

Ham Close Regeneration

Planning Application:

Statement of Community
Involvement

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 **Hill**
Created for Living



 **LONDON BOROUGH OF
RICHMOND UPON THAMES**



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Introduction

Purpose of this document

The Statement of Community Involvement (SCI) demonstrates the schedule of pre-submission engagement which has been undertaken by Hill Residential, RHP and LBRuT in preparation for the submission of a planning application for the regeneration of Ham Close, Ham, Richmond Upon Thames, TW10 7PG. This Statement of Community Involvement has been compiled by Cratus on behalf of Hill Residential (the Applicant).

This SCI demonstrates that there has been continuous consultation and engagement with the residents of Ham Close throughout the process, starting with first principles of development in 2015 through to the planning application design which this report accompanies.

Furthermore, this document demonstrates the direct effect resident feedback has had on the design of the proposals through a truly iterative process since the beginning.

Structure of this document

The SCI is prepared in two chapters.

1. The first chapter provides an overview of the work carried out prior to the appointment of a development partner by RHP and LBRuT.
2. The second chapter covers the consultation carried out in partnership between Hill Residential, RHP and LBRuT, following Hill Residential's appointment as development partner in Spring 2021 for the regeneration of Ham Close.

Description of Development

“Demolition of existing buildings on-site and phased mixed-use development comprising 452 residential homes (Class C3) up to six storeys, a Community/Leisure Facility (Class F2) of up to three storeys in height, a “Maker Labs” (sui generis) of up to two storeys together with basement car parking and site wide landscaping.”

Objectives of the consultation

The objectives of the consultation since 2015 have adapted and evolved as the requirements and needs of the project have changed; however, throughout the whole process the primary objective has been to ensure that residents of Ham Close have been consistently consulted and engaged with.

As the process changed from principles, into concept and later design, the consultation has worked to ensure that local residents, community groups, interested parties and elected representatives were made aware of the emerging proposals and had an opportunity to participate in shaping the plans for the regeneration of Ham Close.

Policy Framework

Planning policy at every level strongly encourages pre-application consultation with the community on proposals for significant developments. The National Planning Policy Framework (NPPF) (July 2021) outlines 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. The NPPF also states that participation of other consenting bodies in pre-application discussions should enable early consideration of all the fundamental issues relating to whether a particular development will be acceptable in principle, even where other consents relating to how a development is built or operated are needed at a later stage. Wherever possible, parallel processing of other consents should be encouraged to help speed up the process and resolve any issues as early as possible.

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

states that developers are encouraged to consult neighbours and/or local amenity bodies before submitting an application. The Localism Act (2011) sets out requirements for pre-application consultation and the NPPF also encourages applicants who are not already required to do so by law to engage with the local community before submitting an application. The Local Validation Checklist requires all major developments to be accompanied with a Community Engagement Report. In addition, LBRuT strongly encourages applicants of all other schemes to engage with the local community prior to submission. Developers will then be able to submit a consultation statement with the application, setting out who has been consulted and how, responses that were received and changes to the scheme that were made as a result.



Consultation Draft Statement of Community Involvement

(Planning matters)

Environment

2 December 2019

The TPAS (Tenant Participation Advisory Service) Community Engagement Strategy for Ham Close provides a framework to ensure that Richmond Housing Partnership (RHP) and all of its regeneration partners engage collaboratively and effectively with customers and stakeholders during the regeneration of Ham

Close. This includes: maximising the opportunities for community engagement in the regeneration process; actively supporting a tenure balanced and representative Resident Engagement Panel (REP); agreeing a consistent approach and level of input and influence in decisions related to the regeneration proposals; providing opportunities for wider stakeholders to have an input into the regeneration proposals as they are developed and delivered; and ensuring that decisions about housing design or tenure changes to homes within the estate are being taken by those who live there.

The consultation strategy has been designed to meet the requirements for consultation as laid out in the NPPF, Planning Practice Guidance, LBRuT's Statement of Community Involvement and the TPAS framework.

Chapter One

RHP and LBRuT Consultation and Engagement

Prior to the appointment of a development partner

July 2015 – June 2021

Background

During December 2013 and January 2014, RHP, LBRuT and The Prince's Foundation carried out a consultation with local residents, stakeholders and RHP customers, to consider the future of Ham Close. Out of this exercise came five key principles:

1. Remaining in the community (any resident of Ham Close wishing to remain in the community should be able to do so)
2. Retain and enhance green space
3. Create a heart to Ham Close and Ham
4. Retain and support a village feel, better integrate Ham Close
5. Improve community facilities.

Those principles have remained the cornerstone of the development and throughout consultation.

Engagement throughout the period

In addition to the public events, drop-in sessions, and forums which this chapter details in depth, RHP have had a number of ways for their customers to engage with the Regeneration Team throughout the entire process. In person near Ham Close (hiring the meeting room at Ham Library) or at their local office in Teddington (walkable for most residents), e-mail (customer.services@rhp.org.uk), phone (0800 032 2433) or even by post at Ham Close Regeneration, 8 Waldegrave Road, Teddington TW11 8GT. In addition to this, there is an easy to navigate Ham Close website (hamclose.co.uk) established in 2015, which contains everything a resident would need to know about the project, it includes all of the previous copies of the residents regular newsletters that are delivered to each household and there are in depth frequently asked questions sheets (FAQs). The hamclose.co.uk website also now signposts people to the newer hamcloseconsultation.co.uk planning application website, which is the website established by Hill Residential following their selection as development partner. It is also important to note the RHP uses the noticeboards at Ham Close and in each block for engagement and updates on the project.

A timeline visualising all of the engagement events undertaken between 2015 and 2021 can be viewed here: [Click Here Timeline pdf \(hamcloseconsultation.co.uk\)](#)

HAM CLOSE CONSULTATION TIMELINES 2015 TO JULY 2021

The below timeline outlines consultation and engagement which took place between 2015 and June 2021, for the regeneration of Ham Close.

Throughout this time, engagement took place with residents of Ham Close, local residents and community groups. This was done through a combination of different methods including, door knocking, posters in notice boards, workshops, regular newsletters, website updates and drop-in sessions.

Groups which were regularly engaged with during this period included:

- Ham Close residents
- Ham residents
- Resident Engagement Panel (REP)
- Stakeholder Reference Group (SRG)

Newsletters were regularly prepared and delivered to Ham Close residents as well as uploaded to the Ham Close website in:

2015	2016	2017	2018	2019	2020	2021
March	January	January	May	March	March	June
April	June	March	October	May	July	December
May	November	April		July	October	
July		July		October	December	
August		August		December		
September		October				
November		December				



2015

2016

2017

2018



KEY

- Virtual Event (Targeted Engagement Event, invited Attendees Only)
- In Person Event (Targeted Engagement Event, invited Attendees Only)
- In Person Event (Public Engagement Event, Open to All)



[Click here to view timeline PDF \(hamcloseconsultation.co.uk\)](http://hamcloseconsultation.co.uk)

Newsletters and FAQs

Since the start of the project RHP has been consistently keeping residents of Ham Close up to date with developments and events taking place. The organisation has been doing this through a combination of different methods, including door knocking, posters in notice boards and with regular newsletters as a key staple of the communications strategy. Below are links to all the newsletters sent out from July 2015 to June 2021.

[June 2021](#), [December 2020](#), [October 2020](#), [July 2020](#), [March 2020](#), [December 2019](#), [October 2019](#), [July 2019](#), [May 2019](#), [March 2019](#), [October 2018](#), [May 2018](#), [December 2017](#), [October 2017](#), [August 2017](#), [July 2017](#), [April 2017](#), [March 2017](#), [January 2017](#), [November 2016](#), [June 2016](#), [January 2016](#), [November 2015](#), [September 2015](#), [August 2015](#), [July 2015](#), [May 2015](#), [April 2015](#), [March 2015](#)

Hardcopy and electronic FAQs have also been a very important method of helping to communicate and clarify any questions or issues residents may have had.

Resident FAQs:

[Regeneration Update Meeting Q&A responses \(November 2020\)](#)

[Homeowner FAQs \(July 2017\)](#)

[Resident FAQs \(April 2017\)](#)

[Homeowner FAQs \(January 2017\)](#)

[Resident FAQs \(November 2016\)](#)

General FAQs:

[Regeneration Update Meeting Q&A responses \(November 2020\)](#)

[General FAQs \(November 2016\)](#)

[General FAQs \(September 2015\)](#)

Engagement through drop in sessions

Post the Autumn 2016 consultation RHP put on monthly drop-in sessions at Ham Library, to help keep residents up to date with how they were progressing with the project and to allow the residents the opportunity to ask any questions they might have had. To make sure they were convenient for everyone, they alternated between evenings and daytimes.

Drop in dates 2017: 15 February: 6.00pm – 8.00pm, 15 March: 2.00pm – 4.00pm, 19 April: 6.00pm – 8.00pm, 10 May: 2.00pm – 4.00pm, 7 June: 6.00pm – 8.00pm, 12 July: 2.00pm – 6.00pm, 13 September: 2.00pm – 4.00pm, 10 October: 6pm – 8pm, 18 October: 6.00pm – 8.00pm

In 2018 : 24 January 6pm – 8pm, 7 March 2pm – 4pm, 18 April 6pm – 8pm, 23 May 2018 2pm – 4pm

During this process they received feedback that the homeowners would appreciate a specific drop-in session just for them, so RHP created sessions on 3rd May between 6pm – 8pm, 13th September 6pm – 8pm, 4th October 6pm – 8pm (The Woodville Centre).

Engagement Forums

There were two main engagement forums for stakeholders and residents to engage with the project team on a regular basis which have continued to be engaged from their creation through to planning application submission. The Stakeholder Reference Group (SRG) which was established in 2016 and the Resident Engagement Panel (REP) which was established in 2020. Below details their purpose along with dates and a brief overview of the meetings that took place during the period before a development partner was chosen. Further details of the meetings following the selection of a development partner are covered in Chapter Two.

Stakeholder Reference Group

The purpose of the Stakeholder Reference Group (SRG) is to represent the views of local people (particularly Ham Close residents), local groups and other stakeholders regarding the potential redevelopment of Ham Close. The Group also have had an opportunity to learn more about the proposals for Ham Close as they have been developed and have had a preview of consultation material prior to going out to the public. Those attending the Stakeholder Reference Group are also regularly asked to feed information back to their members and local residents and encourage them to take part in the various consultation and engagement opportunities.

The official minutes of the SRG meetings can be found at the hamclose.co.uk website.

