…they have to leave by 8am and cannot park there before 8 pm, which often means putting the car in a paying car park up till 8 pm. And what about all the visitors to the different centres you advertise, where will they park? 2. The buildings all along Harefield Road and the end of the High Street are all two storeys(Frey's Court is 3, but since it is built on a slope, only 2 appear above the road level) 5 and 8 storey buildings will be out of character and destroy the village type aspect . In addition this end of the high Street boasts several two storey Georgian buildings (former residences now turned into offices, but which have kept their residential appearance. An 8 storey building jus t behind them would be an eyesore. 3. You unfortunately underestimate the usefulness of the two businesses located on the site at present, many residents prefer Wickes and Halford's to a wellness centre.

One of the biggest concerns about this development is the lack of car parking for the residents of the new proposed flats. It seems incredible to me that all these people will not use cars and I feel very confident that they would park in the streets around and cause extra traffic. If this development goes ahead with no parking for the residents, what will be the monitoring scheme to check on car usage and what actions will be taken if the residents do indeed turn up to be car users? Just empty agreements not to use cars will like leaves to the wind. A robust and stringent regime needs to be introduced into the covenants for any leaseholders (or shared freeholders) to stand firmly on a no car commitment.

Your information that the site is primarily for over 65s and you have some transport and car share schemes involved does allay some of my concerns. Are the leases specifically for 0ver 65s and can only be sold on to similarly aged people? I don't know national or regional percentage figures for drivers over 65 but I suspect at 65 most people use a car but perhaps 40% less at the age of 75. Are there ONS or DVLA figures available?

Post-original submission comments received

Hi, I have recently seen thus event. Can flats be bought with a mortgage and is there an age limit?

Will there be a swimming-pool?

Do you know the rates for service charges? Thank you

Will there be two bedroom apartments?

How do you come up with £14.3 million extra revenue for the borough?

Number of spaces to be made available for visitor parking is on the low side, which could impact on local residents parking spaces.

will the car park have electric charging points?

Do you have the price ranges and will 2 beds have 2 bathroom or 1 and a half? Thanks

ANNEX II:
STAKEHOLDER LETTERS OF SUPPORT RECIEVED.

H4All Wellbeing Service
Key House | 106 High Street
Yiewsley | Middlesex | UB7 7BQ
T: 01895 54 34 34
E: info@h4all.org.uk
W: www.h4all.org.uk

Letter of support: Guild Living's plans for Uxbridge, Harefield road (Ref: 16299/APP/2020/3313)

I would like to express my support for Guild Living's plans for an innovative new later living community in Uxbridge.

H4All are a formal joint venture, with four other Hillingdon charities that are funded by the local health and care economy to address the wider determinants of health, promote improved long-term condition management and to tackle the loneliness and isolation that is sadly often a feature of people's lives, particularly as they age.

H4All work closely in partnership with a whole range of local charities and other organisations to achieve this. We also try to work with the private sector as well as statutory and other third sector organisations, for example, a local law firm provides 'pro bono' advice clinics for our Third sector and community group partners.

There are some excellent facilities planned for the site, we have already had some encouraging discussions with Guild to agree how these might also benefit other Hillingdon residents and how we might support their residents with our current extensive 'offer.'

As an organisation rooted in Community Development it is important that Guild is committed to helping its neighbours. Whether it's through providing space for healthcare partners or as being part of the local healthcare network, I am reassured that Guild will work with the local community and help to reduce pressures on local health services.

Guild's plans are very exciting and seem like the future of the later living system. By offering specialist care alongside a comfortable and safe place to live, I am confident that the Guild offer will benefit residents in our local community.

Kind regards,

Clare Leahy

Community Development Manager

Hillingdon Carers
Luther Bouch House
126 High Street
Uxbridge
Middlesex
UB8 1JT

T: 01895 811206
E: office@hillingdoncarers.org.uk
www.hillingdoncarers.org.uk

Zenab Haji-Ismail, Case Officer
London Borough of Hillingdon,
Civic Centre,
High Street,
Uxbridge,
Middlesex,
UB8 1UB

13 August 2020

Letter of support: Guild Living's plans for Uxbridge, Harefield road (ref: 16299/APP/2020/3313)

As Chief Executive of Hillingdon Carers, I have been excited by plans for the proposed Guild Living Community only a stone's throw from Hillingdon Carers Centre.

As the lead provider for the Hillingdon Carers Partnership we are committed to supporting unpaid carers of all ages in Hillingdon and we work closely in partnership with a whole range of local charities and other organisations to achieve this.

Most notably, we have a formal joint venture, H4All, with four other Hillingdon charities that is funded by the local health and care economy to address the wider determinants of health, promote improved long-term condition management and to tackle the loneliness and isolation that is sadly often a feature of people's lives, particularly as they age.

We also try to work with the private sector as well as statutory and other third sector organisations, for example, a local law firm provides 'pro bono' advice clinics for our carers.

As there are some excellent facilities planned for the site, we have already had some encouraging discussions with Guild to agree how these might also benefit other Hillingdon residents and how we might support their residents with our current extensive 'offer.'

I look forward to a new, exciting and developing partnership.

Sally Chandler
Chief Executive
Hillingdon Carers

carerstrust
a Network Partner

A Company Limited by Guarantee. Registered in England & Wales No.04041290. Registered Charity No.1082297

Zenab Haji-Ismail, Case Officer
London Borough of Hillingdon,
Civic Centre,
High Street,
Uxbridge,
Middlesex,
UB8 1UB

13th August 2020

Dear Zenab Haji-Ismail,

Guild Living Uxbridge (ref: 16299/APP/2020/3313)

Monkey Puzzle Day nursery Uxbridge would like to endorse the Guild Living proposals for a later living community in Uxbridge. We are aware that there is a children's day nursery setting proposed within the plans and that is something we feel is very much needed in the Uxbridge Area.

I have been operating Monkey Puzzle Uxbridge for nearly 4 years now and our 100 place nursery is full to capacity with an eight month waiting list. There is a huge demand for quality nurseries within the Uxbridge area which is why we are fully supportive of the Guild Living proposals.

We also support the fact that having a children's day nursery within a later living community adds real value to the residents. Monkey Puzzle Uxbridge has first-hand experience of these benefits as the children from our nursery visit the local care home once a week and the joy the children bring to the residents is truly magical.

Kind regards,

John Gill
Managing Director
Monkey Puzzle Uxbridge

GUILD LIVING - NURA COMMENTS

The Guild Living proposal is an innovative approach, which would enable older people to downsize into an attractive setting with easy access to the town centre. It has 'stepped' levels of accommodation and care with an impressive range of facilities – both for residents and also open to the immediate community. The scheme has a varied building mass from 3,4 & 5 storeys on Harefield Road up to an 8 storey block at the rear.

Accepting that we will lose two valuable local stores, this Scheme is a better alternative use for the site than any intensive residential or commercial development proposal with potentially greater bulk and height – which may bring little direct benefit to North Uxbridge.

Feedback from residents has mainly been positive. Some residents remain concerned about bulk, height and adverse visual effect on North Uxbridge.

This new type of Scheme could attract 'downsizers' from a wide area. Despite the in-house care available, the result could be a net increase of elderly people living in the Borough calling upon medical and social services already under severe pressure. After representations from NURA, the Site Owner (Legal & General) has agreed to increase to 25% the proportion of sales reserved to present Hillingdon residents in the first year.

Guild Living tell us that it is necessary to include one block of 8 storeys in height. Our opinion is that, for a later living environment, a lower building mass is more appropriate for both future residents and to the greater amenity of North Uxbridge. They have supplied us with figures to justify the size needed to make the Scheme financially viable and have given detailed answers to our questions. We welcome their openness, but we do not have access to the independent third-party appraisal of viability which Hillingdon Council will no doubt be undertaking.

We have concern about a traffic issue: Guild have included a large pre-school nursery to provide inter-generational stimulus within the resident community. Although the Scheme is estimated to produce less car movements overall than the current use, a concentration of drop-off/pick up car movements for the nursery at peak times could disrupt traffic flows at this busy part of Harefield Road next to the Police Station.

CONCLUSION

Overall, it is our collective view that North Uxbridge Residents Association supports this Scheme, but with reservations.

Residents are encouraged to make their views known via the Council's web site using the Planning Application ref 16299/APP/2020/3313 before the 9th December as requested in the press Notice.

Hillingdon Chamber of Commerce
Working in the interests of local business

c/o Moore Kingston Smith
The Shipping Building
Old Vinyl Factory
Blythe Road
Hayes UB3 1HA

01895 545940
info@hillingdonchamber.co.uk

16th October 2020

Zenab Haji-Ismail, Case Officer
London Borough of Hillingdon,
Civic Centre,
High Street,
Uxbridge,
Middlesex,
UB8 1UB

Dear Zenab Haji-Ismail,

Letter of support: Guild Living's plans for Uxbridge, Harefield road (ref: 16299/APP/2020/3313)

I would like to express my support for Guild Living's plans for an innovative new later living community in Uxbridge.

The proposed development will be a great use for the site so close to the town centre and I am confident that it will help boost the town centre through increasing footfall and spending and helping local businesses in the process.

I also fully support the plans to significantly enhance the area with new green spaces where residents and members of the public can relax. This would be a great way to encourage interaction between residents and visitors, something which is clearly at the heart of Guild Living's proposals. I am particularly impressed by the openness of their proposed later living community and I am looking forward to using their facilities, such as the Wellness Centre, restaurant and library.

Guild's proposed care services for Uxbridge will also help reduce pressure on the Hillingdon Hospital and other local NHS and Council services – especially given the town's ageing population. I also know there is a growing demand for specialist housing in Uxbridge and Hillingdon, and this scheme will help encourage downsizing and free up housing stock for families, in turn freeing up affordable housing for first-time buyers.

The emphasis on providing homes for local residents is reassuring and I approve of the financial incentives and guaranteed number of units exclusive for local residents.

Overall, Guild's attitude towards how we should age is truly unique and focuses on reinstating older people at the heart of our communities, helping to tackle the loneliness that many older people are experiencing. This scheme will benefit both those looking to live here, as well as the local community.

Kind regards,



Mike Langan
Chairman

ANNEX III:
ORIGINAL SCI.

