

# **New Homes Delivery Programme**

## **Cheyne Nursery and Children's Centre with Housing**

**Analysis of round two stakeholder consultation**

**November 2021**

**Putting Communities First Team  
The Royal Borough of Kensington and Chelsea  
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# 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

Following a first round of consultation in June and July 2021, the Council launched a second round of consultation on 15 September 2021, running to 27 October 2021, to gather stakeholders' views on the emerging proposals.

In round one, the consultation sought feedback on the principle of the development of a new Nursery and Children's Centre on the site with new homes on the floors above. The round one consultation also sought views on the height options that were under consideration at that time of up to five, six or seven storeys. The height of the scheme was an issue for many local residents and as a result the design has been revised to reduce the height of the building to four storeys. This has a knock-on impact on the number of new homes that can be provided with nine homes now proposed (instead of up to 22 previously).

A dedicated page was set up on the Council's website with details of the proposals and consultation, this included presentation material. Stakeholders were encouraged to provide feedback via an online survey and one in person and one online session was 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, newsletters, posters and via local voluntary and community groups.

## Report

A total of 15 surveys were returned by the deadline and a total of 24 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 actual numbers of responses are included, as percentages can be misleading with a low base. A separate appendix report is also available on request, containing data tables, all comments made by respondents to the survey.

## Acknowledgements

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



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# Results at a glance: Feedback from the survey

The below is a brief summary of feedback from the survey, more detailed feedback can be found in the main body of the report.

## Support for elements of the scheme

- The majority of respondents (nine of 15) ***'strongly supported'*** or ***'supported'*** the nursery and children's centre element of the scheme.
- However, the majority (ten of 15) ***'strongly objected'*** or ***'objected'*** to the new homes element of the scheme and the majority (ten of 15) ***'strongly objected'*** or ***'objected'*** to the overall proposal.

## Height and density of the scheme

- A number of respondents commented that they had concerns about the height of the development or the impact the development would have on local people or their properties.
- Despite the proposed reduction in height, and the smaller number of new homes proposed, 11 of the 15 still had concerns about the density of the development.

## Play space

- Almost half (seven of 15) ***'strongly supported'*** or ***'supported'*** the proposed design of the improved play space.
- However, the same number (seven) responded neutrally, ***'neither supporting nor objecting'***.

## Design

- Most popular paving types selected by respondents were ***'paving type A'*** (six) and ***'paving type D'*** (five). Paving type images can be seen in the main body of the report.
- The majority (eight) were in favour of ***'green screening'*** on the outside of the building.
- Respondents were asked about the colour scheme for the interior of the nursery. The most popular choices were: ***'the colour scheme in the presentation'*** (five) and ***'a calm colour scheme'*** (four).



# Results at a glance: Feedback from stakeholder meetings

The below is a brief summary of feedback from the stakeholder meetings, more detailed feedback can be found in the main body of the report.

## **Comments made in relation to the proposed height and density of the development**

- Residents felt the revised proposals of a four storey building was still too high.
- Despite the reduction in height and number of new homes, concerns still exist about the density of the development.
- Some residents felt there is too much housing in the area.
- Some felt there is already too much social housing in the area and this could increase anti-social behaviour.
- However, some residents were accepting of the density and felt a higher building would provide more housing.

## **Design and impact on light and other aspects**

- Concerns were expressed about the close proximity to other flats.
- Concerns were expressed about properties being overlooked by the new development.
- Concerns were expressed about light being blocked by the new development or overshadowing of properties.
- There were some concerns about the development overshadowing the children's playground in Westfield Park.

## **Traffic and impact of building works**

- Some visitors are concerned about the impact of the proposed development on parking.
- It was highlighted that no parking for new flats will have knock on effect for current residents.
- There was concern about the impact of the dust and omissions from the build and that noise from the construction will be disruptive.



