New Homes Delivery Programme

Cheyne Nursery and Children's Centre with Housing

Analysis of Phase One stakeholder consultation

July 2021

Putting Communities First Team The Royal Borough of Kensington and Chelsea consult@rbkc.gov.uk



Introduction

Background

The New Homes Delivery Programme (NHDP) has identified a site on the existing Cheyne nursery (located on Thorndike Close, off the King's Road) as a potential area to help deliver new homes for the borough alongside a rebuilt state-of-the-art nursery and children's centre, increasing available capacity. This site, currently called Cheyne, will form part of 'Phase 2' of the NHDP.

Consultation methodology

The Council launched a first round of consultation on 10 June 2021, running to 22 July 2021, to gather stakeholders' views on the emerging proposals. A dedicated page was set up on the Council's website with details of the proposals and consultation, this included presentation material and a video presentation. Stakeholders were encouraged to provide feedback via an online survey and one in person and one online session were organised for stakeholders to ask questions about the proposals and provide feedback. To ensure those without access to the internet were able to participate, paper copies of material was available on request, as was support in alternative formats (e.g. support for those whose first language is not English).

The consultation was promoted via a variety of channels, including; leaflet drops, social media, the Council's website, enewsletters, posters and via local voluntary and community groups.

Report

A total of 76 surveys were returned by the deadline and a total of 49 stakeholders attended across the two discussion sessions. This report contains an analysis of survey responses and a summary of feedback from the discussion sessions. Where graphs are shown percentage figures are shown. A separate appendix report is also available on request, containing data tables, all comments made be respondents to the survey.

Acknowledgements

The Council would like to thank all residents and stakeholders that took the time to feedback their views.



Results at a glance: Feedback from the survey

Re-providing the nursery and children's centre

- Almost half (49 per cent) of respondents '*strongly objected*' or '*objected*' to the principle of a scheme that re-provides the nursery and children's centre.
- Over a third (36 per cent) 'strongly supported' or 'supported' this principle.
- Those that objected gave reasons including: the height of the scheme, density, privacy and loss of light. Some were concerned about the impact of the scheme on Westfield Park.

Providing new social rent homes

- Over three-quarters (78 per cent) 'strongly objected' or 'objected' to the principle of providing some new social rent homes on the site.
- Just over a fifth (21 per cent) 'strongly supported' or 'supported' the principle.
- Those that objected cited similar reasons to above, but a number also felt there was already enough social housing in the area.

Site layout and accommodating new homes

- Over three-quarters (77 per cent) 'strongly objected' or 'objected' to proposed site layout.
- The majority (85 per cent) 'strongly objected' or 'objected' to providing a building which accommodates as many new homes as possible.

Height of the building

- The majority of respondents (83 per cent) were in favour of an 'other' height to the five, six or seven storeys proposed.
- Those going on to comment were in favour of lower heights or were against the development all together.

Landscaping

- There were mixed views on the proposed landscaping approach.
- Almost a third (30 per cent) 'strongly supported' or 'supported' the proposed landscaping approach, whilst 39 per cent 'strongly objected' or 'objected'.



Results at a glance: Feedback from stakeholder meetings

Comments made in relation to the proposed height of the flats above the nursery

There was concern about the impact the proposed heights would have on:

- Views of the park and views in general.
- Quality of life for local residents.
- Residents access to light.

Comments made in relation to density of the proposals

- A number of attendees feel there is too much housing in the area.
- There was a concern about the impact of the proposed development on social infrastructure and people's access to that e.g. the park.

Comments made in relation to the nursery

- Attendees thought it would make sense for local families in the new flats to have priority access to the nursery.
- Concern was expressed that nursery playground would be taken away (although it was explained this would be enhanced).
- A number of residents that are in support of new nursery, but opposed to development over the nursery met recently.

Other general comments

- There were concerns about the consultation. For example, the questions seem weighted (e.g. only giving choices for five, six or seven storeys, no option for none). The need for better communication was also highlighted, so all are aware of proposals.
- There was concern about an increase in noise, traffic and pollution from construction. Attendees felt it was important to ensure minimum disruption on the local community.
- The park has become overcrowded as a result of the pandemic. Concerns were expressed the playground would be overlooked by people in the flats.