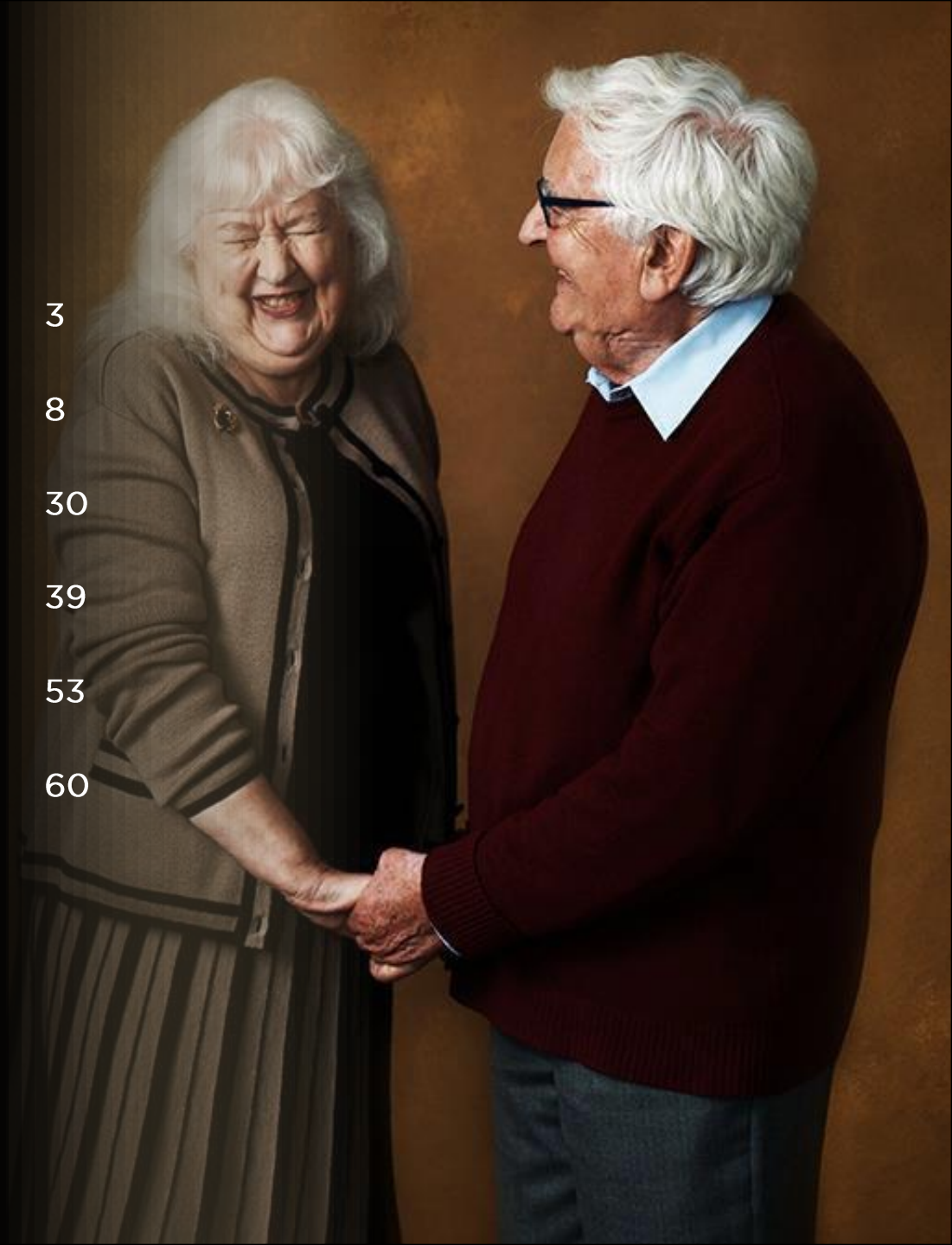
GUILD LIVING UXBRIDGE: STATEMENT OF COMMUNITY INVOLVEMENT

September 2020



CONTENTS.

Summary	3
The Consultation	8
Feedback	30
Feedback analysis	39
Reporting back to the community	53
Conclusion	60



SUMMARY.

1



SUMMARY.

Guild Living is bringing forward plans for a unique later living community in the heart of Uxbridge.

Through the Spring and Summer of 2020, Guild Living engaged with a wide range of stakeholders and local residents, including councillors, planning officers, local businesses and community groups.

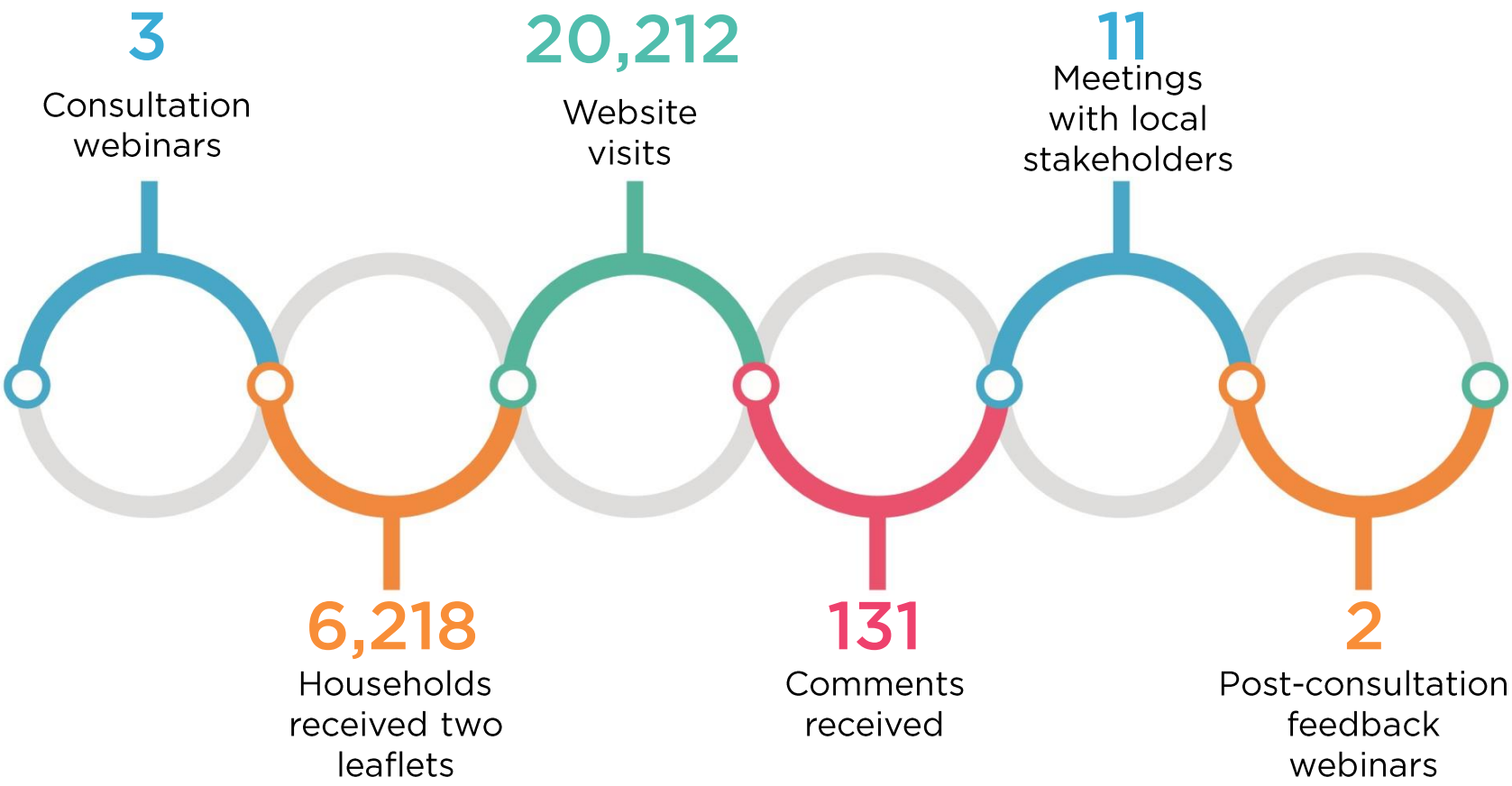
Due to Covid-19, Guild Living delivered a digital consultation which included a dedicated three-part webinar series which was supported by digital and traditional methods of engagement.

6,218 households across Uxbridge received leaflets regarding the proposed development, inviting residents to join the webinar series. A further letter was sent to 261 immediate neighbours of the site inviting them to attend a digital meeting.

The webinar series received 132 registrations and 133 comments/questions were submitted throughout the consultation process. 25 local residents also shared their views through the 'share your views' form on the website.

ENGAGEMENT ACTIVITIES.

Over the Spring and Summer 2020 Guild Living have engaged with a wide range of stakeholders, local residents and community groups.



HEADLINE
FEEDBACK.

"We are both **excited and encouraged by Guild Living's aspirations for the Uxbridge community** and thank you for your approach to both involve and communicate with RAF Northolt personnel."

RAF Northolt

"As Chief Executive of Hillingdon Carers, I have been **excited by plans** for the proposed Guild Living Community only a stone's throw from Hillingdon Carers Centre."

Sally Chambers, Hillingdon Carers

HEADLINE
FEEDBACK.

“I have worked with the elderly in our community. Loneliness is the biggest killer. Some won’t do lunch clubs as they feel they are not old! **This would make them feel more able to mix without feeling written off. Brilliant idea**!”

Local resident

“Monkey Puzzle Day Nursery Uxbridge would like to **endorse the Guild Living proposals** for a later living community in Uxbridge. We also support the fact that having **a children’s day nursery within a later living community adds real value to the residents**. Monkey Puzzle Uxbridge has first-hand experience of these benefits.”

Monkey Puzzle Day Nursery Uxbridge

THE CONSULTATION.

2

THE PLANS.

Guild Living's proposals for Uxbridge will provide housing units and a range of facilities to promote wellbeing. The proposed development is designed to be accessible to local residents and provide a wide range of public amenities for the benefit of the wider community.

Open to all

Facilities will be open to the local community. Guild Living will actively encourage people to join the Guild, inviting them in to use the facilities and bring life to the public spaces.

Communal and community space

A communal café, restaurant, and amenities will be included to encourage social interaction with friends and family. These facilities will also be open to the wider community.







THE PLANS.

Private care living
Quality apartments with flexible open-plan interior layouts will offer secure, care assisted-living environments.

Quality landscaping
Landscaped public areas that will encourage connectivity through the site, and quality outdoor spaces that bring the outdoors to the doorsteps of residents.

Wellness facilities
Specialist care facilities for future residents, alongside wider wellness facilities for both residents and the wider community.

Flexible communal spaces
Cinema, library, and arts & crafts for residents providing variety and choice.





