. All the new units will be easily accessible internally, and there is excellent connectivity between the themed garden spaces creating a greater sense of community for the whole site.

## Heritage Impact

- 6.20 The submitted Heritage Statement draws the following conclusions. The site lies partially within Hampton Wick Conservation Area and the properties along Lower Teddington Road are Buildings of Townscape Merit. The details of the heritage impact are set out in the separate Heritage Impact Assessment. The existing 1970s care home on the site makes no contribution to the Hampton Wick Conservation Area. It is of a style and quality typical of the period in which it was building and is not of any particular architectural quality.

- 6.21 The replacement of the building with a new development is considered an opportunity for enhancement on the site and the conservation area. The proposed new building draws on the local vernacular both in terms of its form and materiality. It remains subservient to the retained frontage buildings along Lower Teddington Road and will not be visible in views from Lower Teddington Road west towards the site. The articulated facades of the buildings, which address the nature of the context into which they face are informed and appropriate and do not dominate or take away from the quality and characteristics of the retained late Georgian/Victorian Lower Teddington Road properties.
- 6.22 The works proposed to Nos.13-33 Lower Teddington Road are also considered informed and appropriate. Alterations to their front, east facing facades, has been kept to a minimum to reflect their local importance and recognition as Buildings of Townscape Merit. General refurbishment and renovation is proposed in most cases, with internal alterations limited to what is required in order to maintain the buildings in residential use long-term.
- 6.23 The gardens and key features within them, which form an important and positive element to the Hampton Wick Conservation Area and the contribute made by the site to its character and appearance are to be improved through sensitive and informed new landscaping and retention of the original garden boundary walls as features separating off character spaces.
- 6.24 In conclusion, the proposals are considered informed and appropriate and do not result in any harm to heritage significance. The proposals are in compliance with local and national planning policy and guidance and bring about a number of heritage benefits.

## Impact on Neighbouring Properties

- 6.25 The new building element has been designed in accordance with the Councils residential design guide standards. The closes habitable room windows facing other habitable room windows are a minimum of 20m separation distance and have been designed to ensure no undue loss of privacy or overlooking will result.
- 6.26 The height of the building has been kept as close to the heights of the properties in Lower Teddington Road as possible and to the properties to the south and west, with the exception of a central element of roofscape which rises above this level, similar to the existing building central element. Thus the impact of the design is kept to a minimum and no overbearing impact will result. The submitted Daylight and Sunlight report demonstrates the above comments in more detail.
- 6.27 Accordingly the proposed scheme is considered to comply with the adopted Local Plan policies in this respect.

## Private and Communal Space

- 6.28 The proposed new building includes private balcony space and terraced space for a number of the properties amounting to some 160sqm. In addition to the private space are the extensive communal garden areas comprising 1,961sqm, and a further separate communal garden for No.13 Lower Teddington Road comprising some 267.5sqm communal garden area, therefore totalling 2,228.5sqm communal space and 2,338.5sqm overall. This is well within compliance with the policy requirements.
- 6.29 The intention of the development is to provide a new development for senior living and therefore no additional play space would be required as there will be no increased child yield. The renovation and conversion of the existing properties will also not require additional play space as these units will be 1 and 2 bed units and will include use of the extensive private and communal gardens that exist within the development site.

### Basement

6.30 Policy LP11 allows for basement development that is no larger than one storey or extending more than 50% of the garden areas and not impact on the neighbouring properties during construction. The proposed development provides a single storey basement for the new building, and under the new single storey rear extension, the details of which will be agreed in the final Construction Management Statement to be conditioned, and which is single storey and not extending more than the permitted 50%. Accordingly, the proposal complies with Policy LP11.

### Highways & Access

6.31 The submitted Transport Statement identifies that the development site has a PTAL score of 3 which is a 'moderate' accessibility to public transport as defined by TfL. The site is within a short travel of Kingston town centre which is host to shopping complexes and supermarkets, and provides further access to public transport. The site is therefore considered to have a good access to public transport and local amenities.

6.32 In summary the proposed development is not expected to contribute to, and will most likely reduce the amount of traffic and parking on local roads. The proposed development is being provided with car parking in accordance with the adopted standards, and cycle parking in excess of the minimum standards. The proposed development is therefore considered to be acceptable from a highways perspective.

### Parking

6.33 The existing parking comprises the following:

No.13	8 spaces	
Nos 19/21	5 spaces	
Nos 23-27	3 spaces	
Nos 31-33	12 spaces	
Existing Care Home	4 garage	11 total
	7 surface	
<b>Total Spaces</b>	<b>39 spaces</b>	

6.34 The proposed parking comprises the following:

No.13	6 retained	
19/21	6 (1 extra achieved)	
Nos 23-27	3 retained	
Nos 31-33	12 retained	
New Build	8 surface	31 total
	23 basement	
<b>Total Spaces</b>	<b>58 spaces</b>	

6.35 The proposed parking includes 4 new disabled parking bays (and a single existing bay) and 6 electric charging bays (with a further 6 passive electric bays shown).

6.36 56 cycle parking bays are provided for the new building within the basement of the building. 6 cycle spaces are provided at No.13 and 6 spaces for each of nos.27 and 29 Lower Teddington Road.

- 6.37 The Transport Statement concludes the following. A parking survey in accordance with Richmond Council's Parking Survey methodology has been undertaken. The results of the parking surveys have demonstrated that the average overnight parking 'stress' of PHO X kerb side parking opportunities within the identified survey area is 81%, with an average of 94 cars parked, leaving 23 free spaces.
- 6.38 The parking survey has also demonstrated that on a typical weekday night the P&D parking opportunities are parked at 50% parking stress with an average of nine cars parked within the 18 total parking spaces.
- 6.39 The vehicle and cycle parking are therefore in accordance with required standards as confirmed in the submitted Transport Statement.

## Ecology

- 6.40 A preliminary ecology appraisal has been undertaken and a series of bat surveys. The results of these conclude that the proposed development will not have a detrimental impact on the biodiversity and ecology of the site and that no other survey work is recommended. A series of recommendations are provided which will further enhance the biodiversity of the site. These include planting of habitats of value to wildlife, provision of nesting/ roosting habitat such as nest boxes, inclusion of hedgehog passes and hibernacula, and creation of wildlife corridors. This will be further enhanced with the retention and protection of existing trees on the site. The timing of works will be in accordance with best practice to protect wildlife species.
- 6.41 Careful consideration will be given to a lighting proposal to protect bat potential on the site and enhanced bat habitat creations with bat boxes will be considered.
- 6.42 Accordingly, the proposal complies with policy in respect of biodiversity and wildlife.

## Energy & BREEAM

- 6.43 For the construction of the new building, classed as a residential building, the 2018 Local Plan does not require any minimum BREEAM standard to be met. The standards required have been incorporated into the submitted Sustainable Construction checklist, water efficiency measures, energy statement and CO2 reductions.
- 6.44 A BREEAM Pre-assessment Domestic Refurbishment for the conversions and refurbishments of the properties along Lower Teddington Road are required by the 2018 Local Plan to achieve an 'Excellent' score. The submitted pre-assessment demonstrates how this will be achieved.
- 6.45 Accordingly, the proposed scheme complies with the energy and BREEAM policy requirements.

## Landscape

- 6.46 The existing site comprises mature landscape planting within the communal and private gardens including a number of trees and shrubs. A number of these garden areas are separated by brick walls with access gates through. The landscape strategy is to retain as much of the mature landscape planting as possible to the rear gardens of the site and to create a series of themed gardens that are all inter-connected through the existing walls which are to be retained. New walls are to be inserted where necessary to complete a particular themed garden area.

- 6.47 There is a 'meditation/grotto garden' in the rear garden behind No.23 Lower Teddington Road which is to be retained and enhanced. This links to a 'green fingers' garden area where opportunities to 'grow-your-own' are provided. Connecting to these spaces through the existing walls, will be the 'sensory garden' which will provide the linking route between the new building and the new entrance along Lower Teddington Road. Connected to this sensory space through an existing wall is the 'parterre garden' to the rear of no.29 Lower Teddington Road.
- 6.48 Along the frontage of the new building there will be soft planting introduced with trees and hedges and a low brick wall with railings. Along the Lower Teddington Road frontage the low brick and rendered wall will be repaired and replaced where necessary with more traditional low railings inserted onto a low wall that will be rendered to match the buildings behind. The soft landscape planting scheme will create a cohesive approach to the landscape that will provide obvious access points to the building entrances and will ensure the frontage is viewed in its entirety as a single scheme.
- 6.49 Accordingly, the proposed scheme complies with the landscape requirements of the Local Plan policy.

## Trees

- 6.50 The submitted Tree Survey and Arboricultural Method Statement and Appraisal sets out the current and proposed position of the existing trees and their ongoing maintenance and protection during construction and operation.
- 6.51 There are no 'A' category trees, 3 'B' category trees and the remainder are low quality trees ('c' category). Nine trees are identified for felling, one of which is a category 'B' Yew tree which will be replaced with a suitable alternative species. The other eight trees are poor quality trees. Additional new tree planting will be incorporated into the scheme of suitable species to be agreed.
- 6.52 Accordingly, the proposed scheme complies with the adopted Local Plan policy.

## Flood Risk and Drainage

- 6.53 An independent senior living supported care development would be expected to remain dry in all but the most extreme conditions. Recommendations made within the submitted Flood Risk Assessment will be instigated, ensuring flood risk from all sources would be minimised, the consequences of flooding made acceptable, and the development thus being in accordance with the requirements of the NPPF.
- 6.54 The FRA demonstrates that the proposed development would be operated with minimal risk from flooding, would not increase flood risk elsewhere and is compliant with the requirements of the NPPF. The development should not therefore be precluded on the grounds of flood risks and thus complies with the adopted Local Plan policy.

## Archaeology

- 6.55 The submitted desk based assessment identifies that there is limited scope for additional archaeological finds and that no further work.
- 6.56 In terms of designated archaeological heritage assets, no World Heritage Sites, Scheduled Monuments, Historic Wrecks or Historic Battlefields lie within, or in close proximity to the Study Site. The Study Site is located within the Hampton Wick Archaeological Priority Area.



- 6.57 It is anticipated that due to the location of the Study Site within the Hampton Wick Archaeological Priority Area and the number of archaeological finds and features recorded within the Study Area the Local Authority are likely to recommend that further archaeological mitigation measures are required.
- 6.58 The alterations to 13 and 19-33 Lower Teddington Road and proposed landscaping across the site are expected to have a negligible archaeological impact. The demolition and reconstruction of 12-14 Station Road, including the construction of a basement, is likely to have a localised archaeological impact.
- 6.59 All such archaeological mitigation measures could follow planning consent secured by an appropriately worded archaeological planning condition. As such the proposed scheme complies with the adopted Local Plan policy.

## Daylight & Sunlight

- 6.60 The submitted daylight and sunlight report demonstrates that the proposed new building will not result in an undue impact on the daylight and sunlight levels of the neighbouring properties of Seymour Lodge, Wick House or the properties on the north side of Station Road. Furthermore, all the rooms within the new building will be furnished with adequate levels of daylight and sunlight. Accordingly, the proposal complies with policy in this regard.

## Air Quality

- 6.61 The submitted Air Quality Assessment demonstrates that the proposed scheme will have no undue impact on the air quality of the locality through the construction or operational period of the development. Accordingly, the proposed scheme complies with planning policy in this regards.

## Health Impact

- 6.62 An assessment of the potential health impacts has been undertaken utilising the HUDU Healthy Urban Planning Checklist. The conclusions drawn are that the proposed scheme will have a positive health effect with affordable housing, senior living with extra care, and enhanced open space areas available to the wider community through the religious affiliations of the site. As such the proposal complies with the Local Plan policy requirements.

## Contamination

- 6.63 The submitted Geo-Environmental Desk Study concludes that there is a 'low' risk to human health from potentially contaminated soils in the context of continued residential use and that there is also a 'Low' risk that groundwater and surface waters have been adversely impacted by past or current on-site land uses. As such the proposed scheme will not result in a detrimental impact on health with negligible possibility of contamination, in compliance with Local Plan policy.

## Community infrastructure levy (CIL) & s106

- 6.64 The Mayor CIL for the area will be £50/sqm and applies to the development proposed. The Council CIL rate for care development is £25/sqm to be applied to this proposal. The index linking of this will add a further circa £50/sqm. In total therefore a CiL charge of circa £125/sqm may be applicable. The Cil Calculation is based on the whole site and provides for the existing GIA area of buildings to be demolished and retained to be taken from the new build and change of use GIAs providing the net increase of GIA floor area that is chargeable. This is set out on the submitted CiL forms as required.



6.65 Heads of Terms are submitted to the Council which include:

- i. the affordable housing element;
- ii. assurances relating to use;
- iii. assurances relating to the operator; and
- iv. s106 legal fees

6.66 During discussions with Officers comment was made regarding a restriction of additional parking permits being included within the Heads of Terms. However, the submitted Transport Statement demonstrates that this is not a necessity for this location and it therefore has not been included at this stage.

## 7.0 CONCLUSIONS

- 7.1. The proposed scheme complies with the NPPF, London Plan and London Borough of Richmond adopted Local Plan policies.
- 7.2. The proposed scheme is a unique development on a unique site with a unique applicant. The applicant is 'The Sons of Divine Providence' who are local to the area and have a number of properties which make up the site and which are of varying uses including a care home, chapel, living accommodation for on-site priests, tenants and ancillary offices.
- 7.3. The development proposed sees the demolition of the redundant care home and the redevelopment for Independent Senior Living Extra Care units with supported care options, together with the refurbishment of the properties and gardens along Lower Teddington Road, the change of use of the offices to affordable housing and the erection of a temporary sales building.
- 7.4. The proposal is for a comprehensive development of the wider site to ensure the functions of the applicant as a Registered Provider of social housing and a Registered Charity and as a religious community continue on the site. The existing care home is redundant and is proposed for demolition. The new units will enable local people to downsize and move into a supportive community with options for care support available. The proposal will also provide significant enhancements to the built fabric and landscape environment along the Lower Teddington Road frontage which will protect and enhance the character and appearance of the Hampton Wick Conservation Area.
- 7.5. The principle of development, the loss of the care home building, the need for independent senior living extra care units, the change of use of the ancillary offices, and the design of the new building are all acceptable and in accordance with the adopted Local Plan policies.
- 7.6. There will be no undue impact on the highway capacity or highway safety and parking is provided in accordance with the current standards. There is no detrimental flood risk that cannot be overcome with the recommendations made, and there are no undue impacts on the amenity of the surrounding properties resulting from overlooking, overshadowing, loss of privacy or overbearing impact.
- 7.7. There will be significant enhancements to the heritage assets with the improvements to the built fabric and removal of incongruous features from the street scene, and improvements to the landscape of the site with management of the existing trees and the implementation of themed communal gardens, all of which will enhance the character and appearance of the Hampton Wick Conservation Area.
- 7.8. Accordingly, the proposed scheme is considered acceptable in planning terms and as such should be approved in accordance with the regulatory planning framework.



APPENDIX 1  
Concept Meeting LBR Response

**From:** [Lewis Muston](#)  
**To:** [Andy Ryley](#)  
**Subject:** FW: Oroine House, 12 Station Rd and Lower Teddington Rd, Hampton Wick - Ref. 18/P0016/PREAPP  
**Date:** 12 April 2018 16:04:54

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Good afternoon Andy,

Apologies; I was meant to send this across this morning!

I'm just getting in touch to reiterate the points we discussed regarding principles during our meeting on site, as well as pass on observations from Nicolette.

Principle of Redevelopment/Land Use:

As discussed other issues have not been considered in detail, such as design, amenity etc. and have only initially focused on the use, not other areas like unit sizes (they all appear large. Housing policy officers would not expect a dominance of 2 bed units) and inclusive access (expect high standards, appears to be a double lift core). Given this is only a concept meeting there will be further information to submit through additional pre-app advice, as previously discussed in terms of processing towards future PPA.

**Loss of Existing Use**

Existing use: Orione House is a residential care home for elderly people. It was purpose built in 1974 and accommodates 34 people. The home caters primarily for long-stay residents but can sometimes offer short-term respite care. Care staff are on duty at all times. All of the bedrooms are single rooms, nine with ensuite facilities, and communal facilities.

Policies to address:

Development Management Plan Paragraph 5.1.31 states there are no additional requirements for residential care in the borough. The Older People's Accommodation Review (2008) found an adequate provision of standard residential care in the borough, particularly in view of a move away from this as an option towards supporting people in their existing homes. This is also referred to in the Local Plan paragraph 9.4.5. Provided evidence can be provided to demonstrate that a site is no longer needed then in principle the loss of an existing care home can be considered in accordance with policy.

Notes: There are only brief details stating it was recently closed down, in part due to the building being unsuitable for the provision of a safe environment, and referring to financial deficits and needing to address the long term viability of their services. Housing/commissioning (Adult Social Care) officers would need to confirm there was no operational need to retain the existing use, to confirm there is no objection to the proposed loss of the care home. Further justification would be necessary to justify there is a demand for the proposed development, to address Policies DMHO5 and LP37.

**Proposed Extra Care Scheme**

Proposed use: 28 x one and two beds. Proposing to continue to provide a housing service to older people, retain a chapel and community house for religious use integrated into a communal space. Proposal is described as reconfiguration of existing properties along Lower Teddington Road together with demolition of the existing Orione House and its reconstruction as an extra care facility.

Policies to address:

- Development Management Plan Policy DMHO5 Housing to Meet Specific Community Needs states that planning permission will only be granted for new accommodation where housing is providing for an identified local need. This approach is continued in Policy LP 37 Housing Needs of Different Groups. If there is no evidential need arising within the Borough, other priorities should be addressed and the capacity for conventional housing, including affordable housing, should not be compromised.
- Any evidence put forward must consider the Council's local research and evidence, and the need to take a balanced approach to meeting needs for different types of housing across the borough.
- The Older Peoples Supported Accommodation Review (2008) identified no additional

requirements for 'residential care' in the borough and there are adequate premises with nursing care.

- Policies CP15 and LP36 would need to be addressed. (Note the Council's policies do not specify what use class they apply to i.e. whether C2/C3 use class that is proposed; and the Draft London Plan Policy H15 is explicit that extra care accommodation should be considered as C3 and should deliver affordable housing). There are no details on the type and level of extra care that will be offered.
- Need to identify who and on what basis units will be allocated to, what are the charges envisaged? What kind of specialist care is offered? If the product is not considered by the Council affordable/If there is no justified need, other priorities (affordable housing) should not be compromised.
- Proposals should be discussed with Council officers, particularly officers from Housing Services and Commissioners (contact details can be provided upon request), to assess if any proposal would address local needs and reflects their requirements. The type of care that this is considered to address will be crucial in determining whether the use can be supported. Further clarification and support from Council commissioners would be necessary to set out in a full pre-app enquiry and justify the provision.
- An application would need to clarify the support of partners, to confirm that it addresses identified local needs. Without sufficient justification, then the proposal would not be considered in accordance with policy requirements.

Notes: There needs to be an assessment as to whether the proposal will meet local needs, taking into account - the scale of the proposal, nature and location of the site, the nature of support, any eligibility criteria and assessment of affordability of the proposed product, and whether it is in accordance with evidence of needs and it has the support of partners. This is as set out in LP 37 and LP 36. There is insufficient information accompanying the pre-app at this stage.

*Note 16/1145/FUL* proposed conversion of part lower ground floor to form 1 x 1 bed self-contained flat - by the applicant on part of the site.

The existing and/or proposed units would not be considered as social rent as they would not meet the definition of affordable housing for planning purposes (set out in the LDF and the NPPF). The Council does not allocate to the properties therefore those allocated to these homes may not be eligible for social housing and rents are not controlled. The Council's Housing Development Manager confirmed at that time Orione is not listed on the HCA list of Registered Providers, although generally supports the charitable housing.

In policy terms therefore recognised that generally the scheme would assist in meeting local housing needs, and given the proposal is by a charity, Policy DMHO6 seeking an affordable housing contribution would not be applied, and the benefits of a 100% charitable housing scheme can be considered.

However, that application was for one additional unit. The full justification would need to be made given this is considered a large site, and the affordable housing contribution foregone would be considered more significant.

#### Urban Design/Conservation Observations:

Further comments following site visit and meeting with applicants on 1 March 2018:-

#### **Background:**

Part of the site is in a conservation area and the houses included in the site on Lower Teddington Rd are all BTMs.

#### **Existing:**

The current layout of the site results from the original mission being established in a chapel in one of the houses facing Lower Teddington Rd. Other houses in the row have been acquired over the years through bequest and three houses on station road were demolished and redeveloped for a care home in 1971. The new building was mostly two storey with a part three storey element which would have fitted in well in terms of scale and height, although the massing of a single building would have been at odds with the surrounding housing but not the blocks of flats that were replacing other houses in the area. Also, the brick used for construction did not blend in well with the surrounding area.

An infill section was also built as a general entrance between two of the houses on Lower Teddington Rd.

There is some surface parking on site.

A communal garden was created in the centre of the site and on the west side of the new block. Some of the old boundary walls between houses have remained and these add an additional element to the landscape as well as being of historical interest.

**Proposal:**

The proposal is to replace the 1970s building with a new purpose built block for current care needs, as well as underground parking, a new entrance on Lower Teddington Rd and a revised landscape scheme removing some of the old boundary walls.

**General Assessment:**

Any new building will need to be of a similar size and scale to the existing 1970s one and should not occupy a larger footprint than the existing.

The building should be no higher than the existing two/three storey arrangement.

The massing and scale of any new building should be broken up into smaller and modestly scaled components.

The design and materials need to be sympathetic to the setting of the building, the CA and the BTMs. Underground parking should either be avoided in this context as not being appropriate to the location, or otherwise incorporated within and under the new building so as not to waste garden space and form an unsightly separate entrance and ramp alongside the new building.

The central communal garden should be retained.

The historic boundary walls which remain should be retained.

The new link and entrance to L Teddington Rd needs to be as unobtrusive as possible and domestic in design, with materials to match the existing houses.

**Detailed assessment and summary of discussion on site:**

We discussed on site how the existing link and entrance to Lower Teddington Rd could be retained and improved without the need for demolition.

The old boundary walls in the garden should be retained to add historical interest and create separate 'rooms' and character areas.

The central communal garden should be retained as its current size and the new building should not be allowed to come any further forward toward the BTMs.

We would not have an objection to the demolition of the existing 1970s building although it does provide some idea as to suitable scale for any new build replacement.

Design, massing, scale and materials (as referred to above) will all be important in the new building and at present it does not meet any of these criteria. The massing of the current design is too monolithic, the scale has not been broken down, the building is too high, the materials unsympathetic and the overall does not relate well enough specifically to this site and its setting. The new design should be an improvement on the existing building.

Regarding the underground parking, we agreed that if the new building were set further back into the west side of the site and parking accommodated under the building (if parking of this kind is necessary at all in this context besides specialist and delivery vehicles) then space would not be wasted on a separate and unsightly entrance as this can be incorporated into the face of the new build.

Any new building will need to address the character of Station Rd as well as views from Lower Teddington Rd and many others from the surrounding streets.

**Conclusion:**

Although we would have no objection in principle to the demolition of the existing care home on this site and its replacement with a new building, the existing proposals would not provide a suitable alternative of sufficient quality of design which addresses all the constraints and characteristics of the site.

All the issues referred to in the above notes will need to be satisfactorily addressed before any scheme successfully responds to the site.

I hope this is of assistance, please note that these meeting/guidance notes signify the closure of the current pre-app concept enquiry. However, please let me know if you have any queries on future pre-application submission processes etc.

Kind regards,  
Lewis

**Lewis Muston**

*Planning Officer*

*North Team – Development Management Richmond*

*p. 020 8891 1411*

*e. [Lewis.Muston@richmond.gov.uk](mailto:Lewis.Muston@richmond.gov.uk)*

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APPENDIX 2  
Pre-Application Meeting LBR Response



**From:** [Graham-Smith, Simon](#)  
**To:** [Andy Ryley](#)  
**Cc:** [John O'Neill | Lifestyle Residences](#); [Mike Simpson](#)  
**Subject:** RE: 10901 Station Road/ Lower Teddington Road update  
**Date:** 21 December 2018 14:46:29  
**Attachments:** [image001.jpg](#)  
[preapp let1 orione.docx](#)

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Dear Andy

Please find a written response including affordable housing/CIL attached. You will note that this is informal at this point as my line manager is not available to formally agree it, having been stranded abroad due to the Gatwick incident. In the circumstances I am sending you the attached document. I do not anticipate that the formal version, which I will get to you as soon as I can will differ significantly.