Section 1:

Stakeholder survey



Survey findings: Re-providing nursery and children's centre

Respondents were asked whether they supported the principle of a scheme that re-provides the nursery and children's centre in new facilities.

- A total of 36 per cent of respondents '*strongly supported*' or '*supported*' the principle of a scheme that reprovides the nursery and children's centre in new facilities.
- However, almost half (49 per cent) 'strongly objected' or 'objected' to this principle.

Those that objected to the principle were asked to comment on why this was. Themes, and examples of comments, can be seen on the following pages.



Do you support the principle of a scheme which re-provides the nursery and children's centre in new facilities?



Base: All responses (76)

Survey findings: Re-providing nursery and children's centre

Respondents that objected to the principle of a scheme that re-provides the nursery and children's centre in new facilities, were asked to explain why this was. Comments made have been themed and the themes with four or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to *not supporting the scheme, due to height, density, privacy or light* (24 comments), *impact on the park* (nine comments) and *that respondents would support without the addition of homes (or if lower development)* (nine comments).

Theme*	Comments
Do not support the scheme (including height of development, population density, privacy, light and design)	24
Impact on the park	9
Would support without the addition of homes as part of the project (or only if low development)	9
Traffic/infrastructure concerns	8
Crime/safety/anti-social behaviour concerns	6
Concerns about disruption/noise caused by construction	4

*Themes shown with four or more mentions



Survey findings: Re-providing nursery and children's centre

"This area is overcrowded. The Council should improve the quality of life in this area. Building anything on this dense area will make things even worse."

Do not support the scheme (including height of development, population density, privacy, light and design)

"Because the area is built up enough here. We don't need any more tall buildings in this area."

Do not support the scheme (including height of development, population density, privacy, light and design)

"It is going to ruin and destroy the park and neighbourhood, light issues, parking, overcrowding."

Impact on the park



"Object to housing aspect but not the revamp of the children's centre."

Would support without the addition of homes as part of the project (or only if low development)

"The new scheme will cause more noise pollution, traffic etc.."

Traffic/infrastructure concerns

"The height of the proposal and the rising crime rate in this area, would prefer not to have a Council halfway house on my doorstep."

Crime/safety/anti-social behaviour concerns



Survey findings: Providing new social rent homes

Respondents were asked if they supported the principle of providing new social rent homes on this site to help meet the Council's target of 600 new homes, including 300 social rent homes.

- Over three-quarters (78 per cent) 'strongly objected' or 'objected' to the principle of providing some new social rent homes on the site.
- Just over a fifth (21 per cent) 'strongly supported' or 'supported' the principle of proving social rent homes on the site.

Those that objected were asked to comment on why this was. Themes, and examples of comments, can be seen on the following pages.

Do you support the principle of providing some new social rent homes on this site to help in meeting this target?



KENSINGTON AND CHELSEA

Survey findings: Providing new social rent homes

Respondents that objected to the principle of providing social rent homes on the site were asked to explain why this was. Comments made have been themed and the themes with four or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to *not supporting the scheme, due to height, density, privacy or light* (22 comments), *enough social housing in the area* (15 comments) and *impact on the park* (12 comments).

Theme*	Comments
Do not support the scheme (including height of development, population density, privacy, light and design)	22
Enough social housing in the area	15
Impact on the park	12
Crime/safety/anti-social behaviour concerns	9
Concerns about disruption/noise caused by construction	4
Other sites suggested	4
Traffic/infrastructure concerns	4

*Themes shown with four or more mentions



Survey findings: Providing new social rent homes

"The area is overpopulated and we have too many social housing already, which result in increased anti-social behaviour and crime."

Do not support the scheme (including height of development, population density, privacy, light and design)

"The site is absolutely not suitable for what is being proposed and especially the size in relation to the surrounding buildings."

Do not support the scheme (including height of development, population density, privacy, light and design)

"Stanley and Riverside wards already have a disproportionate amount of social housing."

