
Statement of Community Involvement

Elleray Hall Reprovision, Teddington, TW11 0HG

Statement of Community Involvement

Elleray Hall reprovision

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1. Introduction & Policy Framework

- 1.1 This Statement of Community Involvement is submitted in support of an application for full planning permission made by Richmond upon Thames Council ('the Applicant') in regard to North Lane (East) car park and Elleray Hall, Teddington, London, TW11 0HG ('the Site').
- 1.2 Full planning permission is sought for the following proposed development at the Site, hereafter known as 'the Proposed Development':
- "Provision of a new community centre (Use Class Other F2 (b)) on the existing North Lane Depot, East Car Park site, together with demolition of existing community centre and provision of affordable housing (Use Class C3) on existing Elleray Hall site."*
- 1.3 The planning system encourages both developers and local planning authorities to carry out effective community engagement at an early stage. 'Front-loading' provides local people with the chance to influence what happens within their area. Opportunities and constraints are likely to be identified at an early stage, which is of benefit to all concerned.
- 1.4 This SCI provides details of the pre-application engagement undertaken and examines all comments received in response to this exercise. It also demonstrates that a thorough approach has been taken to consult and engage with local residents, businesses, and community groups, as well as councillors and Officers at LBRuT. The SCI also considers whether it has been appropriate to make amendments to the Proposed Development, as a result of the extensive pre-submission engagement with key local stakeholders.
- 1.5 The Proposed Development has been developed in parallel with pre-application discussions with LBRuT Officers. The Applicant entered into a Planning Performance Agreement ('PPA') with officers at LBRuT to facilitate co-operative working.
- 1.6 Two pre-application meetings have taken place with discussions addressing the key topics of housing, flooding, highways and transport and design.
- 1.7 The Applicant also held two periods of consultation and engagement in January/February 2020 and March 2021 on the concept design and developed design respectively. Between 29th January and 28 February 2020, the Council delivered a 4 week programme of engagement activity seeking feedback on the Councils proposed concept design. As part of this programme 4 events were held, one of which was specific to the users of Elleray Hall and three public events. The second period of engagement took place between 10th March to 11th April 2021. This included two online engagement events on 10th March and 20 March, which included presentation from the architect followed by question and answer sessions.
- 1.8 The aims of the pre-application stage of public consultation were:
- To notify local residents, businesses, councillors, and other stakeholders of the ideas for redevelopment on the site;

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- To understand local views, engage with the community, help identify concerns and opportunities, and feed these into the evolving proposals;
- To demonstrate how we have responded to the issues raised by the community and stakeholders, and how changes have been made to the proposals to address these issues; and
- To pledge our continuing commitment to engagement throughout the statutory consultation period and beyond.

1.9 The local community and key stakeholders were provided with multiple opportunities to view, feedback and comment on the plans during this period. The feedback received has been fed into the design process and has helped to inform the proposals.

1.10 This document outlines the consultation and engagement process, the responses that arose during the consultation period and how this feedback has influenced the scheme and been incorporated where deemed appropriate.

1.11 Further information on the Proposed Development can be found in the supporting Design and Access Statement ('DAS').

National Planning Policy Framework (2019)

1.12 Paragraph 39 of the National Planning Policy Framework states:

“Early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties. Good quality pre-application discussion enables better coordination between public and private resources and improved outcomes for the community.”

1.13 Pre-application process is key to resolving any issues that arise as a result of the development of the proposals and also assists LBRuT in issuing timely decisions, helping to ensure that applicants do not experience unnecessary delays and costs. The participation of consenting bodies in pre-application discussions enable a discussion of all the vital issues pertinent to the proposals and whether they are acceptable in principle. This process ensures accurate information is delivered, which leads to good decision-making, particularly where formal assessments are required.

Planning Practice Guidance (2020)

1.14 The Planning Practice Guidance ('PPG') states that pre-application engagement *“offers significant potential to improve both the efficiency and effectiveness of the planning application system and improve the quality of planning applications and their likelihood of success”*. This includes working collaboratively and openly with interested parties at an early stage to identify, understand and seek to resolve issues associated with a proposed development.

1.15 Engagement can also include discussing the possible mitigation of the impact of a proposed development and identifying the information required to accompany a formal planning application, thus reducing the likelihood of delays at the validation stage.

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The London Plan (2021)

- 1.16 This consultation also has considered the London Plan (2021). As stated in Policy GG1, early and inclusive engagement with stakeholders, including local communities, is encouraged in the development of proposals. This is key to gaining access to the local community's views, values and aspirations for the Site.

London Borough of Richmond upon Thames Statement of Community Involvement (2019)

- 1.17 The LBRuT's SCI (2019) sets out general guidance for how developers are to engage with the community depending on the scale of development. The SCI covers who will be consulted, when local communities will be involved, and which methods will be used, reflecting the Council's commitment to community engagement and promoting innovative ways to enter into meaningful dialogue with residents. This is part of the Council's strategy to tailor engagement to suit the Borough's communities and reach communities which are less heard than others.

- 1.18 According to LBRuT's SCI, the core principles for how the Council engages are:

- **Meaningful** – engagement will have purpose, and be appropriate, localised and community-based;
- **Coordinated** – the approach to engagement will be embedded across all Council services to ensure consistency and quality;
- **Clear and transparent** – communications will be clear and understandable, decisions will be transparent and shared widely;
- **Responsive and visible** – the Council will respond to the voice of residents and communities in a timely way with a flexible approach;
- **Inclusive and accessible** – the programme will actively seek fairer representation and consider new ways of engaging residents so that the voices of those who have been less heard as included; and
- **Action focused** – the Council will enable the community to work with them in finding solutions for local issues together through co-production.

- 1.19 The LBRuT lists engagement methods for strategic developments to reach a wide and representative audience. Some of these are set out in Table 1 below:

Table 1: Methods of Engagement

| Method | Elleray Hall |
|--|--|
| Notification letters to owners / occupiers Where considered appropriate, such as in relation to site specific proposals or documents, the Council may decide to notify owners / occupiers in writing of specific consultation proposals and final outcomes. | Over 200 letters were sent to members of the Elleray Community Association as they were identified as vulnerable users who would be at a higher risk of not being able to access information online. |
| <i>Web pages & digital communications (incl. the Council's website)</i> | The Applicant has utilised the Council's website to display materials for public consultation sessions. |

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| | |
|---|--|
| <p>The Applicant may utilise the website and digital communications provide the opportunity for visitors to see the proposals, make comments and view recordings of online consultation events related to the scheme.</p> | <p>During the preparation, the Applicant has utilised digital communications to carry out multiple online engagement sessions via hosting the sessions on the LBRuT's website. This was an effective method of engagement as official statistics from the annual population survey, compiled by the Office for National Statistics, indicate that 96% of the UK population has good access to internet. Therefore, a significant majority of the participants were able to participate and view the proposals online and give their views accordingly. The recordings of online presentations are available on the LBRuT's website for people to view.</p> |
| <p><i>Printed media – local press, leaflets and newsletters</i></p> <p>The Applicant may be required to place a formal public notice in a local newspaper where required by the relevant Regulations. Tie-in with other Council leaflets and newsletters will be used where possible, as will the production of bespoke literature.</p> | <p>For the first consultation event flyers were sent to approx. 11,000 addresses in the area. For the second engagement event 26, 612 notification flyers were sent to all addresses within Teddington, Hampton and Hampton Wick wards notifying them of the Council's intention to consult on the re-provision of the proposed Social Centre and Housing Development. Paper copies of the engagement material were available for anyone who did not have access to the internet. The Council worked with the Elleray Community Association in order to ensure that as many service users as possible were included.</p> |
| <p><i>Social media</i></p> <p>Use of social media such as Twitter and Facebook are useful tools to publicise consultations, allowing 24 hour access to planning services and the ability to respond to consultations. The Council's Community Engagement Officers facilitate local area Facebook groups. The Council is committed to being more responsive to residents who choose to communicate using social media through its emerging Community Engagement Programme.</p> | <p>In addition to the above, the engagement was promoted in the following ways:</p> <ul style="list-style-type: none"> • Press release • Council e-newsletter • Council website • Social media • Emails to local groups and stakeholders <p>Letter and hard copies of the material sent to the Members of Elleray Community Association</p> |
| <p><i>Face-to-face communication via workshops, meetings, drop-in events</i></p> <p><i>Face-to-face contact with stakeholders is an important means of communication in shaping policy and in understanding the response to emerging policy. Meetings, workshops, drop-in events and potentially information stands will be used where appropriate. These may take the form of bespoke exercises and/or those with selected stakeholders such as amenity groups or business organisations in order to get to the heart of issues.</i></p> | <p>The Applicant also held two periods of consultation and engagement in January/February 2020 and March 2021 on the concept design and developed design respectively. Between 29th January and 28 February 2020 the Council delivered a 4 week programme of engagement activity seeking feedback on the Council's proposed concept design. As part of this programme 4 events were held, one of which was specific to the users of Elleray Hall and three public events. The second period of engagement took place between 10th March to 11th April 2021. This included two online engagement events on 10th March and 20 March, which included presentation from the architect followed by question and answer sessions</p> |

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2. Site Context

- 2.1 The Site is located north of Teddington Train Station and lies within the administrative boundary of the LBRuT. The Site is split up into 3 sites which extend to approximately 0.16 hectares (proposed community centre is 519m² and proposed residential development is 949m²). The three sites accommodate the existing Elleray Hall (Site 1), former depot lane (Site 2) and North Lane (East) car park (Site 3) as highlighted in figure 1.
- 2.2 The Site is centrally located within close proximity to Teddington's high street and is bounded by Elleray Road to the north and North Lane to the west. To the east is Middle Lane, characterised predominantly by residential uses.
- 2.3 Figure 1 below shows the existing site plan.