## ***Simon Graham-Smith*** ***Senior Planning Officer***

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---

**From:** Graham-Smith, Simon  
**Sent:** 20 December 2018 16:53  
**To:** 'Andy Ryley' <[andy.ryley@prc-group.com](mailto:andy.ryley@prc-group.com)>  
**Cc:** 'John O'Neill | Lifestyle Residences' <[john.oneill@lifestyleresidences.co.uk](mailto:john.oneill@lifestyleresidences.co.uk)>; 'Mike Simpson' <[mike.simpson@prc-group.com](mailto:mike.simpson@prc-group.com)>  
**Subject:** RE: 10901 Station Road/ Lower Teddington Road update

Further to my email below these are the additional design comments:

The reduction in roof size of the main building is welcomed..

The earlier scheme square opening forms and the arched doorways rather than curved arched ones are felt to be preferable.

The use of render should be limited and it should be ensured that a warm stone colour rather than white is used.

The opening to the basement parking garage would be best enclosed with a door, so that there is minimal impact on the appearance of the surrounding area when closed.

It is felt that it would be better for the balconies to have simple metal railings rather than glass

as metal may be more discreet and fit into the overall traditional character of area better.

**Simon Graham-Smith**  
**Senior Planning Officer**

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---

**From:** Graham-Smith, Simon  
**Sent:** 20 December 2018 16:23  
**To:** Andy Ryley <[andy.ryley@prc-group.com](mailto:andy.ryley@prc-group.com)>  
**Cc:** John O'Neill | Lifestyle Residences <[john.oneill@lifestyleresidences.co.uk](mailto:john.oneill@lifestyleresidences.co.uk)>; Mike Simpson <[mike.simpson@prc-group.com](mailto:mike.simpson@prc-group.com)>  
**Subject:** RE: 10901 Station Road/ Lower Teddington Road update

Official

Dear Andy

I am expecting the comments from Nicolette late today or early tomorrow and will pass them on when I have them.

On the other two items, I need to speak to Joanne Capper who has been away but is back tomorrow – hopefully they can be resolved then.

Wednesday 9<sup>th</sup> at 2.30 is fine for me.

I note your point about the air quality requirement and your suggestion seems to be a reasonable way to move forward without delaying the application.

**Simon Graham-Smith**  
**Senior Planning Officer**

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**The views expressed in this email are informal only and do not prejudice any decision the Council may make in the future.**

---

**From:** Andy Ryley <[andy.ryley@prc-group.com](mailto:andy.ryley@prc-group.com)>  
**Sent:** 20 December 2018 12:33  
**To:** Graham-Smith, Simon <[Simon.Graham-Smith@richmondandwandsworth.gov.uk](mailto:Simon.Graham-Smith@richmondandwandsworth.gov.uk)>  
**Cc:** John O'Neill | Lifestyle Residences <[john.oneill@lifestyleresidences.co.uk](mailto:john.oneill@lifestyleresidences.co.uk)>; Nicolette Duckham <[N.Duckham@richmond.gov.uk](mailto:N.Duckham@richmond.gov.uk)>; Mike Simpson <[mike.simpson@prc-group.com](mailto:mike.simpson@prc-group.com)>  
**Subject:** 10901 Station Road/ Lower Teddington Road update  
**Importance:** High

Dear Simon

Further to my email below when are you likely to be in a position to send details of:

1. the design discussions Nicolette has had with her design colleagues;
2. the outcome of the CIL/ affordable discussions with colleagues; and
3. Notes of the initial pre-app meeting of 30/10/18

If these can be forwarded asap then we can consider and conclude soon after the New Year.

The PPA has a meeting down for tomorrow (21<sup>st</sup> no time given) – however, it would be more prudent to move this ahead to early in the new year and I suggest we meet on Wednesday 9<sup>th</sup> to iron out any final issues before submission. Would this date suit and would 2.30pm be ok?

We have received drafts of most supporting information which we will be topping and tailing before the first week in January. However, you recently added in to the PPA list of documents a requirement for an air quality assessment. This will require a traffic survey which won't take place until after the school holidays to be meaningful. We will submit a preliminary air quality statement in order to be able to validate the application with a full report following the survey completion, and trust this will be an acceptable approach – please confirm.

I look forward to hearing from you shortly.

Regards

Andy

**Andy Ryley**

Senior Associate Director of Planning, Masterplanning & Urban Design  
PRC Architecture & Planning

I refer to your application for pre-application advice and our subsequent meeting on 30<sup>th</sup> October. I apologise for the delay in providing this written response.

The proposal is for the demolition of Orione House and the erection of a replacement building to be used as independent extra care apartments and for refurbishment and reconfiguration of the properties on Lower Teddington Road including a change of use for No 13 from offices to residential. A covered link is proposed between the new building and 27-29 Lower Teddington Road. Landscaping enhancements are proposed to the surrounding garden areas.

#### Site and history:

Orione House is two/three storey building which was built in the early 1970s as a care home. Several minor alterations and extensions have been given planning permission since then. There is a parking area to one side with gardens to the rear. There are no specific planning designations for the property, however it is located in an Archaeological Priority Zone. The north and east boundaries adjoin the Hampton Wick Conservation Area. Immediately opposite are a pair of semi detached houses. To the west, beyond the parking area, is Wick House, a flat roofed three storey block of flats where planning permission exists for a mansard roof (application Ref 15/3394/FUL). To the south is another three storey block of flats (with a pitched roof), Seymour Lodge, which is in Seymour Road. Properties to the east form part of the proposal site and are discussed below.

The proposal also involves a number of properties on the west side of Lower Teddington Road. All of these are located within the Hampton Wick Conservation Area. These are used by the applicant with No 13 used for office purposes and the other properties in residential use. No 23-25 also contains a chapel.

#### Local Policies

In July 2018 the Council adopted the Richmond upon Thames Local Plan:

[https://www.richmond.gov.uk/media/15935/adopted\\_local\\_plan\\_interim.pdf](https://www.richmond.gov.uk/media/15935/adopted_local_plan_interim.pdf)

#### Land Use

It is noted that the proposal is to take a holistic approach to the site, maintaining the current mix of uses including the C2 use, C3 residential and D1 non-residential institutions / place of worship. In principle this is welcomed by policy.

It is understood that the office element at no. 13 is proposed to be moved within no.s 23-25. The Supporting Statement suggests additional jobs will be created. However, new office provision is not identified as one of the proposed uses. Policies LP40 and LP41 resist the loss of office floorspace - a schedule of existing and proposed floorspace should be provided to confirm re-provision and that this policy requirement is addressed.

It appears the proposal retains the community function of the site, including the chapel. An application would need to confirm this with reference to Policy LP28.

Loss of existing care home -

Policy LP37 expects the loss of existing accommodation to be justified when it is no longer needed. The Older Peoples Supported Accommodation Review (2008) identified no additional requirements for 'residential care' in the borough and there are adequate premises with nursing care. This is also referred to in the Local Plan paragraph 9.4.5. We understand that with the increasing trend to try to keep people in their own homes, Richmond's drop in the use of care homes has been significant, although more recently levelled off somewhat and levels of referral by the Council in relation to dementia have increased. The Supporting Statement sets out that the care home closed in 2017 as it was unviable and the building is not fit for purpose (rooms are too small, poor quality of internal spaces, resulting in unsafe environment for occupiers). Evidence would need to be provided to confirm there was no operational need to retain the existing use, to confirm there is no objection to the proposed loss of the care home and that provision elsewhere is sufficient, to ensure its loss does not adversely impact on local needs and reflects the requirements for future commissioning. Provided the case it is no longer needed is fully evidenced in an application, and housing and commissioning colleagues confirm there are no operational needs to retain the existing use, it is not considered that an objection would be raised to the loss of the care home, particularly given re-provision is for older persons accommodation.

Proposed extra care -

Policy LP 37 Housing Needs of Different Groups states that planning permission will only be granted for new accommodation where housing is providing for an identified local need. If there is no evidential need arising within the Borough, other priorities should be addressed and the capacity for conventional housing, including affordable housing, should not be compromised.

The Council's Extra Care Housing Evidence Base (2015)

[http://www.richmond.gov.uk/extra\\_care\\_housing\\_evidence\\_base.pdf](http://www.richmond.gov.uk/extra_care_housing_evidence_base.pdf)

suggests there is an estimated need for at least an additional 81 extra care units in the borough provided across two to three areas in the period 2015 to 2020. This was produced primarily to inform housing, health and social care commissioners and assist Registered Providers (RPs) reviewing their housing stock or considering developing new build extra care schemes, and no additional sites are currently being sought in this locality. There is an existing scheme at Dean Road, Hampton. The Council is already at an advanced stage of working with a local Registered Provider on a site in the locality to provide Extra Care for shared equity and affordable rented homes which will better meet local needs.

There is a separate Planning Need Assessment (Carterwood Report) with the submission which includes baseline demographics, existing elderly care provision, and identification of future need (using the SHOP toolkit). There is a concern that this takes an approach of only considering existing provision, and then uses a toolkit approach to forecast population needs driven by census statistics. This does not fully consider the Council's local research and evidence, and the need to take a balanced approach to meeting needs for different types of housing across the borough.

The Richmond Strategic Housing Market Statement - SHMA (December 2016) recognises that many older households in the private sector may look to downsize to release equity from homes to support their retirement (or may move away from the area); however, many older households may want to retain family housing with space to allow friends and relatives to come to stay. Data about household ages and the sizes of homes occupied indicates that some households do typically downsize, however, it advises a cautious view should be taken about the willingness of households to move to smaller homes and the extent to which this can be influenced through policy. There are other barriers to downsizing, including financial inequalities, suitability of housing, and social factors, which form a complex picture.

The Council's research on extra care and retirement housing review, alongside the SHMA, have been used to inform a balanced approach to meeting needs for different types of housing. It is considered that the approach of LP37 is aligned with existing London Plan Policy 3.8 promoting housing choice. This states that boroughs should take account of housing requirements identified at the local level.

The Council's overall intention is to increase the provision of community based services which will promote people's wellbeing and their independence in their own homes and will prevent, reduce and delay the need for mainstream services. The Council will require evidence to show that because of an ageing population and other need methodologies, this translates into such high level of need for units in this locality.

It is noted that the applicant will operate as the registered Care Providers for the proposal and some details of the proposal are provided, including that there will be a Basic Level Care package charge for all residents, making available additional Individual Care Packages as required. The minimum age entry will be 65 years. Apartments will be offered on a 125 year lease with no ground rent, there will be a service charge. There are no details as to who will be offered housing by the charity, details of the care packages, or the affordability of it.

The proposed scheme is over 80% 2 beds, which appear to dominate, and will not necessarily improve choice in terms of circumstances and affordability.

The Supporting Statement suggests the proposed development will retain a C2 use. The extra care provision is in self-contained flats, each with balcony/terrace, and at ground floor communal facilities including communal lounge and dining room, gym/activities room, consultation room. It states that the communal facilities and gardens will be accessible to the wider community, along with the chapel.

In relation to C2 use, it is not clear that the interdependence between the ground floor communal facilities and residential (which in themselves appear to be the same as any residential block, and do not offer any communal facilities on upper floors to suggest how care could be reasonably delivered to those with higher needs) is demonstrated. Unless details of the need and affordability are provided, this would not be considered above other priority housing needs in the borough.

At this time it is not agreed that the proposed use would fall within the C2 use class and at this stage it has been suggested that the use arguably falls between C2 and C3. On that basis an application could be made without specifying a use or stating a mixed C2/C3 use.

The Supporting Statement considers the new building element does not require an affordable housing element in accordance with LP36 because it is a C2 use.

Local plan and London Plan policies apply regardless of the use class. Affordable housing is still sought in accordance with Policy LP36 (see paragraph 9.4.10), and H15 states affordable housing must be delivered in accordance with H5 and H6.

At this stage there remains a lack of clarification as to whether proposed products will meet local needs - taking into account the scale of the proposal, nature and location of the site, the nature of support, any eligibility criteria and assessment of affordability of the proposed product.

Other proposed residential elements -

The proposals include other buildings, including re-provision of other residential and new residential units. Internal refurbishment for modernisation is in principle supported as part of taking a holistic approach to the site.

It appears there may be an overall loss of some HMO accommodation. This type of accommodation generally can provide a valued source of cheaper accommodation for different groups in the population, for people who are unable to gain access to other forms of housing and for people who would otherwise be homeless. Policy LP38 protects existing housing, however it does not distinguish so far as the number of units nor the type of housing. Given the overall site will continue to provide for a range of housing needs, for the charity's objectives, it is not considered that this element will be resisted.

There appears overall to be a net increase in the number of units. The proposed number of units (gross) would need to be assessed against affordable housing requirements set out in LP36 and (subject to clarification of numbers) may require on-site affordable. This should be possible bearing in mind that the applicant is a registered provider.

The other residential elements would need to address general policy requirements regarding unit mix, internal and external space standards, and inclusive access. There is some concern that there appear to be some habitable rooms at basement which would need to be assessed to ensure they are providing a satisfactory standard of accommodation.

#### Heritage, Design and Appearance

Design aspects have evolved over a period of time following the initial pre-application submission.

In relation to the second submission, and following on from the comments on the original scheme concept, it was noted that the proposed building is now in a more traditional style with a contemporary influence and covers more of the little used side garden (also with entrance to underground garage) rather than the treed central section which originally formed the gardens to the BTMs on Lower Teddington Road.

It was noted that there is some encroachment into the central garden space on the Station Road side where there is a garage at present, but this section of building will step down.

The overall design does seem to fit better into the overall character of the area, part of which is within the Conservation Area, and in relation to the Buildings of Townscape Merit. There are also nearby listed buildings to take into account. Materials and detailed design will be important to help integrate it further.

One point of concern was the size of the roof. It was suggested that as the only accommodation in the roof was in the centre, it could be reduced in height without any significant loss of internal space. This has now been undertaken and is considered to be an improvement.

It is important that the highest eaves and roof line of the new building should be no higher than the existing 3 storey BTMs on the site.

Further 3D images were requested with the subsequent application of the new building in relation to the surrounding streets from key viewpoints and views through between BTMs to assess the mass and height of the building in relation to the existing buildings.

The landscape setting is considered to be important, as is boundary treatment. There is already a mature landscape with trees which should be retained, along with the original boundary walls to the BTMs which form individual 'rooms'/separate garden spaces, which are connected by gates and openings between them.

New upgraded entrance proposed for the existing building on Lower Teddington Rd; appears to follow suggestions which were made and also involves removing the 1950s/60s accretions which are of no special architectural merit.

Further amendments were provided at the meeting of 17<sup>th</sup> December. The following comments were made:

The earlier scheme square opening forms and the arched doorways rather than curved arched ones are felt to be preferable.

The use of render should be limited and it should be ensured that a warm stone colour rather than white is used.

The opening to the basement parking garage would be best enclosed with a door, so that there is minimal impact on the appearance of the surrounding area when closed.

It is felt that it would be better for the balconies to have simple metal railings rather than glass as metal may be more discreet and fit into the overall traditional character of area better.

A heritage statement will be required.

#### Impact on neighbours

In relation to the buildings on Lower Teddington Road, there should be no significant change to the impact on other properties generally. It should be ensured that any external changes to No 13 do not adversely affect 15/17 which I believe falls under separate ownership. The proposed sales suite should be sensitively located to ensure it does not unreasonably affect adjoining private dwellings.

The proposed new building has the potential to impact on Wick House and Seymour Lodge as well as houses on the opposite side of the road and the Lower Teddington Road properties which form part of the application. It is noted that one of the plans provided indicates distances between the new building and some of those properties to show that normal requirements to ensure against undue overlooking will be met. It is understood that a daylighting/sunlight report will be provided and this will need to reference BREEAM guidance. The proximity of the west wing of the new building to Wick House is a possible concern, however it is noted that the relationship will be diagonal rather than facing each other..

#### Transport

The parking standards indicate that the number of parking spaces required for the new building should be informed by the transport assessment which will need to accompany the application. This should include parking layouts and tracking. As the existing buildings are not being expanded significantly and various off street parking locations exist for them it is not anticipated that additional parking for those properties will be necessary. A legal agreement



will be required which will prohibit the issuing of additional parking permits for the new development.

In relation to the underground car park, some form of system to ensure against possible accidents at the curve in the access road would be necessary.

Cycle storage should be in the form of Sheffield stands rather than wheel hanging hoops.

Details of refuse collection arrangements for the new building should be provided.

Due to the location and size of the site a draft construction method statement would be required at application stage.

#### Sustainability

In relation to the proposal you are required to comply with the sustainability policies and Sustainable Construction Checklist of the Council. Local Plan policy LP22 applies and the additional information can also be found on the Council website:

[http://www.richmond.gov.uk/home/environment/planning/planningpolicy/supplementary\\_planning\\_documents\\_and\\_guidance/sustainable\\_construction.htm](http://www.richmond.gov.uk/home/environment/planning/planningpolicy/supplementary_planning_documents_and_guidance/sustainable_construction.htm)

In some circumstances for larger schemes such as this it may be necessary for the submitted information to be independently assessed and the applicant would be asked to pay the cost of such an assessment.

#### Nature Concerns

Policies LP 15 and 16 relate to biodiversity and trees respectively and it is understood that an ecology report and tree impact and method statements will accompany the application.

#### Drainage and flooding

The site is within Flood Zone 2 and it is understood that a Flood Risk Assessment and SUDS will be submitted.

#### Statement of community involvement

It is understood that this will accompany the application.

#### CIL

This has been discussed in relation to the proposal. The CIL regulations allow for exemption for new buildings built by registered charities providing they are to be used wholly or mainly for charitable purposes. If this exemption is sought evidence that the proposal meets that requirement will need to be provided.

Additionally, the Council CIL charge varies between C3 and C2 uses. The rate for standard residential use is £190 per square metre and a for a care home falling within the C2 use class, £25 per square metre. Although the application may not require a specific use class, the CIL cannot be quantified without one. If the exemption mentioned above cannot be justified it would be necessary to demonstrate that the proposed use is closer to C2 use than C3 use in order to qualify for the lower rate.

#### **Without prejudice**

Any advice given by Council officers for pre-application enquiries does not constitute a formal response or decision of the Council with regards to future planning consents. Any views or

opinions expressed are given in good faith and to the best of ability without prejudice to formal consideration of any planning application, which was subject to public consultation and ultimately decided by the Council. You should therefore be aware that officers cannot give guarantees about the final form or decision that will be made on your planning or related applications.

Although the advice note will be brought to the attention of the Planning Committee or an officer acting under delegated powers, it cannot be guaranteed that it will be followed in the determination of future related planning applications and in any event circumstances may change or come to light that could alter the position. It should be noted that if there has been a material change in circumstances or new information has come to light after the date of the advice being issued then less weight may be given to the content of the Council's pre-application advice of schemes.



APPENDIX 3  
Rice & Roman Information

**From:** [John O'Neill | Lifestyle Residences](#)  
**To:** [Andy Ryley](#)  
**Subject:** Fwd: Richmond Care Home Situation  
**Date:** 09 January 2019 18:39:16

---



**JOHN O'NEILL**  
**Founder & CEO**  
MA, BSc (Hons), MRICS, MCIQB, FFB  
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Begin forwarded message:

**From:** Thomas Roman <[thomas@riceandroman.co.uk](mailto:thomas@riceandroman.co.uk)>  
**Date:** 9 January 2019 at 6:38:00 pm GMT  
**To:** "John O'Neill" <[john.oneill@lifestyleresidences.co.uk](mailto:john.oneill@lifestyleresidences.co.uk)>  
**Subject:** Richmond Care Home Situation

Hi John,

Regarding care home amounts in the borough, I thought I would look a little bit more into this and see what those numbers mean.

I had a look at the average age of people entering care homes in the UK and it is 79 yrs old, which makes the following numbers interesting from the report I sent before Christmas:

Population numbers	Richmond	Elmbridge
Total Population	187,000	130,900
Over 65 yrs of age	25,200	21,400
Over 85 yrs of age	4000	3600

As can be seen, there are 29,200 residents in Richmond over the age of 65, but 25,200 of those are between 65 and 85. You could strongly argue this underlines a need for a more independent style of retirement living as opposed to full on care, as the vast majority of over 60s in the borough are going to be younger than the average age of somebody needing to move into a care home (79 yrs old).

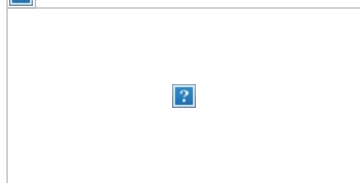
Considering the current care home vs C2 amounts are 885 vs 342, there is a strong argument for more C2 accommodation over more care home accommodation.

Cheers,

Tom.

--

**Thomas Roman**  
 01372 700196  
 [thomas@riceandroman.co.uk](mailto:thomas@riceandroman.co.uk)  
 [www.riceandroman.co.uk](http://www.riceandroman.co.uk)



**From:** [Thomas Roman](#)  
**To:** [Andy Ryley](#)  
**Cc:** [John O'Neill | Lifestyle Residences](#)  
**Subject:** Re: Richmond Borough - care home analysis  
**Date:** 10 January 2019 10:10:34

Hi Andy - the 342 figure is the amount of "age specific" independent properties available within the borough - so the C2/C3 model:

postcode	name	yr built	properties
tw11 8pp	gresham house	1973	29
tw11 9ba	hales court	1983	17
tw1 1ba	perryn court	1986	21
sw13 9qs	coniston close	1986	6
TW10 6PB	clearwater House	1989	25
TW9 1AE	northumbria Court	1990	32
TW12 3QJ	chichester Close	1991	38
TW11 9BF	Fullerton Court	1998	38
tw11 8tq	fishers ct, bartons ct, waterhouse ct	2003	18
TW2 5TP	gifford Lodge	2012	29
tw12 1ny	templton court	2012	28
tw10 7jj	orford place	2018	23
sw13 9lz	walsingham lodge and berkeley road		38
			<b>342</b>

Cheers,

Tom.

On Thu, Jan 10, 2019 at 6:54 AM Andy Ryley <[andy.ryley@prc-group.com](mailto:andy.ryley@prc-group.com)> wrote:

Thanks John/ Tom

This is helpful but I really do need to know current vacancies if possible.

Also where did 342 figure come from? The Carterwood planning needs analysis report we have shows extra care provision within LBR being 242?

Thanks

Andy

Andy Ryley  
Senior Associate Director of Planning, Masterplanning & Urban Design  
[PRC Architecture & Planning](#)

reception: 01483 494 350  
website: [www.prc-group.com](http://www.prc-group.com)

---

**From:** John O'Neill | Lifestyle Residences [mailto:[john.oneill@lifestyleresidences.co.uk](mailto:john.oneill@lifestyleresidences.co.uk)]  
**Sent:** 09 January 2019 17:13  
**To:** Andy Ryley <[andy.ryley@prc-group.com](mailto:andy.ryley@prc-group.com)>  
**Cc:** Thomas Roman <[thomas@riceandroman.co.uk](mailto:thomas@riceandroman.co.uk)>  
**Subject:** Fwd: Richmond Borough - care home analysis

Hi Andy

Please see attached from Tom of Rice and Roman.

Would you be able to easily ascertain current or average

vacant beds Tom and thank you very much.



