GUILD LIVING @ UXBRIDGE.

Statement of Community Involvement

SEPTEMBER 2020

GUILD LIVING | Legal & General



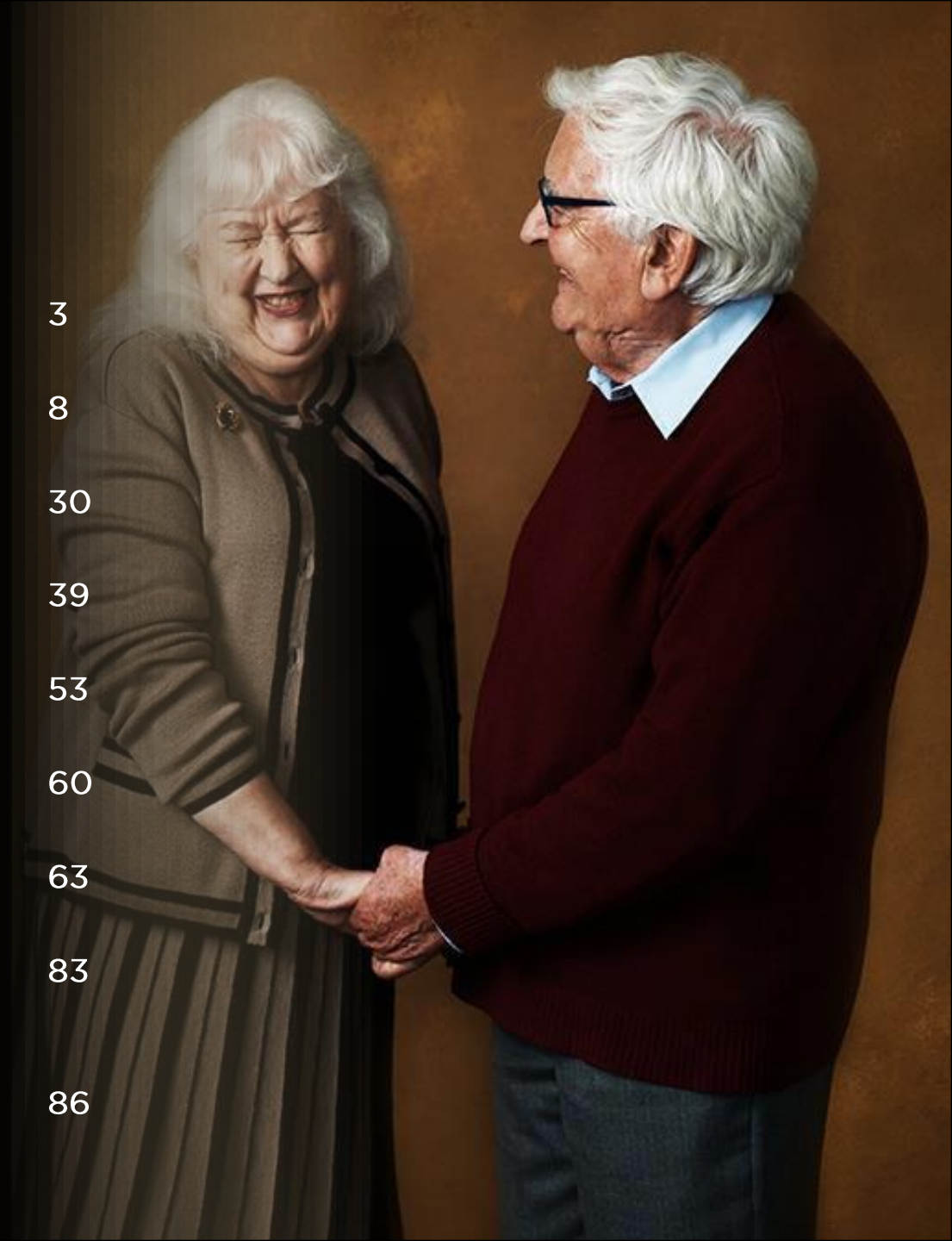
GUILD LIVING UXBRIDGE: STATEMENT OF COMMUNITY INVOLVEMENT

September 2020



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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.

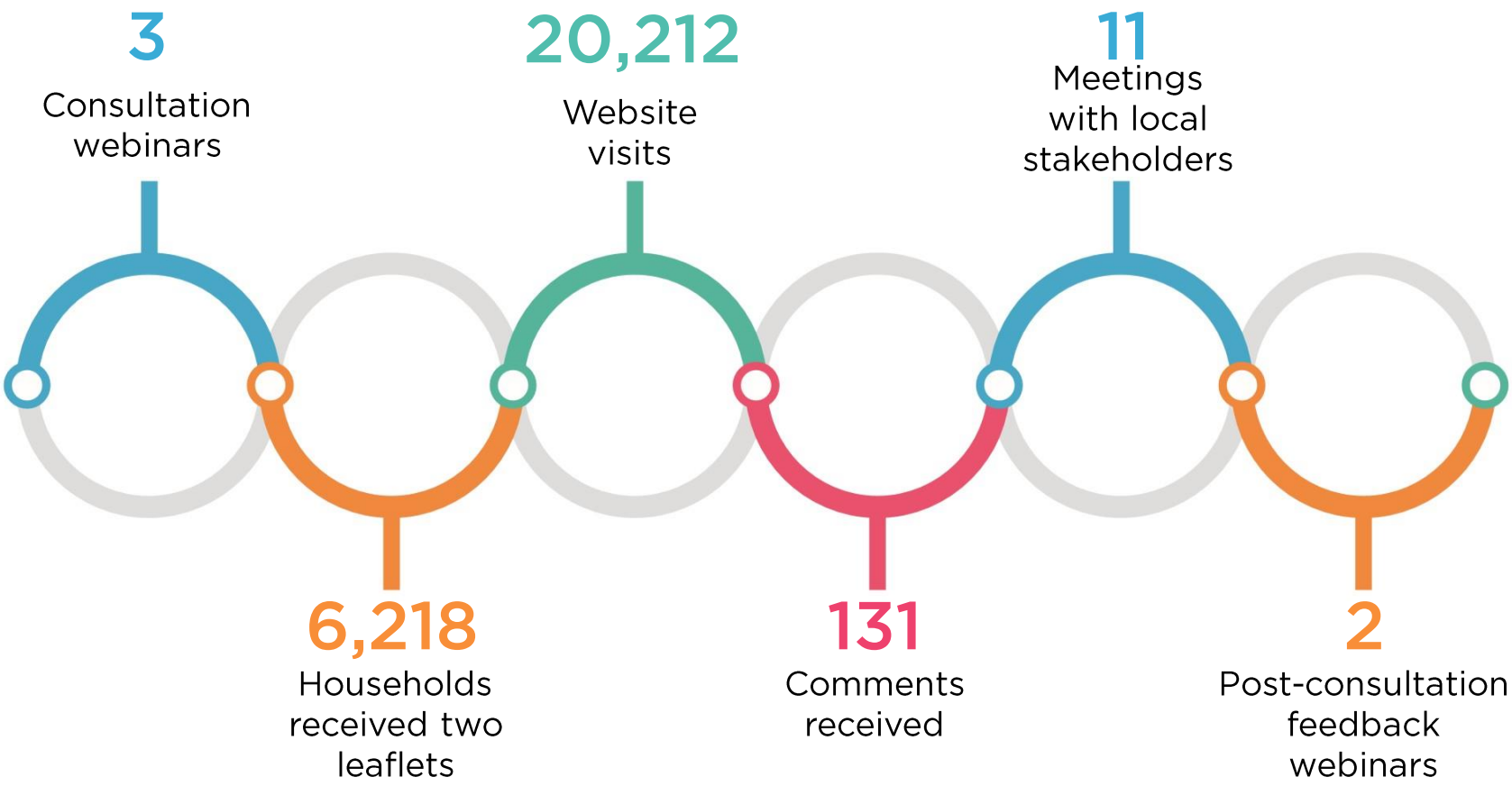
Due to Covid-19, Guild Living delivered a digital consultation which included a dedicated three-part webinar series which was supported by digital and traditional methods of engagement.