Figure 1: Existing Site Plan

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2.4 Figure 2 below shows the proposed masterplan for the Site.



Figure 2: Proposed Development Masterplan

Local population and demographics

2.5 Teddington and the surrounding area is popular for families and young professionals.

2.6 The local community in Teddington comprises:

- 10,330 people (as of 2011).
- 77.4% of residents were born in the UK and 91% of the residents are white.

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- The top occupations listed by people in Teddington are Professional 31.7%, Associate professional and technical 20.6%, Managers, directors and senior officials 18.5%, Corporate managers and directors 13.2%, Business, media and public service professionals 12.3%, Business and public service associate professionals 10.6%, Administrative and secretarial 9.7%, Science, research, engineering and technology professionals 8.0%, Teaching and educational professionals 8.0%, Teaching and Educational Professionals 8.0%.
- 17.8% of the population is aged between 0 to 15; 63.8% of residents are aged between 16 to 64; and 18.3% of residents are aged between 65 and over.

3. Consultation and Engagement Process

3.1 This section outlines the consultation and engagement process undertaken prior to the submission of the planning application. The engagement sought to:

- involve the community early so that there was meaningful input and change to the evolving masterplan;
- raise awareness of the Proposed Development and keep the local community continuously informed and updated;
- offer ways for people to get actively involved in the process;
- be inclusive, accessible, transparent and engaging; and
- ensure that the voice of the local community is heard by clearly communicating the feedback from the local community to the design team and facilitating the active engagement of the members of the wider project team.

3.2 The team has liaised with statutory and non-statutory consultees. These include:

- Elleray Community Association;
- Local residents
- LBRuT Planning;
- LBRuT Design;
- LBRuT Transport;
- LBRuT Highways;
- LBRuT Energy; and

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- LBRuT Adults Social Services.

- 3.3 A series of pre-application meetings were held with LBRuT planning officers on 26th April 2019 and 19th August 2020. Detailed information about this process and the evolution of the design is included in the DAS and Planning Statement.
- 3.4 In addition to the above, the Applicant established regular engagement meetings with the Elleray Community Association who manage and run the current hall and will be managing the future facility. These meetings have happened on a monthly basis. Furthermore, ward members, officers and the architect met with a group representing the concerns of local residents on multiple occasions.
- 3.5 Whilst the first consultation and engagement period in January/February 2020 was able to be held face to face, generally, the online engagement events consisted of a presentation from the architect followed by public questions. The recordings of these presentations are available on LBRuT's website¹.
- 3.6 The results of these engagement sessions are summarised below.

Public Engagement Exercise

- 3.7 On 13 May 2020, the Ministry of Housing, Communities and Local Government ('MHCLG') confirmed digital methods of engagement were appropriate given restrictions and guidelines around social distancing due to the COVID-19 pandemic. A public engagement exercise was hosted on the LBRuT's website from 10th March 2021 to 11th April 2021. Respondents were asked to state the capacity in which they were responding and their postcode, to allow detailed analysis of responses across the borough and beyond.
- 3.8 The chosen dates of the public engagement ensured sufficient time to gather a large sample of responses and encourage a maximum number of people to participate, including those in full-time employment and those with parental responsibilities. Official statistics from the annual population survey, compiled by the Office for National Statistics, show that 96% of the population in the UK has good access to internet, either through smartphone, tablet, or PC/laptop. The public consultation was therefore easily accessible online to ensure significant engagement with local residents during the COVID-19 pandemic.
- 3.9 Two online presentations were held for Clive Chapman Architects to share their proposal with attendees, giving the public the opportunity to field questions¹. Paper copies of all consultation materials and the questionnaire were also available to ensure the consultation was accessible to all. Representatives from the Applicant team and Highways department were present throughout the engagement period.
- 3.10 The Applicant received 207 responses to the engagement exercise. Eight in ten respondents identified themselves as local residents. Nearly a fifth (18%) were residents of a core group of roads neighbouring Elleray. The gender and age profiles are demonstrated in Table 2 below, indicating more females responded and that generally the majority of the respondents are aged 45 and above. The entire demographic profile of these respondents is outlined in Appendix 1.

¹ [Elleray Hall reprovision - London Borough of Richmond upon Thames](#)

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Table 2: Gender and Age Profiles of Respondents

| Demographic | Sample base (Unweighted) | Proportion (Unweighted %) |
|---|-----------------------------|------------------------------|
| Gender | | |
| Male | 80 | 40% |
| Female | 111 | 55% |
| Prefer not to say | 11 | 5% |
| Prefer to self-describe: | 0 | 0% |
| <i>Base: 202 respondents</i> | | |
| What was your age last birthday? | | |
| 19 and under | 0 | 0% |
| 20-24 | 2 | 1% |
| 25-34 | 8 | 4% |
| 35-44 | 19 | 9% |
| 45-54 | 37 | 18% |
| 55-64 | 45 | 22% |
| 65-74 | 48 | 24% |
| 75+ | 37 | 18% |
| Prefer not to say | 8 | 4% |
| <i>Base: 204 respondents</i> | | |

3.11 The second online engagement exercise was promoted in the following methods:

- 25,612 flyers sent to households in Teddington, Hampton and Hampton Wick wards
- Press release
- Council e-newsletter
- Council website
- Social media
- Emails to local groups and stakeholders
- Letters and hard copies of the material sent to the Members of Elleray Community Association

3.12 The primary objective of the advertisement was to invite the local community to view the online presentations, to communicate information about the Proposed Development, and to seek feedback from those not able to attend the online presentations.

3.13 We are confident that this method of engagement was as robust, both in terms of accessibility and participation, as any traditional public exhibition.

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Summary of engagement

3.14 Executive summary:

- Of 207 respondents 81% identified themselves as local residents and nearly a third (32%) identified as a user, carer of a user or member of staff of Elleray Hall. Nearly a fifth (18%) were residents of a core group of roads neighbouring Elleray Hall (Elleray Road, Middle Lane, North Lane and Park Lane).
- 25% of all respondents used the hall once a week or more before lockdown, however among the users, carers and staff group this rises to 88%.
- Seven in ten respondents (70%) agreed that the new community centre design will allow for a greater range of uses and users of the centre. This rises to 90% among the users, carers and staff group.
- Users, carers of users and staff of Elleray Hall responded favourably to the proposed design of the community centre, while residents of the core roads neighbouring Elleray Hall responded less favourably to all elements of the design.
- Over 70% of users, carers of users and staff liked each aspect of the design with the exception of parking, which was liked by 42% and disliked by 28%. The most liked aspects for this group were the hall, (89%), and accessibility (87%).
- Amongst residents of the core roads the most liked aspects were inside uses (42%) and accessibility (39%). Parking was the least popular aspect for this group, with 81% disliking it and 8% liking it.
- When asked to provide any further comments about the design of the community centre:
 - 12% of respondents gave a response on the theme of dislike relocation of Elleray Hall/would prefer new hall built on current site/would prefer affordable housing on North Lane site
 - 7% commented on the theme of concerns about parking in the area/parking impact on residents/businesses.
- When asked about what activities they would like to see offered, the most popular were health and wellbeing services and older people's services (79% selected each of these). Among the users/carers and staff group, the top activities were health and wellbeing services (93%) and clubs/activities (88%).
- When asked about the new housing scheme, the most liked aspect across all respondents was provision of affordable homes (62% liked this), followed by garden and outside areas (54%). The most disliked aspects were number of units (46% disliked this) and car-free development (42% dislike). Respondents from the core roads rated all the aspects significantly less favourably than all other respondents, while users, carers of users and staff were more positive.
- Open comments about the housing scheme were most commonly around a perceived overdevelopment of the site (17% of respondents made a comment on this theme) or concerns about parking for local residents, including those of the proposed new development (16% of respondents made a comment on this theme)

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Elleray Community Association

3.15 The Elleray Community Association are a charity who manage the current Elleray Hall with a mission to relieve isolation and loneliness among those living in the community. They deliver a programme of activities which include yoga, bingo, crazy golf and quizzes for people to come to meet old friends and make new ones in a friendly, safe and welcoming environment. They are a key stakeholder as they will be delivering priority services from the new facility as well as expanding the centre's use for members of the community. LBRuT established regular monthly meetings with the ECA and they have been integral to the design iteration, speaking publicly in favour of the new hall. This includes a video on the Council website that informed residents about the benefits of the proposed community centre.

Other stakeholders

3.16 The Applicant has held a number of additional meetings with local residents and potential users of the site including the Scouts, Achieving for Children and individual users.

3.17 During the public engagement period, the Applicant has maintained, and continues to maintain, response mechanisms for the local community and stakeholders to give their feedback and comments about the Proposed Development, including:

- LBRuT's programme team contact details: ellerayreprovision@richmond.gov.uk and 020 8891 7897;
- Frequently Asked Questions webpage on the Council's website to give information on the progression of the scheme, concept design and public consultation; and
- The design response in appendix 2 addressed concerns raised by residents during the consultation and engagement events.

3.18 The engagement exercise has been in compliance with requirements set in the adopted SCI, and included comprehensive engagement.