Membership:

Ham Close residents (RHP residents and leaseholders, and tenants) form part of the group. Ham Close residents who would like to become a member of the group, were encouraged to email: hamclose@rhp.org.uk

The Community Representatives of the Forum are:

- Ham Amenities Group
- Ham and Petersham Neighbourhood Forum
- Ham and Petersham Association
- Ham United Group
- Friends of Ham Village Green
- Friends of Ham Library
- Ham Parade Traders
- Ashburnham Road/Ham Street Traders

Ward Councillors are invited to attend meetings as elected representatives of the local community.

Meeting dates and notes

4 July 2016 – Inaugural SRG held at Grey Court School, Maggie Bailey the school's headteacher was unanimously voted as Chair, the Terms of Reference of the group were discussed along with the Communications and engagement programme

18 July 2016 – Subject to amends, the Terms of Reference were agreed, feedback from the design workshops were discussed

7 September 2016 – Next phase of consultation and the approach was discussed

12 October 2016 - Steve Handley, Associate Director from BMG Research, gave a presentation to the group to explain the standards that they work to; give examples of previous consultations they have been involved in; describe how the consultation process for the new proposal on Ham Close will work. How to engage with Ham Close residents was also discussed

30 November 2016 – An update from RHP and LBRuT on consultation activity. This covered the following aspects; Materials received (e.g. letters, flyers) received by RHP Ham Close Customers and by the wider community; Social media and website presence; Pop-up exhibition attendance; Description of other bespoke engagement activities carried out; Number of survey responses received; Next steps. There was also feedback from the group on the update, further discussions on engagement and the Ham Close Website.

25 January 2017 – A detailed breakdown of the results of the consultation.

20 February 2017 (sub-group meeting) – Agreed to a new minute taking approach, the Group gave feedback to the *Future of Ham Close: Research Report Draft (BMG Research)*

7 March 2017 – Discussed the new approach to minute taking from the Sub-Group and agreed it. Discussed forward planning and the timeline going forward. Discussed the Community Projects Grid, the Ham Close drop-in sessions. In addition to this the stakeholder Sub-Group meeting from 20th February was discussed, and residents and homeowners' feedback was agreed as a standing item.

26 April 2017 – Introduction to Adam Tucker, Project Director at RHP. Affordable housing on the project was discussed. AT explained that RHP and LBRUT want to ensure everyone is clear on the numbers and expectations of affordable housing available on the new development: with the key message being there will be more affordable housing on the site than there is at present. There will be 78 additional affordable homes on the development (the 143 existing rented homes will also be replaced).

21 June 2017 – There was a 'special item' with the Head of Health and Safety at RHP. She reaffirmed to the group that fire safety and residents' safety are key priorities for RHP.

17 October 2017 – There was a redevelopment update, along with feedback. There was a presentation on the school playing field process and community projects were discussed.

30 November 2017 – Redevelopment programme update, feedback and community projects discussed.

31 January 2018 – An introduction to 'Friendly Parks for All', Frances Bennett introduced herself and provided an overview of the 'Friendly Parks for All' project. There was a redevelopment programme update and feedback.

21 March 2018 – Redevelopment programme update, there was an overview of the engagement on the re-provision of community facilities that had taken place at the recent drop-in events, including detail on the dates, times, and number of attendees as well as how they were promoted.

16 July 2018 – Redevelopment programme update, an item on the accessibility and the liveable neighbourhoods fund.

1 October 2018 – Redevelopment programme update, the engagement events that RHP were planning were discussed, these included the Ham Christmas event; Events inviting residents of Ham Close to meet and interview the three shortlisted companies and visit some of the projects they have worked on previously. With a session being run in advance with those attending the interview to develop the questions to ask.

5 February 2019 – There was a project update, and the s77 application as Anna Sadler (LBRUT) informed the Group that the s77 application for the disposal of part of St Richard’s C of E school’s playing field, required for the regeneration, had been submitted. It is likely that the decision will take six months. There was an update on community engagement, and an update on the community facilities specification.

2 April 2019 – There were updates on the project, s77 application, upcoming engagement, community facilities engagement.

9 September 2019 – Anna Sadler (LBRuT) informed the Group that the previous chair had left and asked who they would like to be the next Chair. The Group suggested the new Headteacher from Grey Court. There was a project update as well as communication and engagement.

18 August 2020 – RHP introduced their new team including Simon Cavanagh, Regeneration Manager, and Rob Cummins, Head of New Business and Regeneration. A procurement update was provided, explaining that RHP are now half-way through their procurement of a Development Partner and further detail on a number of key issues including the successful outcome of the s77 application and the community facilities brief developed Richmond Makerspace and Ham Youth Centre, including TAG, a youth club for disabled young people.

4 November 2020 – There was an update from RHP as they ran through RHP’s Customer Offer following comments at the previous meeting that there were concerns from residents regarding their rights to stay on Ham Close. The Customer Offer set out the different offers made by RHP to homeowners and non-resident homeowners if full redevelopment went ahead. For non-resident homeowners, this included, amongst other things, home-loss compensation, and the offer of a new larger home at full market value. For homeowners, this included, amongst other things, the offer to remain at Ham Close in a new home compliant with London housing design standards, compensation for home-loss, and the offer of a new lease. The Customer Offer, written in Autumn 2016, is available on the Ham Close website and can be found in full [here](#). It has been independently reviewed by TPAS who viewed it positively. It was explained that residents are currently on a number of different tenancies and that they will be offered individual meetings to discuss the new properties and their needs. RHP went on to discuss the offer to homeowners. RHP explained that further information can be found on the Ham Close website, including a detailed FAQ document.

Resident Engagement Panel

The establishment of a Resident Engagement Panel ensures that the residents of Ham Close have a specific forum where they could have their voices clearly heard and any questions or topics they wanted discussed as well as providing them a chance to put forward questions they want answered. TPAS (Tenant Participation Advisory Service) were appointed in August 2020 to support the REP and provide independent customer advice to residents of Ham Close.

The Meetings

Thursday 10th September 2020 at 6.30pm – 8pm

There was an update from RHP on the project. A number of questions were answered including:

1. Are we guaranteed high sound insulation and space standards?

The standards stipulated for the proposed Ham Close scheme are those set out in the current London Plan and RHP's own quality guidance and will need to be compliant for a successful planning application.

2. What about the aspect – the current layout gets east/west sunlight?

The new homes that are North facing and/or three bedrooms or more will need to be dual aspect wherever possible and all homes will be designed to maximise access to natural light. The details of the scheme and flat layouts will be consulted on through the planning process but indicative layouts of different sized flats are available in the Customer Offer.

3. Will residents be split up into owners and residents?

As per the Customer Offer, existing residents are moving once and they will out of necessity move in the earlier phases. Further consultation will be undertaken once a Developer, a proposal and a phasing plan has been chosen. The scheme is a mixed use multi-tenure primarily residential development designed to be tenure blind with all re-provided homes located on Ham Close.

4. What is the scope for choice of flats in the allocation process?

Details are contained in the Customer Offer for both residents and leaseholder customers and further consultation will result from the planning process and closer to when an offer for individual customers is required.

There was then an explanation of the role of the REP, clarification that it would be established with a Terms of Reference, Code of Conduct etc to give it some formal status. The role will be to improve the development by inputting customer views and by being a critical friend. RHP believe that developments are always better if they are shaped by customers. TPAS will provide support by chairing and taking notes of the meetings, helping write a report which collates comments and providing some training workshops to explain how things work as well as checking in with panel members on the phone, by Zoom etc.

Tuesday 3rd November 2020 at 6.30pm – 8pm

There was an update on the project, the Terms of Reference were discussed and agreed. There was also a discussion around the upcoming meeting with the 3 shortlisted developers.

Thursday 4th March 2021 at 7pm – 8pm

There was an update on the project, after which the Chair made the following comments:

- Concerns about what would happen to the youth club during the development
- Covid permitting we should start to market and publicise the project – all agreed. It was agreed in the meantime that REP members would point RHP customers in the direction of the website and newsletters and the FAQs. RHP would develop a refresher pack
- Translations are needed for some residents – Brett Wild who was introduced at the meeting as the newest member of the project team is collating that information through the survey

Thursday 29th April 2021 at 7pm – 8pm

A project update was given by RHP, out of which came questions from the residents regarding planning timescales, who takes the risk of the regeneration, among others:

How does RHP maintain control?

Addressed in the contract which stipulates quality, size, floorspace etc. If developer wants to change anything they will need RHP's permission. Developer has submitted a winning scheme that has responded well to the Customer Offer. RHP will be freeholder, manage and maintain all the homes apart from homes sold with a freehold.

The communication strategy was discussed emphasis was put on understanding those who need to be reached. It was agreed that Derek Doran (TPAS) would run a workshop on Thursday 17th June at 6.30pm – 8.30pm “Working with a developer”

Walkabout – Wednesday 19th May 2021

TPAS the resident engagement experts facilitated a walkabout with the residents around Ham Close to discuss aspects of the redevelopment and to answer any questions that residents had.

Some of the key points that were discussed:

Design

- One of the design principles, established in earlier consultation with residents, is to integrate Ham Close into the more traditional street patterns of the surrounding area
- Two of the residents present favoured not having open plan apartments
- Communal staircases of inviting and welcoming design
- Materials / using architectural characteristics of local buildings

RHP's design principle is to achieve a scheme that is exemplar in many aspects, especially in its' energy strategy. Combination gas boilers are not part of the future Ham Close. Alternative energy solutions include Air Source Heat Pumps as an example.

Landscaping

- A Green Link through Ham Close was a key design principle established in previous consultation with Ham
- High quality communal gardens are typical of the Wates Estate near to Ham Close
- Mature trees – the key design principle is to keep existing mature trees wherever possible
- Village green will not be developed – some of the residents felt it could do with more activities

Roads/parking

- A key design principle is that there will be no vehicle short cut throughs across the site
- Likely to remove the 2 through roads
- EV Car charging points
- As part of the planning process, local traffic impact will be surveyed

Thursday 10th June 2021 at 6.30pm – 8.15pm

Minutes of the last meeting and notes of the walkabout were agreed. RHP gave a project update, and the panel were introduced to Hill Residential's Jamie Hunter, Development Director and Callum Kidd, Deputy Regional Director. They gave a presentation explaining the company and the concept design for the project.

A number of questions and comments came out of this presentation from residents below is a sample:

1. Would green roofs be accessible?

No they would provide water run off and biodiversity. Concept designs for Community Centre proposes a roof garden.

2. Why is there difference between brickwork in the centre of the scheme and around the edges?

Helps soften the scheme and celebrate differences.

July 2015 Consultation

Through July, August and September 2015, RHP and LBRuT carried out a consultation with residents and the wider community on a proposal for the redevelopment of Ham Close.