# **Section 1:**

# **Stakeholder survey**

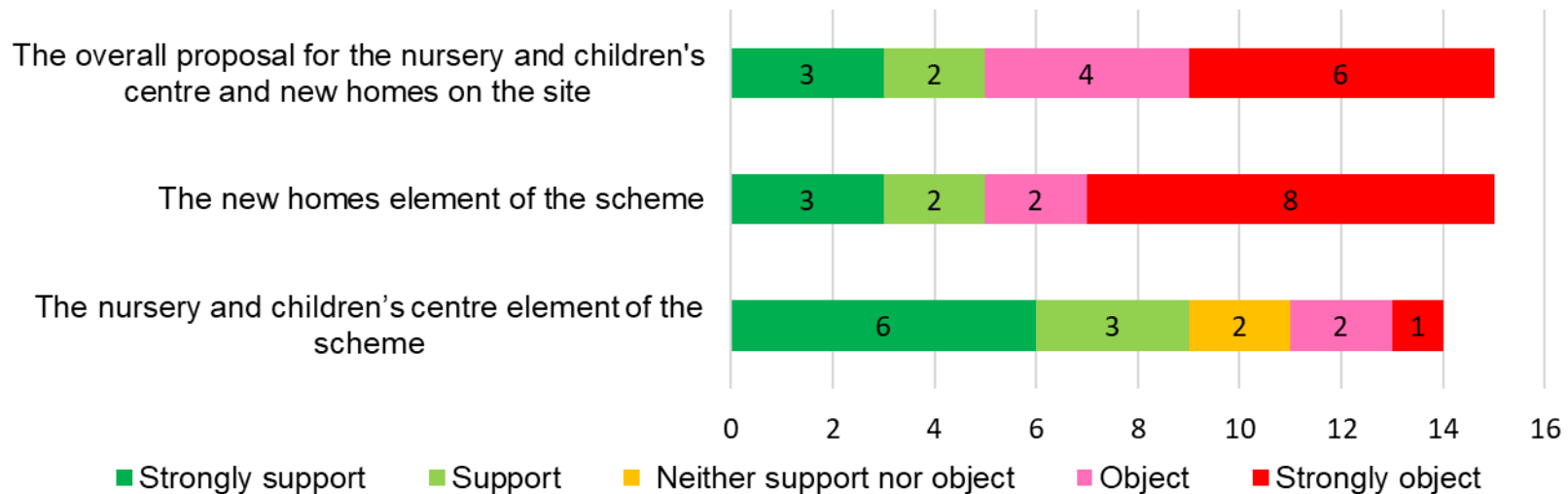


# Survey findings: Elements of the scheme

Following amendments to the design proposals, respondents were asked how strongly they supported, or objected to elements of the scheme.

- The majority of respondents (nine of 15) '**strongly supported**' or '**supported**' the nursery and children's centre element of the scheme.
- However, the majority (ten of 15) '**strongly objected**' or '**objected**' to the new homes element of the scheme.
- The majority (ten of 15) '**strongly objected**' or '**objected**' to the overall proposal.
- Those that objected to elements of the scheme were asked to explain why, comments made are explored on the next page.

**Having seen the amended design proposals, please indicate how strongly you support, or oppose, the following elements of the scheme.**



*Base: All responses (15)*



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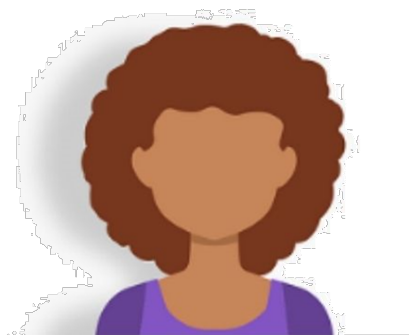
# Survey findings: Elements of the scheme

Respondents that objected to elements of the scheme were asked to explain why. The majority of comments related to concerns about the height of the development or impact the development would have. Comments made have been themed and the themes are summarised in the table below. Examples of comments made can also be seen below, with the full list of themes and comments made can be found in appendix two.

Theme	Comments
Concern about the height/impact of the development	10
Question about demand/need for children's centre	1

*"I object to the new homes element of the scheme, not because I wouldn't want new homes for people who need them but because if a building of more than one storey is built there, that would have a negative impact on the community. Firstly, because there are a number of vulnerable people living on Thorndike Close, in the Council flats, who would be seriously affected, not only due to the stress that the building works would cause for a year, but rather perpetually with the replacement of the relaxing park views with a brick building."*

**Concern about the height/impact of the development**



*"Inadequate place to build on top, inadequate place to build flats destroying the community who plays in the park every day. Inadequate height. No more than one storey above ground level. Inadequate increase of traffic both of pedestrians and of cars in Thorndike Close."*

**Concern about the height/impact of the development**

*"The size and location of the site lends itself to children centre and nursery only. Building a four storey structure is higher than any neighbouring buildings. Max height of the children centre and nursery should be two storey only."*

**Concern about the height/impact of the development**



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# Survey findings: Height of the scheme

Responding to previous feedback, the height of the scheme has been reduced to four storeys. Respondents were asked for their views on the revised height of the scheme. The majority of comments again related to concerns about the height of the development or impact the development would have. However, three respondents commented that lowering the height would limit the number of homes that can be built. Comments made have been themed and the themes are summarised in the table below. Examples of comments made can also be seen below, with the full list of themes and comments made can be found in appendix two.

Theme	Comments
Concern about the height/impact of the development	10
Revised height limits number of homes that can be built	3
In favour of new proposed height/development	1

*“Still too high. Impacting on light of three storey houses behind Cheyne children centre’s wall. Impacting on Westfield Park’s open views and privacy. Suffocating the vital visual break from buildings when in the park.”*

*Concern about the height/impact of the development*



*“It was never asked if we wanted one storey, so the question was flawed from the beginning. One storey above ground is the only acceptable for the community who live surrounding the nursery today.”*

*Concern about the height/impact of the development*

*“I don’t agree with the revised height of the scheme as it limits the amount of new homes proposed.”*

*Revised height limits number of homes that can be built*



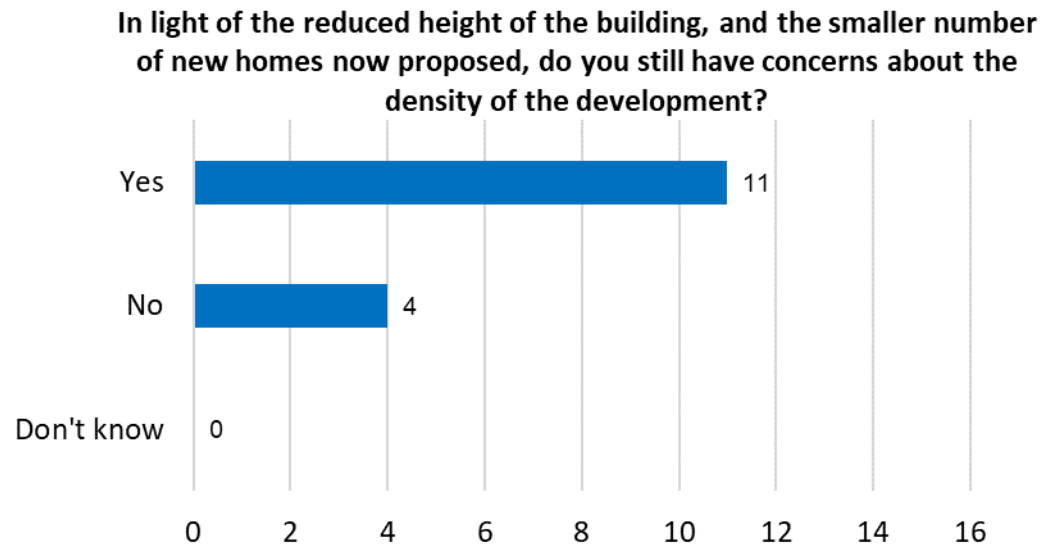
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# Survey findings: Density of the scheme