**JOHN O'NEILL**

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Begin forwarded message:

**From:** Thomas Roman <[thomas@riceandroman.co.uk](mailto:thomas@riceandroman.co.uk)>  
**Date:** 9 January 2019 at 4:46:34 pm GMT  
**To:** "John O'Neill" <[john.oneill@lifestyleresidences.co.uk](mailto:john.oneill@lifestyleresidences.co.uk)>  
**Subject:** Richmond Borough - care home analysis

Hi John,

Please find below a list of all the care homes registered withing Richmond Borough that are equipped to deal with the elderly, and how many beds are in each one (95%+ are individual rooms)

name	area	postcode	accommodates
cedars road	hampton wick	kt1 4bg	8
viera gray house care home	barnes	sw13 9pr	41
alexander house	east sheen	sw14 8jq	16
barchester lynde house care home	twickenham	tw1 2jb	76
nightingale house	twickenham	tw1 3ae	21
dalemead care home ltd	twickenham	tw1 7da	49
greville house	richmond	tw10 6hr	59
Homemead	teddington	tw11 0aq	30
deer lodge	teddington	tw11 0dr	14
deer park view care centre	teddington	tw11 0dx	60
29 mayfair avenue	twickenham	tw11 7jg	4
langdon park	teddington	tw11 9ps	7
dean road extra care housing scheme	hampton	tw12 1bf	41
laurel dene	hampton	tw12 1jq	99
26 cross street	hampton	tw12 1rt	4
tudor avenue residential care home	hampton	tw12 2nd	6
st marys house	hampton	tw12 2rt	24
hampton care home	hampton	tw12 2sw	76
the swallows	hampton	tw12 3ed	6
marling court	hampton	tw12 3xb	37
brinsworth house	twickenham	tw2 5al	38
sandown court	twickenham	tw2 5ne	25
8/10 woodlawn crescent	twickenham	tw2 6be	4
white farm lodge	twickenham	tw2 7by	60
36 harvey road	hounslow	tw4 5lu	5
cecil court	richmond	tw9 3dg	45
victoria house	richmond	tw9 3pg	30
			<b>885</b>



APPENDIX 4  
Operational Management Plan



## Operational Management Plan

Nos 12-14 Station Road, and Nos.13 and  
19-33 Lower Teddington Road, Hampton Wick.

Prepared by PRC Architecture and Planning Ltd on behalf of

The Sons of Divine Providence Developments Ltd

January 2019





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Appendix 1 List of Development Proposal Attributes

Appendix 2 Example Assessment Questionnaire

Appendix 3 Accommodation Schedule and Floor Plans

Appendix 4 Additional Charges

Appendix 5 Additional Site Maintenance

## **1. INTRODUCTION**

- 1.1 This Operational Management Plan (OMP) relates primarily to the new building at 12/14 Station Road, new link entrance on Lower Teddington Road, and the communal grounds. However, it should be borne in mind that the end project envisages a broader community service to include the properties at 13 to 33 Lower Teddington Road as being integral to the whole project, especially with the Operator of the long term service being a religious community and charity who will occupy part of the property, including retention of the use of the chapel.
- 1.2 In providing an independent senior living extra care facility, with supported care options, the Operator has:
  - a. considered closely the interrelationship between the apartments and the rest of the building, beyond the physical arrangement of the building;
  - b. examined the use of the separate parts and the building as a whole;
  - c. considered that the balance of the costs of care/service charges and the level of additional care will both be important parts of the business model, and also reflects an important requirement of the occupiers.
- 1.3 The site will benefit from this ongoing long-term management strategy.
- 1.4 The Operator will be responsible for the overall provision of direct care according to individual and assessed needs of the occupiers. This will be secured through an agreement with a CQC Registered Care Provider to provide on site 24/7 care for the site.
- 1.5 The Operator will also be responsible for the wider site management and will manage the sites car parking, landscaped and informal garden areas and grounds and communal areas, all funded through a basic service charge attributed to all incoming occupiers. The Operator will also be responsible for managing the affordable housing, use of the chapel, and ongoing duties of the on-site priests.
- 1.6 The Operator will respond quickly to issues and will follow a set of maintenance procedures on a regular basis, to help keep the site from deterioration and general disregard.

## **2. STATEMENT**

- 2.1 The primary purpose of the new building as a whole is to provide an independent senior living extra care residential accommodation with supported care options available.
- 2.2 The objective of the development will be to provide 24/7 on site CQC Registered Care provision with options for personal, domestic, social, medical, spiritual and emotional care whilst giving older people some degree of independence in their lifestyle.
- 2.3 All occupiers will be required to being a minimum of 65 years old. The age of 65 is chosen in light of the Operators past experience of people in the age range 65+ in need of care and support often finding difficulty in gaining admission to other types of care and support services for older people.
- 2.4 All potential occupiers will be subject to an 'Assessment of Care Need' to assess their requirements for care. All accepted occupants will also have the option to pay for additional tailor-made individual care packages as each individual need arises.
- 2.5 All occupiers will also have to pay a basic service charge and an ancillary Service Charge.
- 2.6 In addition to the opportunity for additional care provision for each occupier, the proposed scheme will provide the opportunity for occupiers to have the privacy and dignity of their own front door to a property which is theirs to decorate and furnish as they wish within the limits of safety.
- 2.7 Occupiers will not be able to change the locks for which the Operator will have a master key for emergency use and for use as/ when requested by the occupier .
- 2.8 Care and support with staff and emergency call service on-site 24 hours a day all year round will be provided by a CQC Registered Care Provider based in the on-site office adjacent to the Lower Teddington Road entrance.

- 2.9 The proposed scheme will offer a genuine alternative to residential care for older people by combining the advantages of high quality and secure accommodation, which has 24 hour emergency cover, with the provision of flexible care services on a day-to-day basis.
- 2.10 There will be a commitment to offer the apartments on a 125 year leasehold with no ground rent to create a mixed tenure with the Operator's current rental properties in the vicinity.
- 2.11 The principal occupier of the property will be the named person on the deeds and will be 65+ years of age. The deeds will be non-transferable. This is to ensure that when a principal occupier becomes deceased or moves elsewhere, the unit cannot be transferred to a younger occupier. However, in the unlikely event that an existing spouse or partner who is under 65 years of age has been living with the principal occupier, then they will be allowed to remain in the property should they wish to do so.
- 2.12 Any new occupier will be assessed by the same method set out below and have the same opportunity of tenure. The unit will not be able to be sold or leased privately – all sales, leasing and occupancy will be managed by the freehold service coordinator.
- 2.13 Refer to Appendix 1 for list of attributes of the proposed development.

### **3. LEVEL OF CARE**

#### **Care Needs Assessment Criteria**

- 3.1 The Operator will provide a robust assessment of the level of care and support required for each occupier before agreement to occupation (refer below for the assessment criteria).
- 3.2 The Care Needs Assessment will ensure that each potential occupier understands the available options for personal care and assistance/ support with one or more aspects of daily living should the need arise.
- 3.3 All new occupiers will be required to undertake the Care Needs Assessment from the initial occupiers to those taking up the apartments when the previous occupier has moved away or deceased.
- 3.4 The Assessment will be undertaken by the on-site CQC Registered Care Provider and the Operator.
- 3.5 The minimum age restriction for each principal occupier (those whose name is on the deeds) will be 65 years.
- 3.6 The assessment of the level of care/support required will include an assessment for each potential occupier of:
  - Loneliness/ contact requirements
  - Special needs (dietary/ religious/ social/ cultural/ hearing/ visual/ continence/ communication/ mobility etc.)
  - Medication requirements (taking/ ordering/ collecting medication etc.)
  - Areas of risk
  - Personal care (washing/ toileting/ shopping/ cooking/ dressing/ laundry etc.)
  - Care and support from other services
  - Health (long term sickness/ disability)
  - Mobility (wheelchair/ motorised chair/ frame/ walking stick etc.)
  - Other relevant information
- 3.7 The initial questionnaire sheet is provided in Appendix 2.

### **Daily Care Provision**

- 3.8 There will be 24/7 on site care and support from a CQC Registered Care Provider (RCP) based permanently in a designated office adjacent to the front entrance on Lower Teddington Road. The RCP will provide at least one member of qualified care/support staff on duty at all times.
- 3.9 Occupiers, unless specifically opted out, will receive a daily 'care call' from a support worker/receptionist. In the event of no reply being received from the occupier, where requested, staff will enter the accommodation using the master key to check on the occupier.
- 3.10 Each occupier will be provided with an emergency button on a lanyard and each apartment will have an emergency push button system. Both will be directly linked to the on-site RCP office.
- 3.11 The staff will have access to each apartment in the event of an emergency or by arrangement, with a central key located within the Service Managers office.
- 3.12 A condition of the tenancy agreement would mean occupiers could not provide their own locks.
- 3.13 Staff would also arrange weekly social and other events in the building and in the grounds for the occupants including:
- games
  - exercise classes
  - arts and crafts classes
  - religious services
  - gardening
- 3.14 Excursions out for half/ full days, for example, 'going for a drive', sightseeing or shopping, will be arranged by the staff, as required on an 'ad-hoc' basis.
- 3.15 The Housing and Property Manager and maintenance staff will be based on site or in head office nearby to assist with lease/service charge queries, repairs, security issues etc.
- 3.16 Individual care package options will be made available as and when required and as agree with the on-site RCP.

#### **4. ACCOMMODATION**

- 4.1 The Operator will offer the units on a 125 year leasehold with no ground rent charged.
- 4.2 All communal areas as described will be open to occupiers and their visitors.
- 4.3 The building includes the following communal areas, which occupiers will be encouraged to use through staff contact and the programming of events throughout the week:
- day lounge
  - dining/café area
  - activity room/ gym
  - landscaped gardens
  - car parking
  - chapel
  - library
- 4.4 All communal areas will be regularly cleaned and maintained in accordance with the Operators cleaning and maintenance regime which will be provided through an agency cleaner for communal areas as a minimum. If an occupier needs help with domestic tasks an agency worker will be arranged to do extra hours paid for by the occupier directly or through service charges as agreed between the parties.
- 4.5 No areas within the property or within the grounds will be accessible or available to the general public. However it is envisaged that members of the public attending religious services in the chapel and the religious community and their guests will have access to the garden on special occasions
- 4.6 Availability of a guest room in the wider site to accommodate guests in emergency or when travelling long distances where necessary. The reception will manage this arrangement.
- 4.7 Additional facilities to serve the occupiers will also be cleaned and maintained in accordance with the Operators cleaning and maintenance regime, include:
- the reception area
  - admin/ manager's office
  - kitchen
  - plant room
  - refuse store
  - parking areas

- 4.8 Part of the garden will have small, raised bed allotments for those occupiers who wish to use them and it is envisaged the Operator's Horticultural and Arts Centre at East Molesey will provide support and tuition to elderly gardeners. The Horticulture and Arts Centre specialises in providing meaningful occupational opportunities to people with learning disabilities and this could be a positive way of providing employment and integration in society to both groups.



## 5. COST AND CHARGES

5.1 The detailed costs and charges would be based on the following and confirmed prior to first occupation. The types of charges for occupiers will comprise the following:

### a) **Basic Level Charge**

The Basic Level Charge will:

- i. cover 24 hour staffing levels – both the CQC RCP qualified specialist care/support staff member and Operators on-site staff;
- ii. provide help in emergencies or when occupiers need support (for example a fall or accident or other health issue);
- iii. daily/ weekly contact occupier (minimum 1 hr per day/ 7 hrs per week);
- iv. provide a range of social activities and events programme, to help maintain a vibrant lifestyle, and
- v. provision of one daily meal to be served in the dining room

The basic level of charge will be confirmed with the Council and Occupier prior to first occupation.

### b) **Individual Care Packages**

In addition to the Basic Level Charge, Individual Care Packages will also be available for occupiers. Each occupier will be able to purchase extra care provision as required which will range from extra hours contact/services per week to more intensive options for more advanced care needs, tailored to suit each occupant.

The additional care/support will be arranged by the on-site CQC RCP qualified staff member in conjunction with the Operator's service manager if requested to do so. This arrangement will call for a regular re-assessment of need, including where an occupier goes on to develop more debilitating conditions such as dementia.

Every effort will be made to help occupiers remain in their own home, however if it came about that this was no longer safe for the individual the Operator will take steps to find alternative services elsewhere, in conjunction with the CQC RCP staff member.

5.2 Additional charges for occupiers will comprise ancillary service charges and catering service charges as set out in Appendix 3.

## **6. SITE MANAGEMENT**

- 6.1 The general site management is an important element of the OMP and will be reviewed on an annual basis to ensure the objectives set out in this document are being achieved or are adjusted to allow for any changing circumstances.
- 6.2 The site management comprises general maintenance, utility services, biodiversity and landscape maintenance, and technical matters. The details of this are set out in Appendix 4.

### **Security**

- 6.3 The site will include a secure gated front entrance from Lower Teddington Road, and a secondary secure side entrance from Station Road operated by a fob or key code system and CCTV. The access to the basement parking will be via security garage doors operated by a fob or key code system and CCTV. All staff and occupiers will have a key code for the entrance gates which will be permanently closed. Visitors will be required to call through to reception for entrance.

### **Car Parking**

- 6.4 31 parking spaces will be provided including 4 disabled bays and 6 electric charging bays. The general public will not be able to access the parking as each visitor will have to speak to reception via the security gate to gain access and state the reason for their visit.
- 6.5 The Operator will be responsible for parking arrangements on site. Site users will only be permitted to park within the marked bays with inappropriate parking being controlled. The spaces will be allocated as follows:
- spaces for occupiers
  - spaces for visitors (including the disabled bays)
  - spaces for day-to-day staff
  - spaces for occasional staff
  - 1 pick up/loading
- 6.6 The Site Manager will monitor the use of the parking spaces. All visitors will be required to sign in at reception (whether occupier guests, delivery services or occasional staff).



- 6.7 All occupiers will be issued with parking permits on occupation of the apartment. All occupiers will be notified that they are not permitted to apply for an on-street parking permit.
  
- 6.8 A clamping system will be in operation should it be required, with discreet signs located at the building entrance.



**APPENDIX 1**

**LIST OF DEVELOPMENT PROPOSAL ATTRIBUTES**

## List of Attributes for Proposed Development

	ATTRIBUTE	COMMENT
1	A pre-admission and regular 'Assessment of Care'	<p>All new occupiers would be assessed  Assessment undertaken by Orione Care looking at the current health and fitness levels of applicants.  The emphasis would be on the options for need and not applied as standards.  Assessment would include questions on:</p> <ul style="list-style-type: none"> <li>- loneliness/ contact requirements</li> <li>- special needs (dietary/ religious/ social/ cultural/ hearing/ visual/ continence/ communication etc.)</li> <li>- current medication requirements (taking/ ordering/ collecting medication etc.)</li> <li>- areas of risk</li> <li>- personal care options (washing/ toileting/ shopping/ cooking/ dressing etc.)</li> <li>- care and support from other services</li> <li>- health (long term sickness/ disability)</li> <li>- mobility (wheelchair/ motorised chair/ frame/ walking stick etc.)</li> <li>- other relevant information</li> </ul>
2	On -site 24/7 CQC Registered Care Provider	<p>located within an office adjacent to the new entrance on Lower Teddington Road for easy access</p> <ul style="list-style-type: none"> <li>- CQC Registered Provider Qualified personel</li> <li>- deal with emergencies as they arise</li> <li>- discuss with occupiers and the site Operator the care needs required and the care packages required</li> <li>- Undertake care assessment of incoming occupiers in conjunction with the Operator</li> </ul>
3	Personal Care Option	<p>All new occupiers would be advised of the individual care options available (to be provided by third party health provider) to include:</p> <ul style="list-style-type: none"> <li>- help getting out of bed, getting dressed and assistance to/from and in the bathroom</li> <li>- monitoring diet and offering eating support</li> </ul>
4	Domicillary Option	<p>All new occupiers would be advised of the domicillary options available to include:</p> <ul style="list-style-type: none"> <li>- Assistance getting around the development and to social events, cooking and generally everyday household chores.</li> </ul>
5	Minimum 65 years level of entry	<p>An exception to this would be where a maximum of two assisted care units for a person with a disability would be made available for those aged 55+ and agreed in advance with the Council.</p>
6	125 year lease with no ground rent	
7	24 hour on site support	Receptionist and on site
8	Basic Level Care	<p>In addition to the options for domicillary and individual care packages being offered as required during the life of the individual within the scheme, all residents will buy into basic package which will include:</p> <ul style="list-style-type: none"> <li>- One meal a day in communal dining room (additional meals in units could be arranged at extra charge)</li> <li>- Minimum 1hr/day and 7 hrs/week per resident direct contact</li> </ul>

## List of Attributes for Proposed Development

	ATTRIBUTE	COMMENT
9	Emergency Care	alarms in each room (pull cords and push buttons) neck pendent alarm buttons (e.g. Tunstall style) 24 hour on site contact for emergency (and also for general support)
10	Design / Interrelationship between Apartments and Wider Building	Circa 58% given over to accommodation space (remaining 42% being communal and circulation space) Themed gardens Use of chapel and library room
11	Provision of communal areas	Dining Room with kitchen area Lounge and library Gym/ Activity Room – for fitness, hairdressing, social activities, cinema evenings etc Consultation Room Themed Gardens Large reception/ welcome area and managers office Chapel
12	Daily check by staff for all residents.	Such as a morning telephone call unless leaseholder opts out
13	Central master key for emergency held by operator in a safe box (code to be provided for specified staff)	Occupiers could not provide their own locks but could decorate own front doors
14	Operator responsible for fire evacuation in conjunction with fire brigade	A 'stay put' policy thus placing resident's lives and safety in the hands of the staff
15	Ancillary Service Charge for maintenance of property and site	Service charge for buildings, maintenance and grounds and general upkeep of the site.
16	All sales, leasing and occupancy would be managed by freehold service coordinator	Freehold service operator would manage the leasing of the units in the event of occupiers death or moving on to ensure new incoming occupier complies with agreed lease arrangements and restrictions.
17	Staff organise community transport as required – taxi/ ambulance etc	
18	Final accommodation split notified to the LPA for monitoring	
19	Availability of guest room in wider site to accommodate guest in emergency or when travelling long distances	This would be arranged by the on site support staff in advance with agreement from the The Sons of Divine Providence
20	18 staff members directly related to the new building	10 of these would be new employees
21	Weekly events programmed for residents who are free to take part or not.	Events such as cinema evenings, fish and chips evenings, musical evenings etc.
22	On site non care assistants from wider community	
23	Wheelchair standard design	



**APPENDIX 2**

**EXAMPLE ASSESSMENT QUESTIONNAIRE**

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**Form 3.4-29 – Needs assessment form for 12-14 Station Road**

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*Please ensure the person being assessed has a copy of Orione Care's Privacy Policy.*

<b>Needs assessment form</b>
Full name:
Preferred form of address (Mr, Mrs, first name, shortened name):
Usual address:
Contact number:
Date of birth: (must be over 55 years of age)
Next of kin details Name: Relationship: Address: Contact number:
Referred by:  Contact address of referrer: Contact number of referrer:
GP:  Contact address of GP: Contact number of GP:
Social worker (if applicable):  Contact address of social worker: Contact number of social worker:
District nurse (if applicable):  Contact address of district nurse: Contact number of district nurse:
Other professionals involved (if any):
Key worker (if applicable):



**Medical history**

Details of current medical treatment:

Details of current prescribed medication:

Last medication review date:

Any history of diabetes?

Any history of heart disease?

Any history of high blood pressure?

Any history of epilepsy?

Any history of lung disease or asthma?

Any allergies?

Any history of osteoporosis?

Any history of arthritis?

Any history of stroke?

Any history of falls?

Further details or details of other medical conditions and diagnosis:

**Health promotion history**

History of blood pressure monitoring:

Vaccination history:

Drinking and smoking history:

Exercise pattern:

Weight:

Height:

**Physical health needs and capabilities**

(including details of any special needs, help and assistance required or special adaptations/equipment required)

Sight:

Hearing:

Communication:

Oral health:

Dentist contact details:

Mobility:

Foot care:

Chiropodist/Podiatrist contact details:

Dexterity:

Appetite:

Diet:

Continence:

Sleep:

Pressure areas:

Pain and pain control:

Further details or other physical health:

**Mental health needs and capabilities**

(including details of any special needs, help and assistance, or special adaptations/equipment required)

Psychiatrist (if applicable):

Contact details:

Contact number:

Mental health nurse or other mental health worker (if applicable):

Contact details:

Contact number:

Mood:

Cognitive abilities (for example, thinking and reasoning):

Orientation (for example, sense of time and place):

Any history of serious mental health problems (for example, hallucinations, depression, psychosis):

Other mental health:

**Initial risk assessments**

Initial risk assessment of falls completed? Yes/No

Details:

Initial risk assessment of burns/scalds completed? Yes/No

Details:

Initial personal safety risk assessment completed? Yes/No

Details:

Initial pressure area/pressure sores risk assessment completed? Yes/No

Details:

**Personal care and activities of daily living**

(including details of any special needs, help and assistance required or special adaptations/equipment required)

Eating:

Drinking:

Washing/maintaining personal hygiene:

Bathing:

Brushing teeth:

Shaving/hair care:

Toileting:

Dressing:

Getting out of bed/going to bed:

Getting in and out of a chair:

Cleaning own room:

Preparing snacks/drinks/meals:

Financial management:

Walking:

Shopping:

Other personal care/self-caring/activities of daily living:

**Social activities and capabilities**

(including details of any special needs, help and assistance, or special adaptations/equipment required)

Social behaviour (e.g. relationships with others):

Family background/links:

Friends/carers:

Planning own day:

Social interests/activities (for example, clubs, sports, going out):

Other interests/hobbies (for example, reading, music, TV):

Spiritual/faith needs:

**Personal expectations**

Add any statements that reflect the views, wishes, strengths, hopes and fears of the individual, preferably using their own words:

Relatives/carers/representatives views of individuals needs (if applicable):

**Assessment completed by:**

Date assessment completed:

Place of assessment:

**Additional information/notes including Assessors opinion of suitability.**

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**Policy 3.4-28 - Needs assessment for 12-14 Station Road**

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**Aim**

The aim of this organisation is that every plan of care offered by the service to a person being assessed will be based upon an accurate and full assessment of their needs that they, or people close to them, have been fully involved in.

**Background**

In this organisation a full needs assessment will be conducted before any care/support is offered. The plan of care /support will be based upon the assessment and agreed with the person being assessed. In this way the organisation can ensure that the service provision is person-centred and based upon the actual needs of the person concerned. It will also help to ensure that all involved will be clear as to the exact nature of the care to be provided.

This organisation believes that a proper needs assessment, conducted by a competent person who has been fully trained in carrying out such an assessment, is essential to both the prospective person being assessed so that they are confident that their needs will be fully met by the organisation, and to the organisation itself so that it can be confident that it will be able to meet the needs of the person being assessed concerned.

**Legal requirements and guidance**

The service at Westminster Gardens is subject to a s106 Legal Agreement such that leaseholders must be over 65 years of age and in need of at least one aspect care/support in their daily lives.

This organisation understands that the provision of safe and effective care for the person being assessed, which includes needs assessment, is a key part of ensuring compliance with the legal agreement and the quality of service to be provided

With respect to needs assessment, Person-centred care requires that the care and treatment of the person being assessed must be appropriate, meet their needs, and reflect their preferences.

Orione Care and The Sons of Divine Providence intend:-

- To do everything reasonably practicable to make sure that leaseholders receive person-centred care and treatment that is appropriate, meets their needs and reflects their personal preferences, whatever they might be.
- That each leaseholder, and/or the person who is lawfully acting on their behalf, must be involved in an assessment of their needs and preferences as much or as little as they wish to be.
- To ensure, where they lack capacity, the person being assessed must be assessed and their care planned according to the best interests principles of the Mental Capacity Act 2005.
- To ensure that each person's care and treatment needs and preferences should be assessed by people with the required levels of skills and knowledge for the particular task.
- To ensure that the assessments of people's care and treatment needs should include all their needs, including health, personal care, emotional, social, cultural, religious and spiritual needs.
- To ensure that the assessments should be reviewed regularly, and whenever needed throughout the leaseholders' occupation of their apartment;

- To include a clear care and support plan, which includes agreed goals, must be developed and made available to all staff and others involved in providing the care. Where relevant, the plan should include ways in which the person can maintain their independence.
- To ensure that each person, and/or person lawfully acting on their behalf, must have all the necessary information about their care and treatment. This information should be provided in a way that the person understands.
- Providers must make every reasonable effort to provide opportunities to involve people in making decisions about their care and support, and support them to do this.