4. Engagement Exercise Responses

- 4.1 During the engagement exercise, 15 questions were put to respondents. All questions and comments can be found in **Appendix 1**. All comments and questions were subsequently analysed and fed back into the design evolution of the Proposed Development.
- 4.2 In response to feedback from residents, stakeholders and officers, the Applicant made a number of changes to the Proposed Development, including but not limited to:
 - Privacy for the community centre’s neighbouring properties - the roof lights are angled with the pitch and are to set at circa 1700mm off the floor. This restricts direct overlooking to neighbours, maintaining privacy.
 - Privacy for the residential development’s neighbouring properties - windows to the rear mews have been further adjusted, especially away from No 45 and No 45A North Lane.
- 4.3 Full Design response provided in **Appendix 2**.
- 4.4 Engagement with ECA and residents from the core group of roads neighbouring Elleray Hall continued throughout the design development in the lead up to the planning submission.
- 4.5 The Applicant has also been working with the ECA to develop Heads of Terms for the surrender of their lease, which will include the grant of a new lease to the ECA for the proposed community centre.

Engagement exercise – Key Findings

Community Centre

- 4.6 The key findings for the proposed Community Centre are as follows:
 - Nearly seven out of ten (69%) of all respondents either agreed or strongly agreed that the new design would allow for a greater range of uses and users.

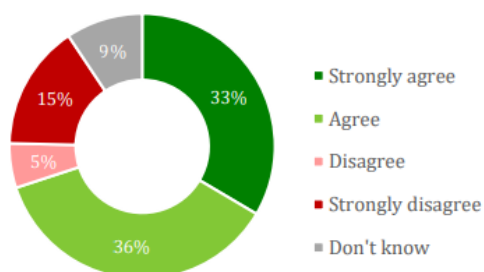


Figure 3: A vast majority of the respondents either agreed or strongly agreed that the new design would allow for a greater range of uses and users.

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- Agreement was much higher amongst users of the hall.

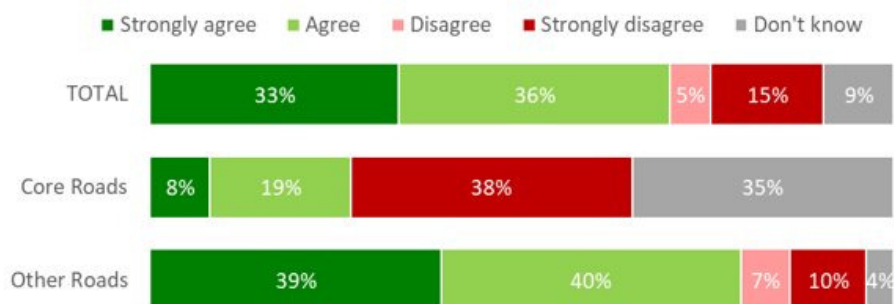


Figure 4: 90% of users, carers of users or staff strongly agreed or agreed that the new design would allow for a greater range of uses and users.

- In contrast, residents of the four core roads surrounding the hall were less likely to agree that this was the case

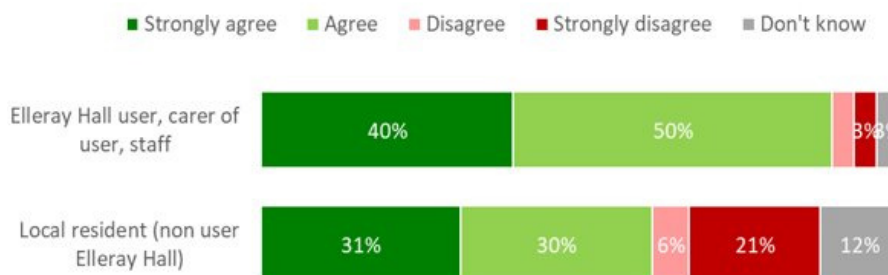


Figure 5: 27% agreed or strongly agreed and 38%

- Respondents were asked to identify the individual elements of the design they liked and disliked.

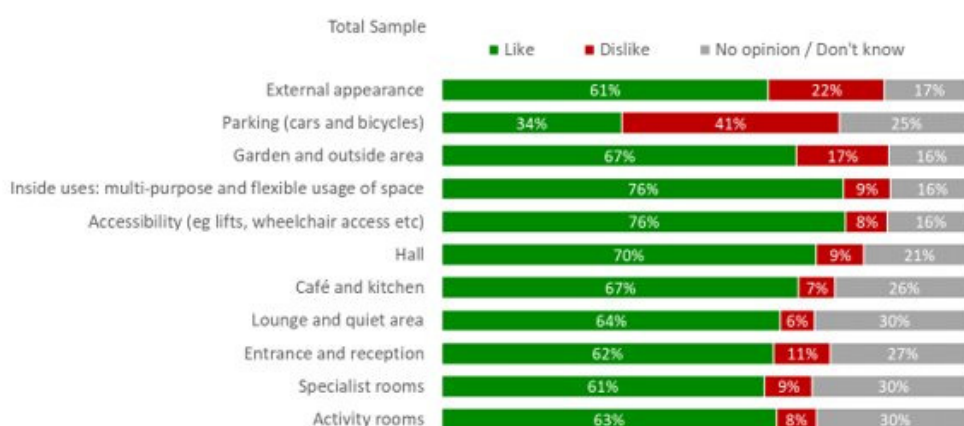


Figure 6: • The most popular aspects of the new design were accessibility and inside uses. The least popular aspect was parking.

- Respondents were given an open text box to describe any other aspects of the community centre design they liked or disliked:

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| The main themes identified are: | Number of respondents making a comment on this theme | Percentage of all respondents |
|--|--|-------------------------------|
| Dislike relocation of Elleray Hall/prefer new hall built on current site/prefer affordable housing on North Lane site) | 25 | 12% |
| Concerns about parking in the area/parking impact on residents/businesses | 14 | 7% |
| Specific dislikes about the external design | 9 | 4% |
| Approve of the proposal/ /site for Elleray Hall | 8 | 4% |
| Concerns about parking spaces at the centre/ space for cars/minibuses to manoeuvre | 6 | 3% |
| Concerns about North Lane, eg narrow pavement/road /entrance/feel Elleray Road is safer | 6 | 3% |
| Object to the proposal/ it's over development | 6 | 3% |

Figure 7: 79 respondents made a comment and when these were analysed there were seven key themes as shown in the table above.

Housing Development

4.7 The key findings for the proposed Housing development are as follows:

- The most popular aspect was *Provision of affordable homes*. While the least popular aspects were the *number of units* and *car free developments*.

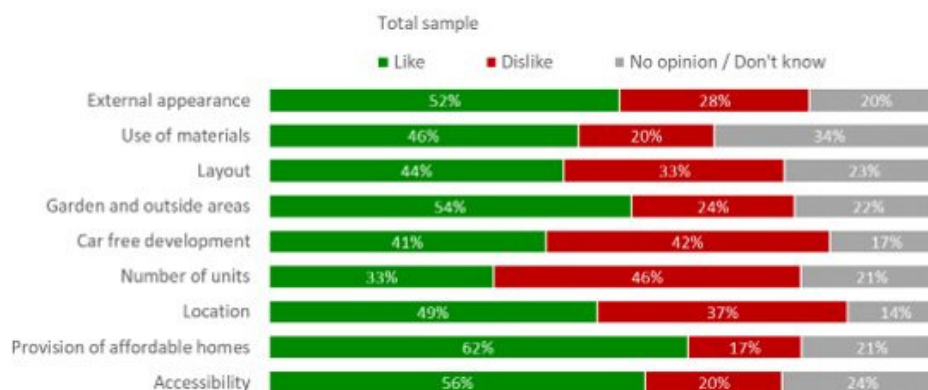


Figure 8: Results for the most and least liked aspects from 204 respondents of the proposed Housing development.

- Respondents were given an open text box to describe any other aspects of the housing scheme design they liked or disliked.

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| The main themes identified are: | Number of respondents making a comment on this theme | Percentage of all respondents |
|--|--|-------------------------------|
| Concerns about over development of the site/too dense/too big/too many houses | 36 | 17% |
| Concerns about lack of parking for residents of the housing/negative parking impact on local residents | 33 | 16% |
| Dislike height of buildings/privacy issues eg overlooks surrounding houses/light pollution | 16 | 8% |
| Approve of/like the scheme/affordable housing/well designed/looks good | 13 | 6% |
| Dislikes about design of the houses | 9 | 4% |
| Against the affordable housing scheme /not needed, should not be built | 7 | 3% |
| Against current hall site being used for the housing site/prefer housing on North Lane site | 7 | 3% |
| Concerns there will be increased traffic/congestion on surrounding roads | 7 | 3% |

Figure 9: 91 respondents made a comment and when these were analysed there were eight key themes as shown in the table above.

Overall scheme

4.8 The final comments for the overall scheme:

- Respondents were given a final open text box to provide any additional comments.

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| The main themes identified are: | Number of respondents making a comment on this theme | Percentage of all respondents |
|---|--|-------------------------------|
| Concerns about parking in the area/impact on residents/businesses/ including prefer to maintain North Lane car park | 38 | 18% |
| Dislike relocation of Elleray Hall/prefer current hall site maintained/prefer affordable housing on North Lane site | 34 | 16% |
| Dislike/object to scheme/ over development of the site | 27 | 13% |
| Approve of the proposal/ approve of the site for Elleray Hall | 24 | 12% |
| Approve of/like affordable housing development/More affordable housing is needed | 16 | 8% |
| Dislikes about design of the buildings | 11 | 5% |
| Against/concerns about the housing scheme/affordable housing is not needed | 9 | 4% |
| Concerns the development will cause increased traffic/ /noise pollution | 8 | 4% |
| Concerns about lack of parking for future residents (of affordable housing) | 8 | 4% |
| Criticism of the Council / the engagement process | 7 | 3% |
| Concerns about building works/noise/heavy vehicles on narrow roads/scheduling (works hours/not in summer etc) | 7 | 3% |
| Comments about the benefits to the community/a good community hub/a centre fit for purpose | 6 | 3% |

NB Key themes shown are those mentioned by more than 2% or 5 respondents

Figure 10: • 129 respondents made a comment and when these were analysed there were 12 key themes as shown in the table above.

