

Proposals for Collyhurst Village

Statement of Community Involvement

Prepared by Counter Context Ltd on behalf of Far East Consortium Limited

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1. Executive Summary

This Statement of Community Involvement (SCI) has been prepared by Counter Context Ltd on behalf of the Applicants, Far East Consortium International Limited and Manchester City Council.

It reports on the pre-application community consultation undertaken with local community groups, residents, businesses and other stakeholders and local organisations on the proposals for 244 new homes and a new park, in Collyhurst Village.

The Collyhurst Phase 1 scheme – comprising the proposals for Collyhurst Village but also proposals for around 30 new homes in South Collyhurst – is the first phase of the Northern Gateway development. Consequently, there was a clear need for an extensive consultation process to establish the key principles of development alongside the community to help shape these proposals, as well as future phases.

The consultation strategy was developed to provide meaningful opportunities for local people to engage with the Applicant and contribute to the progression of the development proposals.

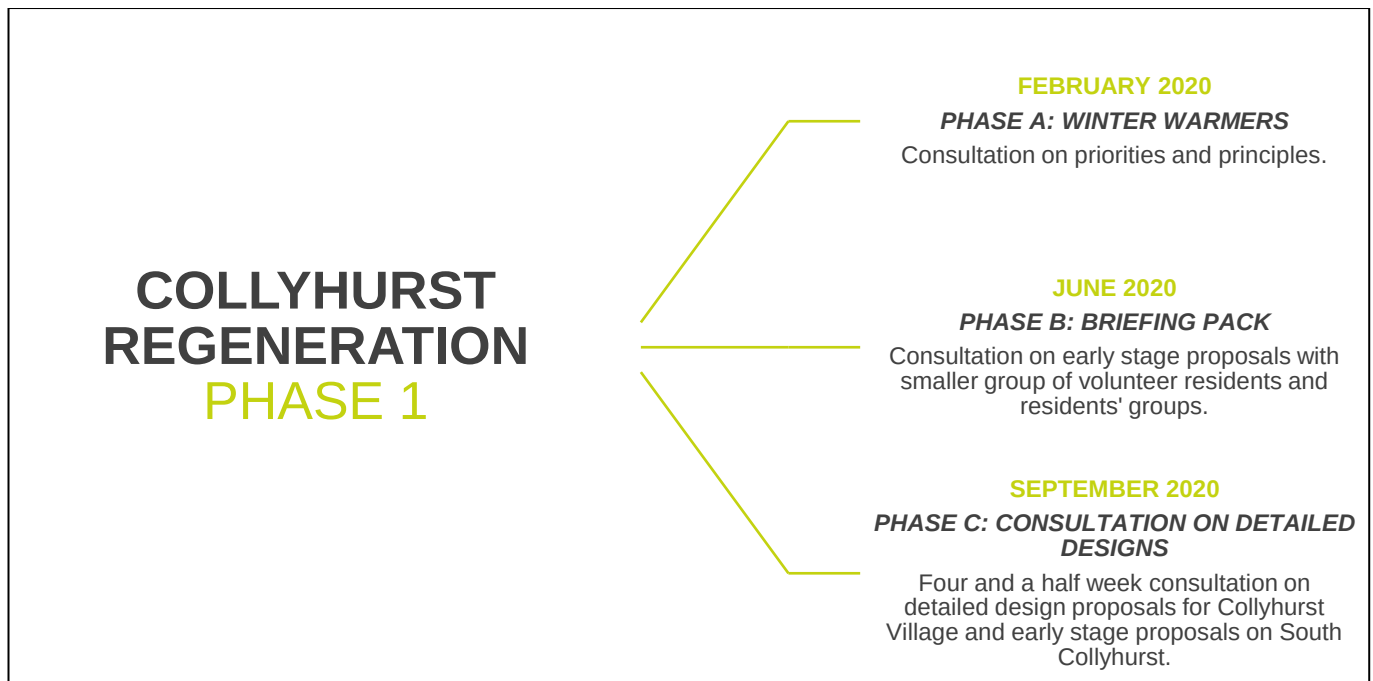
The fundamental objectives of the consultation and engagement strategy were to deliver an inclusive, accessible and robust consultation process. The strategy was adapted in light of the COVID-19 pandemic so that it could proceed without public gatherings and instead promote other forms of engagement. Despite the adaptations to the process the consultation objectives remained.

Section 2 of this SCI explains the approach to consultation, including how the consultation strategy was designed in response to planning policy and guidance, at a national and local level.