In light of the reduced height of the building, and smaller number of new homes proposed, respondents were asked if they still had concerns about the density of the development.

- The majority (11 of 15) still had concerns about the density of the development.
- Four respondents no longer had concerns about the density.
- Those that had concerns were invited to comment further, this is explored further on the next page.



*Base: All responses (15)*

# Survey findings: Density of the scheme

Respondents that had concerns over the density were invited to explain why. All comments related to concerns about the density of the development or the impact of the development. Comments made have been themed and the themes are summarised in the table below. Examples of comments made can also be seen below, with the full list of themes and comments made can be found in appendix two.

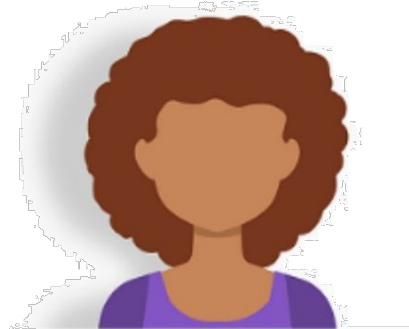
Theme	Comments
Concerns over density/impact of development	9

***“It is an improvement on the, frankly, ludicrous first proposal but still too much for the site.”***

*Concern about the height/impact of the development*

***“Any density in such a manner and on the little green space that we have is a fault and undesirable.”***

*Concern about the height/impact of the development*



***“Increased footprint impacts the residents of the close behind. The height is still overbearing. The argument that there are similar height buildings around doesn’t really hold water. This is in a unique position so close to the park.”***

*Concern about the height/impact of the development*

***“The area is already overcrowded.”***

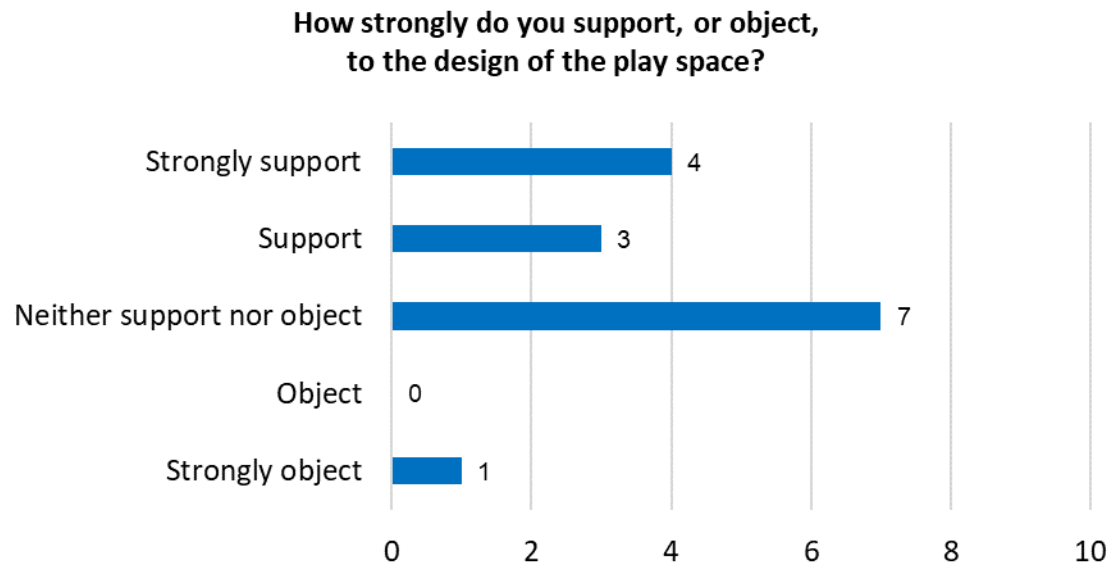
*Concern about the height/impact of the development*



# Survey findings: Play space

The emerging scheme includes improved play space for the nursery and children's centre. Respondents were asked how strongly they supported, or objected, to the design of the play space.

- Almost half (seven of 15) '**strongly supported**' or '**supported**' the design of the play space.
- However, the same number (seven) responded neutrally, '**neither supporting nor objecting**'.
- One '**strongly objected**'.
- Those that objected were invited to comment further, this is explored further on the next page.



Base: All responses (15)

# Survey findings: Play space

Respondents that objected to the design of the play space were invited to explain why. Comments made have been themed and the themes are summarised in the table below. Two respondents commented in favour of the proposals. Examples of comments made can also be seen below, with the full list of themes and comments made can be found in appendix two.