4.9 Full results of Engagement report are provided in **Appendix 1**.

5. Conclusion

5.1 The pre-application engagement undertaken by the Applicant has met the requirements and recommendations of the National Planning Policy Framework and the principals laid out in LBRuT Statement of Community Involvement Strategy (2019). These include:

- Clear information, using plain English and avoiding technical words when possible;
- Early engagement, allowing the community to shape development at an early stage;
- Appropriate scale, in line with the potential impact of the proposals;
- Flexibility, holding events at a range of times and places;
- Variety of consultation methods;
- Outreach and accessibility, talking to groups that are not usually involved in planning;
- Coordination, to avoid repeating things without reason;
- Openness, explaining how we listened to responses;
- Monitoring and seeking feedback; and
- Privacy, in line with data protection law.

5.2 The method of engagement used is considered to be appropriate to the scale, nature, and character of the Proposed Development, and, as detailed earlier, complies with the minimum consultation methods listed at Table 1, page 10-12 of the LBRuT's SCI (2019). It also has regard to the National Planning Policy Framework (2019) as outlined in this SCI. Regard was also had to the guidance issued by MHCLG in March and May 2020 (as outlined earlier in this report) concerning consultation methods considered appropriate for use during the COVID-19 pandemic.

5.3 The community engagement helped the project team to better understand the Site and the local issues.

5.4 Where possible, design amendments have been incorporated into the Proposed Development as a direct result of community feedback / engagement.

5.5 The SCI, together with the accompanying Design and Access Statement, has explained how the Proposed Development has responded to feedback. This ensures that both the Proposed Development, and the scope of the planning application, have taken account of the views of local residents and other relevant stakeholders.

Appendix 1: Engagement exercise feedback report



Elleray Community Centre Redevelopment and Housing Scheme Engagement

Feedback Report



1. Introduction

The Council has been developing new proposals for Elleray Hall, with a vision for a new Community Centre that is at the heart of the local community. It will continue to offer core services for older residents, but also allow and encourage a wider range of groups and individuals to use the centre, enabled by a more flexible design. The Council has also been developing proposals for a linked affordable housing scheme.

In March 2021, an engagement exercise was carried out to engage with the local community about the latest design proposals. This report provides a detailed analysis of the feedback received.

All feedback will be taken into account and reviewed with the architects, to ensure that where possible community views can be incorporated into the design of the new development.

2. Executive summary

- Of 207 respondents 81% identified themselves as local residents and nearly a third (32%) identified as a user, carer of a user or member of staff of Elleray Hall. Nearly a fifth (18%) were residents of a core group of roads neighbouring Elleray Hall (Elleray Road, Middle Lane, North Lane and Park Lane).
- 25% of all respondents used the hall once a week or more before lockdown, however among the users, carers and staff group this rises to 88%.
- Seven in ten respondents (70%) agreed that the new community centre design will allow for a greater range of uses and users of the centre. This rises to 90% among the users, carers and staff group.
- Users, carers of users and staff of Elleray Hall responded favourably to the proposed design of the community centre, while residents of the core roads neighbouring Elleray Hall responded less favourably to all elements of the design.
- Over 70% of users, carers of users and staff liked each aspect of the design with the exception of parking, which was liked by 42% and disliked by 28%. The most liked aspects for this group were the *hall*, (89%), and *accessibility* (87%).
- Amongst residents of the core roads the most liked aspects were *inside uses* (42%) and *accessibility* (39%). *Parking* was the least popular aspect for this group, with 81% disliking it and 8% liking it.
- When asked to provide any further comments about the design of the community centre:
 - 12% of respondents gave a response on the theme of *dislike relocation of Elleray Hall/would prefer new hall built on current site/would prefer affordable housing on North Lane site*
 - 7% commented on the theme of *concerns about parking in the area/parking impact on residents/businesses*
- When asked about what activities they would like to see offered, the most popular were *health and wellbeing services* and *older people's services* (79% selected each of these). Among the users/carers and staff group, the top activities were *health and wellbeing services* (93%) and *clubs/activities* (88%).
- When asked about the new housing scheme, the most liked aspect across all respondents was *provision of affordable homes* (62% liked this), followed by *garden and outside areas* (54%). The most disliked aspects were *number of units* (46% disliked this) and *car-free development* (42% dislike). Respondents from the core roads rated all the aspects significantly less favourably than all other respondents, while users, carers of users and staff were more positive.
- Open comments about the housing scheme were most commonly around a perceived overdevelopment of the site (17% of respondents made a comment on this theme) or concerns about parking for local residents, including those of the proposed new development (16% of respondents made a comment on this theme).

3. Methodology

The questionnaire was hosted on the Richmond Council website from 10th March to 11th April 2021. The exercise was open to all. Respondents were asked to state the capacity in which they were responding and their address, to allow detailed analysis of responses across the local area.

Paper copies of all engagement materials and the questionnaire were also available to ensure the exercise was accessible to all.

The engagement was promoted in the following ways:

- 25,612 flyers sent to households in Teddington, Hampton and Hampton Wick wards
- Press release
- Council e-newsletter
- Council website
- Social media
- Emails to local groups and stakeholders
- Letters and hard copies of the material sent to the Members of Elleray Community Association

On Wednesday 10 March and Saturday 20 March the Council held online engagement events, which included presentations from the architect followed by question and answer sessions.

The engagement material and questionnaire are included in Appendices A and B of this report.

4. Response

The Council received 207 responses to the questionnaire.

Eight in ten respondents (81%) identified themselves as local residents and nearly a third (32%) are users, carers of a user or staff members of Elleray Hall.

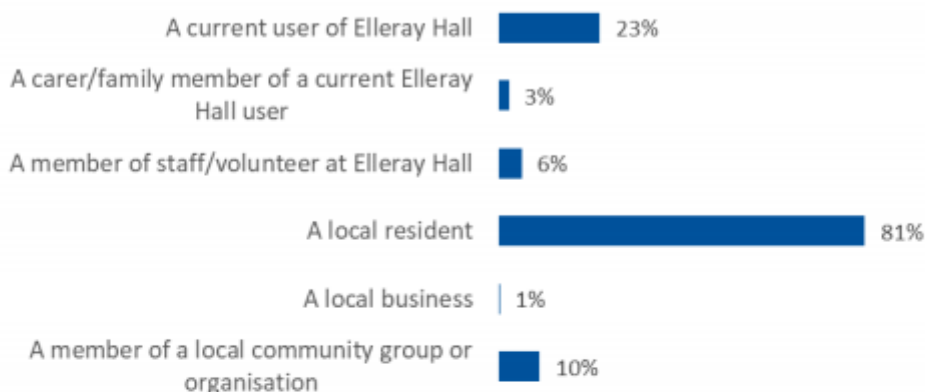
The demographic profile of respondents is included in Section 6 of this report.

In addition, the Programme Team received 29 emails, details of which are included in Appendix C of this report.

5. Results

Question 1. In what capacity are you responding?

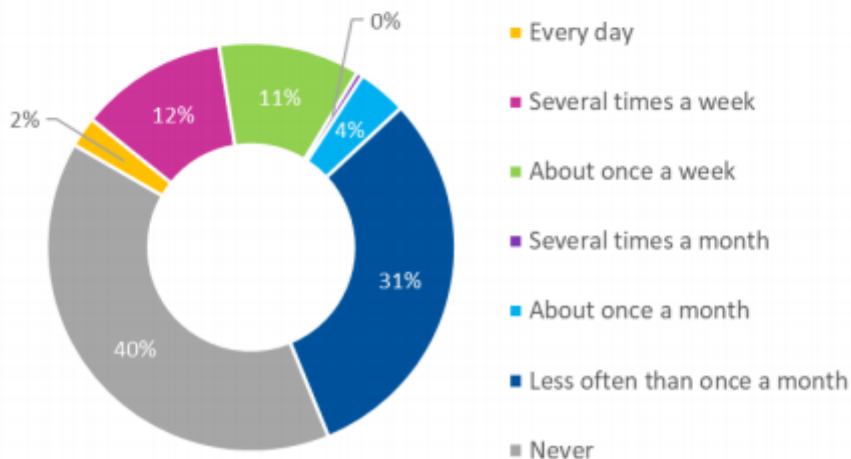
205 respondents answered this question and eight in ten stated that they are local residents (81%). Nearly a quarter of respondents (23%) are current users of Elleray Hall.



NB. Respondents were able to select more than one option, so percentages add up to more than 100

Question 2. Prior to Covid-19 lockdown how often did you use Elleray Hall?

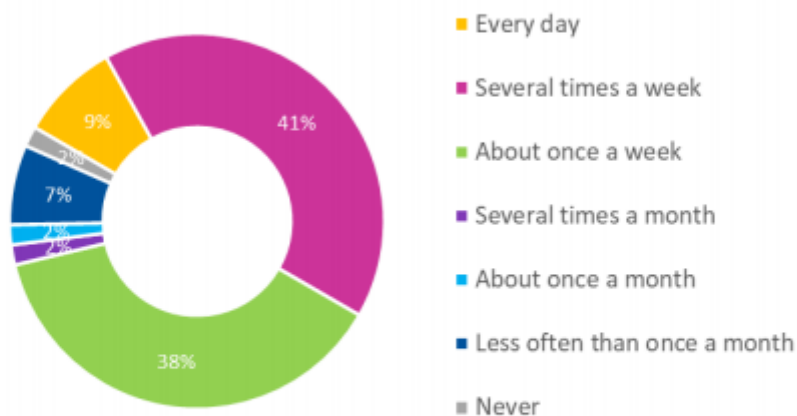
This question was answered by 205 respondents. Across all respondents, 25% used the hall once a week or more before lockdown, as shown in the chart below.