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.





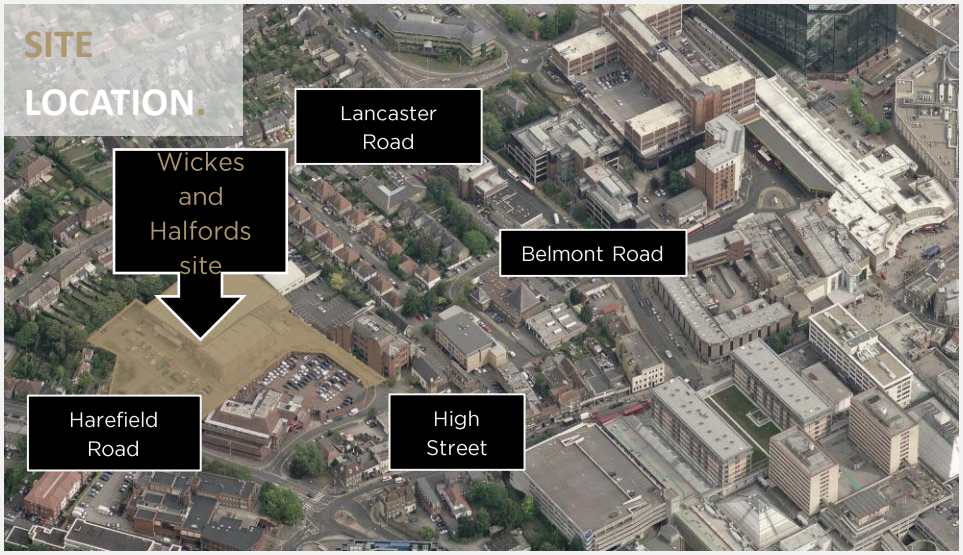


BACKGROUND.

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:

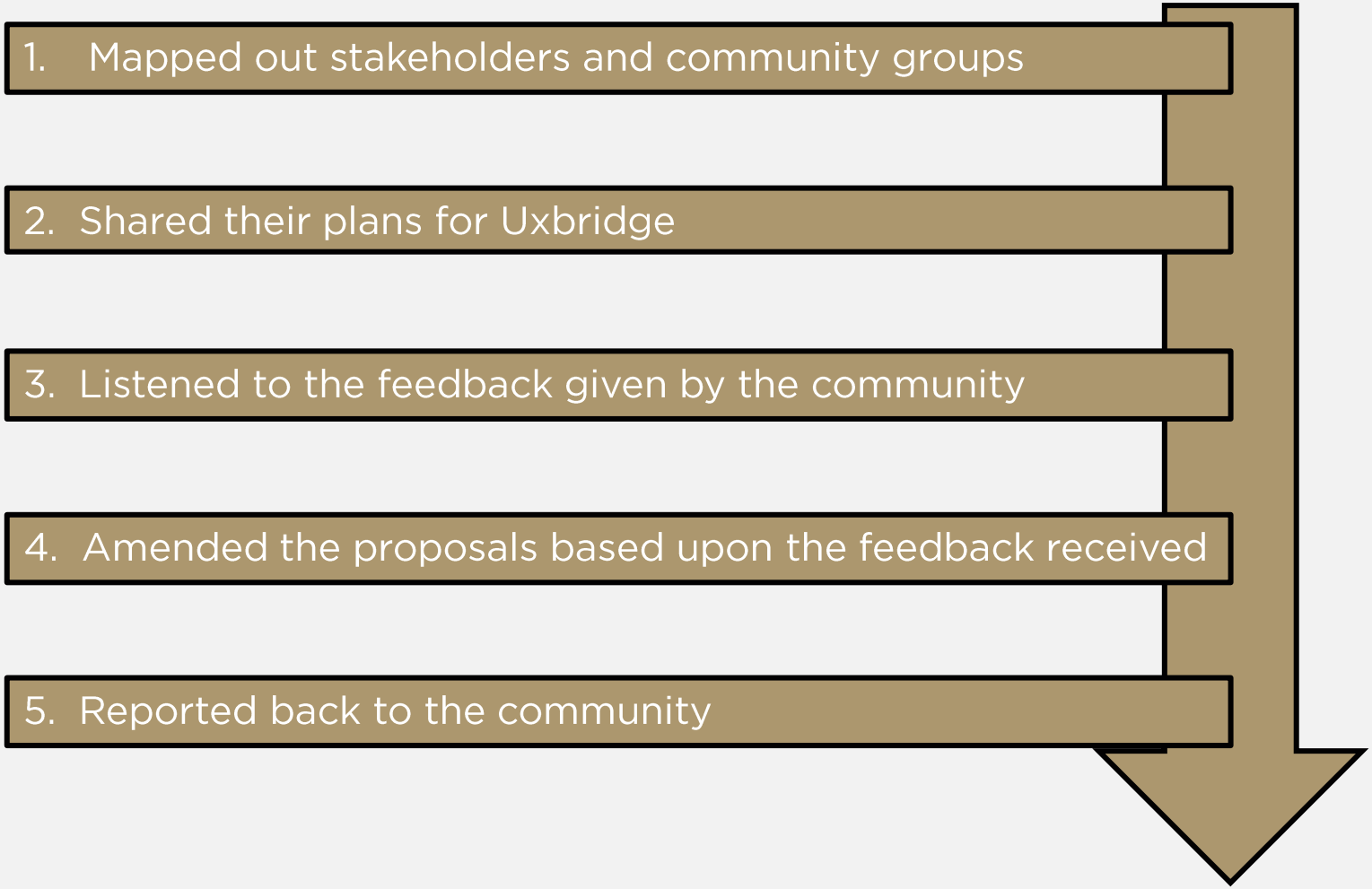
"consider the benefits of involving the community in developments, which are considered likely to have an impact on the community ... An effective pre-application consultation exercise is considered to be the best way of informing the public of the details of the proposals."

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.