The objectives of the consultation were to undertake an accessible and meaningful consultation with the local community where residents and stakeholders had the opportunity to actively participate in the development process by putting forward their ideas and suggestions. It was crucial to demonstrate there was a transparent process through which local people's feedback was considered and influenced the proposals.

As this is the first phase of the Northern Gateway scheme, a project which could see ongoing development of the area for the next 15-20 years, the Applicant was keen to have a significant consultation period and include the community in the discussions as early as possible. The consultation period was due to last six months but, due to coronavirus, it was extended to eight months in total, from February to October 2020.

Over nine months, the ongoing engagement, included three phases of consultation as illustrated below.



This multi-phase approach to consultation ensured that the Collyhurst community had the opportunity to comment on the proposals at (a) an early stage, when the team were establishing the design principles, (b) when more details were being thought about but still at an early stage and, (c) when more detailed designs had been developed for Collyhurst Village. This approach enabled the community to make a much more meaningful contribution than when consultation is only undertaken on a fully developed scheme.

Section 3 of this SCI identifies the key audiences for the consultation. It outlines the elected political representatives, directly affected residents, key local organisations, local businesses and residents that were engaged with. The section includes a diagram of the location of the 1,500 properties close to the sites that were contacted directly at each phase of consultation.

Section 4 of this SCI includes the activities undertaken as part of the first phase of the consultation, Phase A: Winter Warmers. The aim of this phase of consultation was to introduce the Collyhurst Village and South Collyhurst development sites and ask Collyhurst residents to identify the issues and priorities that were most important to them, so that this could feed into the design process at a very early stage. It also sought to explain the process for engagement that was to follow.

This section includes details of the methods used to publicise this phase of consultation which, in summary, included:

- Distributing a consultation postcard to near neighbours
- Distributing a poster to schools and organisations to advertise the consultation
- Advertising the consultation through different media platforms

This phase of consultation included three events, held in February 2020. These events were held on Tuesday 11 February 2020, Thursday 13 February 2020 and Monday 17 February 2020 in venues near to the site. In total, 152 people attended the events. This section also includes a summary of the methods of receiving feedback.

Section 5 of this SCI summarises the feedback received during the first phase of consultation. Through the three events that were held in February 2020, 75 activity sheets were submitted. The activity sheets asked a series of open and closed questions in order to identify key themes and priorities from local people. The comments and feedback received related to the following topic areas:

- **Residential Streets.** There was support amongst the majority of respondents for the design principles put forward relating to residential streets including: a mixture of home types, minimal fencing/barriers (provided the streets are well designed), shared spaces to encourage walking/cycling, curtilage parking and a 'green' feel. In addition, residents wanted to see low maintenance streets to sustain a friendly and 'warm' neighbourhood. Safety and security were also a high priority with many requesting well-lit streets.
- **Types of Homes and their Appearance.** There was support amongst the majority of respondents for the design principles put forward relating to types of homes and their appearance including: open plan living spaces, tenure blind properties, traditional layouts, level access properties and use of traditional materials (e.g. brick). Some requested traditional layouts with front and back gardens/doors, but others were open to exploring different house types e.g. townhouses. Private gardens were seen by many as a necessity and there was a desire to see lower density development. Residents were keen for adequate bin storage and many wanted to see properties big enough to support family life. In addition, respondents wanted to Collyhurst to remain "suburban".
- **Sustainable Living.** There was support amongst the majority for the design principles put forward relating to sustainable living: provision for safe/easier cycling and walking, inclusion of smart meters, energy efficient homes, homes powered by renewable energy. However, the principle of including electric vehicle charging points was not supported by the majority (although the response was mixed).
- **Neighbourhood Management and Facilities.** There was support amongst the majority for the following design principles relating to neighbourhood management and facilities: bins stored tidily to avoid clutter, a local shop, tidy and maintained outdoor spaces, and regular upkeep of homes to keep the neighbourhood looking smart. However, the principle of including space for local people to start businesses was not supported by the majority (although the response was mixed). In addition, respondents wanted to see more community facilities, especially for young people. Respondents were concerned that if spaces were provided for shops they would be empty.

- **My Ideal Neighbourhood.** There was support amongst the majority of respondents for the design principles relating to their ideal neighbourhood including: outdoor and indoor community spaces for all ages, a family-friendly neighbourhood, an age-friendly neighbourhood, feeling part of a community and feeling safe and secure.
- **Outdoor Spaces.** There was support amongst the majority of respondents for the design principles put forward that related to outdoor spaces: a nearby park which includes features to encourage wildlife, provides open spaces and paths, and provides children's play equipment, as well as space to grow flowers and vegetables and private outdoor spaces for individual homes. Respondents were concerned about ongoing maintenance and security of public outdoor spaces, but many agreed that shared green spaces were key to creating a neighbourhood feel.