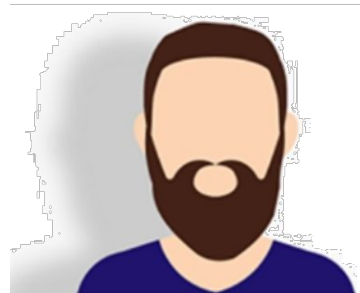
Theme	Comments
Support the design of the play space	2
Do not support the design of the play space	1
Couldn't access/see proposals adequately	1
Don't connect play space and development	1

***"Play space for children is okay as long as it does not invade the park outside of the current footprint."***

***Support the design of the play space***

***"No connection should be made between the nursery and the building. Do another proposal to just develop the nursery and then ask these questions. Prove to us your (pure intentions) on nursery only development consultations and no flats building whatsoever."***

***Don't connect play space and development***



***"I support the design of the play space as long as the play space already existing in Westfield park is not affected/reduced."***

***Support the design of the play space***

***"It is not as good as the existing space."***

***Do not support the design of the play space***



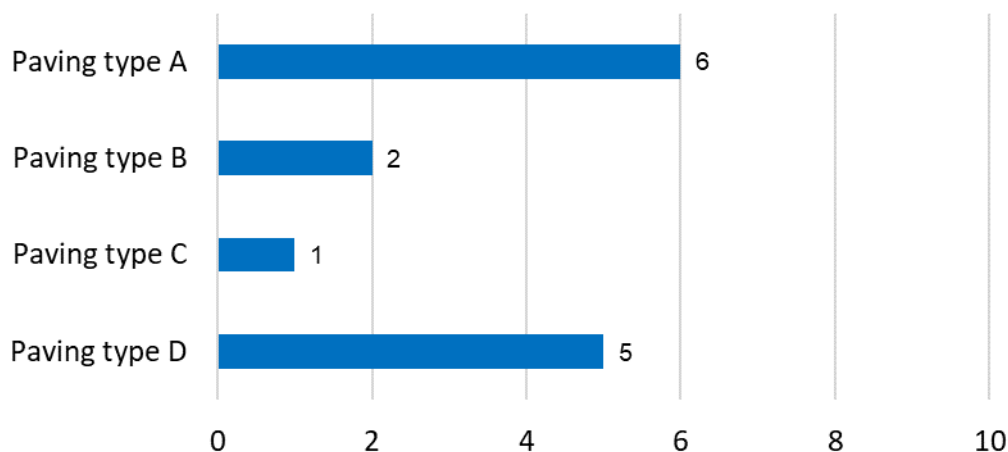
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# Survey findings: Paving

The scheme proposes improvements to the approach to Westfield Park from Thorndike Close as part of the landscape scheme. From four possible options, respondents were asked what types of paving they would like to see considered. Respondents were able to select more than one option.

- Six respondents would like to see '**paving type A**'.
- Five respondents would like to see '**paving type D**'.
- Fewer were in favour of the other options (two would like to see '**paving type B**' and one would like to see '**paving type C**').

Of the types of paving considered, what types would you like to see reflected in the landscaping scheme?



Base: All responses (15)



Paving type A



Paving type B



Paving type C



Paving type D



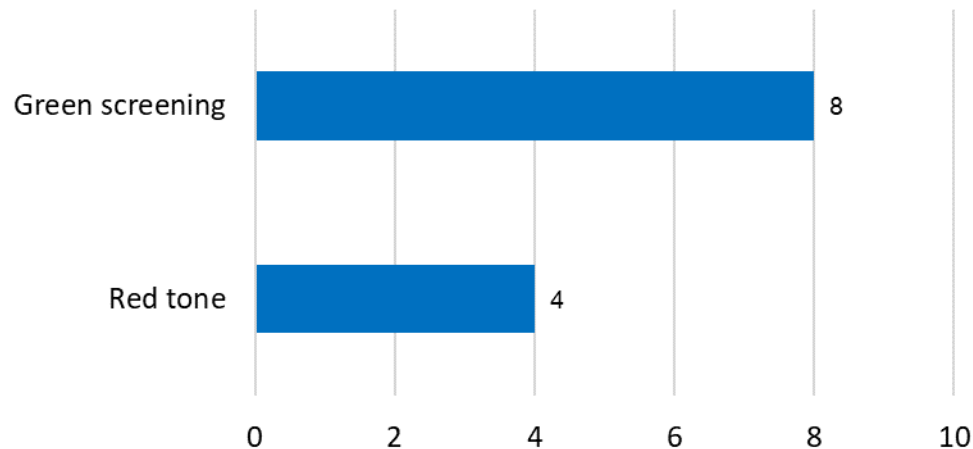
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# Survey findings: Look and feel of the building

The look and feel of the building draws on the red brick tone of surrounding buildings whilst seeking to incorporate green screening such as through integrating planting facades. Respondents were asked if they would prefer green screening or red tone as part of the final design.

- Over half (eight) were in favour of '**green screening**'.
- Four were in favour of '**red tone**'.

Which of these features is most important to you  
in informing the final design?