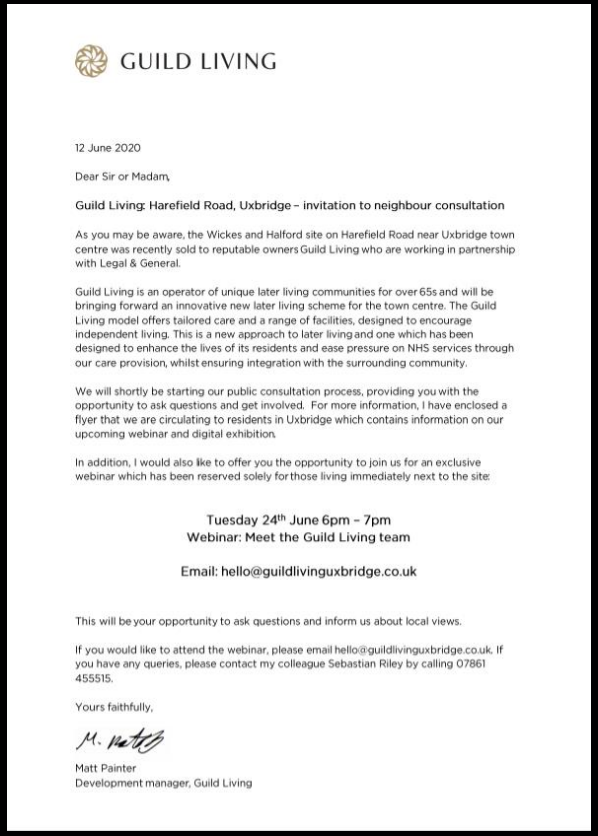
Due the ongoing situation regarding COVID-19, a digital consultation process was prepared to ensure a high degree of engagement with a wide range of stakeholders. The process is outline below.

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,

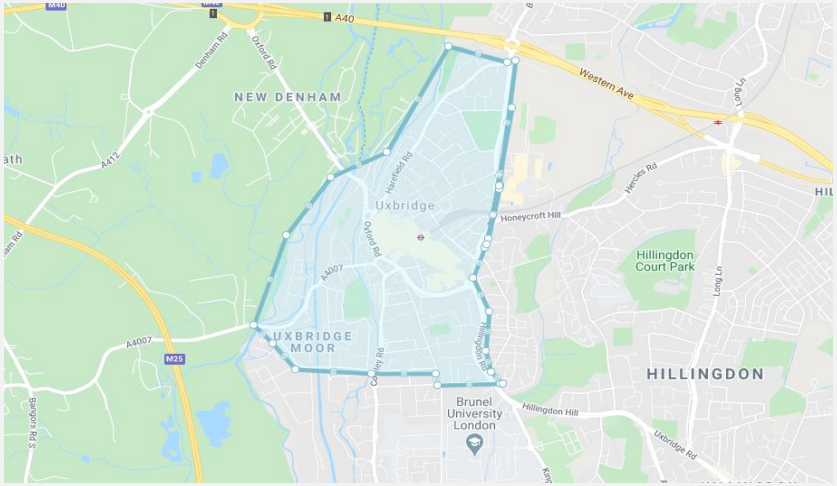
Matt Painter
Development manager, Guild Living

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.

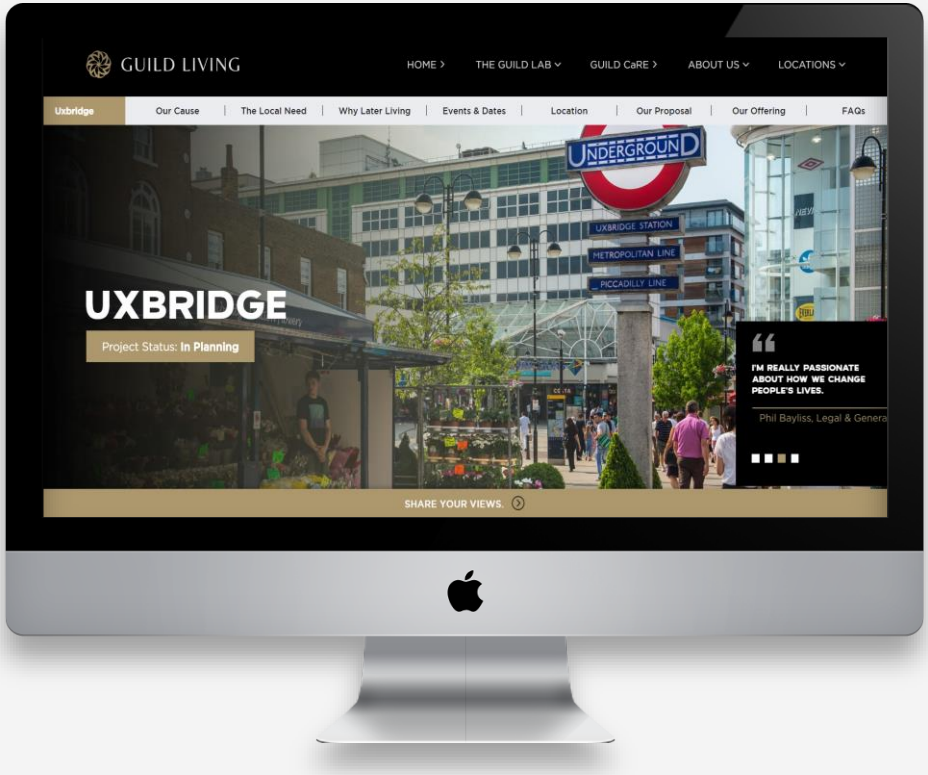
A dedicated project website – www.guildliving.co.uk/locations/uxbridge/ – was set up to provide residents with information.