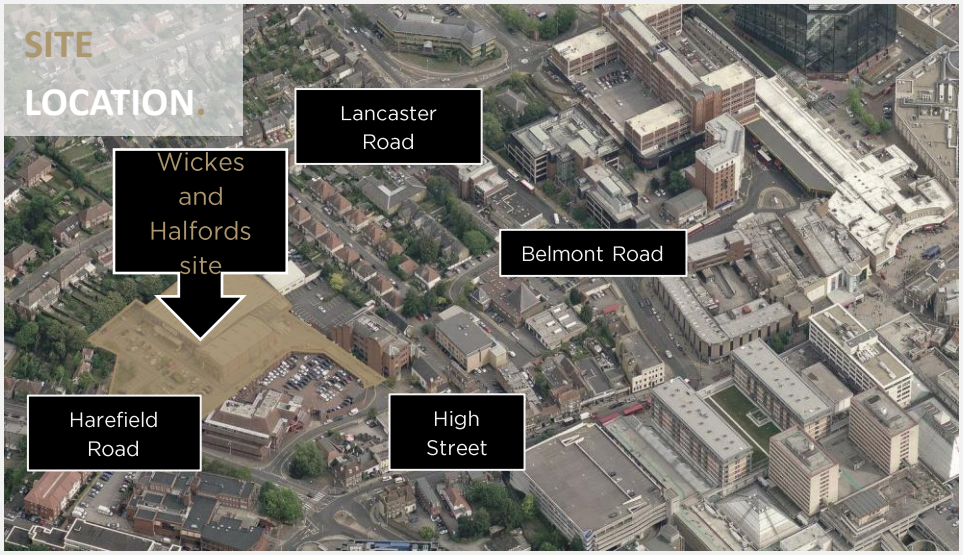


BACKGROUND.

The 2.3 acre site is in the heart of Uxbridge and consists of the Halfords/Wickes site and associated parking.

Guild Living, in partnership with Legal & General, is now bringing forward plans to deliver an innovative later living community on the site, providing:

- Specialist accommodation for older people in the local area.
- **Regeneration of a low density town centre brownfield site** and creation of a new public plaza, active frontage and new amenities.
- Care facilities integrated with the local community.
- Support for local aged care services through the provision of transitional care suites.
- A balanced community that addresses intergenerational needs and aspirations, and improves wellbeing and social interaction.
- Employment opportunities for local people.



CONSULTATION POLICY.

Guild Living has carried out a comprehensive consultation that delivers the best practice as established in the requirements of local and national planning frameworks and BREEAM.

National Planning Policy

Developments should:

"be genuinely plan-led, empowering local people to shape their surroundings, with succinct local and neighbourhood plans setting out a positive vision for the future of the area. Plans should be kept up-to-date, and be based on joint working and co-operation to address larger than local issues."

London Borough of Hillingdon SCI

Developments should:

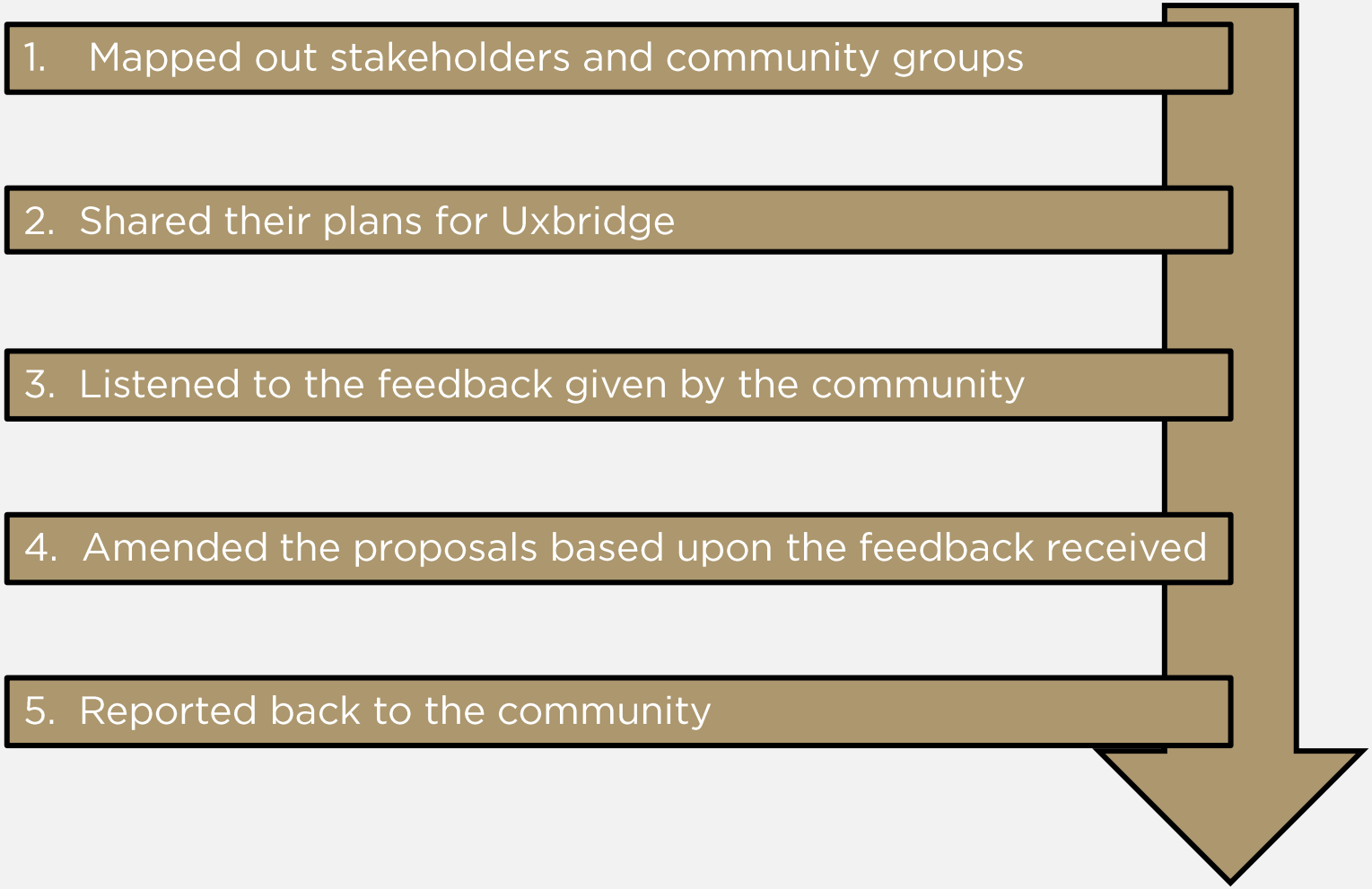
"consider the benefits of involving the community in developments, which are considered likely to have an impact on the community ... An effective pre-application consultation exercise is considered to be the best way of informing the public of the details of the proposals."

BREEAM community ratings guide

"A consultation plan is in place and the local authority has been consulted about the plan. Consultation should take place early enough in the process for the community and stakeholders to influence key decisions."

OUR APPROACH.

Guild Living's approach to stakeholder engagement can be broken down into five distinct phases to ensure the proposals were amended based upon the views of the local community. Overall, Guild Living:



WHEN WE CONSULTED.

The consultation process took place over Spring and Summer 2020. During this time, Guild Living consulted with a wide range of local residents, businesses and stakeholders.

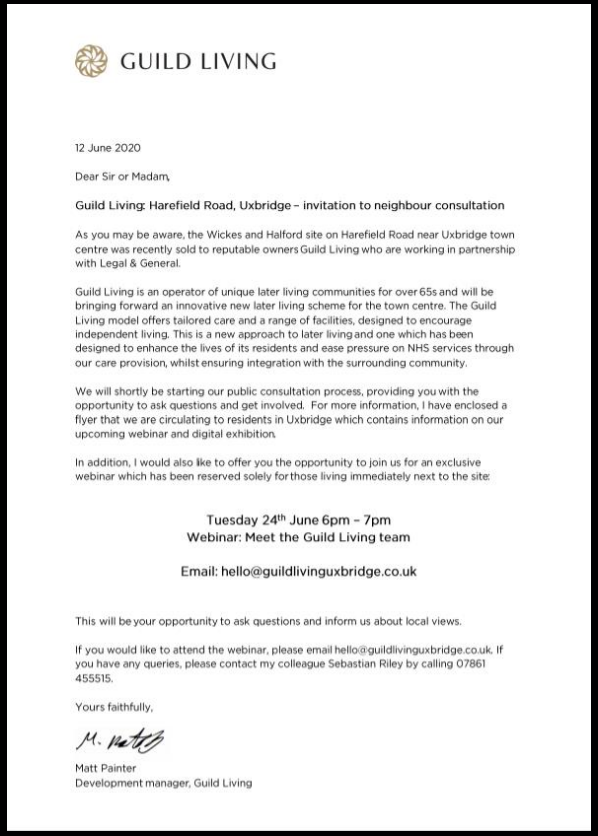
Due the ongoing situation regarding COVID-19, a digital consultation process was prepared to ensure a high degree of engagement with a wide range of stakeholders. The process is outline below.

Time period	Actions
May 2020	Outline engagement strategy and map stakeholders
June 2020	Contacted all stakeholders via newsletters, emails and letters
June-July 2020	Met with key stakeholders, understanding their thoughts and concerns
July - August 2020	On-going review of the scheme in response to comments received
September 2020	Arrange further meetings to discuss progress on responding to issues raised
Post submission	Ongoing conversation with local stakeholders

HOW WE CONSULTED.

During the initial stages of the consultation period, Guild Living implemented a wide-reaching method of engagement to ensure maximum stakeholders had a number of opportunities to raise their views and concerns. This strategy included:

- Writing to and offering meetings with key stakeholders
- Posting invitation leaflets and letters to local homes and businesses across Uxbridge
- Hosting a public consultation in the form of a webinar series
- Hosted a further 'you said, we did' webinar series to inform residents of how the proposals had changed based on their comments
- Issuing local and national press coverage of Guild Living's proposals
- Launching a dedicated project website: www.guildliving.co.uk/locations/uxbridge
- Setting up a dedicated project email address and hotline



GUILD LIVING

12 June 2020

Dear Sir or Madam,

Guild Living: Harefield Road, Uxbridge – invitation to neighbour consultation

As you may be aware, the Wickes and Halford site on Harefield Road near Uxbridge town centre was recently sold to reputable owners Guild Living who are working in partnership with Legal & General.

Guild Living is an operator of unique later living communities for over 65s and will be bringing forward an innovative new later living scheme for the town centre. The Guild Living model offers tailored care and a range of facilities, designed to encourage independent living. This is a new approach to later living and one which has been designed to enhance the lives of its residents and ease pressure on NHS services through our care provision, whilst ensuring integration with the surrounding community.

We will shortly be starting our public consultation process, providing you with the opportunity to ask questions and get involved. For more information, I have enclosed a flyer that we are circulating to residents in Uxbridge which contains information on our upcoming webinar and digital exhibition.

In addition, I would also like to offer you the opportunity to join us for an exclusive webinar which has been reserved solely for those living immediately next to the site:

Tuesday 24th June 6pm – 7pm
Webinar: Meet the Guild Living team

Email: hello@guildlivinguxbridge.co.uk

This will be your opportunity to ask questions and inform us about local views.