Base: All responses (15)



Green screening



Red tone

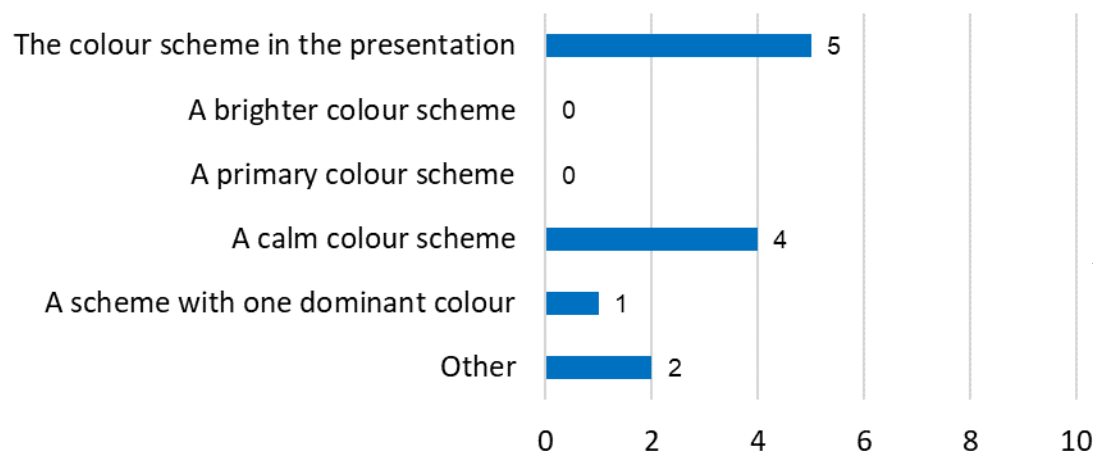


# Survey findings: Interior colour scheme

The interior spaces of the nursery will draw on the playful use of colour. Respondents were asked, from a choice of five colour schemes, which they would like to see incorporated into the design.

- Five respondents were in favour of ***‘the colour scheme in the presentation’***.
- Four were in favour of ***‘a calm colour scheme’***.
- One preferred ***‘a scheme with one dominant colour’***.
- Two would like to see something else and five went on to comment.
- Other comments can be found on the next page.

Which colour scheme would you like to see incorporated into the design?



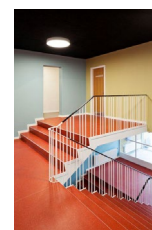
Base: All responses (15)



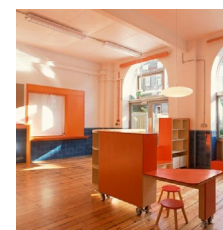
The colour scheme in the presentation



A brighter colour scheme



A primary colour scheme



A calm colour scheme



A scheme with one dominant colour



# Survey findings: Interior colour scheme

Respondents were given the opportunity to suggest alternative colour schemes. Six comments were received to this question and can be seen below.

***“Cream, yellow and natural tones.”***

*Alternative colour scheme suggestions*

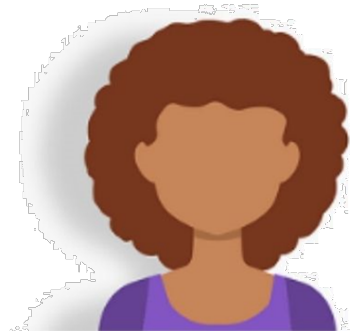
***“Soft colour scheme reflecting outdoor greens, browns, earthy tones to compliment the Westfield park.”***

*Alternative colour scheme suggestions*

***“Why does everything have to be ghastly colours. Light and bright and neutral is a much better environment.***

***The exterior is dark and oppressive. Why not take a clue from the brick of the Chelsea Academy. And the interiors.”***

*Alternative colour scheme suggestions*



***“Turquoise, aqua , light blue, green, aquamarine, pastels.”***

*Alternative colour scheme suggestions*

***“Sneaky question, where it looks like you're going ahead with the flat building regardless of people objections to it.”***

*Alternative colour scheme suggestions*

***“Enjoy the "calm" option, something like Sala Beckett by Flores y Prints for colours would be nice.”***

*Alternative colour scheme suggestions*



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# 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 are summarised in the table below. Examples of comments made can also be seen below, with the full list of themes and comments made can be found in appendix two.

Theme	Comments
Object to the building of homes on the site or height/impact of development	5
Support nursery/children's centre	2
Communication issues	1
Design concerns/suggestions	1
Feedback from round one not taken into consideration	1
No need to improve visibility of park	1
Presentation/information difficult to view	1
Traffic volume	1

***“Fully support the children centre and nursery, strongly object to additional added height for housing apartments. Not appropriate for the size and location of the site.”***

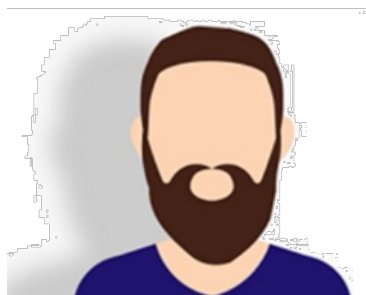
***Support nursery/children's centre***

***“I’m very concerned about the increase in the amount of cars/traffic in Thorndike Close. The neighbours who live on the King’s Road are already experiencing loud noises from traffic and revving cars and wouldn’t like to have even more cars around.”***

***Traffic volume***

***“It’s inappropriate to attempt to build flats on top of a nursery where children’s safety is the most important. No flats on top of the nursery please.”***