Enough social housing in the area

"Negatively impacts existing park and playground."

Impact on the park

"It will bring down the locality even further. There is sadly already drug dealings etc. around that area and that together with more homes!"

Crime/safety/anti-social behaviour concerns

"It's the time it will take for construction which will probably take two years. The entrance to the site is small and in-between two residential buildings, we have little parking in this area and the idea of trucks and noise plus dust sits uncomfortable with me. Plus, the height of the building should be, if constructed be three stories like all those around."

Concerns about disruption/noise caused by construction



Survey findings: Site layout

The proposed site layout provides the nursery and children's centre facilities on the ground and first floor levels with new homes above. Respondents were asked if they supported this approach

- Over three-quarters (77 per cent) 'strongly objected' or 'objected' to the proposed site layout.
- One in ten (10 per cent) 'strongly supported' or 'supported' the proposed site layout.

Those that objected to the site layout were asked to comment on why this was. Themes, and examples of comments, can be seen on the following pages.





Survey findings: Site layout

Respondents that objected to the site layout were asked to comment as to why this was. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to *not supporting the scheme, due to height, density, privacy or light* (34 comments), *keep as nursery/children's centre only* (eight comments) and *enough social housing in the area* (three comments).

Theme*	Comments
Do not support the scheme (including height of development, population density, privacy, light and design)	34
Keep as nursery/children's centre only	8
Enough social housing in the area	3
Look for alternative sites	2
More green space needed	2

*Themes shown with two or more mentions



Survey findings: Site layout

"Concerned that the scheme will be too high and also overcrowded for the area/space."

Do not support the scheme (including height of development, population density, privacy, light and design)

"I object to the height of the housing."

Do not support the scheme (including height of development, population density, privacy, light and design)

"The nursery has nothing to do with the building above. You are moulding two separate projects and using the nursery to pass through the building of flats above off the whole project and then as people if they object to redeveloping the nursery!

Do not support the scheme (including height of development, population density, privacy, light and design)



"I support the plans to replace the nursery and children's centre but not the new homes."

Keep as nursery/children's centre only

"The Chelsea ward is already the most densely populated ward in the borough. With over 40 per cent social housing in this ward already."

Enough social housing in the area

"We don't want it find somewhere else."

Look for alternative sites

"We need more open space and not more housing the area is overpopulated."

More green space needed



Survey findings: Accommodating new homes

Respondents were asked if they supported the approach to provide a building which accommodates as many new homes as possible whilst still having regard to the height of the surrounding buildings.

- The majority (85 per cent) 'strongly objected' or 'objected' to this approach.
- One in ten (10 per cent) 'strongly supported' or 'supported' the approach.

Those that objected to this approach were asked to comment on why this was. Themes, and examples of comments, can be seen on the following pages.





Respondents were shown three options for the potential height of the building and asked for their preference.

- The majority (83 per cent) would like to see an 'other' height than the three presented.
- Jus over one in ten (11 per cent) would like to see 'five storeys, providing 14 homes'.

Those that selected '*other*' were asked to comment on what they would like to see. Themes, and examples of comments, can be seen on the following pages.

We have shown three options for the potential height of the building, please outline which of these is your preference?





Respondents that selected '**other**' in relation to what height they would like to see were asked to comment further. Comments made have been themed and the themes with five or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to the building being *lower than five storeys suggested* (20 comments) and *against building of any height/against residential properties built on top* (18 comments).

Theme*	Comments
Lower than five storeys suggested	20
Against building of any height/against residential properties built on top	18
Match height of surrounding buildings	5

*Themes shown with five or more mentions



"Four storeys or will be too big around the park."

Lower than five storeys suggested

"I would support 4 storeys i.e., 2 storeys above a 2 storey Children's Centre on the presumption that no other ground is affected by the new building works."

Lower than five storeys suggested

"Three would be more appropriate."

Lower than five storeys suggested

"The height of the building should not exceed three storeys matching the majority of the buildings in the immediate surrounding area."

Lower than five stories suggested



"Don't support the project at all."