If you would like to attend the webinar, please email hello@guildlivinguxbridge.co.uk. If you have any queries, please contact my colleague Sebastian Riley by calling 07861 455515.

Yours faithfully,

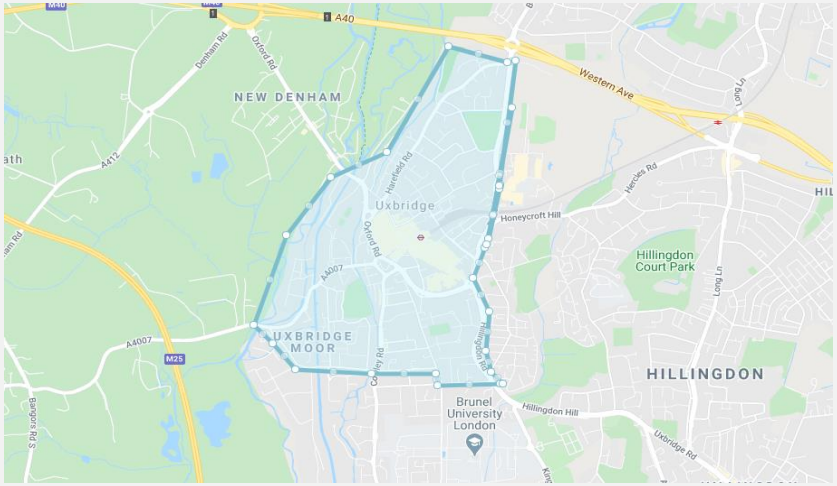
Matt Painter
Development manager, Guild Living

Letter to immediate neighbours

LEAFLET DISTRIBUTION.

Leaflets were posted in June 2020 to **6,218** addresses inviting them to the public consultation events, as well as **261** letters to immediate neighbours to the site.

A further leaflet was sent in August 2020 to advertise post-consultation feedback webinars.



A map of the leaflet distribution area



Side 1



Side 2

PROJECT WEBSITE.

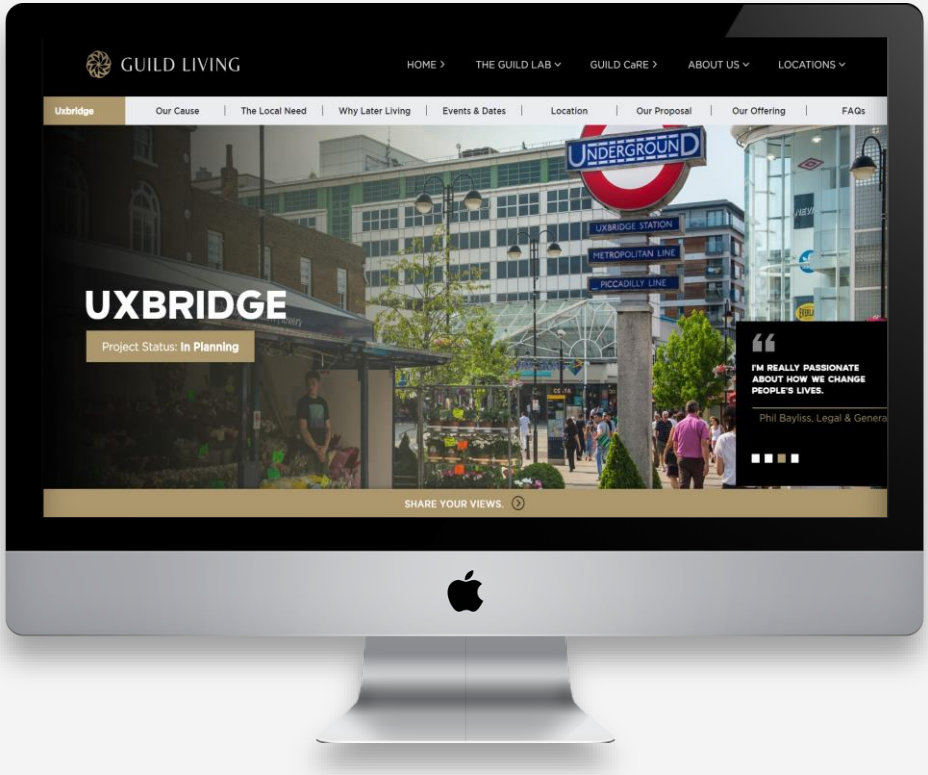
A dedicated project website – www.guildliving.co.uk/locations/uxbridge/ – was set up to provide residents with information.

21,825

Site visits

9,932

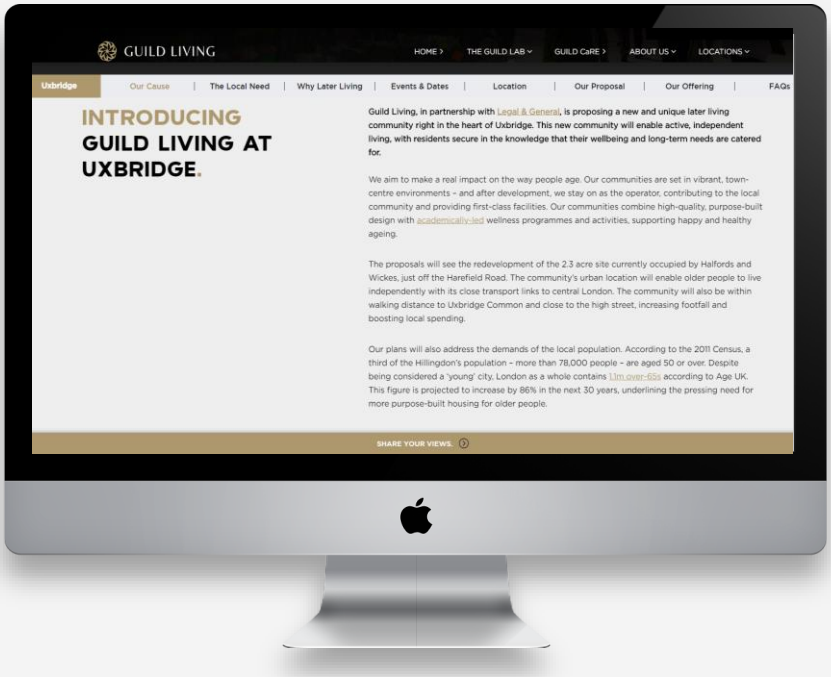
Unique site visits



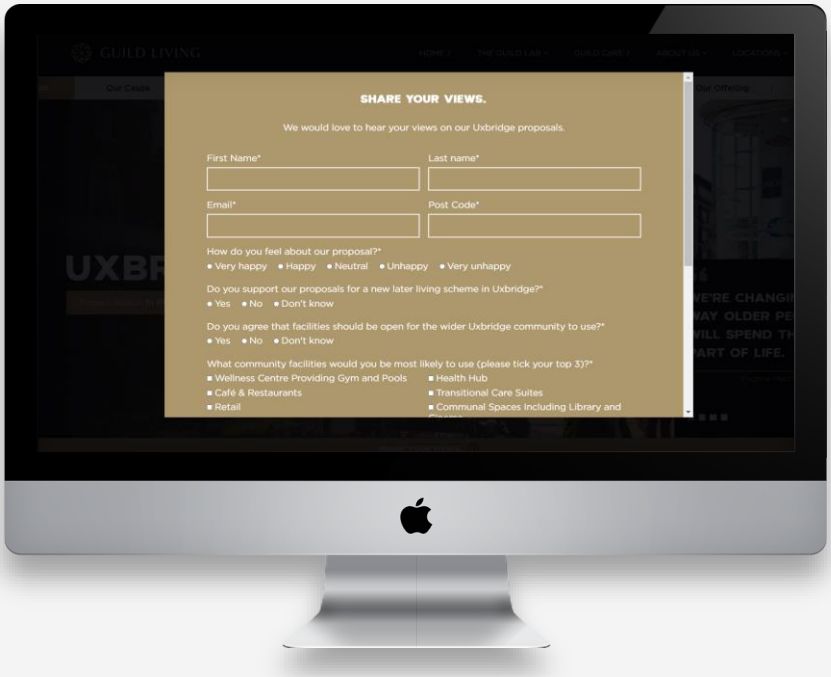
Guild Living Uxbridge home page

PROJECT WEBSITE.

The project website contained information relating to the application and a built-in feedback form for local residents to complete.



Guild Living Uxbridge introductory page



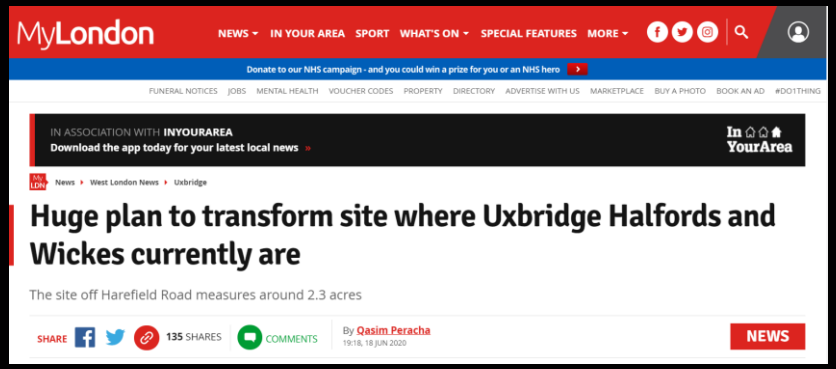
Guild Living Uxbridge feedback form

PRESS COVERAGE.

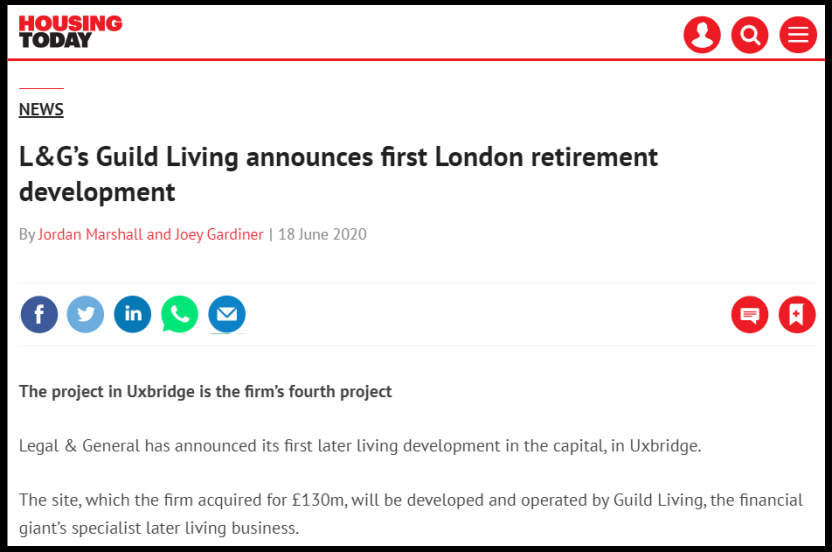
My London, Evening Standard and Housing Today published stories publicising Guild Living's proposals and public exhibitions.