***Object to the building of homes on the site or height/impact of development***

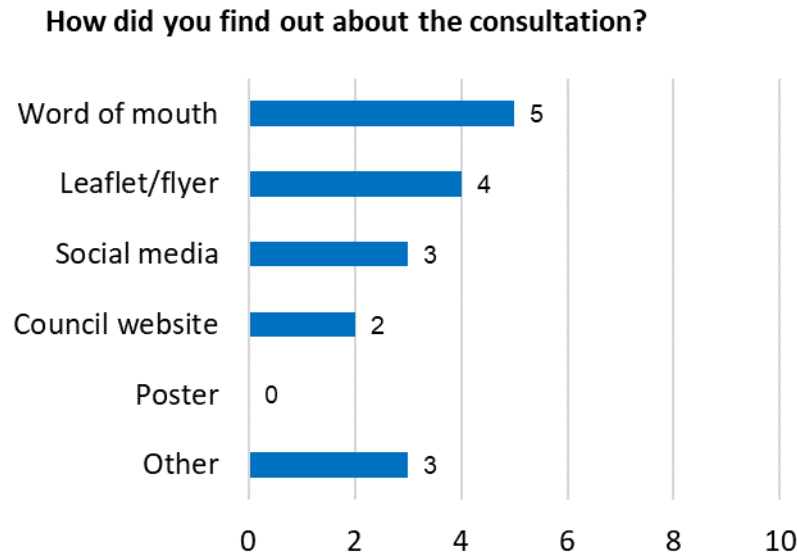


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# Survey findings: Finding out about the consultation

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

- Five found out about the consultation by **'word of mouth'**.
- Four respondents found out about the consultation via a **'leaflet/flyer'**.
- Three found out via **'social media'** and two via the **'Council website'**.
- Three found out via **'other means'** and two comments were received to explain how:
  - *"Neighbour's WhatsApp group"*.
  - *"RBKC weekly newsletter email"*.

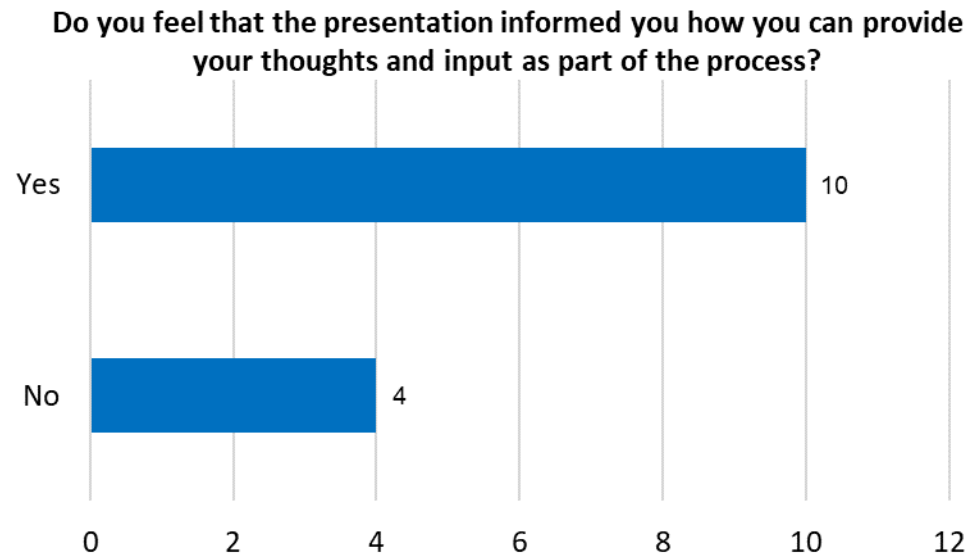


Base: All responses (15)

# Survey findings: Presentation

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

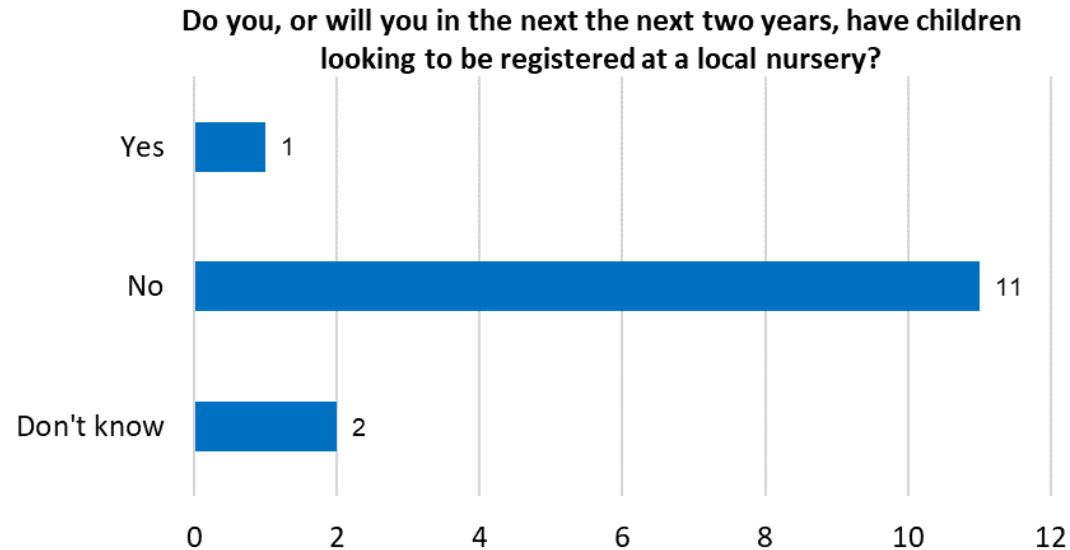
- The majority (10) of respondents felt the presentation did inform them how they could provide their thoughts and input as part of the process.
- However, four did not agree.