21,825

Site visits

9,932

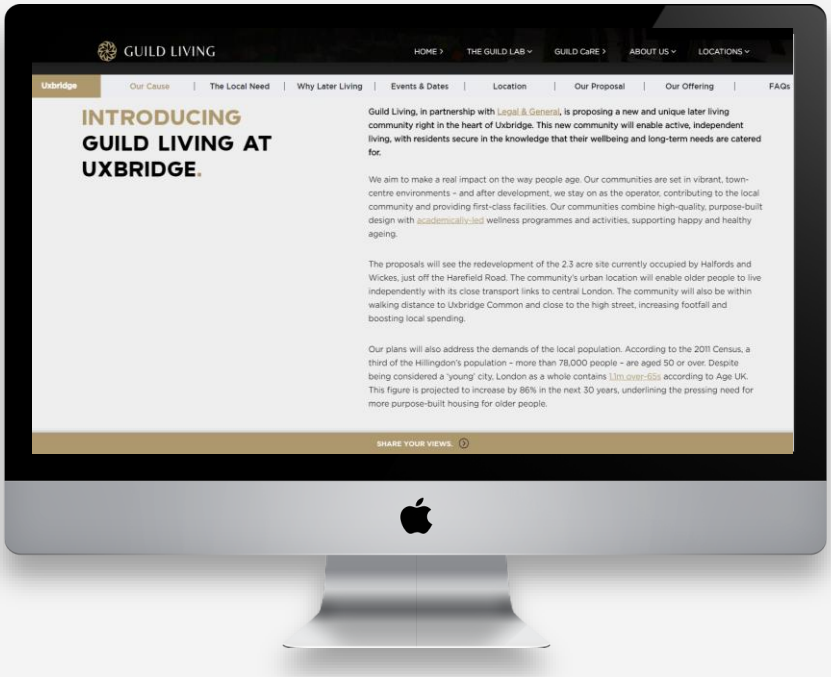
Unique site visits



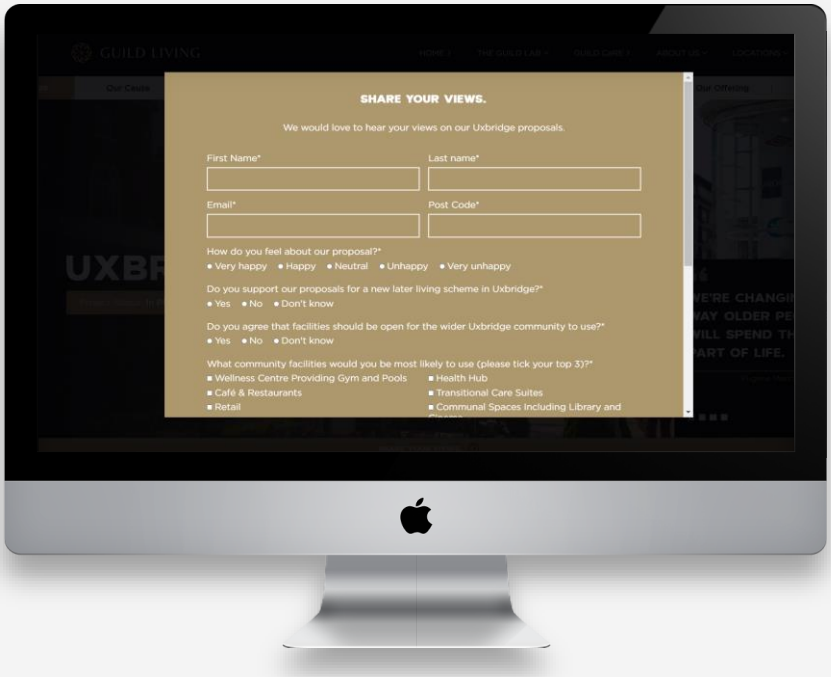
Guild Living Uxbridge home page

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



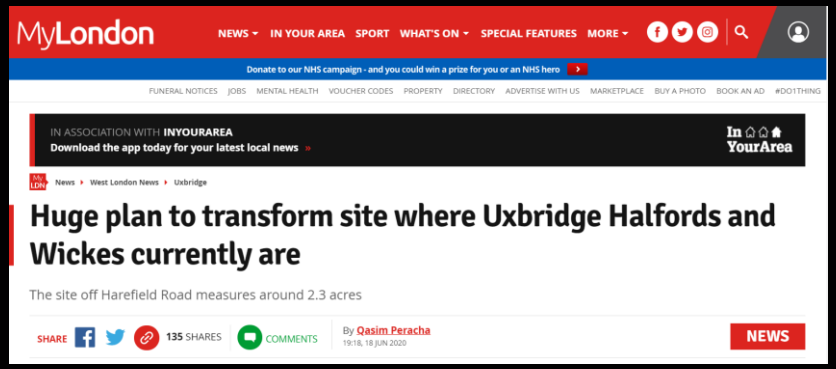
Guild Living Uxbridge feedback form

PRESS COVERAGE.

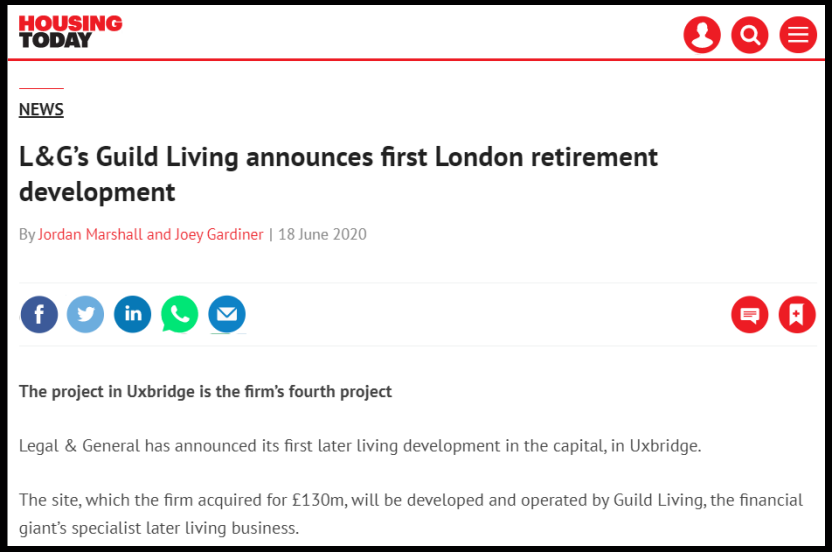
My London, Evening Standard and Housing Today published stories publicising Guild Living's proposals and public exhibitions.



Evening Standard news article



My London news article



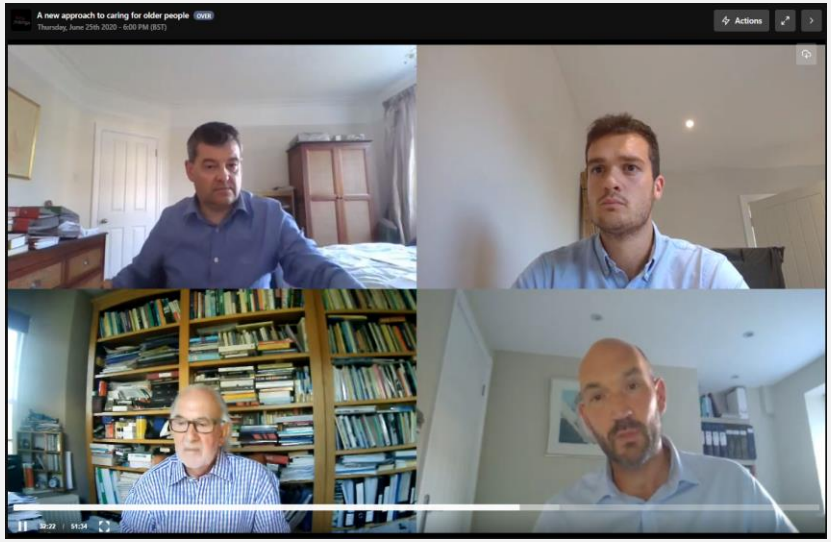
Housing Today news article

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:

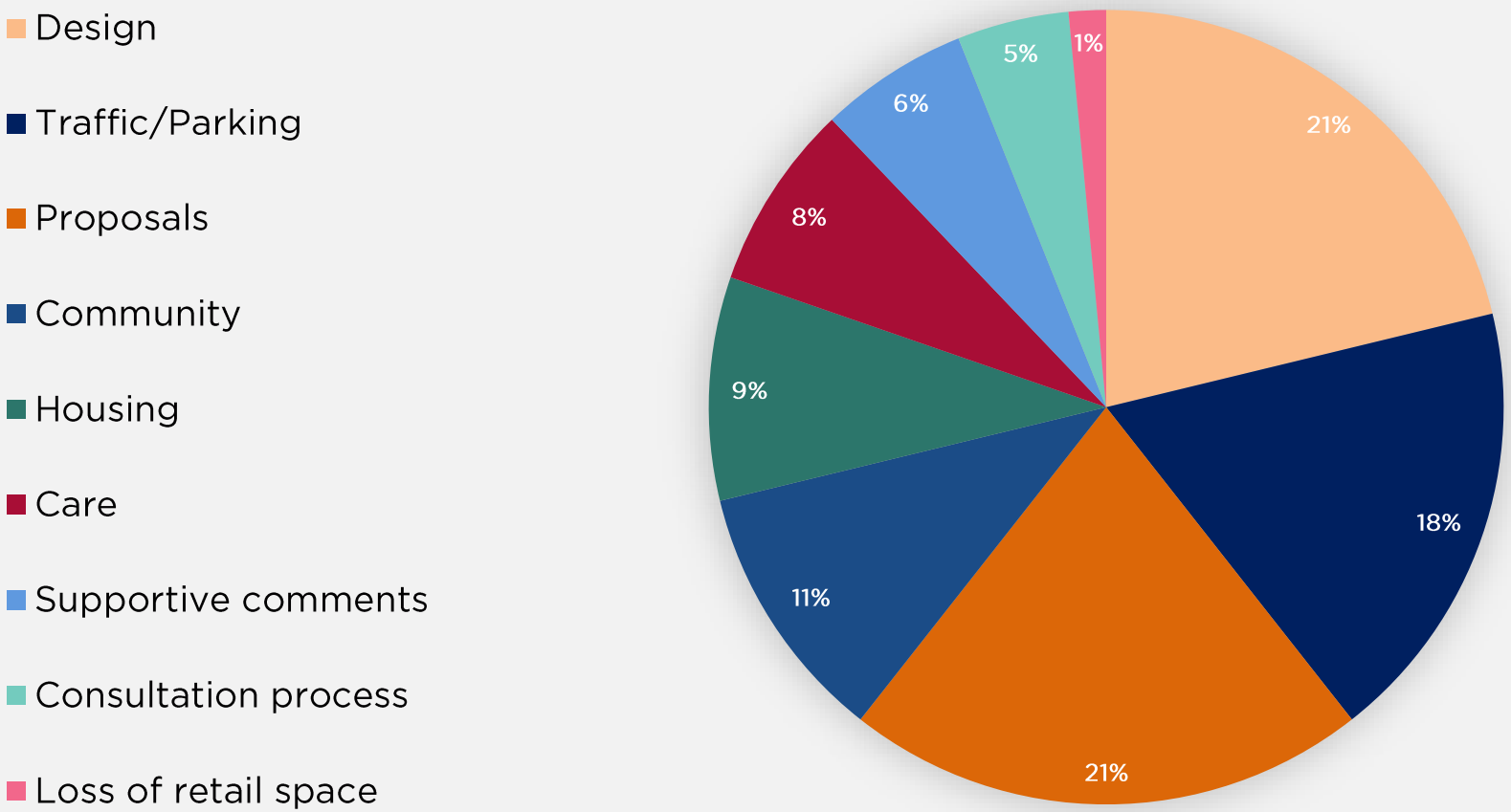
- Wednesday 24 June, Introducing Guild Living – 38 registrants
- Thursday 25 June, A new approach to care for older people – 22 registrants
- Wednesday 1 July, Question and Answer session with the community – 41 registrants



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

WEBINAR SERIES OVERVIEW.

Topics of comments & questions during webinar series



WEBINAR POLLING.

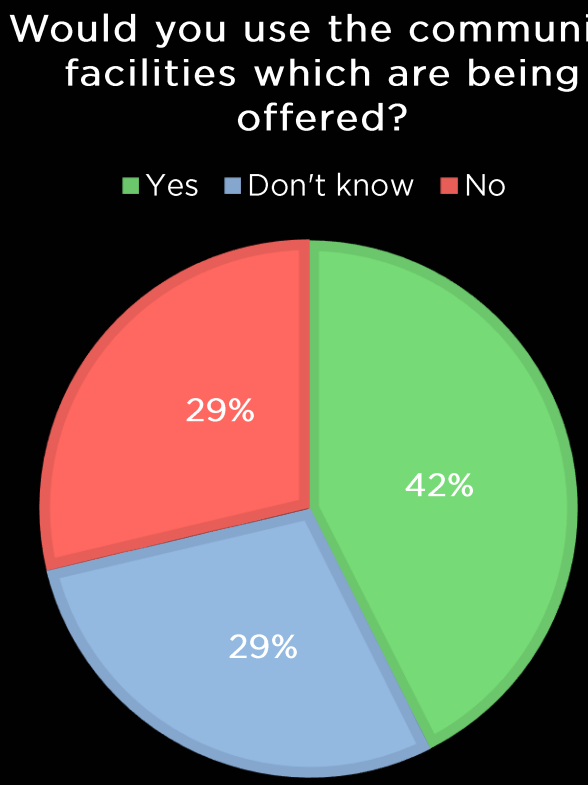
During our first webinar we also posted a number of polls which gave local residents the chance to inform the team of their views.

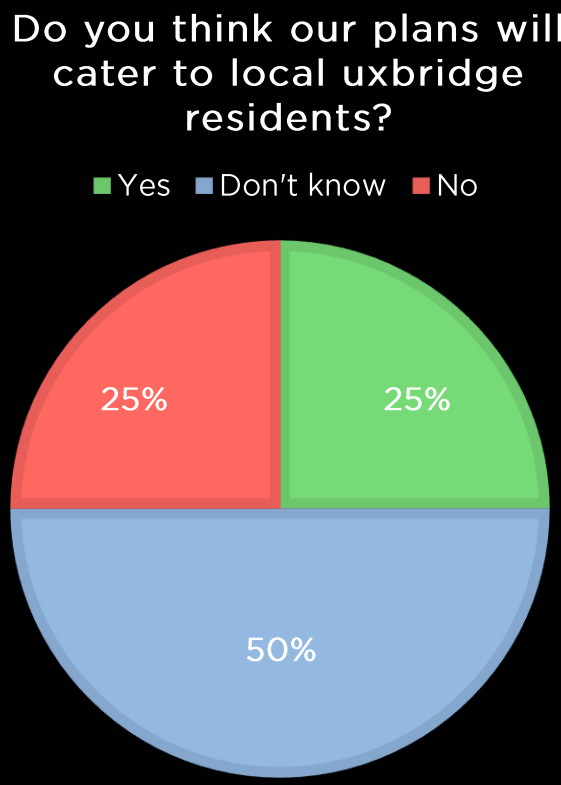
As the breakdown shows, local residents were **highly supportive** of Guild Living's plans to provide a greater level of support for older people and many approved of the community facilities, stating they would use them.

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.

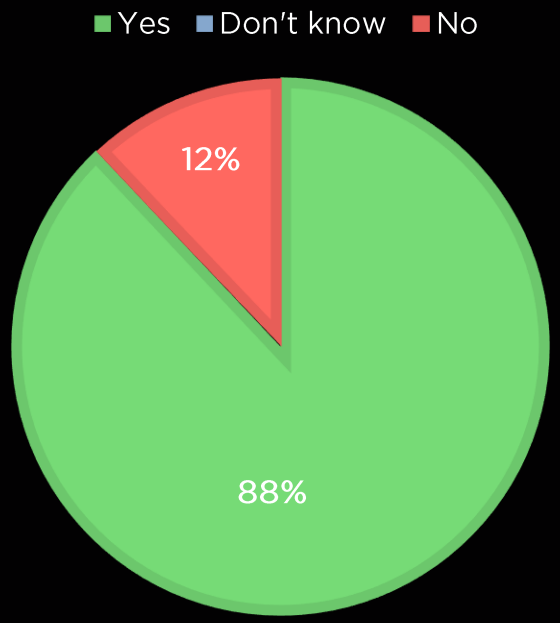
WEBINAR POLLING.