Evening Standard news article



My London news article



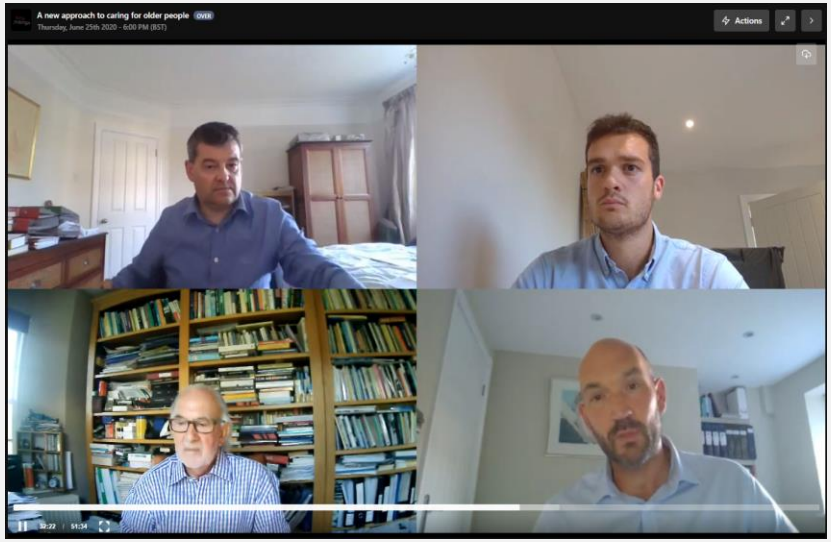
Housing Today news article

WEBINAR SERIES OVERVIEW.

The webinars were designed in two halves. Firstly the team would present the plans and then the local residents were able to ask any questions they had. The majority of these questions were answered during the session.

The webinar details are as follows:

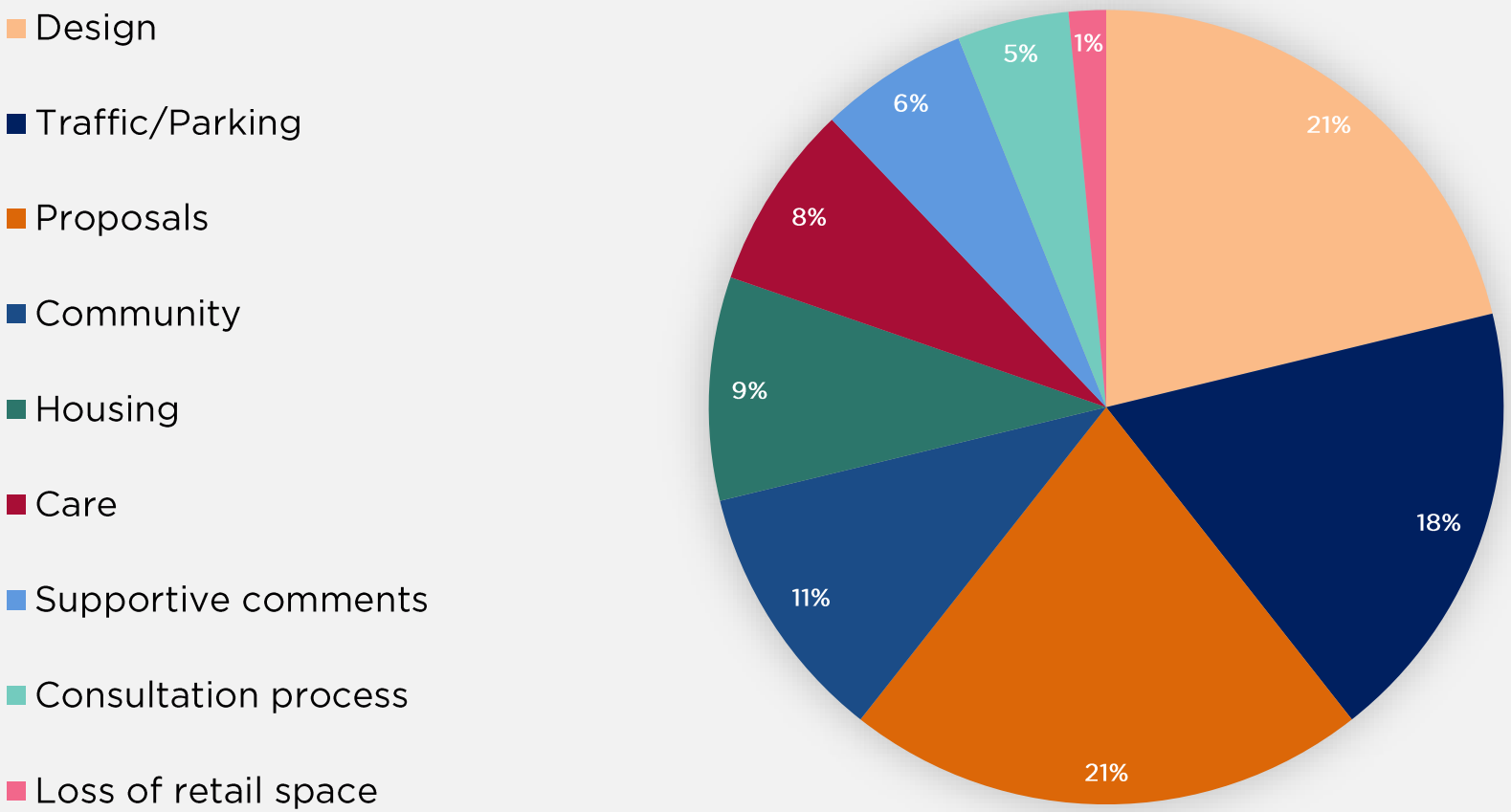
- Wednesday 24 June, Introducing Guild Living – 38 registrants
- Thursday 25 June, A new approach to care for older people – 22 registrants
- Wednesday 1 July, Question and Answer session with the community – 41 registrants



Guild Living webinar: A new approach to caring for older people

WEBINAR SERIES OVERVIEW.

Topics of comments & questions during webinar series



WEBINAR POLLING.

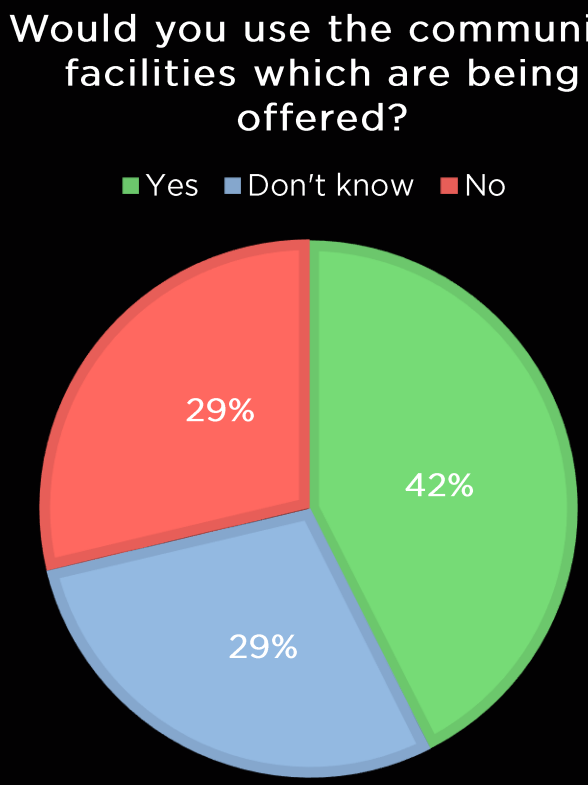
During our first webinar we also posted a number of polls which gave local residents the chance to inform the team of their views.

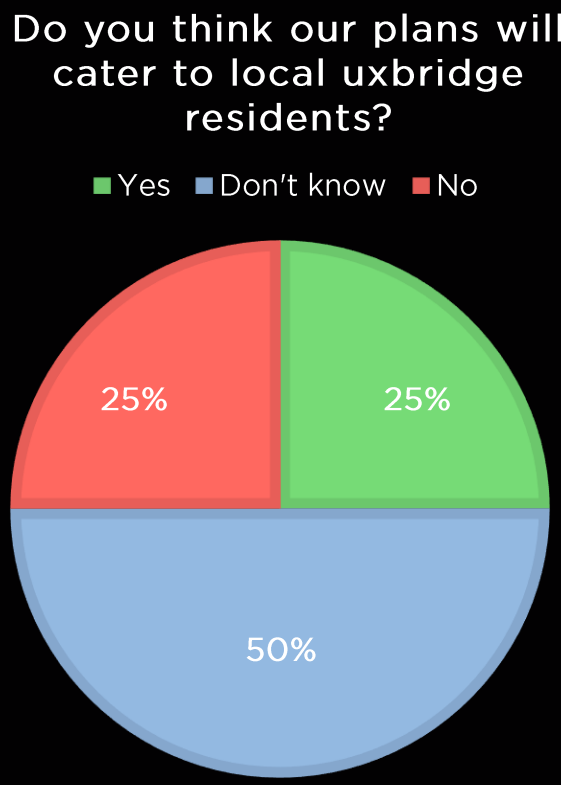
As the breakdown shows, local residents were **highly supportive** of Guild Living's plans to provide a greater level of support for older people and many approved of the community facilities, stating they would use them.

Residents were less certain of whether they felt the plans would cater for Uxbridge residents with the majority citing they 'didn't know'.

The results of the polling are shown on the follow two pages.

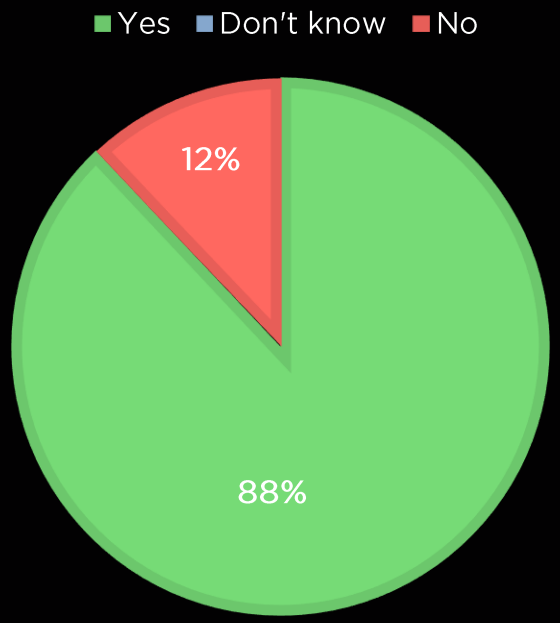
WEBINAR POLLING.