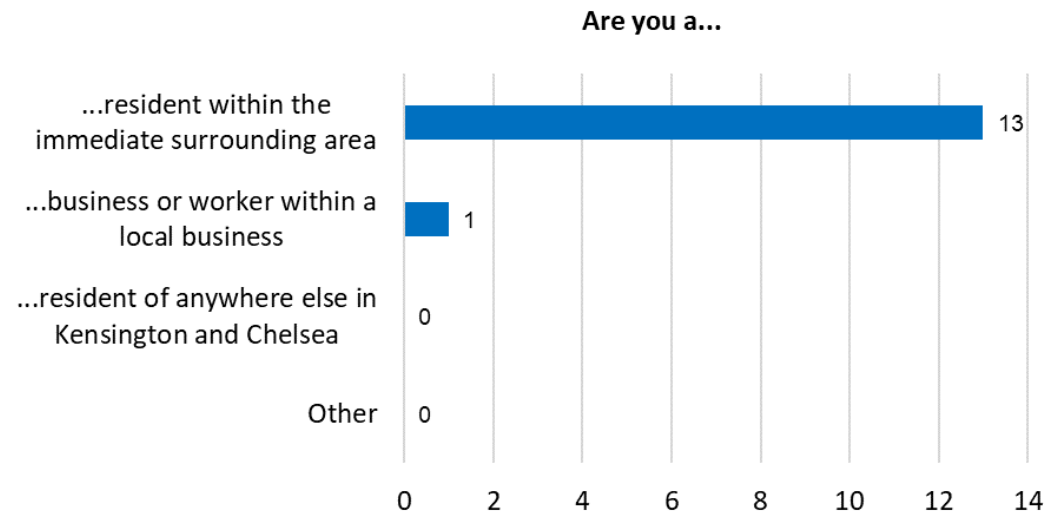
*Base: All responses (15)*

# Survey findings: Profile of respondents

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



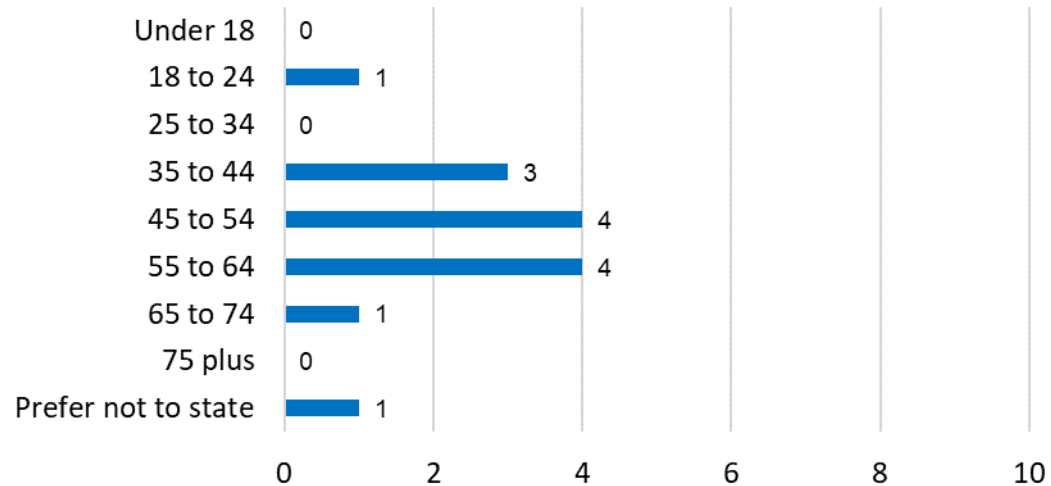
*Base: All responses (15)*



*Base: All responses (15)*

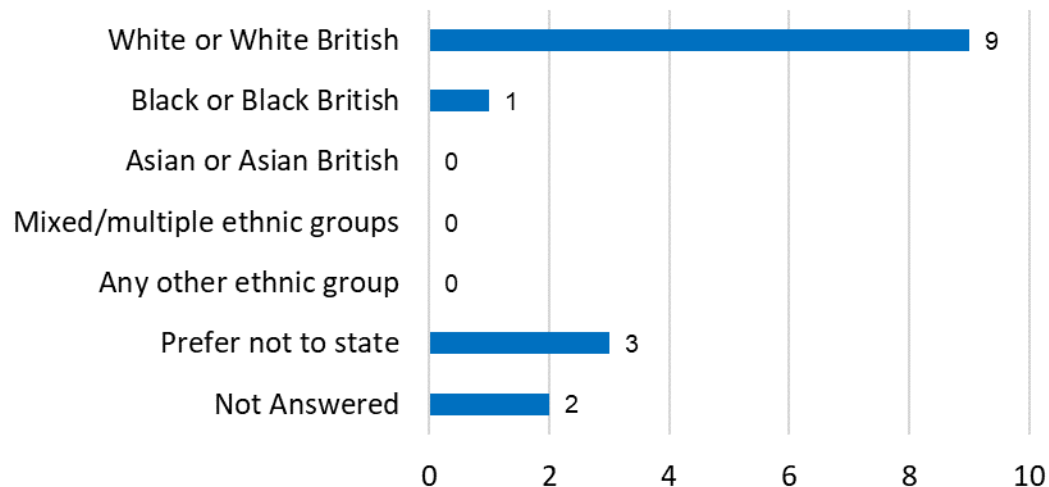
# Survey findings: Profile of respondents

Which age group do you belong to?