Section 6 of this SCI includes the activities undertaken as part of the second phase of the consultation, Phase B: Design Workshops / Briefing Packs. The aim of this phase of consultation was to bring focus groups together to gather feedback on slightly more detailed elements of the proposals. However, due to COVID-19, the focus groups had to be cancelled. Instead, briefing packs were distributed to those who wanted to be involved.

This section includes details of the methods used to publicise the distribution of briefing packs which, in summary, included:

- Distributing a consultation postcard to 1,500 near neighbours.
- Sending information out to key stakeholders.

A summary of the methods of receiving feedback is also provided.

Section 7 of this SCI summarises the feedback received during the second phase of consultation, Phase B: Briefing Pack. The feedback was received through the feedback forms, the project email address and the Freephone information line. The feedback form was the main way feedback was provided. It asked a series of open and closed questions to gather thoughts on various topics. The comments and feedback received related to the following topic areas:

- **House Types.** From the examples given, the following emerged as favourable features for the future properties: private outdoor spaces, tree-lined streets, and private roof terraces. The 'Rusholme' development's aesthetic appeal and layout were favoured as was the 'London' development's smart appearance. The need for houses to be tenure blind, have private outdoor space and curtilage parking was suggested by respondents. Other points were also raised and more detail can be found in this section.
- **Collyhurst's Identity.** Many respondents considered Collyhurst's identity to come from community spirit and/or local pride. There was a desire to maintain the feeling of a close-knit community. Respondents considered local landmarks such as the war memorial and outdoor spaces to contribute to Collyhurst's identity.
- **Landscaping and Outdoor Spaces.** Many respondents considered safety and security of outdoor spaces to be important, along with outdoor spaces playing an important part in increasing pride in an area. Respondents said relaxing, enjoying nature and as a family space were the primary ways they would use private outdoor spaces.
- **New Collyhurst Park.** The new park was welcomed by residents and responses indicated that it would be used for a wide range of activities. There were several comments highlighting concerns about anti-social behaviour in the park. Respondents wanted to see accessible paths, a fenced off games area and children's play area amongst other features. Primarily, respondents said they would use the new park to exercise, to meet friends and family and enjoy the outdoors.

Out of the 22 responses received, most people said that they supported the proposals.

Section 8 of this SCI includes the activities undertaken as part of the third phase of the consultation, Phase C: Consultation on Detailed Designs for the Collyhurst Village development site and early stage proposals for the South Collyhurst site. The aim of this phase of consultation was to enable residents to comment on the more detailed designs.

This section includes details of the methods used to publicise the consultation. In summary, this included:

- The distribution of the consultation leaflet to 1,500 properties.
- A letter distributed to directly affected residents.
- A consultation poster put up in some local organisations.
- Coverage on various media platforms including on the radio, social media and online media outlets.
- An additional letter and feedback form.

A consultation website was also created which incorporated a Virtual Exhibition. This aimed to recreate the experience of face-to-face drop-in sessions online due to the government restrictions on face-to-face meetings during the pandemic. It included 10 exhibition 'boards' with further information about the development, two videos which included interviews from members of the project team, as well as links to ask questions and provide feedback.

A summary of the methods of receiving feedback is also provided within this section which includes details of the Feedback Portal hosted on the project website, stakeholder meetings, the Freephone information line, email and Freepost address.

Section 9 of this SCI summarises the feedback received during the third phase of consultation, Phase C: Consultation on Detailed Designs for the Collyhurst Village development site. This section covers all the feedback received across all the consultation channels. The Feedback Portal / form was the main way participants chose to submit their feedback. It asked a series of open and closed questions to gather thoughts on various topics. The comments and feedback received related to the following topic areas:

- **Overall Opinion.** Most respondents stated that they supported the proposals and that they met the needs of the Collyhurst community however some did state that they opposed or objected to the scheme.
- **Housing Design and Layout.** Most participants were in favour of the proposed layout of the properties with most saying they would work well for them/their family. Most said the balance between bedrooms and living spaces would work well, so too would the private outdoor spaces. Most liked the overall layout of the development. However, some participants thought a more diverse range of houses were needed and more traditional layouts were necessary. Some did not like the appearance of the homes and some questioned the internal layouts saying they needed to be more spacious.
- **Green Streets and Private Outdoor Spaces.** Most respondents were in favour of greener streets with some people stating they were concerned over the loss of mature trees. Support was raised for the 'access only' streets however some people were concerned that 'cul-de-sacs' might encourage anti-social behaviour. Most were supportive of the private outdoor spaces shown but some people said that they should be bigger and there was concern that the two-bedroom houses did not have gardens.
- **New Collyhurst Park.** Most respondents considered the proposals for the park to be good, with most saying they would use the park. Respondents liked the idea of sustainable drainage systems and a community orchard / wildflowers. However, some raised objections/concerns about the new park citing potential anti-social behaviour, safety and security as potential issues. Concerns were raised about the safety of having a pond in the area. Traditional play equipment was the type of play equipment that was most favoured by participants.
- **Collyhurst's Identity.** Local history was what respondents thought contributed most to Collyhurst's identity with most respondents saying the development was in keeping with its identity.
- **Safety and Security.** This was a key theme throughout each topic area. Most respondents stated an 'approved' door was something that would make them feel more secure along with windows and outdoor/street lighting. Anti-social behaviour was mentioned repeatedly, particularly around the topic of streets and the park. The pond and roof terraces were raised as some of the concerns regarding general safety.
- **Sustainability.** 'Airtight homes' was voted for by most respondents as a higher priority for them in terms of energy efficiency and sustainability. There were few additional comments regarding this topic, but general support was raised for this being a key theme of the designs.
- **Community Spirit.** Most respondents thought that the development layout would support community spirit. Support was raised for the development enabling the community to stay together but concern was raised about the development splitting up the community and disrupting community spirit.
- **Reserving Properties for those over a Certain Age.** Most were in support of this with some saying that even more should be reserved however there were questions raised about why that demographic should

receive preferential treatment. For example, some stated that how long people have lived in Collyhurst should determine whether you were eligible, not age.

- **Local Facilities and Amenities.** Many participants were keen to see community facilities within the development. Many mentioned they wanted to see a community hub, youth clubs and sports facilities. Some were keen to see more (and bigger) shops within the area but a couple of respondents were concerned business spaces would stand empty.
- **Consultation.** Questions were raised by a couple of respondents regarding the accessibility of the consultation, particularly in light of the pandemic. They were concerned that those without internet access would be disadvantaged in terms of providing feedback.

Further, more detailed comments and suggestions were made as part of each of these sections as well as some other topics; a more in-depth summary of which can be found in **Section 9**.

Section 10 of this SCI concludes this report by explaining how the consultation process has influenced the proposals. The majority of respondents to the consultation were supportive of the proposals when they were asked to give their opinion.

The main ways that the consultation has influenced the proposals include, but are not limited to, the influence on the architectural designs, the tenure blind properties, the inclusion of in-curtilage parking, the landscaping surrounding the war memorial, the influence on measures to improve safety and security within the development.

The Applicant is committed to ongoing consultation and dialogue with the local community as the planning process continues. The consultation website remains in place which will contain further details of the proposed development as they are made available and which will be used to support the upcoming consultation on the South Collyhurst development site.

The Applicant would like to thank everyone who responded to the pre-application consultation and inputted their ideas, suggestions and comments.

2. Introduction and Approach to Consultation

2.1 Overview

This Statement of Community Involvement has been prepared by Counter Context Ltd on behalf Far East Consortium International Limited and Manchester City Council, hereby referred to as 'the Applicants'.

It reports on the pre-application community consultation undertaken with local communities and businesses on proposals for 244 new homes in Collyhurst Village and a new park, as well as early-stage pre-application consultation on 30 new homes in South Collyhurst.

The pre-application community consultation strategy was designed to reflect guidance within Manchester City Council's adopted Statement of Community Involvement (2018) and the National Planning Policy Framework (NPPF) (2019).

This Statement of Community Involvement is part of a suite of documents supporting the planning application for the proposals.

2.2 Development Description and Site Location

The Collyhurst Village site is located on the northern edge of the City Centre within Harpurhey Ward. The site covers an area of approximately 4.2 hectares.

The site is an irregular shape adjoining Marston Street on its northern boundary and both Johnny King Close and Anslow Close on its most eastern boundary. Shellard Road adjoins the site to the south and Rochdale Road (A664) adjoins the site on its western boundary. Thornton Street, Churnet Street and Paget Street are all located within the red line boundary. The site currently comprises 29 properties, areas of hardstanding, trees and hedgerows.



Figure 1: A location plan of the Collyhurst Village and New Collyhurst Park development site.