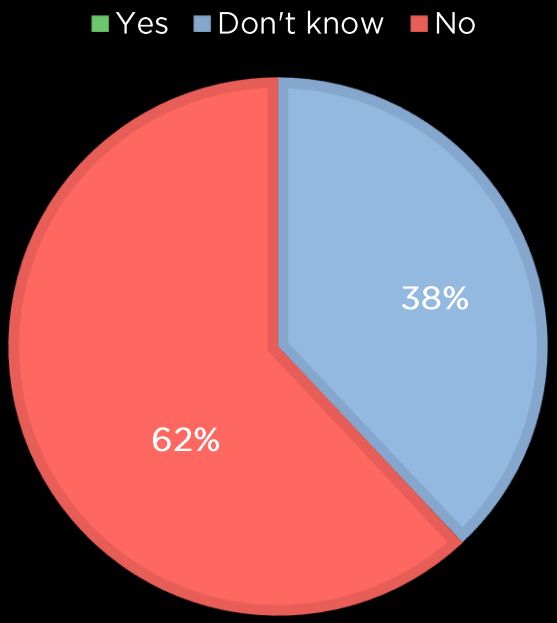


WEBINAR POLLING.

Do you think loneliness is an issue for older people?



As a country, do you think we provide enough specialist housing for older people?



WEBINAR SERIES
PROJECT UPDATE.

Following the initial webinar series in June/July, Guild Living reviewed the comments made by local residents and made changes to key areas of concern.

In an effort to ensure local residents were kept fully up to date on the plans, Guild Living hosted a further two webinars in September.

The first of these served as a project update, informing local residents how the proposals had evolved based upon their comments and ongoing discussions with key stakeholders.

The final webinar on Tuesday 22 September serves as a Question & Answer session to answer any queries once the application has been submitted.

The webinar details are as follows:

- Tuesday 01 September, Project Update– 39 registrants
- Tuesday 22 September, Question & Answer session with the local community

MEETING KEY STAKEHOLDERS.

As part of our consultation process, we approached a number of stakeholders who we considered to have significant interest in our proposals.

Meetings have also been offered and held when possible. Key stakeholders who we have had correspondence with include:

- Boris Johnson's office
- Hillingdon Carers
- Hillingdon CCG
- Hillingdon Chamber of Commerce
- Immediate neighbours

NHS Hillingdon Clinical Commissioning Group

Hillingdon Carers
Excellence in support for unpaid carers

HCC

MEETING KEY STAKEHOLDERS.

Meetings have also been offered and held when possible. Key stakeholders who we have had correspondence with include:

- London Borough of Hillingdon Care Directors
- London Borough of Hillingdon Councillors
- Monkey Puzzle Uxbridge Nursery
- RAF Northolt
- The North Uxbridge Residents' Association

HILLINGDON
LONDON

monkey puzzle DAY NURSERIES®

ROYAL AIR FORCE STATION NORTHOLT
AUT PORTARE AUT PUGNARE PROMPTI

NURA
NORTH UXBRIDGE RESIDENTS ASSOCIATION

MEETINGS AND EVENTS.

Dates	Consultation activity
Monday 22 June	Meeting with NURA and Cllr Goddard
Tuesday 23 June	Webinar – Introduction for immediate neighbours
Wednesday 24 June	Webinar – Introducing Guild Living
Thursday 25 June	Webinar – A new approach to caring for older people
Monday 29 June	Meeting with Monkey Puzzle Nursery
Tuesday 30 June	Meeting with Boris Johnson's constituency advisor
Wednesday 1 July	Webinar – Question & Answer session with the community
Monday 6 July	Meeting with Hillingdon Social Care Senior Officers
Tuesday 7 July	Meeting with Hillingdon Chamber of Commerce

MEETINGS AND EVENTS.

Dates	Consultation activity
Thursday 9 July	Meeting with Hillingdon Carers
Tuesday 14 July	Meeting with NURA
Monday 20 July	Meeting with Cllr Goddard
Wednesday 29 July	Conversation with Boris Johnson's constituency advisor
Wednesday 5 August	Meeting with Hillingdon CCG
Thursday 26 August	Meeting with NURA
Tuesday 01 September	Webinar – Project update
Tuesday 22 September	Webinar – Question & Answer session with the local community

FEEDBACK.

3

FEEDBACK OVERVIEW.

As part of the consultation process, Guild Living invited local residents to comment on the proposed development and ask any questions they might have. Residents did so through the follows means:

- Completing the Feedback form available on the website
- Emailing the dedicated email address
- Calling the dedicated hotline number
- Sharing comments during the consultation webinar series

In total, 132 comments have been received to date. Of the comments received, the vast majority fell into two distinct categories as shown below:

Positive comments, focussing on:

- The Later Living proposals
- Care provision
- Community benefits

Concerns, focussing on:

- Design
- Town centre/economy
- Local infrastructure

FEEDBACK FORM RESULTS.

As part of the consultation process, Guild Living invited local residents to complete a feedback form via the website. In total, 25 people completed the forms. The result were the following:

1. How do you feel about our proposal?

Very happy	6
Happy	4
Neutral	4
Unhappy	5
Very unhappy	6

2. Do you support our proposals for a new later living scheme in Uxbridge?

Yes	11
No	9
Don’t know	5

3. Do you agree that facilities should be open for the wider Uxbridge community to use?

Yes	13
No	7
Don’t know	5

FEEDBACK FORM RESULTS.

As part of the consultation process, Guild Living invited local residents to complete a feedback form via the website. In total, 25 people completed the forms. The result were the following:

4. What community facilities are you most likely to use?

Café & Restaurants	10
Retail	5
Communal Spaces	8
Wellness Centre	10
Health Hub	7

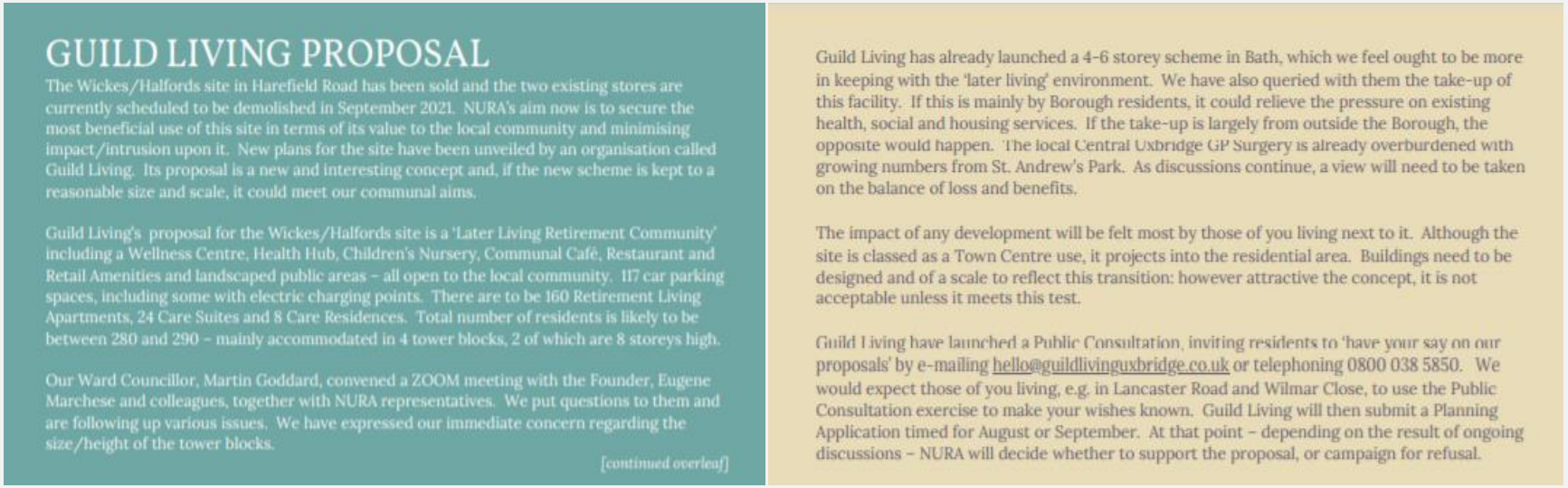
5. Do you have any other comments?

A list of the comments received via feedback form can be found in section 3 – Feedback Analysis. The categories in which they sit are as follows:

Proposals	6
Town centre/retail	2
Design	1
Local infrastructure	3

FEEDBACK COMMENTS
NORTH UXBRIDGE RESIDENTS' ASSOCIATION.

The North Uxbridgee Residents' Association issues regular newsletters to residents of the North Uxbridge ward. In their most recent newsletter, they spoke about Guild Living's proposals:



GUILD LIVING PROPOSAL

The Wickes/Halfords site in Harefield Road has been sold and the two existing stores are currently scheduled to be demolished in September 2021. NURA's aim now is to secure the most beneficial use of this site in terms of its value to the local community and minimising impact/intrusion upon it. New plans for the site have been unveiled by an organisation called Guild Living. Its proposal is a new and interesting concept and, if the new scheme is kept to a reasonable size and scale, it could meet our communal aims.

Guild Living's proposal for the Wickes/Halfords site is a 'Later Living Retirement Community' including a Wellness Centre, Health Hub, Children's Nursery, Communal Café, Restaurant and Retail Amenities and landscaped public areas – all open to the local community. 117 car parking spaces, including some with electric charging points. There are to be 160 Retirement Living Apartments, 24 Care Suites and 8 Care Residences. Total number of residents is likely to be between 280 and 290 – mainly accommodated in 4 tower blocks, 2 of which are 8 storeys high.

Our Ward Councillor, Martin Goddard, convened a ZOOM meeting with the Founder, Eugene Marchese and colleagues, together with NURA representatives. We put questions to them and are following up various issues. We have expressed our immediate concern regarding the size/height of the tower blocks.

[continued overleaf]

Guild Living has already launched a 4-6 storey scheme in Bath, which we feel ought to be more in keeping with the 'later living' environment. We have also queried with them the take-up of this facility. If this is mainly by Borough residents, it could relieve the pressure on existing health, social and housing services. If the take-up is largely from outside the Borough, the opposite would happen. The local Central Uxbridge GP Surgery is already overburdened with growing numbers from St. Andrew's Park. As discussions continue, a view will need to be taken on the balance of loss and benefits.

The impact of any development will be felt most by those of you living next to it. Although the site is classed as a Town Centre use, it projects into the residential area. Buildings need to be designed and of a scale to reflect this transition: however attractive the concept, it is not acceptable unless it meets this test.

