

Waterloo SPD Consultation Report

Final report March 2009

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Summary

A series of consultation exercises were carried out for the preparation of the Waterloo Supplementary Planning Document (SPD). The SPD sets out guidance and proposals for the area within the context of Lambeth's Unitary Development Plan (2007), the London Plan (2008) and the Waterloo Opportunity Area Planning Framework (2007).

The consultation was carried out in 2 stages:

- Informal Consultation to obtain views on what should be included in the SPD prior to and during the preparation of the draft document.
- Public consultation on the Draft Waterloo SPD approved for consultation by the Council in July 2008.

The 6 week formal consultation period was between 24 October 2008 and 5 December 2008. The aim of the consultation was to ensure that all those who live, work, have an interest in and visit the Waterloo area had an opportunity to make their views known on the Draft SPD. The consultation findings set out in this report will help finalise the SPD.

The public consultation included: distribution of over 10,000 leaflets with a questionnaire; stakeholder consultation; an exhibition at Waterloo library; online consultation; street surveys and in addition WaCoCo had a display in Emma Cons Gardens 26 – 27 September 2008; distributed their own questionnaires and held a conference on 4 October 2008.

In total 226 online/paper questionnaires and 392 on-street surveys were completed. As part of the stakeholder consultation 37 responses were received. A full report prepared by WaCoCo of the consultation they carried out is available from the Planning Division.

Key findings from the consultation were:

- Retail – 25% questionnaire respondents and 27% from the on street survey wished to see more shops with 40% questionnaire (37% on street survey) wanting them to be located around existing shopping areas.
- Facilities – Other than shops, 22% questionnaire responses (20% on street survey) wished to see more leisure facilities.
- Tall buildings – in both the questionnaire and on street survey, the most popular choice for tall buildings was over the station.
- Pedestrian facilities – there was general concern that the pedestrian environment needs to be improved.
- Open/green spaces – local residents who responded were keen to see increased green and open spaces and some saw it important in attracting families into the area.
- Transport – respondents generally wanted to see improvements to existing transport facilities rather than new ones and a large number of respondents wanted improved cycle parking facilities.

1. Background

This report is a summary of all consultation conducted to support the preparation of the Waterloo Supplementary Planning Document (SPD). The draft version of the Waterloo SPD was approved for public consultation by the Council in July 2008.

The SPD sets out guidance and proposals for the area, within the context of the London Plan (2008) at a regional level, as well as the Waterloo Opportunity Area Planning Framework (2007) and Lambeth's Unitary Development Plan (2007).

The consultation carried out to support the development of the SPD was in two stages:

- i) **Informal Consultation:** With Community groups, strategic partners/bodies and landowners was undertaken between January and May 2008 during the preparation of the draft SPD.
- ii) **Public Consultation:** After the draft Waterloo SPD had been approved by cabinet in July 2008, a public consultation exercise was carried out including: distribution of leaflets with questionnaires, stakeholder consultation, an exhibition, and a series of consultation activities run by WaCoCo. The consultation period ran between 24 October 2008 to 5 December 2008.

This report sets out in detail how the consultation was carried out and a summary of the responses that were received and the issues raised.

2. Aims

The aims of the public consultation are outlined below:

- (i) To consult the public on the guidance and proposals of the Draft Waterloo SPD.
- (ii) To ensure that all consultation is in accord with Lambeth's Statement of Community Involvement

3. Methodology

3a) Informal Consultation

During the drafting of the SPD, WaCoCo carried out a series of consultation activities involving hard-to-reach community groups, primarily with the aim of engaging with residents and community groups to gain opinions on the issues that the SPD should cover. The engagement/ consultation activity took the form of focus groups for the elderly, young people, tenants and other groups, and a conference with participants from hard to reach community groups, and community/ voluntary groups. Participants were recruited via Waterloo

Community Development Group (WCDG) who had databases of residents and community groups with whom they had engaged or consulted with in the past. The findings of WaCoCo's consultation are summarised in Appendix A.

3b) Public Consultation

- **A statutory notice was** published in the South London Press (see Appendix B)
- **A press release** was issued and an article appeared in the Evening Standard.
- **Newsletter distribution-** All households in the Bishop's Ward received hand distributed newsletters which included a questionnaire. Approximately 5,000 households were leafleted (there are 4,587 households in this ward according to the 2001 census). The newsletter is included in Appendix C.
- A further 800 of these newsletters were sent directly to businesses in the area, whilst a further 4,200 newsletters were distributed to shops and bars and community groups to hand out to their customers/clients.
- **Stakeholder Consultation –** Local stakeholders, statutory undertakers, and elected representatives were sent copies of the draft SPD and consultation literature. A total of 37 responses were received as part of the stakeholder consultation and a schedule of the comments is available on the Council's website – www.lambeth.gov.uk/planning . The list of the respondents is set out in Appendix D.
- **Exhibition-** A summary of the Draft SPD was displayed at Waterloo library in Lower Marsh between 11 November to 18 November 2008. During this period, planning officers staffed the exhibition two afternoons between the hours of 16.00-18.00 and on a Saturday between the hours of 13.00-15.00.
- **Online Consultation –** The Draft SPD and related-documents were put on the Council's website including the questionnaire, identical to the one included in the paper newsletter. The questionnaire was available for completion between the dates of 24 October 2008 to 5 December 2008.
- **Street Surveys-** Perspectives were commissioned to conduct on-street surveys using hand-held technology and carried out 392 surveys. A quota based sampling method was applied so that 50% of all respondents were residents; 25% worked within the Waterloo area and 25% who were travelling/commuting through Waterloo. Ten data collection points were identified as optimum points for data collection by trained research interviewers.

- **WaCoCo Consultation-** WaCoCo completed a second round of consultation following the publication of draft SPD including:
 - i) **A stand within Emma Cons Garden** on 26 and 27 September 2008 with display boards giving details of the Draft SPD, finding from the first round of consultation in April 2008, and details of the community conference to be held in October.
 - ii) **Questionnaires** distributed to passers by, of which 40 were completed and returned.
 - iii) **A Conference** with local residents and community/voluntary organisations held on 4 October 2008 at Waterloo Action Centre. Participants were recruited from those who took part/ were invited to the 'informal consultation' activities (see above). The first part of the conference discussed a draft 'vision' created by councillors and community groups as well as discussion of the findings from the 'informal consultation'. The second part saw respondents break up into six groups and discuss the main themes of the Draft SPD (tall buildings, Waterloo station, Hungerford car park etc).

4. Findings from the WaCoCo consultation

A synopsis of community concerns raised in WaCoCo's focus groups and community conference in April 2008 are set out in Appendix A, but participants felt that the SPD should cover the following issues:

- A vision for Waterloo
- Housing
- Shopping
- Street and public realm
- Traffic-free human-scale civic spaces
- Offices and jobs
- Design, conservation and tall buildings
- Community facilities
- Parks
- Key sites

An analysis of the 40 responses to WaCoCo's questionnaire during the second phase of consultation in September/October 2008 is set out in appendix F. WaCoCo also held a community conference on Saturday October 4 2008 which included a number of discussion groups for everyone to discuss key issues in more detail. A summary of the main findings from the conference is set out in Appendix E, but key themes were as follows:

- **The vision**

A draft vision, drawn up by local councillors, South Bank Employers' Group (SBEG) and Coin Street Community Builders (CSCB) was discussed. Participants felt that the vision did not give the right level of recognition of the core communities; in particular participants queried the proportion of residents compared to the proportion of commuters, visitors, and workers. The status of the large student population was also raised, and the need for uses to be mixed and inclusive as well as balanced.

- **Housing**

Housing was seen as a priority for participants. They identified that the current state of housing stock was not adequately meeting the needs of the local population, especially in terms of size. Further, participants felt that this would actively discourage new residents (such as families) from moving there because of the small size, affordability and the lack of amenities (such as schools, leisure facilities etc).

Participants felt that developers should work closely with housing co-operatives to provide affordable housing which were lower rise and lower in cost. A better needs assessment of housing would be required in order to meet the needs of the local demographic and to make affordable housing policy more relevant in this area.

Participants identified several sites for new, affordable housing to be placed. These included the Cornwall Road bus garage (sheltered, affordable housing), and around Coin Street's South Bank (sheltered, affordable housing for older people). The area around Waterloo station was not seen as appropriate because of the lack of amenity space.

- **Shopping**

There was a consensus view that the redevelopment of Waterloo station should ensure the protection, enhancement and expansion of the district shopping area at Lower Marsh and should connect to opportunities on York Road and the South Bank.

Participants recognised the requirement for a larger supermarket and better shopping facilities, stipulating that a larger supermarket should not be to the detriment of smaller stores.

There were concerns that the Lower Marsh and The Cut shopping area was at risk from emerging cafes/ restaurants. Participants felt that the solution was to employ a specialist market manager to maintain the balance. Participants also felt that issues around late bars and cafes should also be addressed.

The proposed Waterloo Town Square was seen as potentially having a detrimental effect for businesses on the Lower Marsh. Rather than creating new shops at St Johns, efforts should be made to strengthen the retail opportunities along Lower Marsh and The Cut.

- **Street and Public Realm**

Participants wanted to see street and public realm facilities geared towards pedestrians. In particular, they wanted to see a better balance between the amounts of pavement taken up by restaurants compared to what was available to pedestrians. Higher quality street furniture finishes and plants were seen to enhance the pedestrian experience. Participants also wanted to see the area near Lower Marsh (by Waterloo Station) pedestrianised to encourage pedestrian traffic to that area.

Better facilities for cyclists (including routes, lockers, and cycle parking) were identified as a preference by respondents.

Overcrowding from visitors was also a concern for participants, with pedestrian areas by the waterfront feeling congested and unpleasant.

- **Offices and Jobs**

Though there is a general support for and understanding of the need for increased office space, participants want to see a balance in land use not only in terms of size, but also in terms of how such developments can be created to benefit the residents as well. One key

method of doing this is through the development of training and job seeking support and facilities for local people.

There was also a feeling that any such developments should not have an effect on local business and that opportunities for small businesses and social enterprises should be provided in the form of start-up assistance and lower rents.

- **Design, Conservation and Tall Buildings**

Participants felt that the impact of tall buildings on the local community had not been considered thoroughly enough in the Draft SPD. They remained largely unconvinced of the needs, benefits and indeed capacity of the area to accommodate tall buildings.

There was recognition that because of its location, Waterloo would make an appropriate location for tall buildings but participants would rather see these in a cluster around the station than by the river (because of the blockage of views).

They felt that the Draft SPD did not consider the context of conservation areas and that further consideration should be given to public transport opportunities and the possibilities of street level access to the station to benefit the local communities. There were also concerns about the 'wind tunnels' created by high rise buildings and other effects on the microclimate of the area.

Participants wanted to see usage of all the building's structures, including basements and viewing platforms for people to see the views.

- **Community Facilities**

Participants wanted to see sustainable community facilities in the Waterloo area. Primarily, residents wanted to see a modern library, a community sports facility and improved youth facilities.

A community centre was also desired as well as a network of other community buildings to serve the most deprived and excluded communities. The current community facilities were seen as in need of refurbishment.

The creation of more school places, either by creating a new school or extending others was seen as a key requirement.

Hungerford Car Park was seen as a valuable space that could become an extension of Jubilee Gardens. Participants wanted to see a few community facilities including a café, and arts space and toilets.

5. Lambeth Council consultation responses – survey samples

5a) Survey Samples

In total 226 **online and paper questionnaires** were completed. Both online and paper questionnaires were amalgamated into one set of data.

In total 392 **on-street surveys** were completed by a variety of respondents. The on street survey included most but not all of the questions from the newsletter questionnaire – and included equal opportunity questions. Perspectives were commissioned to conduct the on-street surveys on a quota basis to ensure that 50% of respondents were local residents, 25% worked in Waterloo, and 25% were visiting or travelling through Waterloo.

5b) Description of respondents

For both the street surveys and questionnaires, information was collected about peoples' purpose for being in Waterloo.

In the online/ paper questionnaires, almost three quarters of all respondents (74%) lived in Waterloo (see chart 2.1 below). One percent of respondents came from outside of London.

For the on-street surveys, just over half (51%) of respondents were residents within Waterloo. A quarter (25%) respondents for the on-street surveys were working in Waterloo (see Chart 2.2 below) – consistent with the quotas that were sought by the Council to ensure views of different parts of the community were obtained..

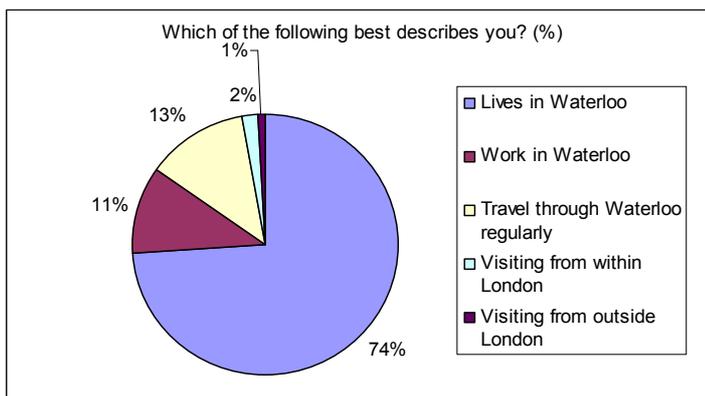


Chart 2.1 (Base: 221) Online and Paper questionnaire Surveys

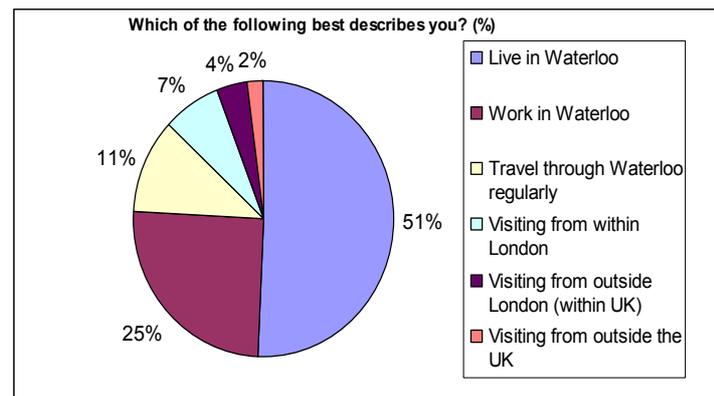


Chart 2.2 (Base: 392) On-Street

5c) Demographic structure of the street survey sample

The street survey included demographic questions and this section sets out the results, giving a profile of the respondents. Where possible, the demographic profile of the respondents who were residents is compared to 2001 census statistics for Bishop’s Ward, the local residential population. (No demographic information was collected from respondents to the paper/ online questionnaire.)