Monday 20 July, the Ham Close Community Forum held their first open meeting which all residents were invited to. The Community Forum was set up by RHP and LBRuT with the assistance of Newman Francis, an independent community and regeneration advisor, as a vehicle for communication with local residents and stakeholders. At this public event, residents were able to meet the Ham Close Community Forum and independent Chairman, LBRuT and RHP teams and the Architects BPTW who had been commissioned to move the project forward. The meeting explained the option appraisal process and was the first opportunity to view the draft options and influence the final decision.

The details of the event were as follows:

Location: Grey Court School, Ham Street

18.30: Doors open and exhibition – representatives from the Project Team to answer questions

19.00: Welcome and introductions

19.15: Presentation by BPTW on Ham Close and the design options 1

9.45: Workshop

20.30: Feedback

20.50: Next steps

[Link to the 'Ham Close Uplift Regeneration Study – Consultation Document'](#)

Those unable to attend the meeting could find further information including the survey on LBRuT's website. Additionally, on the day after the event on 21 July, representatives from RHP carried out a door knocking exercise to provide information from the meeting, including how residents could express their views on the different options.

In August 2015, a number of drop-in sessions took place at Ham Library where people could find out more information and share their views. The dates of these sessions are detailed below.

Wednesday 12 August 3pm – 5pm, Tuesday 18 August 2pm – 4pm, Friday 21 August 10am - 12pm, Tuesday 25 August 10am - 12pm, Friday 28 August 2pm – 4pm, Wednesday 02 September 10am – 12pm

In September 2015 RHP also collated the first 100 questions and comments received and provided responses where possible in an FAQs Sheet which can be viewed [here](#).

Summer 2016 Workshops

Throughout June and July 2016 RHP ran a series of design workshops. These sessions were designed to give residents, RHP and LBRuT the opportunity to work together to come up with the best possible design solution for Ham Close, should redevelopment go ahead.

The workshops were facilitated, and experts were on hand to help attendees understand key issues, any constraints and explore possible ideas. 40 spaces were available at each workshop and all but one of the workshops were repeated.

After the workshops took place, a presentation summarising all the feedback received was produced. This can be found [here](#). Below the feedback of each workshop is summarised. RHP and LBRuT worked with the architects to include feedback in the potential design proposals for the site and continued to do so where possible in further design development. To view the October 2016 proposal, please click [here](#).

Traffic and Transport

Wed, 29th June 2016, 18:30-20:30 (Woodville Centre)

Sat, 9th July 2016, 10:00-12:00 (Grey Court School)

Number of attendees: 32

This discussed highways, junctions, street design, parking solutions, cycling and sustainable travel.

What the public said:

- Common sense approach to parking surveys and transport modelling
- The capacity of Petersham Road, particularly during peak hours and junction capacity at Sandy Lane must be assessed
- The impact of other developments in the local area must be assessed
- Improved cycling facilities must be provided
- Continue to put pressure on local transport providers to improve public transport

How we responded:

- We commissioned specialist transport surveyors to complete a number of preliminary traffic surveys and a modelling exercise. This tested the impact of the potential future proposals on key junctions surrounding the site
- The full impact of the proposals will need to be considered further, should redevelopment go ahead, as part of a detailed Transport Assessment
- The following proposals avoid roads bisecting (cutting across the development).
- Should redevelopment go ahead we will ensure that improvements to cycle routes, cycle storage and public cycle racks are a part of the development
- We will also work with transport providers to see what improvements can be made to public transport

[Traffic and Transport workshop feedback](#)

Design Approach

Tue, 5th July 2016, 18:30-20:30 (Woodville Centre)

Sat, 16th July 2016, 13:00-15:00 (Grey Court School)

Number of attendees: 44

This considered what makes Ham unique and the local design context that any proposal should respond to. It considered building layout, the concept of character areas and building appearance.

What the public said:

- Create a modern look and a mix of design styles
- Provide a variety of routes through but do not carve up the area with cars
- Create dual aspect properties and larger windows wherever possible to achieve the high light in the current flats
- Taller properties should go in the centre of the development
- The redevelopment should leave the green in its current shape and form. But this view was not shared by everyone

How we responded:

- The spaces between buildings are as important as the buildings themselves – should be green and landscaped
- A variety of pedestrian / car free routes through the development – a green avenue through the Close
- The development should not be carved up by cars – roads should be cul-de-sacs
- Retain existing mature trees (of value) wherever possible and enhance existing green spaces
- A ‘strong edge’ to the green could be explored
- Taller buildings towards the centre of the development
- Must provide private / semi-private amenity space for residents – balconies / gardens / shared gardens
- The parking solution should not overpower / dominate the development
- A modern interpretation of Ham’s unique setting – different character areas / styles

[Design Approach workshop 1 feedback](#)

[Design Approach workshop 2 feedback](#)

Open space and landscaping

Sat, 9th July 2016, 13:00-15:00 (Grey Court School)

Wed, 20th July 2016, 18:30-20:30 (Ham Youth Centre)

Number of attendees: 27

This discussed the design of open space including the green, garden areas, common space and landscaping.

What the public said:

- More private amenity space for Ham Close residents (e.g. balconies, private gardens / shared gardens)
- Gaps between buildings are important, these should be green / landscaped
- Retain mature trees where possible and explore planting more
- Explore a green link through the development and use of the land to the rear of the shops

How we responded:

- In response to residents’ feedback the proposals that follow retain the green and existing mature trees (where possible), provide more private amenity space for Ham Close residents and deliver gaps between buildings. The proposals also explore a ‘green link’ through the development and the provision of community facilities behind the shops

[Open Space and Landscaping workshop feedback](#)

Community facilities and local services

Mon, 11th July 2016, 18:30-20:30 (St Richard’s School)

Sat, 16th July 2016, 10:00-12:00 (Grey Court School)

Number of attendees: 24

This looked at how community facilities are used and the best arrangement for the future. The workshop also considered any new community facilities and local services that might be desirable.

What the public said:

- Ham needs flexible space for a variety of community meeting spaces
- Young people must be involved in designing the future
- Consider the impact of development on school place planning

How we responded:

- To ensure that any development provides truly flexible, sustainable space suitable for community use, we are engaging with local organisations on how local services could be improved and provided in the future

[Community Facilities and Local Services workshop feedback](#)

Impact of construction

Wed, 13th July 2016, 18:30-20:30 (Ham Youth Centre)

Number of attendees: 19

This considered the impact of construction on residents, businesses and the wider community and how this could be mitigated should redevelopment go ahead.

What the public said:

- Construction traffic, environmental controls, waste management and the overall sustainability of the development must be considered
- A development could present opportunities – apprenticeships, work experience and training for local residents

How we responded:

- Should redevelopment go ahead any planning application will be accompanied by an array of detailed technical assessments, together with a full Environmental Statement. This will assess the impacts of the proposed development and assess whether these are acceptable and, that these can be properly mitigated
- A Construction Management Plan will also be submitted with any planning application. This would include details of measures to control the emission of noise, vibration and dust, including the management of working hours and construction traffic

[Impact of Construction workshop feedback](#)

Consultation October 2016 - 2017

Throughout October and November 2016, RHP and LBRuT carried out a consultation on a revised proposal for the redevelopment of Ham Close following a series of [workshops](#) carried out during the summer of 2016.

The consultation, consisting of a proposal and questionnaire, asked for feedback on the principle of a redevelopment. The consultation was carried out and analysed by BMG Research, an independent research company. The Ham Close Stakeholder Reference Group commented on the draft survey questions before the consultation launched.

Communications

RHP customers

- A letter was posted to each of the 192 households on Ham Close – it invited residents to have their say by filling out a hard copy form or online
- An RHP newsletter was sent to all Ham Close households
- RHP knocked on all doors in the Close to make sure people were aware
- A follow up letter was sent to residents near to the deadline as a reminder
- BMG carried out 40 face-to-face interviews

Wider community

- Over 3,000 households were sent a flyer about the consultation
- Consultation material sent to households neighbouring the Close and local community groups
- Posters displayed

Pop-up exhibition

RHP and LBRuT installed an exhibition in a temporary building on the Ham Youth Centre car park. The exhibition was open for 13 scheduled sessions between Wednesday 19 October and Friday 4 November. Sessions were open to the whole community with dedicated appointments for RHP customers.

Number of people who signed in: Ham Close customers 79, Wider community 130, Total 209

Visit to Cave Road (RHP customers only)

RHP offered their Ham Close customers the opportunity to visit one of their recent developments on Cave Road in Ham on 20 October and 3 November. 55 customers attended. Attendees were given a guided tour of the development, to see what the inside of a flat built to current standards looks like.

Online activity

Regular updates about the consultation were posted on:

- RHP's Facebook and Twitter feeds
- The dedicated Ham Close Uplift website

Other engagement activities

RHP and LBRuT carried out a number of bespoke engagement sessions during the consultation period, including:

- A coffee morning with parents at St. Richard's CE Primary School
- A meeting with the Ham and Petersham Neighbourhood Forum
- A session with local young people at Ham Youth Centre

Survey responses

Over 300 residents completed the consultation survey (either online or in hard copy), with 61% (115 respondents) of RHP customers taking part. Overall numbers: Ham Close households 115, Wider community 190, Total: 305

Key findings

Views on affordable housing provision in the Ham area

Overall, more than half (54%) of all respondents agreed or strongly agreed with the following statement: “I think more affordable housing is needed in the Ham area”. Less than a third (29%) disagreed with this statement.

Views on the principle of redevelopment

Overall, there was net agreement amongst RHP’s Ham Close customers that a redevelopment of Ham Close would benefit them / their household as well as others living on Ham Close and the wider Ham community.

Perceptions of aspects of the proposed design

There was net agreement from respondents for each of the following aspects of the proposed design:

- Proposed ‘Garden Link’
- Proposed modern look of the buildings
- Proposed street pattern
- Proposed phasing of construction

Location of community facilities

Levels of support were highest for using the area around the back of the shops on the corner of Ashburnham Road and Ham Street. This would face onto the green. Levels of support were lowest for using the ground floor space of the buildings next to the Woodville Centre on Woodville Road. The following boards provide more detail and summarise the key topics.

[Proposal: consultation document October 2016](#)

This document outlines the proposed design for the redevelopment of Ham Close.

[Headline consultation results January 2017](#)

This document summarises the results of the autumn 2016 consultation with Ham Close residents and the wider community.

[Full consultation results March 2017](#)

This document details the full results of the autumn 2016 consultation including residents' attitudes towards the autumn 2016 redevelopment proposal, the most successful engagement channels and how residents would like to be involved going forwards.