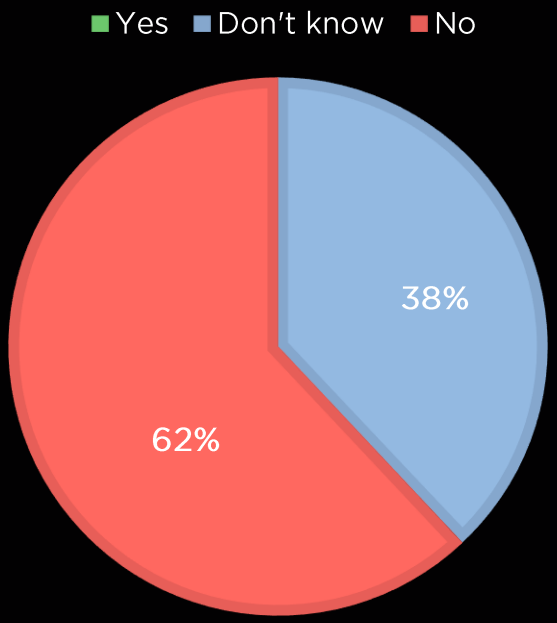


WEBINAR POLLING.

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

A full list of comments can be found in Annex I.

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

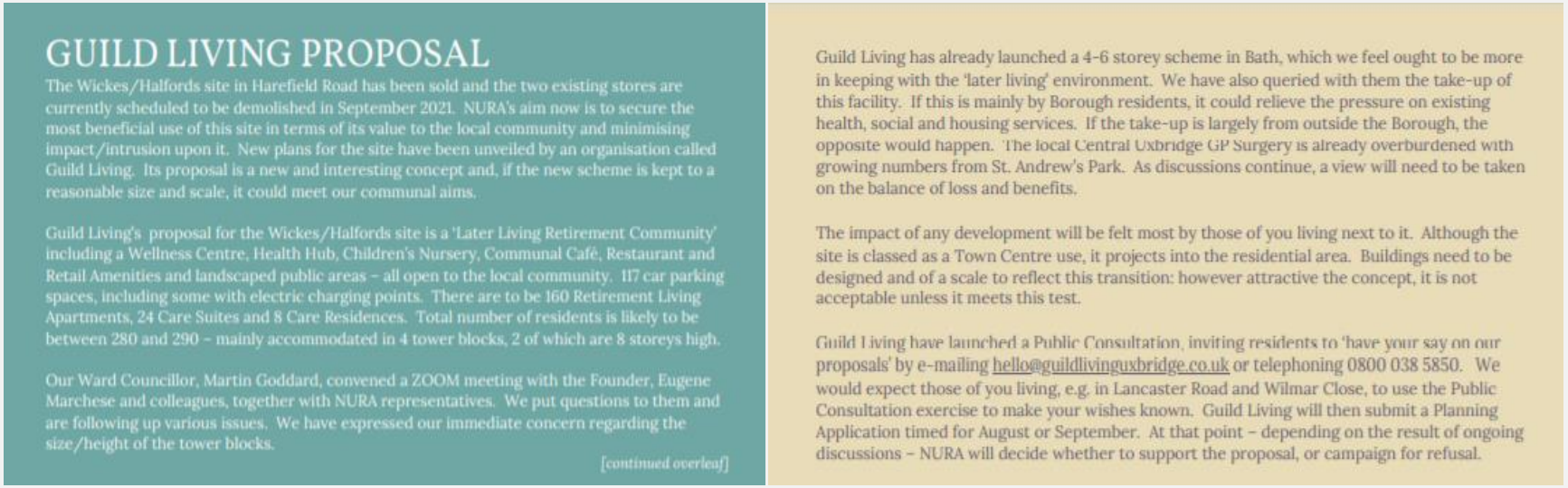
5. Do you have any other comments?

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. To view the letters of support, see Annex II.



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.

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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.

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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.

The Hillingdon First is available in Annex III.



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.

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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.

ANNEX I
ALL COMMENTS RECEIVED.

Care

Your plans were made before the onset of Covid. Will you have to make changes in the light of the virus affecting the older members of society more severely.

It is now thought that Dementia and Alzheimers develop as a result of brain inflammation whatever the cause.As I age I will be paying a great deal of attention to the tech in my environment. for my good brain health.

There is new research to show that high levels of EMFs from new technology, particularly Wif Fi and the effects of Blue Light may be implicated in brain inflammation leading to changes in brain chemistry It also affects our gut biome has which important links to the brain. Since technology overarches all that you are offering can Professor Malcolm talk to this.

What level of medical support will there be on site? Will the Wellness Centre have a Nurse Practitioner able to carry out blood tests, carry out consultations and prescribe medicines? Our local GPs are already overloaded.

Contact between young and old particularly nursery age Under5s does not need to be on site to be effective. Please consider using proposed nursery space for more medical/health facilities.

Community

Are you aware of he huge litter and drug problems in the area of the High Street and surrounds

Will there be communal lounge areas in the residential blocks?

How will you be able to keep residents secure as Uxbridge currently has a huge issue with anti-social behaviour and drug use/dealing in particular on Harefield Road
You mention that this development may provide a possible reduction in reliance on local medical facilities. Will priority of take up be given to Uxbridge/LBH residents?
Engagement between old and young is good but there is already an excellent nursery a few hundred yards from entrance of proposed development . Rapport could be built between the existing local nursery and the new development. Space could then be used for G P surgery on site linked to other health facilities proposed for the site. Medical facilities in Uxbridge much needed in view of the increased new build housing locally.Comment please?

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?

The bars and restaurants may well attract a younger group of people into the complex. Will the garden spaces be open to the bar users as a beer type garden? How will you minimise disturbance to current residents?

WHAT SECURITY WILL THERE BE FOR RESIDENTS - TO PREVENT YOUTHS CONGREGATING IN AREAS

Consultation process

when are you submitting full planning?

Planning goes in when?

when are the next events/consultation. What next?

Design

"Please could you tell me what sustainable measures are planned, eg. solar panels, insulation, double glazing and a green electicity 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.

What consideration has been put into lighting, Wickes put in lower level lighting - it made a big difference.

Will dwelling have high standard of noise insulation built in as elderly often need loud tellies and radios.

How does the height of the 4 storey compare to the current Wickes building?

Air conditioning in public/private spaces?

The Dutch are leading the way with retirement living. The scheme looks excellent.

Is there adequate access for Fire Brigade aerial appliances to get close enough to all the tower blocks to facilitate fire fighting and external rescues?

Covid has revealed space problems in many buidings, in communal areas etc will u be taking new look at your designs in relation to what will no doubt be future pandemics etc and thanks for the 3 webinars v interesting.

The main issues facing immediate residents is the size and bulk of proposed developments over dominating the landscape and not fitting into the surrounding 2 storeys high private residential area , taller building are closer to the centre or built at a lower level. What is height of the development and number of storeys?

How close to the boundary is the development?

How is design going to make outdoor space for residents to sit outside?

How is design going to reduce overlooking to immediate residents?