- Gender**

Over half (52%) of the overall sample were female, whilst 48% were male (see Chart 1.1). When comparing results for residents-only with Bishop’s Ward data, there is a slight over-representation of females (by 4%) and a corresponding under-representation of males (-4%).

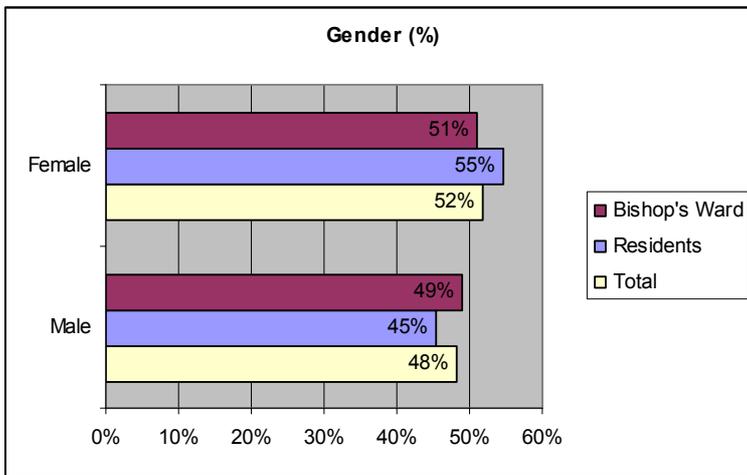


Chart 1.1

- Age**

Chart 1.2 below shows the breakdown of the sample by age, compared to the resident only part of the sample, as well as by Bishop’s Ward. From Chart 1.2, the total survey sample is more representative of Bishop’s Ward than the profile of the resident-only respondents.

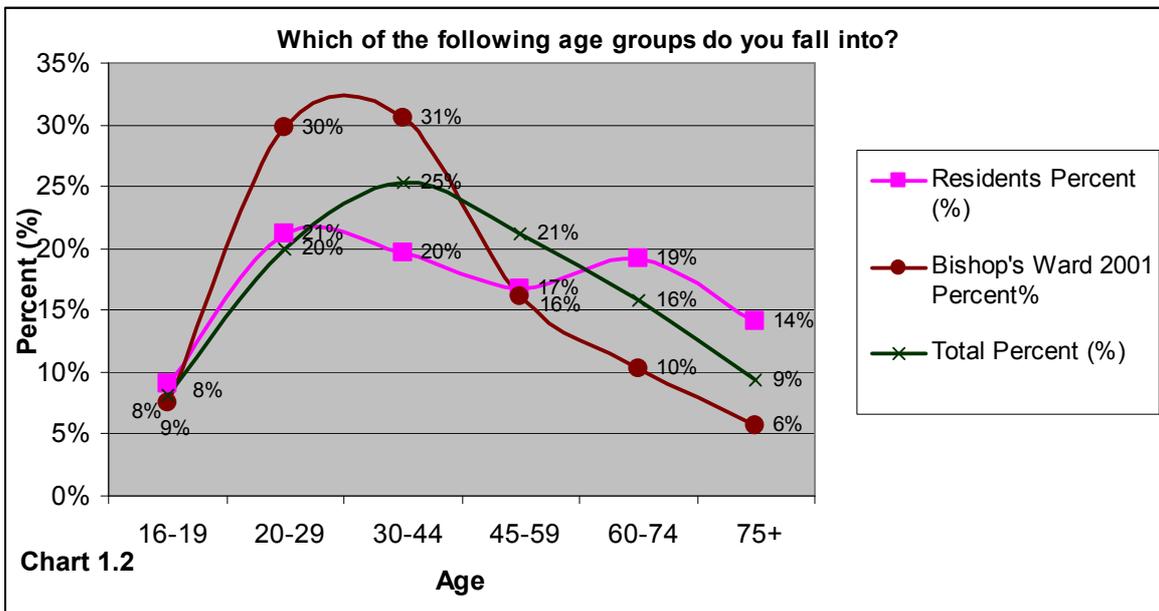


Chart 1.2

- **Long-Term Limiting Illness**

The chart below (Chart 1.3) shows how the overall sample (total) compares to data from Bishop’s Ward and data from the resident only part of the overall sample.

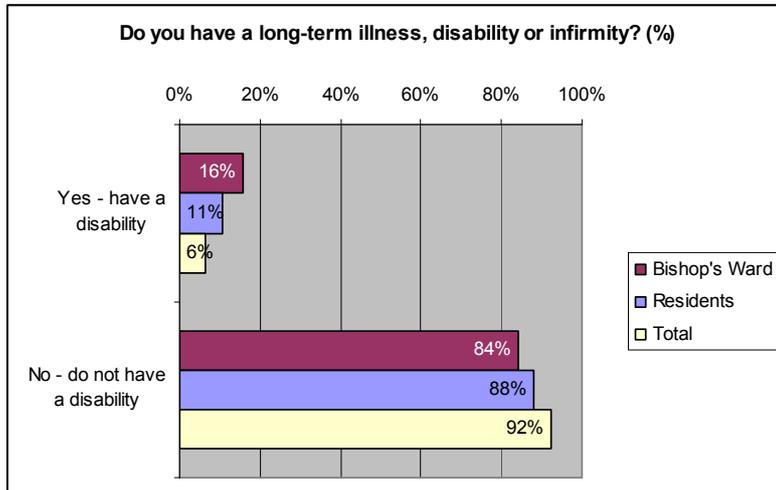


Chart 1.3

- **Religion**

Chart 1.4 shows that nearly half of the sample regarded themselves as ‘Christian’ (49%), whilst 5 % refused to answer:

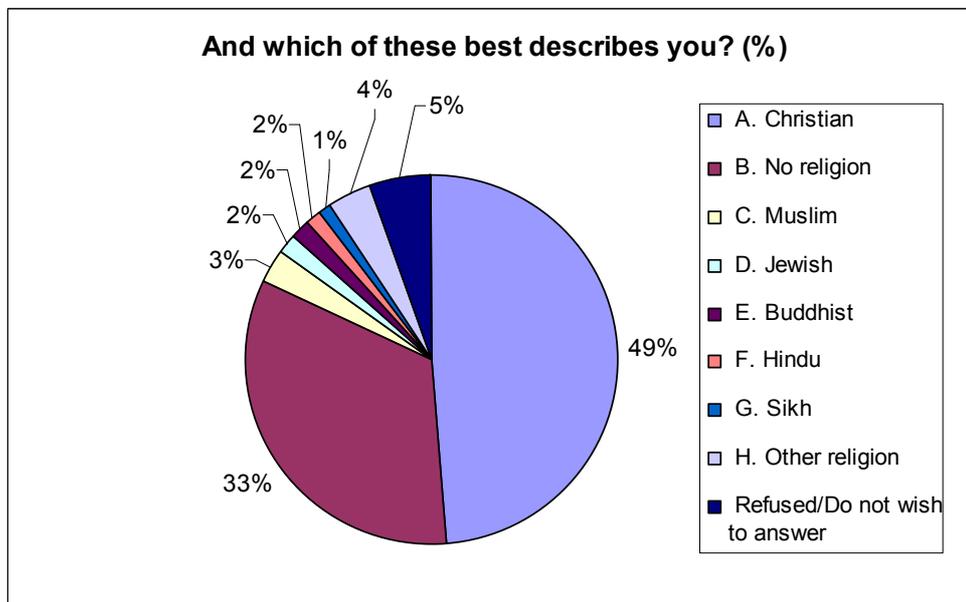


Chart 1.4 (Base: 392)

- **Ethnicity**

Table 1.1 shows how the ethnic breakdown of the total sample compares to just residents who were surveyed and the total population of Bishop's Ward. Though broadly representative, there is an under-representation of responses from 'White Other' backgrounds (highlighted in lilac) and from 'Black or Black British-African; backgrounds (highlighted in light green).

Which of these best describes you? If you wish, just tell me the letter that applies	RESIDENT		Bishop's Ward 2001 Census		TOTAL	
	Count	Percent (%)	Count	Percent	Count	Percent (%)
A. White British	131	66%	4737	52%	260	66%
C. White Other	8	4%	1003	11%	27	7%
D. Black or Black British - Caribbean	6	3%	692	8%	17	4%
B. White Irish	9	5%	305	3%	15	4%
K. Indian	7	4%	234	3%	13	3%
J. Any other mixed background	7	4%	91	1%	10	3%
E. Black of Black British - African	6	3%	1051	11%	9	2%
G. Mixed – White and Black Caribbean	5	3%	129	1%	9	2%
F. Other Black or Black British background	2	1%	120	1%	4	1%
H. Mixed – White and Black African	2	1%	61	1%	4	1%
L. Pakistani	2	1%	49	1%	4	1%
N. Any other Asian background	3	2%	77	1%	3	1%
O. Chinese	3	2%	210	2%	3	1%
M. Bangladeshi	1	1%	103	1%	2	1%
I. Mixed - White and Asian	0	0%	68	1%	1	0%
P. Other ethnic group	6	3%	248	3%	9	2%
Refused/Do not wish to answer	0	0%	0	0%	2	1%
Total	198	100%	9178	100%	392	100%

Table 1.1 (Base: 392)

- **Sexuality**

Chart 1.5 shows the sample by sexuality. 9 out of 10 people categorised themselves as 'Heterosexual/ Straight' (91%) whilst 3.3% classed themselves as gay, lesbian or bisexual.

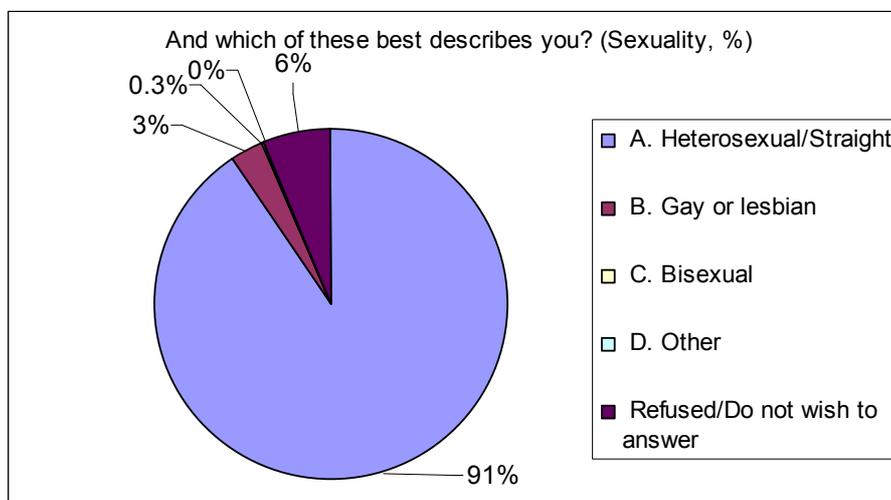


Chart 1.5 (Base: 392)

6.0 Findings from the questionnaire responses and the on-street survey

NB. The base figures in this section refer to the number of responses rather than the number of respondents. In cases when bases appear to be high (i.e. over 1,000) it is because the question is multiple choice and therefore exceeds the sample base of respondents.

Full data tables have been omitted from the body of this report for brevity, but are available upon request.

6.1 Facilities in Waterloo

The survey asked what facilities people consider are required in the Waterloo area. People were asked to expand upon responses related to retail facilities.

A quarter of all responses on the online/paper questionnaire wished to see 'more shops' (25%, Chart 2.3), whilst just over a fifth of respondents (22%) wanted to see more leisure facilities. Under the 'other' category, respondents also specified retail facilities (such as 'markets' and 'supermarkets'), open spaces/ park land and greater/better school facilities.

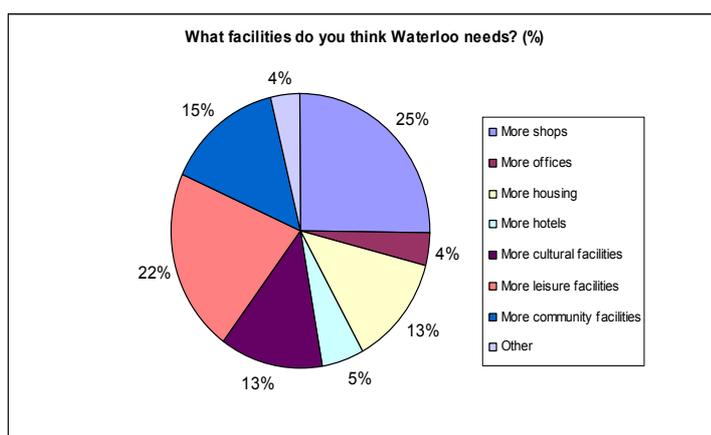


Chart 2.3 (Base: 634) Online and Paper questionnaire

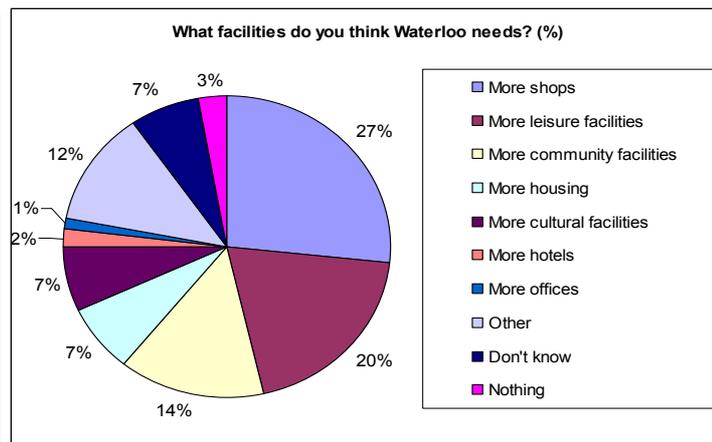


Chart 2.4 (Base: 659) Street Surveys

Chart 2.4 above shows that over a quarter of responses (27%) from the **on-street surveys** wanted to see more shops in the Waterloo area, whilst a fifth (20%) wanted to see more leisure facilities. This follows the same order of preference specified by respondents who filled out the paper survey.

Under 'other', many respondents wished to see better markets, or market facilities, better leisure facilities (a swimming pool and a youth centre) and improved pedestrianised areas. This was identical to the findings under the online and paper questionnaires.

Of those who wished to see more shops, a follow-up question revealed that participants on both the paper/online and on-street surveys would like to see a large supermarket, followed by clothes shops as well as independent butchers/markets and a general mix of shops.