2.3 Policy Requirements

This Statement of Community Involvement has been prepared to provide a comprehensive record of the pre-application community consultation undertaken on the proposals.

Conducting an early and transparent pre-application consultation is consistent with the guidance within the National NPPF (2019).

Paragraph 39 of the NPPF states that:

Early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties. Good quality pre-application discussion enables better coordination between public and private resources and outcomes for the community.¹

The NPPF goes on to state that:

[Local Authorities] should also, where they think this would be beneficial, encourage any applicants who are not already required to do so by law to engage with the local community and, where relevant, with statutory and non-statutory consultees, before submitting their applications.²

...

Design quality should be considered throughout the evolution and assessment of individual proposals. Early discussion between applicants, the local planning authority and local community about the design and style of emerging schemes is important for clarifying expectations and reconciling local and commercial interests. Applicants should work closely with those affected by their proposals to evolve designs that take account of the views of the community. Applications that can demonstrate early, proactive and effective engagement with the community should be looked on more favourably than those that cannot.³

This Statement of Community Involvement also fulfils a formal recommendation of the Local Planning Authority to provide people with an opportunity to feed into the design process of a scheme at an early stage.

Manchester City Council's adopted Statement of Community Involvement (2018) sets out 'how developers can ensure that there is an effective opportunity for people to comment and steer development'⁴. In providing guidance to developers on how they should carry out pre-application consultation, Manchester City Council's Statement of Community Involvement provides recommendations on the types of methods that developers can adopt as part of their pre-application consultation strategy.

Pre-application consultation is beneficial to both the community and the developer as it allows the developer to design a proposal which takes on board the opinions of the community...

...The format of the consultation that the developer uses is likely to be discussed with us as part of pre-application discussions, to help ensure that there is an effective opportunity for people to comment and steer development. The following methods are likely to be suitable and should be used as appropriate:

- *Letters sent to residents and businesses in nearby streets telling them what is proposed, how they can get more information and how they can give the developer their views*
- *Public exhibition in an accessible location close to the development (e.g. library or supermarket) which tells the public about what is happening and gives them an opportunity to make comments*
- *A website set up by the developer*

¹ Secretary of State for Ministry of Housing, Communities and Local Government, National Planning Policy Framework, February 2019, paragraph 39.

² Secretary of State for Ministry of Housing, Communities and Local Government, National Planning Policy Framework, February 2019, paragraph 39.

³ Secretary of State for Ministry of Housing, Communities and Local Government, National Planning Policy Framework, February 2019, paragraph 128.

⁴ Manchester City Council's Planning and Development Statement of Community Involvement, June 2018, page 33.

- Leaflets distributed to nearby streets and placed in facilities near the proposed developments which have a tear off slip for comments
- Social media used by the developer to advertise the development and associated consultation events...

...We can't require developers to carry out pre-application consultation using the methods set out above, but it is encouraged. Where developers have not engaged with local residents and businesses, it is possible that an application could generate more objections once submitted. This could result in the developer having to amend their application to address the objections which could delay the decision-making process.⁵

As part of this process, and as recommended in Manchester City Council's Statement of Community Involvement, the Applicants' team met with Manchester City Council and discussed the consultation strategy for the proposed development ahead of the commencement of the consultation programme.

Consistent with advice in Manchester City Council's Statement of Community Involvement, this document fulfils the requirement for a consultation supporting statement that summarises the methods used, the representations received, and the changes made to the proposals as a result of feedback submitted. This document provides:

- An account of the pre-application community consultation undertaken with the local community about the proposals.
- A summary of the feedback received from these consultees.
- Evidence that this feedback has been considered in the development of the proposals.

In addition to the requirement for pre-application community consultation set out by national and local authorities, the Applicants recognise that local people can make a valuable contribution to the proposals by offering their local knowledge and raising issues that may not have been considered by the Applicants or Project Team, in many cases resulting in a stronger set of proposals.

This Statement of Community Involvement reports on the pre-application community consultation undertaken with local residents as well as with key local stakeholders and local organisations. There has been extensive and detailed engagement with a range of statutory and other organisations relating to technical issues during the development of the scheme. This engagement is described within the relevant planning application documents and not in this Statement of Community Involvement.

2.4 Consultation Objectives

At the beginning of the development process, the Applicants and their team set out to undertake a transparent and meaningful consultation with the local community.

The bespoke consultation strategy was developed to provide meaningful opportunities for local people to engage with the Applicants and contribute to the progression of the development proposals. Throughout the process, stakeholders and local people had the chance to provide feedback to the Applicants and engage in an ongoing dialogue through the consultation channels which were established.