To summarise the key findings of this report:

Ham Close Residents

Ham Close Residents on balance agree that a redevelopment will benefit them personally, Ham Close residents, and Ham as a community. Specific references are made to the outdated nature of the current properties with corresponding hopes that a redevelopment will deliver improvements. Responses from this group are on balance positive on all specific aspects of the proposals, although slightly less positive in relation to the proposed height of the taller buildings.

Wider community

Whilst a number of wider community respondents see benefits from a redevelopment for Ham Close residents, this group is much more likely to disagree than agree that a redevelopment will benefit them personally, or Ham as a community. The key concern of this group is the increase in population caused by the proposed additional homes. This is seen to have implications for local infrastructure and services, in particular increased traffic and pressure on schools, public transport and healthcare provision.

Leader's question time, Ham and Petersham

In November 2017, LBRuT held an event at Grey Court School to give residents the opportunity to quiz the Leader of LBRuT about issues affecting their area. Some of the questions asked related to Ham Close. To view the recording of the event click [here](#) and for the minutes of the meeting click [here](#).

Spring 2018 Community Facilities Engagement

The autumn 2016 consultation proposals showed a change to the western boundary of Ham Close. This boundary change would involve using a strip (687m² or approximately 4%) of LBRuT-owned land, which is currently leased to St. Richard's Church of England Primary School.

This boundary change was needed to enable phase one of the redevelopment to take place on open areas of land. This would allow Ham Close residents to stay on the Close until their new homes are ready, rather than moving off the Close and returning at a later point. LBRuT asked for feedback on this proposed boundary change between the 9 November and 21 December 2017.

RHP promoted the consultation in a variety of ways before and during the six-week consultation period:

- A letter was sent to all 162 families at St. Richard's Church of England Primary School and to all properties facing onto the school playing field
- St. Richard's promoted the consultation in their school newsletter
- Achieving for Children publicised in their schools e-news bulletin
- Drop-in sessions at St. Richard's Church of England Primary School and at Ham Children's Centre
- RHP publicised the consultation to their residents through their Ham Close newsletter
- LBRuT issued a press release for the launch of the consultation
- Local stakeholders were contacted directly via email
- A banner advertising the consultation was added to the homepage of the Ham Close website
- An e-newsflash was distributed to all residents (over 200 email addresses) who had signed up to receive further information about the Ham Close programme

- LBRuT promoted the consultation in their borough e-newsletter
- Both LBRuT and RHP used social media to further promote the consultation

83 surveys were completed. 11 of these responses were from parents or carers at St. Richard's Church of England Primary School (there are 162 families at the school) and 15 responses came from residents in the immediate area (defined as living on Ham Close, Woodville Road or the stretch of Ashburnham Road facing onto St. Richard's Church of England Primary School and the playing field (there are approximately 288 properties in this area).

The number of responses from parents and carers at St. Richard's Church of England Primary School and residents in the immediate vicinity of the site could imply that they are not concerned by the proposed disposal. However, we continued to work with the school and residents to address all the concerns raised.

The consultation overview and supporting documents can be found [here](#).

The document below summarises the key themes from the consultation and provides the survey results.

[St. Richard's Church of England Primary School Playing Field Consultation Report \(March 2018\)](#)

As part of the wider Ham Close redevelopment programme, RHP and LBRuT held two drop-in sessions at Ham Library for Ham Close residents and the wider community to have their say on the re-provision of community facilities.

These took place on:

- Wednesday 7th March 2018, 2pm – 4pm (part of the RHP Customers drop-in session)
- Tuesday 13th March 2018, 5.30pm – 7.30pm

These sessions formed part of an ongoing conversation with the local community, with further engagement opportunities.

- [Community Facilities Drop-In Session Information \(March 2018\)](#)
- [Presentation to the Stakeholder Reference Group following the drop-in sessions](#)

Autumn 2020 regeneration meeting update

On 12 November 2020 at 6.30pm, RHP held an online meeting which provided an update on the regeneration. Due to the restrictions on large public gatherings at the time, RHP held a virtual meeting to provide residents with an update on the progress of the Ham Close Regeneration project, as well as giving them an opportunity to be introduced to the shortlisted Developers. To protect the confidentiality of the ongoing negotiations at the time, the Developers' presentations focused on their previous experience of Regeneration and specifically their approach to consultation and engagement. They did not show the Developers' proposals at this meeting.

To find out more about what happened at the meeting click [here](#). The video was played 210 times.

Chapter Two

Hill Residential, RHP and LBRuT Consultation and Engagement

Following the appointment of Hill Residential as a development partner

July 2021 – Feb 2022

Introduction

Following the consultation and engagement carried out by RHP outlined in Chapter One, Hill Residential were selected as the development partner for Ham Close to deliver the new homes, community facilities and amenities to benefit residents of Ham Close and the surrounding area.

Overview

Hill Residential and RHP began arranging consultation and engagement immediately with meetings and events throughout July 2021 and onwards.

Following the impact of the Covid-19 pandemic, government guidance precautions were put into place for a safe environment to undertake consultation events. This meant there was a digital first approach with many meetings undertaken virtually via Teams. However, as restrictions began to be lifted in July, these were supplemented with in-person events held outdoors and observing social distancing guidance.

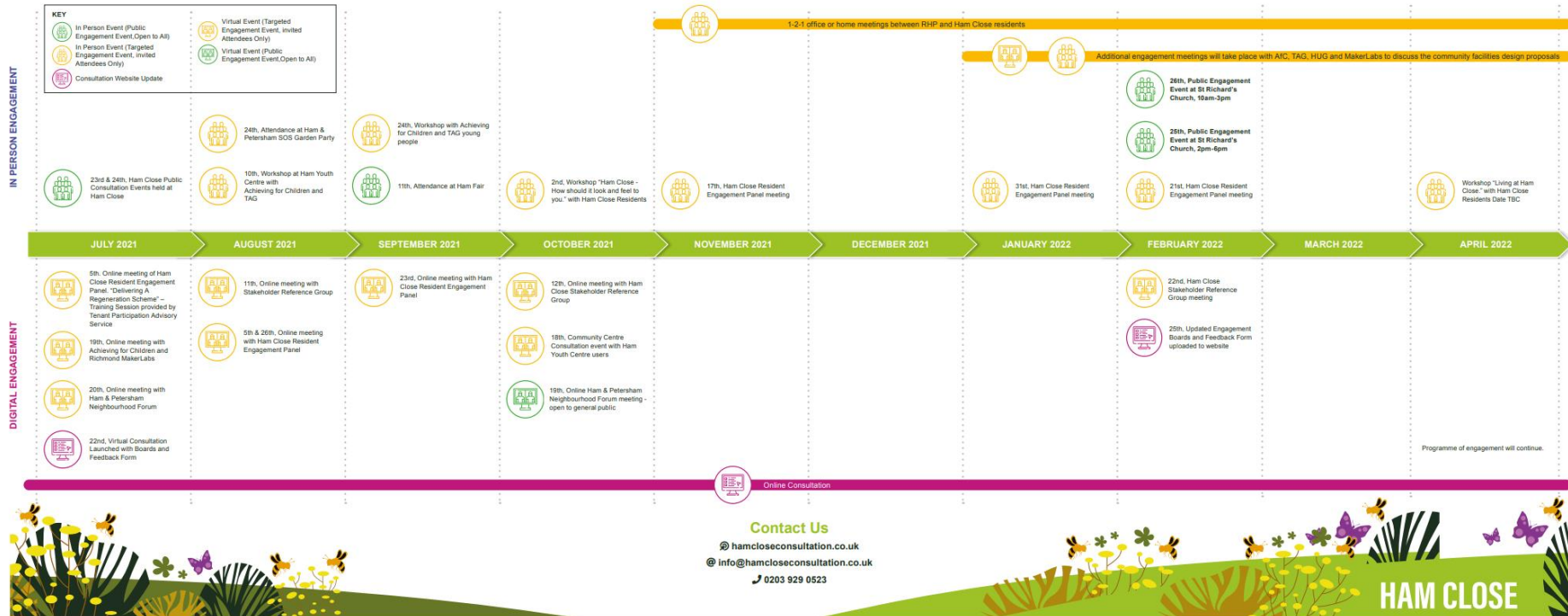
This blended approach to consultation and engagement was maintained throughout the consultation process with a variety of consultation tools utilised including:

- New Consultation Website – hamcloseconsultation.co.uk
- Stakeholder update emails
- Online meetings
- In-person consultation and engagement events
- In-person workshops
- 1-2-1 meetings organised between RHP and Ham Close residents

The overarching approach and timeline of events for this section of the project is displayed below via the consultation timeline.

HAM CLOSE CONSULTATION TIMELINE

The below timeline outlines consultation events which have taken place to date and future engagement during 2021 and into 2022, for the regeneration of Ham Close.



[Click Here to View Timeline pdf \(hamcloseconsultation.co.uk\)](https://hamcloseconsultation.co.uk)

Engagement throughout the period

As with the engagement outlined in Chapter One, there were a number of ways in which Ham Close residents and the wider community remained engaged on the regeneration of Ham Close throughout the period covered in this Chapter.

Alongside the various online meetings, consultation and engagement events, and workshops organised by RHP and Hill Residential for specific purposes, general consultation and engagement tools were used to provide information and an avenue for feedback. This included establishing a dedicated consultation website (hamcloseconsultation.co.uk) to accompany hamclose.co.uk, a specific consultation email address (info@hamcloseconsultation.co.uk) and telephone number (0203 929 0523), continued use of the site notice boards to display consultation update posters, updates in the Ham & Petersham Magazine and continued meetings of the Stakeholder Reference Group and Resident Engagement Panel established during the work in Chapter One.

Ham Close Consultation website, telephone number and email

The project established a specific consultation website for the Ham Close project, hamcloseconsultation.co.uk separate to the existing hamclose.co.uk website created by RHP. The consultation website was an important step to demonstrate the joint working of RHP and Hill Residential following the selection of Hill Residential. Therefore, the new website was branded with both logos. It was also important to keep a link to the work that had been done before. Therefore, both websites had links to each other for Ham Close residents and the wider community to easily access information on both.

