

Greater London Authority - Trip Rate Assessment Valid for London Deliveries by Time.

3

Gordon House Business Centre
6 Lissenden Gardens
Gospel Oak
Camden

Licensed Office Space

NW5 1LX

Easting 528425
Northing 185746

This is a small office development above a garage/workshop in a mainly residential area. There are 25 office suites which were being licensed by a total of 18 businesses at the time of the survey. Communal facilities include a reception area, two kitchens and toilet facilities including showers. Confectionary and soft drinks can be purchased from machines on site.

Gross Floor Area: 731 sq. m., Predicted Floor Area: 10,000 sq. m.
Survey: 13/01/1999 Wednesday 08:30-18:30

The survey comprised a count of all people entering and leaving the building. Staff from the businesses licensing space in the centre and visitors were interviewed as they entered the building, and self-completion questionnaires were completed by the site manager and her assistant. Details of the number of employees were collected during the day.

NB: Only 11 of the 18 companies licensing space had any employees present. The number of full and part time staff fields exclude the seven businesses which were not open on the day. Two of the full time staff are employed by the managing company to run the centre.

Car	In	%	Out	%
12:30-12:45	1		1	
15:45-16:00	1		1	
12:00-12:15	1		1	
12:15-12:30	1		1	
09:45-10:00	1		1	
11:00-11:15	1		1	
Type Total (% of Site)	6	100	6	100
Predictor	82		82	

Site Total	6	100	6	100
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**Greater London Authority - Trip Rate Assessment Valid for London
Deliveries by Time.**

Predictions

Number of sites considered	1
Predicted Gross Floor Area	10,000
Total Gross Floor Area	731

Predictions	In	Out
Car	82	82

The prediction figures have been calculated by aggregating the delivery vehicle trips by type for all surveys selected, dividing these figures by the aggregated Gross Floorspace of the sites and multiplying the product by the Predicted Floorspace.

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NB: Only 11 of the 18 companies licensing space had any employees present. The number of full and part time staff fields exclude the seven businesses which were not open on the day. Two of the full time staff are employed by the managing company to run the centre.

Car	In	%	Out	%
Type Total (% of Site)	6	100	6	100
Predictor	82		82	
<hr/>				
Site Total	6	100	6	100

**Greater London Authority - Trip Rate Assessment Valid for London
Deliveries Summary.**

Predictions

Number of sites considered	1
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**Greater London Authority - Trip Rate Assessment Valid for London
Public Transport Accessibility Details.**

Gordon House Business Centre
6 Lissenden Gardens
Gospel Oak
Camden

Licensed Office Space

NW5 1LX

Easting 528425
Northing 185746

Survey: 13/01/1999 Wednesday 08:30-18:30

Public Transport Accessibility Level : 3

Total Accessibility Index: 10.60

Mode	Route/Station	Distance	Frequency (Monday - Friday peak am.)
Bus	214	282	8.0
Bus	c11	115	3.0
Bus	c12	115	3.0
Bus	c2	282	11.0
Rail	Gospel Oak 1	168	3.0
Rail	Gospel Oak 2	168	2.0

Greater London Authority - Site /Survey Report

Trip Rate based on : Gross Floor Area 0 per 100 m2

Name
Business
Address
District Easting 0
Borough Northing 0
Post Code
Parking Total 0 Disabled 0 Visitors 0 Employees 0
Location
Class B1 - Office
Area Site (sq. m) 0 Gross Floor (sq. m) 0 Retail Floor (sq. m) 0
Public Transport Accessibility Level 0

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Opening Hrs							
Mang Parking			On Street Parking Control				
Loading Bays	0 Part Timers		0 Full Timers		0		

Survey Date / /	Survey Hours 1			Survey Hours 2
	Origin & destination			
	Home	Work	Else	
Home:	0	0	0	
Work:	0	0	0	
Else:	0	0	0	

Site Notes

No Site Notes Recorded

Survey Notes

No Survey Notes Recorded

Facilities available to the public

No Site Facilities Recorded

**Greater London Authority - Trip Rate Assessment Valid for London
Public Transport Accessibility Details.**

Hereward Philips
2 Athenaeum Road
Whetstone
Barnet

Chartered Accountants Offices

N20 9YU

Easting 526437
Northing 194016

Survey: 25/03/1992 Wednesday 07:00-19:00

Public Transport Accessibility Level : 3

Total Accessibility Index: 15.00

Mode	Route/Station	Distance	Frequency (Monday - Friday peak am.)
Bus	125	244	4.0
Bus	263	85	6.0
Bus	234	85	6.0
Bus	326	85	4.0
Bus	34	85	6.0
Bus	251	244	4.0
Underground	Totteridge and Whetstone	434	15.0

**Greater London Authority - Trip Rate Assessment Valid for London
Trip Rate 3 - Average by Journey Purpose.**

Sites considered = 1 Total Gross Floor Area: 880 m2

Hereward Philips , Whetstone

JOURNEY PURPOSE	AVERAGE TRIP RATE
Journey to Work - Main Mode	9.09
Journey to Work - Final Mode	9.09
Employer's Business	0.90
Personal Business (Staff)	7.50
Visitors - Main Mode	3.40
Visitors - Final Mode	3.40
TOTAL ALL PURPOSES (Final Mode)	20.90

The average trip rates have been calculated by aggregating the trips by purpose for all surveys selected, dividing these figures by the aggregated Gross Floorspace of the sites and multiplying the product by 100 to arrive at a trip rate per 100 m2.

5. SUMMARY & CONCLUSIONS

- 5.1 Mountcashel plc propose to extend and refurbish offices at 27 Kelso Place. The proposed 185m² extension would result in total accommodation of 762m².
- 5.2 Based on a comparison with sites demonstrating similar characteristics, the redevelopment would not, in our view, generate a material increase in delivery traffic movements along Kelso Place.
- 5.3 Removal of the on-site parking will reduce vehicular activity in Kelso Place by at least 14 movements per day.
- 5.4 The three tests set out in the Reasons for Refusal (including Policy TR39) are as follows:
- i) Detriment to amenity levels: Servicing activity is unlikely to increase to any significant degree. Car trips will be reduced by at least 14 vehicles per day leading to amenity benefits for residents.
 - ii) Increase in Congestion: We do not consider existing conditions should be described as congestion. Some delay to residents may be experienced but this is an existing situation that is unlikely to change to a material degree as a result of the appeal proposals.
 - iii) Decrease in safety: Removal of commuter parking and virtually no change in servicing activity will lead, at worse, to a neutral situation on safety.
- 5.5 We therefore conclude that no demonstrable harm will occur as a result of the proposals and that there are no traffic and highway reasons why they should be refused.

APPENDIX A

PLANNING AND CONSERVATION

THE TOWN HALL HORNTON STREET LONDON W8 7NX

Executive Director M J FRENCH FRICS Dip TP MRTPI Cert TS

**THE ROYAL
BOROUGH OF**



Burgess Mean Architects,
Ivydell House,
3 Cowper Road,
London, SW19 1AA

Switchboard 020-7937-5464
Direct Line: 020-7361-2085
Extension: 2085
Facsimile: 020-7361-3463

**KENSINGTON
AND CHELSEA**

26 OCT 2000

My Ref: PP/00/01400/CHSE
Your Ref:

Please ask for: Central Area Team

Dear Sir/Madam,

TOWN AND COUNTRY PLANNING ACT, 1990

TOWN AND COUNTRY PLANNING GENERAL DEVELOPMENT ORDER, 1988

REFUSAL OF PERMISSION TO DEVELOP (DP2)

The Borough Council in pursuance of their powers under the above mentioned Act and Order, hereby REFUSE to permit the development referred to in the under-mentioned Schedule as shown in the plans submitted. Your attention is drawn to the enclosed Information Sheet.

