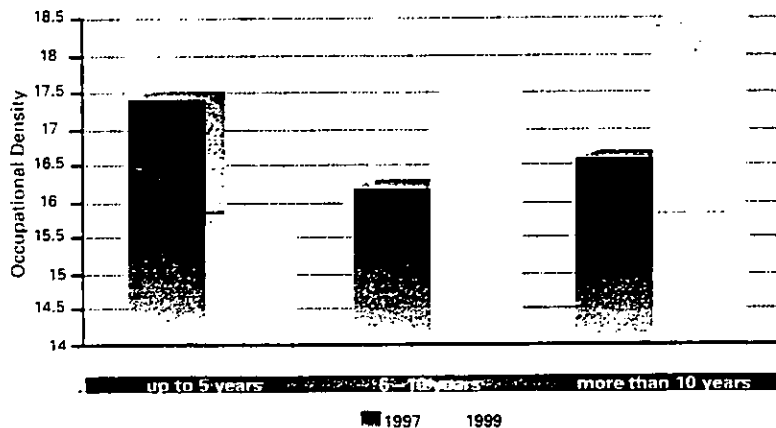


Does length of occupation matter?

Duration of occupancy may also be a factor affecting use of space, as an occupier on a long lease with infrequent reviews may be in a similar position to owner-occupiers when it comes to accounting for the real costs of occupation.

Occupational density by length of occupation



The relationship between length of occupation and OD has been monitored in the time series analysis (Table 13). We have found that the longer the period of occupation of a building, the lower the OD, according to those organisations who answered this question in the survey. This may be due to the fact that space planning to meet corporate needs is carried out on moving into a new building when occupation costs are closely monitored. Changes in personnel and to the organisation over time, coupled with established individual expectations and the physical and economic costs of office reorganisations, may be leading to less efficient use of space and lowering ODs. Organisations may be getting "fat and lazy", or at least intransigent, if they stay in the same building too long.

Table 13 - Occupational density by length of occupation

Length of Occupation	Occupational Density		% of Responses	
	1997	1999	1997	1999
0 - 5 years	17.4	15.8	28	31
6 - 10 years	16.2	17.5	28	24
More than 10 years	16.7	18.4	43	45

A pattern is emerging about the way in which owners occupy their own property (Table 14). In both 1997 and 1999 leasehold office buildings, other than administrative buildings and the computer/information technology sector, were more densely occupied than their owner-occupied counterparts. The difference is most stark in branch offices, where the density for leasehold branch buildings is 15.0m² whilst owner-occupied branches are 22.4m², and sole occupier offices, where the difference is 15.5m² for leasehold and 23.5m² for owner-occupied space. In general terms, this indicates that the known costs of leasehold occupancy, rather than the less certain costs of occupying property without a lease, may be a driver of how space is used. This trend is made fairly clear by the pattern of HQ building occupation between leaseholders and owner-occupiers, the largest contributor to this sample set.

Table 14 - Occupational density by office function and tenure

Office Function	Leasehold Occupational Density		Owner Occupied Occupational Density		% of Responses	
	1997	1999	1997	1999	1997	1999
Branch	15.4	15.0	29.4	22.4	7	4
HQ	15.2	17.0	20.1	18.7	71	47
Administration	20.8	19.1	11.6	13.8	14	19
Sales	10.8	10.8	23.2	11.4	2	3
Computer	11.9	12.4	28.1	10.9	1	2
Sole Office	-	15.5	-	23.5	-	14
Other*	13.3	15.2	17.3	21.7	5	12

* Includes call centres

In computer based businesses, by contrast, leasehold buildings are less densely occupied. This may be a manifestation of the demand by employees for a good working environment, which is known to be a factor when recruiting senior employees in this sector. The small sample size does, however, mean that this result should be treated with caution.

How do organisations in different sectors fare?

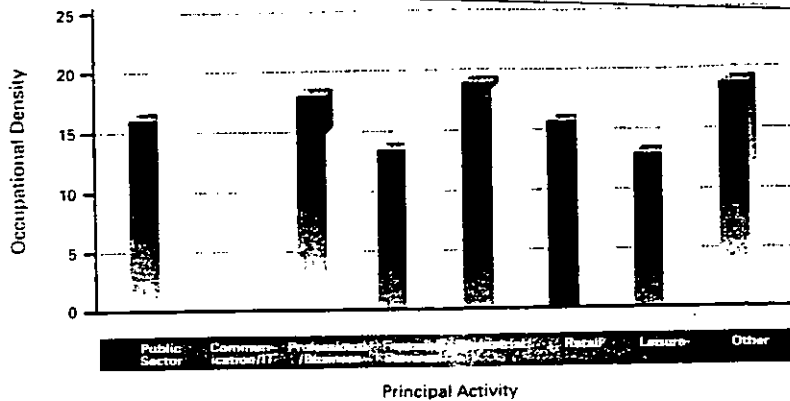
Both Studies drew responses from a wide range of different business sectors. In 1997, the categories included industrial, professional, retail/wholesale, financial services, leisure, construction, transport/distribution, public sector and "other". In 1999 we redefined these categories, due to the large number "others" received in 1997. The figures in Table 15 have been analysed to allow a direct comparison.

Table 15 - Occupational density by type of organisation

Type of Organisation	Occupational Density		% of Responses	
	1997	1999	1997	1999
Public Sector	16.5	21.3	4	28
Communication/IT	-	12.6	-	8
Professional/Business	17.9	14.9	24	30
Financial Services	13.5	16.4	8	12
Industrial	19.1	18.6	18	13
Retail	15.9	17.0	12	5
Leisure	13.4	16.3	6	4
Other	19.0	-	27	-

Occupational densities continue to vary widely between business sectors, although there have been changes since the 1997 Study. This may be due to the change in the business categorisations, allowing a reduction in the proportion of "other" responses. In 1997 the OD in the financial services sector was much higher than average but has fallen from 13.5m² to 16.4m², and is now below average. These figures for the financial services sector are, however, based on relatively low sample sizes. Conversely, ODs in professional and business services have increased from 17.9m² to 14.9m².

Occupational density by principal activity



The 1999 Study shows that the public sector, combining Governmental and not for profit organisations, continues to have significantly lower ODs than most private sector organisations at 21.3m². The lowest ODs are found in the 'not for profit' sector which includes charities, churches and Trusts at 25.4m², whilst average Government office occupation averages 19.8m². Some organisations in this public sector category may face a legacy of poor space use planning or may be under little pressure to improve although voluntary workers in the 'not for profit' sector may not appear in the staffing numbers which could have skewed this result. The business and communication sectors have recorded the highest ODs.

Is the need for support areas changing?

The average amount of space within each building devoted to support was 21% in 1997. This is very close to the figure of 20% generally estimated by developers and space planners, which is based on their practical experience. This has reduced to 18% in the 1999 Study (Table 16).

Table 16 - Support areas within buildings by office function

Office Function	Support Areas %		Net OD	
	1997	1999	1997	1999
Branch	22.4	22.0	14.7	8.9
HQ	20.3	21.7	13.5	12.6
Administration	16.9	17.9	13.8	11.7
Sales	17.2	12.9	9.0	8.0
Computer	21.0	8.8	9.3	14.5
Other	21.0	17.4	13.1	11.5

The reduction in the use of support areas by businesses goes some way toward explaining the reasons for the increases in the overall level of ODs from 16.6m² in 1997 to 15.8m² in 1999, and the changes within the different business sectors and office functions.

The largest proportion of support space is occupied by conference and meeting facilities (Table 17). Generally, approximately one third of support space is devoted to these uses. The proportion of space allowed for storage in the post-1991 category of office building is the lowest amongst all age groups. This could reflect the increased reliance on computer storage of information and possibly increased awareness of the use of office space. Buildings constructed in the 1970s have the lowest support space ratio, which is in line with their highest OD of all the age groups.

Table 17 - Summary of support space (% of building) by age - gross space

Building Age	Support Space %						Total
	Conference	Informal	Library	Cafe	Computer	Storage	
Pre 1900	12	4	5	5	2	6	33
1901 - 1929	9	5	4	4	4	6	32
1930 - 1945	11	5	3	5	3	6	34
1946 - 1960	7	5	4	5	2	6	28
1961 - 1970	9	4	2	6	4	5	30
1971 - 1980	7	3	2	3	3	5	23
1981 - 1990	10	4	4	3	3	5	30
1991 - Present	9	4	3	4	3	3	26
Overall	10	4	3	4	3	5	30

We anticipated that over time, the quantity of library and storage space required would reduce as more information is stored and accessed electronically. This will not necessarily increase the requirement for computer space as miniaturisation of computer hardware and increases in computing power continue. Conversely, increased requirements for informal areas are anticipated as newer working practices gravitate more toward "touch-down" working (whereby a worker is mobile and is able to work from any place in a building with a mobile computer connected to a network). Workspaces and times are anticipated to become more flexible.

Call centres and, less obviously, offices housing computer facilities have the lowest requirement for support space (Table 18). Each of these functions had significantly more support space than the others. These uses have invested heavily in communication and IT and probably have less requirement for paper record storage. Call centres have minimal requirement for face-to-face contact with clients and therefore do not have a great need for meeting space. One of the chief ways in which these organisations maintain profitability is through minimising the use of space.

Table 18 - Support space by primary office function - gross area

Primary Office Function	Support Space % by primary office function			
	Conference	Informal	Library	Café
HQ	8.9	4.0	2.7	3.8
Administration	9.4	3.2	5.3	3.8
Computer	7.3	3.4	3.1	1.9
Branch	7.1	4.5	5.5	4.3
Sales	11.2	2.7	4.2	11.3
Sole Office	11.4	5.6	5.9	3.9
Call Centre	6.6	4.1	1.4	3.6
Other	9.2	3.0	4.4	7.3
Average	8.9	3.8	4.1	5.0

Primary Office Function	Computer	Storage	Average
	HQ	3.2	4.6
Administration	3.1	4.9	29.7
Computer	4.6	2.9	23.1
Branch	2.0	6.1	29.6
Sales	4.4	3.7	37.6
Sole Office	2.7	5.1	34.6
Call Centre	4.3	3.4	23.5
Other	2.2	5.9	32.2
Average	3.3	4.6	29.7

Sales offices have both the lowest ODs of any office function, and also have the highest amounts of support space. The amount of space per individual workstation is very low, but they have the highest proportion of training, meeting and conference facilities. This reflects the nature of sales companies requiring much direct contact, using training facilities and holding regular formal and informal meetings.

Administration centres, branch and sole offices, all have high requirements for library facilities, presumably as reference material is important to this type of organisation.

Leisure organisations require the highest levels of support space in the Study, with a high requirement for conference facilities (Table 19). The finance sector required the least support space, and was particularly low in its requirement for library, cafeteria and conference space.

Table 19 - Support space by type of organisation - gross area

Support Space	Support Space % by Type of Organisation				
	Government	Not for Profit	Communication	Business	Finance
Conference	9.4	10.2	9.4	10.5	6.9
Informal	4.1	3.2	3.2	4.5	3.0
Library	3.3	5.3	2.9	4.0	1.2
Café	4.3	5.1	6.1	4.0	3.1
Computer	3.4	1.8	3.3	2.3	2.7
Storage	6.3	4.3	4.9	5.2	4.6
Average	30.8	29.9	29.8	30.7	21.5
	Industry	Retail	Leisure	Other	Average
Conference	10.0	9.8	12.2	10.7	9.9
Informal	2.6	3.1	2.4	5.0	3.5
Library	1.9	1.8	1.6	4.4	2.9
Café	4.9	4.8	5.8	4.9	4.8
Computer	2.8	4.7	8.0	3.2	3.6
Storage	6.5	3.9	6.7	5.0	5.3
Average	28.8	28.2	36.7	33.2	30.0

What works better - open plan or cellular?

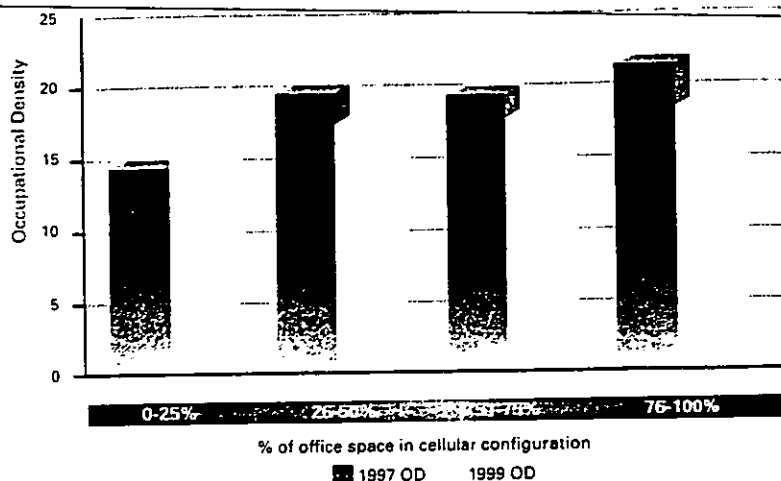
In 1997, almost half of the organisations in the Study (45%) had at least 75% of their offices as open plan and 70% had more open plan areas than enclosed offices (Table 20). That has actually reduced in the 1999 Study to slightly over 60% having at least half their offices as open plan. However this may be an anomaly of the sample set.

Table 20 - Occupational density by internal layout

Internal Layout	Occupational Density		% of Responses	
	1997	1999	1997	1999
0 - 25% (Open Plan)	14.5	16.0	45	39
26 - 50%	19.5	17.4	25	22
51 - 75%	19.4	17.6	13	11
76-100% (Cellular)	21.6	17.8	17	28

The 1999 Study confirms that the proportion of enclosed floorspace within a building has a significant impact on OD. Open plan offices continue to produce higher ODs and there is a clear relationship between falling ODs and the amount of enclosed offices.

Internal layout's effect on occupational density



MANAGEMENT AND PERSONNEL ISSUES

What about changing work patterns?