When asked where these shops should be located, two fifths (40%) of respondents on the **paper/ online questionnaire** felt that they should be located only around existing shopping areas at Lower Marsh, The Cut and the riverside, compared to just over a fifth (21%) wishing to see them only around Lower Marsh (see Chart 2.5 below). However, over a quarter (26%) wished to see them everywhere in Waterloo. Of the 13% who specified 'other' as their response, many wished to see shops around Waterloo Station as well as on Stamford Street.

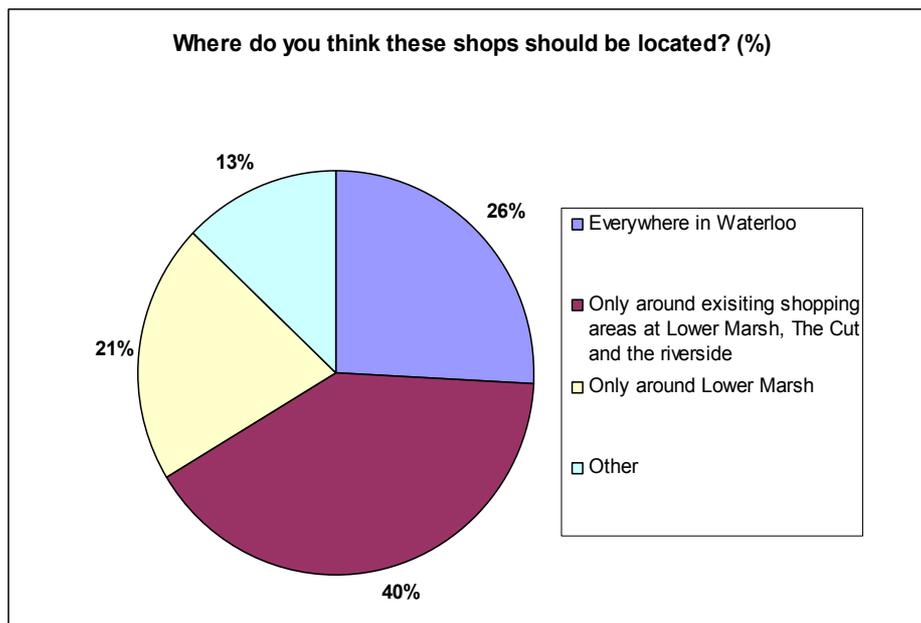


Chart 2.5 (Base: 181) Paper/Online Questionnaires



Chart 2.6 (Base: 176) On-Street Surveys

Over a third (37%) of the respondents on the **on-street surveys** felt that retail uses should be located only around the existing shopping areas of Lower Marsh, The Cut and the riverside (Chart 2.6, above). Nearly three out of ten participants (28%) felt that the shops should be located everywhere in Waterloo whilst over one in four felt that it should be located only around Lower Marsh.

6.2 Community Facilities

The survey asked what community facilities participants would like to see provided in Waterloo and where a new library for the Waterloo area should be located.

Chart 2.7 (below) shows that over a third of responses (22%) on the **paper/online questionnaire** wanted to see more library facilities. Sports facilities were also popular (17%) followed facilities for the elderly (14%). Amongst the responses for those who had chosen 'other' the most popular choices included more open space/parks, dedicated facilities for the homeless as well as cinema. This question was omitted in the on-street survey and therefore there is no comparative data.

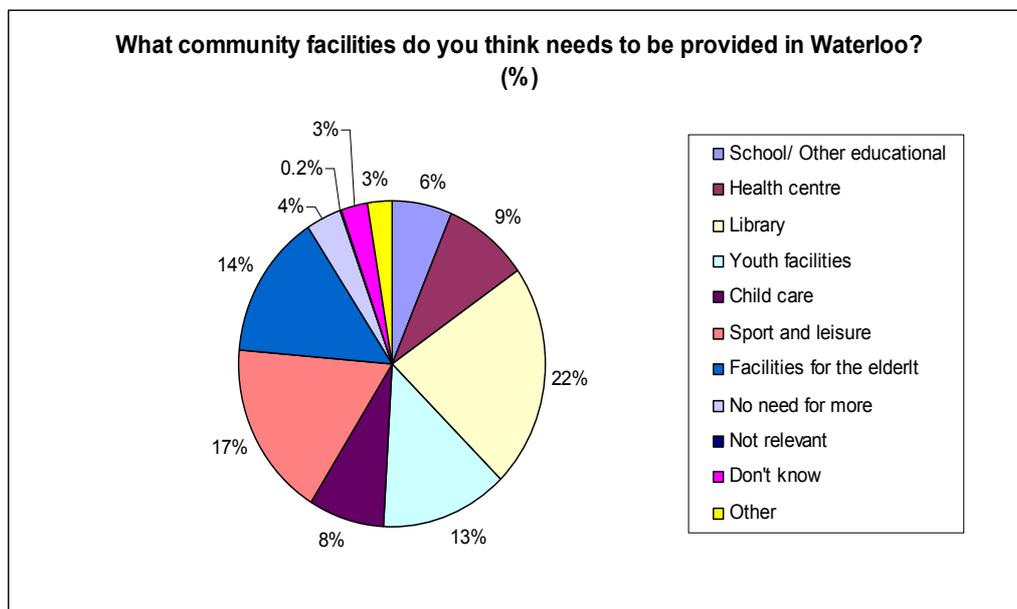


Chart 2.7 (Base: 570) Paper/Online Questionnaires

The **paper/online questionnaire** asked where the new library should be located as an open-ended question. Overwhelmingly, respondents felt that Lower Marsh would be the ideal location. This was followed closely by The Cut. Other areas included its current location and around Waterloo Road.

When asked the same question with closed options on the **on-street surveys**, over half of respondents (56%) felt that the library should stay on its existing site in Lower Marsh, whilst nearly a third (33%) felt that they did not know where the library should be located (see chart 2.8, below).

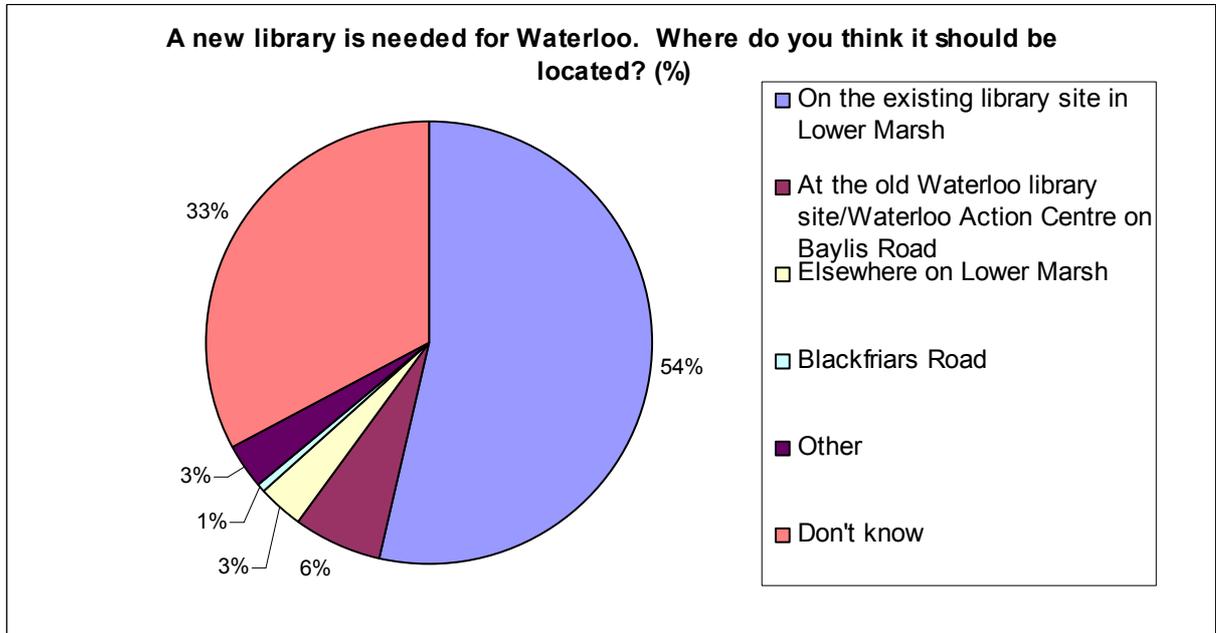


Chart 2.8 (Base: 392) Street Surveys

6.3 Transport

This question was only asked on the **paper/online questionnaire**. There was no clear answer to which transport project was the most popular for improving Waterloo (see Chart 2.9 below). However, the two most marginally popular choices were for the Cross River Tram as well as new cycle routes and cycle parking (both at 17%, respectively).

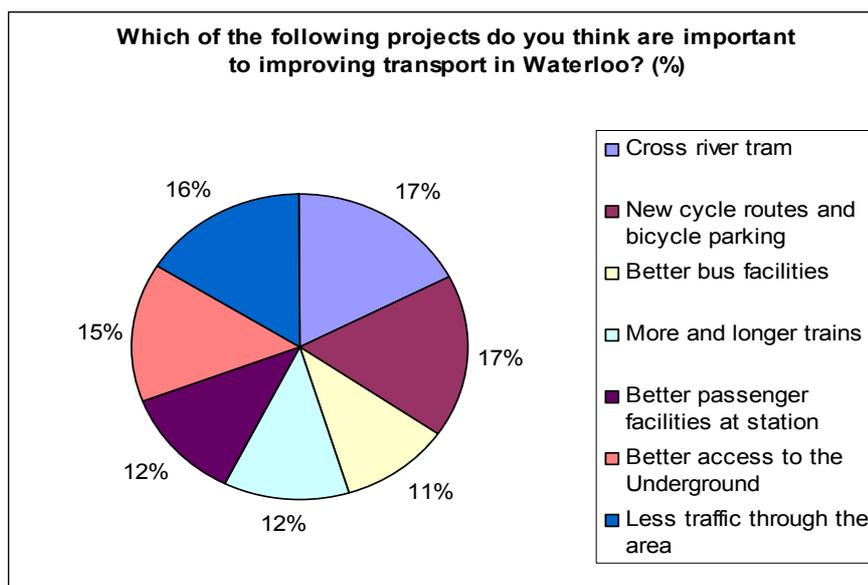


Chart 2.9 (Base: 655) Paper/on-line questionnaire

When asked what other transport improvements were needed, respondents made a range of suggestions:

“Wider pavements Street planning to reduce bike/car conflicts on existing cycle routes”

...Improved public transport facilities (especially buses):

“Combine bus, train, coach and taxi interchange”

...As well increased traffic calming measures/solutions and increased pedestrianised areas:

“Consider more pedestrian only zones.”

6.4 Waterloo Station

Over a third (41%) of responses on the **paper/online questionnaire** felt that better pedestrian access links with the surrounding streets were needed to improve the Waterloo area whilst just over a fifth (21%) of responses felt that more concourse space was needed (Chart 2.10, below). Under the ‘other’ option, respondents wanted more seating on the concourse, a better ticketing office as well as improved and free toilet facilities.

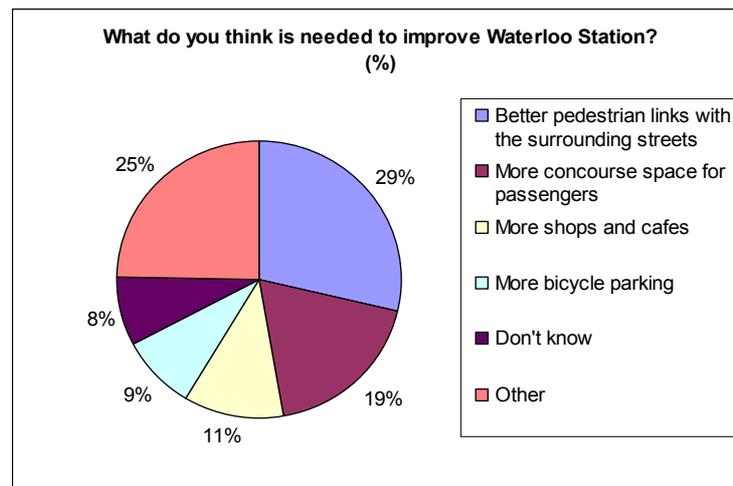
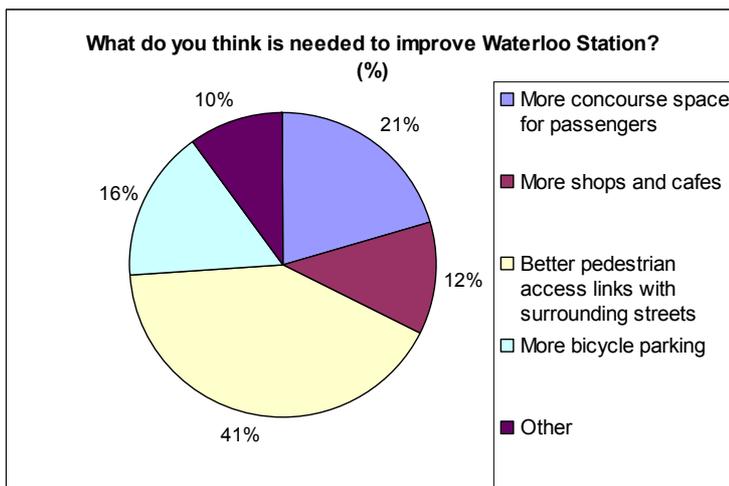


Chart 2.10(Base: 655) Paper/Online Questionnaire Surveys

Chart 2.11 (Base: 516) Street

Of those who were asked about Waterloo on the **on-street surveys**, over a quarter (29%, see chart 2.11, above) of responses felt that better pedestrian links with the surrounding streets was needed the most to improve Waterloo station. A quarter (25%) selected 'other' and nearly one fifth (19%) wanted more concourse space for passengers.

Those who had selected 'other' specified a number of improvements, including a generally cleaner and safer environment as well as better signage and access. A few respondents felt that the station should remain 'as it is' or that it did not require improvement.

6.5 Tall Buildings on the Waterloo Site

In terms of tall buildings on the Waterloo station site, over a quarter of respondents on the **paper/online questionnaire** (29%, see chart 2.12, below) felt that they should be located over the centre of the station. A fifth of respondents (20%) felt that they should be located at the front end/Waterloo Road end of the station.

Over a third (37%) of respondents felt that none of the options were appropriate; that they did not know or simply chose 'other'. An exploration of the responses under 'other' revealed a strong indication that respondents did not feel that additional tall buildings were necessary or appropriate.

This pattern of response for this question is broadly followed in the **on-street surveys** - 'over the centre of the station' was seen as the most popular choice (25%, see Chart 2.13). Of the 4% had chosen 'other' as an option, most had chosen alternative sites like the back of the station or York Road.