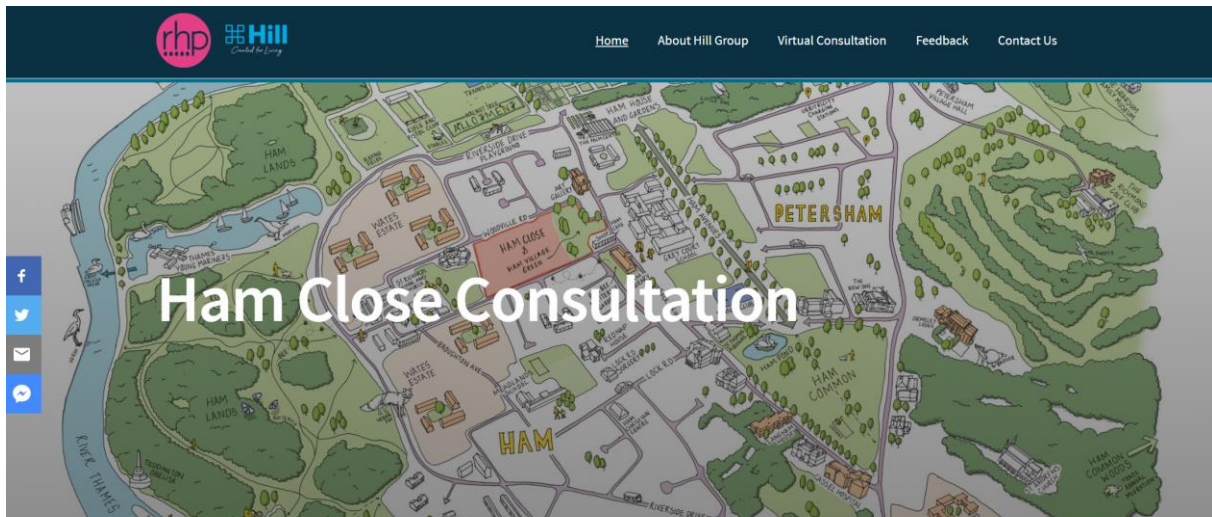
The new consultation website hosted information about the project, in the first instance acting as a holding page with details of the consultation events which were being organised for July. On 22nd July the website was updated as part of the digital consultation which accompanied the physical events which took place over the following two days.

The updated website included information about RHP and Hill Residential with links to both organisations' websites. The consultation website also hosted copies of the consultation information boards which were being presented at the in-person events and the associated feedback questionnaire which followed the same structure and format as the feedback form shown later in this chapter.

The consultation website was regularly updated with new information about the consultation and engagement which took place during the period up until submission. The website evolved to allow residents to register their interest and to include new pages such as a [News page](#) (updates on consultation and engagement events), [Consultation Timeline](#) (which was regularly updated) and [Meet the Team](#) page. Residents could also maintain contact with the consultation team through the [Contact Us](#) section of the website which additionally included a telephone number - 0203 929 0523) - and email address – info@hamcloseconsultation.co.uk.

The info@hamcloseconsultation.co.uk email was also used as the primary point of contact for email updates to be sent providing updates on the project and invitations/notifications about consultation and engagement events.

Ham Close Consultation Website Screenshots (July 2021)



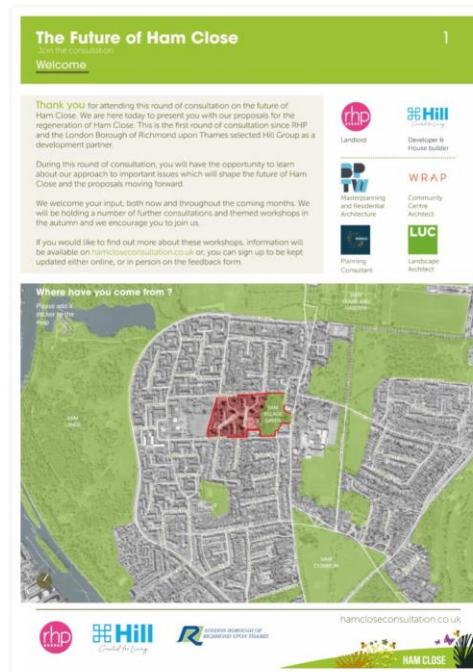
RHP has worked in close consultation with current residents of Ham Close, and the wider community over several years on the vision for the future of Ham Close. This includes ambitious plans to deliver new homes, community facilities and amenities to benefit those living in Ham Close and their neighbours.

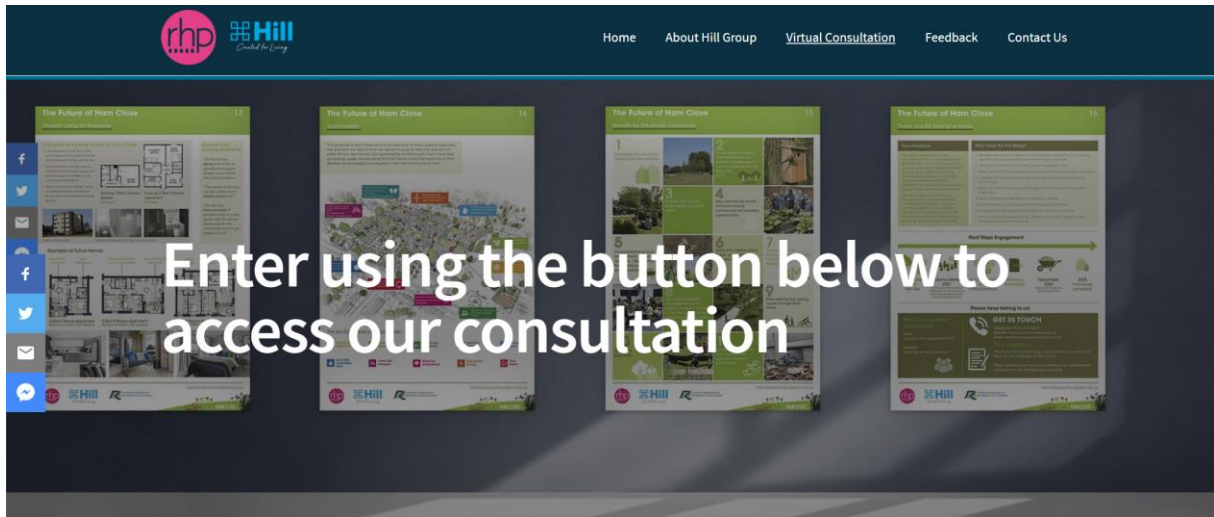
You can find out more information about RHP and their Connect with home initiative from their [website here](#).

Hill has been chosen as the Developer in partnership with RHP. We are keen to meet with you to hear your thoughts and ideas for the Ham Close proposals, of which community, green spaces and sustainability are at the heart.

This website hosts our virtual consultation and provides the opportunity for you to leave your feedback.

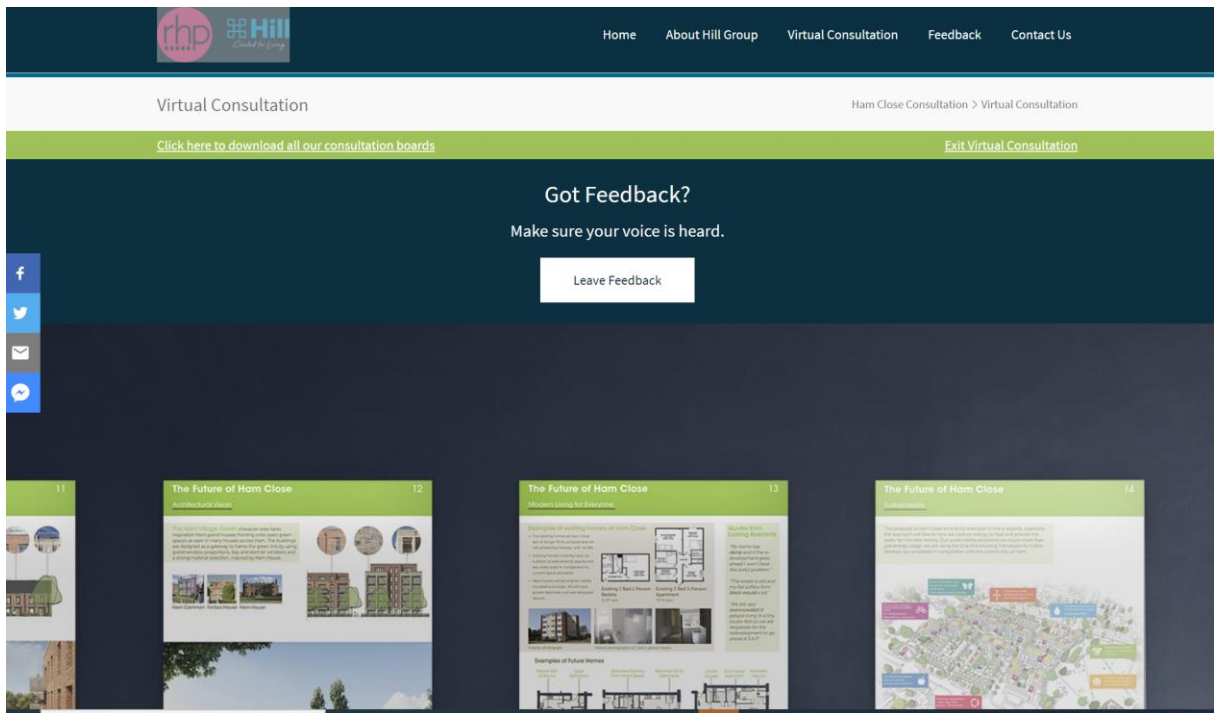
[Click here to view our proposals](#)

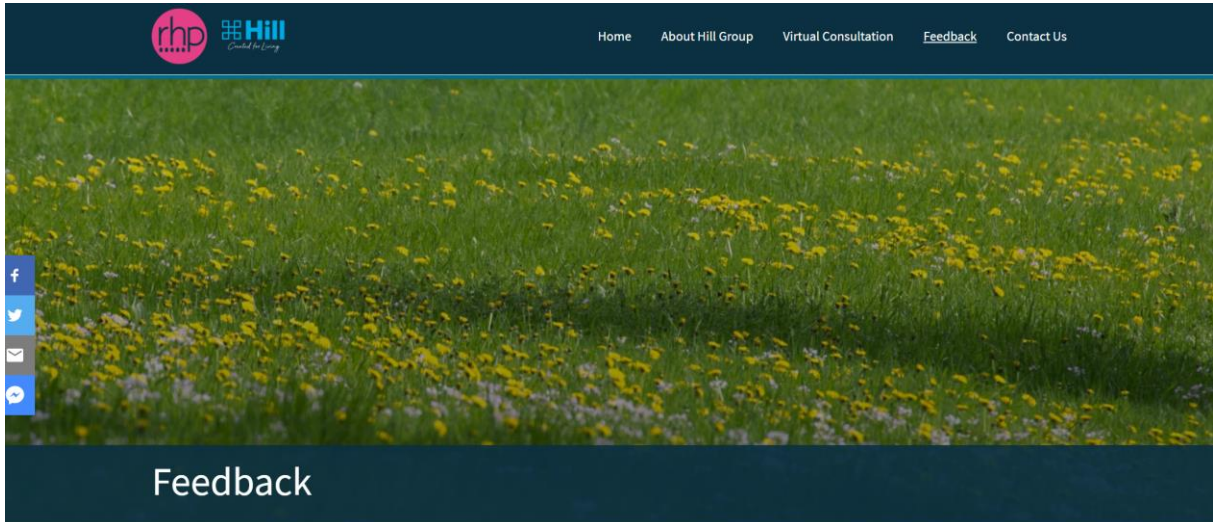




You can find further information about previous consultations on [Ham Close](#) here.