Patterns of employment within organisations may be changing. In 1997, 87% of staff within all of the organisations surveyed worked full-time. This was higher than the 1997 national average of 72% full-time employees in all organisations and 65% full time employees in the service sector (ONS employment statistics). In 1999, the proportion of full-time staff had fallen slightly to 83%, compared to a UK average of 71% in 1999 (ONS).

The proportion of part-time staff in all types of organisations generally continues to vary below or around 10% (Table 21). However it is noteworthy that the proportion of part time employees in the commercial sector has risen from 6% to 14%. The proportion of staff working on temporary contracts in the public sector has almost doubled from 8% to slightly over 15%.

Table 21 - Employment differences by type of organisation

Type of Organisation	1997 %			1999 %		
	Full time	Part time	Temporary	Full time	Part time	Temporary
Public Sector	84	8	8	81	4	15
Communication/IT	-	-	-	86	3	11
Professional/Business	92	3	5	81	12	7
Financial Services	86	6	8	80	14	6
Industrial	85	4	11	89	5	6
Retail	91	6	3	86	7	7
Leisure	89	9	2	92	7	2
Other	85	8	7	-	-	-
Average	87	7	6	83	8	9

Temporary staff numbers have almost halved in the industrial sector, falling from 11% to 6%, possibly indicating greater confidence in the industrial sector of the UK economy. Conversely, public sector utilisation of temporary contractors has almost doubled, perhaps indicating an increased preference for project based work or the flexibility that comes with such employment arrangements.

Are we seeing the rise of the 24-hour office?

The 1999 Study looked in more detail at the usage of offices throughout the 24-hour period (Table 22). Peak office usage is in the morning between 9am and midday, when an average of 97% of staff is present in the building and 89% of workstations are occupied. Morning team meetings away from the immediate workplace could explain the difference between the two figures. The proportion of staff present in the building decreases slightly throughout the day, but does not fall below 78% until after 6pm. More people are in the building between 6am and 9am (31%) than between 6pm and 9pm (20%). The proportion of workspaces occupied remains highest between 9am and midday. After midday, the proportion of workspaces occupied declines to 85% through until 3pm. After 6pm, workspace occupation drops off significantly to 21%. Many offices are being used on a 24-hour basis, with the Study showing at least 14% of workstations being used between 9pm and 6am.

Table 22 - Time present in office

Time Present in Office	6-9am	9-12pm	12-3pm	3-6pm	6-9pm	9-12am	12-6am
% of Workstations Occupied	31	89	85	79	21	14	18
% of Staff in Building	31	97	93	78	20	11	13

Administration, HQ and call centres are all used on a 24-hour basis, whilst, on the other hand, no sole offices or computer functions were occupied past 9pm (Table 23). Increasingly flexible working time may have important implications for planning and transportation policy in the future. Apart from sales offices, whose staff are more likely to be found in the office between 6am and 9am, and whose presence is both lower and more consistent throughout the day, there is a general pattern of office usage consistent across all office functions.

Table 23 - Proportion of staff in office by office function

Property Function.	6-9am (%)	9-12pm (%)	12-3pm (%)	3-6pm (%)
Branch	43	86	82	81
HQ	28	88	83	78
Administration	32	85	82	75
Sales	64	61	64	54
Computer	23	89	86	84
Sole Office	26	88	85	80
Call Centre	45	85	78	81
Other	41	90	89	83
Average	38	84	81	77

Property Function.	6-9pm (%)	9-12am (%)	12-6am (%)	% of Responses
Branch	12	3	2	4
HQ	21	12	18	47
Administration	23	19	27	22
Sales	43	3	1	2
Computer	18	-	-	3
Sole Office	20	5	-	10
Call Centre	29	7	5	5
Other	25	4	2	6
Average	24	8	9	-

There is also a similar pattern of working hours across all types of organisation, again most commonly between 9am and midday (Table 24), in all but the communication sector. In this sector staff are marginally more likely to be in the office between midday and 3pm. Organisations in communications, industrial, business and financial activities have all adopted 24-hour working to some degree.

Table 24 - Proportion of staff in office by type of organisation

Type of Organisation.	6-9am (%)	9-12pm (%)	12-3pm (%)	3-6pm (%)
Government	36	89	86	68
Not for Profit	16	89	88	80
Communication/IT	36	78	80	68
Business	27	90	83	81
Financial	34	92	89	82
Industrial	28	96	90	81
Retail	90	92	80	72
Leisure	7	89	81	76
Other	25	87	84	74
Average	33	89	84	76

Property Function.	6-9pm (%)	9-12am (%)	12-6am (%)	% of Responses
Government	18	3	5	8
Not for Profit	16	3	5	8
Communication/IT	28	6	4	5
Business	23	22	43	24
Financial	24	5	3	12
Industrial	18	35	41	13
Retail	22	1	1	3
Leisure	9	2	2	5
Other	20	19	31	22
Average	20	11	15	-

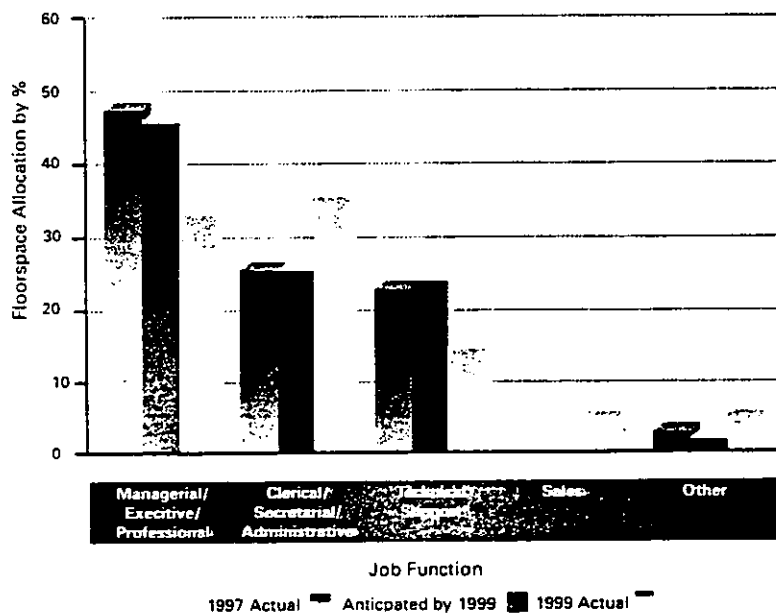
Is the amount of space used by those carrying out different jobs changing?

In 1997, we asked how the total amounts of floor space in buildings were allocated across job functions, and whether this was likely to change in the following years (Table 25). Most organisations felt that their space allocations would change by less than 2% by 1999. In fact, the amount of space allocated to managerial/executive/professional grades has fallen below expectations to 34% from 48%, whereas space for clerical/secretarial/administrative support has risen above expectations to 36%.

Table 25 - Allocation of space by job function

Grade of Employee	1997 (%)	Expected by 1999 (%)	Actual in 1999 (%)	Actual (excl. Sales) 1999 (%)
Managerial/Executive/Professional	48	47	34	37
Clerical/Secretarial/Administrative	26	26	36	39
Technical/Support	23	25	16	17
Sales	-	-	7	-
Other	3	2	6	7

Allocation of space by job function



As there was no question relating to the allocation of space to the 'sales' function in 1997, we have also removed this category from the analysis to allow a more direct comparison between the 1997 and 1999 figures. The 'sales' function category drew 7% of allocation on average in 1999. The allocation of space for managerial employees under the 'like for like' analysis is 37%. The allocation of space to clerical and administrative functions rises to 39%, whilst technical and support categories occupy 17% of space. The managerial allocation of space has reduced significantly between the two Studies and is more likely to be a reflection of differences in the sample set.

Who uses space standards and do they have any effect?

The use of space standards leads to higher ODs (Table 26). Communications and IT sectors have adopted space standards more widely than other types of organisations, however, there is no significant difference in ODs between individual companies in these sectors who do and don't use space standards. This may be due to their lower usage of space overall.

Table 26 - Space standards by type of organisation

Type of Organisation	Space Standards		No Space Standards	
	Occupational Density	% of Responses	Occupational Density	% of Responses
Government	18.5	55	22.6	45
Not for profit	13.8	27	28.6	73
Communication/IT	12.5	73	12.6	27
Business	13.7	29	17.0	71
Finance	15.3	45	20.2	55
Industrial	15.0	44	31.4	56
Retail	15.7	33	18.3	67
Leisure	13.4	10	17.0	90
Overall	14.7	40	21.0	60

The difference is most obvious in the industrial and not for profit organisations where ODs are the highest overall and the introduction of the use of space standards have shown the greatest impact on ODs.

The Study results indicate that of those answering this question, 60% of organisations have not implemented space standards. Nevertheless, the overall conclusion is that those organisations who have implemented space standards have higher ODs (14.7m²) than those who have not (21.0m²) and it could be concluded therefore, that space standards are beneficial in lowering ODs.

Which organisations are using new working practices?

Much has been written about the growing need for meeting rooms and informal discussion areas for visiting staff and home workers, following the miniaturisation of desktop technology and the reduced need for large computer support areas.

Both the 1997 and 1999 Studies look in detail at the introduction of new working practices within different business sectors. In 1997, 93% of organisations indicated that less than 25% of their employees shared a workplace. By 1999 this has reduced slightly to 88% of organisations (Table 27). The greatest change has occurred in the industrial and retail sectors where no respondents recorded any desk-sharing or 'hot-desking' in 1999. This apparent move away from desk-sharing, which is contrary to expectations, will be a feature to monitor in the time series research, as it is considered to be one of the trends which is likely to have the greatest effect on ODs.

Table 27 - Sharing workplaces by type of organisation

Business Sector	1997		1999	
	0-25%	25-100%	0-25%	25-100%
Industrial	95	5	100	0
Retail	93	7	100	0
Financial/Professional	95	5	91	9
Leisure	80	20	82	18
Construction/Transport/Other	90	10	88	12
Public Sector	92	8	84	16
Overall	93	7	88	12

It is clear that Communication/IT industries are the biggest users of new working practices (Table 28). A total of 79% of respondents in this sector indicated that they used at least one of the new working practices noted (either hot-desking, hotelling, home-working, mobile office, or team working). At least 50% of both the business and finance sectors are also using new working practices. Those who employ new working practices have higher ODs than those who do not. On average, over 3m² per person is gained by those 34% of companies using new working practices over those who choose not to.

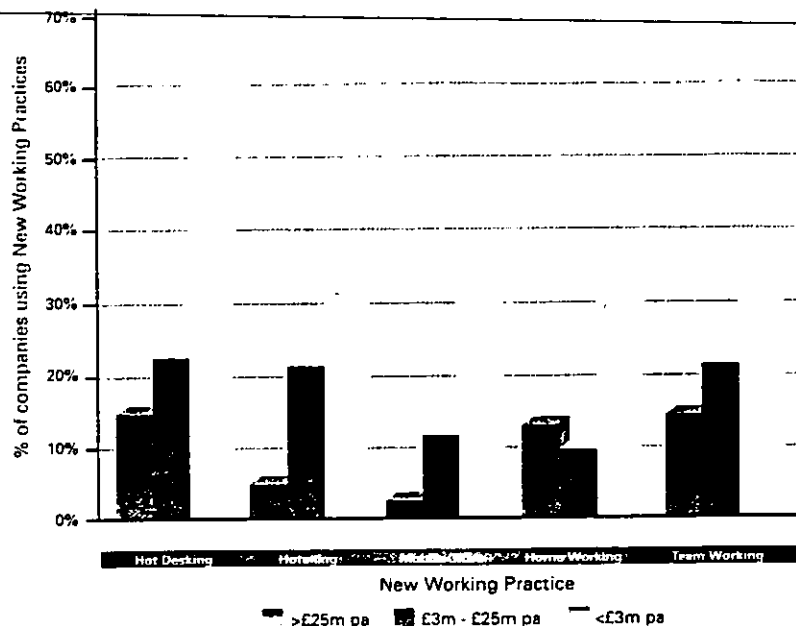
Table 28 - New working practice (NwP) by type of organisation

Type of Organisation	No NwP Used		Some NwP Used		All noted NwP Used	
	% Using	OD	% Using	OD	% Using	OD
Government	64	19.6	36	17.5	-	-
Not for Profit	63	21.2	38	19.8	-	-
Communication/IT	21	15.2	79	11.7	-	-
Business	46	17.9	54	13.9	-	-
Finance	50	17.2	50	15.2	-	-
Industry	57	20.9	43	15.3	-	-
Retail	100	17.0	0	-	-	-
Leisure	92	17.9	8	14.1	-	-
Other	100	21.8	0	-	-	-
Overall	66	18.7	34	15.4	-	-

Are smaller organisations more efficient space users?

There is a wide disparity between the flexibility and willingness to adopt new working practices by smaller organisations with turnover of up to £3 million per annum, compared to the larger organisations (annual turnover greater than £25 million) who are more likely to have more established working practices and structures in place.

New working practices adoption by company turnover



Almost two thirds of smaller companies surveyed currently use hot-desking and one third use team working, hotelling, home-working and the concept of the mobile office. This compares with 15% of larger companies (turnover greater than £25 million) surveyed using hot-desking, home-working and team working, and only 5% using hotelling and the mobile office.