## **Policy**

- No new person being assessed will be offered care by the organisation without a full needs and risk assessment being completed which enables the organisation to fully understand and identify the needs and preferences of the prospective person being assessed and to judge whether or not the organisation has the appropriate services, facilities, philosophies and staff skills to meet those needs. All needs, including emotional and social needs, should be included in assessments.
- Staff conducting the initial needs assessment must ensure that risk assessments balance safety and effectiveness with the right of the person who uses the service to make their own informed choices and decisions, taking account of their capacity to make those choices and their right to take informed risks.
- Staff conducting the initial needs assessment must recognise the diversity, values and human rights of people who use our services and uphold and maintain their privacy, dignity and independence wherever possible, including during the needs assessment and care planning process where the person being assessed should be fully involved at all stages.
- Whenever a prospective person being assessed is referred by a health or social care agency the organisation will try to obtain, as promptly as possible, a summary of the care management needs assessment and a copy of any existing care plan. Any further needs assessment conducted by the organisation will attempt to build on this assessment and every attempt will be made to avoid or minimize any unnecessary duplication.
- Staff conducting the initial needs assessment will be expected to go to great lengths to ensure that the needs assessment is a positive and supportive process for the prospective person being assessed and will ensure that questions are asked in an appropriate, sensitive and respectful way, especially where they involve personal information.
- The response to questions will be recorded on a needs assessment form. All information given during the assessment will be treated as strictly confidential and the form will be securely stored.
- Throughout the assessment process the organisation will involve the prospective person being assessed as fully as possible and encourage them to ask questions and check for clarification.
- Where appropriate, and only with the permission of the prospective person being assessed, where they are able to give it, the organisation will involve in the assessment carers, relatives or representatives as appropriate, and will seek as far as possible to take into account their views, needs and wishes.
- The assessment process will be carried out only by appropriately trained and qualified members of staff. The communication needs of the prospective person being assessed



will be taken into account and every effort made to ensure that they are put at their ease and communicated with effectively in a way that they can understand.

- If the organisation believes that the person being assessed may lack the capacity to make their own decisions and where there are no relatives, or other legal representatives, then arrangements will be made for an external advocate to be involved. In such cases the principles of the Mental Capacity Act 2005 will be followed.
- Person being assessed, and relevant persons as appropriate, should be actively encouraged and supported to participate in decision making as much or as little as they wish to be, including taking all steps to maximise their mental capacity to make their own choices.
- The assessment will be organised at a time and place that is mutually convenient.
- The needs assessment will be conducted in a systematic and organised way in order to gain sufficient information to ensure that the assessor gains a full picture of the prospective person being assessed needs, capabilities and wishes.
- The needs assessment will include questions about any special needs that a prospective person being assessed may have and in such cases the organisation may need to refer to expert advice from other healthcare professionals involved in their care. This will always be done with the full knowledge, co-operation and permission of the prospective person being assessed.
- As soon as possible after the needs assessment the organisation will communicate with the prospective person being assessed, or their representative, and state whether or not the organisation feels it can meet their needs and offer an appropriate service. An individualised plan of care will then be agreed. Every effort will be made to reduce duplication in this process and the new person being assessed will be fully involved at every step.
- If during the course of an assessment the organisation decides it would not be able to meet a prospective person being assessed needs then the person responsible for the assessment should communicate with the person, or their representative, as soon as possible and inform them of the situation.
- Where appropriate the initial home care assessment will include a risk assessment addressing the safety needs of the home care staff to be placed in the home. This may cover aspects such as security, fire safety, manual handling and safety from slips, trips and falls. Where help with cooking, eating or drinking is included the risk assessment will also cover kitchen hygiene.
- All personal information held on record about a person being assessed will be treated confidentially and kept in a secure place. The person being assessed can ask for access to details of information held on record, including computer records, and this will be facilitated.
- The needs assessment will be reviewed as required, particularly if the circumstances of the person being assessed change.

### **Management duties**

Managers and supervisors have a duty to:

- Ensure that this policy has been read and understood by all staff working in the service and assessors and that it is operated throughout the organisation as part of everyday practice at all times.

- Investigate any complaints, adverse events or incidents relating to person being assessed's needs assessment, and to review relevant incident reports, looking out for any trends or patterns that may indicate that improvement action needs to be taken.
- Communicate this policy to employees, agency staff, volunteers and relevant others, including, where appropriate, other agencies and organisations.
- Provide training and guidance as appropriate and to ensure the attendance of staff, including training on induction and management courses covering needs assessment and personalised care.

### **Staff duties**

Housing staff have a duty to:

- Report any issues or problems related to needs assessment, particularly any potential hazards or risks.
- Respect person being assessed' privacy, dignity and human rights at all times, and treat person being assessed with sensitivity, respect and thoughtfulness.
- Wherever possible support person being assessed' independence
- Comply with and implement the organisation's policies and procedures
- Act within the limits of their training at all times.

### **Applicability and scope**

This policy applies to all staff and volunteers without exception. All staff have responsibility for ensuring that new and prospective person being assessed are made to feel welcome and comfortable during their needs assessment and are treated with respect, dignity and sensitivity.

### **Responsibilities**

Responsibility for the implementation, monitoring and review of this policy lies with the registered person.

Signed:	John Tonner
Dated:	23/06/2018

Policy reference number and version:3.4-28, version 2

Author: J Tonner

Implementation date: 23/06/2018

Next review date:22/06/2019

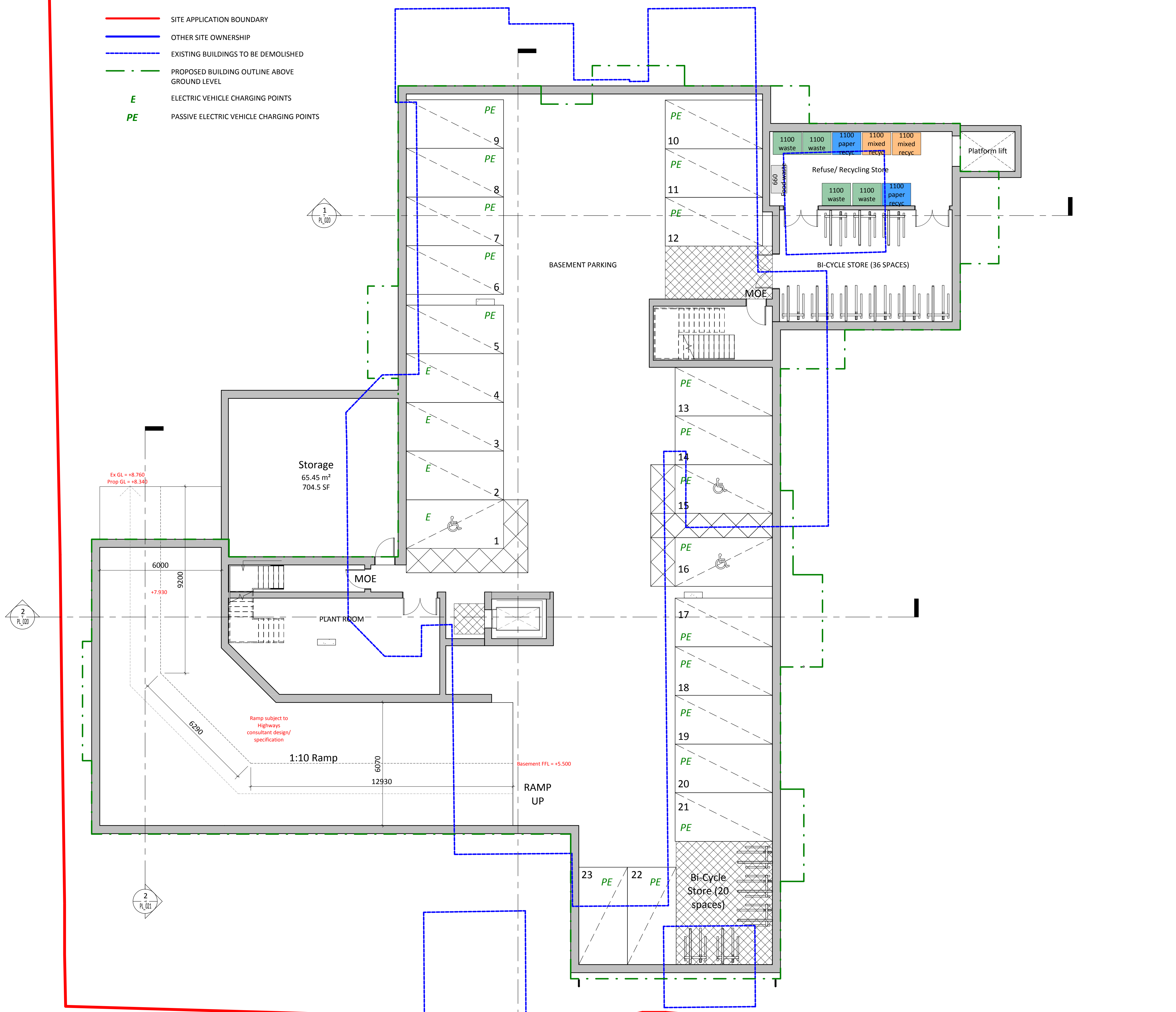


**APPENDIX 3**

**ACCOMMODATION SCHEDULE AND FLOOR PLANS**

Revisions:	Drawn / Chkd:	Date:
P1 Revision 1		Date
P2 Layout amended	MAS	20/08/18
P3 Scheme Development	MAS	06/12/18
P4 Updated to Traffic Consultants e-mail (10/12/18)	MAS	12/12/18
P5 Updated to Council comments. Basement lift added as agreed with client.	MAS	23/12/18
P6 Parking Provision Updated	MAS	08/01/19
P7 Information Issue	MAS	09/01/19

- LEGEND**
- SITE APPLICATION BOUNDARY
  - OTHER SITE OWNERSHIP
  - - - EXISTING BUILDINGS TO BE DEMOLISHED
  - - - PROPOSED BUILDING OUTLINE ABOVE GROUND LEVEL
  - E ELECTRIC VEHICLE CHARGING POINTS
  - PE PASSIVE ELECTRIC VEHICLE CHARGING POINTS



Floor Plan - Basement  
1 : 100

Client:  
The Sons of Divine Providence Developments Ltd

Project:  
12-14 Station Road & 13, 19-33 Lower Teddington Road

24 Church St. West, Woking, Surrey, GU21 6HT  
01483 494 350  
info@prc-group.com  
www.prc-group.com

**PRC**

Drawing Title:  
Proposed Floor Plan - Basement Level

Scale @ A1: As indicated  
Checked by: MAS  
Date: 08/13/18

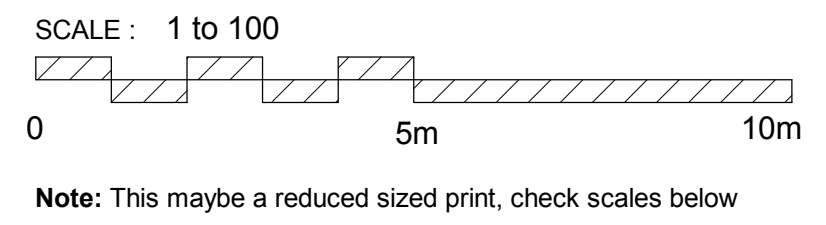
Job No: 10901  
Stage\_Drawing No: PL\_010  
Rev: P7

Issue Status:  
Construction  Preliminary   
Information  Approval   
Tender

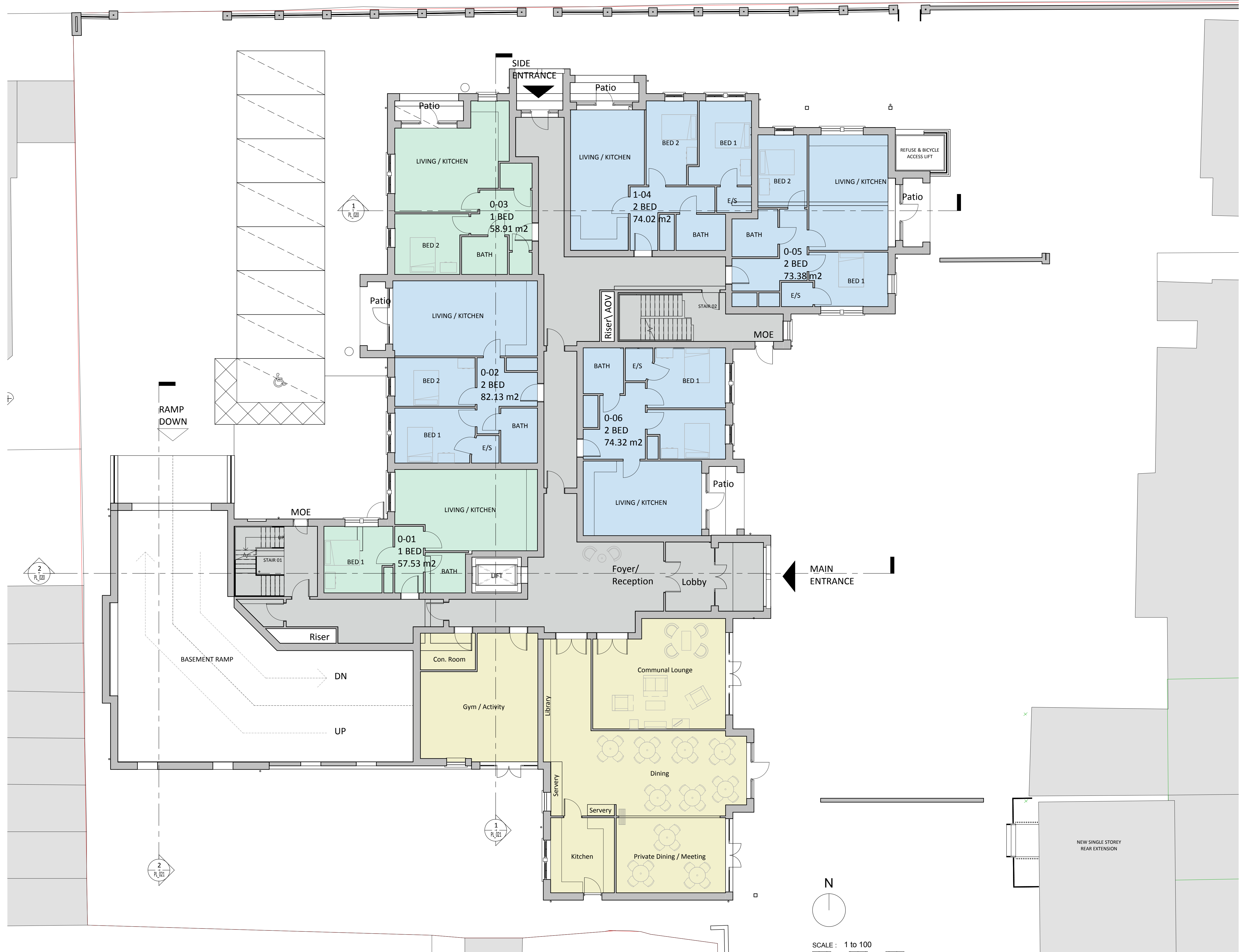
**Architecture**  
Planning  
Master Planning  
Urban Design  
Interiors  
Landscape

**Offices**  
Woking  
London  
Milton Keynes  
Warsaw

PRC Architecture & Planning  
09/01/2019 11:28:34



Revisions:	Drawn / Chkd:	Date:
P1 Revision 1		
P2 Layout amended		20/08/18
P3 Layout amended to maximise capacity of units		22/08/18
P4 Internal layout of communal areas and access amended		11/09/18
P5 Area schedule added	VS/AR	22/11/18
P6 Updated to Council comments. Basement lift added as agreed with client.	MAS	21/12/18
P7 Information Issue	MAS	09/01/19



- KEY:**
- 1Bed 2People Apartment
  - 2Bed 3People Apartment
  - 2Bed 4People Apartment
  - 2Bed + Study (3Bed) Apartment
  - Circulation

Client:  
The Sons of Divine Providence Developments Ltd

Project:  
12-14 Station Road & 13, 19-33 Lower Teddington Road

24 Church St. West, Woking, Surrey, GU21 6HT  
01483 494 350  
info@prc-group.com  
www.prc-group.com



Drawing Title:  
**Ground Floor Plan**

Scale @ A1: As indicated  
Checked by: MAS  
Date: 08/13/18

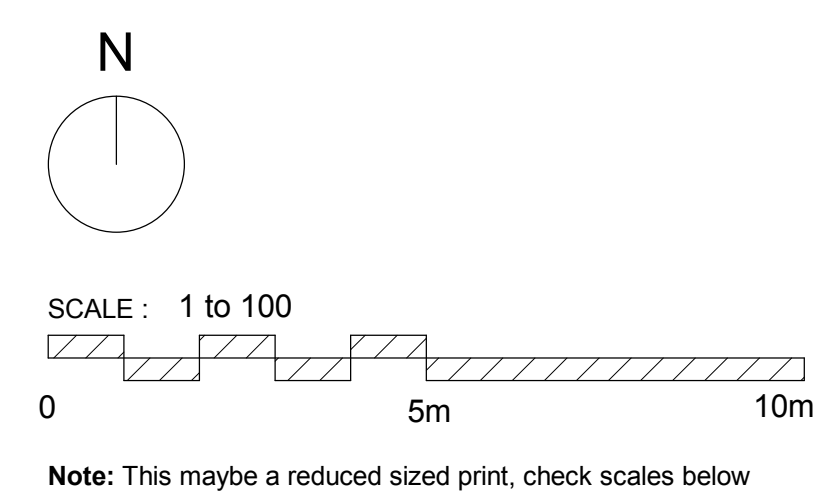
Job No: 10901  
Stage\_Drawing No: PL\_011  
Rev: P7

Issue Status:  
Construction Information:  Preliminary  Approval  Tender

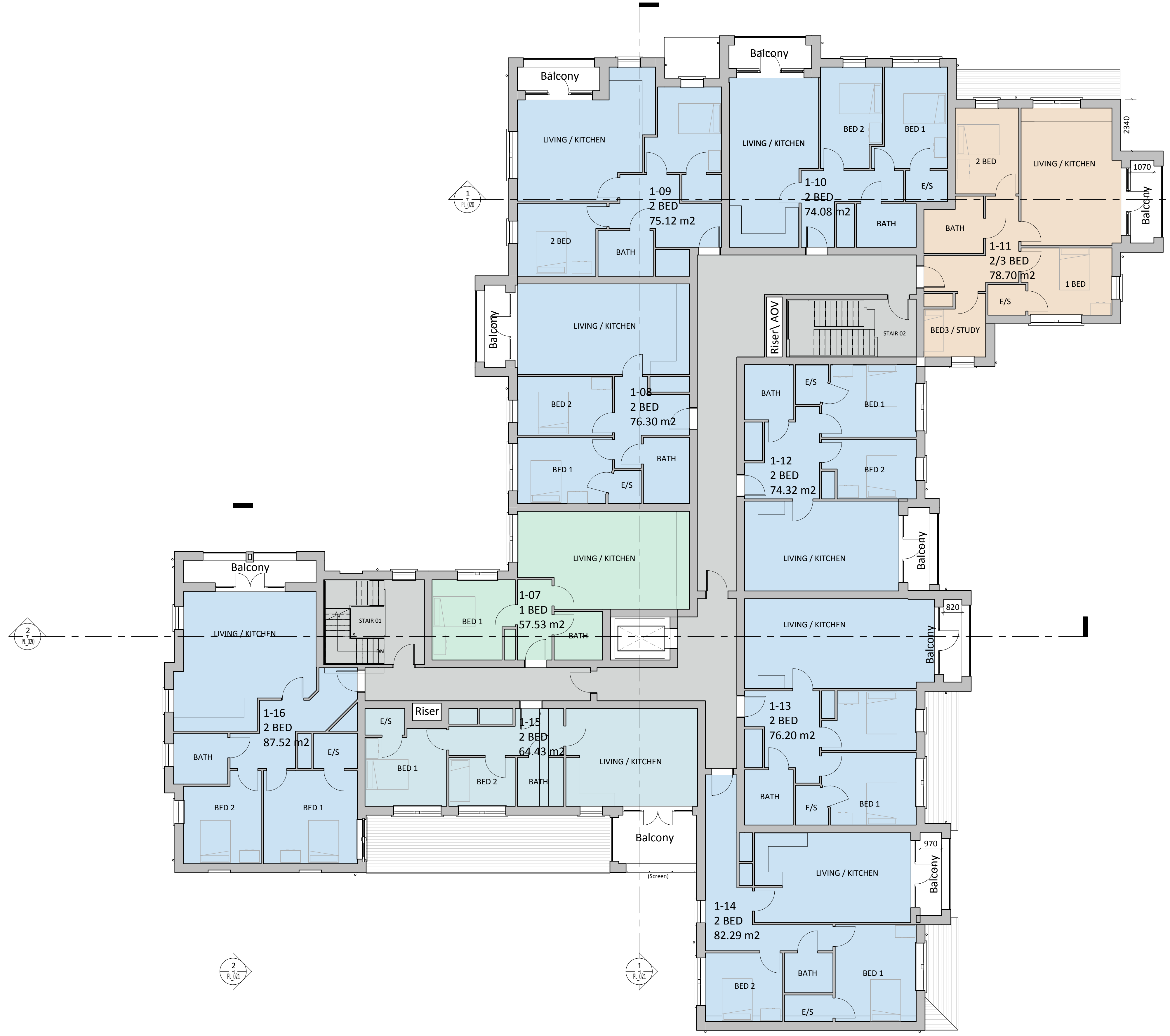
Architecture:  
Planning: Master Planning  
Urban Design: Interiors  
Landscape

Offices:  
Woking  
London  
Milton Keynes  
Warsaw

Ground Floor Plan  
1 : 100

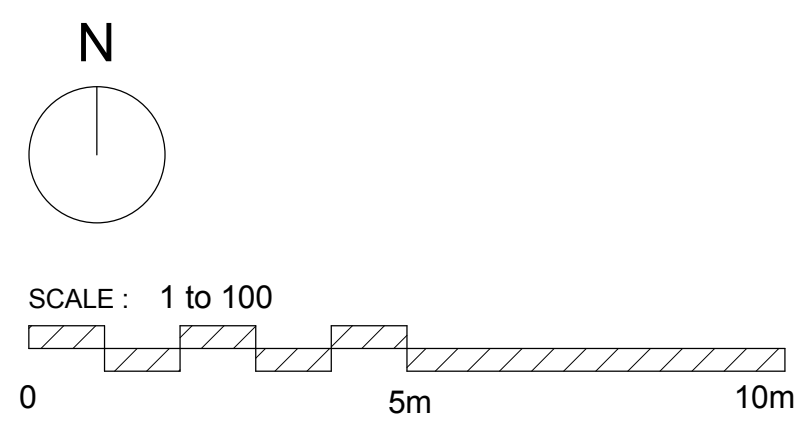


Revisions:	Drawn / Chkd:	Date:
P1 Revision 1		Date
P2 Layout amended		20/08/18
P3 Updated to Council comments. Basement lift added as agreed with client.	MAS	21/12/18
P4 Information Issue	MAS	09/01/19



- KEY:**
- 1Bed 2People Apartment
  - 2Bed 3People Apartment
  - 2Bed 4People Apartment
  - 2Bed + Study (3Bed) Apartment
  - Communal Space
  - Circulation

First Floor Plan  
1 : 100



Client:  
The Sons of Divine Providence Developments Ltd

Project:  
12-14 Station Road & 13, 19-33 Lower Teddington Road

24 Church St. West, Woking, Surrey, GU21 6HT  
01483 494 350  
info@prc-group.com  
www.prc-group.com



Drawing Title:  
**First Floor Plan**

Scale @ A1:	Checked by:	Date:
As indicated	MAS	08/13/18
Job No:	Stage_Drawing No:	Rev:
10901	PL_012	P4

Issue Status:

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Information	<input checked="" type="checkbox"/> Approval	<input type="checkbox"/>
Tender	<input type="checkbox"/>	<input type="checkbox"/>