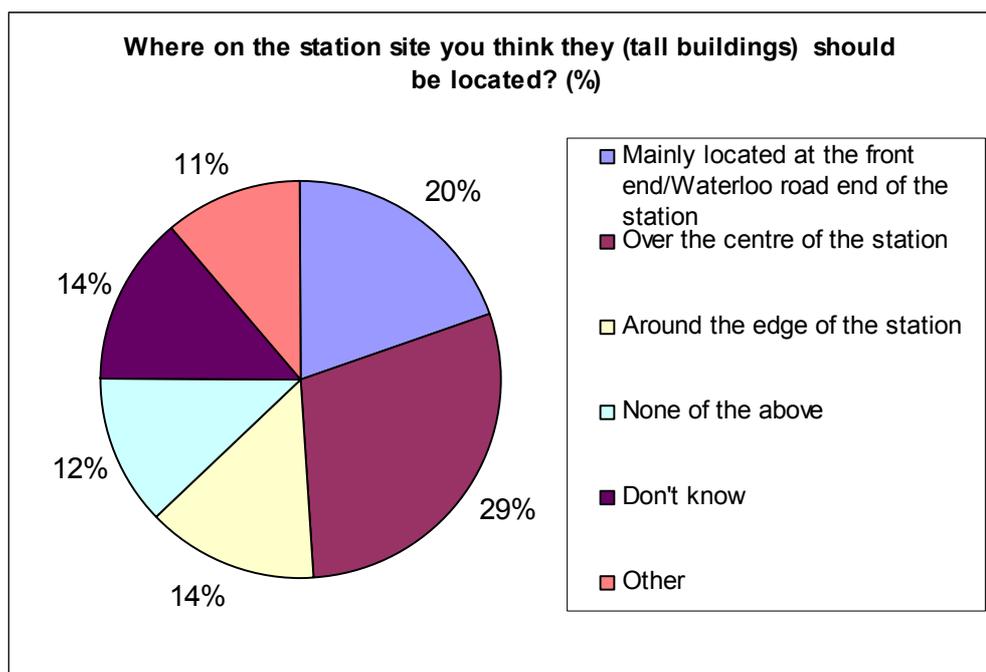


Chart 2.12 (Base: 245) Online and Paper Questionnaires

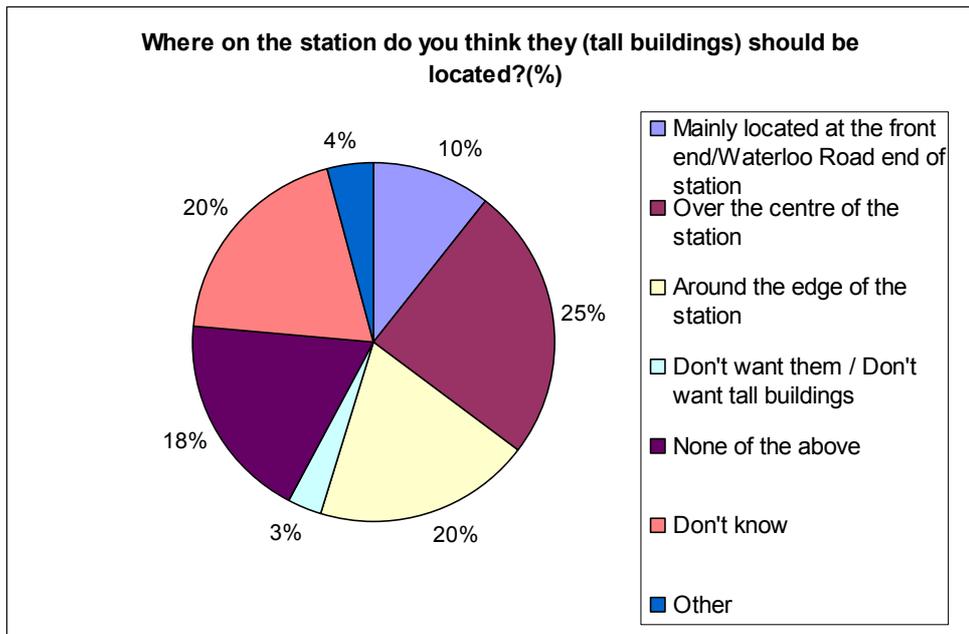


Chart 2.13 (Base: 392) Street surveys

6.6 Buildings and Public Space

This question was only asked on the **paper/online questionnaire**. Over half (54% in chart 2.13, below) of respondents thought it was better to build 'tall elegant buildings-higher profile with more outdoor space in between'. Nearly a quarter (24%) of respondents wanted to see 'large, medium rise buildings that are lower and fill the whole of site and less space between buildings'.

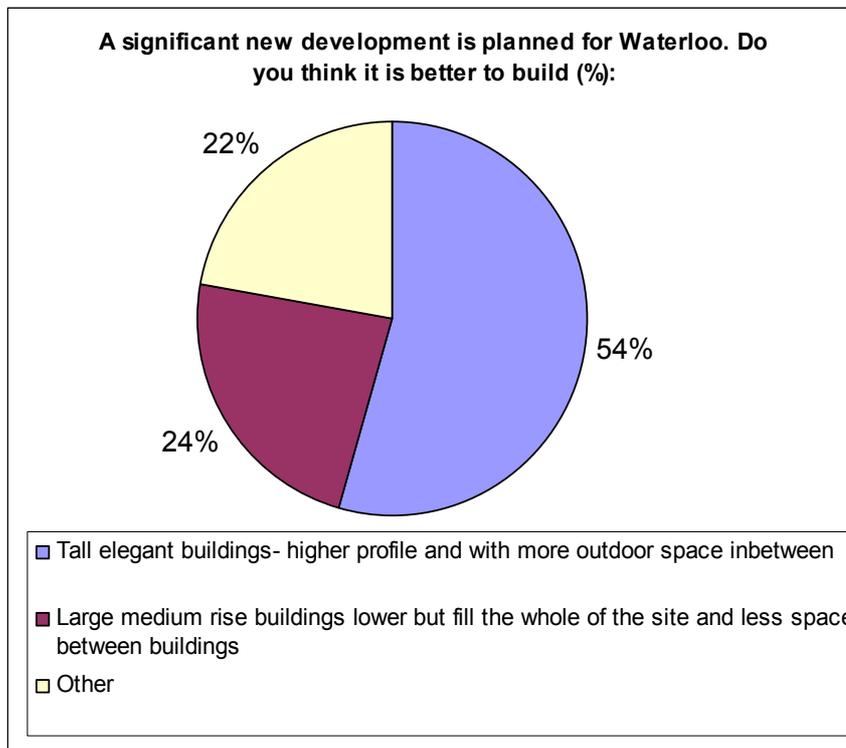


Chart 2.13 (Base: 217) Paper/on-line questionnaire

Of the 22% that selected the 'other' option specified that they would like to see mainly medium buildings with open spaces:

“Medium rise, with more outdoor space in between.”

Again, leading on from the question about Waterloo station there were also concerns about the requirement for tall buildings:

“Definitely no high rise flats/buildings...”

6.7 Public realm

Participants were asked to select what they felt would improve Waterloo’s environment. A number of options were given for public realm improvements including pedestrian routes, public art and street furniture.

This question was asked on both the paper/online and on-street surveys. The most popular response (marginally) on the **paper/ online questionnaire** was to see ‘better pedestrian routes from the station to the river’ (16%, Chart 2.14, below) followed by more green spaces (also at 16%). Other popular responses such as ‘removing clutter from the pavement’ (14%) and ‘replace high level walkways...with street level routes...’ (12%), related specifically to the pedestrian experience.

Under the ‘other’ category, respondents gave a range of responses. Some mentioned the requirement for increased pedestrianised areas, whilst others mentioned a revival of traditional buildings and market areas. There was also a concern about the clearing of drinkers and drug users who were perceived to be highly visible in parts of Waterloo.

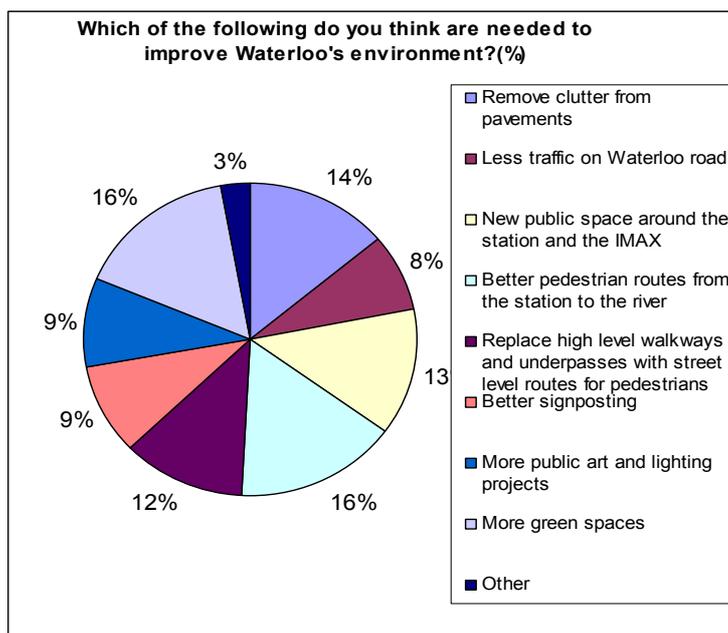
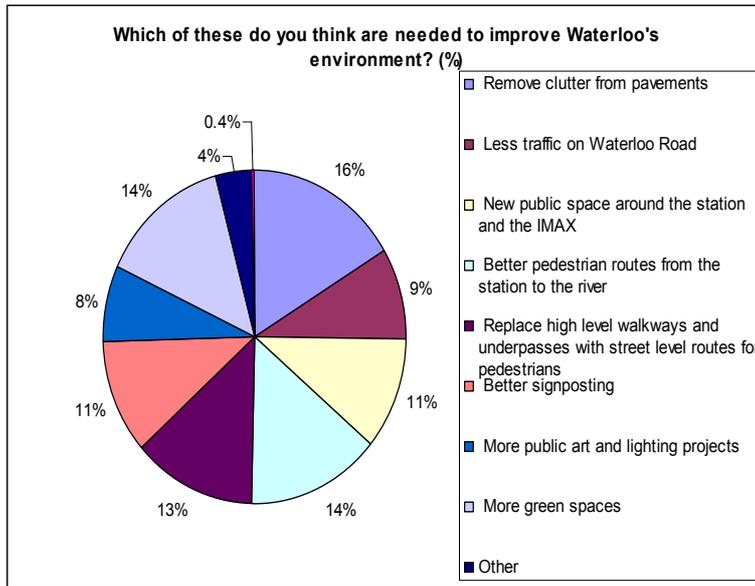


Chart 2.14 Online / paper questionnaire (Base: 1,008)



**Chart 2.15 Street survey
(Base: 988)**

The **on-street survey** revealed that, like respondents in the paper/online questionnaire, there was no clear favourite, although marginally, ‘remove all clutter from pavements’ received the most support (at 16%, see chart 2.15, above). Many of the options that were the most popular were associated with the pedestrian experience (like the paper/online survey) both as a means of travel (such as better pedestrian routes from the station to the river at 14%); or just the pedestrian experience (replacing high level walkways and underpasses with street level routes for pedestrians, at 9%). Other responses to do with open spaces were also popular.

Of those respondents who selected ‘other’, popular responses related to the public safety (especially increased policing, better lighting and CCTV) as well as a generally cleaner environment (better sanitation and bins).

6.8 Hungerford Park/Jubilee Gardens

When asked about what Hungerford Car Park should be used as in the future, over a half of the respondents on the **paper/online questionnaire** (56%, Chart 2.16 below) felt that the car park should be used as an extension to Jubilee Gardens with cultural facilities of national importance by the railway/viaduct. Nearly three-tenths (29%) of respondents felt that the car park should only be used as an extension to Jubilee Gardens (see chart 4.10, below).

Under ‘other’ most respondents specified that they wanted to see a car park (some wanted an underground car park):

“An underground car park for visitors is always essential in central London”

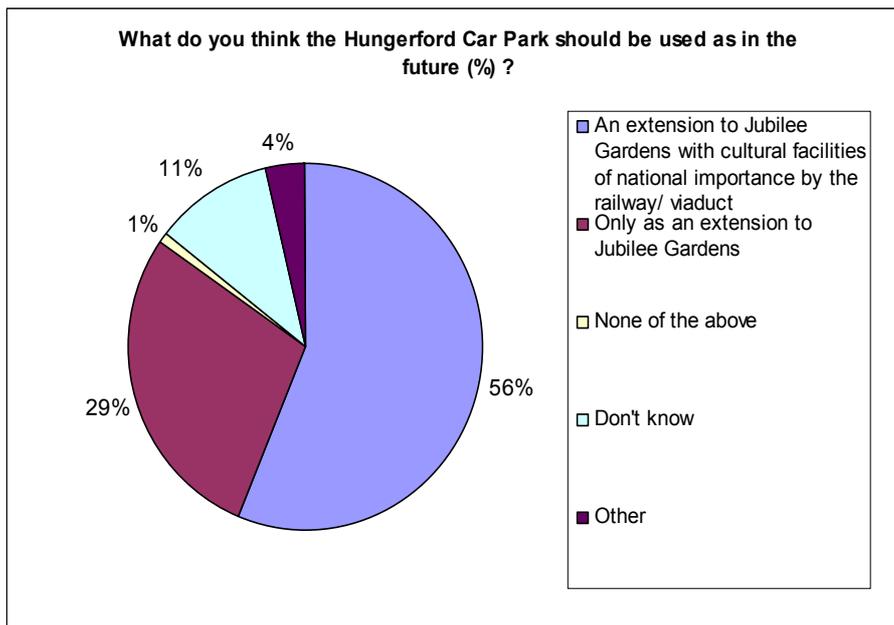


Chart 2.16 (Base 221) Paper/on-line questionnaire

The results from the **on-street survey** showed a large drop in those wanting an extension to Jubilee gardens. 27% of respondents (Chart 2.17, below) wanted an extension to Jubilee Gardens compared to just over a half (56%) on the paper/ online survey. However, 29% of respondents felt that they did not know what the car-park should be used for in the future compared to 11% on the paper/online survey. One explanation for this is that many of the randomly selected respondents who answered this question may not have known where the car-park was, and would simply not have an opinion on its future.