SCHEDULE

DEVELOPMENT:

Alterations, extensions and refurbishment of existing office buildings including ground floor extensions, alterations to elevations and roof form of main building and alterations to elevations in Kelso Place frontage for single use office accommodation.

SITE ADDRESS:

27 Kelso Place, London, W8 5QG

RBK&C Drawing Nos:

PP/00/01400, PP/00/01400/A and PP/00/01400/B

Applicant's Drawing Nos:

98216/001, 98216/02, 20305/001/D, 20305/002/D,
20305/003/D, 20305/004/D, 20305/005/B, 20305/06/B and
20305/007

Application Dated:

02/06/2000

Application Completed:

15/06/2000

Application Revised:

31/07/2000

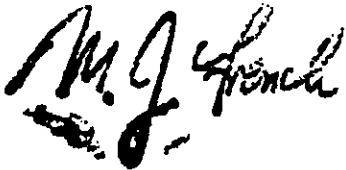
REASON(S) FOR REFUSAL OF PERMISSION ATTACHED OVERLEAF

REASON(S) FOR REFUSAL:

1. **The proposal would result in a significant expansion of the existing commercial floorspace of the office within this primarily residential cul-de-sac, to the detriment of the levels of amenity that nearby residents should reasonably expect to enjoy. As such, the proposal is contrary to policies of the Unitary Development Plan and the Proposed Alterations to it, in particular Policies E2, E6, TR39 and CD52.**

2. **The proposed additional windows to the East and West facing courtyard elevations, and the introduction of the ground floor courtyard infill rising above the boundary wall, would result in an unacceptable increase in sense of enclosure, and reduction in privacy, to the adjacent residential property at 26 Kelso Place. As such, the proposal is contrary to policies of the Unitary Development Plan and the Proposed Alterations to it, in particular Policies CD30, CD30a, CD41, CD44, CD44a and CD52.**

Yours faithfully,



Michael J. French
Executive Director, Planning and Conservation

APPENDIX B

Greater London Authority - Trip Rate Assessment Valid for London Deliveries by Time.

Usborne Publishing
83-85 Saffron Hill
Clerkenwell
Camden

Publishing Company Offices

Easting 531363
EC1N 8RT Northing 182006

There is no on site car park.

Gross Floor Area: 930 sq. m., Predicted Floor Area: 10,000 sq. m.

Survey: 15/05/1996 Wednesday 08:00-18:30

The survey involved a management questionnaire and an employee questionnaire both self completion and visitor questionnaires completed at reception. There was a pedestrian count carried out and deliveries were noted.

Car	In	%	Out	%
09:30-09:45	1		1	
17:15-17:30	1		1	
17:00-17:15	1		1	
15:00-15:15	1		1	
16:45-17:00	2		2	
09:45-10:00	1		1	
13:00-13:15	1		1	
11:00-11:15	1		1	
11:45-12:00	1		1	
Type Total (% of Site)	10	66	10	66
Predictor	108		108	

Transit Type Vehicle	In	%	Out	%
10:00-10:15			1	
10:45-11:00	1		1	
09:15-09:30	1		1	
09:45-10:00	2		1	
09:30-09:45	1		1	
Type Total (% of Site)	5	33	5	33
Predictor	54		54	

Site Total	15	100	15	100
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**Greater London Authority - Trip Rate Assessment Valid for London
Deliveries by Time.**

Predictions

Number of sites considered	.1
Predicted Gross Floor Area	10,000
Total Gross Floor Area	930

Predictions	In	Out
Car	108	108
Transit Type Vehicle	54	54

The prediction figures have been calculated by aggregating the delivery vehicle trips by type for all surveys selected, dividing these figures by the aggregated Gross Floorspace of the sites and multiplying the product by the Predicted Floorspace.

Greater London Authority - Trip Rate Assessment Valid for London Deliveries Summary.

Usborne Publishing
83-85 Saffron Hill
Clerkenwell
Camden

Publishing Company Offices

Easting 531363
Northing 182006

EC1N 8RT

There is no on site car park.

Gross Floor Area: 930 sq. m., Predicted Floor Area: 10,000 sq. m.

Survey: 15/05/1996 Wednesday 08:00-18:30

The survey involved a management questionnaire and an employee questionnaire both self completion and visitor questionnaires completed at reception. There was a pedestrian count carried out and deliveries were noted.

Car	In	%	Out	%
Type Total (% of Site)	10	66	10	66
Predictor	108		108	
<hr/>				
Transit Type Vehicle	In	%	Out	%
Type Total (% of Site)	5	33	5	33
Predictor	54		54	
<hr/>				
Site Total	15	100	15	100

**Greater London Authority - Trip Rate Assessment Valid for London
Deliveries Summary.**

Predictions

Number of sites considered	1
Predicted Gross Floor Area	10,000
Total Gross Floor Area	930

Predictions	In	Out
Car	108	108
Transit Type Vehicle	54	54

The prediction figures have been calculated by aggregating the delivery vehicle trips by type for all surveys selected, dividing these figures by the aggregated Gross Floorspace of the sites and multiplying the product by the Predicted Floorspace.

**Greater London Authority - Trip Rate Assessment Valid for London
Public Transport Accessibility Details.**

Usborne Publishing
83-85 Saffron Hill
Clerkenwell
Camden

Publishing Company Offices

EC1N 8RT

Easting 531363
Northing 182006

Survey: 15/05/1996 Wednesday 08:00-18:30

Public Transport Accessibility Level : 4

Total Accessibility Index: 16.80

Mode	Route/Station	Distance	Frequency (Monday - Friday peak am.)
Bus	55	78	6.0
Bus	243	78	7.5
Underground	Farringdon (M) (C) (H&C)	248	19.0
Rail	Farringdon	248	15.0

Greater London Authority - Site /Survey Report

Trip Rate based on : Gross Floor Area 0 per 100 m2

Name
Business
Address
District Easting 0
Borough Northing 0
Post Code
Parking Total 0 Disabled 0 Visitors 0 Employees 0
Location
Class B1 - Office
Area Site (sq. m) 0 Gross Floor (sq. m) 0 Retail Floor (sq. m) 0
Public Transport Accessibility Level 0

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Opening Hrs							
Mang Parking			On Street Parking Control				
Loading Bays	0	Part Timers	0	Full Timers	0		

Survey Date / /	Survey Hours 1			Survey Hours 2
	Origin & destination			
	Home	Work	Else	
Home:	0	0	0	
Work:	0	0	0	
Else:	0	0	0	

Site Notes

No Site Notes Recorded

Survey Notes

No Survey Notes Recorded

Facilities available to the public

No Site Facilities Recorded

**Greater London Authority - Trip Rate Assessment Valid for London
Deliveries Summary.**

2

B.T. Power Engineering	Offices	
Unit 3, Engineering Works		
Station Road, Tufnell Park		Easting 529497
Islington	N19	Northing 186220

There was a redundant workshop (90m2) not included in the GFA.

Gross Floor Area: 610 sq. m., Predicted Floor Area: 10,000 sq. m.

Survey: 10/06/1992 Wednesday 06:00-18:00

This survey was conducted by the LB Islington.

Car	In	%	Out	%
Type Total (% of Site)	1	33	1	33
Predictor	16		16	
<hr/>				
Transit Type Vehicle	In	%	Out	%
Type Total (% of Site)	2	66	2	66
Predictor	33		33	
<hr/>				
Site Total	3	100	3	100

**Greater London Authority - Trip Rate Assessment Valid for London
Deliveries Summary.**

2

B.T. Power Engineering	Offices	
Unit 3, Engineering Works		
Station Road, Tufnell Park		Easting 529497
Islington	N19	Northing 186220

There was a redundant workshop (90m2) not included in the GFA.