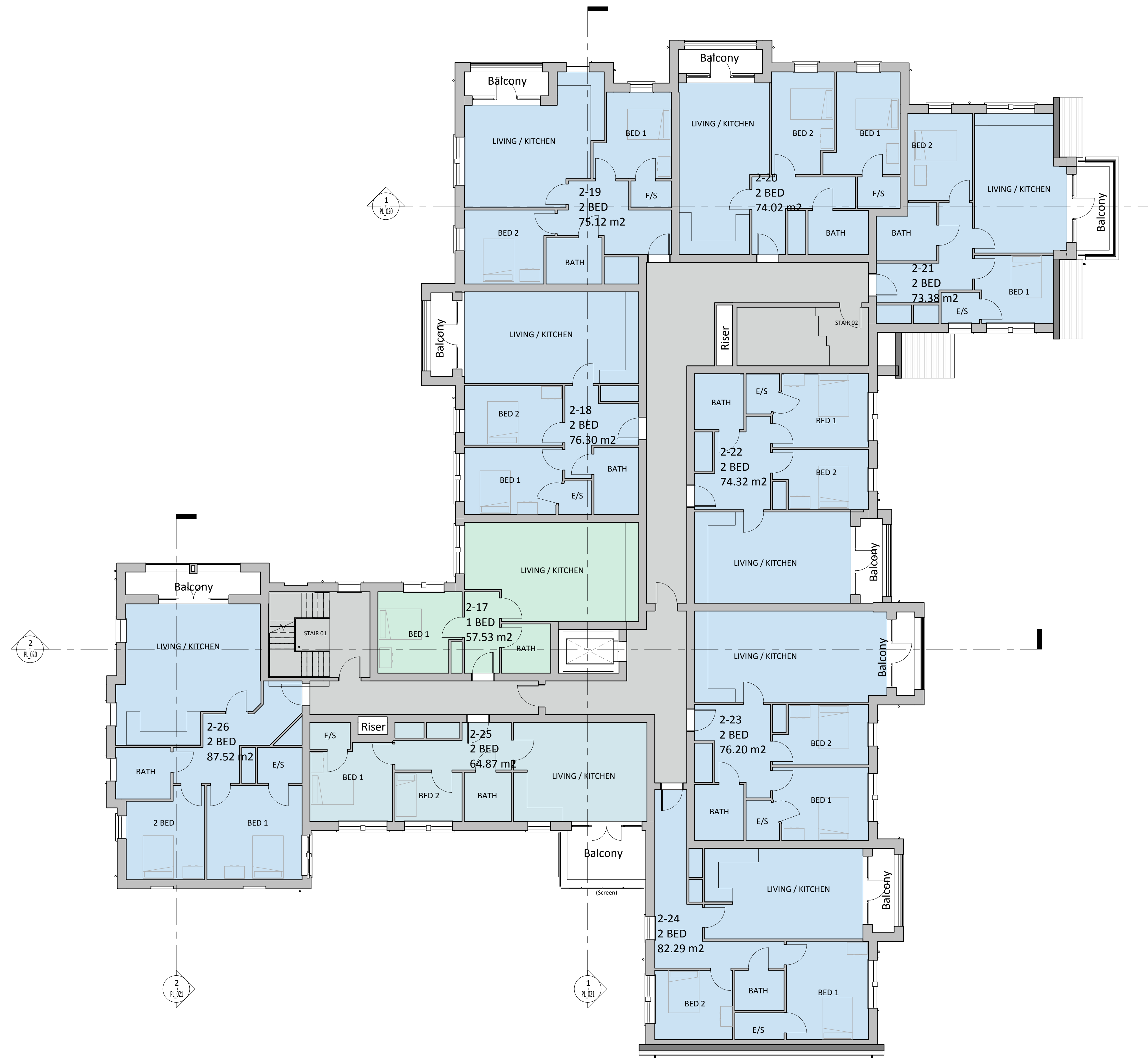
Offices

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Milton Keynes	<input type="checkbox"/>
Warsaw	<input type="checkbox"/>

PRC Architecture & Planning  
09/01/2019 11:30:21



Revisions:	Drawn / Chkd:	Date:
P1 Revision 1		Date
P2 Layout amended		20/08/18
P3 Layout amended to maximise capacity of units		22/08/18
P4 Updated to Council comments. Basement lift added as agreed with client.	MAS	21/12/18
P5 Information Issue	MAS	09/01/19



- KEY:**
- 1Bed 2People Apartment
  - 2Bed 3People Apartment
  - 2Bed 4People Apartment
  - 2Bed + Study (3Bed) Apartment
  - Communal Space
  - Circulation

Client:  
The Sons of Divine Providence Developments Ltd

Project:  
12-14 Station Road & 13, 19-33 Lower Teddington Road

24 Church St. West, Woking, Surrey, GU21 6HT  
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Drawing Title:  
**Second Floor Plan**

Scale @ A1: As indicated  
Checked by: MAS  
Date: 08/13/18

Job No: 10901  
Stage\_Drawing No: PL\_013  
Rev: P5

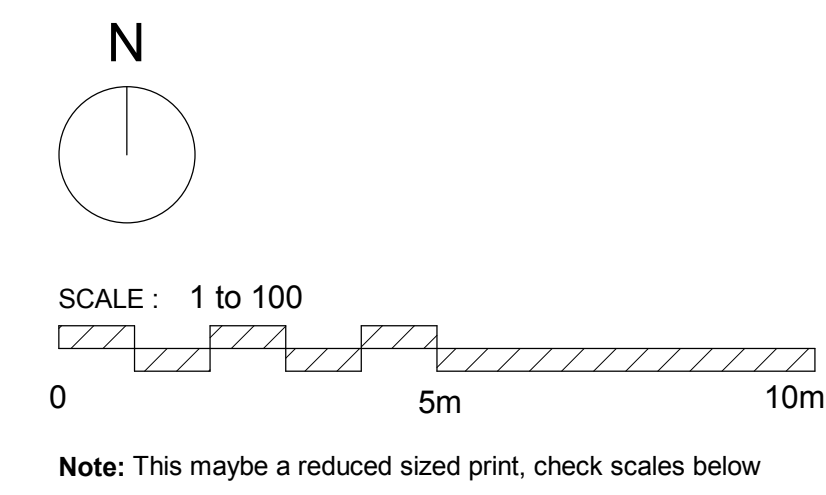
Issue Status:  
Construction  Preliminary   
Information  Approval   
Tender

Architecture  
Planning  
Master Planning  
Urban Design  
Interiors  
Landscape

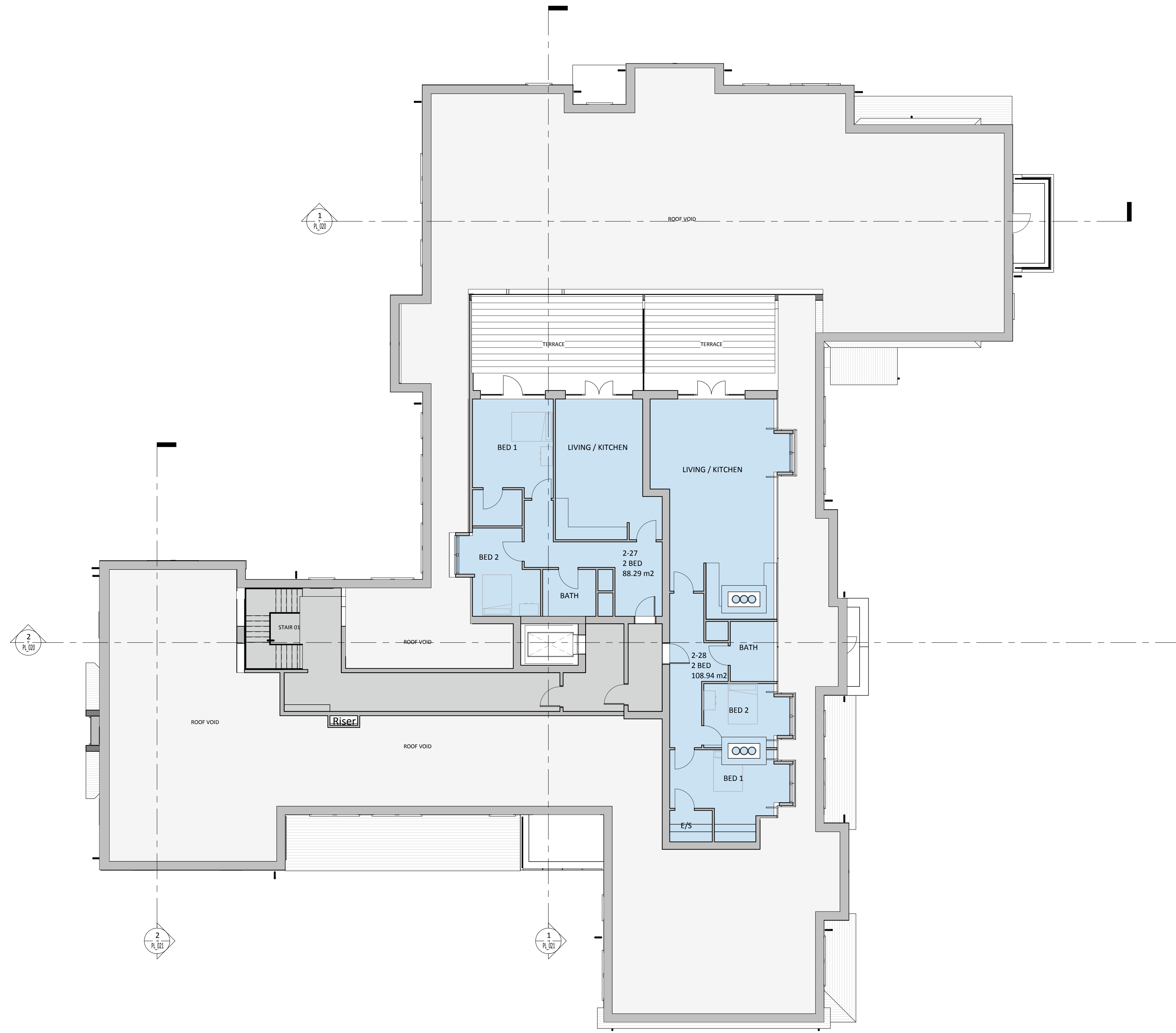
Offices  
Woking  
London  
Milton Keynes  
Warsaw

PRC Architecture & Planning  
09/01/2019 11:31:07

Second Floor Plan  
1 : 100



Revisions:	Drawn / Chkd:	Date:
P1 Revision 1		
P2 Layout amended		20/08/18
P3 Layout amended to maximise capacity of units		22/08/18
P4 Updated to Council comments. Basement lift added as agreed with client.	MAS	21/12/18
P5 Information Issue	MAS	09/01/19



- KEY:**
- 1Bed 2People Apartment
  - 2Bed 3People Apartment
  - 2Bed 4People Apartment
  - 2Bed + Study (3Bed) Apartment
  - Communal Space
  - Circulation

Client:  
The Sons of Divine Providence Developments Ltd

Project:  
12-14 Station Road & 13, 19-33 Lower Teddington Road

24 Church St. West, Woking, Surrey, GU21 6HT  
01483 494 350  
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Drawing Title:  
**Third Floor Plan**

Scale @ A1: As indicated  
Checked by: MAS  
Date: 08/13/18

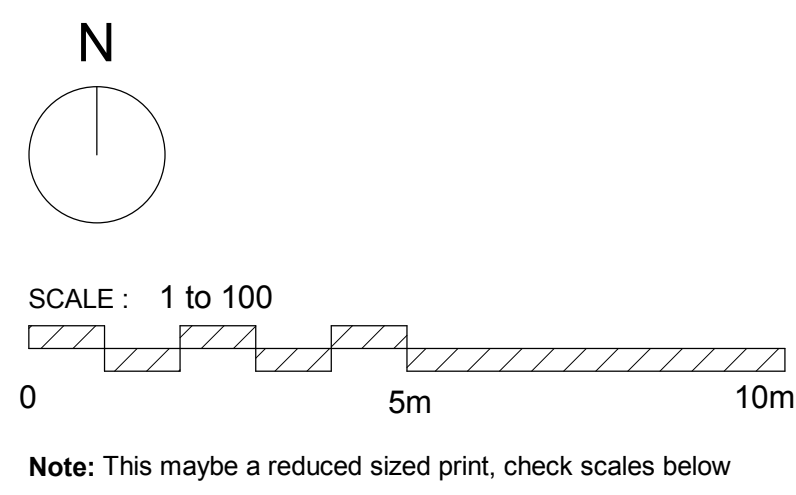
Job No: 10901  
Stage\_Drawing No: PL\_014  
Rev: P5

Issue Status:  
Construction  Preliminary   
Information  Approval   
Tender

Architecture  
Planning  
Master Planning  
Urban Design  
Interiors  
Landscape

Offices  
Woking  
London  
Milton Keynes  
Warsaw

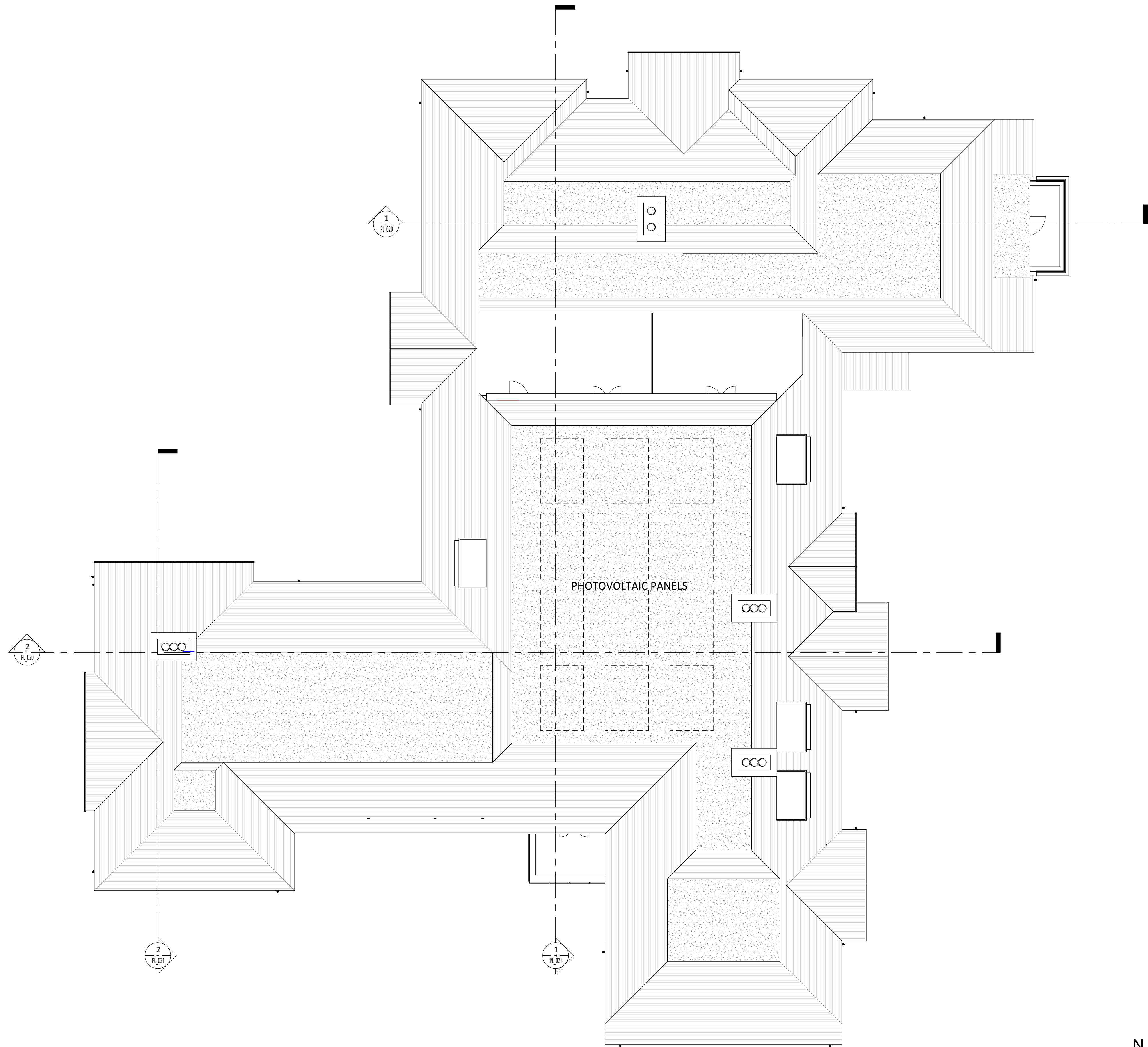
PRC Architecture & Planning  
09/01/2019 11:32:02



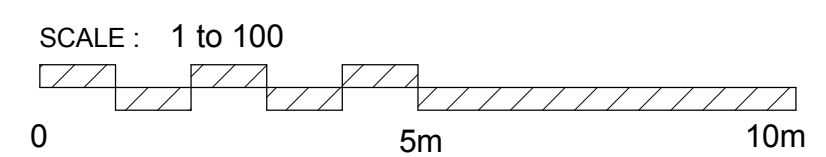
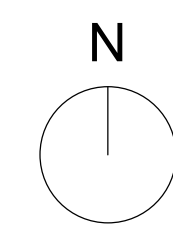
Third Floor Plan  
1 : 100



Revisions:	Drawn / Chkd:	Date:
P1 Updated to Council comments. Basement lift added as agreed with client.	MAS	21/12/18
P2 Information Issue	MAS	09/01/19



Roof Plan  
1 : 100



Note: This may be a reduced sized print, check scales below

Client:  
The Sons of Divine Providence  
Developments Ltd



Project:  
12-14 Station Road & 13,  
19-33 Lower Teddington Road

24 Church St. West,  
Woking, Surrey,  
GU21 6HT  
01483 494 350

info@prc-group.com  
www.prc-group.com

Drawing Title:  
Roof Plan

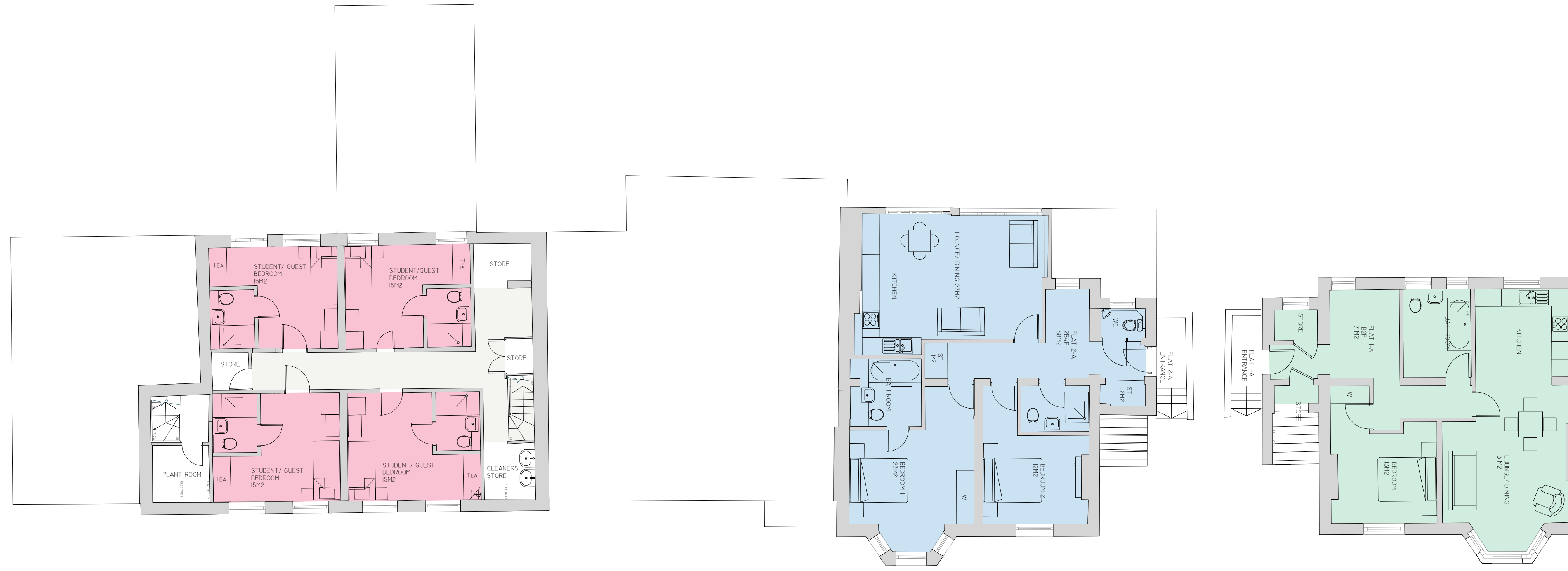
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1 : 100	MAS	08/13/18

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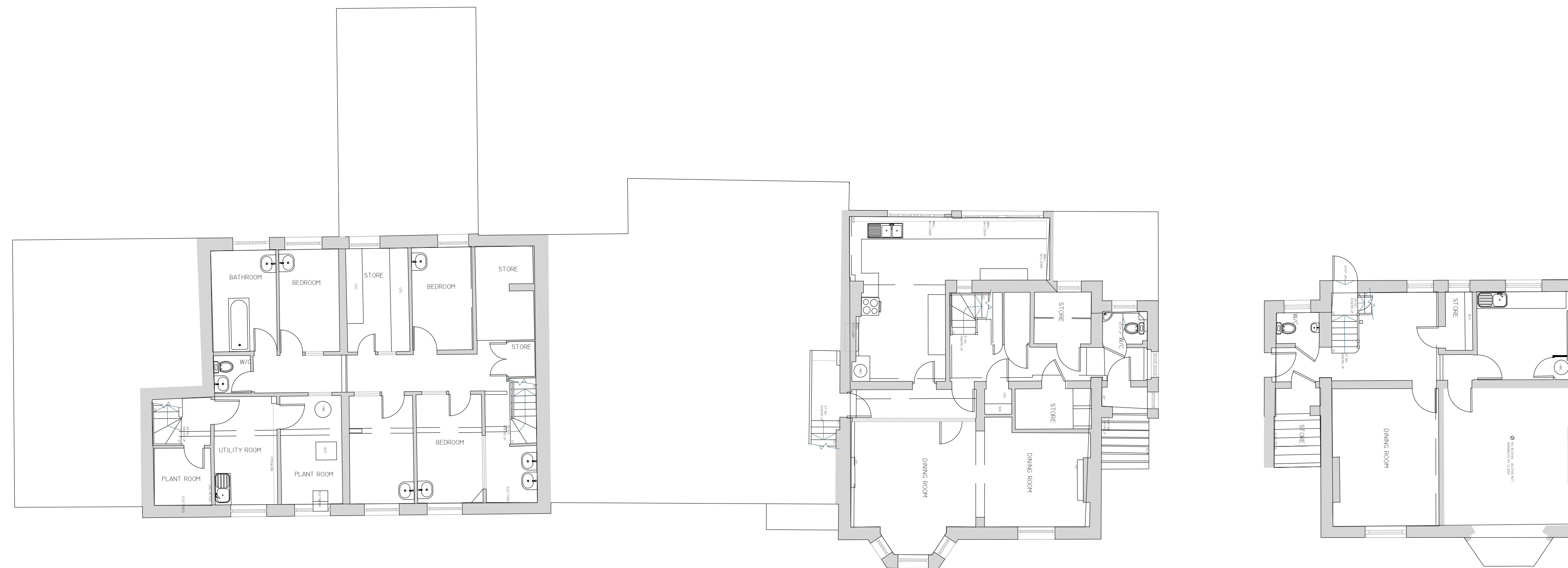
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Architecture  
Planning  
Master Planning  
Urban Design  
Interiors  
Landscape

Offices  
Woking  
London  
Milton Keynes  
Warsaw



**Basement - Proposed**



**Basement - Existing**

- KEY:**
- COMMUNAL AREA
  - STUDENT / GUEST
  - PRIEST BEDROOM
  - 1 BED APARTMENT
  - 2 BED APARTMENT
  - 3 BED APARTMENT

Client:  
The Sons of Divine Providence  
Developments Ltd



Project:  
12-14 Station Road & 13,  
19-33 Lower Teddington Road

24 Church St West,  
Woking, Surrey,  
GU21 6HT  
01483 494 350

info@prc-group.com  
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Drawing Title:  
25, 27 & 29 Lower Teddington Road  
Basement  
Existing & Proposed

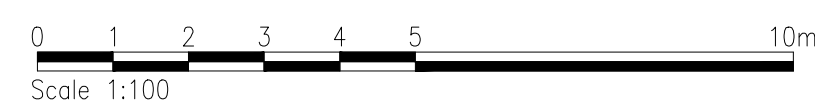
**Architecture**  
Planning  
Master Planning  
Urban Design  
Interiors