Base: All responses (15)

How do you describe your ethnic origin?

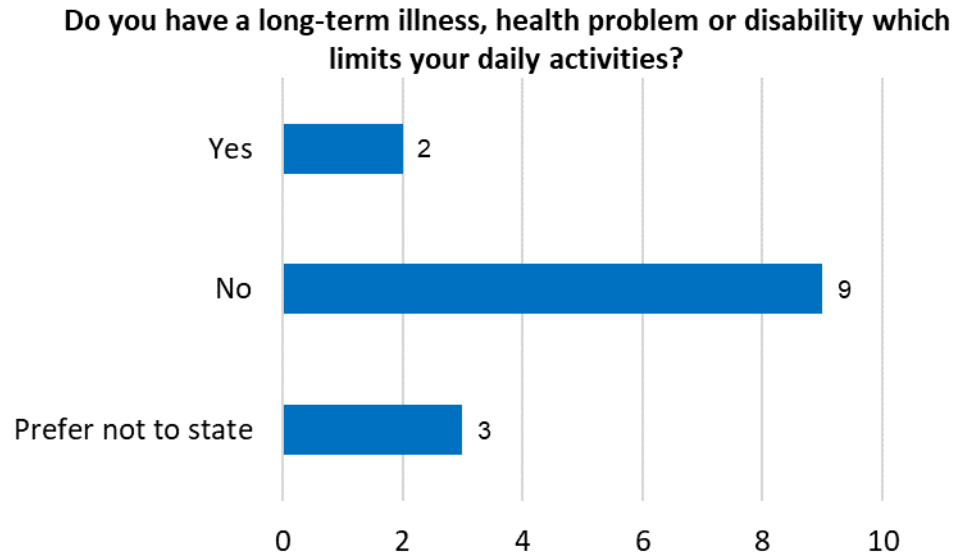


Base: All responses (15)



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# Survey findings: Profile of respondents



*Base: All responses (15)*

# **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. Four stakeholders attended the online event on 20 September 2021, held via Zoom and 20 stakeholders attended the in person event on 9 October 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. A more detailed report on feedback from the sessions is available separately on request

## Online event 20 September 2021 – four attendees

### Summary of general comments/questions received

- The Council has not built trust during the consultation.
- The workshop was not well promoted in the local area. There were very few residents attending the online consultation.
- Residents are still not supportive of the planned development. Not the right site for a residential build.
- The park is a valued local amenity and not the right place to pack in further housing.
- Has going down to the basement been explored?
- There is concern about the way the balconies are facing into other people's homes.
- Can residents see summaries on light studies before planning submission?

### Comments/questions in relation to the proposed height of the flats above the nursery

- The revised proposal to four storeys is still too high for the residents present at the meeting. Residents would prefer one storey.

### Comments/questions in relation to density of the proposals

- Concerns still exist about the density of the area and how this compares to other areas.
- How was density of the area considered when this development was proposed?
- What is the cumulative impact of all the developments in the area? How will it impact the area and the borough?
- Residents are concerned at the prospect of the current peaceful neighbourhood being disrupted by the additional nine homes.

### Comments/questions in relation to the nursery

- How will the provision of the new nursery be different from the existing one?
- Why is a nursery needed on the site?





# Stakeholder meetings

In person event 9 October 2021 – 20 attendees

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

## Design

- Some visitors liked the design and felt the overshadowing will be minimal, but it might help to show the sun shadow diagrams to demonstrate it to other local residents.
- There was also positive feedback about the white glazed bricks.
- There was a request for more vertical planting and more details on proposed materials and planting next time.

## Height

- A number of visitors still expressed concern about the height of the building.

## Density

- A number of visitors still feel there is too much housing in the area.
- Other visitors stated they were ok with the density and that going up one or two storeys higher won't look odd or stand out as much and it will provide more housing.
- Concern was expressed about views and light being blocked for residents in King's Road private residential and Council owned residential on Thorndike Close. This is because the new homes will look directly into their windows.
- Some visitors highlighted that the flats directly behind the nursery are only three storeys – they will be overshadowed by the new homes.
- It was pointed out that the children's playground in Westfield Park will be overshadowed by the new development. The new development will overlook the playground.
- Some felt too much social housing in the area results in increased anti-social behaviour which has negative impact on local residents.



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# Stakeholder meetings

## Light

- Some visitors are still concerned about the daylight projections, noise levels and how this will be managed.
- Concern was expressed about the close proximity to Thorndike Road flats (10.5 ft – 16 ft), with requests for guidelines for the proximity of new buildings to existing residential property and do the proposals comply?
- Some visitors highlighted that residents in the three-storey buildings opposite will be directly overlooked by the new homes. It will block light for the houses and flats in the buildings opposite too.

## Traffic and pollution

- Some visitors are concerned about the impact of the proposed development on parking.
- It was highlighted that no parking for new flats will have knock on effect for current residents.
- There was concern about the impact of the dust and omissions from the build and that noise from the construction will be disruptive. Visitors wanted to know how this will be monitored and to see details about it.
- Some residents requested details of how noise levels, dust, construction traffic will be controlled while building works are undertaken?

## General comments

- Consultation period has been very short, informing the community very late in the process. Also, some people are insufficiently aware of the consultations.
- Concern about amount of social housing in the area increasing anti-social behaviour.
- There is a need for more four-bedroom properties.
- Concern about the potential impact on the value of properties.
- There was a request for greater clarity on the time frame for the proposed building works.