Against building of any height/against residential properties built on top

"None of these. There should be no residential homes built on this site."

Against building of any height/against residential properties built on top

"We don't want flats built here full stop."

Against building of any height/against residential properties built on top

"If it has to be built it should be the height of the surrounding buildings and not higher"

Match height of surrounding buildings



Respondents were invited to comment further on the height of the building. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to the *impact of development on residents, area or local facilities* (21 comments) and comments *against development, building of any height or against residential properties built on top* (20 comments).

Theme*	Comments
Impact of development on residents, area or local facilities	21
Against development or building of any height/against residential properties built on top	20
Lower than five stories suggested	11
Consultation	2
Keep same height as now	2
Match height of surrounding buildings	2
More open space needed	2

*Themes shown with two or more mentions



"Daylight for the flats in Thorndike Close will be compromised, as well as light that reaches the gardens of the flats."

Impact of development on residents, area or local facilities

"A building of this height will greatly affect the local residents more than any possible 'benefit' there may be to providing a few more homes. It also sets a precedent that in this area we do not want and is one of the charms of Chelsea that the buildings are not towering over us."

Impact of development on residents, area or local facilities



"I do not wish the construction to go ahead at all! At all! The noise, pollution, de valuing our home, privacy, noise, parking issues, crime no!!!

Against development or building of any height/against residential properties built on top

"No to the building at all! Scrap the building from the plan!"

Against development or building of any height/against residential properties built on top

"It is disgraceful that this consultation has been conducted so quietly and without the local's knowledge."

Consultation



"Anything higher than two storeys would be overbearing and overshadowing the houses in Thorndike Close. What about overlooking the existing playground in future?"

Lower than five storeys suggested

"Any height other than existing is unsuitable for the site. Even a roof terrace would need consideration vis a vis overlooking the park."

Keep same height as now

Survey findings: Landscaping

Respondents were asked if they supported the proposed approach to landscaping around the site, including on the approach off Thorndike Close.

- Almost a third (30 per cent) '*strongly supported*' or '*supported*' the proposed landscaping approach.
- Over a third (39 per cent) 'strongly objected' or 'objected' to this approach.
- Over a quarter (26 per cent) responded neutrally.

Those that objected to this approach were asked to comment on why this was. Themes, and examples of comments, can be seen on the following pages.

Do you support the proposed approach to improve areas of landscaping around the site, including on the approach off Thorndike Close?



AND CHELSEA

Base: All responses (76)

Survey findings: Landscaping

Respondents that objected to the proposed landscaping approach were asked to explain why. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on theme was in relation to *not supporting landscaping approach or this being unnecessary* (14 comments).

Theme*	Comments
Do not support or unnecessary	14
Comments against the development or negative impact of the development	4
In support of landscaping approach/improvements	4
Further information needed	3
More green space needed	3
Impact on current park	2

*Themes shown with two or more mentions



Survey findings: Landscaping

"Absolutely unnecessary - Leave it alone!."

Do not support or unnecessary

"The approach is fine as it is and do not see why this would need to be altered."

Do not support or unnecessary

"Waste of money - we have Westfield Park and do not need landscaping to try and prettify an eyesore."

Do not support or unnecessary

"I fail to see that the access to Westfield Park from King's Road needs to be improved, it is more likely to add to the already high number of cyclists using the park as a short cut."

Do not support or unnecessary



"Any form of disruption is going to have a negative impact on the community."

Comments against the development or negative impact of the development

"Any landscaping, greenery is welcome and is sorely needed here. Westfield Park is very small and is now over-crowded. Expanding the green space would be an improvement."

In support of landscaping approach/improvements

"More green space is what the area needs!"

More green space needed

"I do not know what these proposed landscaping plans entail."

Further information needed



Survey findings: Comments on the presentation or site

Respondents were asked if they had any other thoughts on the presentation on site more generally. Comments made have been themed and the themes with four or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to *not supporting the scheme* (17 comments) and the *impact on community/area* (13 comments).