Scale @ A1: 1:100  
Checked by: PR  
Date: Aug 2018

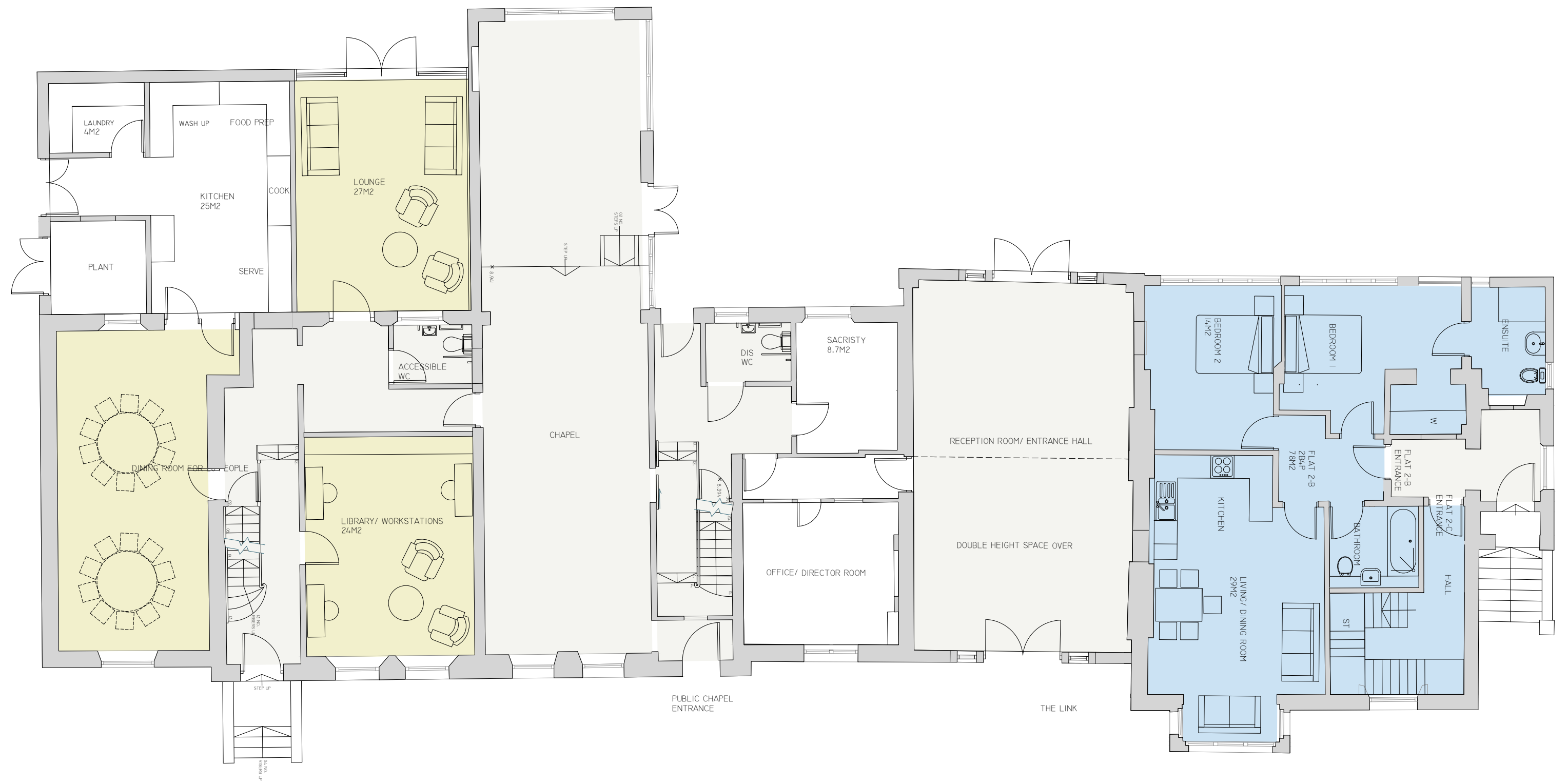
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Stage: PL 210  
Drawing No: Rev: \_\_\_\_\_

- Issue Status:
- Construction
  - Information
  - Tender
  - Preliminary
  - Approval

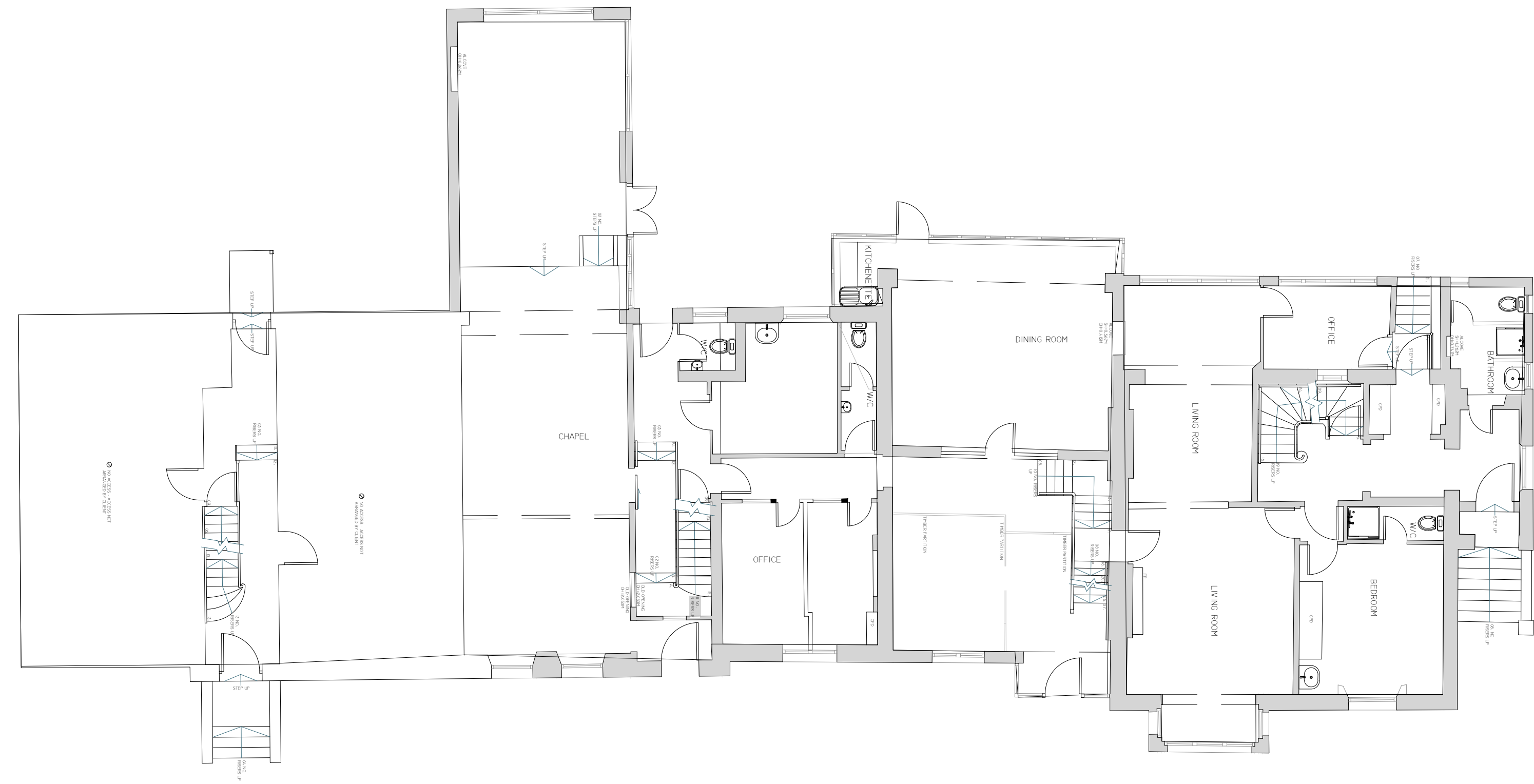
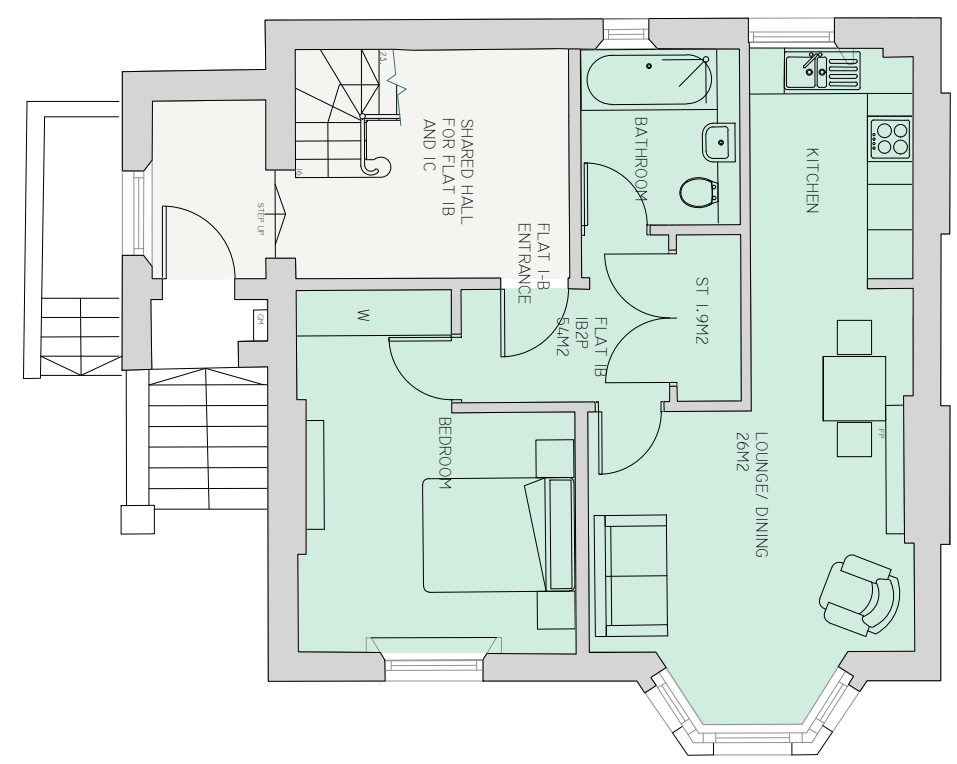
**Offices**  
Woking  
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Milton Keynes  
Warsaw



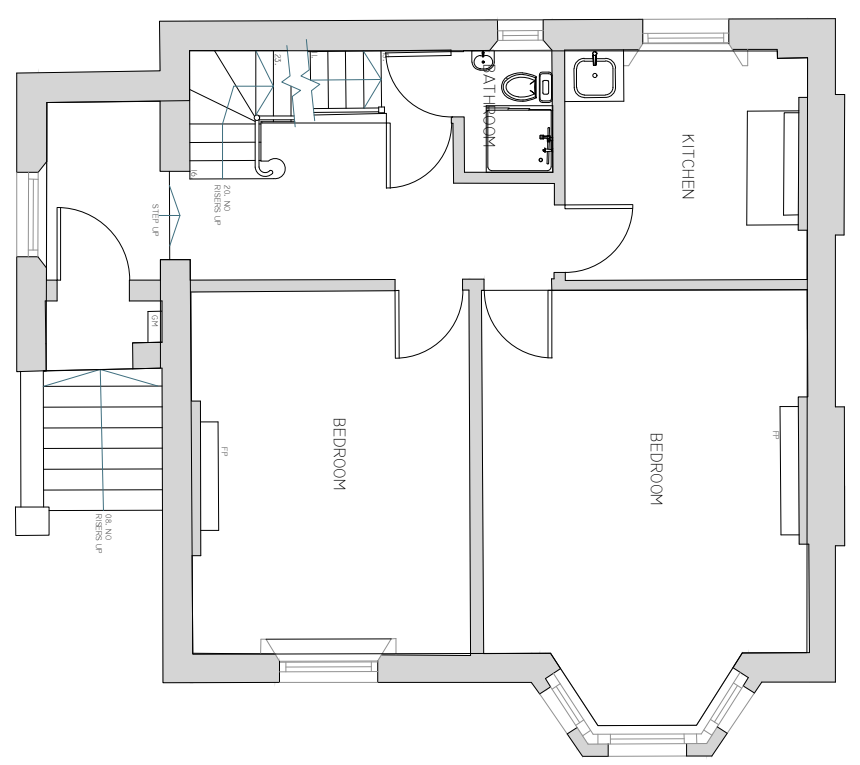




**Ground Floor - Proposed**



**Ground Floor - Existing**



- KEY:**
- COMMUNAL AREA
  - STUDENT / GUEST
  - PRIEST BEDROOM
  - 1 BED APARTMENT
  - 2 BED APARTMENT
  - 3 BED APARTMENT

Client:  
The Sons of Divine Providence  
Developments Ltd



Project:  
12-14 Station Road & 13,  
19-33 Lower Teddington Road

24 Church St West,  
Woking, Surrey,  
GU21 6HT  
01483 494 350

info@prc-group.com  
www.prc-group.com

Drawing Title:  
25, 27 & 29 Lower Teddington Road  
Ground Floor  
Existing & Proposed

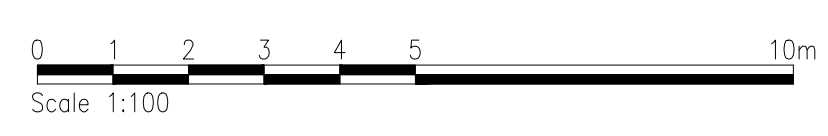
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Date: Aug 2018

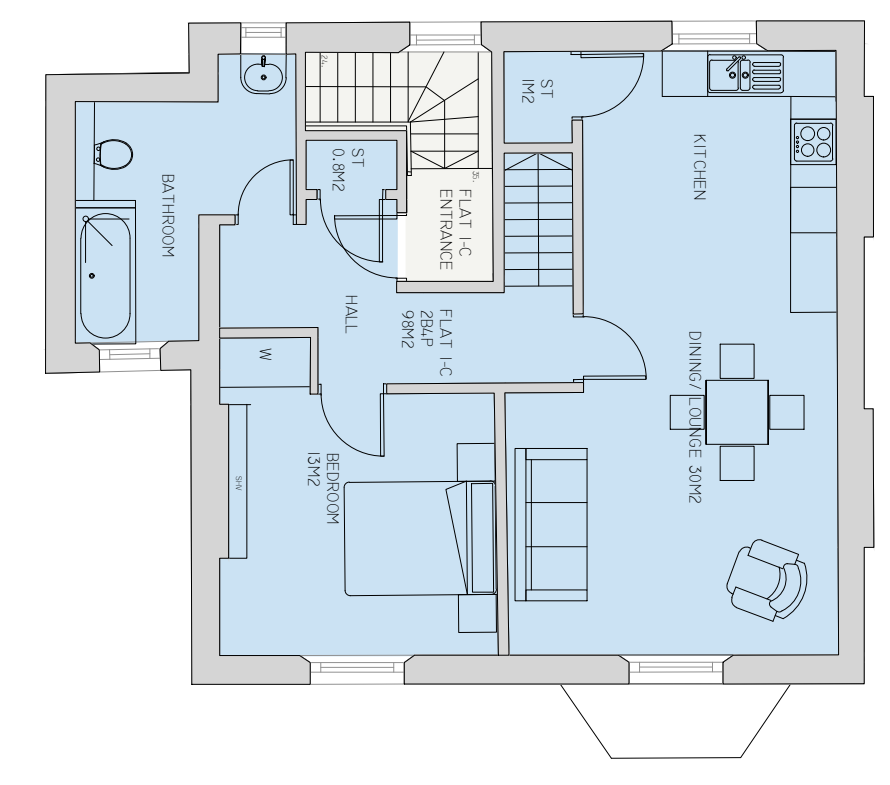
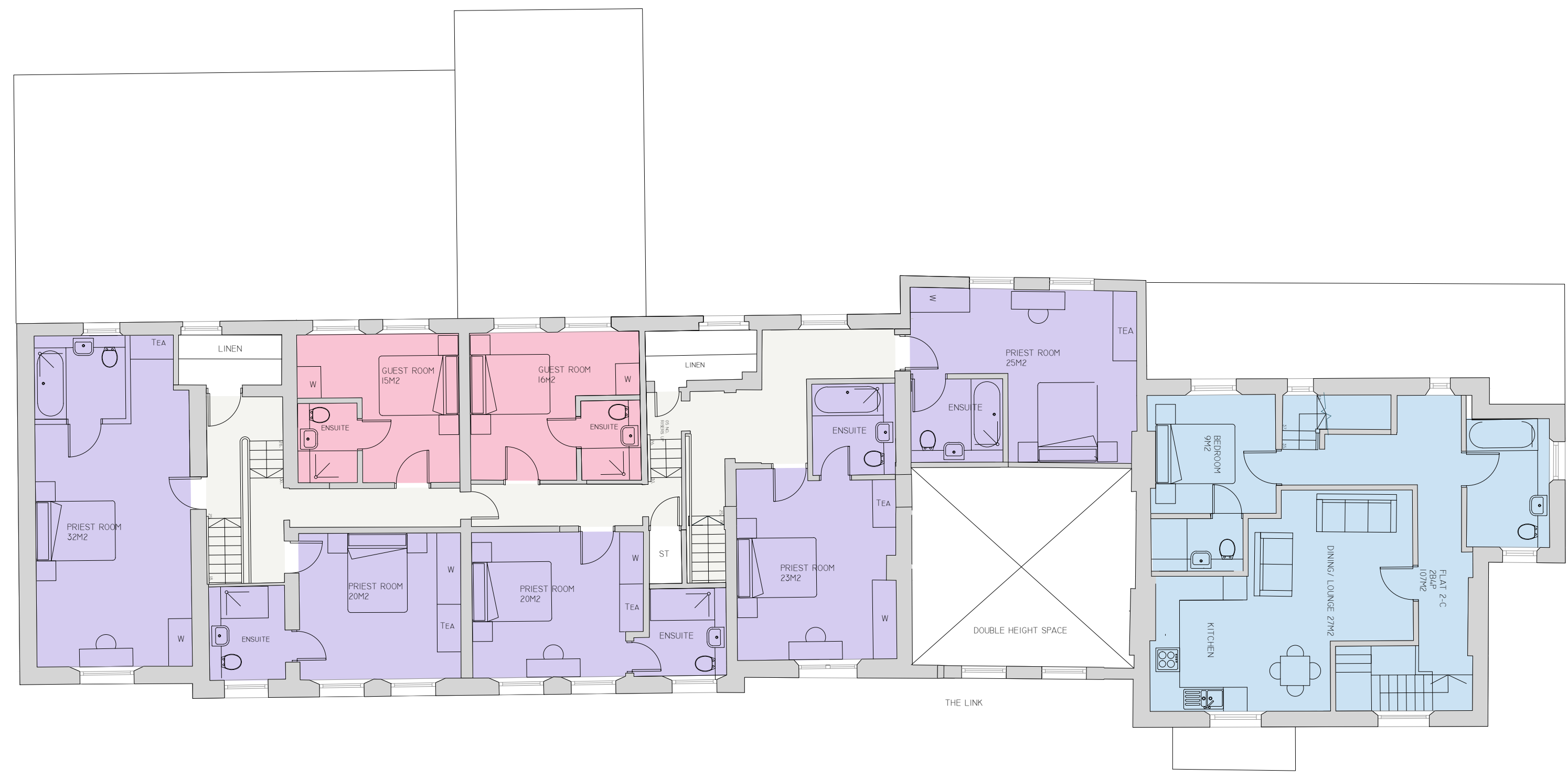
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Stage: PL  
Drawing No: Rev: 211

Issue Status:  
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 Information  
 Tender  
 Preliminary  
 Approval  
 Tender

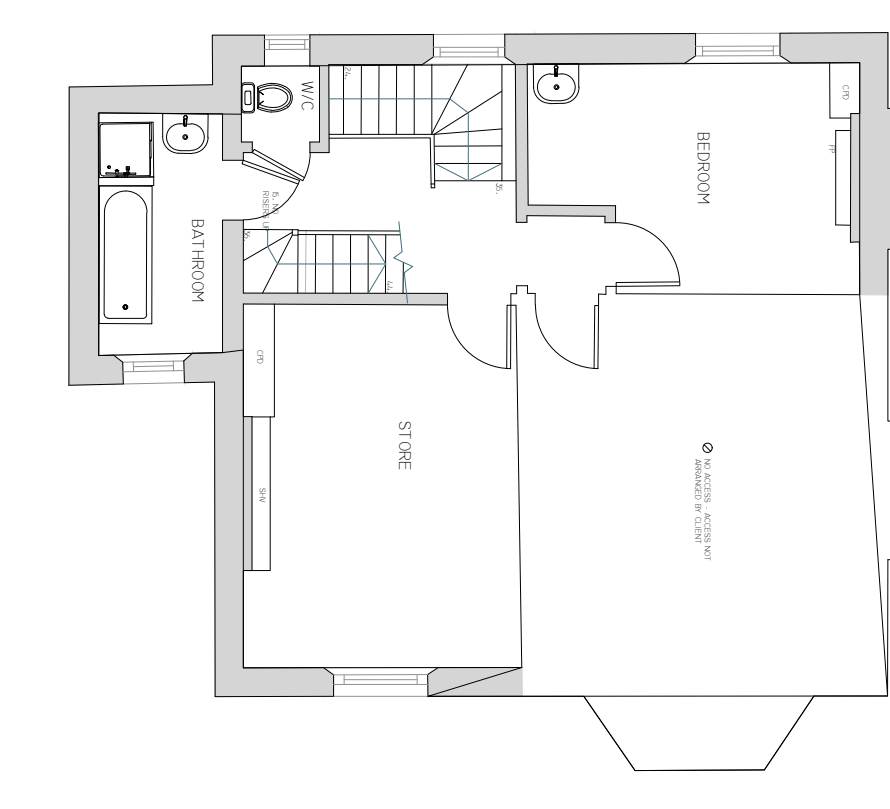
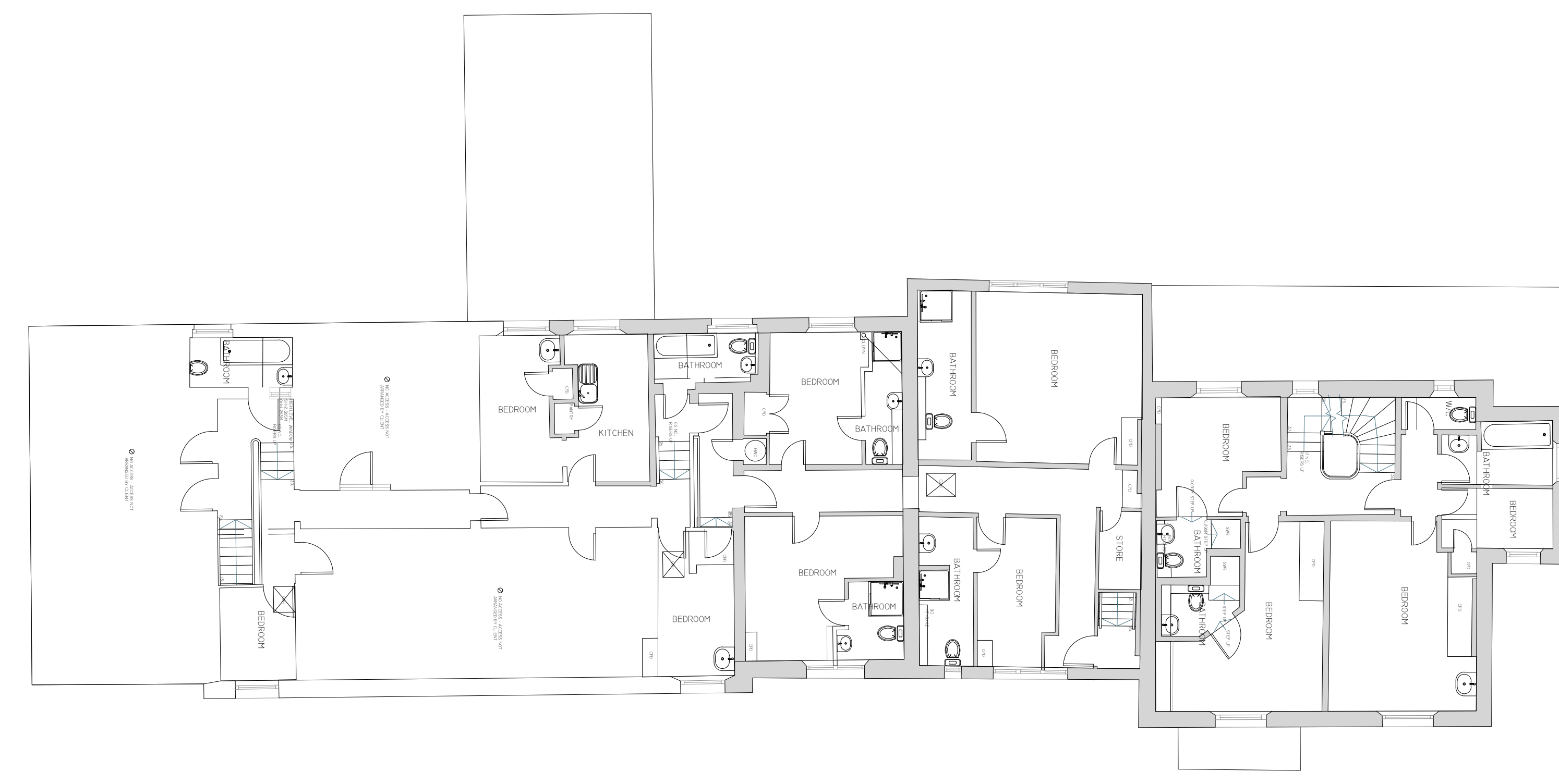
**Architecture**  
Planning  
Master Planning  
Urban Design  
Interiors