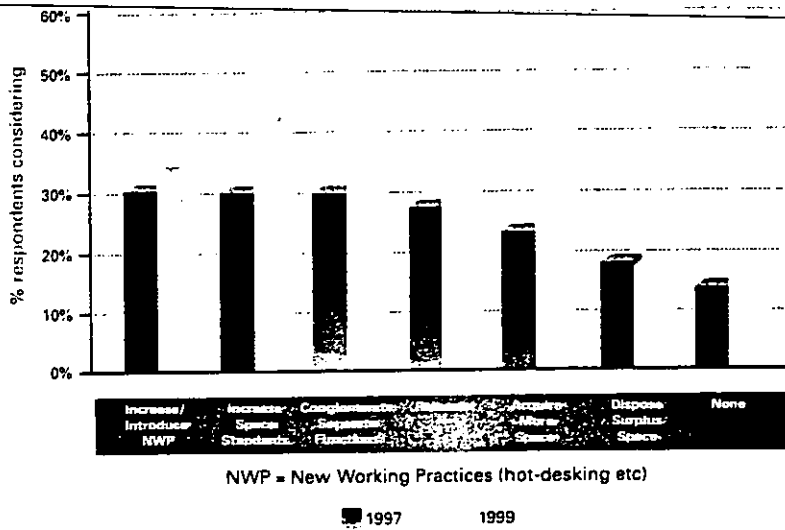
Will work patterns change further?

In both 1997 and 1999, occupiers were considering a wide range of business and office management practices to address their changing office needs (Table 29). The most commonly mentioned in 1997 were new ways of working, such as increased use of desk-sharing, home-working and hotelling (31%). This appears to contradict the recorded reductions. Next most important were facilities/property management options of using more stringent space standards and co-locating separate operations (both 30%). In the 1999 Study stringent space standards are now the most significant consideration (56%), with acquiring new or additional space as the second most popular option (49%).

Table 29 - Actions considered to address changing occupancy requirements

Actions Considered	% of Responses	
	1997	1999
Introduction of desk-sharing, home-working, hotelling etc.	31	36
Increased use of desk-sharing, home-working, hotelling etc.	-	34
More stringent space standards/increase people per area of floorspace	30	56
Co-location of separate operations within existing or new space	30	41
Relocation	27	37
Acquiring new/additional space	24	49
Disposal of surplus space	18	18
None	15	16

Actions considered to address changing space needs.



In 1999, organisations are also more strongly considering adopting property based solutions, rather than management based solutions, such as introducing new working practices, to meet their changing space requirements. Of those answering the question, 18% are considering introducing hot-desking, 7% hotelling, 7% the virtual office, 23% home-working and 15% team working. This may be a function of the majority of responses being completed by property managers. Alternatively, management may be reluctant to introduce new working practices, which they may consider could reduce productivity, without there being any evidence of property cost savings.

A total of 28% of organisations said they had experienced improved business efficiency by using one or more of the new working practices. Conversely, 8% held the opinion that there had been a decrease in efficiency. The others (64%) indicated they were uncertain whether adopting new working practices had improved or worsened business efficiency. This is possibly because they have only recently been introduced (most companies introduced hot-desking in 1998, and hotelling in 1999) and there may not yet have been enough time to monitor the effects. Some organisations have used team working since the early 1970s.

CONCLUSIONS

The need for time series research

No new working practices, such as desk-sharing, home-working or hotelling, are currently widely adopted, although their use does appear to be on the increase. The findings so far indicate that while they do improve occupational density efficiency, they have not yet had a significant impact on office use. So, will they be widely adopted in the future or are they a management 'fad' that will go away after businesses have looked, listened, and waited to see who benefits? Only time will tell.

The 1997 Study established a national benchmark for office occupational densities and our second Study shows that densities are increasing. The effect is varied across business sectors and we are not yet in a position to speculate on what are and will be the real drivers behind these changes.

The research findings provide a snapshot of the efficiency of office buildings and this Study has looked at some of the possible reasons behind the results. In some cases we can only speculate. Policy makers, planning authorities, developers and occupiers will need to learn more about the factors that lead to change and how they affect different business sectors, different building designs and different locations. Only by undertaking time series research will we be able to understand and more accurately forecast employment patterns and deliver buildings that meet occupiers' needs and improve the bottom line.

The future - what to watch

Although many of the findings are exactly as the market would expect, there are also a number of inconsistencies and surprises which will need to be tracked over a number of years. In particular:

- Will office occupational densities in town centres continue to grow?
- Can internal refurbishment increase a building's OD?
- Although cellular configuration is less efficient in use of space, is it less efficient for the organisation?
- What is the relationship between floorspace efficiency and workforce productivity?
- How will productivity be affected by new working practices?
- Are relocation and space acquisition better options than new working practices?
- Will the 24-hour office become more common in flexi-time working?
- What can architects, developers and space planners learn about their ability to improve building efficiency?
- Is the demand for more space real and can it be sustained in the future?
- Can we predict the need for changing amounts and types of support space?
- How will e-commerce affect the function of office buildings?
- Will the need for support areas continue to fall in certain sectors or will it grow with changing working patterns?
- Will owner occupied buildings continue to have a below average OD?
- Will the majority of employees continue to have 'a work place of their own' or will everyone end up sharing?

Office buildings must work harder. But exactly how is not clear. Time series research should make it clearer.

Acknowledgments:

Colin Lizieri

Professor, The University of Reading

Virginia Gibson

Senior Lecturer, The University of Reading

Paul Needham

Partner, Gerald Eve

Graham Foster

Partner, Gerald Eve

Stephen Brown

Research Manager, RICS

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APPENDIX 2

27 KELSO PLACE, KENSINGTON, LONDON W8
FOR AND ON BEHALF OF MOUNTCASHEL PLC



SCHEDULE OF ACCOMMODATION AND AREAS (AMENDED SCHEME)
(REVISED 4/7/00)

	NET USEABLE AREA		GROSS INTERNAL AREA	
	(SQ.M)	(SQ.FT)	(SQ.M)	(SQ.FT)
GROUND FLOOR PLAN			312.00	3358.00
Reception + waiting area	24.10	260.00		
Meeting room 1	14.83	160.00		
Boardroom	32.15	346.00		
Staff room	19.80	213.00		
Post room	6.10	66.00		
Kitchen	7.70	83.00		
Meeting room 2	16.26	175.00		
Secure open plan office	85.15	917.00		
	206.09	2220.00		
FIRST FLOOR PLAN			299.00	3219.00
Directors office	26.94	290.00		
Office 1	12.70	137.00		
Office 2	12.70	137.00		
Open plan office (front)	65.00	700.00		
Open plan office (centre)	84.66	911.00		
Storage cupboards	8.00	86.00		
Computer room	17.20	185.00		
Meeting room 2	16.26	175.00		
	243.46	2621.00		
SECOND FLOOR PLAN			151.00	1625.00
Directors office	20.80	224.00		
Open plan office(front)	15.70	169.00		
Open plan office(centre)	66.81	719.00		
Store room	9.00	97.00		
	112.31	1209.00		
TOTALS	561.86	6050.00	762.00	8202.00

Net useable area excludes stairs, lobbies, toilets etc.
Net useable area is 73.73% of gross internal area



PROBATION ADVISERS

27 KELSO PLACE, LONDON, W8

EMPLOYEE TRAVEL PLAN

A REPORT PREPARED ON BEHALF OF

MOUNTCASHEL PLC.



**Ref: NDL/DRK/02A080701
December 2000**

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1.0 INTRODUCTION

- 1.1 GVA Grimley submitted a planning application, on behalf of Mountcashel Plc, for proposed alterations, extensions and refurbishment of existing office premises at 27 Kelso Place, London W8 on 17 October 2000.
- 1.2 The Council's UDP (Proposed Alterations – Public Inquiry Version, April 2000) requires that, in order to determine planning applications, developers must submit a written statement on the range of transport conditions both before and after a proposed development has been built. This should include changes in the relative accessibility of the site by foot, bicycle and public transport (paragraph 7.6.1c).
- 1.3 In accordance with this policy, and to provide a framework for the future occupier of the Property as an employment site, we have been instructed by Mountcashel plc to prepare this statement, or “Green Travel Plan”.
- 1.4 Mountcashel plc recognises the importance of reducing reliance on the motor car and the beneficial effect that this will have upon levels of traffic congestion in and around the area of the Application site and of the Royal Borough of Kensington and Chelsea.
- 1.5 This Travel Plan sets out measures to instil good practice regarding travel to work and business travel arrangements. Its aim is to bring together policies in a co-ordinated approach for the benefit of the present environment around the Application site. Mountcashel realises the importance of achieving this aim.

2.0 SITE AND SURROUNDINGS

- 2.1 The application site comprises a two storey block of offices in Kelso Place, situated approximately mid-way between High Street Kensington and Cromwell Road (A4). It runs west to east, with a narrower section running from north to south. The site is located in the smaller north to south section of the Road. A location plan and a transport map are attached at Appendix 1.
- 2.2 The site is approximately 10 minutes walk from High Street Kensington, which is well served by a variety of shops, cinemas, restaurants, department stores, banks and public transport.
- 2.3 A local shopping area is located nearer to the site, near Kensington Square, which provides a smaller selection of shopping uses, including a hairdressers, and sandwich shops and cafes.
- 2.4 Public transport services are principally provided by London Underground stations at High Street Kensington (District and Circle lines) and Gloucester Road (Piccadilly, District and Circle lines), both within 10 to 15 minutes walking distance, and bus connections along Kensington High Street. The London Underground stations provide further connections to British Rail mainline and overland services.
- 2.5 Nearby public car parks within approximately 10 minutes walking distance of the site are located at The Copthorne Tara Hotel (Wrights Lane, off Kensington High Street), Young Street and Kensington High Street. Other public car parks are located close to Gloucester Road London Underground station.
- 2.6 This part of Kelso Place comprises a mixture of two-storey, older style terraced properties with pitched roofs on the east side of the road, and more recent, three-storey, flat-roofed mews-style properties with integral garages on the west side of the road. Attic-style accommodation with dormer windows is provided in the terraced houses. Residents' parking is provided on the west side of the road for those terraced properties without their own integral garages. A single yellow line runs down the

length of the west side of the road. Photographs of the site and surrounding area are attached at Appendix 2.

- 2.7 The application site has a wide pavement area in front of the main entrance, which is currently being used by the occupiers as a parking area, capable of safely accommodating three cars.
- 2.8 A cobble-stoned pavement crossover leads to the main reception entrance and the private courtyard area and bin store. The courtyard area is also currently used by employees' as a parking area, capable of accommodating a further four cars. Therefore, a total of seven cars can be accommodated within the site.

3.0 SURVEY OF CURRENT AND FUTURE TRAVEL HABITS

- 3.1 In partnership with the current occupier of the Application site, Barclay Stratton, and Mountcashel plc, GVA Grimley has undertaken a study of the current travel habits of Barclay Stratton's employees ("existing staff"), based on a survey period of three days. A copy of a standard employee questionnaire is attached at Appendix 3.
- 3.2 These results have been compared with GVA Grimley's findings of the likely travel habits of those employees of Mountcashel plc ("proposed staff"), who are to relocate to the property and Barclay Stratton were no longer to occupy the premises. The results of this survey are attached at Appendix 4.

(A) SURVEY FINDINGS

(i) Travel to and from work

- 3.3 Most of the existing and proposed staff surveyed take or would take public transport or walk to work. Many of those surveyed indicated that they would use a combination of public transport (i.e. tube, train or bus) to travel to and from work – 58% of existing staff on site and 48% of proposed staff.
- 3.4 Some of the existing staff take the bus only to work. Some employees use, or would use, a combination of car and train to travel to work. In such cases, they would tend to park their cars outside the Royal Borough (e.g. close to or at their local train station). If this is taken into account, then 67% of existing staff and the same proportion of proposed staff use (or would use) public transport to travel to and from work.
- 3.5 A very high proportion of staff walk to work or walk and take public transport - 75% of existing staff and the same proportion of proposed staff.
- 3.6 The principal difference between the present use of the site and the proposed use of the site is in respect of the use of the private car. At present, nine staff (25%) indicate that they take their car to work, seven of which park on the site (19% of staff). In

contrast, the proposed development would not provide any parking spaces on site and, therefore, only three people (15%) would use their cars to travel to or from work. The proposed staff are all residents of the Royal Borough with the benefit of parking permits.

(ii) Travel to and from meetings

3.7 Most of the existing staff surveyed (75%) use either public transport or taxis to travel to and from meetings. In contrast, 85% of proposed staff would use either public transport or taxis.

3.8 This question was not considered relevant to eight of the existing staff (22%), and to 3 of the proposed staff (15%). One of the existing staff indicated that they use their car to travel to and from meetings. None of the proposed staff indicated that they would use their cars for this purpose.

(iii) Traffic generated by suppliers and visitors

3.9 Owing to the difficulty in anticipating the traffic that would be generated by Mountcashel's suppliers and visitors in the event of re-location, the findings of Barclay Stratton's suppliers and visitors are of limited value, but are summarised as follows:

- There were only three visitors to the premises during the survey period, all travelling in the same car. This is considered to be an unusually low number for this category. On average, there are between 10 and 12 meetings with groups of 2-4 visitors per day at the property (see letter from Barclay Stratton, Appendix 5).
- Suppliers tend to arrive by either taxi, moped or courier van
- Suppliers park in either the street or on the wide pavement for a few minutes at a time and tend to come and go infrequently

(B) SUMMARY

3.10 In summary, the following matters can be concluded in respect of the travel habits of employees of Mountcashel plc, in the event that Mountcashel were to re-locate to the Application site:

- Fewer staff would be employed at the premises.
- Most staff would use public transport or be prepared to walk.
- Those staff that would use a car to travel to the premises are Kensington and Chelsea parking permit holders.
- No employees would park in Kelso Place or on site
- On-site parking spaces to be removed
- Fewer journeys by car

4.0 TRAVEL PLAN PROPOSALS

4.1 ~~An important initial step in adopting the Travel Plan will be explaining the rationale~~ to Mountcashel's employees. Mountcashel plc undertakes to use its best endeavours to influence its staff at the Application site to promote the good practice set out in the Travel Plan and to inform staff, contractors and visitors of opportunities for travelling without using the car.

4.2 The objective of this travel plan is expressed as follows:

To reduce the proportion of single occupancy trips to the Application site and increase the proportion of employees travelling to and from work by public transport.