Theme*	Comments
Do not support the scheme (including height of development, population density, privacy, light and design)	17
Impact on community/area	13
Look for alternative sites	5
More information needed	5
Keep as is	4
Park impact	4
Traffic/parking concerns	4

*Themes shown with four or more mentions



Survey findings: Comments on the emerging scheme

"Stop it immediately."

Do not support the scheme (including height of development, population density, privacy, light and design) "The Council has a general disregard to the quality of life of people who live in the Lot's Road community. The council's track record of continual development in this area for over a decade bears this statement out."

Impact on community/area

"Where these homes are proposed is a conservation area, so we do not want any more housing here, it is more green open space that we need."

Do not support the scheme (including height of development, population density, privacy, light and design)



"The proposal does not consider the existing community and residents, and it only focuses on what they assume is 'improve the community' but in no way it describes how. We feel unheard and offended by the intent."

Impact on community/area

"We would like for the Council to explore other alternatives for the site."

Look for alternative sites

"It boils down to utter greed by RBKC. If these were million-pound flats, they would not be built above a children's centre on such a small footprint. The quality of life for existing residents will be greatly reduced. Reduced sunlight, more noise, more traffic. In favour of children centre development but strongly against building more than one storey of social housing above."



Traffic/parking concerns

Survey findings: Finding out about the consultation

Respondents were asked how they found out about the consultation, respondents were able to select more than one answer to the question.

- A total of 41 per cent of respondents found out about the consultation via a 'leaflet/flyer'.
- The same percentage (41 per cent) found out about the consultation by 'word of mouth'.
- A total of 15 per cent found out about the consultation by 'social media'.
- The same percentage (15 per cent) found out about the consultation by 'other means'. All comments can be seen in appendix two, examples included: via a flyer and community communication. Five respondents commented that they had not been contacted directly by the Council.



How did you find out about the consultation?

Base: All responses (76)

KENSINGTON

AND CHELSEA

Survey findings: Presentation

Respondents were asked if they felt the presentation informed them how they could provide their thoughts as part of the process.

- Just over half (51 per cent) of respondents felt the presentation did inform them how they could provide their thoughts and input as part of the process.
- However, 43 per cent did not agree.



Base: All responses (76)



Survey findings: Profile of respondents

Respondents were asked a series of questions about themselves, to understand who had responded to the consultation.



Base: All responses (76)



Are you a...



Survey findings: Profile of respondents



Base: All responses (76)

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

Survey findings: Profile of respondents



How do you describe your ethnic origin?

Do you have a long-term illness, health problem or disability which limits your daily activities?





Section 2:

Stakeholder meetings



Stakeholder meetings

In addition to the feedback survey, the Council organised information sessions in order for residents and other interested stakeholders to ask questions and provide their feedback on the proposals. A total of 14 stakeholders attended the online event on 29 June 2021, held via Zoom and 35 stakeholders attended the in person event on Saturday 3 July 2021 at Carlyle Building, Hortensia Rd, London SW10. Both sessions were facilitated by Campbell Tickell, an independent organisation. The below summarises feedback from the sessions, using feedback supplied by Campbell Tickell.

Online event 29 June 2021 – 14 attendees

Summary of general comments received

- There were concerns about the consultation. For example, the questions seem weighted (e.g. only giving choices for five, six or seven storeys, no option for none). The need for better communication was also highlighted, so all are aware of proposals.
- A number of residents are in support of new nursery, but opposed to development over the nursery met recently.
- There was concern about an increase in noise, traffic and pollution from construction. Attendees felt it was important to ensure minimum disruption on the local community.
- The park has become overcrowded as a result of the pandemic. Concerns were expressed the playground would be overlooked by people in the flats.

Comments made in relation to the proposed height of the flats above the nursery

There was concern about the impact the proposed heights would have on:

- · Views of the park and views in general
- · Quality of life for local residents
- · Vulnerable residents living in Thorndike Close

Comments made in relation to density of the proposals

Concerns were expressed about impact on:

- The space residents have
- The Rose Garden, as it is a cherished space and already very busy
- Quality of life of residents

Comments made in relation to the nursery

• Attendees thought it would make sense for local families in the new flats to have priority access to the nursery.