How is design going to minimise security lights going on and off all the time on the side facing residents?

Renewable energy? tied into wider Uxbridge network on power?

How energy efficient will the scheme be? Are you proposing solar panels on top of the tower blocks?

I LIVE NEXT DOOR TO THE DEVELOPMENT ON HAREFIELD ROAD. MY PROPERTY IS ABOVE ROAD LEVEL BUT IT SEEMS AS IF THE BUILDING NEXT TO MY PROPERTY WILL BE AT ROAD LEVEL - WILL THIS UNDERMINE MY PROPERTY?

THE BUILDING WHICH WILL BE DIRECTLY NEXT TO MY PROPERTY, ALTHOUGH NOW 4 STOREYS SEEMS SO CLOSE TO MY PROPERTY WHAT PERCENTAGE OF LIGHT WILL I LOSE?

Will you use obscure glass to reduce the level of visibility on the windows facing my garden?

Raised concerns regarding over shadowing

Thank you both for answering my questions posed during yesterday's Guild Living webinar. Here is some background to my concerns about tall buildings being built on the Halford/Wickes site, whatever their purpose. I have lived in Uxbridge for over 40 years. When I moved in the town had already been fractured by the Oxford Road ploughing through the centre of the town and , as far as I am concerned, it has never really recovered. There is a massive litter and drug problem in the area that the under resourced police force find difficult to squash. Council staff work ceaselessly to keep the area tidy - it is a relentless task and must cost the town a great deal. I have been a Neighbourhood Watch Co-Ordinator and Street Champion (scheme for reporting problems in our local areas) for over 10 years. I am wondering how you would secure your proposed site from the groups of youths and older people who congregate, often with

alchohol, in any open areas and deface the walls with graffitt? Have a look at the area beside the Panorama Building No 1 Harefield Road, Fassnige View Yard. The developers of the 8 storey building gave the Council funds to landscape the footpath next to it. The footpath has always been a black spot at the end of town. One of the bins has been burnt out and a year. The hoped for change has not happened. The area outside Tesco Metro on the High Street was refurbished at the same time. It has 2 burnt out bins I suggest that someone from your company takes a walk there at about 8pm on a Friday evening. I am 70 and want to ensure a good, active health span and I am very concerned about LED and blue lights and EMFs and 5G for the health of my clients and friends, preconception, the elderly in general and the future generations. More tall buildings will add to Uxbridge's already significant lighting pollution affecting humans, animals and birds. The attached newsletter from lighting company Serious Readers (Oct 2018) has links to research on Blue Light and Macular Degeneration and Red Street Lighting. I am sure there will be more up to date research. Also Uxbridge residents are aware of micro climates around the tall buildings with wind eddy currents that carry litter. There is another proposed 8 storey building on the opposite South side of the Oxford Road. One of the books I am reading is In The Dark - New Ways to Avoid the Harmful Effects of Living in a Technologially Connected World 2016 Major Street Publishing James Bawden Smite Quote from book One day, your postcode may well be considered more important to your health and wellbeing than your DNA, and suburbs with densely populated high-rise buildings, may become a new category of contaminated site, deluged with blue light and harmful EMFs from things like wireless smart devices, electric autonmous vehibcle and the 'internet of everything'. (p93)
https://www.youtube.com/watch?v=9Novz405asw 1 hour interview with James Bawden Smith. See also American neurosurgeon Dr Jack Kruse on You Tube. How Light Sculpts Your Microbiome
https://www.youtube.com/watch?v=g_rIcavhGLs 1 hour interview He goes into a lot of detail on the physics involved in cell biology so you may want to skip some of it. As a result of having the time to do more research in lockdown I am changing the habits of a lifetime to become an early riser and early to bed to cut down on blue light exposure. I am a week into the experiment of early morning outdoor light exposure from 6am - 10 am and in bed by 9.30 and am experiencing significantly higher mood and energy levels.. I know several people that have been severely affected by EMFs from radio masts and smart meters.You may have read that Lloyds of London will not insure against future court cases that involve EMF damage

to human cells. Smart metering and smart technology that may well be part of your plans should be well researched before you go ahead - they could have effects on residents and staff and the surrounding community. I hope that you can consider this issues in all your future developements.

Raised questions regarding height and design of the building, light pollution, sound pollution, development use

Hi, I had listened to your webinars about the proposal for the above site. I generally like the idea. It is great to see a place where elderly people will be cared for in so many different ways. My worries are around the height of the buildings as this will take away privacy from us and families living in Lancaster Road and even more so in Wilmar Close. It would limit what we can do in the garden carefree. Also the parking facilities are not that great. Families visiting residents here are likely to come by car and will be using nearby streets if they cant park on thd site. Extra pressure will be on local GP surgeries that are already struggling with giving out appointments. Will be sad to see Wickes and Halfords disappear. They were one of the best and most useful shops nearby. Maybe would be great to see some benefits from this site to the nearby streets if we have to put up looking at a building instead of the sky, if at night there will be light pollution and also increased noise level. Hope this project will try to meet the locals need so it can go ahead.

Can you please elaborate on the proposed increase to mass on the block that faces Lancaster Road? Unless I'm mistaken, looks like there is a plan to increase this (blue block on one of the previous slides).

Housing

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.

If housing is all Uxbridge has to offer, the sense of community is lost and it becomes an area with nothing to offer but poorly built flats and no reason to sense of 'home.'

What is the expected capacity of the site.

What level of affordable housing is provided on the development and what type of affordable units are provided ie discount market sale / shared ownership /affordable rent etc

affordable housing is required in other housing schemes. do you envisage subsidised rental charges being offered as part of your planning submission?

do you have any prices for the properties yet ?

Will the units be sold direct or will you use local estate agents ?

How many 3 bed apartments will there be and is there a need as you have said this is more for people downsizing?

Is there any social housing planned within the development and if so what percentage of units ?

Local infrastructure

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.

Phoned to state her concerns regarding construction noise and traffic

Loss of retail space

"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

what is the justification for the need for this development over the current retail park for the local residents

Did not like that Halfords would be going as it was the only shop where she could buy innertubes for her bike

Miscellaneous

i WOULD LIKE TO KNOW MUCH MORE ABOUT THE PROJECT, IS IT POSSIBLE?

Is it possible to put pressure on the local council to reopen the adjacent police station to public access?

I visited Wickes yesterday it was v busy will u help Wickes with new local premisise if this project is to happen?

Can you say if your plans will be altered/affected by the adjacent (empty!) large police station next door to your site? What are the Council's view for the police stn future?

Asked for more information on the scheme

Proposals

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 facilitys for profoundly deafness people eldrery ,children teenagers , singles, couples,. Also post sign of derction 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...

what track record does Guild have? where can we view/see what you have successfully done before - in the UK?

all you guys seem relatively young - do you have any older members of staff who feed in their input to the schemes to give a different perspective to the schemes
Since there are already 3 guild living schemes in operation - Have you learnt any lessons from them schemes that you can take into the uxbridge scheme - Covid aside

what specific lessons learnt from your operational (Australian?) experiences are you looking to take into the Uxbridge care home? what makes you stand out?

How much does guild membership actually mean and what is the cost? What access is available to residents?

Roughly how many jobs do you think you will create? when is the target open date?
The location is so close to the high street. There are a lot of cafes, restaurants and (empty) shops. Why do you want more shops on your site?