(A) MEASURES

4.3 The following are the various measures which can be put into place which it is intended will assist in achieving the Travel Plan's objectives:-

(i) Travel Plan Co-ordinator

4.4 A travel plan co-ordinator will be appointed to represent the Company in its dealings with the Council in all matters related to the implementation of the Travel Plan and its future operation. The co-ordinator will also provide employees, visitors and delivery companies with information on public transport, the availability of taxis, safe and convenient walking and cycle routes and the availability of parking in the area.

(ii) Public Transport

4.5 An objective of the Travel Plan is to seek to maximise the use of public transport services by employees and this would be achieved in the following ways:

- An information pack detailing the availability of public transport serving the site would be prepared.

- The information pack would be kept up-to-date and distributed to all staff. If possible, space on the company intranet would be dedicated for the provision of information.
- Mountcashel would investigate the potential for low-interest or interest-free loans for the purchase by employees of season tickets, where this has not already taken place.

(iii) Walking

4.6 Specific Travel Plan measures to encourage more walking trips to and from work, by those living within a reasonable distance, would include:

- The Travel Plan co-ordinator could liaise with the planning authority to ensure that pedestrian routes are appropriately maintained
- Employees would be provided with information and advice concerning safe pedestrian routes to the workplace
- Employees would be provided with changing facilities at work

(iv) Cycling

4.7 The following measures would be taken by Mountcashel to encourage staff to cycle to work:

- An area which is conveniently located and well lit for the provision of cycle parking would be provided in the courtyard, away from the main street.
- Secure lockers and changing rooms with shower facilities would be provided. Facilities would be well advertised and clearly visible.
- Maps would be provided showing local cycle routes within a three mile radius.

(v) Car Sharing

- 4.9 Mountcashel would organise and promote a car sharing register and would provide a car sharing computer database, accessible to all employees.

(vi) Tele Conferencing and Video Conferencing

- 4.8 The building would be provided with the facilities for integrated tele- and video conferencing.

(vii) Business Travel

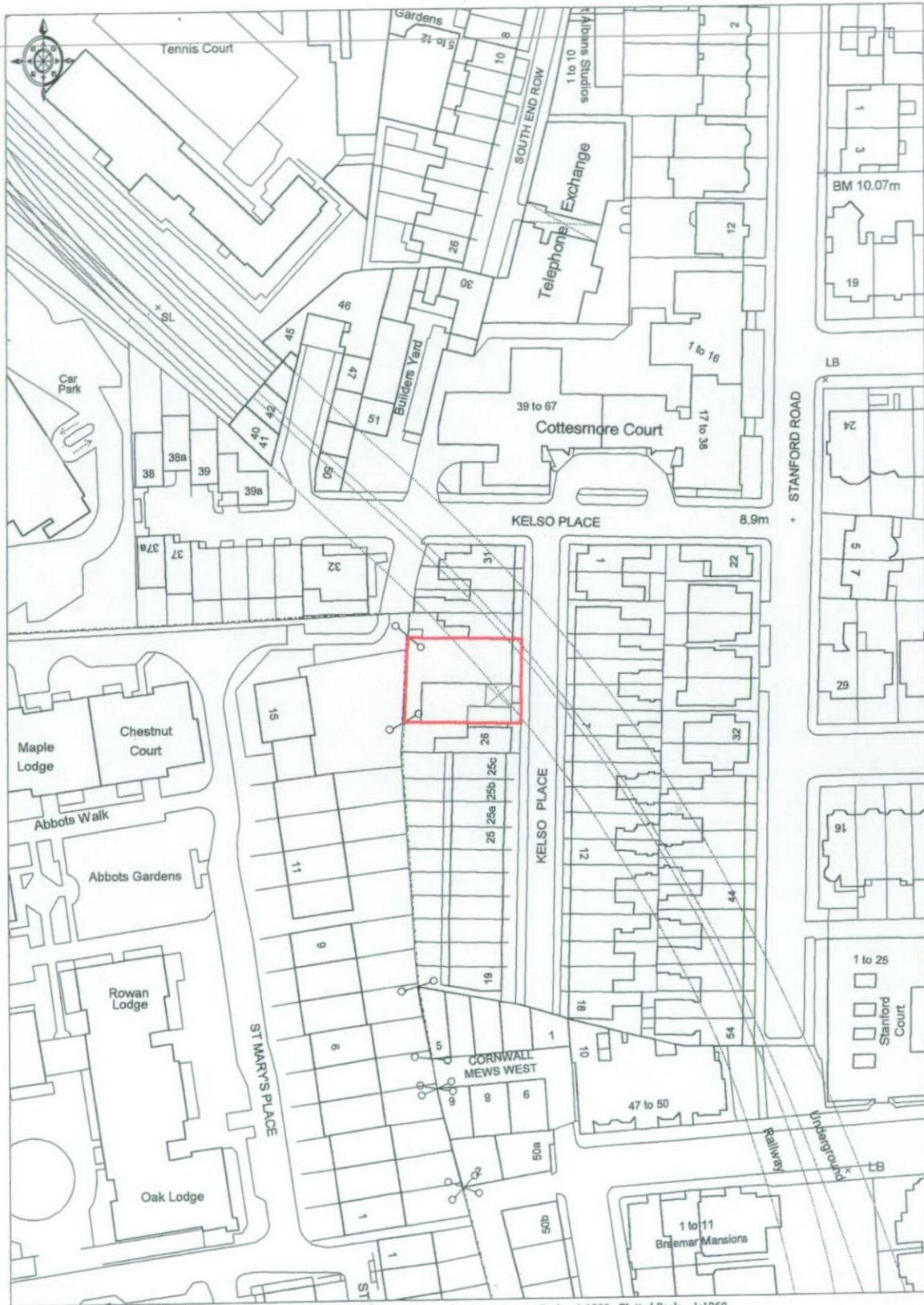
- 4.9 The procedure for booking tickets for business travel using public transport would be reviewed and streamlined if Mountcashel considers this necessary.

(B) MONITORING AND REVIEW

- 4.11 For the Travel Plan to succeed, it is important that there is corporate commitment as well as effective communication between staff, contractors and visitors.
- 4.12 Over the initial 3 years of the Travel Plan's operation, surveys using, appropriate techniques, would be used to monitor movement on and off the application site. The first of these surveys could be undertaken within 3 months of the implementation of a planning permission to establish the baseline position.
- 4.13 Mountcashel would review the survey results against the objective of the Travel Plan and report the findings of the review to the Council. Mountcashel could examine the rate at which travel habits are changing and consider means by which the rate of change could be maintained or increased. This review would be undertaken against the background of the feasible extent of change in travel habits taking into account the site's operation and the home locations of the workforce.

APPENDIX 1
Site Location Plan and Transport Map

27 KELSO PLACE, LONDON W8

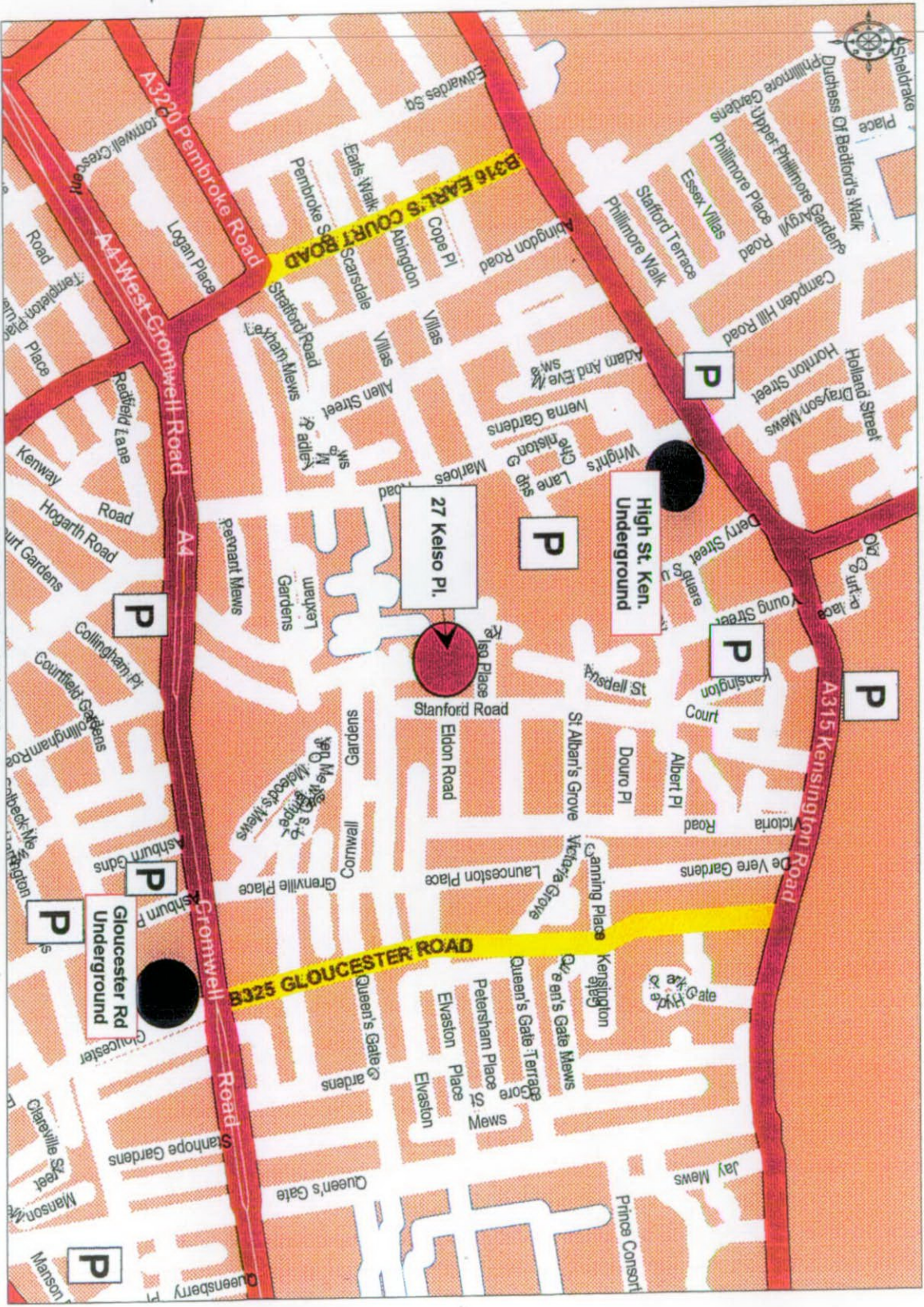


© Crown copyright 2000 All rights reserved. Based on Ordnance Survey digital data Survey Scale - 1:1250 Plotted Scale - 1:1250
(Scales other than at Survey Scale should not be used for accurate measurement). Business occupancy data ©2000 Thomson Directories Ltd.

SITE LOCATION PLAN



27 KELSO PLACE, LONDON W8



© Crown copyright 2000. All rights reserved. Based on Ordnance Survey digital data Survey Scale - mixed. Printed Scale - 1:7910.
(Scales other than at Survey Scale should not be used for accurate measurement). Business occupancy data ©2000 Thomson Directorate Ltd.



TRANSPORT MAP



APPENDIX 2
Photographs of the Site and Surrounding Area



27 KELSO PLACE - FRONT ELEVATION



KELSO PLACE - LOOKING SOUTH



KELSO PLACE – LOOKING NORTH



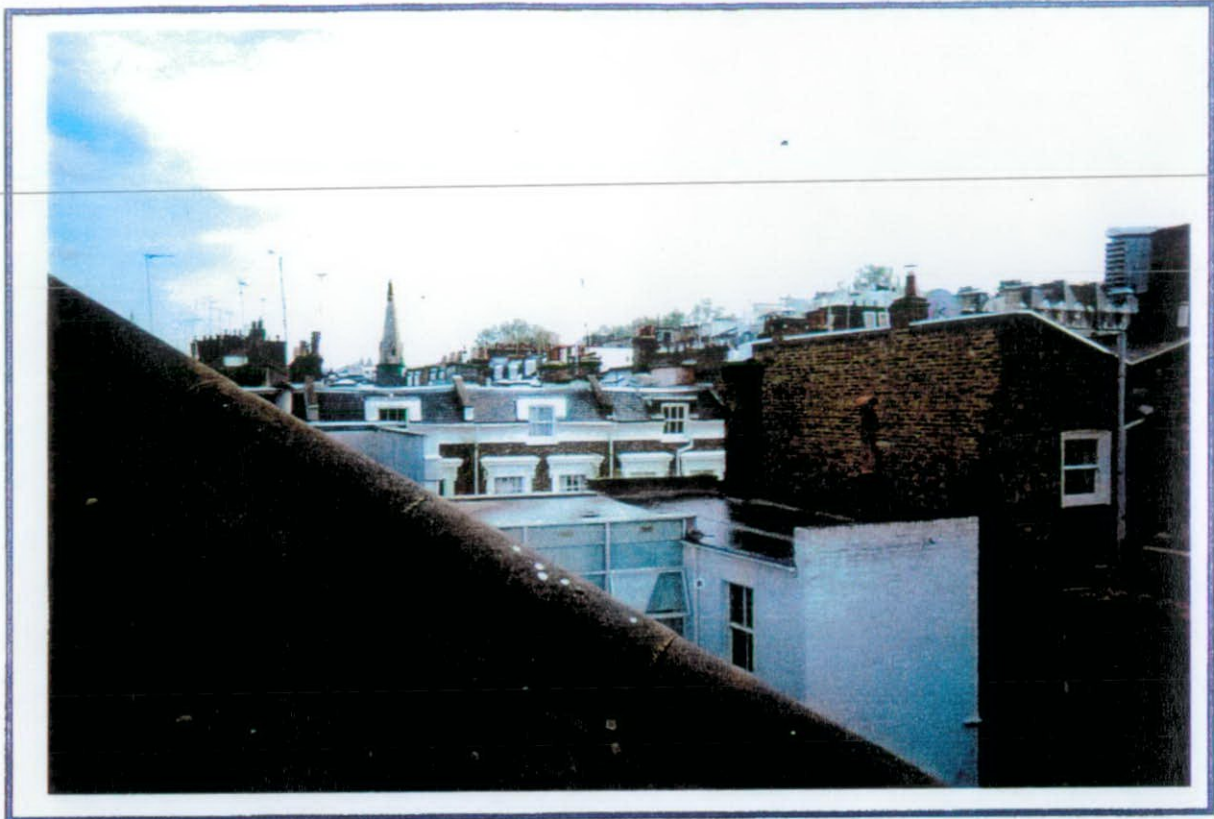
PAVEMENT CROSSOVER & GROUND FLOOR ENTRANCE



PARKING IN COURTYARD



FORECOURT/PAVEMENT PARKING



ROOF SCAPE OF SITE AND SURROUNDING AREA



NO.26 KELSO PLACE FROM FIRST FLOOR WINDOW, REAR BUILDING



ALBERT HOUSE (MAIN BUILDING)