Gross Floor Area: 610 sq. m., Predicted Floor Area: 10,000 sq. m.

Survey: 10/06/1992 Wednesday 06:00-18:00

This survey was conducted by the LB Islington.

Car	In	%	Out	%
Type Total (% of Site)	1	33	1	33
Predictor	16		16	

Transit Type Vehicle	In	%	Out	%
Type Total (% of Site)	2	66	2	66
Predictor	33		33	

Site Total	3	100	3	100
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PROPERTY OF

PROPERTY OF

PROPERTY OF

APPEAL BY MOUNTCASHEL PLC

27 KELSO PLACE, LONDON W8 5QG

RESPONSE TO COUNCIL'S APPEAL STATEMENT

Appeal Reference: APP/K5600/A/00/1052372

LPA Reference: PP/00/01400/CHSE

Our Reference: NDL/DRK/02A080694

Date: 8 January 2001



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A) **OVERLOOKING AND ENCLOSURE**

1.0 Increase In Floor Area At 2nd Floor Level To Main Building

1.1 RBKC states at paragraph 5.2 and 5.6 of its statement that the proposed increase in floor space at 2nd floor level to the main building is equal to 78.86 sq m or 235% of the existing 2nd floor area.

1.2 The existing floor area in this part of the premises is very small (33.56 sq m) and, therefore, it would take only a relatively small increase, in nominal terms within the context of the whole scheme, to produce a very high percentage. This, on its own, is misleading of the actual significance of the increase of floor space proposed within the context of the whole scheme.

2.0 Impact On Residential Amenity From Proposed Window Openings

2.1 RBKC refers to a number of proposed window openings to the appeal scheme in paragraphs 5.6, 5.7 and 5.8 of its statement. We would comment specifically in relation to the new window openings referred in paragraph 5.7 of its statement as follows:

- a. *Second Floor Level Extensions:* This refers to the proposed roof lights set within the roof slope to the main building and the proposed clerestory style windows. The clerestory style windows are considered under the next bullet. The pitch to the roof lights would be shallower than the existing roof pitch and, taking into account the obscured glazing proposed to these roof lights, only very limited views would be possible of No26. We consider that most views of No26 from these roof lights, if possible, would mainly look out onto the brick north facing elevations to No26 in any event.
- b. *Second Floor Level Extensions:* In terms of the proposed clerestory style windows, the proposed use of obscured glazing to these windows would create very limited potential for overlooking.

c. *Rear Facing Wall of the Southern Part of the Main Building at 1st Floor Level:*

It is unclear as to which window openings the Council means to refer in this respect. No such reference is made in the Planning Officer's report to the Planning Services Committee, dated 9 August 2000.

- d. *East Facing Elevation of the West Wing at 1st Floor Level:* Overlooking to No26 is possible from the adjacent clear window positioned north along this elevation that exists at present. It is proposed to improve the existing situation by providing obscured glazing to this window instead. The additional window proposed would be significantly smaller than the existing window in this part and would provide no additional view of No26. It is also proposed to use obscured glazing to this window, which would limit any perception of additional harm from overlooking.

2.2 With the exception of the window referred to in 'c' above, we have the following comments to make in respect of the Council's statement in paragraphs 5.6, 5.7 and 5.8:

- i. There is, in our view, a significant potential for harm to the privacy of occupiers at No26 at present as a result of overlooking from the extensive use of glazing along the south facing elevation of the main building. The existing clear glazed window at first floor level to the east facing elevation of Alice House adds to this impact on residents' privacy.
- ii. The proposed development would significantly reduce the extent of glazing to the south facing elevation to the main building and, this would, therefore, significantly reduce the perception of overlooking to No26 or, at least, cause no further harm to No26 in this respect.

-
- ii. The use of obscured glazing to the existing window at 1st floor level to Alice House will further mitigate any harm to the privacy of No26 from the proposed development.
 - iii. The window openings referred to paragraph 5.7 are required for natural daylighting, but the proposed development will benefit from air conditioning, mitigating any future tendency to rely on the window openings as a source of ventilation.
 - iv. The Planning Officer did not consider in his report that any of the windows referred to in paragraph 5.7 would give rise to harm. In addition, he considered that the proposed alternative to the main building would carry significant benefits in design terms through the creation of "a more harmonious arrangement".
- 2.3 With reference to paragraph 5.8 of RBKCs statement, none of the additional windows proposed are closer to No26 than the existing windows, with the exception of the following windows:
- i. The shallow pitched lean-to roof light to the single storey extension to the rear of Victoria House; and
 - ii. The 1st floor window to the west facing elevation to Victoria House.
- 2.4 Views to Victoria House would be severely limited by the acuteness of any glancing views back to No26 and further limited by the obscured glazing proposed in this case.
- 2.5 Overlooking to No26 would not be possible from the lean-to roof proposed to the single storey extension, considering the following:
- i. The proposed use of obscured glazing;

-
- ii. The shallowness of the roof pitch;
 - iii. Its proximity and comparative height next to the high boundary wall at No26 (an indication of the difficulty that would be experienced in looking over the boundary wall from inside this extension is given by drawing number 20305/007, a reduced copy of which (not to scale) is attached).

3.0 Sense Of Enclosure

- 3.1 RBKC states, at paragraph 5.9 of its statement, that the proposed alterations to the roof of the north wing "would increase the height of this part of the building by approximately 1.8 metres". We estimate that the existing external ground to eaves height of this part of the building is 4.9 metres and that the proposed ground to eaves height would be 5.5 metres - a proposed increase of 0.6 metres to the height of the south facing elevation to the main building. The Planning Officer's report is closest to this estimate at 0.8 metres. Therefore, we consider that 1.8 metres stated in RBKC's appeal statement at paragraph 5.9 to be wildly inaccurate.
- 3.2 The Planning Officer stated in his report that he considered an increase of 0.8 metres to be acceptable and would not, in his view, give rise to a significant increase in any sense of enclosure to No26. The proposed alterations to this part of the building would not cause the building to be developed any higher than the existing roof ridge.
- 3.3 The proposed single storey extension referred to in paragraph 5.9 of RBKC's statement would abut the boundary wall at a height no greater than the height of this wall. The shallow pitch of its lean-to roof, which slopes away from No26, would reduce the perception of additional scale and bulk arising from the proposed extension and would not, therefore, give rise to any significant harm in terms of sense of enclosure to No26. This view is supported by the Planning Officer in his report to the Planning Services Committee, at paragraphs 4.9 and 5.6 of his report.

B) TRAFFIC AND HIGHWAYS ISSUES

4.0 Off-street car parking

4.1 The Council states, at paragraph 7.2 of Appendix 5, that the UDP does not encourage off-street parking at office uses. The adopted UDP states at paragraph 5.2.7 that, in the case of office uses, the Council would seek 1 space per 1,500 sqm. This is confirmed in paragraph 4.4 of the Planning Officer's report that, given the residential nature of the location, the loss of car parking spaces, although contrary to UDP parking standards, was welcome. In addition, this aspect of the proposed development would be in accordance with Government Guidance, particularly in PPG13, seeking to reduce the use of the private car in locations that are accessible to public transport and other, more sustainable forms of transport.