Guild Living have launched a Public Consultation, inviting residents to 'have your say on our proposals' by e-mailing hello@guildlivinguxbridge.co.uk or telephoning 0800 038 5850. We would expect those of you living, e.g. in Lancaster Road and Wilmar Close, to use the Public Consultation exercise to make your wishes known. Guild Living will then submit a Planning Application timed for August or September. At that point – depending on the result of ongoing discussions – NURA will decide whether to support the proposal, or campaign for refusal.

The North Uxbridge Resident's association newsletter, July 2020 edition

FEEDBACK COMMENTS
NORTH UXBRIDGE RESIDENTS' ASSOCIATION.

Following meetings and ongoing dialogue between The North Uxbridge Residents' Association and Guild Living, the residents' association submitted a list of points which they wanted Guild Living to consider in their proposals. They are summarised as follows:

- The building height should be restricted to no more than six storeys above Harefield Road level, with the northern block no more than 4 storeys.

- To provide an effective and efficient vehicular and pedestrian access to the site, the ground level should be lowered to the datum of Harefield Road. Under-croft car parking should be provided - with access at Harefield Road level.

- Consideration to be given to providing a satellite NHS facility, with a Nurse Practitioner able to carry out health checks, issue prescriptions, carry out blood tests, etc.

FEEDBACK COMMENTS
NORTH UXBRIDGE RESIDENTS' ASSOCIATION.

- An offer to LBH residents exclusively that Guild Living/L &G will acquire residential property at open market price being vacated by residents to take up accommodation in the development, the aim being to maximise the take-up by LBH residents.

- Discussions should take place with LBH to create a 'social partnership'. Such an agreement could minimise the Planning Gain for a percent of Affordable Housing being required for the grant of Planning Permission for new residential units.

- An undertaking to agree the levels of building mass and occupancy prior to Planning Consent and not subsequently seek variations.

FEEDBACK COMMENTS
RAF NORTHOLT.

As part of the consultation process, Guild Living wrote to RAF Northolt in early July, offering to meet and explore potential opportunities to work together and support retired servicemen and women.

Guild Living received the following reply:

“We are both excited and encouraged by Guild Livings aspirations for the Uxbridge community and thank you for your approach to both involve and communicate with RAF Northolt personnel.

“At this time we don’t see any real involvement with RAF Northolt as we already have many robust systems in place to assist our military and dependant population due to the unique nature of our personnel and their needs.

“However, my team would welcome the opportunity, once you have established your later living community, to lean into its population and support through presentations and visits where it is deemed beneficial to both parties.

“Please use me as the conduit to any conduct with RAF Northolt and I would be happy to assist where I can. May I take this opportunity to wish you and the team every success with your project.”

FEEDBACK COMMENTS
LETTERS OF SUPPORT.

Following meetings with various stakeholders, Guild Living received letters of support from Hillingdon Carers, a local charity which provides voluntary care support and Monkey Puzzle Nursery, Uxbridge, a nearby local business.



Hillingdon Carers
Excellence in support for unpaid carers

Hillingdon Carers
Luther Bouch House
126 High Street
Uxbridge
Middlesex
UB8 1JT

T: 01895 811206
E: office@hillingdoncarers.org.uk
www.hillingdoncarers.org.uk

13 August 2020

As Chief Executive of Hillingdon Carers, I have been excited by plans for the proposed Guild Living Community only a stone's throw from Hillingdon Carers Centre.

As the lead provider for the Hillingdon Carers Partnership we are committed to supporting unpaid carers of all ages in Hillingdon and we work closely in partnership with a whole range of local charities and other organisations to achieve this.

Most notably, we have a formal joint venture, H4All, with four other Hillingdon charities that is funded by the local health and care economy to address the wider determinants of health, promote improved long-term condition management and to tackle the loneliness and isolation that is sadly often a feature of people's lives, particularly as they age.

We also try to work with the private sector as well as statutory and other third sector organisations, for example, a local law firm provides 'pro bono' advice clinics for our carers.

As there are some excellent facilities planned for the site, we have already had some encouraging discussions with Guild to agree how these might also benefit other Hillingdon residents and how we might support their residents with our current extensive 'offer.'

I look forward to a new, exciting and developing partnership.

Sally Chandler
Chief Executive
Hillingdon Carers

carerstrust
a Network Partner

A Company Limited by Guarantee. Registered in England & Wales No.04041290. Registered Charity No.1082297



Matthew Painter,
Development Manager,
Guild Living

monkey puzzle DAY NURSERIES

13th August 2020

Dear Matthew,

Guild Living Uxbridge

Monkey Puzzle Day nursery Uxbridge would like to endorse the Guild Living proposals for a later living community in Uxbridge. We are aware that there is a children's day nursery setting proposed within the plans and that is something we feel is very much needed in the Uxbridge Area.

I have been operating Monkey Puzzle Uxbridge for nearly 4 years now and our 100 place nursery is full to capacity with an eight month waiting list. There is a huge demand for quality nurseries within the Uxbridge area which is why we are fully supportive of the Guild Living proposals.

We also support the fact that having a children's day nursery within a later living community adds real value to the residents. Monkey Puzzle Uxbridge has first-hand experience of these benefits as the children from our nursery visit the local care home once a week and the joy the children bring to the residents is truly magical.

Kind regards

John Gill
Managing Director
Monkey Puzzle Uxbridge

FEEDBACK ANALYSIS.

4

FEEDBACK ANALYSIS.

During the consultation period, feedback was received from a range of stakeholders through various mechanisms put in place at the start of the process.

The feedback received from local residents mainly focused on the benefits of the proposals, particularly for local people and local residents, as well as design and traffic/parking issues These comments generally came as questions rather than statements but nevertheless show what residents important.

The success of maintaining dialogue with a range of key stakeholders has also meant that many of the comments received were clearly defined and related to their interests, giving Guild Living the opportunity to maintain dialogue and work through the issues cooperatively.

The feedback is analysed in the following slides and are accompanied by relevant comments received via the feedback form. The feedback has been broken down into the following sections:

- Proposals
- Care
- Community
- Town centre/retail
- Design
- Local infrastructure

FEEDBACK ANALYSIS
PROPOSALS.

The largest area of comment which did not relate to the direct impact of the development revolved around the proposals. These points ranged from questioning the economic benefits associated with the scheme, Guild Living's experience, the need for the development in Uxbridge and other points surrounding the function of the development.

Comments on the economic benefits were shared widely between local residents and key stakeholders, particularly local business interests such as the **Hillingdon Chamber of Commerce** and the **nearby Monkey Puzzle Nursery**.

More general comments on the proposals have tended to be very positive with the majority of people thinking Guild's aims are worthy and would improve the local area. These comments were put forward by stakeholders such as the **North Uxbridge Residents' Association, Ward Councillors** and **RAF Northolt**, all of whom felt Uxbridge would benefit from the proposals.

For example, responding to the offer of a meeting, a member of staff from **RAF Northolt** responded: "We are both excited and encouraged by Guild Living's aspirations for the Uxbridge community and thank you for your approach to both involve and communicate with RAF Northolt personnel."

A local resident also emailed "I have worked with the elderly in our community. Loneliness is the biggest killer. Some won't do lunch clubs as they feel they are not old! This would make them feel more able to mix without feeling written off. They also want to go and socialise but with no carer sometimes can't physically get somewhere alone. Brilliant idea!"

FEEDBACK ANALYSIS
PROPOSALS.

Other comments regarding the **proposals** include:

“Personally, I would prefer Halfords and Wickes to stay, but if that is not an option this might be the least worst option. I don’t know enough about the proposals to make an informed opinion. Look forward to more details.”

“Why put older people in the middle of Uxbridge where they are subject to more noise and pollution than in surrounding areas and will be complaining?”

“Need more facilities for profoundly deafness people elderly ,children teenagers , singles, couples,. Also post sign of direction post to help to find access also post up pole sign for access toilet etc black white heavy metal post top panels on high street would have helps also post panels post support access for deaf public's.. Set up centre for the deaf community to get out about and social ably etc...”

“not ready for it quite myself! But I have worked with the elderly in our community. Loneliness is the biggest killer. Some wont do lunch clubs as they feel they are not old! This would make them feel more able to mix without feeling written off. They also want to go and socialise but with no carer sometimes can't physically get somewhere alone. Brilliant idea!”

FEEDBACK ANALYSIS
PROPOSALS.

Other comments regarding **proposals** include:

“I think it's a good idea. I've read about the one in the Netherlands, I think, and it will encourage the people to be more self sufficient and to be themselves. It would be nice if it was affordable for all.”

“At 56 and having to rent I have been looking for affordable places for over 55's and there is only one company that does this locally, which I've put my name down for. I would love to know more and the affordability. It sounds like an exciting project”

FEEDBACK ANALYSIS

CARE.

A place of comment, particularly for local stakeholders, was the concept of care provision within the Guild Living development.

Stakeholders were generally positive about the Guild Living concept, agreeing it would take stress away from local health services. The Hillingdon Carers were one such stakeholder who approved of the plans and have offered an opportunity to work together in the future.

However, the Borough's Social Care Senior Officers were concerned that the proposals risked attracting older people from outside the borough who may have to rely on the Local Authority for their care needs in the future.

In response to these comments, Guild Living has prepared a *Hillingdon First* paper which shows the scheme would contribute a minute number of the overall growth in the over-65 population within the borough.

Local residents were also positive about Guild's proposals to take pressure off NHS and Local Authority services by providing private care. They felt the proposals' alternative model to care was further strengthened by the clear social and mental benefits of bringing older people into a community environment.

FEEDBACK ANALYSIS: COMMUNITY.

A key reason for extensive engagement is to uncover ongoing issues in the local area which the development may help to mitigate. One such issue was that of the local community, particularly focussing on anti-social behaviour in Uxbridge.

Guild Living were made aware of the issue during the webinar series and in emails with several local residents asking how these proposals would counteract anti-social behaviour in the local area.

Other points which come under community included questions on the engagement between young and old and whether there would be communal areas in the residential blocks as part of the plans.

For example, residents asked:

“There is a massive litter and drug problem in the area that the under resourced police force find difficult to squash [...] I am wondering how you would secure your proposed site from the groups of youths and older people who congregate, often with alcohol, in any open areas and deface the walls with graffiti?”

“How is design going to make the distance between the immediate properties and the development large enough to prevent it becoming a magnet for antisocial behaviour and useful space for residents?”

As part of the proposals, Guild Living will be designed to “secured by design principles” to ensure the community, its staff and visitors remain safe. The details of this will be contained within the Design and Access statement.

FEEDBACK ANALYSIS:
LOCAL INFRASTRUCTURE.

Local infrastructure was a key concern for many local residents, most of whose comments focused on issues surrounding traffic and parking.