• Concern was expressed that nursery playground would be taken away (although it was explained this would be enhanced).



AND CHEISEA

Stakeholder meetings

In person event 3 July – 35 attendees

Attendees provided a range of comments via one to one discussions with staff at the event. The key discussion points focused on:

- **Density** A number of visitors feel there is too much housing in the area. There was a concern about the impact of the proposed development on social infrastructure and people's access to that e.g. the park.
- Height Concerns were expressed that the height of the building will block existing residents' views.
- Light Concern was expressed that the proposed new building will reduce the light to a number of existing residents.
- Traffic and pollution Concerns were raised that the development would impact on increased traffic and pollution.
- Consultation process Some attendees had the expectation that there would be a meeting at the drop in event.



Section 3: Emails received



Emails received

During the consultation period, ten emails were received in relation to the proposed development. A summary of questions/feedback can be seen below:

- Six of the emails related to requests for further information on the scheme or requests for information to be sent in hard copy format.
- Two of the emails related to requests support in finding social housing or specific interest in renting in the scheme.
- Two of the emails indicated that the resident opposed the scheme and did not want to see it progress.



Section 4: Petitions



Petitions

In addition to the consultation organised by the Council two petitions have been handed in to the Council (one online and one in hard copy). Both petitions were similar in nature and can be seen in detail below. The online petition had over 170 signatures when submitted (197 at time of writing this report) and the hard copy petition around 70 responses.

Online petition text (signed by over 170)

To the Councillors of the Royal Borough of Kensington and Chelsea,

We are asking you not to permit the building of a multi-storey residential property over the proposed redevelopment of Cheyne Nursery in Thorndike Close, Chelsea. We stress that we have no objection to the redevelopment of the Nursery itself or to its providing of improved children's services. However, we object the residential block proposed on the premises of the current Cheyne Nursery for the following reasons:

- The residential block is proposed to be on a narrow footprint on top of part of the Nursery and to be from five to seven storeys high.
- It would be disproportionately massive on this site and in this context, being considerably higher than the houses in Thorndike Close and would overshadow these, causing overlooking, loss of daylight and sunlight a well as affecting houses in nearby Uverdale and Tadema Roads.
- It would also greatly increase the car traffic in Thorndike Close.
- The block would furthermore have an overbearing and overshadowing effect on Westfield Park especially on the Rose Garden there.

The completion of the Lots Road Power Station site will shortly produce another 420 residential units in Lots Village, thereby providing a substantial contribution to RBKC's housing needs. We have grave concerns that as well as the promised and long awaited 55 units of extra care affordable housing, the Council is nevertheless seeking to develop yet more sites in Lots Village, which is foremost an employment zone and in an area that is already one of the most densely populated in the country.



AND CHEISEA

Petitions

Hardcopy petition text (signed by around 70)

Addressed to the Councillors of the Royal Borough of Kensington and Chelsea asking it not to permit the building of a multistorey residential property over the proposed redevelopment of Cheyne Nursery, 10 Thorndike Close, SW10 0ST.

We stress that we have no objection to the redevelopment of the Nursery itself or to its providing of improved children's services, providing this does not result in any loss of the Park. However, the residential block is proposed to be on a narrow footprint on top of part of the Nursery and to be from five to seven storeys high.

- This would be disproportionately massive on this site and in this context, being considerably higher than the houses in Thorndike Close it would overshadow these, causing overlooking, loss of daylight and sunlight as well as affecting homes in nearby Uverdale, Tadema and King's Road. It would also greatly increase traffic in Thorndike Close and the surrounding areas.
- The proposed residential block would furthermore have an overbearing and overshadowing effect on Westfield Park especially on the Rose Garden there and would overlook the children's play area; the current plans also appear to entail partial loss of the park, which is much valued by the local community and part of the Conservation Area.

The completion of the Lots Road Power Station site will shortly produce another 420 residential units in Lots Village, thereby providing a substantial contribution to RBKC's housing needs in an area that is already one of the most densely populated in the country.