4.2 The Council describes the premises at Appendix 5, paragraph 3.3 of its statement as being of a "very inaccessible nature". To this end, we would refer the Inspector to paragraphs 2.3 to 2.7 (inclusive) of our appeal statement and the Council's Public Transport Accessibility Map (from its Interim Transport Plan 2001/2002), attached at Appendix 4 to our appeal statement. This is omitted from the Council's appeal statement. On the basis of these matters, we consider that the premises benefit from reasonable public transport accessibility.

5.0 On-street servicing

5.1 As noted at paragraph 5.4 of the Council's statement, vehicles arriving at the premises currently experience difficulty in turning around in the street. The Council also acknowledges, at paragraph 5.5, that the residents' survey (set out in the Council's statement) "does not necessarily represent the activities of the proposed occupier".

5.2 Although the Council acknowledges that any increase in delivery activity to the premises is unlikely to be proportional to the proposed increase in floor area, the Council, nevertheless, considers that the proposed increased in floor space give rise to

significant harm in this respect. This appears to be based, at least in part, on the Council's assumption that the premises will accommodate 48 people (paragraph 6.1 of the Council's statement). This is a one third increase from the 36 staff working at the premises most recently, and thus proportional to the proposed one third increase in floor space.

- 5.3 We do not consider that the Council's estimate of the number of staff that would be working at the premises to be an accurate reflection of the fact that the proposed development seeks to provide an HQ style office facility. Senior staff based at such premises would tend to require more space than on average, and there is often a greater area of support space. We have based our view on research into occupational densities (i.e. the amount of floor space required per full time employee) undertaken by Gerald Eve entitled "Overcrowded, under-utilised or just right?: A study of Office Occupational Densities in the UK", December 1999. A copy of this document is enclosed (**Appendix 1**).
- 5.4 The report sets out a range of typical range of occupational densities. The average occupational density is regarded as 15.8 sqm/employee. This should be considered in the light of the nature of the proposed office premises.
- 5.5 The proposed offices comprise a combination of different types of space, including open plan office, directors'/enclosed office space and support space. Support space includes training, dining, conference and meeting rooms and reception areas (page 4 of the report). The attached schedule of accommodation (**Appendix 2**) indicates that support space would comprise approximately 171.4 sq m, or 30.5% of the total office accommodation. Page 4 of the report notes that the amount of floor space within headquarters buildings is often higher than average at approximately 21.7%. Branch offices also have a high percentage of support space at 22% on average. Therefore, we consider that the proposed office works would give enable the creation of either HQ or branch style offices.
- 5.6 The report (Table 11, page 13) notes that, largely owing to the greater proportion of support space, the occupational density of branch or HQ offices is likely to be

significantly lower than the average of 15.8 sqm/employee indicated above. The average occupational density in each case would give rise to the following estimates of staff numbers if the proposed development is completed, based on the proposed total floor area of 562 sqm:

Table 1: Estimated number of people according to typical occupational densities

Type of Office	Average Occupational Density	No. People
Average	15.8 sqm/employee	36
HQ Building	18 sqm/employee	31
Branch Offices	19.3 sqm/employee	29

Source: Gerald Eve, December 1999

- 5.7 According to the above table, the proposed development is likely to accommodate no more than the existing number (i.e. 36) of staff occupying the building, and, possibly, a lesser number of staff. Therefore, we do not consider that the proposed development would give rise to any significant additional harm to local amenity from delivery vehicles and suppliers visiting the premises, and could result in less harm to local amenity than at present.
- 5.8 In addition, the Council states at paragraph 6.2 of its statement that the loss of the courtyard would result in all servicing to the premises having to take place on-street. The parking of cars in the courtyard has prevented servicing from taking place off-street in any event and the situation in this respect would, therefore, remain unchanged.
- 5.9 We enclose with this response a statement from Savell Bird and Axon, specialist Traffic and Transport Consultants. They have been instructed by the Appellant to make comments specifically in relation to the Council's statement relating to traffic and highways issues and in response to the statement of the Council's Highways Officer.

5.10 Savell Bird and Axon conclude in their report that:

- i) By comparison with sites demonstrating similar characteristics, the redevelopment would not, in their view, generate a material increase in delivery traffic movements along Kelso Place
- ii) Removal of the on-site parking would reduce traffic movements by at least 14 movements per day
- iii) The proposed development would not, in their view, give rise to any material detrimental impact on residents' amenity; material increase in congestion; or materially affect road safety

C) CONCLUSION

- 6.1 In summary, we consider that the proposed development would not result in significant additional harm to residents' amenity or safety in terms of overlooking, sense of enclosure or from the impact of delivery vehicles that would service the premises.
- 6.2 In addition, the Council's Refuse Department has confirmed that refuse from the office development would be collected at the same time and on the same refuse trucks as the refuse collected from residents, therefore, not causing any additional impact from vehicles of this nature.
- 6.3 Therefore, we respectfully request that the Inspector allows this appeal.

APPENDIX 1

**Gerald Eve
Research**

RESEARCH LIBRARY



Overcrowded, Under-utilised or Just Right?

A Study Of Office Occupational Densities In The UK

RICS

RESEARCH FOUNDATION

Gerald Eve
Chartered Surveyors



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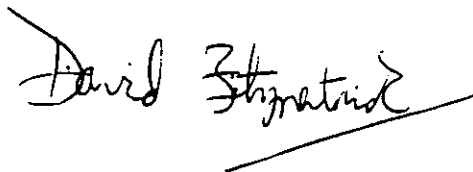


How Effective Are Office Buildings?

One of the key questions being asked of the property profession is how effective and productive are buildings as places in which to work. We know a great deal about their financial performance, but surprisingly little about how well they can support the core functions of the organisations that occupy them.

The property profession must be able to provide effective and insightful information that helps occupiers make the best use of the space they occupy. This Study is invaluable in providing a time series of benchmark figures describing office occupation and usage. Not only is this useful in assessing the current situation but also, as future Studies are published, we will develop a better understanding of the trends that are taking place in the ways in which offices are used, and will highlight and amplify some of the external factors driving change.

I am sure that you will find this Study of interest and value to you and your organisation.



David Fitzpatrick
Executive Director: RICS Research Foundation

Changing technology and social factors are transforming the ways people work and occupy their office space. In order to realise the full potential of the work place, wherever that may be and whatever that may constitute, business organisations must be empowered by knowledge and be cognisant of changing trends in working practices.

'Overcrowded, Under-utilised or Just Right?' provides occupiers and those involved in delivering office space with a benchmarking reference point, a resource to assist in determining space needs. This Study may also be considered a practical tool in formulating and developing estate strategies, by highlighting important areas for consideration.

I hope you will find value in these findings and conclusions.



Paul Needham
Gerald Eve

FINDINGS SUMMARY

Our 1997 Study established a new office occupational density (OD) benchmark of 16.6m² net internal floor area per full time equivalent employee. This has changed to 15.8m² in this, the 1999 Study of national office occupational density.

The same approach was used in both Studies, with the majority of questions being unchanged from 1997. However, in 1999, the Study was more extensive, with a corresponding reduction in response rate. The results for 1997 related to just over 1.4 million m² of office floorspace, housing over 80,000 employees. The results in 1999 relate to just over 1.04 million m² and over 65,000 employees.