Traffic and parking were areas of concern primarily for residents in Uxbridge, but questions had also been raised during meetings with Ward Cllrs and the North Uxbridge Residents' Association.

Focussing on traffic, the concern primarily resided in the perceived increase of cars using local roads. Similarly, it was feared that there were not enough parking spaces within the development which would lead to occupants having to park on surrounding residential streets.
For example, one local resident asked:

"What parking provision is proposed? It is unrealistic to assume people will always use public transport".

FEEDBACK ANALYSIS:
LOCAL INFRASTRUCTURE.

Guild Living recognises this and not withstanding the town centre location, a multitude of travel options will be available for residents including a minibus service, a car share scheme and car parking.

Clarification on the number of parking spaces and how they would be divided between residents and visitors in the development were also raised in the webinar series and during meetings with the **North Uxbridge Residents' Association** and **Ward Councillors.** Full details regarding how car parking will be divided between visitor and residents is set out within the planning application.

Separately, a small number of local residents also commented on the 'strain on infrastructure', most notably on local doctor's surgeries. Despite this concern, Guild Living is confident that by provided purpose-build accommodation for local older people, their physical and social health needs will be better catered for than if they were living in unsuitable accommodation, lowering the possibility of visits to local the local GP surgery or the hospital.

FEEDBACK ANALYSIS: LOCAL INFRASTRUCTURE.

Other comments relating to **local infrastructure** include:

- "Uxbridge is already over populated and local residents are in an almost permanent battle with planning applications. Sadly this is a fight that is rapidly being lost and irrespective of how worthy and beneficial your publicity and arguments may be, ultimately the town will only suffer from further strain on infrastructure, terrible disruption during construction, clogged and gridlocked roads, additional pollution and a total loss of any sense of community as the town is stifled by mass close quarters accommodation."

- "Do not agree this should go ahead as already doctors are over crowded and no parking"

- "Previous planning application was refused. Wickes & Halfords are well used, popular local retail providers. Laburnum Court (opposite) offers housing for older residents and constantly appears to have availability, it would therefore appear that there is no demand for an additional development. Extra residents will automatically put pressure on local NHS services, eg residents will all require to be registered with a GP and the sole local hospital is not currently fit for purpose. There are already numerous restaurants in Uxbridge."

FEEDBACK ANALYSIS:
TOWN CENTRE/RETAIL.

As part of the consultation process, Guild Living spoke to two business stakeholders following their interest shown in the proposals: the **Hillingdon Chamber of Commerce** and the nearby **Monkey Puzzle Nursery**. Both groups were clear that they are supportive of Guild Living's plans and felt they would have positive impact for local businesses by bringing in new opportunities for the local area.

As a key representative of local businesses, the **Chamber of Commerce** felt Guild Living's proposals would provide a boost for the local town centre due to its close proximity, and were also interested in exploring whether local businesses could be involved in the supply chain for the Guild Living community, something that Guild Living is willing to explore.

A minority of local residents however were concerned about the perceived loss of the Wickes and Halfords retailers for the local community.

For example, one local resident stated: "You underestimate the usefulness of the two businesses located on the site at present" whilst another stated "The Wickes and Halfords already occupying this site is regularly used by the Uxbridge community and very much needed."

As part of the application in response, an assessment of the resulting impact from the loss of these units is considered within the Planning Statement, prepared by Avison Young.

FEEDBACK ANALYSIS:
TOWN CENTRE/RETAIL.

Other comments regarding the **town centre/retail** include:

- "I would like to retain a building supply/diy and a Halfords in the area as there are no others close by for the local community. This area has been over developed and St Andrews Park more than covers the target for new housing for the next 5 years!"

- "This should be re-located to the new St Andrews estate and not take away some essential retail shops from the town centre"

- "The Wickes and Halfords already occupying this site is regularly used by the Uxbridge community and very much needed. Replacing this with retirement housing is a poor choice for the local residents.

- "We already have a sudden increase in housing in the area with the large-scale residential St Andrews complex. More housing is not needed. The community needs shops such as the ones which are on this site. This is what makes Uxbridge a desirable place to live. Being able to walk within your community and purchase the items you need. We are becoming more and more built up with ugly high-rise residential buildings. Uxbridge is getting worse because property developers are getting greedy and looking for 'cheap-built-high-profit' solutions when buying land. Ignoring the needs of the local residents."

FEEDBACK ANALYSIS:
DESIGN.

The design of the development – focusing on the height, bulk and massing – was an issue for residents in close proximity to the site. The North Uxbridge Residents' Association also expressed their immediate concern with the height of the proposals and have outlined their desire to see it reduced, stating it was not "human scale".

Individuals felt that whilst the aesthetic 'look and feel' of the proposals were a positive, it was nevertheless not in keeping with the residential area to the north of the town centre.

There was a concern regarding the height – particularly of the tallest element of 8 storeys would have an adverse impact on the local character of the area and risked overshadowing surrounding houses. It should however be noted that the application is accompanied by a Daylight / Sunlight assessment of neighbouring properties.

For example, one local resident said:

"The buildings along Harefield Road … are all two storeys, 5 and 8 storey buildings will be out of character".

FEEDBACK ANALYSIS:
DESIGN.

Other comments relating to **design** include:

- “Please could you tell me what sustainable measures are planned, eg. solar panels, insulation, double glazing and a green electricity supply. What provision is there for residents to connect to outdoors? eg. opening windows, balconies, private garden space, wild communal spaces as well as communal garden space and shared allotment space. This is very important for physical and mental well being.”

REPORTING BACK TO THE COMMUNITY.

5

REPORTING BACK
TO THE COMMUNITY.

Following the consultation process Guild Living has listened to feedback from residents and responded to their comments. The responses are as follows:

Positive comments:

Throughout the consultation process, a number of local residents, and stakeholders provided positive feedback to Guild Living's proposed development for Uxbridge. The majority of these comments break down into the following categories:

- The Later Living proposals: A range of groups and individuals saw a pressing need for a later living community in Uxbridge to support older residents wishing to down size, free up the local housing market and support Uxbridge town centre.

- Care provision: The physical and social benefits of the Guild Living scheme was mentioned by a number of local residents and stakeholders, who felt the provisions would benefit Guild Living members.

- Community benefits: A large number of local residents were supportive of the plans to ensure the proposed development is open to the local community.

Guild Living welcomes all the positive comments received and is committed to ensuring the proposed development benefits the local community as well as Guild Living residents.

REPORTING BACK

HEIGHT.

How will Guild Living mitigate the height of the proposals:

Following meetings with local stakeholders, there has been a reduction in the scheme's height along Harefield Road and a further removal of massing across the development.

The initial scheme was 10 storeys tall but it has been subsequentially reduced to 8 storeys and further reductions have seen some buildings reduced to 7 storeys and 6 with setbacks of 8 and 7 in places.

Further information on how the design has mitigated the impacts of height is provided within the Design and Access. Statement.



Change to massing following the consultation process

REPORTING BACK

ATTRACTING LOCAL BUYERS.

How will Guild Living ensure the units are taken up by local residents

Guild Living has put forward its ‘Hillingdon First’ plan which sets out not only the benefits of the scheme to Uxbridge, but also how it will strive to ensure that it is Hillingdon residents that move into the development, thereby freeing up existing family housing for local people.

The plan is designed to ensure a focus exclusively on existing Hillingdon residents offering significant financial incentives to encourage them to buy into the scheme. This plan will help relieve pressure on local services and benefit the wider community.



Hillingdon First

REPORTING BACK
TRAFFIC/PARKING.

How would Guild Living ensure their proposals would not have a detrimental impact on local roads

Based on the Transport Assessment prepared by Pell Frischmann, the number of vehicles using the site will be lower than the existing use, thereby reducing the vehicular impact on local roads. In addition, as the proposed development sits within a high Public Transport Accessibility Level, residents will benefit from a high of public transport.

A valet service and temporary car drop off will also be provided to avoid impact on the local road network. Car parking spaces for staff, a drop off area for the nursery, a delivery bay and parking spaces for visitors will also reduce the impact on parking on nearby roads.

REPORTING BACK
ANTI-SOCIAL BEHAVIOUR.

How will Guild Living reduce anti-social behaviour in the area

The proposed development will be designed to “Secured by Design principles” to ensure the safety of residents, staff and visitors.

To determined the detailed security requirements, a security risk assessment shall be undertaken, however measures to be implemented include: guaranteeing 24hr on-site management, providing surveillance and suitable lighting across the site, design the public realm to deter anti-social behaviour.

REPORTING BACK

LOSS OF RETAIL SPACE.

How will Guild Living mitigate the loss of retail on the site

Whilst the retail space currently on the site is unable to be protected, Guild Living recognises the provision of the existing uses for the local community having undertaken an assessment of this impact. The assessment of the resulting impact from the loss of these units is considered within the Planning Statement, prepared by Avison Young.

Notwithstanding, Guild Living's proposals will provide alternative services for the local community such as a nursery, café, restaurant, function rooms and wellness centre. In addition, the development's close proximity to the Uxbridge town centre will allow Guild residents to make use of existing retailers in Uxbridge, thus supporting local businesses.

CONCLUSION.

6

CONCLUSION:
CONSULTATION PROCESS.

Before the consultation period commenced, Guild Living prepared a five-point approach to ensure maximum engagement with the local community:

- Mapped out stakeholders and community groups – Guild Living identified relevant parties within the local community who were deemed vital to engage with in order to obtain relevant and experienced feedback on the proposals.

- Shared their plans for Uxbridge – Through 11 digital meetings and 3 consultation events, Guild Living publicised their plans for Uxbridge, encouraging local stakeholders to have their say and ask any questions they might have. This was supported by the delivery of 6,218 leaflets and 281 letters to the local community.

- Listened to the feedback given by the community – In total, 133 comments were provided through a range of mechanisms set up by Guild Living. Overall, the majority of comments were either supportive of the plans or asked questions regarding key components of the scheme. Supportive comments focused on the general proposals, the care offer and the benefits for the local community and residents. Only a small number were negative and these tended to focus on height traffic/parking and attracting local residents, something Guild Living focussed significantly on.

CONCLUSION:
CONSULTATION PROCESS.

- Amended the proposals based upon the feedback received – Based on the comments received, Guild Living made changes to the proposed development to meet the concerns raised by local residents. Guild Living have also taken time to develop their Hillingdon First approach which sets out how the proposed development will support and benefit the local community.

- Reported back to the community – Reporting back to the local community was deemed an important exercise and was supported by a further leaflet drop of 6,218 to surrounding addresses, emails to stakeholders and local residents. Through a further webinar series, Guild Living reported back to local residents, informing them of the changes which have been made and answering any further queries before the planning application was submitted.

  The webinar series was also an opportunity for Guild to ensure local stakeholders and residents were kept updated on the plans and were aware of the next steps in the development process.