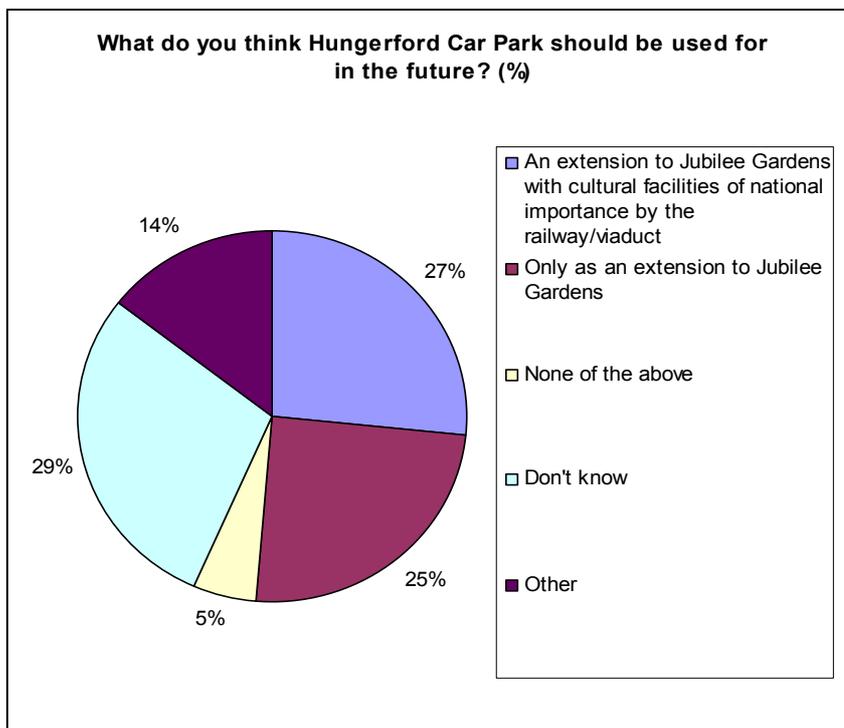


Chart 2.17 (Base: 397) Street survey

6.9 General Comments

A space was given at the end of the newsletter and online questionnaire for general comments. The comments received focused mainly on whether tall buildings are necessary and their validity as places for the local community:

“...I think it is inappropriate to be developing large scale, high density tall buildings at the vast expense, which will not benefit the local community...”

There were also some concerns about vagrancy, drinkers and drug users occupying current open spaces within Waterloo:

“It is no good doing all this work and spending all this money if you then allow drunks and free loaders to take over the area you have improved and drove away residents and the people (tourists) we are trying to attract”

The requirement for a revitalised shopping area-whether it formed as part of a supermarket or more smaller traders:

“It has an interesting number of shops and markets - we do not want their livelihood threatened... We definitely do not want any more hotels or boring shops”

“What we need is a proper supermarket. The current Sainsbury’s is really a glorified sandwich shop”

7. Conclusions

The main findings from the public consultation were:

a) Retail

The need for new retail opportunities balanced with a desire to conserve existing small retail outlets was a strong theme throughout all consultation activity. There was consensus that the range of retail opportunities should be a key feature of the area in the future.

Retail opportunities were perceived as key in any new development of the area, whether it be housing, new office buildings, or meeting the needs of a growing population.

b) Tall Buildings

Those who took part in the qualitative work carried out by WaCoCo, though not entirely supportive of tall buildings, gave some valuable insight as to what the conditions should be met if buildings were to be erected. Participants could not initially identify the value of such proposals for themselves as residents. However, through discussion and some deliberation, residents began to identify the potential value of such proposals (such as training opportunities for local people to gain employment).

It is possible that respondents to the surveys and questionnaires did not identify the potential value of tall buildings and therefore, although support was present for buildings, it was not substantial. This was clear from open text responses whereby respondents felt there was no requirement for tall buildings, even on/around the site for Waterloo Station.

c) Pedestrian Facilities

Throughout all consultation activities, people wanted to see improved pedestrian facilities. Whether this be through improved pedestrian access (by widening pavements, better signage and ensuring bar/restaurants do not take up pavement space) or by improving street furniture. There was a general perception that increased pedestrian zones were not only attractive, but a necessary step for the reduction of congestion and general enjoyment of the area's facilities.

d) Open / Green Spaces

Respondents who were residents were especially keen on seeing increased open and green space. They wanted to see increased greenery where possible. This could mean more trees alongside roads or an extension of Jubilee Gardens. The increased need for greenery and open spaces is central to meeting the needs of the local community. Some felt that the area was not attractive for families and identified the lack of open space and school/other community facilities as needing to be addressed.

e) Transport

Participants did not necessarily want to see an increase in transport facilities, but a more efficient use/regeneration of current transport systems. The Cross River Tram was seen as a positive opportunity. A lot of the respondents also felt that encouraging cyclists (by introducing cycle parking areas and cycle paths/routes) was a healthy way of addressing congestion problems.

These comments have been considered in revising the SPD before being reported to Cabinet for adoption. Changes have been made to address the concerns raised where possible and others will inform more detailed work on particular projects.

APPENDICES

- A. WaCoCo – report of consultation in April/May 2008
- B. Statutory notice of consultation October 2008
- C. Lambeth Council newsletter and questionnaire
- D. List of formal respondents
- E. Report of WaCoCo community conference October 2008
- F. WaCoCo questionnaire – table of comments

**APPENDIX A – FULL REPORT OF 2ND PHASE OF WACOCO
CONSULTATION – SEPT/OCT 2008**

**WaCoCo consultation on draft Waterloo
SPD: evidence base**

For the second round of consultation WaCoCo published a digest of initial responses from the first round of consultation, along with a précis of some elements of the first draft of the SPD, with a copy sent to every household.

A drop-in was held on Emma Cons Gardens on 25-26 September which made contact with over 300 residents, and 30 questionnaires were returned.

A conference in early October drew a further 40 residents, who were broken into groups and asked to respond on six key issues: housing, shopping, public realm, offices/jobs, tall buildings, and community facilities. A draft vision was tested against these issues.

Below are the detailed comments from the conference and analysis of the feedback from the questionnaires. This evidence is raw and requiring interpretation, not necessarily representative, and not exclusively focused on planning issues rather than the wider regeneration of Waterloo.

The summary is an attempt to provide interpretation and a balanced and representative response, and is focused on being relevant to planning and the draft SPD.

Key issues presented to conference

The number of people living and working Waterloo is expected to increase by about 1/3rd over the next 15 years, the biggest increase for over a century. This could bring big benefits, with new buildings on derelict sites and better local shops and facilities. But it will also bring big challenges. Where and how do we accommodate the new homes and offices required?

Planning aims to ensure that the right things are built in the right places, and the wrong things are not built at all. This is done through the creation of a Plan which sets out general principles and specific requirements for individual sites. The Plan must be produced in consultation with the local community.

The Mayor of London has produced a plan for the whole of London (the London Plan), and Lambeth Council have a plan for Lambeth. Now they are creating a more detailed plan for Waterloo to prepare for the expected growth.

In April Lambeth Council asked for initial ideas from local community groups in Waterloo. Waterloo Community Coalition (WaCoCo) ran a series of workshops and a conference, and sent Lambeth the results. Now the Council has responded with a draft plan, and will be consulting on this from now until the end of November.

HOUSING

Some key issues presented to conference

What we asked for...	Lambeth's draft proposes...	What do <u>you</u> think?
Housing		
<p>Support for additional housing.</p> <p>There is a need for increased affordable housing, especially family housing, to produce a mixed residential community balanced with the increasing workers and visitors in Waterloo.</p> <p>Much of the affordable housing stock is gradually being sold off and sites lost; most of the housing currently proposed is non-family flats for market sale.</p> <p>Local co-ops have been a Waterloo success story which should be encouraged.</p> <p>Lack of sheltered housing.</p>	<ul style="list-style-type: none"> – <i>'Maximise opportunities' for 1,500 new homes</i> – <i>General policy of 50% affordable housing 'expected' in all developments over 10 flats – but this is not being achieved, usually 'part-buy' is the main affordable element</i> – <i>no sites are identified for housing, but mixed use (i.e. some housing) encouraged for most sites</i> 	<p>Affordable/ family housing should be prioritised above other uses?</p> <p>Developers should work with local co-ops to provide affordable rented housing?</p> <p>Sites should be identified for affordable/ family housing:</p> <ul style="list-style-type: none"> – Cornwall Rd bus garage? – Around Waterloo Station? – Around Archbishops Park? – Coin Street & South Bank? – Other?

- Strong national and regional policy requiring more homes overall to deal with housing shortage.
- London Plan has targets for every borough and for Opportunity Areas – Waterloo
- Affordable housing in all new residential development over 10 units: target of 50%, with 1/3rd intermediate, or money in lieu – but this is never spent in Waterloo.
- All measured by habitable rooms (not units)
- Problem of intermediate being unaffordable
- Flexibility re targets: social infrastructure and other planning objectives allowed in lieu
- Dwelling mix: policy requires mix. Family units needed? Too many 1 bed/ studio
- Dwelling size – policy
- Amenity space requirements
- Where are the appropriate sites?
- Mixed use sites = good, but more problems to solve

RESPONSES

Affordable/ family housing should be prioritised above other uses?

Waterloo must maintain a mix of residential: mixed size units; mixed tenure; mixed costs – this requires effort. 'Affordable housing' as defined by recent permissions in Waterloo is not delivering a mix: subsidised rented accommodation is not being delivered. Housing preferably to offices Rent should be proportionate to earnings the 50% affordable. Mix of tenure affects the design of the proposed building.

Developers should work with local co-ops to provide affordable rented housing?

Yes: low rise, low cost (rather than huge developments) has been more successful in Waterloo. Co-ops deliver higher standards!

Sites should be identified for affordable/ family housing:

- **Cornwall Rd bus garage?** potentially good for mixed genuinely affordable housing, not just sheltered (but dependent on removal of buses) + shops/ active frontage important
- **Around Waterloo Station?** not good for mixed housing – better for commercial/ retail; but the Elizabeth House proposals show it can be done. Open (amenity) spaces required as part of redevelopment, particularly if development above station.
- **Around Archbishops Park?** opposed to it blocking green space. But good for family housing
- **Coin Street & South Bank?** Yes sheltered housing for older people. Must not be sold off. EVER, and must be affordable. It would provide affordable in housing which would not get sold Redevelopment must fit in with the current buildings. Sheltered/ seniors at Gabriels wharf- good idea.

Other sites?

Small sites unused/ old buildings:

- Above/around Southwark station (LBS);
- Cornwall club, Cornwall Rd
- Build on top of shops
- Current library site (if moved) Lower Marsh.
- Lambeth Building Society
- Language school – Lower Marsh/ WBR
- Library site? Could be mixed with housing.
- Ethelm house.site, Cornwall Rd
- Paris Gardens site (LBS)
- Hercules Rd/ Westminster bridge Rd vacant site (Duck tours)
- South Bank phone exchange – Meymott St (LBS)
- Gray St/ Waterloo Rd (Partnership House)

Other comments

Does the apparent demand for family housing reflect the real local needs of the homeless? There is a problem of inadequate local facilities (schools, safe child-friendly open space, library, leisure etc) lowering demand for family accommodation. The social infrastructure will to some extent determine the demographics of Waterloo: facilities should be in place prior to increase in population.

Car parking is always an issue

RETAIL IN WATERLOO

Some key issues presented to conference

What we asked for...	Lambeth's draft proposes...	What do <u>you</u> think?
Shopping		
<p>Lower Marsh has declined due to lack of care by Lambeth.</p> <p>The character and charm of Lower Marsh & The Cut needs to be nurtured, market management improved, connections improved, public realm transformed.</p> <p>We need better high street shops and a supermarket.</p> <p>The extension of the shopping centre must be a priority in the redevelopment of Waterloo Station.</p>	<p><i>Shopping is not addressed specifically except to state a general support for Lower Marsh.</i></p> <p><i>The redevelopment of Waterloo Station provides an opportunity to provide some larger shops at ground level under the platforms – but only if its financially feasible, this is not a priority</i></p>	<p>There should be stronger protection of Lower Marsh & The Cut for shops – a priority over cafés and other changes of use?</p> <p>Sites should be identified for a supermarket in the shopping centre:</p> <ul style="list-style-type: none"> – one of the larger vacant sites in Lower Marsh/ Westminster Bridge Road? – Cornwall Rd bus garage? – Expand the current Sainsbury's? <p>Connecting Lower Marsh to the ground level of Waterloo Station must be made a priority?</p>

RESPONSE OF GROUPS

1

Lack of demand – other shopping centres not far away
 Beware big supermarket – but it can work
 What's wrong with what we've got? It's not good enough
 Lower Marsh is dying esp market

Solutions:

- more customers – office development, esp public sector workers
- local market management

sites:

- expand Sainsbury's to a genuine supermarket
- CRBG off the beaten track?
- LM/WBR – is there enough demand

We need stronger protection of shops from change of use

2

Yes – shopping must be a priority of station redevelopment
Creating a shopping centre at the centre of Waterloo is a priority
Supermarket should go under station
Can one supermarket serve all communities? Car parking? Is there the demand?
Sites: we need a medium-sized supermarket

- Sainsbury's site has proved most viable
- A site must indicate the rest of Lower Marsh

Protect shops over cafés, but viability must be considered
LBL should work like WCC – compare to detail of success on South Bank

3

Lower Marsh mustn't decline further
Market strategy needs to be clearer and owned by LBL
Scepticism about the real need for a supermarket:

- Quality
- Choice
- Family friendly
- Anchor – v – killer
- LM/WBR most preferable
- Current Sainsbury's
- Bus garage good position – mix of uses possible on large site

What is a 'real' shop?
Why not become the new Charlotte st?
No congestion charge for traders
Car parking for infirm/ family shoppers

4

Lower Marsh a priority
Aldi/Lidl as a supermarket serving local people? But very similar to Iceland
Sites:

- under the station
- LM/WBR - servicing issues
- Bonded warehouse sites under Leake St
- CRBG – mixed views
- Sainsbury's could work

Encourage more food shops e.g. specialists – a known food destination...
use WCC methods
pedestrianise
market needs to be invigorated through

- flea market
- free stalls
- local market management

5

Shopping under the station must be a priority of the redevelopment of the station/
part of the trade-off for tall buildings
Supermarket which serves all groups incl. visitors/ commuters

- Bus garage = central site
- Is Sainsbury's site big enough/ capable of expansion? + land costs too high for local store?
- Servicing issues to be considered

Protect existing shops from change of use to cafés etc
New market management required

6

We need shopping that relates to local needs (as well as visitors and commuters)
Future of Lower Marsh under threat by changing land values in event of station redevelopment