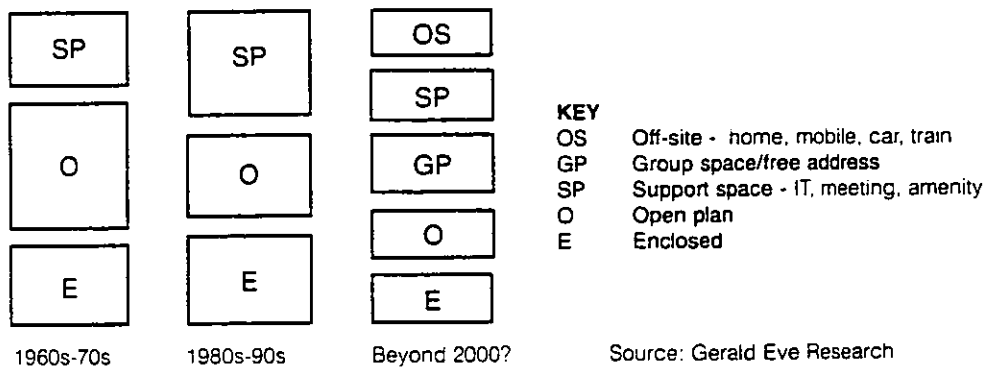
Despite a mix of different types of organisations, properties and locations, there continues to be a bias in the findings towards data relating to larger office buildings. The average net internal floorspace was 3,025m² in 1997 and 4,161m² in 1999.

INTRODUCTION

There is a continuing debate about the effects of social, corporate and technological change on work patterns, office use and demand for offices. Advances in information technology are facilitating changes in working practices which, in turn, are being driven by social pressures and new styles of management. In effect, the work place is changing. The problem is that no-one knows how much change is taking place and whether these drivers of change are having different effects in different business sectors. Importantly, is any change temporary or permanent?

It is widely accepted that changing social behaviour and freer, more flexible working patterns, facilitated by improved and dynamic technology, may alter the way people use buildings. This may change the balance of office and support space within buildings or may lead to a decline in the total demand for office floorspace within established locations. The way offices have been used and the way they have changed their space budget over the past few decades may look something like this:

The changing space budget



In 1996 the Royal Institution of Chartered Surveyors (RICS) and Department of the Environment, Transport and the Regions (DETR) sponsored Gerald Eve to undertake one of the first nationwide studies of office use. The first Study was published in 1997. This research has been repeated in 1999 with funding from the RICS. The aim is to build up long term information on office use, and the factors likely to affect future use and demand for space.

This time series research seeks to analyse changing patterns of office occupation and monitor occupational density over time. By doing this, we will be in a better position to understand the key determinants of space usage and have a clearer understanding of the true drivers of change and the dynamics of change in the demand for offices.

We have chosen to collect more detailed and useful information at the expense of reducing the number of responses to the questionnaire survey. Most importantly we seek to identify which factors may affect how offices are used and to identify any emerging trends. The range of factors considered includes:

- Location - within the UK and within the built area;
- Building Stock - age of construction and dates of refurbishment, whether purpose built or converted, total floorspace and allocation of uses, facilities, services and design issues;
- Occupation - function, tenure, length and nature of occupation, whether all or part of the building is occupied, internal configuration;
- Organisation - business sector, size by number of employees and turnover, and date established;
- Management and Personnel - the dynamic factors of varied and changing management styles, attitude towards space use and newer working patterns and practices within and outside the office, type and make-up of the work force and use of information and communication technology.

This Study gives an analysis of the findings, highlighting differences in office space usage and density which may be attributable to some of these factors. The results confirm, and contradict, some of the findings of the 1997 Study and indicate that patterns and trends in office use may be emerging. A wide range of factors is influencing how offices are occupied and used. Whether these are the drivers or the manifestation of change will become clearer in future years.



What is Occupational Density?

Occupational density is a measure of intensity of use and indicates how much space each person occupies within the work place. The approach we have used to calculate OD is to divide the lettable floorspace by the number of full time equivalent employees to give a square metre per person measure. The lettable area in an office has three main components:

- workspace - where desks or workstations are located, in open plan or enclosed offices;
- ancillary space - areas local to the workspace, such as circulation, etc;
- support space - centralised functions (training, dining, conference and meeting rooms), which support the whole organisation. This may also include reception areas.

Different professions use different measuring conventions:

- Developers / town planners use gross floorspace / gross internal area - the entire area inside the external walls of a building;
- Surveyors and investors use lettable / net internal area - the entire internal floor space, minus structural walls and core areas housing toilets, stairways and lifts;
- Occupiers, building designers and space planners are interested in the "usable" space - lettable space minus the primary circulation areas, reception etc.

All figures in this Study are expressed as OD in terms of net internal area, unless otherwise stated.

Throughout this Study, the terms 'high' and 'low' OD have been used. A building with a high OD is more densely occupied than average, with a resultant low floorspace figure per person, and vice versa.

Table 1 Examples of high and low occupational density

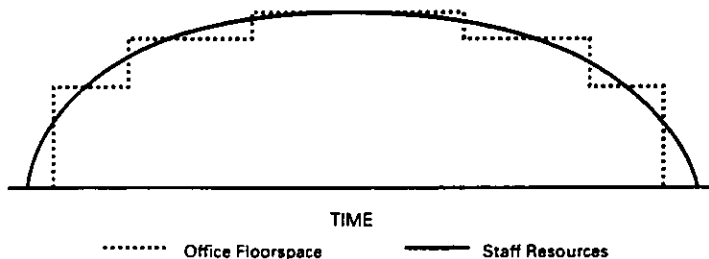
Example	Occupational Density
High	11.7m ² per person
Average	15.8m ² per person
Low	22.4m ² per person

Why measure Occupational Density?

Occupational density is important as one of the key drivers which impacts directly on an occupiers' bottom line. The quantity of space per person, combined with the number of staff working in a building, affects the way buildings serve their purpose as a place to work.

Most businesses concentrate on managing property costs on a "per square metre" basis, whilst their business plans drive the numbers of staff they employ. In periods of economic growth, space is acquired to meet customer demand and to increase revenues. Conversely, in recession, companies shed staff and (if they can) space. But density of use is a third, and equally important, determinant of occupancy costs. As floorspace occupation is not generally as flexible as staff resources, optimisation of occupation is difficult.

Office occupation concept diagram



The recession in the UK in the early 1990s elevated the importance of occupational density. Many organisations began to realise that to meet competitive targets they needed not only to occupy cheaper space but to occupy their space more efficiently and effectively. By focusing attention on space use as well as cost, office occupiers started to focus as much on occupational density as a measure of their performance as costs per square metre. Both PFI and the outsourcing of facilities management have led to the need for performance benchmarks, as has the rapid rise of serviced offices as an alternative solution to meeting changing space needs.

Any office based organisation should know how much space each person needs to carry out their work effectively and efficiently. This is one of the basic inputs into property decisions on rationalisation, relocation or acquisition or disposal of space. This requires an average benchmark of office space per person and an appreciation of the variations needed for different tasks. Our Study sets out a series of benchmarks and also analyses the differences between business sectors, building functions and different locations which may be relevant.

We do not attempt to address whether the amount of space occupied or the way it is used affects an individual's satisfaction or efficiency. We have not looked at productivity or profitability of individual employees or organisations, nor have we used other management measures of efficiency with the intention of relating these to the amount of space occupied, as these were outside the scope of this Study. Difficulties in obtaining meaningful productivity data across sectors and types of organisations precluded comparisons. It should also be noted that the key to this Study is the time series aspect. Differing samples or more general sampling error must be considered when comparing the 1997 and 1999 data sets. In many instances, differences are not statistically significant. Some percentage response columns may not tally to exactly 100 due to the effect of rounding.

OUR APPROACH

We have used the same approach in both the 1997 and 1999 Studies of collecting a wide range of data from office occupiers throughout the UK. The questions are designed to collect information on a single, named, property, on the organisation which occupies it and on the factors likely to affect how the space is used.