Enter our virtual consultation





If you would like a hard copy of the feedback form below you can either [download it here](#) or request one via the [Contact Us](#) section of the website.

Once you've filled it in, you can return your feedback form to Ham Close Consultation Freepost using: Freepost RTSY-BYYK-CZZT

Name *(Required)*

Address *(Required)*

Street Address

Address Line 2

City

State / Province / Region

ZIP / Postal Code

Country

Email *(Required)*

Are you a member of a local community group? *(Required)*

If yes, which one/s?



Have you previously been involved with the Ham Close consultation between 2015 - 2020?

Please select an option ▼

Are you a resident of Ham?

Please select an option ▼

Landscaped spaces:

How would you use the outdoor public spaces?

- Outdoor gym
- Play space
- Seating areas
- Covered spaces
- Performance space
- Fitness trail
- Other

Other: please specify

What features can you suggest to help welcome in and support nature and wildlife at Ham Close?

Homes:

Are there any buildings, places or spaces in Ham that are special to you and should be referenced when we design the buildings and public spaces at Ham Close?

We would like to use locally inspired sustainable materials. What brick colours would you like to see used on the buildings?

- Red
- Yellow
- Buff
- Dark tones
- Grey
- White
- Other

Untitled

Other: please specify





What features would you like to see on building elevations?

- Different window proportions
- Brick detailing
- Vertical emphasis
- Horizontal emphasis
- Cast stone roundel
- Other

Other: please specify

Community centre:

What locally inspired sustainable materials do you think the community centre should be built from?

- Timber/Bricks
- Tiles/Concrete/Metal
- Other

Other: please specify

We are keen to provide public access to some spaces within the community centre. How would you see yourself using such a space?

- Community Meeting Space
- Sport activities
- Group activities (for example meditation)
- Cinema club
- Socialising
- Learning new things
- Making things
- Practicing a hobby
- Other

See board 7. What do you think of the artist impression of what the community centre could look like?

Submit

Consultation update email examples

Ham Close Consultation Update >

Ham Close Consultation Team <info@hamcloseconsultation.co.uk>
to hili

Fri, 10 Sept, 21:35

Dear Ham Riverside Land Ltd.,

Thank you for your interest in keeping up to date with the proposals for Ham Close. This email is an update from the project team providing you with information on the upcoming opportunities to engage on the project.

Further to our consultation events in July, we will be hosting a series of further engagement sessions with local residents, stakeholders and community groups which have been set out on a consultation timeline which is attached.

The project team will be at the Ham Fair on Ham Common tomorrow from 11am till 4.30pm. If you are visiting and would like to speak to us, please do come along.

Attached is a poster with more details of this event as well as our next round of consultation events in November. Which will take place at **St Richard's Church, Ashburnham Road** on **Friday 19th** and **Saturday 20th November**.

We are regularly updating the consultation website with news so please do check in regularly at <https://hamcloseconsultation.co.uk/>.

You can also look at our proposals and download our consultation material from our first round of consultation.

If you would like to contact the project team please email: info@hamcloseconsultation.co.uk

We look forward to seeing you at a future event.

The Ham Close Project Team

2 Attachments

Ham Close Design Workshop - Saturday 2nd October 2021 >

Ham Close Consultation Team <info@hamcloseconsultation.co.uk>
to [REDACTED]

Wed, 22 Sept, 14:42

As part of our on-going consultation for the regeneration of Ham Close, the design team are pleased to be holding a workshop with Ham Close residents to discuss how Ham Close should look and feel to you. We are keen to hear what you think about the future of Ham Close.

We will be exploring many topics in the workshop including: Landscape areas, design of the buildings, communal parts, building entrances, typical apartments, balconies, gardens, architectural materials and safety and security. We would welcome any other Architectural and Landscape topics you would wish to discuss.

Please find details of the workshop below:

Date: Saturday 2nd October 2021

Time: 11am – 1.30pm (Refreshments will be provided)

Location: St Richard's C of E Church, Ashburnham Road, Richmond, TW10 7NL

Please note that this is not a drop in session. To ensure that we start the workshop promptly please arrive 5 minutes early at 10:55am. You are of course welcome to leave anytime if you are unable to stay for the whole workshop.

We look forward to meeting you on the 2nd October, if you have any questions beforehand please reply to this email.

Kind regards,
Ham Close Consultation Team

Consultation posters and notice boards

Throughout the consultation and engagement period covered in this chapter, a number of poster notifications were prepared and posted in the notice boards at Ham Close for residents to act as an update in commonly accessed and regularly visited areas.

These posters were also shared on the hamcloseconsultation.co.uk website and RHP social media when relevant.

HAM CLOSE CONSULTATION



There are lots of ways to take part! Visit our website at
HAMCLOSECONSULTATION.CO.UK



SEE US IN PERSON

We will be available to meet and discuss our plans at the following events:

HAM FAIR

Saturday 11 September 2021

11.00am until 4.30pm

Ham Common

OUR NEXT ROUND OF EXHIBITIONS

Friday 19 November 1pm - 6pm

Saturday 20 November 10am - 3pm.

St Richard's C of E Church, Ashburnham Road, Richmond, TW10 7NL

We will also be holding design workshops for RHP customers over the coming months and will be writing to confirm the details for these in the near future.

CONTACT US

Telephone: 0203 929 0523

Email: info@hamcloseconsultation.co.uk



HAM CLOSE CONSULTATION



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HAMCLOSECONSULTATION.CO.UK



SEE US IN PERSON

We will be available to meet and discuss our plans at the following events:

WORKSHOP

Saturday 2 October 2021 11am - 1.30pm

St Richard's C of E Church, Ashburnham Road, Richmond, TW10 7NL

Please note that this is not a pop in session. To ensure that we start the session promptly please arrive 5 minutes early.

OUR NEXT ROUND OF EXHIBITIONS

Friday 19 November 1pm - 6pm

Saturday 20 November 10am - 3pm.

St Richard's C of E Church, Ashburnham Road, Richmond, TW10 7NL

CONTACT US

Telephone: 0203 929 0523

Email: info@hamcloseconsultation.co.uk



HAM CLOSE CONSULTATION



Take part in our consultation by visiting our website at
HAMCLOSECONSULTATION.CO.UK



CONSULTATION UPDATE

We have had a great many responses to our consultation and are grateful to everyone for taking the time to engage with us.

As part of the design process, we are continuously analysing this feedback so that it informs the ongoing design work of the project.

EXHIBITION POSTPONED

Given the considerable amount of feedback received and design work being engaged in, we are writing to inform you that the consultation events originally programmed for 19th and 20th November 2021 will be postponed until early 2022.

We will be in touch again with the dates of our in-person event in early 2022.

CONTACT US

Telephone: 0203 929 0523

Email: info@hamcloseconsultation.co.uk



Engagement Forums

This period of the project continued with the engagement meetings of the Stakeholder Reference Group and Resident Engagement Panel (outlined in Chapter One) with Hill Residential representatives and other design team members now in attendance.

Stakeholder Reference Group

As outlined in Chapter One, SRG minutes are available via hyperlink at the dates of the meetings.

11 August 2021 – A presentation was given by the design team members including [RHP](#), [Hill Residential](#), [BPTW](#), [LUC](#) and [WR-AP](#) on the emerging proposals for the Ham Close regeneration. This was followed by questions which included queries about how the new development would relate to the existing Ham & Petersham built environment with regards to density, the location of the community facilities and about local infrastructure capacity.

It was explained that at this stage in the design process, not all of the questions could be answered and that issues such as the density point would be taken into design considerations, however, questions that could be answered were done so. This included the point around the location of community facilities and local infrastructure planning.

The meeting finished with an update from Hill Residential on the next stages of consultation and engagement.

12 October 2021 – The agenda for this meeting was tailored to address the issues raised at the previous meeting including updates on infrastructure and community facilities. Also on the agenda was a consultation update, informing the SRG that the next round of engagement was to be postponed and submission delayed, and a presentation about the project's social value fund with questions arising about how the fund would work in practical terms.

The infrastructure update was provided by Anna Sadler from LBRuT and covered the issues of transport upgrades being sought from Transport for London as well as school place provision. Cllr Frieze asked about plans to increase active travel and bear down on parking at the regenerated Ham Close. The design team explained the process around parking assessment for the proposals was ongoing and that the issues raised would be taken up in ongoing technical discussions.

Sean Weston from WR-AP architects provided an update on the design of the community facility which had been altered significantly since the initial consultation, taking into account the views and feedback of local residents. Key alterations included removing the cantilever and setting the building further back while also creating better links to the residential development and improving further the sustainability of the building.

Questions from those present including local ward councillors focused on room availability, storage, safety – especially for young women and girls, and the effect on neighbouring properties' views onto the building.

22 February 2022 – The meeting was used as a preview session for the engagement event boards, which were presented to the group. It was accepted that previous consultation feedback had been taken into account and further information was sought through questions on matters including traffic movements, construction phasing and management, sustainability and community facilities. These questions were answered by RHP, Hill Residential and LBRuT.

As a result of the meeting a number of changes were made to the engagement boards, including:

- Providing the projected population increase on the boards
- Having the phasing of the project available for discussions at the February events
- Clarifying that the public transport diagram on the transport board was in relation to the wider Ham area
- Including information about the process of a Construction Environmental Management Plan as part of next steps
- Construction timescale estimates

Resident Engagement Panel

5th August 2021 at 6.30pm – 8.30pm

As this meeting followed the July 2021 consultation events, Ham Close residents had the opportunity to feedback on the process thus far and any specific design comments. The next steps of consultation and engagement were outlined.

“REP members impressed that Hill [Residential] and architects listening and trying to meet their needs but concerned about phasing, tenure neutrality and not having choice of open plan/windows in kitchens and bathrooms.”

RHP provided a response to previous workshop points around tenure, fully divided spaces in the new homes, heights of the buildings and sizes of new homes – all of which will be larger than the current homes.

26th August 2021 at 6.30pm – 8.30pm

Given the design focus of the previous meeting, BPTW – the masterplan architect, attended the meeting to feedback on design matters raised and to understand Ham Close resident views on arising design matters. This gave the meeting more of a workshop approach.