To ensure that the consultation was carried out in the most appropriate way possible, the consultation strategy was shared with Manchester City Council officers for their input ahead of implementation. It was also shared with local ward councillors and was approved by the Executive Member for Housing and Regeneration.

⁵ Manchester City Council's Planning and Development Statement of Community Involvement, June 2018, pages 33-34.

Important Note

COVID-19, the global pandemic, occurred part-way through the consultation process and so the consultation strategy had to be updated.

2.4.1 Objectives

The objectives of the consultation for Collyhurst Regeneration Phase 1 were as follows:

- To undertake a multi-phase consultation to ensure that members of the local community and key stakeholders had the opportunity to comment and influence the development proposals at (a) an early, formative stage and (b) a more detailed design stage.
- To demonstrate best practice in consultation delivery, ensuring the consultation was accessible, thorough and robust.
- To proactively demonstrate where feedback from the consultation has influenced the scheme design.
- To use the consultation and engagement process to fully explain the proposals in context, and as an opportunity to address any sensitive issues or concerns.

2.4.2 Principles

The Applicants were committed to consulting openly with key stakeholders, residents, businesses and local community groups. Throughout the consultation, engagement activities have been guided by the following key principles:

- Being open and honest with stakeholders and members of the local community when presenting all information about the proposals.
- Being clear and 'plain speaking', avoiding the use of jargon or technical terms where possible.
- Ensuring that all public engagement materials can be easily accessed by local stakeholders and the wider general public.
- Identifying different audiences and developing appropriate communication techniques that effectively engage with each one.
- Responding quickly and effectively to enquiries received from stakeholders and members of the public.

The approach to community consultation as presented in this Statement of Community Involvement reflects Manchester City Council's policy and approach to involving communities. Throughout the pre-application community consultation, the Applicant has ensured that the identified communities and stakeholders:

- Have appropriate access to relevant information.
- Have opportunities to actively participate by putting forward their own ideas and are reassured that there is a transparent process through which their feedback will be considered and will influence the proposals.
- Can obtain feedback, be kept informed of the progress of the proposals and be updated on the outcomes of consultation.

2.5 Community Consultation Process Overview

Owing to the fact the development is the first phase of the 15- to 20-year Northern Gateway project, the Applicants wished to engage with local residents early in the process to garner as much feedback as possible as the feedback from Collyhurst will feed into future phases of the Northern Gateway development.

The Applicants undertook three phases of consultation over an eight-month period from February to October 2020 as illustrated in the following diagram.