**Offices**  
Woking  
London  
Milton Keynes  
Warsaw





**First Floor - Proposed**



**First Floor - Existing**

- KEY:**
- COMMUNAL AREA
  - STUDENT / GUEST
  - PRIEST BEDROOM
  - 1 BED APARTMENT
  - 2 BED APARTMENT
  - 3 BED APARTMENT

Client:  
The Sons of Divine Providence  
Developments Ltd



Project:  
12-14 Station Road & 13,  
19-33 Lower Teddington Road

24 Church St West,  
Woking, Surrey,  
GU21 6HT  
01483 494 350

info@prc-group.com  
www.prc-group.com

Drawing Title:  
25, 27 & 29 Lower Teddington Road  
First Floor  
Existing & Proposed

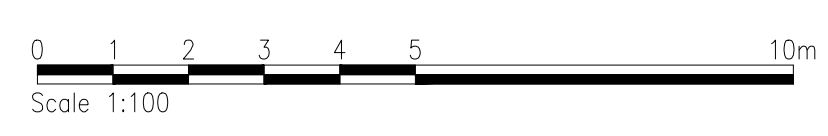
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Date: Aug 2018

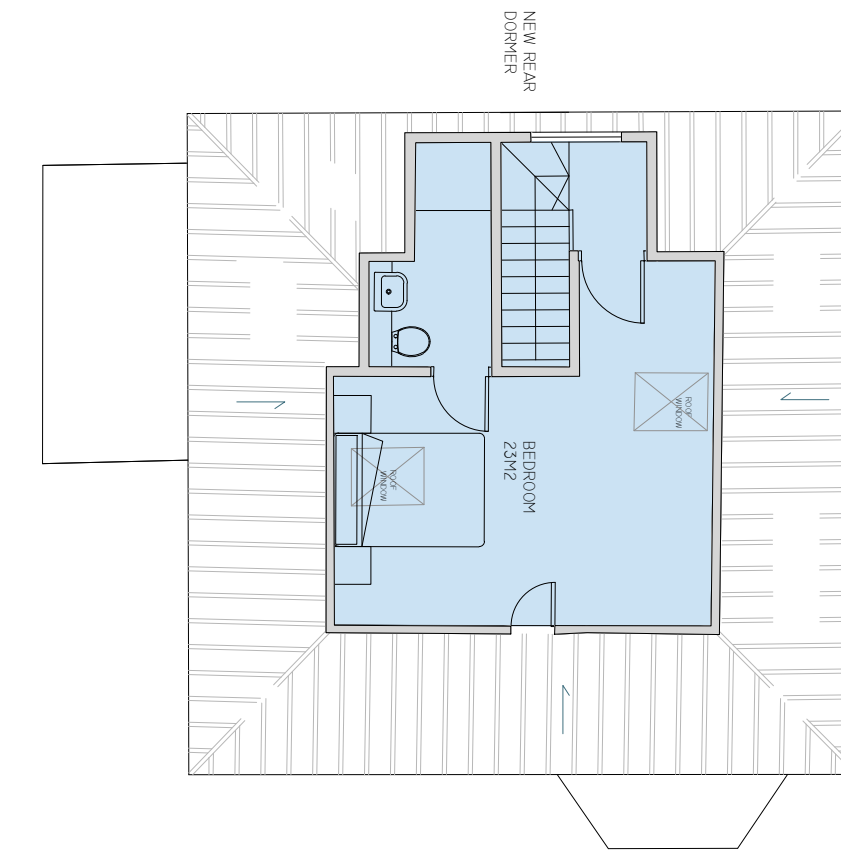
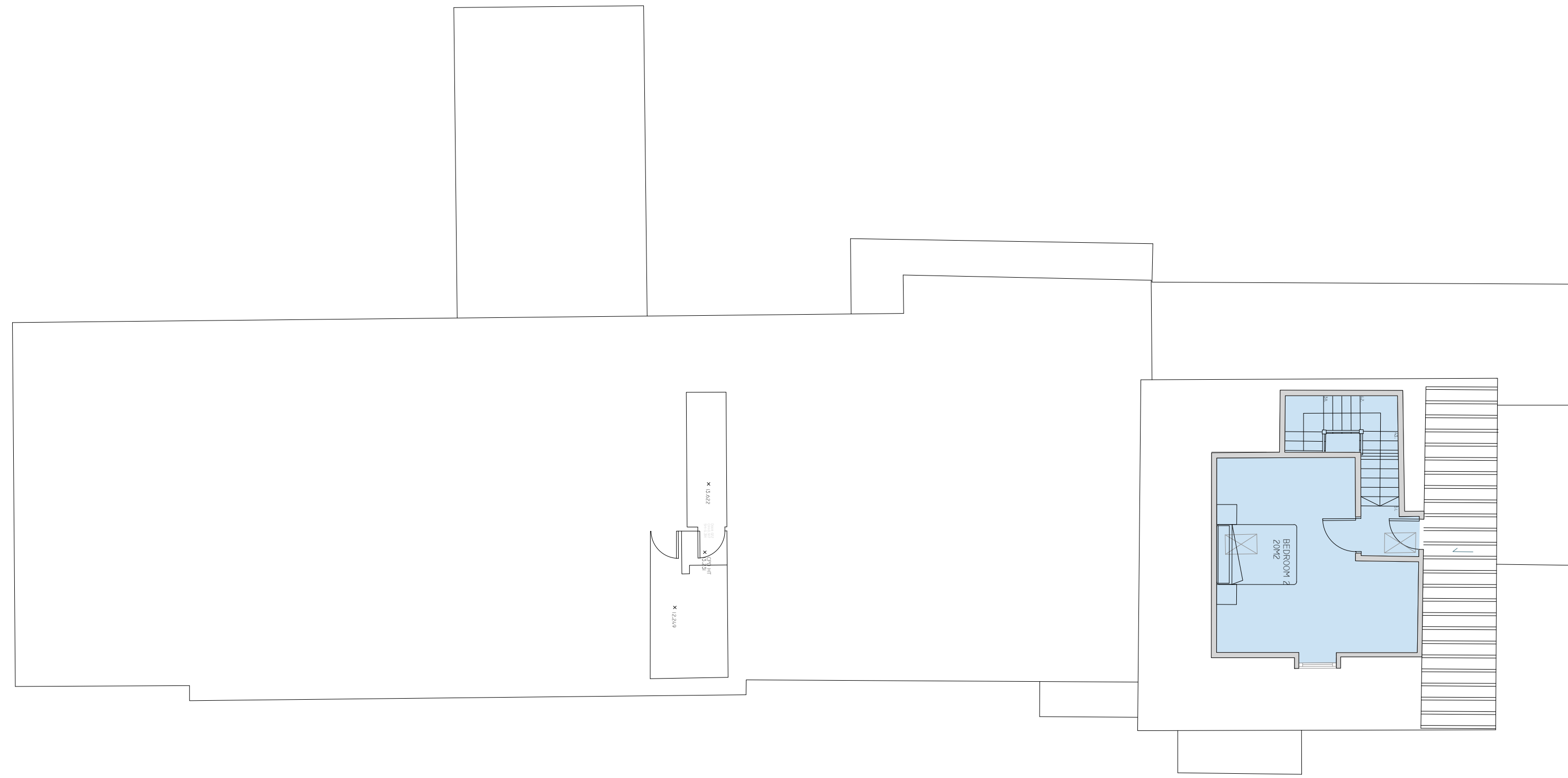
Job No: 10901  
Stage: PL 212  
Drawing No: Rev: PL 212

Issue Status:  
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 Information  
 Tender  
 Preliminary  
 Approval  
 Approval  
 Tender

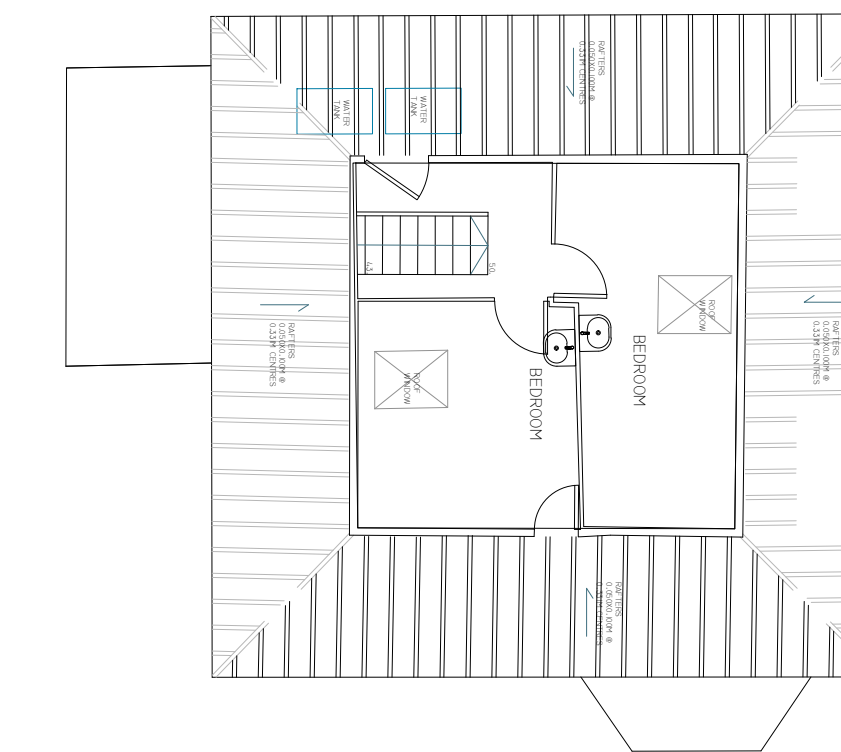
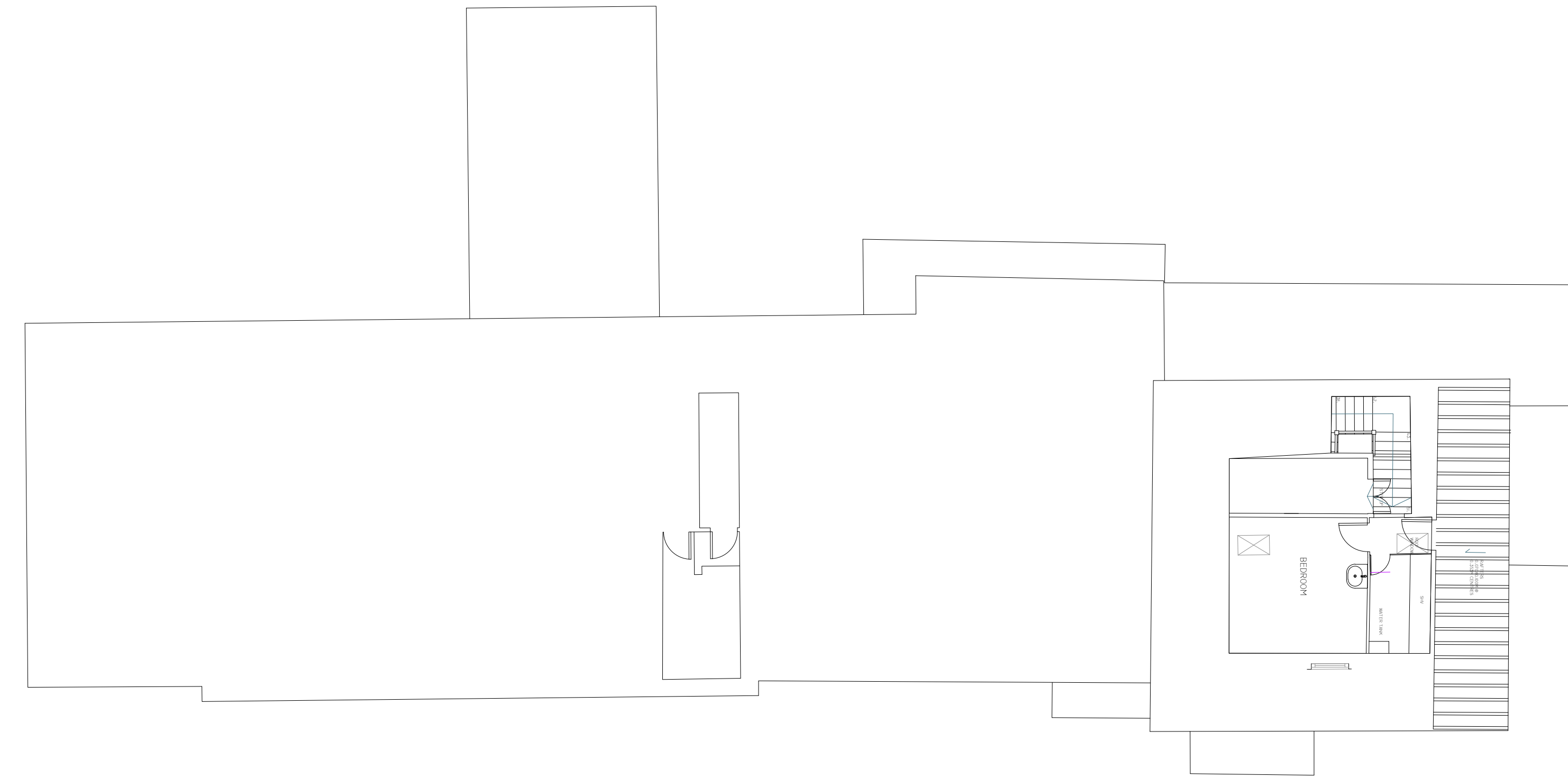
Architecture  
Planning  
Master Planning  
Urban Design  
Interiors

Offices  
Woking  
London  
Milton Keynes  
Warsaw





**Second Floor - Proposed**



**Second Floor - Existing**

**KEY:**

- COMMUNAL AREA
- STUDENT / GUEST
- PRIEST BEDROOM
- 1 BED APARTMENT
- 2 BED APARTMENT
- 3 BED APARTMENT

Client:  
The Sons of Divine Providence  
Developments Ltd



Project:  
12-14 Station Road & 13,  
19-33 Lower Teddington Road

24 Church St West,  
Woking, Surrey,  
GU21 6HT  
01483 494 350

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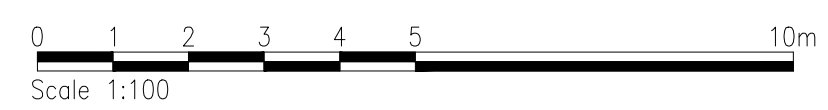
Drawing Title:  
25, 27 & 29 Lower Teddington Road  
Second Floor  
Existing & Proposed

Scale @ A1: 1:100  
Checked by: PR  
Date: Aug 2018

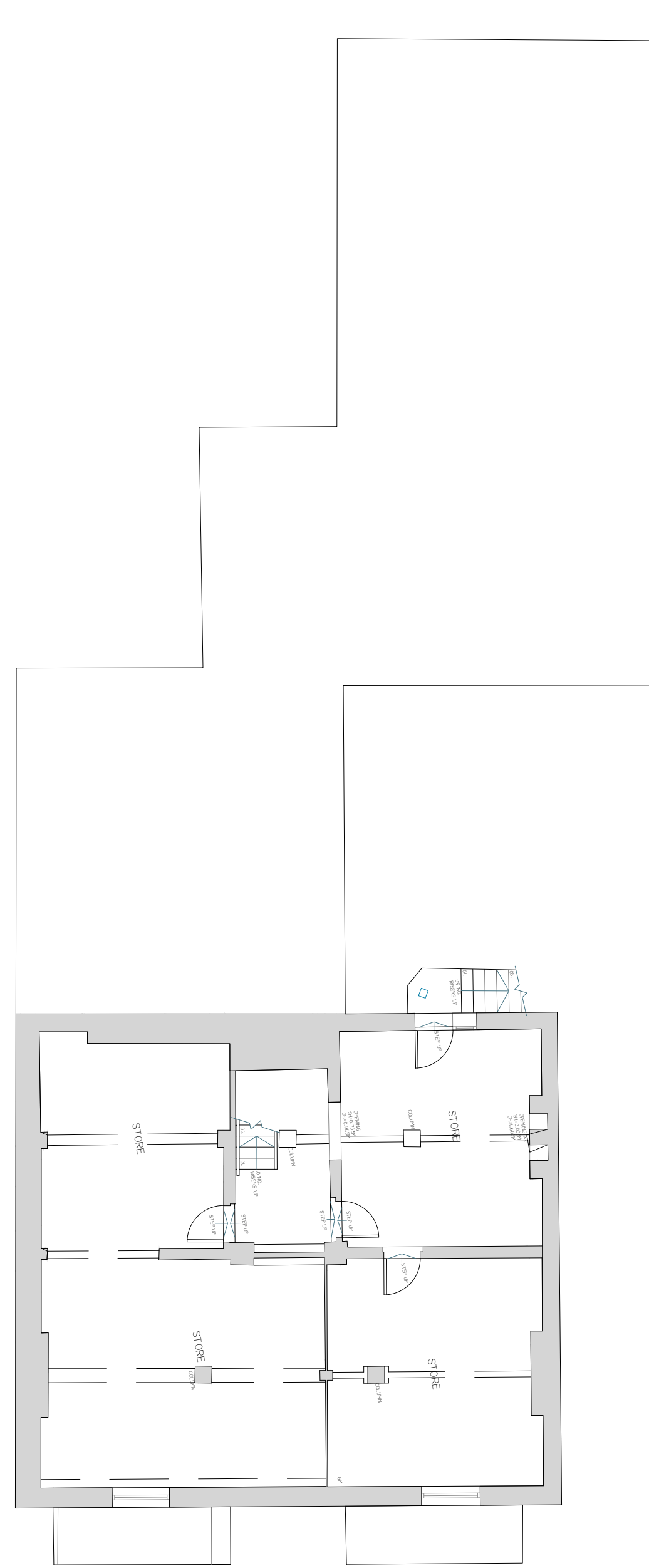
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Drawing No: 213  
Rev: 1

Issue Status:  
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 Information  
 Tender  
 Preliminary  
 Approval  
 Approval  
 Approval

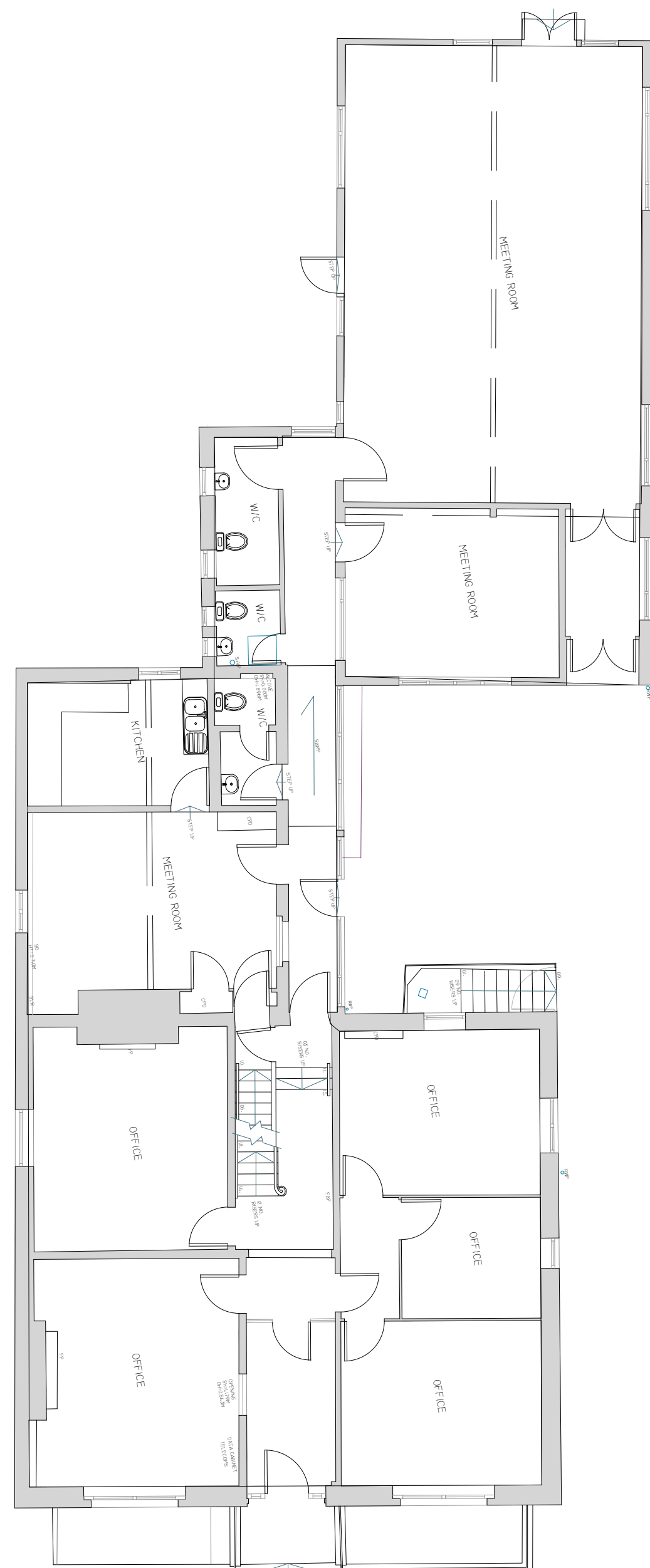
Architecture  
Planning  
Master Planning  
Urban Design  
Interiors  
  