You talk about opening up the complex to local residents, is this only those that join as guild living membership?

in light of the level of services provided by guild Living on site, do you envisage the service charge is going to be relatively high compared to normal residential apartment schemes ?
As these developments are still in planning, how do you determine the uptake/popularity? And what happens if you don't have enough uptake to fill the development?

Has research been made for the need in this specific location with the assisted living currently opposite the site and a care home further up on Harefield Road.
How many children will be catered for in the nursery? What will be the opening hours of the nursery? Will parents dropping their children off at the nursery create traffic / parking problems in Harefield Road?

What is the certainty that the development will not change purpose from proposed older occupants to focus on a younger age range?

Sorry, one more question: how many retail sites are planned for this proposal? (you already mentioned: 1 x cafe, 1 x restaurant, 1 x nursery, 1 x cinema?...any others?)
Can usage of the Healthcare services be extended to local residents, which would provide a benefit to the Uxbridge community?

So, no other shops apart from what I mentioned above?

18 Harefield Road. Hi, I am looking at your Reducing Height and Massing slide now – your proposed four-storey building is very close to my house. You promised to provide an updated drawing with the missing measurements and deliberate over the overshadowing matter. Haven't got the reply yet.

Registered against the previous application to develop the site.
Complained that the website is difficult to use.

Having worked with the elderly for many years in an occupational therapy role would like to say it is actually not necessary to have a nursery on site to encourage interaction/enjoyment between young and old people .

Monkey puzzle nursery is only a few hundred yards from the site and rapport could easily be established with them for site visits etc . This would free up the space planned for the nursery for a much needed extra medical centre in Uxbridge or at least clinic space for nurses etc to visit linked to local Gp surgeries. Have there been discussions with the NHS on this possibility?

Supportive comments

Many thanks

Thanks for your time and trouble

Congratulations, high quality throughout please!!

health span good

Traffic / Parking

Would the nursery, wellness centre and restaurants have allocated parking
Can you confirm that all the parking requirements for the development are contained and do not put further burden on the local roads parking.

Has underground parking been considered? If adequate parking not provided, for both residents & visitors, there will be an overflow of vehicles onto Harefield Road as well as other local roads, where there is already a shortage of parking spaces for existing residents.

The parking does need to be looked at. Family & friends may not live locally & will probably travel by road (i.e via M25,M4 etc) rather than public transport. Also if they are unable to park on the site it is likely there will an overflow of parking onto local roads,

Planned parking provision is insufficient as John comments . Also how will you stop shoppers to Uxbridge just driving onto site to use the parking provided just for free which they already do elsewhere in Uxbridge?

0.7 car park spaces is not enough. It doesn't allow for visitors, services providers and assumptions of age and continued driving are not sufficient given there is no overflow capacity in the immediate area.

Of the 117 proposed parking spaces, what is the proportion (%) of residents & visitors spaces?

What is the ratio of apartments to car park spaces?

What parking provision is proposed?

What provisions are being put into place regarding traffic through Harefield Road which is currently an extremely busy road, that at times is almost impossible to pass
How confident are you that the local infrastructure can cope with the size of this development and are you contributing to any area improvements?

On average how often would emergency services visit the site as traffic in the local area would not be able to cope with a huge influx of extra traffic

What about parking? Is there any parking facilities planned for this proposal? If there will be app 40 suites, that means there could be min 1 car per suite?
(Uxbridge already has very limited parking for its residents, but if this initiative is built, that will significantly increase the need for extra parking)

Also, if there will be parking, will electric parking be implemented?

will parking be available to residents as well, or only to people living at facilities?

what about the residents? Currently, residents can park if they can shop at Halfords or Wickes

currently parking is free how much would it cost?

What about the logistics of Harefield Road - currently even when shops closed the cars parked either side does slow down and cause issues for people coming through. What measures are put in place so that the road doesn't come to a standstill during rush hour?

yes...but that is not really improving the current resident's situation. In fact, you are taking parking away from current residents.

The cars are for current residents not shops

but will electric charging be available to CURRENT residents? (I thought parking will only be available to NEW residents of the new facility?)

Emailed issues regarding insufficient parking spaces, height of development, loss of retail space

worried about traffic, height, resource scarsity, doctors and gps

Good evening, I have been looking at the proposed development for Uxbridge and unfortunately you fall to address 3 major problems... 1. Totally insufficient parking spaces.. Harefield Road is already saturated and instead of a two way road is a de facto single lane road due to parking on both sides. How do you think over 65's are going to park their cars? Present residentS already have to leave their cars on yellow lines overnight

…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?

ANNEX II
STAKEHOLDER LETTERS OF SUPPORT.

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

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Matthew Painter,
Development Manager,
Guild Living

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

ANNEX III
HILLINGDON FIRST.

GUILD LIVING



GUILD LIVING HILLINGDON FIRST.

Action Plan

20/08/2020

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OUR ‘HILLINGDON FIRST’ ACTION PLAN.

Guild Living’s proposal for Hillingdon is an exciting opportunity to create a vibrant new community, close to the centre of Uxbridge. It’s got to work for Hillingdon residents too, so this is our action plan to make sure that local people benefit from our scheme and that pressure on local services is alleviated:

01.

Local homes

Guaranteed 20% of Guild Living Residences will only be available to Hillingdon residents for the first 12 months.

02.

A good deal

Special deals for Hillingdon residents, **£1,500 towards local fees** and **£2,000 towards removals and moving charges.**

03.

Health support

With community residents **80% less likely** to enter hospital than their counterparts living at home, we will deliver mental and physical health benefits for Guild Living members that will reduce pressure on local health and care services.

04.

Housing supply

We will unblock the local housing market for young families, so they can stay in the area – by providing desirable options for older people looking to downsize.

LOW IMPACT ON HILLINGDON DEMOGRAPHIC PRESSURES.

A CHANGING DEMOGRAPHIC.

An Ageing Population.

According to the ONS, the population of Hillingdon is estimated to grow by 2.2% over the next five years, slowing down to around 1% by 2040. However, in eight years the number of people aged over 65 in the Borough will increase by more than 10,000, and by more than 22,000 up to 2038 to a total increase of 60.4%. These changes underline the pressing need for more purpose-built housing for older people.[1]

ONS population projections for Hillingdon.

According to the Council's own projections, the growth of an ageing demographic will be primarily due to natural ageing rather than inward migration, with far more people leaving the Borough than arriving.[2] Schemes such as Guild Living's will be crucial to support Council services and ensure older people have the care they require in a purpose-built environment

Population	2018	2028		2038		
	x000	x000	Change from 2018	x000	Change from 2018	
0-4	22.9	21.9	-4.4%	22.1	**-3.5%**	5.9% growth in this cohort
5-18	59.4	68.6	+15.5%	66.2	**+11.4%**	
19-65	185.5	196.1	+5.7%	203.8	**+9.9%**	
66-80	28.9	36.4	+26.0%	44.4	**+53.6%**	60.4% growth in this cohort
80+	11.8	15.2	+28.8%	19.7	**+66.9%**	

[1] Office of National Statistics, *Subnational population projections for England: 2018-based*, 2018

[2] The London Borough of Hillingdon, *Demographics, Population Projections*, 2020.