Statement of Community Involvement

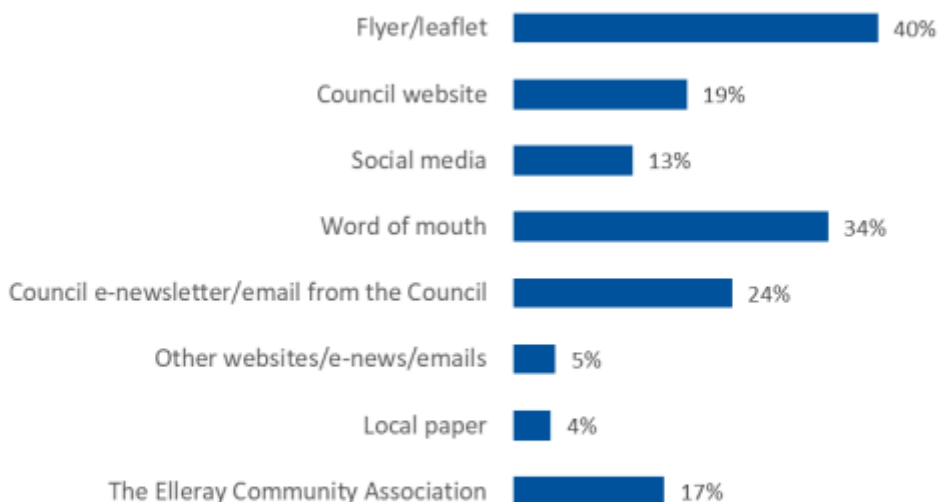
Elleray Hall reprovision

However for those respondents who identified as a user, carer of a user or staff member, 88% used the hall once a week or more and 9% used it every day.



Question 3. How did you hear about this engagement period?

This question was answered by 203 respondents. Four in ten (40%) heard about the consultation from a flyer or leaflet. Around a third (34%) heard through word of mouth and a quarter (24%) from a Council e-newsletter or email from the Council.



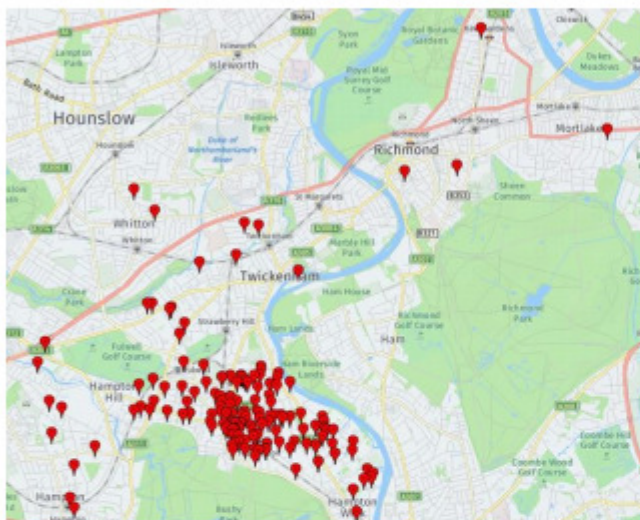
NB. Respondents were able to select more than one option, so percentages add up to more than 100

Question 4. Please tell us your address

This question was answered by 207 respondents.

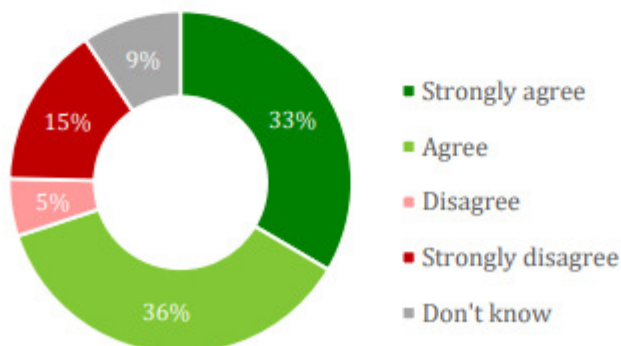
The postcodes provided were used to create maps illustrating where people were responding from. 97% of respondents providing a postcode were located within Richmond borough, and 18% live within the core group of roads neighbouring Elleray Hall (Elleray Road, Middle Lane, North Lane and Park Lane).

The map below shows the distribution of Richmond borough postcodes:



Question 5. To what extent do you agree or disagree that the new design will allow for a greater range of uses and users of the Community Centre?

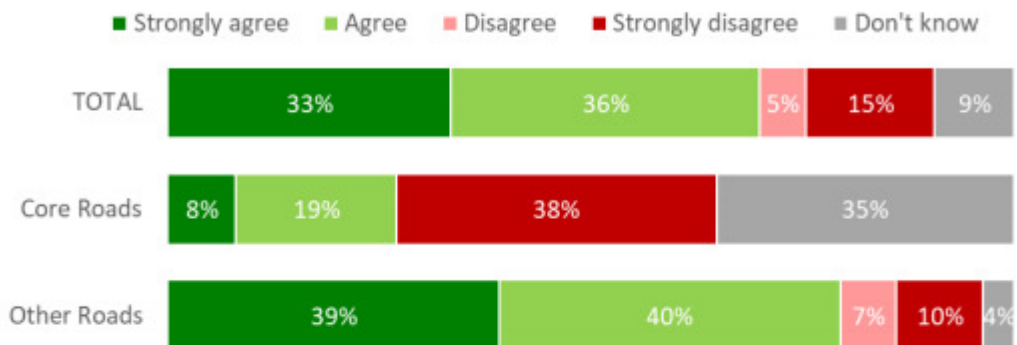
This question was answered by 203 respondents. Nearly seven out of ten (69%) of all respondents either agreed or strongly agreed that the new design would allow for a greater range of uses and users.



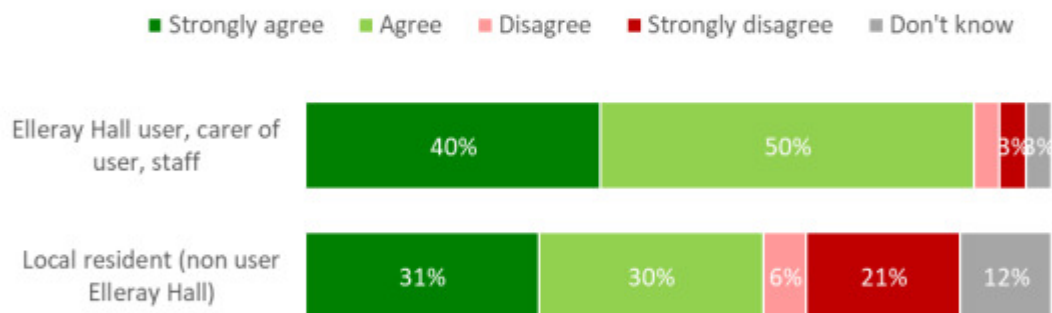
Statement of Community Involvement

Elleray Hall reprovision

Agreement was much higher amongst users of the hall - 90% of users, carers of users or staff strongly agreed or agreed that the new design would allow for a greater range of uses and users. In contrast, residents of the four core roads surrounding the hall were less likely to agree that this was the case - 27% agreed or strongly agreed and 38% strongly disagreed.



(Number answering Q5: Total 203, Core roads 37, Other roads 166)



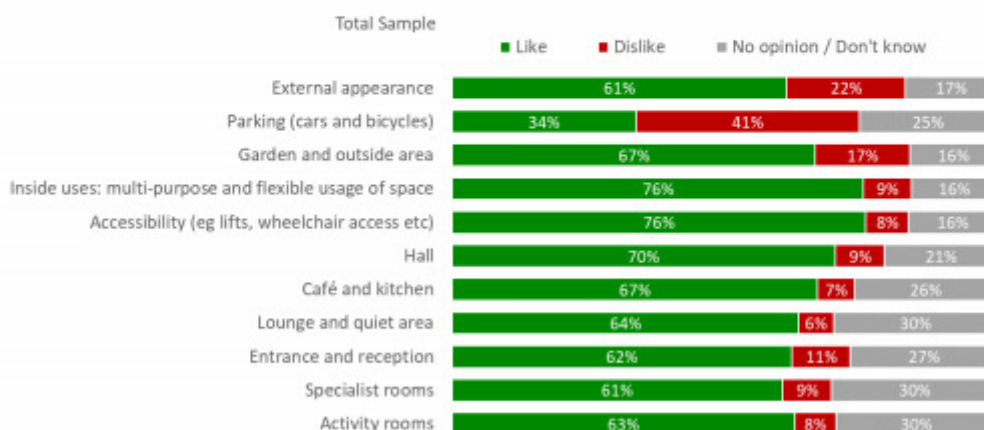
(Number answering Q5: Elleray Hall user, carer of user, staff 58, All others 145)

Statement of Community Involvement

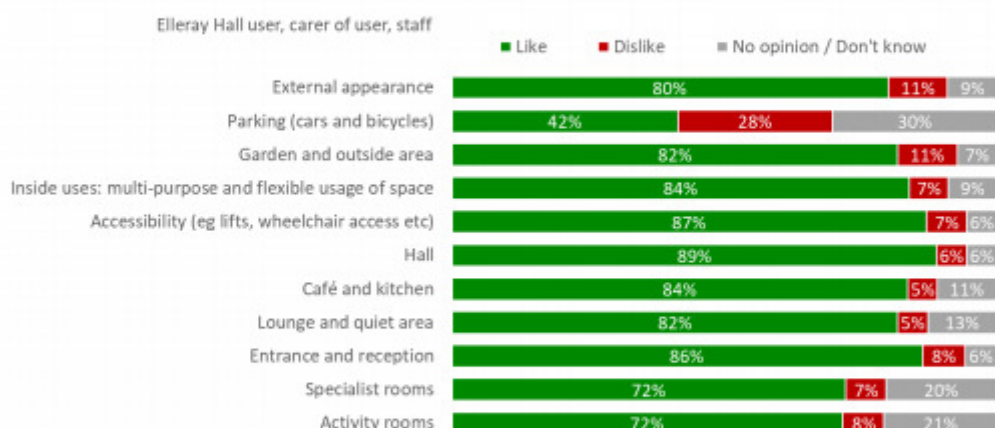
Elleray Hall reprovion

Question 6. Please tell us what aspects of the proposed design of the Community Centre you LIKE and DISLIKE, if any?