We must protect the character of Lower Marsh

Supermarket in

Lower Marsh? No parking allowed

Cornwall Rd BG

Expanding Sainsbury's = safest option because already proved

Concern about late night/ café/ street culture

Independent shops/ cafés could help meet some of the unmet needs e.g. ethnic needs

FEEDBACK/ SUMMARY

1. Waterloo Station redevelopment

Any redevelopment of Waterloo Station must, as a priority, ensure the protection, enhancement and expansion of the district shopping centre at Lower Marsh under the station to connect with retail opportunities on York Rd and the South Bank

2. Supermarket

- in or on the edge of the shopping centre could be beneficial to the vitality and viability of the shopping centre, but beware
- That it becomes the anchor store, not the killer store
- it meets local needs as well as other needs
- sited properly to capture the complex demands of locals and visitors

sites for supermarket

- LM/WBR – good, but questions about viability (being further away from the hub at Waterloo Rd) and servicing such tight sites
- Sainsbury's – a proven viable site, but expensive land means serving visitors?
- Cornwall Rd bus garage – mixed use for this site should include retail
- Leake St/ WBR – long vacant bonded warehouses offer huge possibility
- Under the station in redevelopment

3. Lower Marsh & The Cut district shopping centre

- Shops need to be better protected from pressures of change of use to cafés/ restaurants – although not 'anti-cafés', there is concern that the balance is being lost – shops need other shops to create critical mass to attract shoppers
- The market needs completely re-managing by an independent/ local specialist market manager
- The character and charm of Lower Marsh/ The Cut as a bustling shopping centre (not simply as a Conservation Area) needs to be protected
- Potential for making it a specialist centre e.g. food/ gastro
- Concern about the (unassessed) impact of late night café/ bar culture

PUBLIC REALM & TRANSPORT

Some key issues presented to conference

What we asked for...	Lambeth's draft proposes...	What do <u>you</u> think?
1. Streets & public realm		
<p>Waterloo is a great place to walk and meander but is segmented by busy roads and railway viaducts.</p> <p>We want better pedestrian connections, wider pavements and reduced through-traffic, less street clutter, improved and greener general streetscape, improved cleaning and rubbish removal and integrated recycling facilities.</p> <p>Traffic-free human-scale civic spaces required: high quality projects of community value.</p>	<p><i>Improving connections is a strong theme throughout .Lambeth's draft plan. Development should be broken up on large sites to create permeability. New green 'boulevards' and pedestrian networks proposed. Removing traffic from Waterloo Rd and reducing it generally is proposed, by measures from restricting parking in new development to banning private cars</i></p> <p><i>A new high quality 'town square' for Waterloo between the IMAX and the Old Vic proposed by removing through traffic from Waterloo Rd except buses</i></p>	<p>We support Lambeth's approach, but would also like to see</p> <ul style="list-style-type: none"> – All new development must contribute to the reduction of traffic in Waterloo? – All new development must contribute to encouraging and improving pedestrian environment by creating permeable developments, and by funding street improvements, greening, and pavement enlargement? – Transport planning should make pedestrian movement a priority over road users, by creating new road crossings, for example? – Transport planning should remove through traffic from Waterloo? – We support a new 'town square' for Waterloo?

Group sessions

- Don't support shared surfaces? If you are going to make a pedestrian lane, do it properly.
- How would shops and facilities work around the new square?
- What happens to traffic coming into the square?
- Separate community town square
- Take current example of capacity as it is working
- Way finding and better quality street furniture. Colour coding routes.
- Get traffic off local side streets. Focus traffic on key routes Westminster bridge road. Blackfriars.

- New developments should have active fronts / wide pavements and green / planting – which should be accessible by public.
- Increase pedestrian use and ensure businesses don't 'hog' pavement space. Genuinely prioritise pedestrians.
- Good examples: EV?
Bad examples: Young VIC, Pubs.
- Pedestrian zones – Not to the detriment of other roads. Pedestrians? May be just increase pavement width and take a lane out of traffic.
- Sceptical of shared surfaces.
- Better PEDESTRIAN crossings. i.e. prioritising pedestrians and not cars.
 - North of Imax and ½ way across bridges.
- Better traffic management.
- One on Stamford street.
- Lower Marsh – Make a pedestrian lane.
- Stalls in centre back to back and make it a proper shopping street.
- Making Waterloo road underpass a pedestrian lane?
 - Worried about impact on side streets and how do you go north
- Want people leaving the station to be directed to Lower Marsh.
- Widen pavements but zone business provision.
- Stop pubs / cafes from hogging the space. Ensure safe pedestrian routes.
- Around Whitehouse/ Concert Hall Approach / RFH.: make a pedestrian zone around Waterloo road and sensibly distributing traffic.
- Lower Marsh – Pedestrian shopping zone.
 - Timed vehicle access.
- Widen pavements – Better street furniture
- Strict delineation of pubs / cafes using pavements.
- Accessible entrances to shops and businesses.
- New developments
 - Careful planning of ground floor function.
 - Accessible and affordable activities.
 - Active fronts.
- Cycle lockers and paths.
 - Secure spaces to encourage use of bikes.
- What happens to the current traffic?
 - Not a pedestrian zone if buses etc are there.
 - Sceptical of shared surface.
- Lower Marsh – Make a pedestrian zone: improve aesthetics.
- Widen pavements.
- Rationalise street furniture
- Improved cycle lanes – enforcement so off pavements.
- Focus town square around Emma cons junction.
- Protect small pockets of green space for bio-diversity.
- If you are making a pedestrian zone then do it properly: shared surfaces may not work. Taxi drivers?
- Extend Town Square down to Emma cons.
- Not pushing traffic into local roads.
- Active fronts everywhere in Waterloo
 - Bigger pavements with better street furniture / trees / water.
 - Encouraging people to stay and use it and enjoy.
- Reducing diesel fumes so people can sit out.
 - Improving air quality.

Consensus/ Conclusions

- Support wider Pavements. Quality street furniture planting so people can sit and enjoy it. Air Quality. Way finding > Better Signage.
- Delineation and enforcement of business use of pavements so spaces become / remain pedestrian friendly.
- Scepticism over shared surfaces
 - Shift in culture to respect pedestrian
 - Reduce lanes of traffic rather than fully pedestrians.
- Careful transport planning to not overload side streets.
- Feeling that town square should not be moved to / extended to Emma cons junction
- Active fronts to square need to be encouraged and new developments should have public functions at the ground floor.
- Lower marsh should have a pedestrian lane and encourage pedestrian traffic from station to lower marsh.
- Cycle provision – lanes / lockers – promote cycling
- Town square at the IMAX isn't the right location for communities – Emma cons junction more appropriate.
- Rather than create new shops around large strengthen lower marsh / cut / area.
- Decent delineation of cycle paths. Re-route buses. Concert hall approach.
- Make a pedestrian lane / Prioritise pedestrians

OFFICES & JOBS

Some key issues presented to conference

What we asked for...	Lambeth's draft proposes...	What do <u>you</u> think?
Offices & jobs		
<p>There is little consensus: some groups were concerned that there were too many offices/ tourists/ noise/ traffic/ tall and dense buildings; other groups want thriving offices to provide jobs, with additional workers (esp. public sector office workers) likely to use Lower Marsh and improve its viability.</p> <p>Support for small businesses and social enterprises, and more efforts to ensure local people benefit through employment. There is concern at the impact of the large number of hotels currently being proposed</p>	<p><i>The general approach is for maximum increases in density and development wherever possible to create more jobs (and homes—most office development should be mixed use including housing).</i></p> <p><i>Any negative impact should be avoided through good design.</i></p> <p><i>This approach is more favourable to larger developers and big businesses. Local employment schemes have mixed success.</i></p> <p><i>A hotel strategy is missing.</i></p>	<p>There needs to be a balance between large development for offices and for hotels?</p> <p>Office and hotel proposals should always include some housing?</p> <p>The cumulative impact of hotels and other visitor developments needs to be assessed. Such development should provide large amounts of capital and revenue funding to mitigate the impact?</p> <p>Sites should be identified for protection as offices of small businesses and social enterprises?</p> <p>Large office developments should fund training and employment schemes for local people, targetting local unemployment?</p>

Response from groups

- Need critical mass of local residence to stimulate local resources
- Limit on hotels/balance with office
- Animated ground floors of office blocks
- Pepper potting with hotspots
- Support for small/start-up/social enterprises artists/artisans
- Footprint of office need animation be public
- Preference for pepper potting residential/business
- Support for/subsidy for small start-up business/artists
- Want guidance on balance of hotels to offices
- Footprint of office buildings need to be lively/public

- Re. Support for training for local people to access local jobs needs to be on-going obligation no one off --- Linked also to support for start-up business + social enterprise
- Support for volunteering too
- Residential proportion needs support. Can feel squeezed
- More focus on jobs for local people
- More training support funned by developers
- Money upfront to plan/train for jobs before they come on line
- Preference for pepper potting rather than zoning for office + residential
- More support focus on small/medium business very important for balance
- Balance is not just about numbers – it is also respect e.g. residents can feel swamped by pubs + sympathetic systems + people on the street
- Increase in residential needs to be mixed affordable/social
- Support + space for small/medium business, they most squeezed
- Not job quotas for local people but a training/support programme developers for fund + collaborate
- We like pepper potting rather than zoning
- Keep residential/business (no less residential) balance
- Funding wanted from developers for a locally run locally focused training/support. Based in our community centre. (How about a local training centre)
- Shops/Public spaces on ground level of offices. Office buildings need to be part of community interaction ---- discourage in-company dining
- Interaction as well as balance important

Summary/ feedback

1. Balance not just in proportions but (but support for residential feels squeezed) also about respect/managing interaction. What to stimulate respectful interaction.
2. Guidance wanted an balance of office/hotels
3. Develops to fund training/support for local people to access local jobs
A training centre?
Should be an on-going not one-off obligation
4. Preference for pepper potting not zoning
5. Footprint of offices must be animated/public
6. Support for small/start-up/social enterprise
Individual artists + artisans

DESIGN, CONSERVATION, TALL BUILDINGS

Some key issues presented to conference

What we asked for...	Lambeth's draft proposes...	What do <u>you</u> think?
Design, conservation, tall buildings		
<p>Generally buildings are lower than north of the river, adding to the area's distinctiveness. The 5 conservation areas protect attractive local areas.</p> <p>Tall buildings: the critical issue is the way tall buildings work at the ground floor and the relationship with their context.</p> <p>Tall buildings directly on top of Waterloo Station are likely to have less impact locally. Large office buildings should have shops or cafés at ground, have 'interesting' design, demonstrate that an improved microclimate will be achieved</p>	<p><i>A Building Heights Framework restricts tall buildings to new 'district landmarks' from 65m to 110m (the height of existing Shell tower) around Waterloo Station and new 'town square'. This will ensure the station is easily identified as the focal point, but could lead to 'canyon' along Waterloo Rd. Shops, cafés and enlivened frontages required, although there is an emphasis on riverside areas; importance of microclimate and shadowing recognised.</i></p>	<p>Tall buildings should only be permitted on or around Waterloo Station and restricted to 110m in height?</p> <p>Tall buildings should only be permitted if they</p> <ol style="list-style-type: none"> 1. provide enlivened frontages at the ground? 2. genuine additional local community benefits? 3. improve local pedestrian permeability? 4. do not worsen the local environmental conditions? 5. Do not impact badly on local Conservation Areas?

Response from groups

- Waterloo good location but set back from river, keep compact cluster
- Station – Dev fail end
- Views from south for residents
- Develop organically/context
- Wind Tunnels
- Impact greater on river
- Link to transport
- Shops, social, other uses at street
- Inclusion/openings – not like Canary Wharf
- Covered walk ways e.g. Chester, Broad gate
- Viewing platforms – free
- Basement potential for other uses

- Link into surroundings better – can't tell where dev ends e.g. Broadgate
- Don't want too big
- Views important to character of area
- Don't NEED tall buildings
- Human scale – not alienation e.g. Elephant
- Contextual heights not tall
- Not on river
- Views from south too
- Too much about status
- Should be better quality design
- Overlooking
- Area noisy & congested – too cramped already
- Public access – like Gherkin but closed
 - at street
 - viewing platform at top

COMMUNITY FACILITIES

Some key issues presented to conference

What we asked for...	Lambeth's draft proposes...	What do <u>you</u> think?
Community facilities		
<p>Facilities need to be improved, rationalised and sustained in partnership with the Council, attracting planning gain money. Priorities include a fully modern library with interactive music/ arts; a properly funded, properly managed, fully used community centre; high quality community sports facilities; improved youth facilities; access to mixed comprehensive secondary schools in North Lambeth and additional primary school places—sites required</p> <p>Parks should be improved and extended to agreed plans and standards at Jubilee Gardens, Hatfields, and Archbishops Park</p>	<p><i>Some acknowledgement of the needs, but limited proposals as to how this can be addressed. A new library is supported, but no site identified; Doon Street proposals could provide leisure facilities; ways sought to increase access to arts facilities by local people. Supports a 'bank' of community projects identified locally for funding through planning gain.</i></p> <p><i>Nothing mentioned about additional schools and/or school places</i></p> <p><i>Parks: support for local groups leading on improvements to parks, but proposes only limited extension of Jubilee Gardens</i></p>	<p>All development must contribute to social infrastructure.</p> <p>Priorities include</p> <ul style="list-style-type: none"> – a fully modern library with interactive music/ arts? – a properly funded, properly managed, fully used community centre? – high quality community sports facilities? – improved youth facilities? – Other? <p>Johanna school should be expanded to take extra pupils? A site for a mixed comprehensive secondary school should be identified?</p> <p>The full extension of Jubilee Gardens is needed as a minimum to serve the 30% increase in local people?</p>

Response from groups

- Secure long term (minimum 10 years) or ongoing funding through section 106 agreements where a percentage of profit or set amount is donated each year similar to the BALE agreement.
- Difficult to balance of use of community space between commercial and community hire.

- Funding needed to refurbish community buildings.
- Funding needed to cover core costs, especially staff costs.
- Focus on creating one central building with a network of other community buildings providing distinct services and activities.
- Priority for library needs to be bigger and draw people into Lower Marsh.
- Get on with Jubilee Gardens and include car park as part of plan to become a park again. The only acceptable building on the site would be a café, small arts and community space and toilets.
- Keep primary schools small. Build a school on bus depot site or on top of Waterloo Station.