Design comments raised:

- 6 storey heights – Policy/planning explanation provided and heights set back at certain locations outlined
- Fire safety and service charges – Outlined work with Affinity Fire Engineering
- Apartment size reductions – Promise given that there will be no reduction in sizes of homes
- Open-plan and Divided Rooms Choice – Assurance given that this will be considered and fed into the floorplan designs

- Kitchen/Bathroom windows requested – Assurance given that this will be considered and fed into the design process
- Choice of aspect/location – Explanation that this was too early in the development process for these discussions but will be picked up as part of later meetings
- Cherry-picking – Made clear that this will not happen and that a mix of tenures will be situated throughout the development
- Underground parking security – Assurance given that this will be considered through “Secured by Design” and CCTV

23rd September 2021 at 6.30pm – 8.30pm

Similarly to the previous two meetings, design and details around the evolving proposals were the focus of the meeting.

Design comments raised:

- Tenure split of additional 231 homes – Open market including 30 for existing leaseholders should they wish to stay in Ham Close
- Fire Safety – Led on from 6 storey discussion. Outlined that all blocks will have sprinkler systems in all communal areas and apartments, as well as use non-combustible materials and work checked by a third party fire safety specialist
- Open-plan and Divided Rooms Choice – Reported that work was progressing on different layouts which could accommodate both styles of home and that these would form part of the 2nd October workshop
- Space standards/balconies – Clarification was given that the new homes would use national space standards and be larger than current homes at Ham Close, not including the balconies which would be in addition to this
- Bathroom/Kitchen Windows – Technical work being carried out to explore possibilities with further information available at a later meeting
- Heating – Clarification on use of air source heat pumps and PV panels for sustainability of the buildings
- Storage – Clarification given that the same level of external storage is unlikely but greater internal storage due to increased size of homes.
- Choice of new home location – RHP provided explanation regarding a tenure blind approach and need to work within phasing of the scheme. Key is that all allocations and offers are in line with allocations policy and housing need.
- Further guarantee given of no gated communities and facilities being available to all residents regardless of tenure
- Moving arrangements – Explanation of the current plan for “one move” to re-house residents and undertaking to discuss possibility of varying this with LBRuT
- Housing offer – Clarification sought on offer of new houses to residents on Ham Close. Response provided that overcrowded houses may move to other parts of the Borough

- Costs of living – Desire to understand when Service Charge and Rents will be finalised and if a significant period of no charge increase be instituted. Process and timelines for new costs were explained and clarification given that a significant period of no cost rises was not financially feasible
- Next steps – October workshops and work to proceed on final agreements to be presented at REP

17th November 2021 at 6.30pm – 8.30pm

Updated designs for the scheme were presented by Hill Residential and RHP. These included:

- Revised masterplan road layouts leading to widening of street scenes and increased light being able to penetrate green spaces as well as increased pedestrianisation allowing for safer spaces for all
- Amendments to the built form which will see a variety of Ham inspired designs across the site, slimmer buildings and reduced height at the corner of the site closest to the existing green and height concentrated at the centre of the site
- Apartment sizes including balcony sizes, ventilation and storage arrangement and options for open plan living
- Parking ramp alterations allowing for 2-way traffic in and out of the underground parking

The comments, questions and responses from the meeting are included below:

- Clarified there are fewer 6-storey blocks in this new design which was considered impressive
- Car parking spaces are a work in progress. It was confirmed that work was ongoing in relation to traffic impact surveys and parking management strategies
- Would there be a choice of apartment? Yes, where possible
- Will there be different layouts in the same block? Yes
- What about adapted homes – It was agreed that designs would be brought to the next workshop
- Questioned about one or two moves – A reminder of the London Mayors good practice guide to estate regeneration

21st February 2022 at 6.30pm – 8.30pm

Engagement event with a preview of the exhibition boards.

Updates on the scheme were presented by Hill and RHP. These updates can be found below.

- Revised masterplan amended to include previous feedback, new plan maximises dual aspect apartments with a variety of layouts, reduced building heights, slimmer buildings that vary in shape, all residents will have outdoor space, using materials that were most popular.
- All apartment buildings will be tenure neutral, and all apartments will meet minimum space standards.
- Landscape proposals were updated to take into account previous feedback. Includes more trees, additional planting, bird and bat boxes, formal play space as well as informal play space.
- Maximise green space which includes clusters of trees, a play route, court yards that all have similar elements and growing beds and fruit trees for community use and maintained by RHP.

- Community facilities, including youth/community centre, was revised based on feedback as well. Changes include a lot more accessible storage, an accessible kitchen, more rooms that can be utilised by the community and more sustainable materials.
- The mass of the building has been reduced and a storey has been removed and two terraces added to break up the building. The ground floor design now uses loggias which take their inspiration from Ham House.
- The changes to the mass of the building were shown to mean the different floors are now laid out as follows:
 - Ground floor: community lounge, reception, kitchen, hygiene facilities and blue badge bays and bike storage
 - First Floor: activity hall, storage, computer room, meeting rooms
 - Second Floor: music studio, art room, meeting rooms and terraces
- An update on the MakerLabs explained that the barn design draws on the heritage of the location and uses sustainable materials.
- Hill has been considering what more could be done to increase the sustainability of Ham Close to go above and beyond the standard requirements. The changes laid on the slides were explained. It was noted that there will be a lot more detail in the planning application which will be available to the public.
- It was highlighted that there will be a firm commitment to providing employment for the local community.
- With respect to transport, it was mentioned that there will be no vehicle movement between the north and south of Ham Close. There will be emergency access only. The basement carpark will create more space for a large and green public realm.
- The future of Ham Close presentation highlighted that approximately 50% of the proposed housing on Ham Close will be affordable.
- The capital receipt from the land sales means that LBRut can build a MUGA at St Richard's C of E School to which there will be some public access. There will be a social impact fund of £2m paid by Hill towards other local projects, and Hill commits to employing people in the local community.
- It was clarified that there would be many opportunities for engagement and outreach projects going forward throughout all the stages of the regeneration. The presentation ended with reiteration that engagement would not stop here.

The comments, questions and responses from the meeting are included below:

- It was noted that two things were not fully addressed thus far: 1. Residents in Ham have a serious problem with access to a single main road. What is being done about this? 2. Concern was raised over the demolition and build time and the disruption to local community. Hill have done a lot of modelling on the traffic and capacity at junctions. The data and modelling are showing that it is not going to have a harmful impact. In terms of demolition, build time and disruption to the local community, there will be a construction environmental management plan to make sure that there is limited impact on. The 'next steps' engagement board was updated to reflect that the construction programme is estimated to be up until 2030.
- Will the sustainability steps you are taking be in keeping with the new Part L standards that are due to be published this year? The planning application will be made before Part L standards come into effect,

but the design proposals satisfy the emerging Part L standards. Additionally, it is estimated that the proposals will achieve a total reduction in regulated CO2 emissions that is 66% over and above the target emissions rate in Approved Document Part L 2013. The proposals will comfortably exceed the emerging Part L 2021 requirements.

- Can you add population increase figures to the boards? Yes. They were updated.
- Will you remove/amend the board on bus services due to the bus routes not servicing Ham Close? Yes, we will amend this board, so it refers to buses service Ham, rather than Ham Close.
- Will you add another board to show how the impact of construction and how this will be managed? 1. The next steps board can be amended to note that this will be managed at the next stages. 2. The construction phases will be closely managed. There needs to be a finalised design before we have a detailed construction plan and decide how best to approach it. 3. The management of construction will be rigorous and well planned. There are a lot of local concerns about cars and parking spaces and capacity. LBRut are working to get the K5 bought onto the estate. The hope is also that Transport for London (TfL) will expand services.
- Could there be more on the construction phasing on the boards? 1. Yes, the phasing strategy will be especially important, and we will be looking at this on approval of the planning application. 2. There will be 3 phases. The first 2 will ensure that the replacement homes for current residents and facilities are replaced. The third phase will be the construction of the additional new homes. 3. To confirm, the entire site will not be in construction for the whole 8-year period. The council is working with RHP very closely on engagement. It is also particularly important that after this period and going forward, engagement will continue to and shape this community.
- Has the reduction in size meant a reduction in facilities? Are the youth centre staff and wider community happy that this will offer us what we need? 1. The design has not meant a loss of facilities but some of them are smaller. For instance, the activity hall, although this is not any smaller than the existing hall. 2. AfC (Achieving for Children) are happy. In an ideal world there would be a larger hall but are very on board with where we have landed. There is now also a community lounge which can be separated off. Youth services can be using the first and second floors at the same time the ground floor facilities are being used by the community. AfC have been positive in conversations. One of their strategies is to develop family hubs. WRAP have designed a very flexible space. 3. The name will also be important. Giving it a name could change perception that it is solely a youth centre.

Ham Close Residents' Association Survey

Throughout the consultation process in this chapter, the design team received regular updates of an informal survey carried out amongst existing Ham Close residents for the future homes on Ham Close.

Below are the results of the survey. This was outside of the formal consultation work being carried out by Hill Residential and RHP but the results have been considered by the design team during the process.

Redevelopment Design Preferences Survey

Findings

Date carried out: 16th July 2021 (updated 25.7.21, 2.8.21, 5.8.21 10.8.21, 10.9.21, 1.10.21)

Responses from **104 Residents (figures from October 2021)**

Design Preference

- Open Plan - 23 / 22.1%
- No Preference - 19 / 18.2%
- Separate kitchen and sitting room - 60 / 57.6%
- More Information - 1 / 0.9%
- Would like option - 1 / 0.9%

Windows

- Windows in bathroom - 80 / 76.9%
- Windows in kitchen - 96 / 92.3%
- Windows and extractor fan in bathroom - 10 / 9.6%
- Extractor fan in Bathroom - 4 / 3.8%
- Extractor fan in kitchen - 4 / 3.8%
- Window and extractor fan in kitchen - 4 / 3.8%

Are these things important to you?

- Where your new flat is? 73 / 70.1%
- Direction new flat faces? 69 / 66.3%
- Bike Storage - 68 / 65.3%
- Heating systems - 92 / 88.4%
- Parking Spaces - 72 / 69.2%

As Chairperson of the Ham Close Residents' Association, I wish to faithfully represent the preferences and views of the residents in discussion with the developers. These are my findings so far.