This question was answered by 205 respondents. Respondents were asked to identify the individual elements of the design they liked and disliked. Overall, the most popular aspects of the new design were *accessibility* and *inside uses*, with 76% liking each of these elements. The aspect the highest number of people disliked was *parking* - 41% dislike this element of the design and 34% like it.



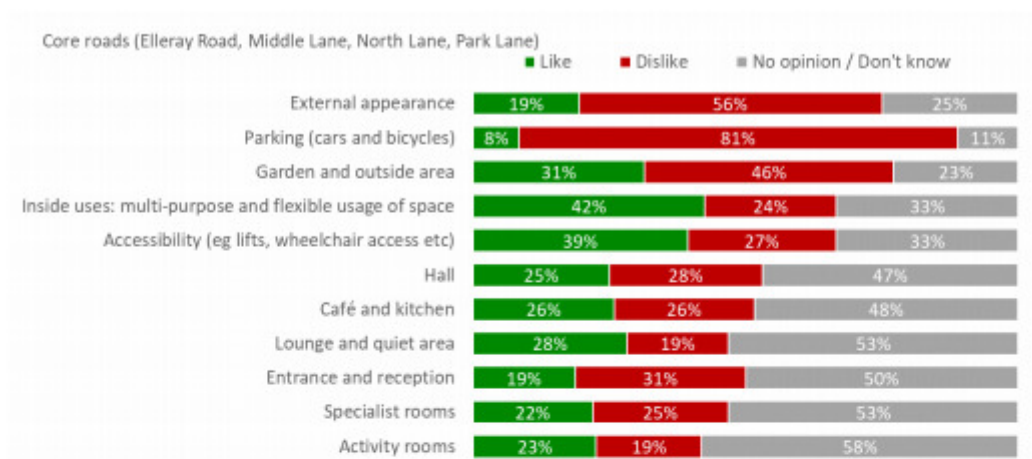
Hall users, carers of users and staff responded favourably to the proposed design, with over 70% of these respondents liking each aspect with the exception of parking, which was liked by 42% and disliked by 28%. The most liked aspects were the *hall*, (89%), and *accessibility* (87%).



Statement of Community Involvement

Elleray Hall reprovision

Residents of the core roads responded less favourably to all elements of the design, however the liked aspects were ordered similarly, with the highest rated being *inside uses* (42% like) and *accessibility* (39% like). Similarly, *parking* was the least popular aspect, with 81% disliking it and 8% liking it.



If other, please write your comments in the box below

Respondents were given an open text box to describe any other aspects of the community centre design they liked or disliked. 79 respondents made a comment and when these were analysed there were seven key themes as shown in the table below:

| The main themes identified are: | Number of respondents making a comment on this theme | Percentage of all respondents |
|--|--|-------------------------------|
| Dislike relocation of Elleray Hall/prefer new hall built on current site/prefer affordable housing on North Lane site) | 25 | 12% |
| Concerns about parking in the area/parking impact on residents/businesses | 14 | 7% |
| Specific dislikes about the external design | 9 | 4% |
| Approve of the proposal/ /site for Elleray Hall | 8 | 4% |
| Concerns about parking spaces at the centre/ space for cars/minibuses to manoeuvre | 6 | 3% |
| Concerns about North Lane, eg narrow pavement/road /entrance/feel Elleray Road is safer | 6 | 3% |
| Object to the proposal/ it's over development | 6 | 3% |

NB Key themes shown are those mentioned by more than 2% or 5 respondents

Statement of Community Involvement

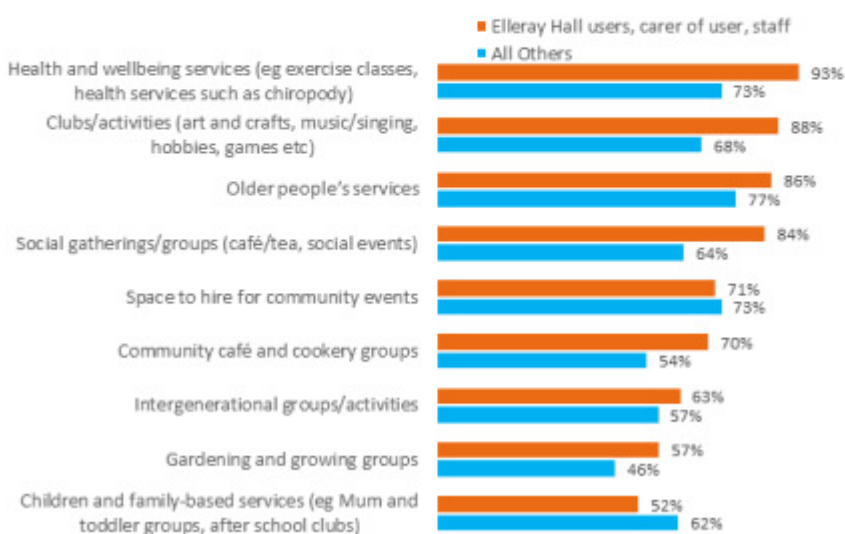
Elleray Hall reprovision

Question 7. What type of activities and services would you like to see offered at the community centre?

This question was answered by 193 respondents. *Health and wellbeing services, older people's services* and *clubs/activities* were favoured by the highest number of respondents. Almost three quarters (73%) would like to see *space to hire for community events* offered at the centre.



The chart below shows the responses to this question by the 54 respondents who identified as users, carers of users or staff, compared to other respondents. The most popular options for this group were health and wellbeing services, clubs/activities, older people's services, and social gatherings/groups.

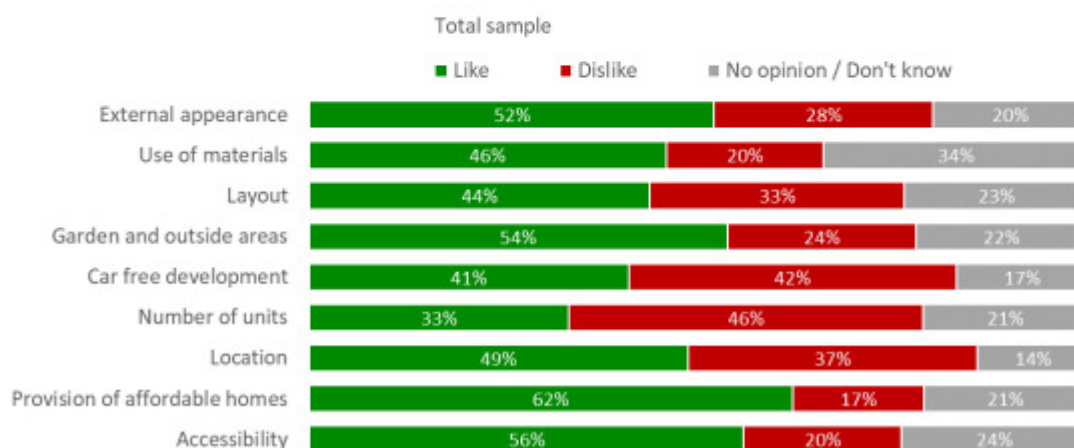


Statement of Community Involvement

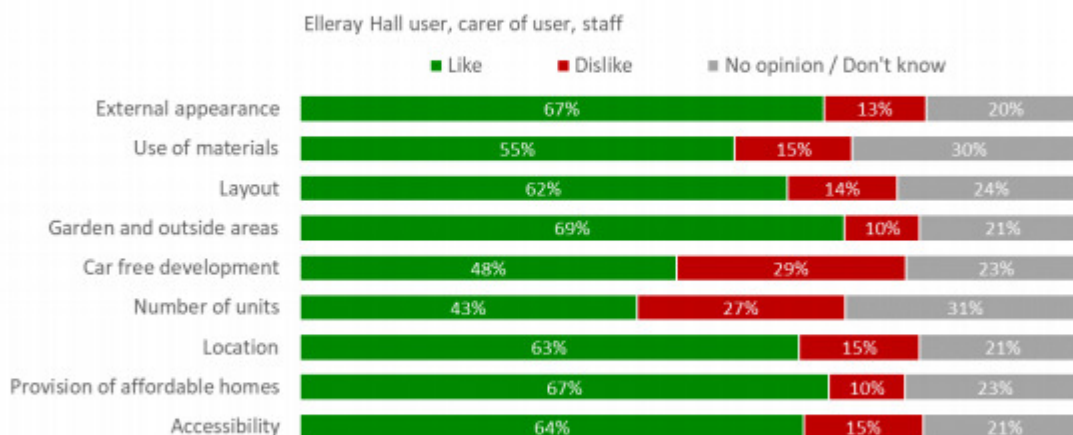
Elleray Hall reprovion

Question 8. Please tell us what aspects of the proposed design of the new housing scheme you LIKE and DISLIKE, if any?

This question was answered by 204 respondents. The most popular aspect of the new housing scheme was *provision of affordable homes* (62% like this), followed by *accessibility, garden and outside areas* and the *external appearance*. The most disliked aspect was *number of units* (46% dislike this) The *car-free development* was almost equally liked and disliked by respondents (41% like and 42% dislike this aspect).