In the 1999 Study we have sought information from occupiers who had taken part in the 1997 Study and also through the membership register of the British Institute of Facilities Management, in an attempt to ensure a regional as well as sectoral spread of data.

The results for 1997 related to just over 1.4 million m² of office floorspace, in almost 500 buildings accommodating over 80,000 employees. The results in 1999 relate to 1,040,325m² and 65,700 employees in 280 buildings. The buildings which make up these totals are not the same, although we have information for both dates for many buildings. We have been able to correlate the analysis between the two dates only in broad terms, as set out in this Study.

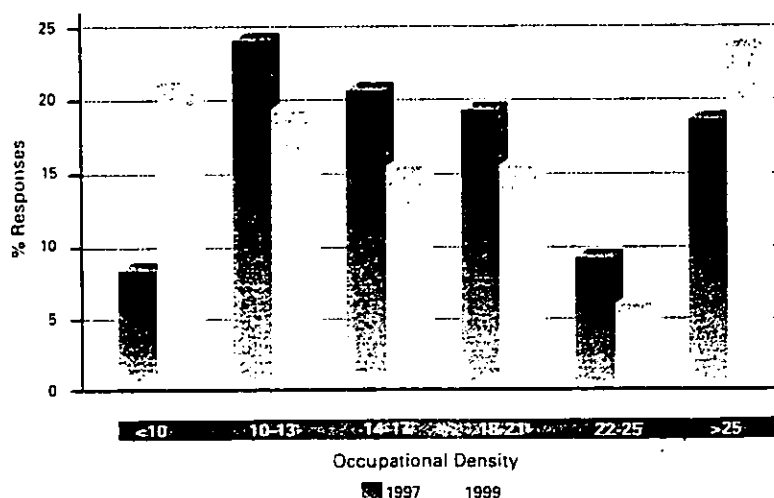
In both Studies, there is a wide mix of different types of organisations, properties and locations. There was and continues to be a bias towards larger office buildings, as occupiers of more than one property were requested to limit their observations and data to a single property. This introduced a bias towards headquarters and larger office buildings. The average net internal floorspace was 3,025 m² in 1997 and 4,161 m² in 1999.

MAIN FINDINGS

The National Benchmark

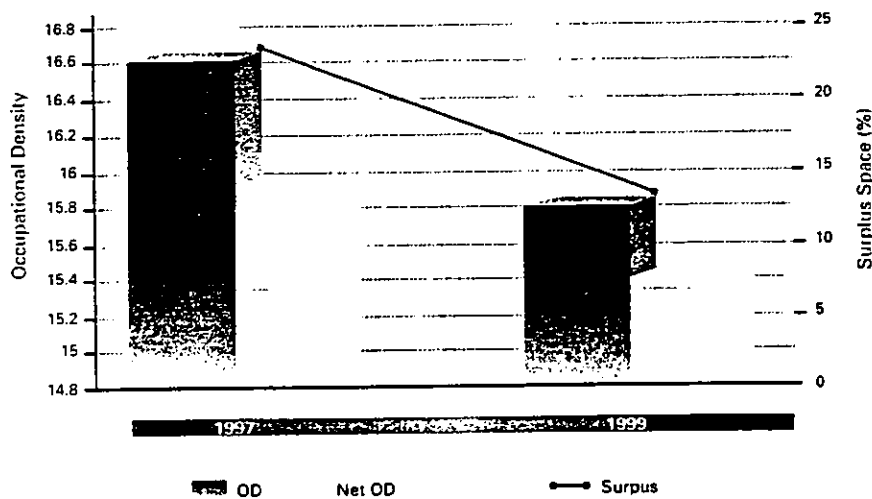
In 1997, the Study established a national benchmark for office occupational density at 16.6m² net internal floorspace per full time equivalent employee. This has changed to 15.8 m² in 1999.

Distribution of responses



Both figures include offices with 'surplus' space, which was 23% of the survey sample in 1997 and 13% in 1999. If surplus space is excluded from the analysis, the average OD falls from 16.6m² to 15.8m² in 1997 and from 15.8m² to 15.4m² in 1999. The reduced amount of surplus space could be an indication of improved economic conditions in the UK.

Average net occupational density

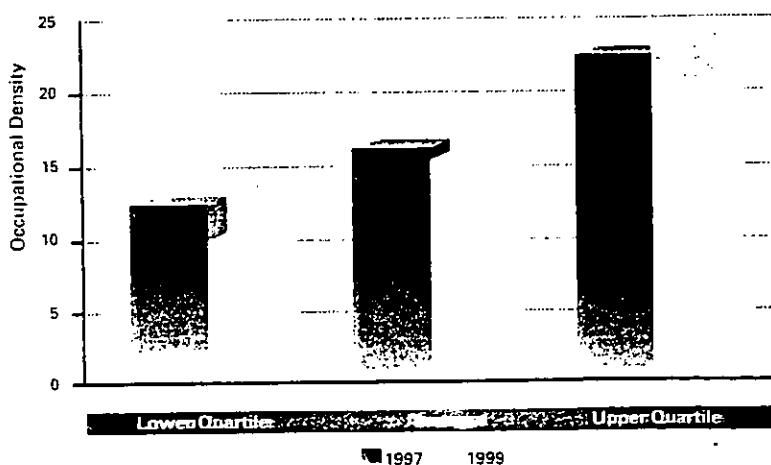


The range of average densities in 1999 saw more properties very densely occupied or very sparsely occupied, possibly reflecting a wider range of occupation type (Table 2). As in 1997, a number of anomalies at the top and bottom of the range were removed before analysis.

Table 2 - Occupational density ranges

	1997	1999
25 th Percentile	12.4 m ²	10.0 m ²
Average	16.6 m ²	15.8 m ²
75 th Percentile	22.5 m ²	24.5 m ²

Occupational density ranges



LOCATIONAL ISSUES

Does location matter?

The 1997 Study showed some regional variations in occupational density, although given the bias of responses towards the South East and London, a low response rate from some regions did not allow full regional comparison. This bias in the first Study has not been fully rectified, despite our efforts to obtain responses from throughout the UK. Although the largest numbers of office buildings are in London and the South East, the weighting of survey responses is greater in this region (Table 3). Consequently some of the other regions, especially the North West and Merseyside, are under-represented in the survey responses. This under-representation is measured by reference to the distribution of office space in England and Wales recorded by the Valuation Office Agency (from the Rating List as at 1 April 1998).

Table 3 - Regional response on current standard regions

	Occupational Density	% of Responses	Valuation Office Distribution (%)	% of Responses excluding Scotland
North East	17.9	2	3	2
Yorkshire/ Humberside	17.8	2	8	2
East Midlands	17.8	3	5	3
Eastern	16.2	4	9	5
South East	15.4	29	15	31
London	15.6	36	25	38
South West	17.1	5	8	5
West Midlands	16.0	5	9	6
NW / Merseyside	17.3	4	12	5
Wales	23.1	3	4	3
Scotland	16.5	7	-	-

There have been so few responses from some regions that the regional variations in OD need to be treated with caution (Table 3). As the standard regions have been redrawn, direct comparison of changes in ODs across the regions since 1997 is also problematic, although the effect of the boundary changes is minimal. We have looked at the changes in London the South East and elsewhere in the UK as a whole to look at the wider trends without the distortions of small sample sizes.

Both Greater London (15.6m²) and the South East (15.4m²) now show substantially higher ODs than the rest of the UK at 17.3m² (Table 4). This is a substantial change from the position in 1997, when East Anglia and Wales recorded the highest densities, and the West Midlands and London, the lowest (no replies were received from Northern Ireland in the 1999 Study). This may be due either to improved economic conditions and increased employment, which have not yet led to organisations taking more space, or to increased pressure on organisations to use space more efficiently, or to long term changes in office use, assuming the differences do not result from sample error. The time series search should clarify this.