Offices  
Woking  
London  
Milton Keynes  
Warsaw



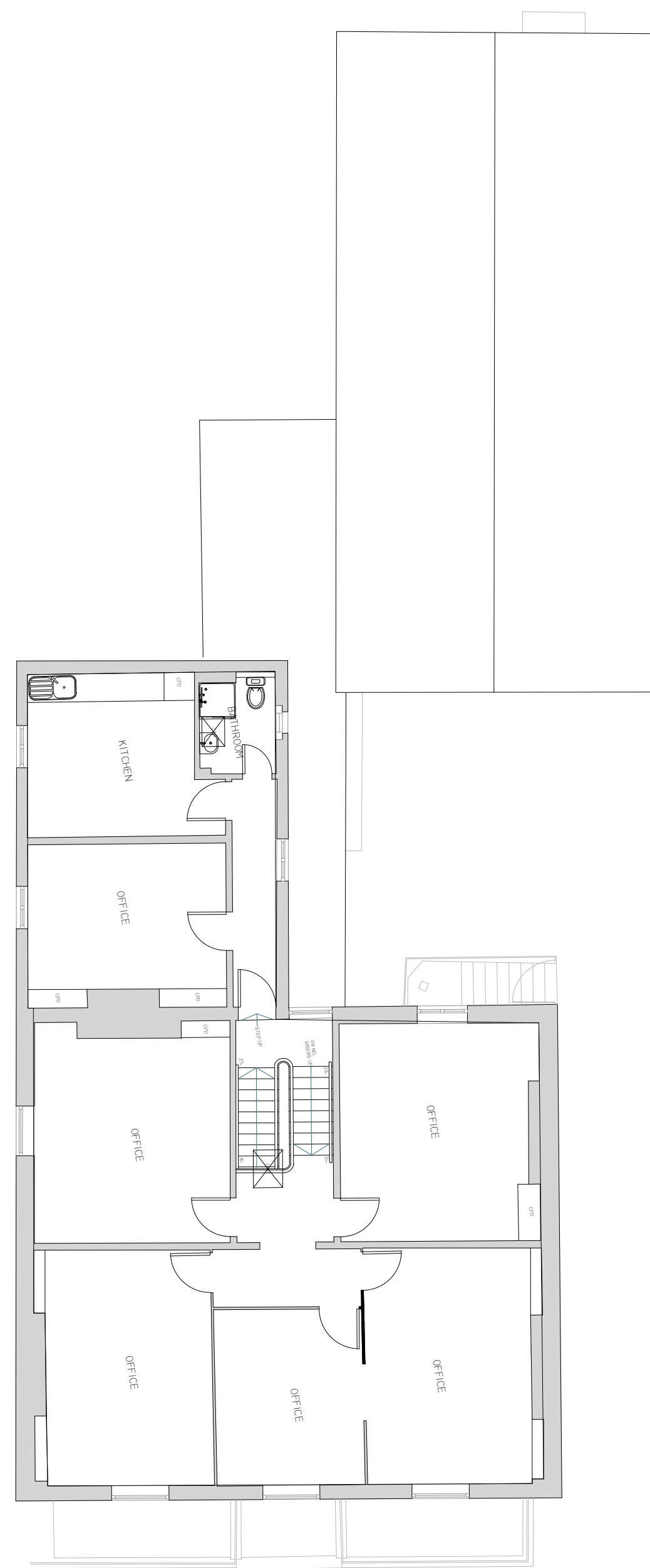




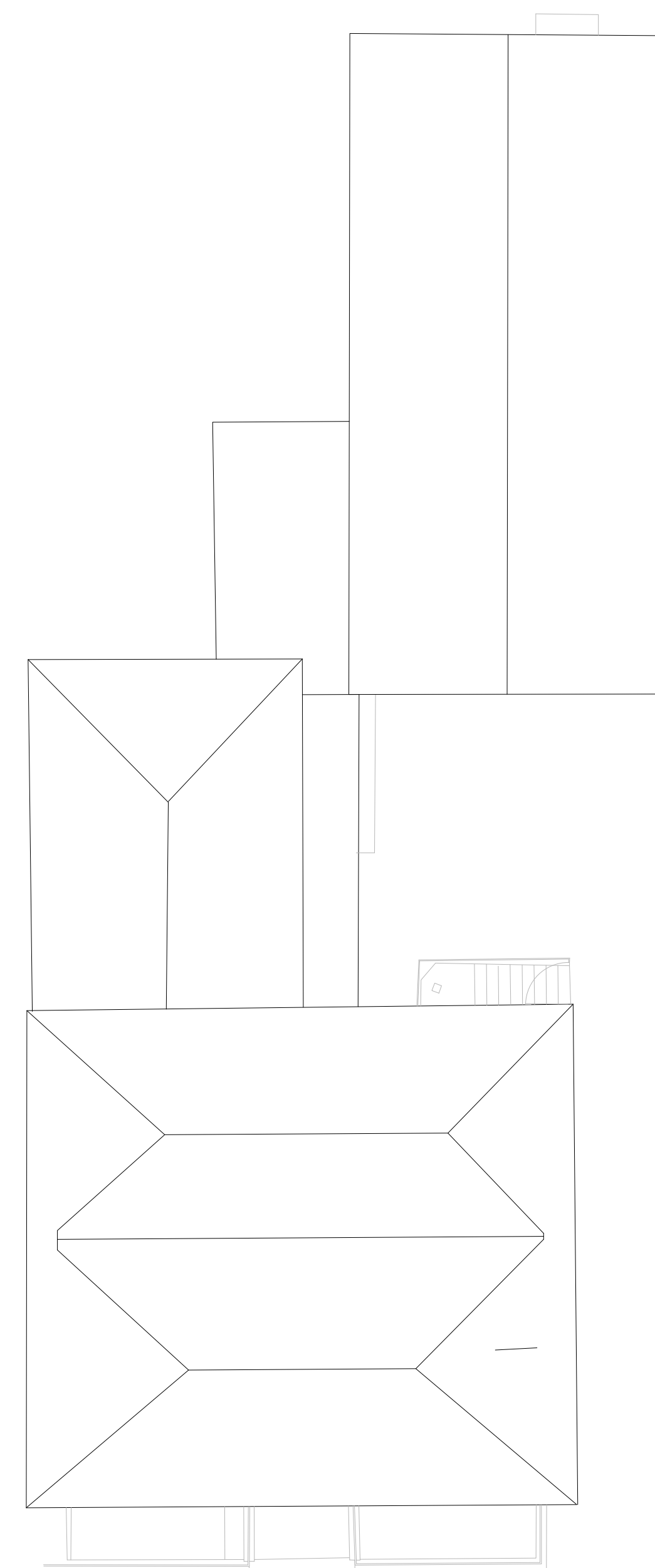
**Basement - Existing**



**Ground Floor - Existing**



**First Floor - Existing**



**Second Floor - Existing**

**KEY:**

- COMMUNAL AREA
- STUDENT / GUEST
- PRIEST BEDROOM
- 1 BED APARTMENT
- 2 BED APARTMENT
- 3 BED APARTMENT

Client:  
The Sons of Divine Providence  
Developments Ltd



Project:  
12-14 Station Road & 13,  
19-33 Lower Teddington Road

24 Church St West,  
Woking, Surrey,  
GU24 6HT  
01483 494 350

info@prc-group.com  
www.prc-group.com

Drawing Title:  
13 Lower Teddington Road  
Floor Plans  
Existing

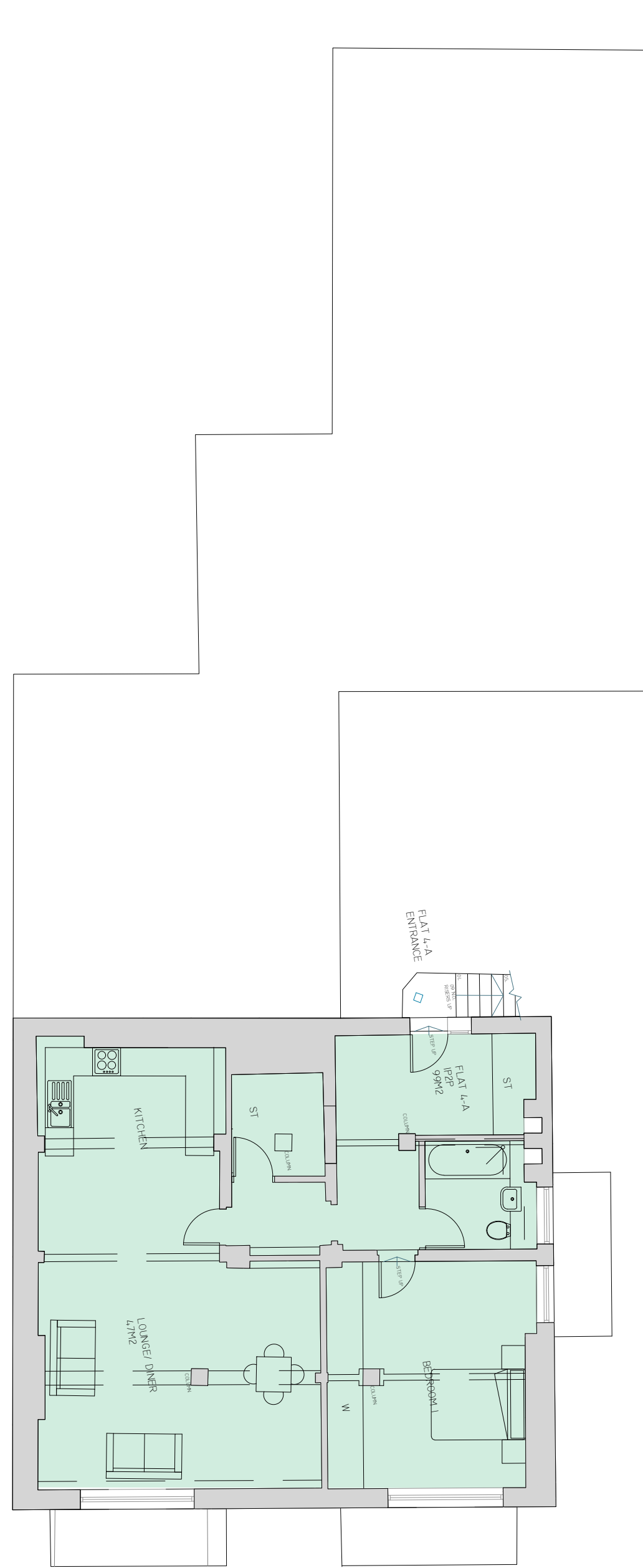
**Architecture**  
Planning  
Master Planning  
Urban Design  
Interiors

Scale @ A1: 1:100 Checked by: PR Date: Aug 2018

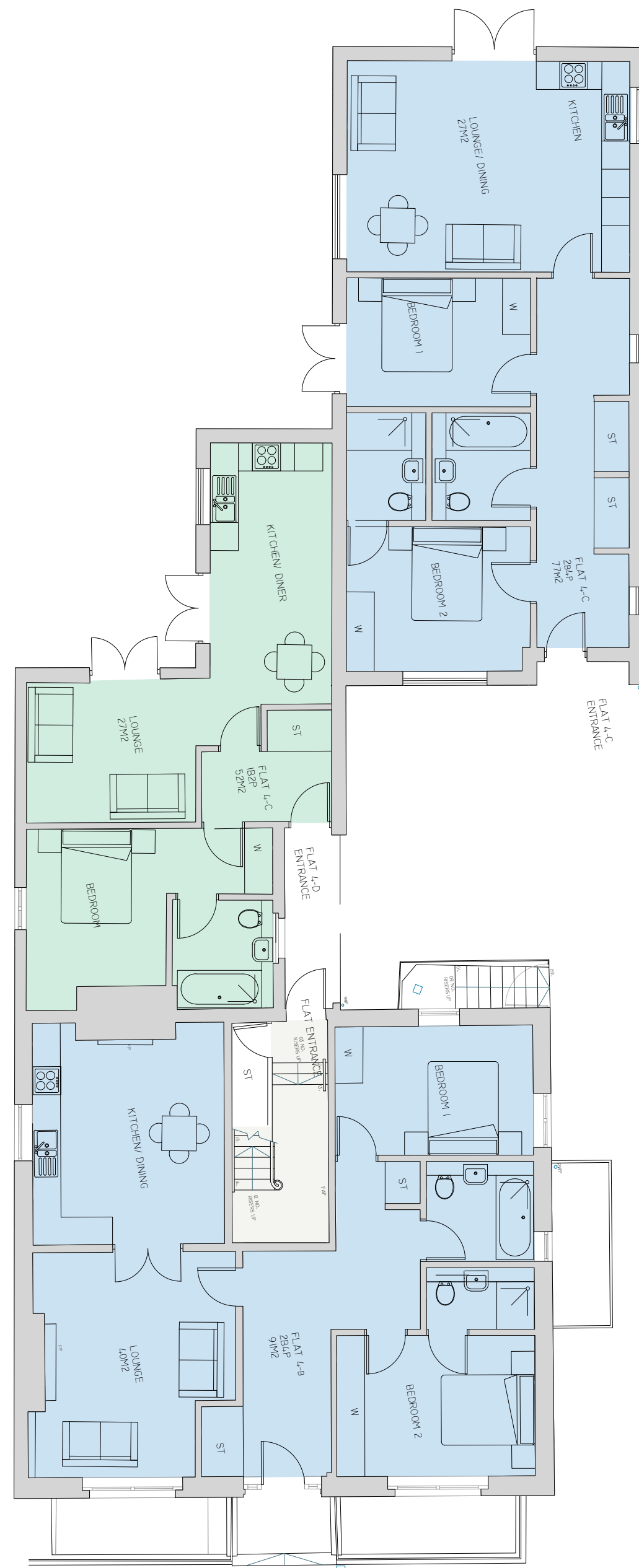
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Issue Status:  
 Construction  Preliminary  
 Information  Approval  
 Tender

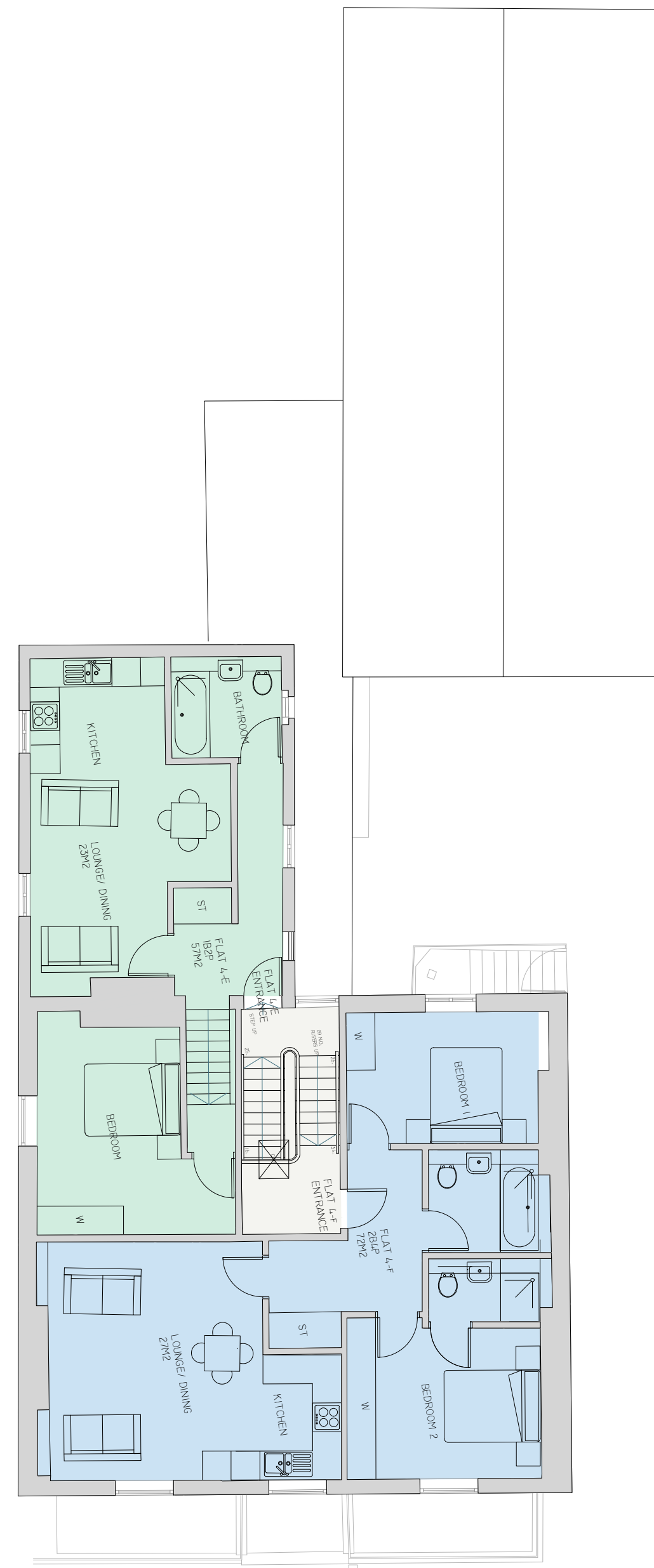
**Offices**  
Woking  
London  
Milton Keynes  
Warsaw



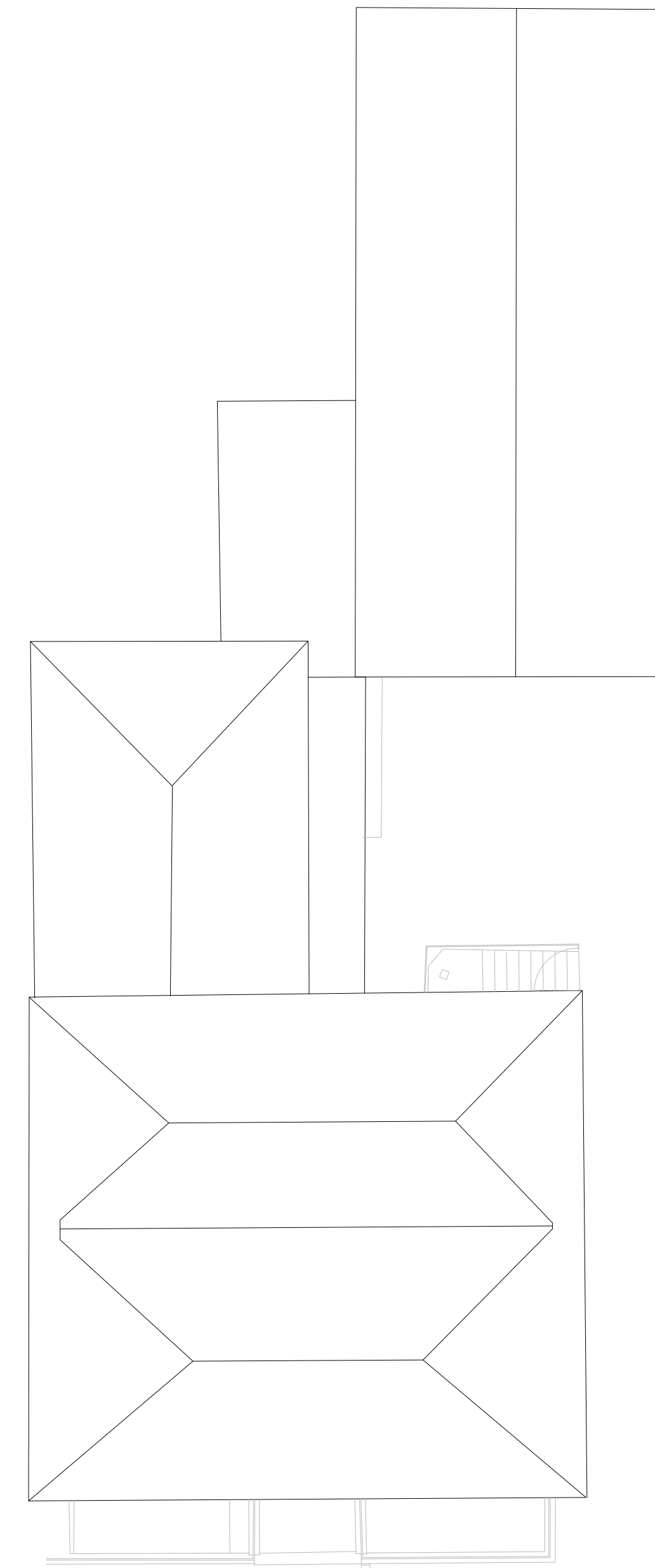
**Basement - Proposed**



**Ground Floor - Proposed**



**First Floor - Proposed**



**Second Floor - Proposed**

**KEY:**

- COMMUNAL AREA
- STUDENT / GUEST
- PRIEST BEDROOM
- 1 BED APARTMENT
- 2 BED APARTMENT
- 3 BED APARTMENT

Client:  
The Sons of Divine Providence  
Developments Ltd



Project:  
12-14 Station Road & 13,  
19-33 Lower Teddington Road

24 Church St West,  
Woking, Surrey,  
GU24 6HT  
01483 494 350

info@prc-group.com  
www.prc-group.com

Drawing Title:  
13 Lower Teddington Road  
Floor Plans  
Proposed

**Architecture**  
Planning  
Master Planning  
Urban Design  
Interiors

Scale @ A1: \_\_\_\_\_ Checked by: \_\_\_\_\_ Date: \_\_\_\_\_  
1:100 PR Aug 2018

Job No: \_\_\_\_\_ Stage: \_\_\_\_\_ Drawing No: Rev: \_\_\_\_\_  
10901 PL 215

Issue Status:  
 Construction  Preliminary  
 Information  Approval  
 Tender

**Offices**  
Woking  
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Milton Keynes  
Warsaw

## APPENDIX 4

### ADDITIONAL CHARGES

In addition to the direct care charges, additional service charges will also be applied as follows:

#### Ancillary Service Charge

The Ancillary Service Charge will cover;

- i. the apartments building insurance;
- ii. external window cleaning;
- iii. utilities and council tax;
- iv. overall building insurance and maintenance;
- v. sinking fund for major maintenance;
- vi. on site management and administration;
- vii. upkeep, heating, lighting and cleaning of communal areas;
- viii. upkeep of communal items and facilities;
- ix. external areas – parking and landscape maintenance; and
- x. security.

The Ancillary Service Charge will be confirmed with the Council and Occupier prior to first occupation and be reviewed annually.

#### Catering Services

Occupiers who require meals to be provided (in addition to the one daily meal) will be helped to arrange this through the Services Manager either by buying in agency support or having the café staff provide the additional meal. This will be dependent on the assessed need and charges levied appropriately.



## **General Maintenance**

The Operator has its own maintenance department that will be at the disposal of the occupiers via the Services Manager.

General maintenance operations, set out below, will also be refined to suit:

- the needs of the occupiers regarding building and room maintenance;
- the conservation and enhancement of ecological interest within the site grounds;
- general site garden, maintenance and care;
- changes in the growing need of plant stock; and
- changing legislation

The access and service access shall be regularly inspected and maintained.

Information on usage, road safety and community concern shall be used to produce an annual programme of planned maintenance including resurfacing and surface-dressing where appropriate.

Rainwater pipes and gutters shall be cleared of any debris, at least on an annual basis. Regular checks will be made for leaks when it is raining, and for any loose downpipe connectors and broken fixings. Defective areas will be replaced by a qualified specialist.

All other external finishes and all window and door frames will be checked annually and maintained as required.

## **Utility Services**

There are a number of maintenance requirements associated with the services on the site, including:

- Ensure all meters and control valves are easy to access and not hidden or covered over;

- An appropriately qualified technician will be arranged to check and test all gas and oil services, boilers, heating systems and connected devices annually;
- Electrical installations should only be replaced or modified by a suitably qualified electrician and tested as specified by the Electrical Safety Council (recommended minimum of a ten year period if no alterations or additions are made, or on change of occupancy);
- Plumbing shall be monitored regularly during use and when cleaning. Leakage and breakages will be continuously checked; and
  
- Drain covers will be lifted and checked annually to check for blockages. These will be cleaned as necessary and drainage gullies will be kept free from debris.

### **Biodiversity and Landscape**

The biodiversity of the site and the landscaping will be managed and protected during the sites operation in a number of ways:

- a. Access to the landscaped gardens will be from the building directly with access to all occupiers and staff. There will be no access for the general public.
  
- b. Any lighting around the formal landscaped gardens will be restricted to low level, directional lighting in order to minimise the potential for disturbance to fauna, particularly bats. There will be no lighting in the informal garden area to the south.

The frontage of the site onto Lower Teddington Road will be heavily planted with native and ornamental species providing a cohesive landscape approach to the boundary of the site

- c. As many existing trees will be retained as possible, and where felled, replacemtn trees will be planted. Significant additional tree planting with native species will be implemented to augment the current number.
  
- d. Invasive plant species (such as Rhododendron) will not be used in the landscaping scheme.

- e. All trees, shrubs and hedges will be pruned regularly as necessary and attention paid to any overhanging and unsafe branches, loose walls, fences and ornaments, particularly after storms. Leaves will be swept and cleared along with other debris, moss and algae growth. All hard surfaces will be checked to make sure they are stable and level, and not slippery or a trip hazard.
- f. During the establishment phase, inspections will be made each year to monitor the health of newly planted and existing trees. After year 5, once all trees are fully root firm, all stakes and ties will be removed.
- g. Any plant failures will be replaced within the first 3 years to original specification. In years 4 and 5 defective shrubs will be replaced depending on growth and canopy cover. In year 5 the need to thin out or refresh selected species or individual stock will be reviewed.
- h. The establishment of grass will be monitored to ensure an even, dense, green, weed free sward is established. Failed or worn areas will be repaired or overseeded. Edges to hard and soft areas will be maintained in a neat and tidy condition and areas will be kept free of litter.
- i. Regular monthly maintenance inspections are to be undertaken of surface treatments for litter, debris and leaf removal and repair defects when necessary. Street furniture will be inspected each month and maintained or repaired in accordance with manufacturers' recommendations. Walls, fencing, gates, surface drains and equipment will be inspected each month and maintained or repaired immediately upon identification of defects.
- j. The ecological status of the site will be subject to ongoing monitoring throughout the construction and operational phases of the development to ensure the suggested mitigation remains appropriate and to assess the effectiveness of the proposed mitigation, and to provide input into ecological maintenance and management in the long-term

## **Technical Maintenance**

Maintenance of plant and machinery will form part of the Estate Management programme through detailed inspections. The individual mechanisms will be inspected by a specifically qualified engineer.

All staff, occupants and visitors will be required to sign in and out at a central register to ensure safety of the users of the site.