COMMENTS FROM VISION PLENARY SESSION:

Some key issues presented to conference

What we asked for...	Lambeth's draft proposes...	What do <u>you</u> think?
A Vision for Waterloo...		
<p>Waterloo has unique qualities and specific needs. A very mixed area, with affordable homes and expensive flats mingling with central London's busiest art and leisure zone; the relationship to the river and the great pedestrian experience; the proximity to the City and to Westminster and the jumbled coexistence of different architectural and urban styles. Improvements in facilities must outstrip any increase in residential and worker population. We don't want any increase in overcrowding</p>	<p><i>The draft Vision is vague: "supports and enhances Waterloo and the Southbank as a world-renowned cultural destination; supports the needs of local businesses and residents; protects the built heritage of Waterloo and its surroundings ...A place where public and private spaces are clearly distinguished ...A place that offers diversity and choice, with a rich mix of uses and compatible developments that work together to create viable places and respond to local and national needs"</i></p>	<p>Waterloo's land and buildings currently balance 4 core functions and communities: residential, business, cultural, and transport.</p> <p>All communities would benefit from improved retail, open space, and social infrastructure.</p> <p>Future development in the area should maintain this balance while addressing these needs.</p> <p>No one function should be developed to the detriment of the others.</p>

Response in plenary

Tourism taking over

Visitors dominate / hotels causing overcrowding;

- river – south bank too busy, too popular
- roads – concert walk
- pathways from Waterloo station to river
- pavements
- public realm
- 24hr visitors and hotels and attractions
- 24hr licencing
- 2nd home – only here Monday to Friday

Add to vision statement:

- Mixed and inclusive
- Students/ Education
- 4 land uses are to live, work, play, learn

APPENDIX B – STATUTORY NOTICE PLACED IN SOUTH LONDON PRESS

**LONDON BOROUGH OF LAMBETH
PUBLIC NOTICE OF DRAFT SUPPLEMENTARY PLANNING DOCUMENT**

WATERLOO AREA DRAFT SUPPLEMENTARY PLANNING DOCUMENT

Notice is hereby given that Lambeth Council will be seeking views on the above draft Supplementary Planning Document (SPD) between 24 October 2008 and 5 December 2008.

The **draft Waterloo Area Supplementary Planning Document** sets out the Council's planning guidance for higher density development and regeneration for Waterloo. It sets out general principles for development and brings together various transport and public realm improvement programmes. S.106 developer contributions will be pooled within the SPD area to implement the various improvements set out in the SPD. Through the SPD, Lambeth is seeking the regeneration of Waterloo by promoting investment in offices, homes and facilities and to raise the quality of the local environment.

The SPD area is identified in the Lambeth Unitary Development Plan (UDP) as the Waterloo Development Framework Area and, once adopted, the Supplementary Planning Document will be used as a material consideration when determining planning applications.

This notice is prepared in accordance with the Town and Country Planning Regulations 2004 (Regulation 17(2c)). In accordance with the Council's Statement of Community Involvement, copies of the draft Supplementary Planning Document and supporting documents are available for inspection at the locations below for a period of 6 weeks between 24 October and 5 December 2008:

- On the Council's website www.lambeth.gov.uk/planning
- At the Town Planning Advice Centre, Phoenix House, 10 Wandsworth Road, Vauxhall.
- At Waterloo public library, Lower Marsh, during usual opening hours.

Your comments are welcomed and can be made by completing the questionnaire which can be obtained:

- At Waterloo library
- By emailing planningimplementation@lambeth.gov.uk
- By telephoning 020 7926 4067
- On-line on Lambeth's website – www.lambeth.gov.uk

Please note that representations must be received by **5pm on Friday 5 December 2008**.



Lambeth

All change for **Waterloo**

Lambeth Planning Public Consultation November 2008

Waterloo Area Draft Supplementary Planning Document

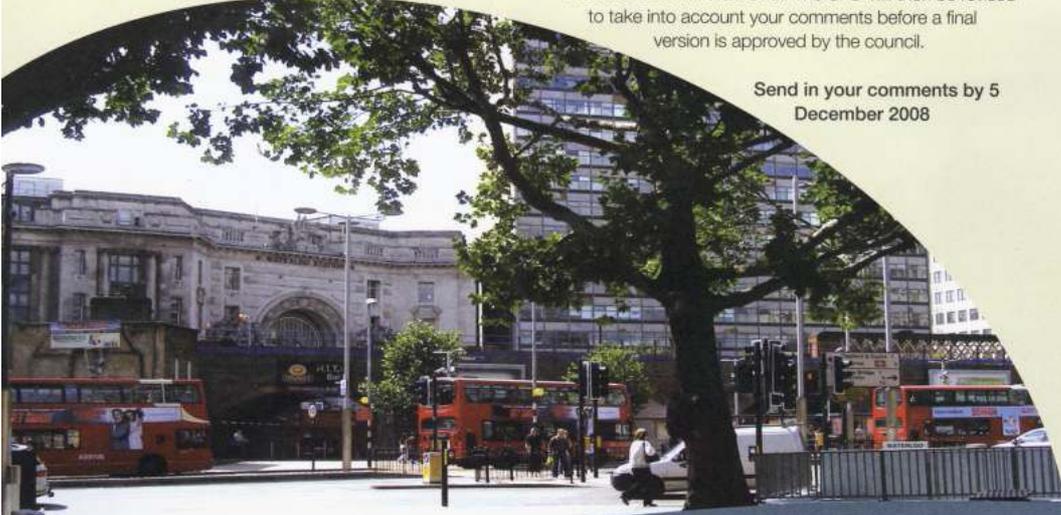
Lambeth Council is looking at the future of the Waterloo area and would like your input.

We have already discussed the future of Waterloo with local organisations, and the Waterloo Community Coalition has consulted widely with resident and voluntary groups to seek their views on priorities for the Waterloo area.

From these discussions, the council has prepared a draft Supplementary Planning Document (SPD) for Waterloo. This sets out how the council envisages Waterloo will change, how policies from the Lambeth Unitary Development Plan will be applied in Waterloo and takes forward the Greater London Authority's work on the Waterloo Development Framework.

Now it's your turn to share your thoughts with us. Lambeth Council would like to hear your comments on the future of Waterloo and the draft SPD. The SPD will then be revised to take into account your comments before a final version is approved by the council.

**Send in your comments by 5
December 2008**



Our top priorities

Waterloo is a good location for higher density development. In order to achieve this, the draft SPD sets out a framework:

- Ensuring tall buildings will be grouped around Waterloo Station where there is excellent public transport and the impact on surrounding areas can be minimised.
- Ensuring development brings benefits to the communities in and around Waterloo.
- Pooling financial contributions from different developments to deliver benefits for the area such as street improvements and community facilities.
- Increasing capacity at Waterloo Station.
- Improving public spaces and streets in Waterloo.
- Improving cultural facilities contributing to London's World City status.
- Creating a mixed use area as a central London office location as well as increasing housing and the range of shops and facilities on offer.

Public space

Several public spaces, such as the South Bank and The Cut, have been significantly improved, but there are still many poor quality spaces which undermine Waterloo's potential. The overriding theme of the SPD is to give greater priority to pedestrians, with key projects being to:

- Improve links from the station to the surrounding area and to the South Bank.
- Redevelop Elizabeth House to create new street level connections between the station and York Road.
- Create a new public space around the BFI IMAX Cinema and in front of the station, creating a city square.

Community facilities

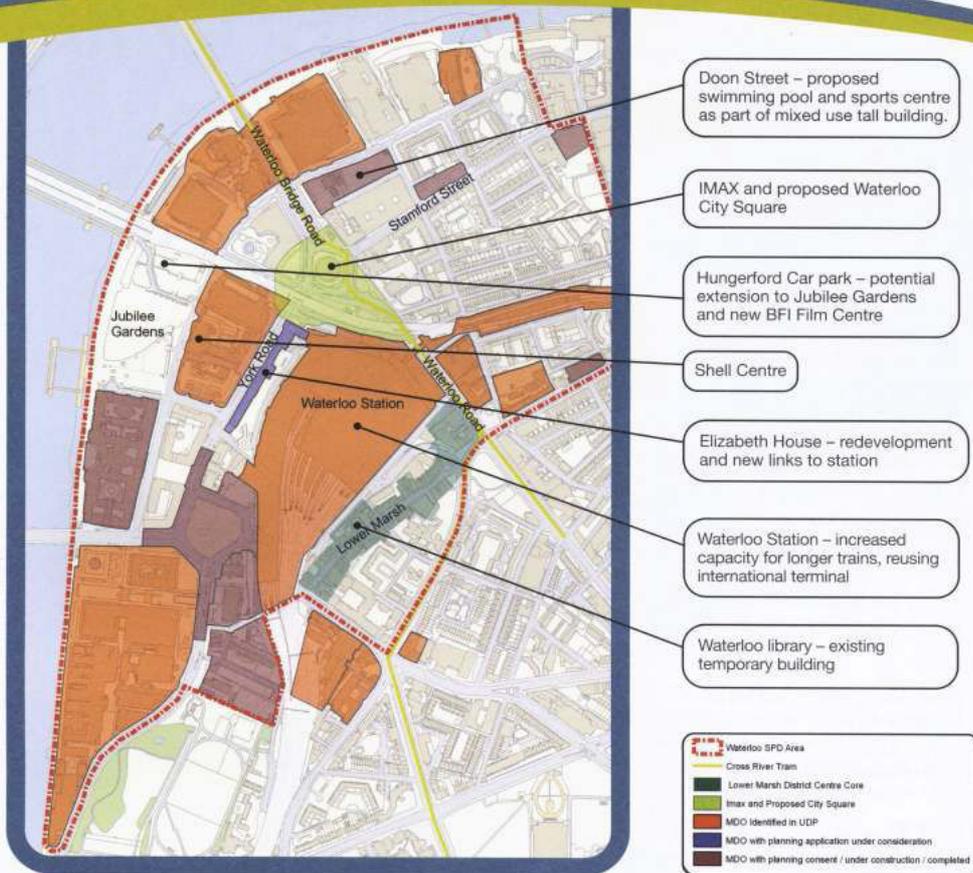
There are excellent cultural facilities in Waterloo, but there are gaps in the range of other facilities for residents.

Key improvements could include:

- A new swimming pool and indoor sports facilities. The Coin Street Community Builders' mixed use scheme for Doon Street, which will provide these facilities, was approved in August 2008.
- A new library. The temporary building on Lower Marsh needs to be replaced with modern facilities, either on the same site or nearby.
- More schools.
- More recreation facilities.

The SPD will allow contributions from developers to be pooled and help bring these and other community programmes to fruition.





Key sites

The draft SPD sets out more detailed guidelines for key sites in Waterloo, including:

- Waterloo Station – Network Rail plan to improve the station to allow for longer trains. In the longer term, parts of the station could be redeveloped with tall buildings, longer platforms for greater capacity, and a new concourse at street level.
- Shell Centre – retention of the tower, but redeveloping other parts of the site, with street level pedestrian links between York Road and Hungerford Bridge.
- Hungerford Car Park – the council supports extending Jubilee Gardens over the car park to create a larger park. This could be enabled by development of a new BFI film centre on part of the site, along the railway viaduct.
- Elizabeth House – redevelopment of the 1960s block in three new taller blocks, with new housing and creating street level pedestrian routes between York Road and the station.

What do you want to see in Waterloo?

There are a number of ways you can find out more information about the consultation and draft SPD:

Lambeth Council website

A full copy of the document is available on our website:
www.lambeth.gov.uk/planning

Town Planning Advice Centre

Hard copies of the document are available at Waterloo Library, Lower Marsh, and at the Town Planning Advice Centre, Phoenix House, St.George's Wharf, Vauxhall.

Public exhibition

There will be a public exhibition at Waterloo Library, Lower Marsh from 11 November to 18 November. Council planning officers will be available to discuss the draft SPD at the following times:

- Thursday 13 November 4pm to 6pm
- Friday 14 November 4pm to 6pm
- Saturday 15 November 3pm to 5pm

Getting involved

There are also a number of ways you can get in touch and share your opinion with us:

- Return the attached survey
- Email individual responses to:
planningimplementation@lambeth.gov.uk
- Write to: Implementation Team, Lambeth Planning, Phoenix House, 10 Wandsworth Road, London SW8 2LL

If you would like this information in large print, braille, audio tape or another language please contact 0800 052 6336.

Spanish

Si desea esta información en otro idioma, rogamos nos llame al 0800 052 6336

Portuguese

Se desejar esta informação noutro idioma é favor telefonar para 0800 052 6336

French

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 0800 052 6336

Bengali

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন হলে অনুগ্রহ করে ফোন করুন 0800 052 6336

Twi

Se wope saa nkaeboy yi wo kasa foforo mu a fre 0800 052 6336

Yoruba

Ti e ba fe imoran yii, ni ede Omiran, ejo, e kan wa l'agogo 0800 052 6336

Somali

Haddii aad jeceshahay inaad warbixintan ku heshid luqad kale, fadlan la xiriir 0800 052 6336



For further information about Lambeth Planning visit:
www.lambeth.gov.uk/planning or Tel: 020 926 1180


Lambeth

Questionnaire

To have your say on the issues raised in the draft Waterloo SPD please fill in the questionnaire below and send it back to us by 5 December 2008.

Uses

1. What facilities do you think Waterloo needs?
(Please tick all that apply)

- A More shops
- B More offices
- C More housing
- D More hotels
- E More cultural facilities
- F More leisure facilities
- G More community facilities
- H Other (please specify)

- I Not relevant
- J Don't know
- H Other (please specify)

2. If you answered 1a) More shops above, what type of shops do you think are needed?

.....

3. If you answered 1a) More shops above, where do you think these new shops should be located?

- A Everywhere in Waterloo
- B Only around existing shopping areas at Lower Marsh, The Cut and the riverside
- C Only around Lower Marsh
- D other (please specify)

5. If you answered 4c) Library above, where in Waterloo do you think it should be located?

.....

Transport

6. Which of the following projects do you think are important to improving transport in Waterloo?
(Please tick all that apply)

- A Cross River Tram
- B New cycle routes and parking
- C Better bus facilities
- D More and longer trains
- E Better passenger facilities at the station
- F Better access to the Underground
- G Less traffic through the area

7. Are there other transport improvements you think are needed?

.....

Community facilities

4. A new leisure centre and swimming pool is to be built at Doon Street. What other community facilities do you think need to be provided in Waterloo?
(Please tick all that apply)

- A School/ other educational
- B Health Centre
- C Library
- D Youth facilities
- E Child care
- F Sports and Leisure
- G Facilities for the elderly
- H No need for more

Waterloo Station

8. What do you think is needed to improve Waterloo Station? (Please tick all that apply)

- A More concourse space for passengers
- B More shops and cafes
- C Better pedestrian links with the surrounding streets
- D More bicycle parking
- E Other (please specify)

.....

MOISTEN HERE

9. In order to improve the station, redevelopment will be needed which will include tall buildings. Where on the station site do you think they should be located?