ALICE HOUSE (REAR BUILDING)

APPENDIX 3
Survey Forms for Staff, Visitors and Suppliers

Staff (to be completed by each member of staff once)
 How do you typically travel to the office each working day

Name	
Origin - where do you travel from every day?	
How do you travel to work?	How do you travel from work?
Walk <input type="checkbox"/>	Walk <input type="checkbox"/>
Bike <input type="checkbox"/>	Bike <input type="checkbox"/>
Bus <input type="checkbox"/>	Bus <input type="checkbox"/>
Tube/Train <input type="checkbox"/>	Tube/Train <input type="checkbox"/>
Car/car share <input type="checkbox"/>	Car/car share <input type="checkbox"/>
Taxi <input type="checkbox"/>	Taxi <input type="checkbox"/>
Other <input type="checkbox"/>	Other <input type="checkbox"/>
If you use more than one mode of transport, please explain:	
If you car share how many people travel in the car?	
If you travel by car, where is it parked during the day?	Office Parking Space <input type="checkbox"/>
	Car Park <input type="checkbox"/>
If you park in the street, please specify street name	Street <input type="checkbox"/>

	Other <input type="checkbox"/>
How do you travel to and from meetings during the day?	Walk <input type="checkbox"/>
	Bike <input type="checkbox"/>
	Bus <input type="checkbox"/>
	Tube/Train <input type="checkbox"/>
	Car/car share <input type="checkbox"/>
	Taxi <input type="checkbox"/>
	Other <input type="checkbox"/>

Suppliers

Date	
What is the reason for your visit to this office?	
How did you travel to/from this office today?	
Bike	<input type="checkbox"/>
Motor Bike	<input type="checkbox"/>
Van	<input type="checkbox"/>
Taxi	<input type="checkbox"/>
Other	<input type="checkbox"/>
Where did you park?	

Visitors

Date	
What is the reason for your visit to this office?	
How many people in your party?	
How did you travel to this office today?	Walk <input type="checkbox"/> Bike <input type="checkbox"/> Bus <input type="checkbox"/> Tube/Train <input type="checkbox"/> Car/car share <input type="checkbox"/> Taxi <input type="checkbox"/> Other <input type="checkbox"/>
If you travelled by car, where is it parked? <i>If you parked in the street, please specify street name</i>	Office Parking Space <input type="checkbox"/> Car Park <input type="checkbox"/> Street <input type="checkbox"/> <hr/> Other <input type="checkbox"/>
How will you travel when you leave this office today?	Walk <input type="checkbox"/> Bike <input type="checkbox"/> Bus <input type="checkbox"/> Tube/Train <input type="checkbox"/> Car/car share <input type="checkbox"/> Taxi <input type="checkbox"/> Other <input type="checkbox"/>

APPENDIX 4
Summary of Survey Results

27 KELSO PLACE, LONDON W8

RESULTS OF SURVEY INFORMATION FOR TRAVEL PLAN

TRAVEL TO/FROM WORK

	EXISTING STAFF	PROPOSED STAFF
WALK	0	5
BIKE	0	0
BUS	1	0
TUBE/TRAIN	20	10
CAR/CAR SHARE	7	2
TAXI	0	0
OTHER	0	0
BUS AND TRAIN	1	0
WALK AND TRAIN	5	0
CAR AND TRAIN	2	2
CAR AND TAXI	0	1
	36	20

WHERE CAR PARKED DURING THE DAY

	EXISTING STAFF	PROPOSED STAFF
OFFICE PARKING SPACE	7	0
CAR PARK	2	3
STREET	0	0
	9	3

TRAVEL TO AND FROM MEETINGS DURING THE DAY

	EXISTING STAFF	PROPOSED STAFF
WALK	0	0
BIKE	0	0
BUS	0	0
TUBE/TRAIN	1	3
CAR/CAR SHARE	1	0
TAXI	1	6
COMBINATION	15	1
NON-CAR/TAXI COMBO	0	0
NON-CAR COMBO	10	7
NOT APPLICABLE	8	3
	36	20

APPENDIX 5
Letter from Barclay Stratton

BARCLAY STRATTON

Albert House . 27 Ketso Place . London W8 5QG . Telephone 020 7544 6000 . Fax 020 7544 6290
Website: www.barclaystratton.com

30th November 2000

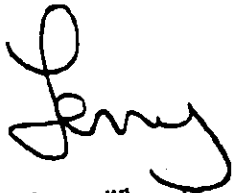
Ms Susan Hoffman
Mountcashel plc
223a Kensington High Street
London W8 6SG

By fax and post

Dear Susan

Further to your request for information about the number of visitors to our office, on a typical working day between 10 and 12 people visit our office for meetings, typically in groups of 2-4 people.

Yours sincerely



Jenny Thomas
Managing Director



Barclay Stratton Limited . Registered Office: 40/41 Market Street London WC1A 1LT .
Registered in England & Wales No 2336733
PRCA Consultancy Management Standard . A member of PricewaterhouseCoopers Worldwide . A global network with 60 offices in 33 countries

Other Documents

Please Index As

File Number

Part 1

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Part 17

Part 9

Part 18

APPEAL BY MOUNTCASHEL PLC

ALTERATIONS, EXTENSIONS & REFURBISHMENT
OF EXISTING OFFICE BUILDING

27 KELSO PLACE, LONDON W8 5QG

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

LPA Reference: PP/00/01400/CHSE

Our Reference: NDL/DRK/02A080694

Date: 8 December 2000



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1.0 INTRODUCTION

1.1 GVA Grimley has been instructed by the Appellant, Mountcashel PLC, to submit an appeal against the refusal of the Royal Borough of Kensington and Chelsea ("the Council") to grant permission for proposed alterations, extension and refurbishment of existing office buildings at 27 Kelso Place, London W8.

1.2 A faxed copy of the Council's decision notice is dated 26 October 2000 (LPA Reference: PP/00/01400/CHSE), and is attached at Appendix 1. It is addressed to the appellant's agent at the time of this application, Burgess Mean Architects.

(A) Proposed Development

1.3 The appellant is seeking to relocate to these offices from current premises that it occupies in Kensington High Street.

1.4 The appellant applied for planning permission on 2 June 2000 to carry out proposed alterations, extensions and refurbishment of the existing office buildings at No.27 Kelso Place in order to suit the appellant's requirements as a single occupier of the accommodation.

(B) Reasons for Refusal of Permission

1.5 The Council's Planning Committee decided to refuse permission for the proposed development, contrary to the Executive Director's recommendation to grant consent. The Council's grounds for refusal are as follows:

- 1. The proposal would result in a significant expansion of the existing commercial floor space 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.*

- Route 9 – Hammersmith, Kensington and Aldwych via Piccadilly Circus
- Route 10 – Kensington, Oxford Circus and Archway via Kings Cross Station
- Route 27 – Turnham Green, Kensington and Chalk Farm via Paddington
- Route 28 – Wandsworth, Kensington, Harrow Road and Camden Town
- Route 49 – Shepherds Bush, Kensington and Clapham Junction via Chelsea and Battersea
- Route 52 – Victoria Station, Ladbroke Grove and Willesden via Notting Hill
- Route 70 – South Kensington, Bayswater and Acton via Ladbroke Grove
- Route 328 – Chelsea, Kensington and Golders Green via Kilburn

2.6 Buses services arrive at the stops on average every 10 to 15 minutes daily in the case of each route. Nearby bus stops are located on the east and west bound carriageways of Kensington High Street, between the junctions with Campden Hill Road and Hornton Street, and on the north and south bound carriageways of Kensington Church Street, near to its junction with Kensington High Street.

2.7 The Council has produced a map indicating the accessibility of areas throughout the Royal Borough, according to an approximate index, as part of its Interim Transport Plan 2001/2002. A copy of this map is attached at Appendix 4. This map indicates that Kelso Place is in an area of moderate public transport accessibility. With regard to nearby public transport links, described above, we consider that the site benefits from a greater degree of public transport accessibility than is indicated by the Council's index.

(B) De Vere Conservation Area

2.8 The appeal site is situated in the De Vere Conservation Area. The Conservation Area Proposals Statement (CAPS) was adopted by the Council on 25 February 1985. The CAPS indicates that the site lies within the Vallotton Estate.

- 2.9 Kelso Place is situated approximately a quarter of a mile from both Kensington High Street, to the north, and Cromwell Road (A4), to the south. The appeal site is located in a cul-de-sac in Kelso Place, which runs from north to south.
- 2.10 The original properties at the north end of Kelso Place, on its western side between Nos. 27 and 31, date from between 1820 and 1850. Many of the houses in Kelso Place were demolished when the Metropolitan and District railway was developed in 1864-1869. Although period style houses still exist along the eastern side of the cul-de-sac, the properties at the southern end of Kelso Place mainly comprise former artisan brick houses of two or three storeys. The northern end of the cul-de-sac, particularly opposite the appeal site, comprises brick-faced three storey town houses (including dormer windows) with slate roofs, painted stucco and timber-framed sash windows. Photographs of the site and surrounding area are attached at Appendix 5.
- 2.11 The houses at the south end of the cul-de-sac have integral garages, and the pavement forecourts are used for parking in a number of cases, often taking up the whole pavement. Residents' parking is provided on the east side of the road. A single yellow line runs down the length of the opposite side of the road.

(C) The Appeal Site

- 2.12 The appeal site comprises a two storey block of offices, dating from the 1960's. It contains four office units – Albert House, Randolph House, Alice House and Victoria House – which are collectively known as No.27. Floor plans, elevations and sections of the existing building are attached at Appendix 6.
- 2.13 The main office building comprises Randolph House (at the front of the site), Albert House (in the middle) and Alice House (at the rear). The narrow office building to the left of the main entrance is Victoria House. A “glass box” provides offices at first floor level between the main building and Victoria House.
- 2.14 Previous correspondence between the Council's Planning and Conservation Department and the current occupier, Barclay Stratton, indicates that the premises
-

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.*

(C) *Relevant Issues*

1.6 In our view, the principal issues to be considered are:

- (i) The impact on residential amenity that would arise from the proposed increase in employment floor space, in transport and conservation area terms
- (ii) The impact on the levels of privacy of occupiers to No.26 Kelso Place, and any sense of enclosure that would arise, as a result of the proposed additional windows and the ground floor courtyard infill
- (iii) The acceptability of the proposal in design terms

2.0 SITE AND SURROUNDINGS

(A) *Surrounding Area*

(i) Nearby shops and facilities

2.1 The site is approximately 10 minutes walk from High Street Kensington, which is well served by a variety of shops, cinemas, restaurants, department stores, banks and public transport. A site location plan is attached at Appendix 2.

2.2 A local shopping area is located near to the site, off Kensington Square, which provides a smaller selection of shopping uses, including a hairdressers, and sandwich shops and cafes.

(ii) Public Transport and Car Parks

2.3 Public transport services are principally provided by London Underground stations at High Street Kensington (District and Circle lines) and Gloucester Road (Piccadilly, District and Circle lines), both within 10 to 15 minutes walking distance, and bus connections along Kensington High Street. The London Underground stations provide further connections to British Rail mainline and overland services.

2.4 Nearby public car parks within approximately 10 minutes walking distance of the site are located at The Copthorne Tara Hotel (Wrights Lane, off Kensington High Street), Young Street and Kensington High Street. Other public car parks are located close to Gloucester Road London Underground station. A map showing the proximity of the site to London Underground connections and nearby public car parks is attached at Appendix 3.

2.5 In addition to public car parks and London Underground stations, the appeal site is within approximately 10 minutes walk of the following bus routes along or near to Kensington High Street, which provides links with other shopping and residential areas in the Royal Borough and elsewhere in London:

were in light industrial use since prior to 1948. Therefore, the Council considers that the lawful use of the premises would be Class B1 offices. A copy of a letter from the Executive Director of the Planning and Conservation Department, dated 29 April 1992, confirming this view is attached at Appendix 7.

- 2.15 The buildings are a 1960's pastiche of the adjacent period style houses with yellow London stock brick façade and white painted stucco to the entrance arch and the main building only. The entrance is designed with a fragmented stucco arch with a keystone, and has white painted iron gates to either side.
- 2.16 Both Alice House and Victoria House have white painted elevations and a flat roof. The main building has a hipped and pitched slate roof and a mainly fenestrated ("curtain wall") elevation on its courtyard side. A first floor window to Alice House looks directly onto the courtyard and provides views of the conservatory extension, garden and rear elevation to No.26.
- 2.17 There is a wide pavement area in front of the main entrance capable of accommodating up to three cars, which is currently used as a parking area.
- 2.18 A cobble-stoned pavement crossover leads to the main reception entrance and private courtyard area with bin store. The courtyard area is currently used by employees' as a parking area, capable of accommodating four cars. Therefore, a total of seven cars (i.e. including the three spaces described in paragraph 2.13) can be accommodated within the site.

3.0 BACKGROUND

3.1 The application was the subject of detailed discussions between the appellant's agent, Burgess Mean Architects, and Council planning officers over nearly five months from initial contact in mid-April 2000 up to the Planning Committee meeting in September.