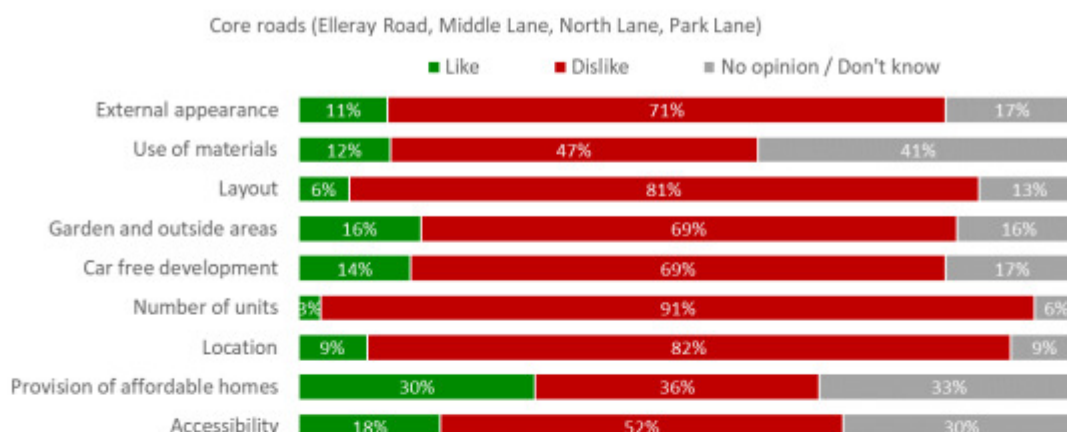
The chart below shows the 56 responses to this question by those who identified as users, carers of users or staff. These respondents were more positive about the new housing scheme and the most popular aspects for them were the *garden and outside areas*, the *external appearance* and the *provision of affordable homes*.



Statement of Community Involvement

Elleray Hall reprovion

The 36 responses to this question by residents of the core roads are shown in the chart below. These respondents were much less positive about the new housing scheme and the most disliked aspects for them were the *number of units*, the *location* and the *layout*.



If other, please write your comments in the box below:

Respondents were given an open text box to describe any other aspects of the housing scheme design they liked or disliked. 91 respondents made a comment and when these were analysed there were eight key themes as shown in the table below:

| The main themes identified are: | Number of respondents making a comment on this theme | Percentage of all respondents |
|--|--|-------------------------------|
| Concerns about over development of the site/too dense/too big/too many houses | 36 | 17% |
| Concerns about lack of parking for residents of the housing/negative parking impact on local residents | 33 | 16% |
| Dislike height of buildings/privacy issues eg overlooks surrounding houses/light pollution | 16 | 8% |
| Approve of/like the scheme/affordable housing/well designed/looks good | 13 | 6% |
| Dislikes about design of the houses | 9 | 4% |
| Against the affordable housing scheme /not needed, should not be built | 7 | 3% |
| Against current hall site being used for the housing site/prefer housing on North Lane site | 7 | 3% |
| Concerns there will be increased traffic/congestion on surrounding roads | 7 | 3% |

NB Key themes shown are those mentioned by more than 2% or 5 respondents

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Statement of Community Involvement

Elleray Hall reprovision

Question 9. Please add any additional comments you have here.

Respondents were given a final open text box to provide any additional comments. 129 respondents made a comment and when these were analysed there were 12 key themes as shown in the table below:

| The main themes identified are: | Number of respondents making a comment on this theme | Percentage of all respondents |
|---|--|-------------------------------|
| Concerns about parking in the area/impact on residents/businesses/ including prefer to maintain North Lane car park | 38 | 18% |
| Dislike relocation of Elleray Hall/prefer current hall site maintained/prefer affordable housing on North Lane site | 34 | 16% |
| Dislike/object to scheme/ over development of the site | 27 | 13% |
| Approve of the proposal/ approve of the site for Elleray Hall | 24 | 12% |
| Approve of/like affordable housing development/More affordable housing is needed | 16 | 8% |
| Dislikes about design of the buildings | 11 | 5% |
| Against/concerns about the housing scheme/affordable housing is not needed | 9 | 4% |
| Concerns the development will cause increased traffic/ /noise pollution | 8 | 4% |
| Concerns about lack of parking for future residents (of affordable housing) | 8 | 4% |
| Criticism of the Council / the engagement process | 7 | 3% |
| Concerns about building works/noise/heavy vehicles on narrow roads/scheduling (works hours/not in summer etc) | 7 | 3% |
| Comments about the benefits to the community/a good community hub/a centre fit for purpose | 6 | 3% |

NB Key themes shown are those mentioned by more than 2% or 5 respondents

6. Demographic Profile

The table below shows the composition of the consultation sample.

| Demographic | Sample base (Unweighted) | Proportion (Unweighted %) |
|---|-----------------------------|------------------------------|
| Gender | | |
| Male | 80 | 40% |
| Female | 111 | 55% |
| Prefer not to say | 11 | 5% |
| Prefer to self-describe: | 0 | 0% |
| <i>Base: 202 respondents</i> | | |
| What was your age last birthday? | | |
| 19 and under | 0 | 0% |
| 20-24 | 2 | 1% |
| 25-34 | 8 | 4% |
| 35-44 | 19 | 9% |
| 45-54 | 37 | 18% |
| 55-64 | 45 | 22% |
| 65-74 | 48 | 24% |
| 75+ | 37 | 18% |
| Prefer not to say | 8 | 4% |
| <i>Base: 204 respondents</i> | | |
| Do you consider yourself to have a disability? | | |
| Yes | 36 | 18% |
| No | 151 | 75% |
| Prefer not to say | 14 | 7% |
| <i>Base: 201 respondents</i> | | |
| How would you describe your ethnic group? | | |
| White | 171 | 84% |
| Mixed/multiple ethnic groups | 7 | 3% |
| Asian or Asian British | 2 | 1% |
| Black/African/Caribbean/Black British | 1 | 0% |
| Prefer not to say | 18 | 9% |
| Other ethnic group | 4 | 2% |
| <i>Base: 203 respondents</i> | | |
| Please indicate your sexual orientation | | |
| Heterosexual / straight | 161 | 80% |
| Gay man | 2 | 1% |
| Gay woman / lesbian | 0 | 0% |
| Bisexual | 3 | 1% |
| Prefer not to say | 34 | 17% |
| Prefer to self-describe: | 2 | 1% |
| <i>Base: 202 respondents</i> | | |

Statement of Community Involvement

Elleray Hall reprovision

| Do you belong to a religion or faith group? | | |
|--|-----|-----|
| No | 104 | 51% |
| Yes, Christian | 71 | 35% |
| Yes, Buddhist | 1 | 0% |
| Yes, Jewish | 2 | 1% |
| Yes, Muslim | 1 | 0% |
| Prefer not to say | 20 | 10% |
| Yes, other | 3 | 1% |
| <i>Base: 202 respondents</i> | | |

Appendix A – Overview



Elleray Community Centre Redevelopment and Housing Scheme Engagement

Closes 11 Apr 2021
Opened 10 Mar 2021

Contact

Any queries please contact:
020 8891 7897
ellerayreprovision@richmond.gov.uk

We welcome your views and comments about the Elleray Community Centre re-provision and the housing development scheme.



New community centre elevation

Statement of Community Involvement

Elleray Hall reprovision

For the last few years the Council has been developing new proposals for the centre. The vision for the new Community Centre is for it to be at the heart of the local community. It will continue to offer core services for older residents, but also allowing and encouraging a wider range of groups and individuals to use the centre, enabled by a more flexible design. The Council have also been developing proposals for a linked affordable housing scheme.



New housing scheme elevation

From the 10 March to the 7th April 2021 the Council will be engaging on the latest designs, and there will be two online engagement events with a presentation from the architect followed by a Q&A – further information can be found [here](#).

Please review the following documents before filling in the feedback questionnaire.

- [Design boards](#)
- [Community Centre elevations](#)
- [Housing scheme elevations](#)

Have your say

Please give us your views by clicking on the feedback questionnaire link below. If you need a paper copy of the questionnaire or another format please email ellerayreprovision@richmond.gov.uk

Appendix B – Questionnaire

Your details

1 In which capacity are you responding?

- A current user of Elleray Hall
- A carer/family member of a current Elleray Hall user
- A member of staff/volunteer at Elleray Hall
- A local resident
- A local business
- A member of a local community group or organisation (Please specify which organisation here)
- Other (If other, please specify)

2 Prior to Covid-19 lockdown how often did you use Elleray Hall?

- Every day
- Several times a week
- About once a week
- Several times a month
- About once a month
- Less often than once a month
- Never

3 How did you hear about this engagement period?

- Flyer/leaflet
- Council website
- Social media
- Word of mouth
- Council e-newsletter/email from the Council
- Other websites/e-news/emails
- Local paper
- The Elleray Community Association
- Other (If other, please specify)

4 Please tell us your address:

This will not be used to identify you personally but to evaluate engagement across the area.

- House/Flat number or name
- Road name
- Postcode

Statement of Community Involvement

Elleray Hall reprovision

Elleray Hall redevelopment

5 To what extent do you agree or disagree that the new design will allow for a greater range of uses and users of the Community Centre?

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

6 Please tell us what aspects of the proposed design of the Community Centre you LIKE and DISLIKE, if any?

| | Like | Dislike | No opinion / Don't know |
|--|------|---------|-------------------------|
| External appearance | | | |
| Parking (cars and bicycles) | | | |
| Garden and outside area | | | |
| Inside uses: multi-purpose and flexible usage of space | | | |
| Accessibility (eg lifts, wheelchair access etc) | | | |
| Hall | | | |
| Café and kitchen | | | |
| Lounge and quiet area | | | |
| Entrance and reception | | | |
| Specialist rooms | | | |
| Activity rooms | | | |

If other, please write your comments in the box below

.....