July 2021 Consultation & Engagement

In July, the key events that took place in relation to the project were:

Date	Event
5 th July	Online training session for Resident Engagement Panel. “Delivering a regeneration scheme” – training session provided by Tenant Participation Advisory Service (TPAS)
19 th July	Online meeting with Achieving for Children, TAG and Richmond Maker Labs
20 th July	Online meeting with Ham & Petersham Neighbourhood Forum Committee
22 nd July	Virtual consultation launched with boards and feedback form
23 rd & 24 th July	Ham Close Public Consultation events held at Ham Close

Meeting with Achieving for Children, TAG and Richmond Maker Labs

RHP, Hill Residential and design team members met with representatives from Achieving for Children, TAG and Richmond Maker Labs as part of an introductory meeting to Hill Residential following their selection as development partner.

Achieving for Children

Generally positive on plans presented and has advocated coming to meet with young people at the centre during one of their sessions. The main take away was that we should “Bring the consultation to them”. AfC didn’t feel there was a need to amend space requirements. The Sports Hall needed to be designed for 5-a-side/shooting hoops as opposed to Sports England compliant level.

The Youth Club uses the kitchen for group cooking activity/life skills activities and has recently received funding to provide school meals (lunch) during non-term time. In terms of the lounge, it is primarily used as a space to dwell/relax/meet by young people together and with youth workers including informal discussions/relationship building. With regards to music and arts, Makers United use the centre during the day and have classes in the evening with the music studio used three nights a week for lessons/recording and practice (well-regarded locally), new classical music initiative recently launched. In the aspect of storage some bicycles could be removed but not much else. With regards to access, this had changed since the initial discussion in that there are children on site throughout the week now due to outreach work from school. It was explained that there is some use of the IT suite for IT support but that it was moving towards a gaming/game coding use.

TAG

The current uses and requirements for TAG include a Sensory Room, two minibuses, and one electric van for outreach work. Also Changing Places Toilets. The kitchen use needs to be accessible/flexible with adjustable sinks and worktops and slide and hide oven desired.

With regards to lounge they have the same uses as outlined by Achieving for Children and while there is an ambition for a cafe project in the long term with professionals assisting and teaching young people about how to really be a part of delivering a cafe - even more so than Foxes Charity which only allows limited involvement. There is an opportunity to reduce storage as they have to store specialist disabled equipment (much of it seasonal and often taken as part of outreach work). In terms of the minibuses, they are happy to give up ground floor space for accessible drop off for young people. Access is an important area with its links to safeguarding. In terms of management there is a need to understand how the small number of staff can manage the activities over several floors given the issues around access outlined. IT use is primarily gaming including Virtual Reality.

Richmond Maker Labs

Happy to be separate from the community centre given RML's specific requirements. In terms of space, they need to revisit space requirements following discussions around storage and kitchen. They need three spaces: Clean Space - computer coding/IT facilities, Messy Space and Noisy/Clean Space. Current space requirements need to be revised as also have 3D printing and laser cutting machines. Outside Space is important due to the shed used by Friends of Ham Lands and increasing uses especially by community groups (HUG) and for access. Storage is not a major issue as materials in regular use.

Additional Comments

Public access at the community centre - How can this be managed at ground floor level and what can be made available? Need to ensure safeguarding and access issues are at the fore. Can rooms double up - Sensory Room as Cinema? Any chance of a sports hall being used by wider sports groups?

Ham & Petersham Neighbourhood Forum Committee

A meeting with the Ham & Petersham Neighbourhood Forum Committee members took place on Tuesday 20th July 2021 ahead of the in-person consultation events.

Below are the questions posed and design comments received during the meeting.

Key consideration for community centre design is the sports pavilion application being brought forward by Grey Court School. The committee felt this important so that there isn't a duplication of facilities. Questions around how sustainability will be included and monitored in design considerations. With regards to the vernacular of the buildings being presented, would like more influence to be taken from Ashburnham Road.

There were a number of questions, including:

1. How will the loss of the recycling centre for the community centre be dealt with?
2. Will there be plenty of natural light for the new apartments?

- Ham & Petersham Neighbourhood Forum have been focusing on raising awareness of dementia friendly approaches to life. How are these being incorporated into the designs?

Given the early stage of consultation, these questions were all taken on board and into consideration as part of the development of the design.

Consultation Flyer

In order to introduce Hill Residential to the project and notify members of the public about the in-person consultation events, an exhibition flyer was prepared and distributed to Ham Close residents and the wider community.

The flyer is shown here and includes details of the events, details of the consultation website and contact details for the consultation team including dedicated email address and telephone number. Ham Close residents received a copy of the leaflet as part of the general delivery and again via a second hand-delivery by RHP officers.



Advertisement of the consultation events

To make sure local residents and stakeholders were given notice of the exhibition, the flyer was sent out to 1748 homes in and around the area surrounding Ham Close. The map below shows the delivery area of the flyer.



In addition to this leaflet, the consultation was also advertised via:

- Stakeholder email invitations to all those who had previously registered their interest
- Invitation emails to locally elected officials including the local MP Sarah Olney and ward Councillor
- The event was promoted via RHP's hamclose.co.uk website and social media channels
- Community Group and Local Business invitations were issued to the following groups:
 - Ham Library
 - Perfect Smile Dentist
 - SW London Clinical Commissioning Group
 - NHS Hounslow and Richmond Community Healthcare
 - Ham United Group
 - Ham & Petersham Neighbourhood Forum
 - Ham and Petersham Association
 - Ham & Petersham Neighbourhood SOS
 - Woodville Centre
 - Richmond Maker Labs
 - St.Richard's Church
 - Greycourt School
 - St Richard's CE Primary School
 - Meadlands Primary School
 - Friends of Ham Village Green

- Ham Close Residents' Association
- Mervyn Smith
- Ham House and Gardens
- Ham Riverside Land Ltd
- Hansel and Pretzel
- Ham Girl Guides
- Ham Scout Group
- Petersham & Ham Sea Scouts
- Ham and Petersham Magazine
- Ham & Petersham Rifle & Pistol Club
- Richmond Baseball Club
- Ham Polo Club
- The Children's Garden
- The Richmond Society

Ham Close Public Consultation Events

The first community consultation events took place on:

- Friday 23rd July from 2pm – 6pm
- Saturday 24th July from 10am – 2pm

These consultation events were held outside at the corner of Ashburnham Road and Ham Close. This location was chosen as it had good passing footfall. This allowed for passing residents to join the consultation as well as making it very accessible for Ham Close residents.

Members of the design team, RHP, LBRuT and TPAS were all present at the event. RHP, Hill Residential and design team members were present to walk members of the public through the exhibition boards, which are included below, discuss the proposals and answer their questions. TPAS were available for further engagement with Ham Close residents.

Attendee feedback was captured via feedback forms, copies of which are provided below. This covered a variety of topics across masterplan layout, landscaping, design, building typology and features as well as community uses for future community facilities. Feedback received is summarised in the Consultation Results section later in this chapter.

Capturing the views of younger people was an important factor for the design team. Therefore, a children's table was also set up for children to play and colour in at while parents and carers walked through the exhibition and for their views to be expressed to design team members. Their views are summarised in the Consultation Results section later in this chapter.

Photos of the Exhibition Events





Exhibition Boards

At the consultation events, the following exhibition boards were displayed for residents to learn about the proposals for the regeneration of Ham Close.

The Future of Ham Close

Join the consultation

Welcome

1

Thank you for attending this round of consultation on the future of Ham Close. We are here today to present you with our proposals for the regeneration of Ham Close. This is the first round of consultation since RHP and the London Borough of Richmond upon Thames selected Hill Group as a development partner.

During this round of consultation, you will have the opportunity to learn about our approach to important issues which will shape the future of Ham Close and the proposals moving forward.

We welcome your input, both now and throughout the coming months. We will be holding a number of further consultations and themed workshops in the autumn and we encourage you to join us.

If you would like to find out more about these workshops, information will be available on hamcloseconsultation.co.uk or, you can sign up to be kept updated either online, or in person on the feedback form.



Landlord



Developer & House builder



Masterplanning and Residential Architecture



Community Centre Architect



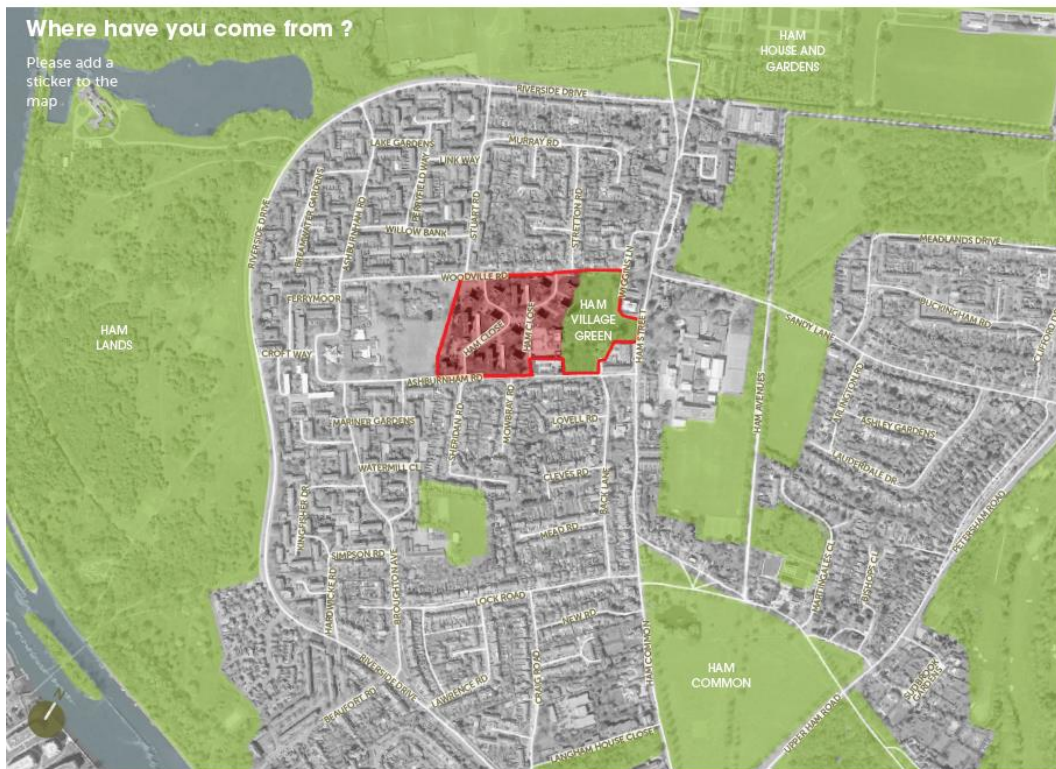
Planning Consultant



Landscape Architect

Where have you come from ?

Please add a sticker to the map.



hamcloseconsultation.co.uk