3.2 The background to this application is set out as follows:

- The Planning Application and Proposed Works
- Planning Officer's Report
- Planning Committee Meeting

(A) Planning Application and Proposed Works

3.3 The application was submitted to the Council on 2 June 2000. Amendments were made to the initial scheme following post-application discussions with the officers and neighbouring occupiers. A copy of a letter sent to neighbouring residents at No.26 is attached at Appendix 8. Copies of the final drawings submitted to the Council are attached at Appendix 9. The proposed development is described as follows:

- (i) Ground Floor
- (ii) First Floor
- (iii) Second Floor
- (iv) Materials and elevations

(i) Ground Floor

3.4 The proposed development at ground floor level would infill the existing covered courtyard entrance, in order to provide additional reception area accommodation. This infill would prevent the courtyard from providing any parking space, and would be landscaped instead.

- 3.5 The proposed development would remove the pavement cross over and reinstate the kerbline and pavement surface finish, following concerns raised by the Highways Department regarding the use of the forecourt area for parking by the current occupiers.
- 3.6 The appellant proposed to reduce the size of windows facing No.26 Kelso Place, in response to concerns raised by the occupier to No.26 relating to possible overlooking.
- 3.7 A single storey staff room extension is proposed to the rear of the narrow block to the south of the courtyard entrance. It incorporates a lean-to roof that slopes away from the boundary wall to No.26, with obscured glazing proposed in the case of the roof slope, in order to limit any possible overlooking following concerns raised by the occupier to No.26.
- 3.8 The staff room extension and bin store enclosure would both be built below the height of the existing boundary wall in order to limit the sense of enclosure to the conservatory at No.26.

(ii) First Floor

- 3.9 The appellant proposes to remove the existing "glass box" infill building and replace this instead with a traditional masonry built structure, more in keeping with the period style of nearby houses.
- 3.10 The appellant proposes to incorporate smaller sized windows to the rear courtyard building facing the rear of No.26, in order to reduce any overlooking to the rear of No.26, and natural cedar cladding.

(iii) Second Floor

- 3.11 The proposed development retains the existing hipped and pitched roof return to the front right hand building and omits a previously proposed roof extension over the front infill and the narrow building to its left, so as not to add to the bulk of the

building. The eaves level is restricted to an internal height of 1.5m with the principal glazing provided by roof lights within the pitched roof slope

3.12 The elevated section of roof over the courtyard building facing No.26 has been lowered, with low level obscured glazed windows within the eaves section, in order to reduce any sense of enclosure or impact on the privacy of No.26.

(iv) Materials and Elevations

3.13 The proposed development incorporates clerestorey style windows to the courtyard elevation of the main building, facing No.26. It is proposed that these windows (as well as the glazing to the single storey lean-to roof – see 2.7) would incorporate obscured glazing, in order to reduce the impact on the amenity of the occupier to No.26 in terms of overlooking.

3.14 The proposed development would also incorporate the following features in order to improve the appearance of the building within the context of nearby, period-style houses:

- Timber framed sash windows
- Yellow stock brickwork to the proposed infill extension on the front elevation
- Natural Welsh roof slates
- Conservation style roof lights
- Painted stucco rendered masonry to the front and courtyard elevations

3.15 The existing building area is approximately 577 sq.m. The proposed floor area (gross internal) is approximately 762 sq.m. This would create an increase in employment floor area of approximately 185 sq.m, or 32% of the existing floor area. The additional office accommodation would be gained by alterations and refurbishment rather than substantial alterations at roof level.

(B) Planning Officer's Report

3.16 The report of the Executive Director of the Planning and Conservation Department is dated 9 August 2000, and is attached at Appendix 10. It recommended that planning permission be granted.

3.17 In this report, the officer commented that there were five main issues to consider. The three issues most relevant to this appeal are:

- (i) The potential impact on residential amenity arising from the proposed increase in office floor space
- (ii) The potential impact on the levels of amenity of neighbouring residential occupiers
- (iii) The potential impact on this part of the Conservation Area

(i) Increase in Office Floor Space

3.18 The report stated that, in the officer's opinion, the proposed increase in office floor space of 185 sq.m was not considered to contravene any of the "Offices and Industry" policies of the Council's UDP:

"The additional office area of 185 square metres, or approximately 32 %, is considered to be acceptable because it represents a relatively small increase in the office use. This is not considered to detract substantially from the residential amenity of the area." (paragraph 4.3)

(ii) Amenity of Neighbouring Occupiers

3.19 In the officer's opinion the proposed single storey extension and lean-to roof would not result in a significant increase in enclosure to No.26. The small brick dustbin enclosure and single storey extension were not considered to be harmful to residential amenity, as they would both be built below the boundary wall to No.26.

- 3.20 The officer considered that the use of the single storey extension adjacent to the boundary would not result in any significant intrusion to the amenity of No.26, in terms of lighting, as this would only be used in office hours.
- 3.21 The proposal to raise the front wall of the courtyard elevation to the main building by 0.8m would make the roof slope shorter and less steep. The officer considered that this would not result in a significant increase in enclosure to any neighbouring buildings (paragraph 4.17).
- 3.22 Reference is made in the report to the objections received from local residents and amenity groups. The officer considered that the following aspects of the development would mitigate the concerns expressed:
- (i) The additional storey to the courtyard building, which might have resulted in loss of sunlight, has been deleted
 - (ii) Concerns raised regarding the overlooking from windows in the west elevations is without foundation as there are no windows proposed in this elevation
 - (iii) The roof to the single storey extension would slope away from the boundary wall, to avoid any increase in enclosure
 - (iv) The clerestorey windows to the offices at second floor level, the courtyard window to the rear office building at first floor and the windows to the single storey lean-to would all be of obscured glazing to avoid overlooking
 - (v) The loss of parking on site would help to preserve the amenity of neighbouring residents and, given the residential nature of this area and good public transport links, compliance with the Council's UDP parking standard of 1 space per 1,500 sq.m would not be desired
- (iv) Impact in Design terms
- 3.23 The officer stated that, in his opinion, the creation of a smaller courtyard within the office buildings would not harm the amenities of the area, particularly as the present courtyard is only used for parking purposes. The proposed use of glazing within the
-

existing arch was also considered to be acceptable and would not detract from the appearance of Kelso Place.

3.24 The front elevation would be altered to incorporate two sash windows, on ground and first floor, to the façade of Victoria House. This was considered to be acceptable in conservation area terms.

3.25 The proposed design of the courtyard elevation to the main building with cedar boarding and glazing, repeated on the courtyard elevation to the rear building was considered would create a more harmonious arrangement and would be acceptable in conservation area terms.

(C) Planning Committee Meeting

3.26 The application was heard by the Council's Planning Services Committee on 5 September 2000. Introducing the application to the Committee, Derek Taylor, planning officer in charge of the Central Area team at this time, advised the Members that the current office use of the property is considered to be lawful.

3.27 David Burgess, a Partner in Burgess Mean, addressed the Committee. David Burgess emphasised the benefits of the proposal in removing car parking from the site and the support given to this end by the Council's Planning and Transportation officers owing to the site's strong public transport links.

3.28 Mr Burgess advised the Members of the considerate approach taken by the appellant's in seeking to mitigate the concerns of neighbouring residents. For instance, the appellant was prepared to accept a condition incorporating obscured glazing to the west facing first floor window to Victoria House, overlooking the courtyard. This is despite the fact that there would be no greater impact on privacy, considering the view from existing windows elsewhere in the development or from windows in the terrace of houses along Kelso Place.

- 3.29 Mr Burgess commented on the loss of parking on site and the proximity of the site to public transport. In particular, the use of 'electronic mail and paperless methods of working' would help to avoid any significant increase in traffic to or from the site. Mr Burgess advised the Members that, if necessary, the appellant would be prepared to accept a condition restricting deliveries to the site during the week.
- 3.30 In addition, Mr Burgess commented that the proposed development would offer significant improvements, in conservation area terms, through the removal of the 1960's curtain wall in the courtyard and a more harmonious match of building styles that would contribute to the street scene and compliment the period terrace.
- 3.31 The Members expressed concern about the traffic that would be generated by the proposed development by despatch riders, refuse collectors and visitors driving to the site, fearing that they would occupy residents' parking bays. In particular, the Chairman stated that he felt unable to approve the application as he considered there was insufficient traffic information comparing the existing use of the site with the impact arising from the proposed occupation by the appellant.
- 3.32 The Chairman's direction to the Members stated that they should either refuse the application or defer a decision to allow further information relating to the possible impact of the development in traffic terms.
- 3.33 The Members voted to refuse the application, with the reasons for refusal to be decided by the Chairman and the Executive Director, Michael French, following the meeting.
- 3.34 The Council did not issue its decision letter confirming its grounds for refusal until 26 October 2000 – over eight weeks after the Committee meeting. No explanation was given to the appellant for this delay.
- 3.35 Since the refusal of permission, the appellant has submitted a further planning application (on 17 October 2000) providing detailed information in respect of likely traffic generation, including a Travel Plan. The aim of the new application is to
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address the Chairman's request for more information. Additional adjustments have also been made to the scheme to address Members' concerns.

4.0 PLANNING POLICY

(A) *National Planning Policy*

(i) PPG1 (Revised): General Policy and Principles (February 1997)

4.1 This guidance emphasises that a key role of the planning system is to enable the provision of investment and jobs in a way that is consistent with the principles of sustainable development.

4.2 The provisions of s.54A of the Town and Country Planning Act 1990 (as amended) strengthen the importance of the development plan in supporting this aim. This requires that planning applications must be determined in accordance with the policies of the development plan, unless material considerations indicate otherwise (paragraph 2). Those deciding planning applications or appeals should always take into account whether the proposed development would cause demonstrable harm to 'interests of acknowledged importance' (paragraph 40).

(ii) PPG4: Industrial and Commercial Development and Small Firms (November 1992)

4.3 Businesses should be encouraged to locate in areas that are accessible to public transport and that minimise the length and number of trips, especially by motor vehicles (paragraph 10). Furthermore, development control should not place unjustifiable obstacles in the way of development that is necessary to provide, inter alia, investment and jobs (paragraph 13).

4.4 Paragraph 14 acknowledges that:

"The characteristics of industry and commerce are evolving continuously, and many businesses can be carried on in...residential areas without causing unacceptable disturbance through increased traffic, noise, pollution or other adverse effects."

4.5 The guidance advises that commercial and industrial activities of an appropriate scale in residential areas should not be unreasonably restricted – particularly in existing buildings – where they would not adversely affect residential amenity.

4.6 Where planning authorities seek to prevent the possible intensification of employment uses in residential areas, local amenity should be safeguarded through the use of planning obligations or planning conditions where they would be an appropriate means of preventing foreseeable harm (paragraph 17). The guidance indicates that conditions specifying times of operation in order to control or to prevent weekend working would be acceptable, in terms of local amenity (paragraph 27).

(B) RBKC UDP – Adopted Version (August 1995) and Public Inquiry Version (April 2000)

(i) Relevant Employment Policies

4.7 The policies referred to by the Council in its first ground of refusal are as follows:

- Policy E2 – Large and Small-Scale Business Development
- Policy E6 – Additional Considerations for Business Developments
- Policy TR39 – Control of Development
- Policy CD52 – Development in Conservation Areas

4.8 Policy E2 directs the Council to:

“Permit development for small-scale business use except where in conflict with other policies of the Plan.”

4.9 Policy CD52 is considered in further detail below in respect of the impact of the development in design terms.

4.10 Therefore, refusal on the basis of Policy E2 depends on the strength of any refusal on the basis of Policies E6 and TR39.

4.11 Policy E6 requires of the Council:

“to ensure adequate provision is made for the proper storage, for recycling and disposal, of refuse associated with any business development”

4.12 Policy TR39 directs the Council:

“to resist development which would result in any significant increase in congestion, or any significant decrease in safety, on the roads or on public transport”

4.13 This policy should be read alongside Policy TR43, which indicates that only small-scale development is normally appropriate in “local areas” or where access is from a “local road”. Local Areas are not expressly defined in the adopted UDP. The UDP indicates, however, that a principal characteristic of such areas is that they tend to be residential areas that are not accessed directly by any other type of road except Local Roads. Local Roads are defined as roads which are neither Trunk Roads, Priority Roads (Red Routes) or Designated Roads (i.e. roads which are designated as part of the strategic London Road network) or provide direct links to such, and do not tend to form part of any bus route.

4.14 Policy TR43 indicates that some small-scale development might still have an adverse impact on local amenity (e.g. restaurants through the generation of unacceptable levels of traffic). However, the Council should consider whether a Planning Obligation would be appropriate in order to limit any impact on local amenity (paragraph 6.11 to this policy).

4.15 The support given to existing small-scale businesses in PPG4 is repeated in Policy E15, which directs the Council:

“to encourage the provision of premises, and improvement of existing premises, for small locally-based service industries and offices”

(ii) Policies relating to Amenity and Enclosure

4.16 The policies referred to by the Council in its second ground of refusal are as follows:

- Policy CD30 – Privacy
- Policy CD30a – Sense of Enclosure
- Policy CD41 – Rear Extensions
- Policy CD44a – Other Alterations
- Policy CD52 – Development in Conservation Areas

4.17 The grounds of refusal stated in the Council's decision letter in this respect relate to privacy and enclosure, and also to the impact of any proposed development in design terms (considered separately below).

4.18 Policy CD41 indicates several instances when, normally, the Council will resist proposals for rear extensions. In this appeal, this policy relates mainly to the proposed ground floor staff room extension to the rear of Victoria House. The two most relevant instances under Policy CD41 are the creation of a sense of enclosure and the prospect of a significant increase in overlooking to neighbouring properties or gardens.