Table 4 - Regional analysis on 1997 standard regions

Regional Analysis	Occupational Density		% of Responses	
	1997	1999	1997	1999
London (GL)	17.7	15.6	27	36
South East (SE)	16.8	15.4	30	29
West Midlands	19.2	16.0	10	5
North	17.6	17.9	1	2
Scotland	17.4	16.5	4	7
North West	17.1	17.3	11	4
East Midlands	16.9	17.8	5	3
South West	14.4	17.1	3	5
Yorkshire & Humberside	13.7	17.8	5	2
Wales	10.7	23.1	3	3
East Anglia	10.3	16.2	2	4
Total of all Regions excluding GL & SE		17.3		36

On the findings of the Study, it seems likely that occupational density is being driven by total occupancy cost as ODs are highest in high total occupancy cost locations.

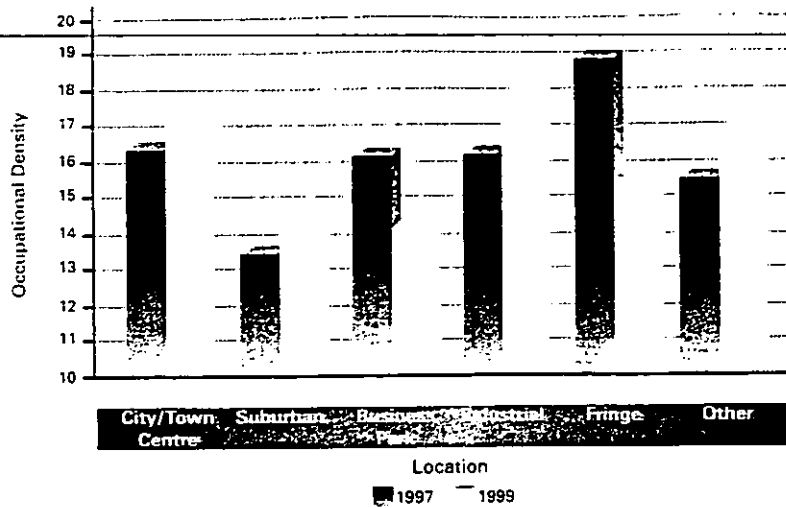
Which locations are most efficient?

Although offices in suburban locations continue to be relatively densely occupied, as functions such as sales organisations and call centres are common in these locations, offices in business parks now have the highest densities (14.2m²) and industrial locations the lowest (17.8m²), despite these two categories having the same ODs in 1997 (Table 5). It is not unexpected that industrial locations, with generally lower occupancy costs, should exhibit lower ODs. The OD in fringe of centre locations has increased significantly to 15.7m².

Table 5 - Occupational density by location

Location	Occupational Density		% Responses	
	1997	1999	1997	1999
City/Town Centre	16.5	17.4	45	44
Suburban	13.5	14.3	7	23
Business Park	16.3	14.2	14	8
Industrial	16.3	17.8	8	4
Fringe	18.8	15.7	21	15
Other	15.3	16.7	5	7

Occupational density by location



BUILDING ISSUES

Does size matter?

Smaller buildings are generally used more effectively and have higher ODs than larger buildings. This correlation between size and intensity of use is illustrated in Table 6. The results suggest that the bigger the building, the lower the OD. The exception is buildings of between 500 - 1000m² which have lower than expected ODs of 18.1m². ODs range from 16.7m² for buildings up to 500m², to 19.5m² for buildings over 10,000m². There may be a number of factors behind this. Many newer and smaller businesses, which have high ODs, are likely to be occupying the smaller units and vice versa. It may be more difficult to control effective usage of space in larger buildings.

Table 6 - Occupational density by building size

Building Size (m ²)	Occupational Density	% of Responses
Less than 250	16.7	17
251 - 500	16.7	11
501-1,000	18.1	18
1,001 - 2,000	17.8	13
2,001 - 5,000	17.7	17
5,001 - 10,000	18.4	13
Greater than 10,000	19.5	11

Are new buildings more efficient?

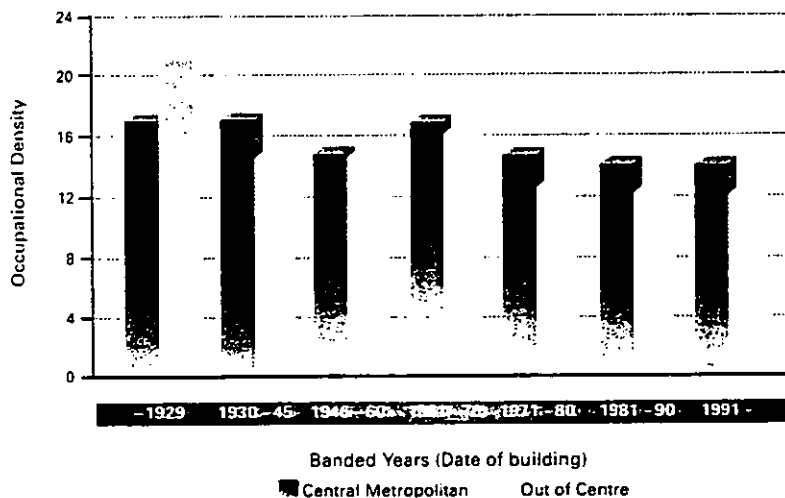
Despite the headlines from the 1997 Study, 1960s buildings are no longer the most densely occupied. The current Study shows that 1970s buildings have the highest overall OD across all property types and locations, at 13.2m² (Table 7). In general, buildings constructed after 1970 are more densely occupied than buildings before that time. Pre-war buildings (up to 1945) have the lowest ODs at 17.1 m². The changing geographical distribution of responses does not appear to have influenced this outcome. The comparison between central metropolitan and out of centre office buildings using the same age band classifications indicates that out of centre locations generally support higher ODs, possibly as buildings in this type of location are more likely to be more flexible and more modern. This is borne out by the significant difference in ODs in out of centre locations between buildings erected prior to 1970 and those built after.

Table 7 - Occupational density by age of building

Age of Building	Occupational Density		% of Responses	
	1997	1999	1997	1999
Up to 1945	17.7	17.1	26	32
1946 - 60	23.1	16.3	10	7
1961 - 70	14.6	16.0	18	16
1971 - 80	15.5	13.2	11	12
1981 - 90	16.8*	15.2	35*	17
1991- present	-	15.6	-	17

* Post 1980

Age banded occupational densities by location



There appears to be a gradual move to more dense occupation of buildings over time. It could be argued that design issues are driving this increasing density. With increased flexibility being built into newer offices, the opportunity exists for office occupiers to increase densities. Heightened awareness of the costs associated with under-utilising office space may also be a factor.

Purpose built or converted?

The 1999 results show that buildings converted from other uses have higher ODs than purpose-built offices, reversing the findings of the 1997 Study (Table 8).