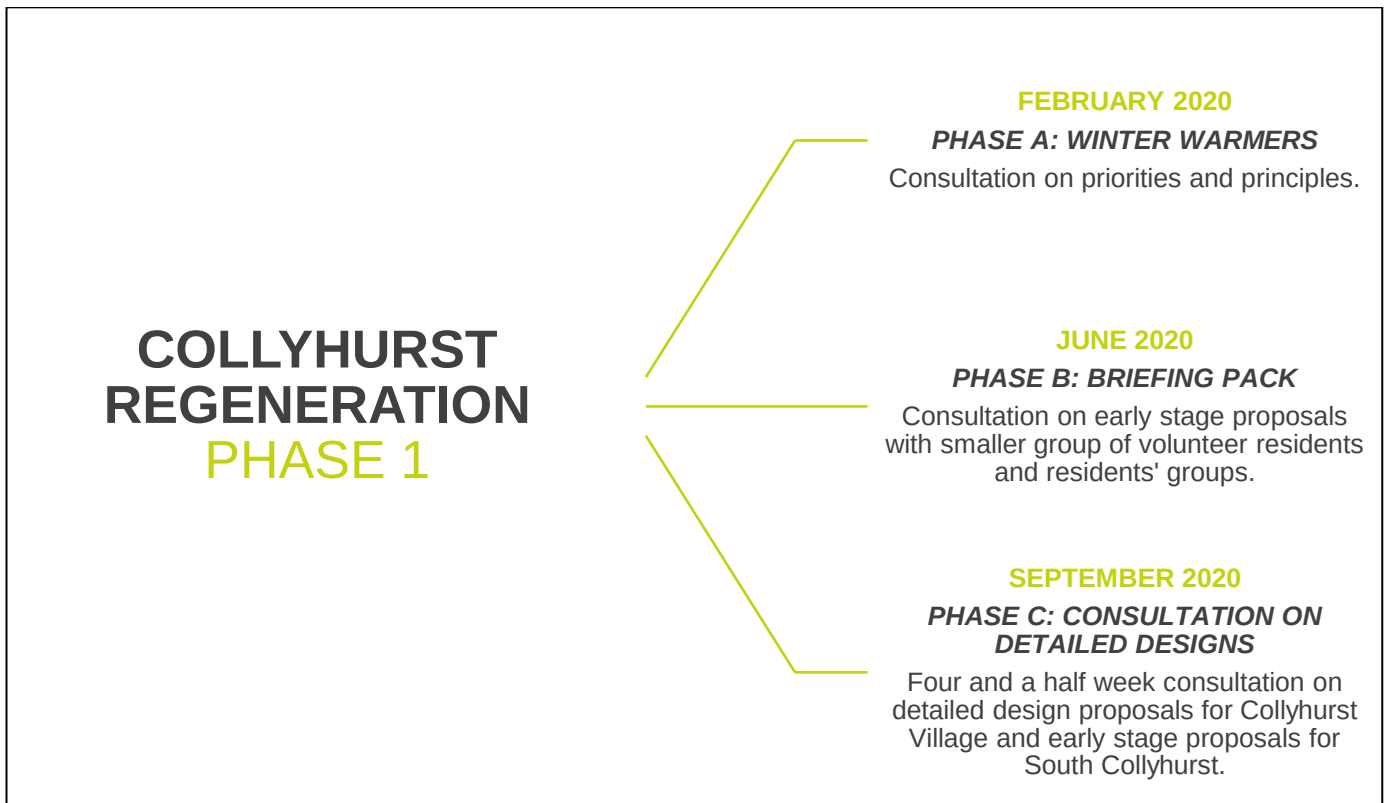


Figure 2: Diagram showing the timeline of consultation activities.

Throughout the consultation period, a range of communication methods were used to raise awareness of the proposals among stakeholders and the local community, who were provided with several accessible and convenient ways to provide feedback.

The Applicants have worked hard to ensure that local priorities have been addressed. This principle has been at the heart of their commitment to building new homes and a park that puts the local community first.

2.6 Strategy with Key Stakeholders

2.6.1 Consultation Strategy

In advance of the first phase of community consultation, the Applicants met with two key local stakeholders to introduce the proposals and the consultation process. The intention was to take on board any suggestions in relation to the range of consultation activities proposed, to ensure that it was tailored to the needs of the local community. The two organisations were YES Manchester and North Manchester Deanery.

The strategy was also shared with local ward councillors to garner their feedback on the consultation activities proposed.

3. Community and Stakeholder Mapping

This section details the key local audiences who were engaged with during the pre-application community consultation. Prior to the start of the consultation, an extensive community and stakeholder mapping process was undertaken to identify different individuals and groups who were likely to have an interest in the proposals. The different audience groups identified were:

- Elected political representatives (see **Section 3.1.1**)
- Directly affected residents (see **Section 3.1.2**)
- Key local organisations (see **Section 3.1.3**)
- Local businesses and residents (see **Section 3.1.4**)

More details about the stakeholders that were engaged with are set out in the **Section 3**.

3.1 Stakeholder Engagement

3.1.1 Elected Political Representatives

Political representatives were engaged with ahead of and throughout the consultation period to obtain their thoughts on the proposals and how best to engage with their constituents.

The list of political representatives engaged with are listed in **Table 1**:

Table 1: List of political representatives consulted during the pre-application consultation.

Position	Name
Executive Member for Housing and Regeneration	Councillor Suzanne Richards
Local Ward Councillor – Harpurhey	Councillor Patrick Karney
Local Ward Councillor – Harpurhey	Councillor Sandra Collins
Local Ward Councillor Harpurhey	Councillor Joanne Green
Local Ward Councillor – Miles Platting and Newton Heath	Councillor John Flanagan
Local Ward Councillor – Miles Platting and Newton Heath	Councillor Carmine Grimshaw
Local Ward Councillor – Miles Platting and Newton Heath	Councillor June Hitchen

3.1.2 Directly Affected Residents

The location of both the Collyhurst Village and South Collyhurst sites were chosen specifically because they have already been cleared for development through the Private Finance Initiative ('PFI') However, the creation of the New Collyhurst Park which would be located next to the new homes in Collyhurst Village, would require the demolition of 29 existing properties.

The owners and occupiers of the buildings which would be affected by this development, the 29 existing properties, were contacted directly. The council visited and wrote to each affected property to explain and discuss the proposals and the options available to these residents should the planning application be approved.