4.19 Policy CD44a relates to privacy and enclosure, and also seeks to control the impact of proposed development in design terms. This policy states that the Council should:

“normally resist unsympathetic small-scale developments which in themselves cause harm and where the cumulative effect of a number of similar proposals would be detrimental to the character of the area”

4.20 Policy CD30 seeks to control the impact of proposed development on the privacy of neighbouring occupiers. Paragraph 3.17 to this policy indicates that this impact will be assessed against the “prevailing general standards of privacy in that local environment”. The Council can attach conditions requiring, for instance, the

incorporation of obscured glazing, in order to protect existing levels of privacy (paragraph 3.23).

4.21 Policy CD30a is similar to Policy CD30 in that a sense of enclosure can depend on prevailing standards. Any finding that a proposed development would give rise to an unacceptable sense of enclosure is essentially a matter for on-site judgement (paragraph 4.3.23a to this policy of the Proposed Alterations version).

(iii) Policies relating to Design of the Proposed Development

4.22 The following policies are relevant to this aspect of the Council's grounds for refusal:

- Policy CD44 – Other Alterations
- Policy CD44a – Other Alterations
- Policy CD52 – Development in Conservation Areas

4.23 Policy CD52 directs the Council:

“to ensure that any development in a conservation area preserves or enhances the character or appearance of the area”

4.24 Policies CD44 and CD44a also direct the Council to only permit alterations where this would not harm the character or appearance of the conservation area.

4.25 These policies are discussed in the next section in the context of the appellant's planning case.

5.0 PLANNING CASE

(A) Impact of the Proposed Increase in Employment Floor Space

5.1 The proposed development would result in an increase of employment floor space by 185 sqm (approximately 32% of the existing floor area), mainly through the refurbishment of existing accommodation instead of alterations to the existing building envelope.

5.2 The concerns expressed by the Members in this respect related to the following:

- Impact on amenity through the generation of any additional traffic to or from the site by the appellant's employees, visitors to the site and delivery companies
- Impact on amenity arising from any additional refuse generated by the appellant company

(i) Traffic impact of staff, visitors and delivery companies

5.3 The Council's refusal on the basis of Policy TR39 seeks to resist development that would result in any significant increase in congestion or any significant decrease in road safety. In addition, PPG4 encourages the siting of businesses in areas well-served by public transport, in order to reduce use of the car.

5.4 The site is in an area with good public transport links and the proposed development would result in the loss of forecourt and courtyard parking from the site. In addition, the growth of modern business practices incorporating electronic working (e.g. teleconferencing and emails) reduces the need to travel amongst employees.

5.5 The planning officer welcomed the loss of these parking spaces, considering the nature of this area, and it was considered that this would not result in harm to the residential area given the strong public transport links to the site. The Council's Highways officer raised no objection to the proposed loss of car spaces.

- 5.6 In partnership with the current occupier of the appeal site, Barclay Stratton, and the appellant, we have undertaken a study of the current travel habits of Barclay Stratton's employees ("existing staff"), based on a survey period of three days in October 2000. Copies of the standard questionnaires are attached at Appendix 11.
- 5.7 These results have been compared with GVA Grimley's findings of the likely travel habits of those employees of Mountcashel plc ("proposed staff"), who are to relocate to the property. Barclay Stratton would no longer occupy the premises. The results of this survey are attached at Appendix 12. The findings are set out as follows:
- Travel to and from work
 - Travel to and from meetings
 - Traffic generated by suppliers and visitors
- (a) *Travel to and from work*
- 5.8 Most of the existing and proposed staff surveyed (27 staff (75%) and 15 staff (75%), respectively) take or would take public transport or walk to work. Many of those surveyed indicated that they would use a combination of public transport (i.e. tube, train or bus) to travel to and from work – 58% of existing staff and 48% of proposed staff.
- 5.9 Two of the existing staff and two of the proposed staff use (or would use) a combination of car and train to travel to work. In such cases, they would tend to park their cars outside the Royal Borough (e.g. close to or at their local train station). If this is taken into account, then 67% of existing staff and the same proportion of proposed staff use (or would use) public transport to travel to and from work. In comparison terms, 29 of the existing staff (approximately 80%) compared to 17 of the proposed staff (85%) do not (or would not) travel to work at the property by private car.
- 5.10 A very high proportion of staff walk to work or walk and take public transport - 75% of existing staff and the same proportion of proposed staff.

5.11 The principal difference between the present use of the site and the proposed use of the site is in respect of the use of the private car. At present, nine employees (25%) indicate that they travel to work by car, seven of which park on the site (19% of staff). In contrast, the proposed development would not provide any parking spaces on site and, therefore, only three people (15%) would use their cars to travel to or from work. The proposed employees that would take their cars are all residents of the Royal Borough with the benefit of parking permits.

(b) Travel to and from meetings

5.12 75% of the existing staff surveyed use either public transport or taxis to travel to and from meetings. In contrast, 85% of proposed staff would use either public transport or taxis.

5.13 Eight of the existing staff (22%) and 3 of the proposed staff (15%) considered that this question was not relevant to them. One of the existing staff indicated that they use their car to travel to and from meetings. None of the proposed staff indicated that they would use their cars for this purpose.

(c) Traffic generated by suppliers and visitors

5.14 Owing to the difficulty in anticipating the traffic that would be generated by Mountcashel's suppliers and visitors in the event of re-location, the findings of Barclay Stratton's suppliers and visitors are of limited value, but are summarised as follows:

- There were only three visitors to the premises during the survey period, all travelling in the same car. Barclay Stratton has advised us that they normally expect, on average, between 10 and 12 meetings with groups of 2-4 visitors attending each meeting. Therefore, the survey results are not considered to properly reflect the situation in this respect (see letter from Barclay Stratton, Appendix 13)
- Suppliers tend to arrive by either taxi, moped or courier van

- Suppliers park in either the street or on the wide pavement for a few minutes at a time and tend to come and go infrequently

5.15 In summary, the proposed development would result in the following:

- (i) Fewer staff would be employed at the premises.
- (ii) Most staff would use public transport or be prepared to walk.
- (iii) Those employees that would use a car to travel to the premises are Kensington and Chelsea parking permit holders.
- (iv) No employees would park in Kelso Place or on site
- (v) On-site parking spaces would be removed
- (vi) Fewer journeys would be made by car

5.16 This issue was also considered in an appeal by Comshare Ltd against the decision of the Royal Borough of Kensington and Chelsea to refuse outline permission for proposed additional office accommodation at 22 Chelsea Manor Street, London SW3. The Inspector's decision letter is dated 9 November 1988 (DoE Ref: T/APP/K5600/A/88/93596/P2), and a copy is attached at Appendix 14. The location of this property is shown on the location map attached at Appendix 15.

5.17 The Inspector described the appeal site as being in a transitional position between the predominantly commercial frontage of Kings Road and the predominantly residential area to the south. The streets in the immediate area are subject to parking controls, with a mixture of meters and residents-only parking areas.

5.18 The appeal property comprised ground and first floor office accommodation of approximately 3,158 sqm, with two blocks of private flats. The proposed development concerned an additional floor of office accommodation in the form of a mansard roof, which would add about 1,388 sqm of office floor space (44% of the existing office floor area).

5.19 The Inspector commented that the level of additional traffic that might be generated in this area from the proposed development would equate to an increase of less than 3%

above the existing traffic levels (at the time) in Chelsea Manor Street. The Inspector, therefore, allowed this appeal on the basis that the traffic that is likely to be generated by the proposal would not have such a significant impact on the amenity of local residents as would justify dismissing the appeal.

5.20 The appellant has already indicated that it would accept a condition restricting the movement of any deliveries to and from the building, so that no deliveries are made before 8.00am or after 8.00pm on Mondays to Saturdays, and that no deliveries are made on Sundays.

(ii) Traffic impact arising from refuse collection

5.21 The Council's refusal on the basis of Policy E6 seeks to ensure that refuse collection in business developments would be adequately dealt with.

5.22 The Members considered that increased office floor space would result in significantly greater volumes of refuse than is currently collected from the site and that this would give rise to significant harm to the amenities of local residents in terms of noise, smell and traffic volume. The Members also feared that the development would require servicing by significantly larger refuse vehicles.

5.23 The appellant company is unlikely to generate significantly greater amounts of refuse than the existing occupier, particularly considering the growing use of electronic communication and its desire to move toward a "paperless office". The type of refuse likely to be generated is, in our view, capable of being collected along with the collection of residents' waste refuse.

5.24 At present, residents leave refuse bins or sacks on or near to the street the previous evening before collection early the following morning. The Council's Refuse Department has confirmed that collection of refuse to Kelso Place is usually on Wednesdays and Fridays, typically at about 10am.

- 5.25 The refuse from the proposed development would, similarly, be left out for collection the previous evening and could be collected at the same time as refuse from residents.
- 5.26 The Council's Refuse Department has not objected to this development and the planning officer made no comment concerning waste collection in his report.
- 5.27 We consider that refusal of permission on grounds relating to waste collection would not be justified. PPG4 advises that commercial uses of an appropriate scale in residential areas should not be unreasonably restricted. If any concerns remain in this respect, then we consider that planning permission could be granted subject to an appropriate condition.
- 5.28 Therefore, we consider that the proposed development would be in accordance with Policies E6 and TR39 of the UDP and, as a result, refusal on the basis of Policy E2 cannot be justified. Furthermore, support for the proposed development would be in accordance with Policy E15 of the UDP and PPG4.

(B) Impact in terms of Privacy and Sense of Enclosure

- 5.29 The additional floor space that would be gained would be achieved principally through internal refurbishment rather than through additions to the building. The existing building already looks onto the rear elevation to No.26 to a significant extent from the east facing first floor window to the rear building, and from the courtyard/south facing windows to the main building.
- 5.30 The height of the proposed staff room extension, against the west elevation to Victoria House, and the height of the proposed bin store enclosure would both be below the height of the boundary wall between the appeal site and No.26. The officer commented on this at paragraph 4.11 of his report and, therefore, the second ground of refusal is inaccurate and contradicts the planning officer's report in that it states that the 'ground floor courtyard infill' would rise above the boundary wall.

(i) Privacy

5.31 The appellant has incorporated obscured glazing to the proposed windows to the second floor of the main building, the first floor of the rear building and the lean-to glazed roof of the proposed extension to the rear of Victoria House. These were incorporated following extensive consultations with the Council's officers and the occupier to No.26. The planning officer commented in his report that he was satisfied that these matters would not give rise to unacceptable harm to the privacy of No.26.

5.32 In addition, the appellant indicated to the Members that it would be prepared to install obscured glazing to the proposed west facing first floor window to Victoria House. This is despite the fact that this window would provide only a glancing view of the adjacent site and the planning officer omitting mention of any need for a condition to this effect from his report.

5.33 The proposed alteration to the south facing roof slope to the main building, reducing its pitch, would further limit the potential for any additional overlooking to No.26 as this would affect the angle of the roof lights in this part of the roof slope.

(ii) Sense of Enclosure

5.34 The reduction in the height of the main building from the initial plans and the proposed development of the staff room extension no higher than the existing boundary wall, and sloping away from this wall, in the officer's view, would not give rise to any unacceptable sense of enclosure.

5.35 Any additional sense of enclosure would be further limited by the proposed reduction in the pitch to the south facing roof slope of the main building.

5.36 The Members made little or no reference to concerns relating to privacy and enclosure in the Committee Meeting and had been advised of the willingness of the appellant to amend the proposed development to take into account the concerns of officers and residents.

5.37 In summary, we do not consider that the proposed development would result in significant harm to No.26 in terms of privacy and enclosure and would, therefore, accord with UDP Policies CD30, CD30a, and CD41 and CD44a in this respect.

(C) Design of the Proposed Development

5.38 The Council's grounds for refusal do not relate expressly to design issues and were not discussed to a significant degree by the Members. These issues are, however, considered to be relevant as the policies to which the Council referred in its decision letter included conservation area issues.

5.39 The principal policies concerned are Policies CD52, CD44a and CD44. All these policies require that any proposed development must not harm the character or appearance of the Conservation Area.

5.40 The planning officer stated in his report that the proposed alterations to the building were considered to be acceptable and would not detract from the appearance of Kelso Place. In addition, the proposed design of the courtyard elevation to the main building and to the rear building would create a more harmonious arrangement in conservation area terms than the design of the existing building.

5.41 The appellant has made a number of amendments to the scheme since the initial drawings were submitted, most notably the retention of the existing hipped and pitched roof return to the main building and the lowering of the elevated section of roof over the main building.

5.42 The proposed landscaping of the courtyard in the appeal scheme would also improve the outlook of neighbouring occupiers to this property, compared to the existing unsightly hardstanding, which currently provides car parking to the premises.

5.43 In addition, the Planning and Conservation officers welcomed the materials proposed in the appeal scheme, as it was considered that these would help to improve on the existing appearance of the building within the context of nearby houses.

5.44 Therefore, we consider that the proposed development would accord with the Conservation Area objectives of the UDP and the De Vere Conservation Area CAPS.

6.0 CONCLUSION

- 6.1 The planning officer considered that the proposed increase in employment floor space would not result in material harm and no objections were received from the Council's Highways or Refuse Departments.
- 6.2 The proposed development would generate fewer car journeys and there would be fewer staff employed at the premises.
- 6.3 The proposed development would not give rise to any additional harm in terms of noise, traffic or fumes arising from refuse collection arrangements concerning the site.
- 6.4 The proposed development would not give rise to any material harm to the interests of neighbouring occupiers in terms of privacy and enclosure, compared to the existing impact on residents in this respect.
- 6.5 The proposed development would not harm the character or appearance of the De Vere Conservation Area or harm the residential character of Kelso Place.
- 6.6 The Council has failed to demonstrate that the proposed development would result in any material harm to interests of acknowledged importance.
- 6.7 We consider that the proposed development accords with UDP and Government policies and we respectfully request that the Inspector allows this appeal.