Table 8 - Occupational density of purpose built v converted buildings

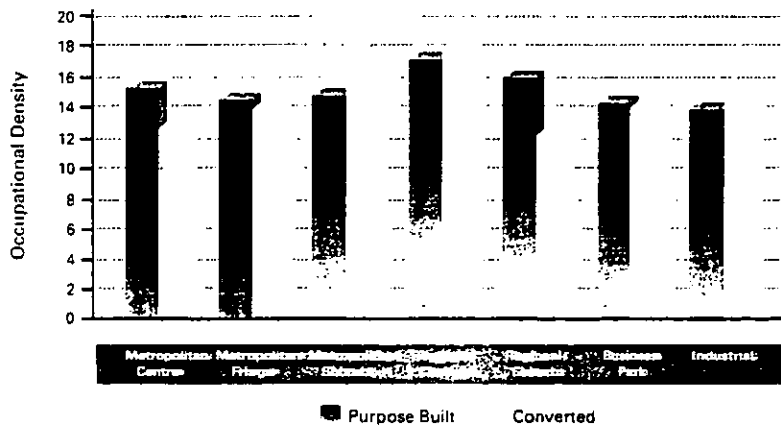
	Occupational Density		% of Responses	
	1997	1999	1997	1999
Purpose Built	15.6	17.1	75	65
Converted	16.1	16.7	25	35

There is insufficient information to identify specific reasons for this and these changes will need to be tracked in the future. Buildings converted from other uses in the 1970s have, on average, shown the most dense office occupation (11.7m²). Post-war conversions between 1946 and 1960 are the least densely occupied on average at 17.6m² (Table 9).

Table 9 - Occupational density by date of conversion

Date of Conversion	Occupational Density	% of Responses
Pre 1900	-	-
1901 - 1929	15.3	4
1930 - 1945	12.4	1
1946 - 1960	17.6	16
1961 - 1970	16.8	9
1971 - 1980	11.7	15
1981 - 1990	17.1	32
1991 - present	16.5	23

Occupational density of purpose built and converted buildings by location



The Study generally shows a higher density for converted buildings than for purpose built office buildings in central metropolitan areas. This could be a reflection of older purpose built central urban office buildings not being designed for modern occupation - possibly with a more modular design with resultant lower densities (Table 10).

Table 10 - Occupational density of purpose built v converted buildings by location

Location	Purpose Built	Converted
Metropolitan Centre	15.3	12.4
Metropolitan Fringe	14.4	14.0
Metropolitan Suburb	14.8	17.0
Regional Centre	17.1	17.4
Regional Suburb	15.9	13.0
Business Park	13.9	13.6
Industrial	13.7	15.0

ORGANISATIONAL ISSUES

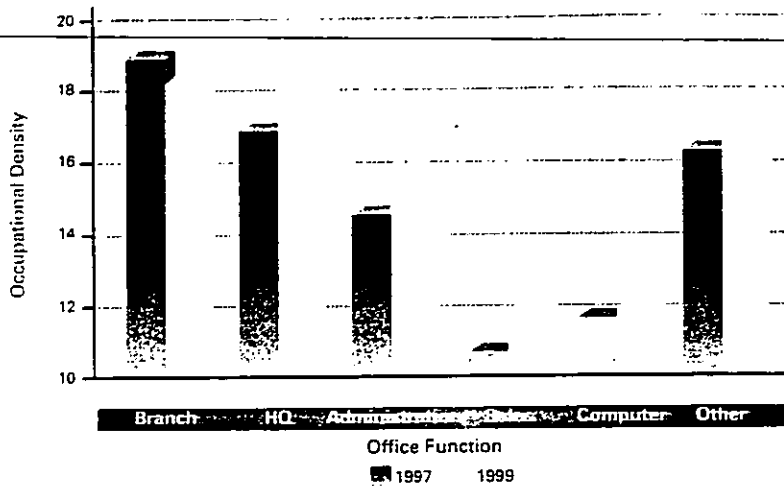
Buildings - what is their purpose?

In both 1997 and 1999, the use of space and the amount of support space was investigated for buildings with different functions to see whether there were differences in buildings whose main use is headquarters, branch, administration, sales, computing or 'other'. Apart from a slight increase in ODs for sales offices and administration offices, there is consistency between the 1997 and 1999 findings and other functions appear little changed (Table 11). This indicates that office functions are a driver of the occupation of office space.

Table 11 - Occupational density by office function

Office Function	Occupational Density		% of Responses	
	1997	1999	1997	1999
Branch	19.3	18.3	7	5
HQ	17.0	18.0	69	48
Administration	14.8	15.5	15	21
Sales	10.9	11.8	2	2
Computer	15.6	11.9	2	3
Sole Office	-	17.6	-	11
Call Centre	-	12.8	-	4
Other	16.4	17.4	5	6

Occupational density by office function



- Branch offices - continue to have the lowest OD at 18.3m². They appear to be less efficient, with higher than average support space (22%), possibly reflecting built-in flexibility for growth. The lower rents and rates outside prime locations may result in branch offices taking more space than minimum requirements.
- Headquarters buildings - are around the same OD as branch offices at 18.0m². Possible explanations for this are the age of buildings and the large number of HQs which are owner-occupied buildings (38% in 1997 and up to 42% in 1999) which have higher ODs and possibly limited downsizing potential. The density of use may also be driven by higher space allocations for senior staff and an inflexible attitude to change. The amount of support space is higher than average at 21.7%.
- Administration buildings - have higher ODs (15.5m²) than HQ buildings, possibly due to lower space allocations and a smaller percentage of space used for support (17.9%).
- Sales offices - highest OD at 11.8m². Sales offices tend to have a mobile, flexible workforce often working off-site and are more likely to use newer working practices and have tightly planned space in their offices. Most sales offices (83% in 1997 and 71% in 1999) are leasehold and may be subject to more stringent analysis and control of known occupancy costs.
- Computer/IT - also a high OD (11.7m² in 1997 to 11.9m² in 1999), reflecting the nature of technology.

It remains clear that business parks and regional suburban locations have high ODs, with offices in both industrial and central metropolitan locations the least densely occupied when looking at the data by property function and type of location (Table 12). It is particularly the administration and branch offices that have the lowest densities in the central metropolitan locations. Call centres retain high densities across all locations.

Table 12 - Occupational density of type of office function by location

Office Function	Occupational Density			
	Metropolitan Central	Metropolitan Fringe	Metropolitan Suburban	Regional Central
Branch	19.8	16.8	11.4	18.9
HQ	18.2	14.7	16.9	16.8
Administration	21.4	15.5	16.0	16.9
Sales	*	24.5	8.8	7.6
Computer Centre	18.9	*	*	17.4
Sole Office	17.3	18.2	13.7	18.2
Call Centre	9.6	12.3	9.0	7.6

Office Function	Regional Suburban	Purpose Built Business Park	Industrial
	Branch	9.6	*
HQ	14.3	13.4	17.1
Administration	13.8	12.5	20.9
Computer Centre	9.2	12.3	20.9
Sales	*	9.3	*
Sole Office	15.9	14.0	16.3
Call Centre	*	15.1	*

* Insufficient sample

Are leasehold buildings used more efficiently?

In 1997, leasehold buildings had a higher OD (15.3m²) than owner-occupied buildings (23.1m²). We believed the prime reason was that reception, access and communal areas had been excluded from the net internal area of leasehold premises, and the ODs were calculated off a smaller floor area. The lack of detailed floorspace information at that time did not allow us to confirm this, and was one of the reasons that more detail was sought in the 1999 Study.

We are now able to compare like with like for leasehold and owner-occupied buildings. For a direct comparison of leasehold and owner-occupied occupation, we have excluded from the net floorspace in owner-occupied buildings those areas which would not normally be included within the leased areas of a multi-tenanted building. This has resulted in the differential reported in the 1997 Study substantially reducing, but not disappearing. On direct comparison the ODs of leasehold buildings at 15.3m² are higher than owner-occupied buildings at 18.6m².

These differences could well be related to a greater knowledge and awareness of rent and costs in leasehold buildings. Owner-occupiers may not be accounting for the real costs of occupation and may be less focused on any lack of efficiency in the occupation of their property.