(Please tick one of the following)

- A Mainly located at the front end/ Waterloo Road end of the station
- B Over the centre of the station
- C Around the edge of the station
- D None of the above
- E Don't know
- F Other (please specify)

Design of new development

10. Significant new development is planned for Waterloo. Do you think it is better to build

(please tick one of the following)

- A Tall, elegant buildings – higher profile and with more outdoor space in between
- B Large, medium rise buildings – lower but fill the whole of the site and less space between buildings
- C Other (please specify)

Public space

11. Which of the following do you think are needed to improve Waterloo's environment?

(Please tick all that apply)

- A Remove clutter from pavements
- B Less traffic on Waterloo Road
- C New public space around the station and the IMAX
- D Better pedestrian routes from the station to the river
- E Replace high level walkways and underpasses with street level routes for pedestrians
- F Better signposting
- G More public art and lighting projects
- H More green spaces
- I Other (please specify)

Hungerford Car Park/Jubilee Gardens (next to London Eye)

12. What do you think Hungerford Car Park should be used as in the future? (Please tick one of the following)

- A An extension to Jubilee Gardens with cultural facilities of national importance by the railway/viaduct
- B Only as an extension to Jubilee Gardens
- C None of the above
- D Don't know
- E Other (please specify)

About You

Completing the information below is optional. All personal information will remain confidential.

Name

Address

Postcode.....

Email

13. Which of the following describes you?

- A Live in Waterloo
- B Work in Waterloo
- C Travel through Waterloo regularly
- D Visiting from within London
- E Visiting from outside London

14. If you live in Waterloo, how long have you lived in the area?

.....

.....

15. Would you like to be kept informed about the progress of the Waterloo SPD?

Yes No

**APPENDIX D - List of formal respondents to Draft Waterloo SPD – 8
December 2008**

- A1 – National Grid
- A2 – Thames Water
- A3 – Edmund Bird
- A4 – BL&R Bard Trust (Savills – Jennifer Kitson)
- A5 – Guy’s & St.Thomas’ NHS Foundation Trust
- A6 – Government Office for London
- A7 – P&O Estates (Metropolis)
- A8 – The Twentieth Century Society (Jo Moore)
- A9 - Lambeth Primary Care Trust
- A10 – Waterloo Community Coalition
- A11 – South Bank Employers’ Group
- A12 – Environment Agency
- A13 – English Heritage
- A14 – Amsprop South Bank Ltd (Montagu Evans – Elizabeth Howe)
- A15 – BRB Residuary Ltd (Drivers Jonas)
- A16 – Shell (DP9)
- A17 – IBM (GVA Grimley)
- A18 – SAVE Britain’s Heritage
- A19 – Victorian Society
- A20 – Highways Agency
- A21 – Metropolitan Police Authority MPA (CGMS – Alun Evans)
- A22 – Southbank Centre (RPS – Mandip Dhillon)
- A23 – CABE
- A24 – WCDG
- A25 – Minc Investment (CGMS)
- A26 – Grainger Plc (DP9)
- A27 – Network Rail (Savills)
- A28 – British Film Institute (Drivers Jonas – Anthony Plumbly)
- A29 – M Gibson – resident
- A30 – Bourne Capital
- A31 – SBEG/WCDG/CSCB/Cllr Truesdale joint paper (Waterloo SPD Group)
- A32 – London Borough of Southwark
- A33 – Westminster Society
- A34 – Greater London Authority
- A37 – Port of London Authority

Late responses

- A35 – CHORA (County Hall Residents Association)
- A36 – Westminster City Council

APPENDIX E

SUMMARY OF RESPONSES FROM WACOCO/ WCDG SPD CONSULTATION – SEPT/OCT 2008

Lambeth Council intend to adopt Supplementary Planning Document for Waterloo in spring 2009, and published a draft for consultation this autumn. They commissioned WaCoCo and WCDG to undertake an initial consultation of local residential stakeholders to help inform the first draft, followed by a second round of consultation including a conference in October.

For the second round of consultation WaCoCo published a digest of initial responses and the first draft of the SPD, with a copy sent to every household. A drop-in was held on Emma Cons Gardens on 25-26 September which made contact with over 300 residents, and 30 questionnaires were returned. A conference in early October drew a further 40 residents, who were asked to respond on six key issues: housing, shopping, public realm, offices/jobs, tall buildings, and community facilities. A draft vision was tested against these issues.

This report brings together the key issues identified where there was largely general consensus. More detail is provided on the evidence sheets attached. This report should be read in conjunction with the report from spring 2008 which identified some key community aspirations.

OVERALL VISION

Waterloo's land and buildings currently balance 4 core functions and communities: residential, business, cultural, and transport.

All communities would benefit from improved retail, open space, and social infrastructure.

Future development in the area should maintain this balance while addressing these needs.

No one function should be developed to the detriment of the others.

This vision was developed in consultation with SBEG, CSCB, and local councillors, and then tested at the public conference in October. Some questions were raised about whether Waterloo was in balance – was there really enough residents compared to the number of commuters, visitors, and workers? The status of the large student population was also raised, and the need for uses to be mixed and inclusive as well as balanced, but overall the vision was supported.

HOUSING

Affordable/ family housing should be prioritised above other uses: Waterloo must maintain a mix of residential: mixed size units; mixed tenure; mixed costs – this requires effort on a case by case basis. 'Affordable housing' as defined by recent permissions in Waterloo is not delivering a mix: subsidised rented accommodation is not being delivered..

Developers should work with local co-ops to provide affordable rented housing: lower rise, lower cost (rather than huge developments) have been more successful in Waterloo. Co-ops deliver higher standards!

Sites identified for affordable/ family housing include Cornwall Rd bus garage site (mixed genuinely affordable housing, including sheltered) Coin Street's South Bank area (sheltered housing for older people and other affordable) plus various smaller sites (above/around Southwark station (LBS); Cornwall club, Cornwall Rd; on top of shops in Lower Marsh and current library site; above vacant Language school – Lower Marsh/ WBR; Ethelm House.site, Cornwall Rd: Hercules Rd/ Westminster bridge Rd vacant site (Duck tours); South Bank phone exchange – Meymott St (LBS); Gray St/ Waterloo Rd (Partnership House). Around Waterloo Station is not appropriate unless major redevelopment above the station including amenity spaces

There is a problem of private developers producing **too many smaller units**. But the apparent demand for family housing also needs to be tested: there is a problem of inadequate local facilities (schools, safe

child-friendly open space, library, leisure etc) lowering demand for family accommodation. The social infrastructure will to some extent determine the demographics of Waterloo: facilities should be in place prior to increase in population.

Car parking for new residents remains a problem.

SHOPPING

Redevelopment of Waterloo Station must, as a priority, ensure the protection, enhancement and expansion of the district shopping centre at Lower Marsh under the station to connect with retail opportunities on York Rd and the South Bank.

A **supermarket** in or on the edge of the shopping centre should be beneficial to the vitality and viability of the shopping centre, but beware that it becomes the anchor store, not the killer store, that it meets local needs as well as other needs, and is sited properly to capture the complex demands of locals and visitors. Sites include LM/WBR, current Sainsbury's site extension, Cornwall Rd bus garage, in the Leake St/ WBR bonded warehouse area, and under the station in redevelopment

In **Lower Marsh & The Cut district shopping centre** shops need to be better protected from pressures of change of use to cafés/ restaurants; the market needs completely re-managing by an independent/ local specialist market manager; the character and charm of Lower Marsh/ The Cut as a bustling shopping centre (not simply as a Conservation Area) needs to be protected; there is concern about the (unassessed) impact of late night café/ bar culture

STREETS & PUBLIC REALM

Pavements should be made wider and there is a need for better quality street furniture, planting, and surface finishes to encourage people to spend time outside and make this experience enjoyable.

The use of the street spaces with the bars and restaurants that have outdoor seating spaces needs to be **better balanced** with the needs of pedestrians, particularly through a legible delineation of business space which can be enforced and an emphasis on making the streets pedestrian friendly. There is therefore some scepticism regarding shared surfaces.

There is concern at the

Waterloo needs to **improve way finding** and signage in the area to make it easier to navigate through the public realm.

Better cycle provisions need to be made with dedicated cycle routes and lockers/ storage/ parking spaces for bikes.

There are good opportunities to **link green spaces** with ribbon parks and planting; the area outside EV was identified as a good example of creating green spaces in planters.

There was a general concern that transport planning should be careful not to overload side streets.

Plans for the **Waterloo Town Square** were not well received, with concern about the removal of traffic and confusion about the purpose of the proposals. The junction of Waterloo Road, The Cut & Baylis Road is considered a more appropriate location for a Town Square. Rather than creating new shops at St Johns efforts should be made to strengthen the retail opportunities along Lower Marsh and The Cut.

Buildings along Waterloo Road, The Cut & bounding any new Town Square should have **active fronts** and new developments should have public functions at ground floor level to encourage an active and animated public realm.

Lower Marsh should be pedestrianised and provisions should be made to encourage pedestrian traffic from the station to Lower Marsh.

There is concern at the **escalating overcrowding**, particularly as visitors dominate parts of the riverside which as a result are too busy and no longer pleasant; yet links away from the river are poor, adding to the problem. The 24 hour attractions such as bars and hotels can impact badly on resident amenity. Many of the non-family residential units being developed exacerbate this further when they are not used as main domiciles.

OFFICES & JOBS

There is **support for increased offices and jobs** in Waterloo through the more efficient use of land, but there needs to be a balance with other land uses – and not simply in size/ scale but also in how it's achieved to respect/manage a positive interaction with residents (who feel squeezed). There is a preference for mixing uses rather than more rigid zoning. Office development must have animated/public spaces at ground level.

Firm guidance is needed to ensure the balance of offices and **hotels**.

Measures to develop **training/support for local people** to access local jobs are critical. This should be through an on-going revenue obligation wherever possible. A training centre (CS Neighbourhood Centre and Living Space).

There is too little emphasis on the needs of **small and independent businesses**: more support for small/start-up/social enterprise and individual artisans through retention and development of lower rent spaces (better use of railway arches)

DESIGN, CONSERVATION & TALL BUILDINGS

There is widespread concern at the negative **impact of tall buildings** on the local community, but also recognition that Waterloo could be an appropriate location for tall buildings provided they are set away from the river in a **compact cluster** on or around Waterloo Station.

With respect to tall buildings, there needs to be more consideration of the built environment **context** (e.g. Conservation Areas), of the impact on **local views** (especially from the south) and the river, and on the **microclimate** – the draft SPD proposes exacerbating Waterloo Rd's problems as a wind tunnel. Tall buildings must be **inclusive** (not like Canary Wharf) and **permeable**, be linked closely to surroundings and to the **public transport opportunities**, provide shops and other **street uses at ground**, provide **free access** to some of the views they create (i.e. viewing platforms), and they should be efficient such as in the use of basements.

There remains big questions about the **need/ benefit of tall buildings** (too much about status and increasing land values), and the capacity of the area – which is already noisy and congested – to accommodate their intensity. What has come forward so far has not been of sufficiently high quality design.

COMMUNITY FACILITIES

All major developments must contribute to the social infrastructure, of which there is already a deficit to which development and intensification will contribute.

The most common problem with community facilities in Waterloo is a **lack of revenue resources** to secure sustainability. Lambeth should seek s106 revenue agreements wherever possible and appropriate to mitigate on-going impact of visitor developments including hotels.

A **fully modern library** with interactive music/ arts is a high priority, along with a **high quality community sports** facility, and **improved youth facilities**.

A further priority is a properly funded, properly managed, fully used **community centre** with a network of other community buildings providing distinct services and activities to serve the real needs of the community and the deprived and excluded communities.

Many existing community facilities are in too poor a condition to serve the community well and require urgent refurbishment.

There is a need for **more school places**: Johanna school could be expanded to take extra pupils, or the bus garage site could accommodate a new primary school.

The increasing deficiency in open space means that the full extension of **Jubilee Gardens** is needed as a minimum to serve the 30% increase in local people, and there is an urgency to implementing the agreed plan for the Gardens. Therefore the entire Hungerford Car Park site is required for the extension, and the only acceptable building on the site would be ancillary café, small arts and community space and toilets

MAJOR DEVELOPMENT OPPORTUNITIES

Cornwall Rd Bus Garage site: mixed use for this large town centre site; housing should be mixed including rented affordable and sheltered; good site for a supermarket and/or a library.

Jubilee Gardens/ Hungerford Car Park: Waterloo has a deficiency of open space: the HCP is the only site capable of providing a meaningful addition to connect up with Waterloo's second largest open space; the BFI don't need a river view – should be underground

Union Jack Club/ 3i's/ Mercury House: better frontage onto Waterloo Rd required – shops; better microclimate required!

Waterloo City Square: there is confusion and scepticism about the purpose of this project, but also support for its general aspiration. The project should include and link up with Emma Cons Gardens and Millennium Green, which are the community's heart of the area

**APPENDIX F - WACOCO QUESTIONNAIRE SEPTEMBER/OCTOBER 2008
- TABLE OF RESULTS**

YES	NO	COMMENT
		Streets & Public realm
	4	We support Lambeth's approach, but would also like to see
6	4a	- All new development must contribute to the reduction of traffic in Waterloo?
9	4ai	- All new development must contribute to encouraging and improving pedestrian environment by creating permeable developments, and by funding street improvements, greening, and pavement engorgement?
9	4aii	- Transport planning should make pedestrian movement a priority over road users, by creating new road crossings, for example?
1	4aiii	- Transport planning should remove through traffic from Waterloo?
11	4aiv	We support a new 'town square' for Waterloo?
	4b	
	5	Design, Conservation, Tall buildings
11	5a	Tall buildings should only be permitted on or around Waterloo Station and restricted to 110m in height?
	5b	Tall buildings should only be permitted if they
7		1. provide enlivened frontages at the ground?
10		2. genuine additional local community benefits?
10		3. improve local pedestrian permeability?
13		4. do not worsen the local environmental conditions?
13		5. Do not impact badly on local Conservation Areas?
2	6	Community Facilities
	6a	All development must contribute to social infrastructure.
	6b	Priorities include
14	6bi	- a fully modern library with interactive music/ arts?
10	6bii	- a properly funded, properly managed, fully used community centre?
10	6biii	- high quality community sports facilities?
7	6biv	- improved youth facilities?
	6bv	- Other?
7	6c	Johanna school should be expanded to take extra pupils? A site for a mixed comprehensive secondary school should be identified?
13	6d	The full extension of Jubilee Gardens is needed as a minimum to serve the 30% increase in local people?