APPENDIX 1
Council's decision notice, 26 October 2000 (PP/00/01400/CHSE)

PLANNING AND CONSERVATION
THE TOWN HALL HORNTON STREET LONDON W8 7NX

**THE ROYAL
BOROUGH OF**

Executive Director M J FRENCH FRICS Dip TP MRTPI Cert TS

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**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 user 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

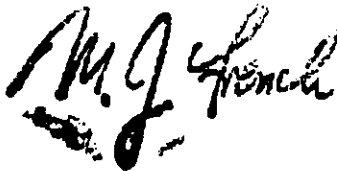
REASON(S) FOR REFUSAL OF PERMISSION ATTACHED OVERLEAF

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,



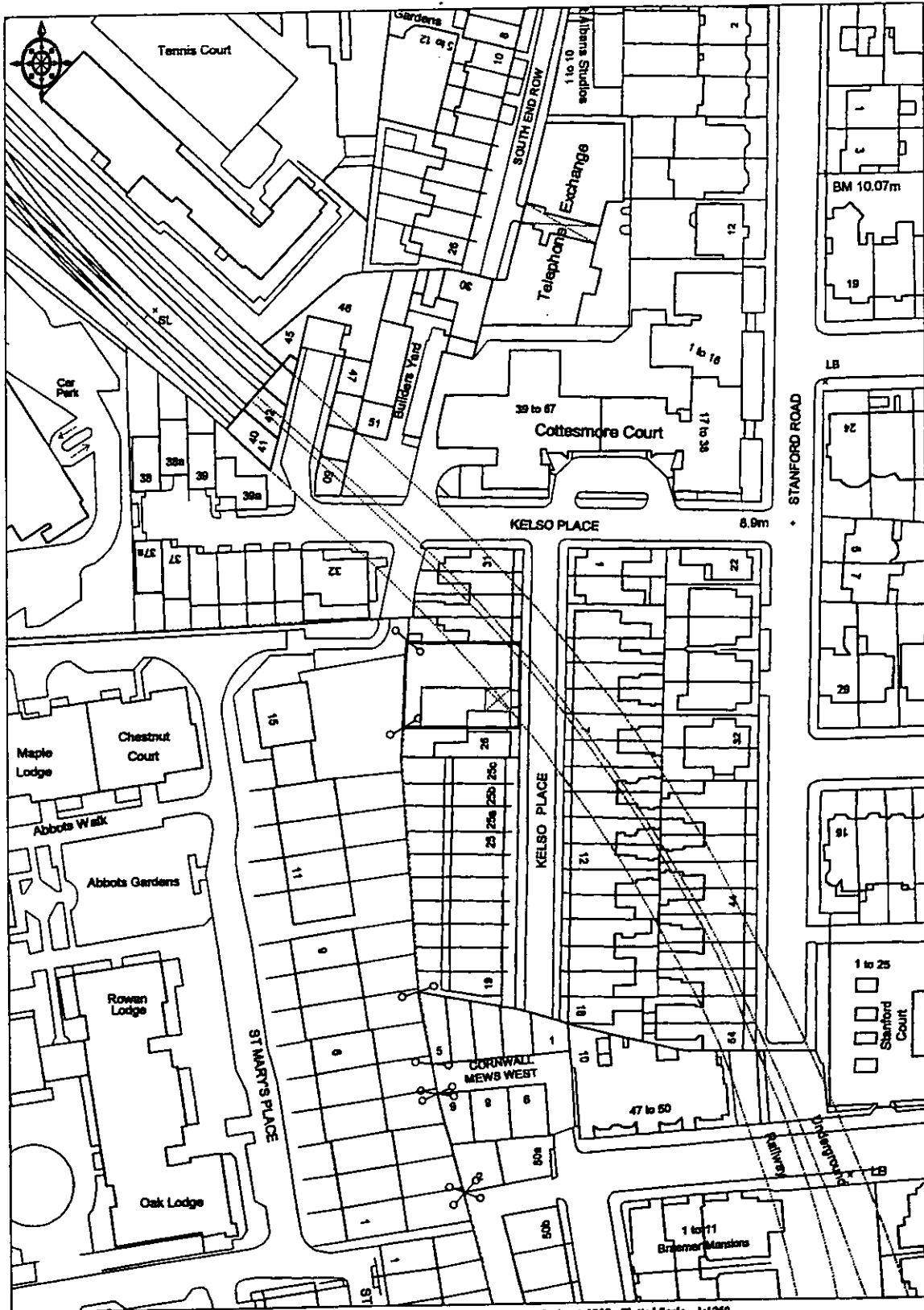
Michael J. French
Executive Director, Planning and Conservation

APPENDIX 2
Site Location Plan

APPENDIX 3
Transport Map

APPENDIX 2
Site Location Plan

27 KELSO PLACE, LONDON W8



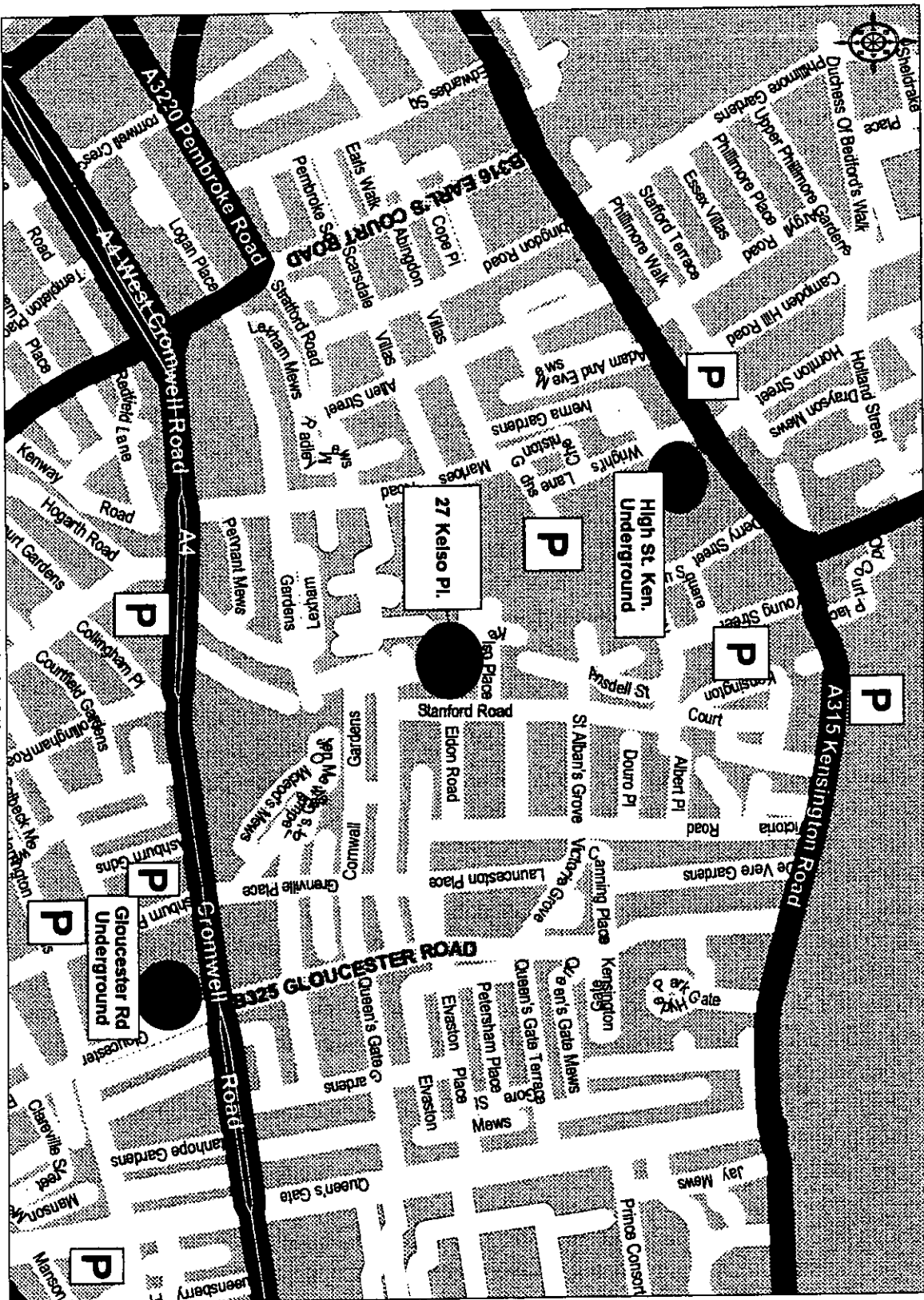
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 (Scales other than at Survey Scale should not be used for accurate measurements). Business occupancy data ©2000 Thomson Directories Ltd.



OS Ordnance Survey
 Value Added Reseller

SITE LOCATION PLAN

27 KELSO PLACE, LONDON W8



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(Scales other than at Survey Scale should not be used for accurate measurement). Business occupancy data ©2000 Thomson Datastream Ltd.




TRANSPORT MAP



APPENDIX 4
Public Transport Accessibility Index (RBKC)

Map 13

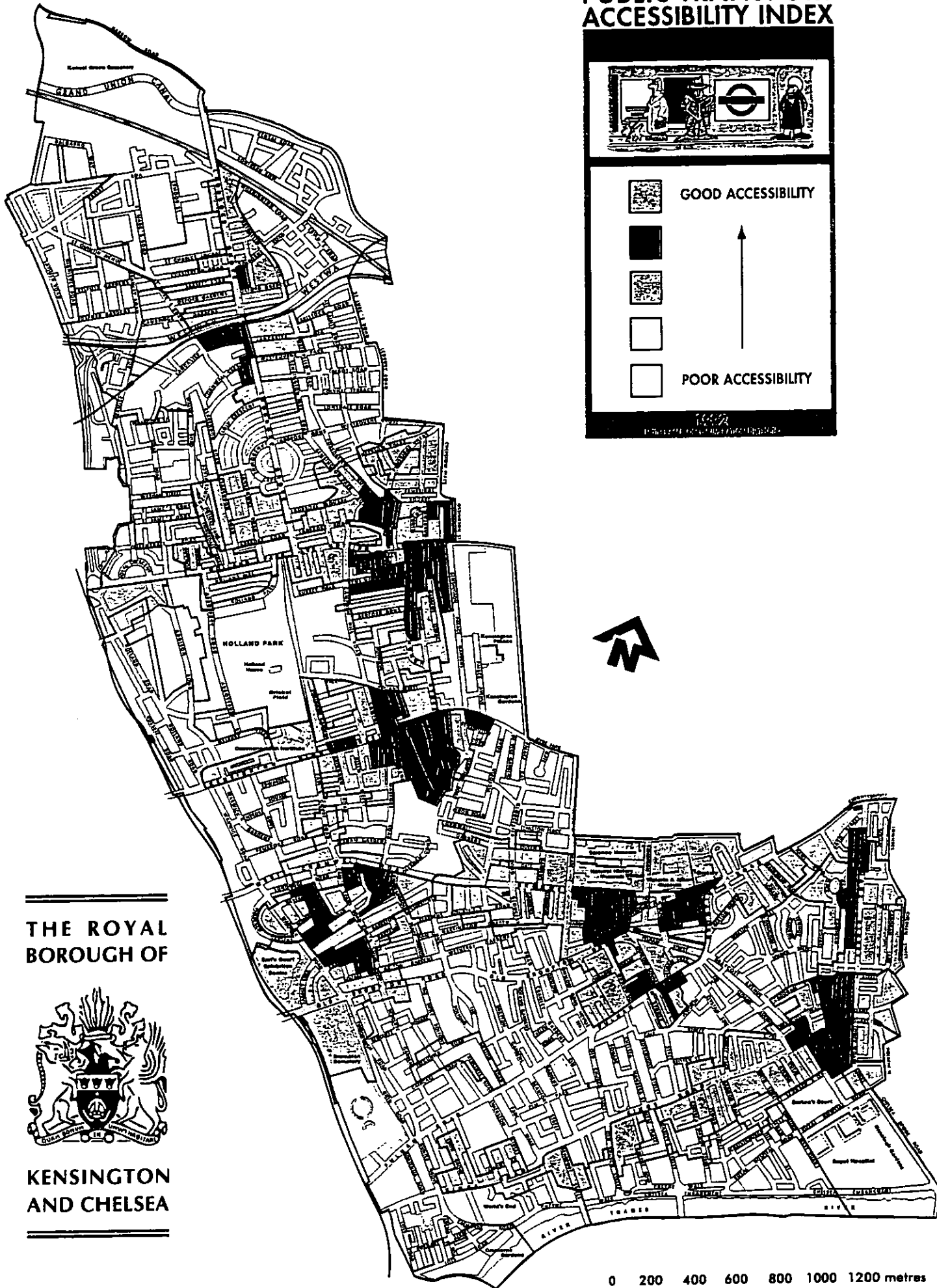
PUBLIC TRANSPORT ACCESSIBILITY INDEX



GOOD ACCESSIBILITY

↑

POOR ACCESSIBILITY



THE ROYAL BOROUGH OF



KENSINGTON AND CHELSEA

0 200 400 600 800 1000 1200 metres

APPENDIX 5
Photographs of the Site and Surrounding Area



27 KELSO PLACE - FRONT ELEVATION



KELSO PLACE - LOOKING SOUTH



KELSO PLACE – LOOKING NORTH



PAVEMENT CROSSOVER & GROUND FLOOR ENTRANCE



PARKING IN COURTYARD



FORECOURT/PAVEMENT PARKING



ROOF SCAPE OF SITE AND SURROUNDING AREA



NO.26 KELSO PLACE FROM FIRST FLOOR WINDOW, REAR BUILDING



ALBERT HOUSE (MAIN BUILDING)



ALICE HOUSE (REAR BUILDING)

APPENDIX 6
Existing Building: Floor Plans, Elevations and Sections

**PLANS SENT TO INSPECTORATE AS PART OF SUBMISSION
(Copies not enclosed herein)**

APPENDIX 7
**Letter sent from Burgess Mean to Mr and Mrs Jennison (No.26 Kelso
Place), 31 July 2000**

APPENDIX 7
Letter from Executive Director, Planning and Conservation Department,
29 April 1992