7 What type of activities and services would you like to see offered at the community centre?

The centre will continue to offer core services for older residents, but also allow and encourage a wider range of groups and individuals to use the centre, enabled by a more flexible design. For example, young people, disability groups and intergenerational groups.

- Children and family-based services (eg Mum and toddler groups, after school clubs)
- Health and wellbeing services (eg exercise classes, health services such as chiropody)
- Intergenerational groups/activities
- Social gatherings/groups (café/tea, social events)

Statement of Community Involvement

Elleray Hall reprovision

Clubs/activities (art and crafts, music/singing, hobbies, games etc)
Space to hire for community events
Gardening and growing groups
Older people's services
Community café and cookery groups
Other (If other, please specify)

Housing scheme

8 Please tell us what aspects of the proposed design of the new housing scheme you LIKE and DISLIKE, if any?

| | Like | Dislike | No opinion / Don't know |
|-------------------------------|------|---------|-------------------------|
| External appearance | | | |
| Use of materials | | | |
| Layout | | | |
| Garden and outside areas | | | |
| Car free development | | | |
| Number of units | | | |
| Location | | | |
| Provision of affordable homes | | | |
| Accessibility | | | |

If other, please write your comments in the box below

.....

9 Please add any additional comments you have here.

.....

About you

The following optional questions will help the Council to improve its services and be fair to everyone who lives in the borough. The information you provide will be used for statistical and research purposes only and will be stored securely. If there are any questions you do not wish to answer, please move on to the next question.

10 Are you:

Male
Female
Prefer not to say
Prefer to self-describe:

11 What was your age last birthday?

19 and under
20-24
25-34
35-44
45-54
55-64
65-74
75+
Prefer not to say

12 Do you consider yourself to have a disability?

Yes
No
Prefer not to say

13 How would you describe your ethnic group?

White
Mixed/multiple ethnic groups
Asian or Asian British
Black/African/Caribbean/Black British
Prefer not to say
Other ethnic group, please specify:

14 Please indicate your sexual orientation:

Heterosexual / straight
Gay man
Gay woman / lesbian
Bisexual
Prefer not to say
Prefer to self-describe:

15 Do you belong to a religion or faith group?

No
Yes, Christian
Yes, Buddhist
Yes, Hindu
Yes, Jewish
Yes, Muslim
Yes, Sikh
Prefer not to say
Yes, other (please specify)

Appendix C – Additional emails received during the consultation period

In addition to the questionnaire, an email inbox was created to allow participants to submit other opinions or suggestions that they would like to be taken into consideration.

It should be noted that respondents were able to complete the questionnaire in addition to sending email representation of their views, therefore there may be some duplication of issues raised.

The Council received emails from 29 respondents. A third of those respondents did not specify where they lived, however some of these stated that they were local residents, including a cycling group representing up to 60 cyclists.

The common themes arising from these emails are as follows:

- 19 responses were concerned there would be a loss of parking in addition to the CPZ and increased demand from the proposed housing development
- 18 responses were in support of the 'Objective Assessments' by a local planning practice commissioned by the residents
- 16 responses were concerned about the design of the proposals, specifically the height and density not fitting within the area's character
- 12 responses suggested that Elleray hall should be refurbished / rebuilt on its current site
- 5 responses were concerned about the bat habitat
- 5 responses were concerned about noise during construction, from the new centre and additional residents
- 3 responses were concerned about any adverse impact on privacy, security and shading on neighbouring properties
- 3 responses were in support of the provision of the affordable housing
- Other concerns included cycling provisions, construction duration, accessibility, waste collection and elderly services becoming secondary to commercial interests

Appendix 2: Design response

Design Response

This Design Response sets out how the Council and Design Team will respond to the engagement carried out regarding the design of the community centre and housing scheme.

The response will therefore not in any way change or consider the decisions taken previously regarding the location of the scheme and proceeding with the development proposals.

Community centre:

What have we heard?

Of the 207 respondents, 81% identified themselves as local residents and nearly a third (32%) identified as a user, carer of a user or member of staff of Elleray Hall. Nearly a fifth (18%) were residents of a core group of roads neighbouring Elleray Hall (Elleray Road, Middle Lane, North Lane and Park Lane).

Seven in ten respondents (70%) agreed that the new community centre design will allow for a greater range of uses and users of the centre. This rises to 90% among the users, carers and staff group.

Respondents were asked to identify the individual elements of the design they liked and disliked. Overall, the most popular aspects of the new design were accessibility and inside uses, with 76% liking each of these elements. The aspect the highest number of people disliked was parking, 41% dislike this element of the design and 34% like it.

Of the 207 respondents, 37 live within the core group of roads neighbouring Elleray Hall (Elleray Road, Middle Lane, North Lane and Park Lane). Residents of the core roads commented less favourably on several elements of the design, however the liked aspects were ordered similarly, with the highest rated being inside uses (42% like) and accessibility (39% like). Similarly, parking was the least popular aspect, with 81% disliking it. Furthermore, respondents from the core roads disliked the external appearance (56%), garden and outside area (46%) and entrance and reception area (31%). Comments supporting this included concern about the height and density of the proposals.

How can the design respond?

Parking for residents and businesses.

Studies have shown that even during peak periods there is capacity (86 total parking spaces) in the North Lane (West) car park that can accommodate the displaced parking. The introduction of the controlled parking zone (CPZ) in the Teddington area will further mitigate parking pressure for residents by discouraging commuters parking in the area.

The new community centre will have 3 standard parking bays, 2 disabled spaces, and a minibus bay.

Community centre accessibility (narrow pavement, parking spaces at the centre or space for the minibus to manoeuvre).

The footpath along the east side of North Lane is between 1.65m to 2.0m wide approximately, with bollards presenting pinch points. The west side is mainly over 2.0m, and Middle Lane is 2.25m at its narrowest point. A wheelchair path minimum width is 1.2m, so the pedestrian routes are reasonable, though 2.0m would be preferable.

It is essential that the design caters for the needs of the current and future users of this Centre. The parking court proposed at the new community centre is designed to be as small as possible whilst allowing suitable manoeuvring space, as assessed by Transport Consultants. This has been done to provide as much landscaping to the frontage off North Lane and the adjacent Middle Lane. For those able to use public transport the site is well located in a town centre, close to bus routes and the train station. The site is also directly adjacent to the North Lane West car park.

Privacy for neighbouring properties.

The only first floor windows to the north and south of the community centre are roof 'sky' lights. Responding to feedback from residents and the engagement report, the roof lights are angled with the pitch and are to set at circa 1700mm off the floor. This restricts direct overlooking to neighbours, maintaining privacy.

Disliked external design.

Whilst 61% of respondents liked the external appearance, respondents within the core neighbouring roads were less favourable. The appearance is of a brick gabled building, using local dark stock bricks with red brick detailing. Strong recessed glazed elements respond to the internal spaces. The overall character is of a modern public building, whilst being in-keeping with the materials of Teddington.

Residential development:

What have we heard?

204 respondents told us what they liked and disliked about the proposed design of the new housing scheme. The most popular aspect of the new housing scheme was provision of affordable homes (62% like this), followed by accessibility, garden and outside areas and the external appearance. The most disliked aspect was number of units (46% dislike this) The car-free development was almost equally liked and disliked by respondents (41% like and 42% dislike this aspect).

Residents in the core neighbouring roads have also raised considerations with the Council concerning parking capacity, security and privacy, height and density of the proposal.

How can the design respond?

Density and number of dwellings.

The 100% affordable scheme proposes 16 units to be split between 80% affordable rent (13 units) and 20% intermediate (3 units). The mix is 12 x 1 bed/2 person flats, 2 x 2 bed/3 person flats and 2 x 1 bed/2 person wheelchair flats. This approach is to maximise the development potential of the site, in line with the London Plan, and to provide funding for the re-provision for the new community centre via the sale of the land to a Registered Provider to develop the affordable housing scheme.

The development density in relation to scale of the proposal is a key planning matter and will be subject to scrutiny by the Planning Department.

Statement of Community Involvement

Elleray Hall reprovision

Car free development.

All new residents will not be able to have parking permits, whilst the two proposed wheelchair apartments have access to one disabled parking space on the residential site, and an additional space located at the new community centre site.

An additional car club bay is being proposed at the North Lane (West) car park, for the use of the whole community.

Privacy for neighbouring properties.

The design of the building aims to be sympathetic to the neighbours, being predominantly along the centre line of the site. Most windows are in angled bays, maintaining over 20m away from neighbouring windows. A number of key first floor windows, one facing No 26 Elleray Road and one at the end of the curved building, are to be obscured.

Following the feedback from residents, some windows to the rear mews have been further adjusted, especially away from No 45 and No 45A North Lane.

Security for neighbouring properties (does it meet Secured by Design Standards)?

The development has been reviewed by Design Out Crime Officers and recommendations implemented. They will review the proposals again as part of the Secured By Design planning consultation process.

The secure pedestrian access from Middle Lane will have a railing gate allowing views through to the landscaped approach to the mews. There are living/dining/kitchen windows on the ground floor flank of the building, to Flat 2, affording overlooking to the initial entrance to the pedestrian path.

Housing scheme is not in keeping with the BTM buildings.

The front block was designed to be in keeping with the row of BTMs, following similar scale and materials. A dark London stock brick with red stock brick banding, are proposed, together with shallow pitched natural slate roofs.