3.1.3 Key Local Organisations

The Applicant identified and engaged with the following organisations, ensuring they were made aware of the proposals and given the opportunity to provide feedback:

- Northwards Housing
- YES Manchester
- St George's Youth and Community Centre
- Collyhurst Big Local
- UnLTD
- Collyhurst South Tenants Association

- Collyhurst Village Contact Group
- Hamerton Road Tenants Association
- Collyhurst Resident Liaison Group
- Lalley Centre
- Church of the Saviour
- Gateway Debt Advice Service
- Collyhurst Community Enterprises
- Missionaries of Charity Brothers
- Christ Temple International Church
- Resident Liaison Group Leader
- Abbott Community Primary School
- St Patrick's RC Primary School
- St Malachy's RC Primary School
- Saviour C of E Primary School
- Collyhurst Nursery School and Children's Centre
- Whitley Road Surgery
- Rochdale Road Surgery
- Aldbourne Close Retirement Home
- Manchester Communication Academy
- Collyhurst Youth Junior Football Club

3.1.4 Local Businesses and Residents

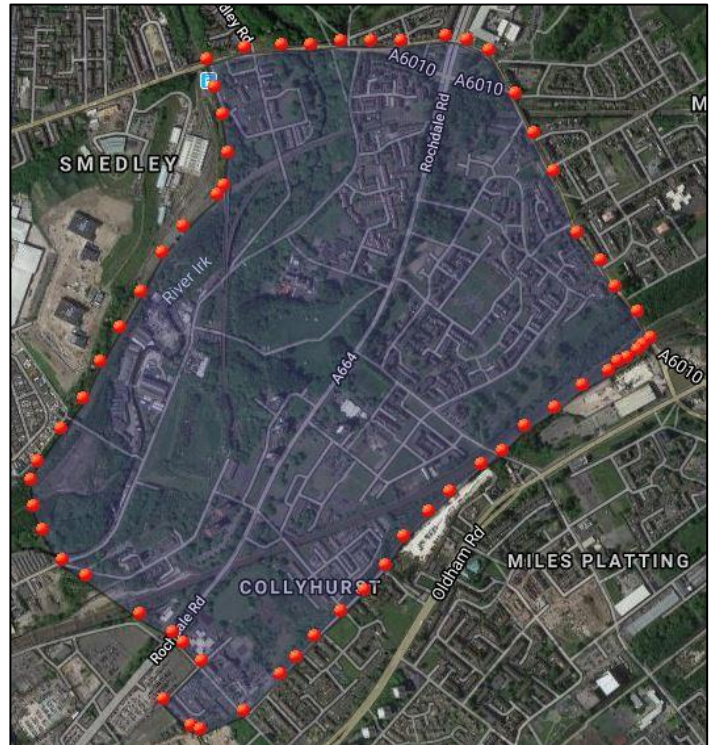
A key priority of the pre-application community consultation was to actively engage with residents and businesses close to the proposed site.

Consultation leaflets and postcards were distributed to an area of 1,500 residential and commercial properties at each stage of the consultation, Phase 1 A, Phase 1 B and Phase 1 C.

This distribution area is shown in **Figure 3**.

More information about the consultation postcards and leaflets for Phase 1 A, Phase 1 B and Phase 1 C can be found in **Section 4.2.1**, **Section 6.2.1**, and **Section 8.2.1**, respectively.

Figure 3: An image showing the extent of the consultation distribution area which was used to send out leaflets or postcards at Phase A, Phase B and Phase C of the consultation (Courtesy of Google Maps).



4. Phase A: Winter Warmers (February 2020)

4.1 Introduction and Aims of the Consultation Process

Phase A of the consultation included three initial engagement events known as the 'Winter Warmers'. They were held in February 2020 with the aim of introducing the Collyhurst Village and South Collyhurst development sites, asking Collyhurst residents to identify the issues and priorities that were most important to them, so that this could feed into the design process at a very early stage, as well as explaining the upcoming process of engagement and consultation.

4.2 Publicising the Phase A: Winter Warmers Community Consultation

4.2.1 Consultation postcard

Consultation postcards were distributed on Monday 3 February 2020 to all residential and business properties located within the agreed distribution area, as set out in **Section 3.1.4**, and shown in **Figure 3**.

The Phase A consultation postcard introduced the proposals for new homes in Collyhurst, an explanation of the planned engagement process and details of the three Winter Warmer events.

The postcard also provided details of the communication channels for people to find out more about the proposals and provide feedback. These included a dedicated email address and Freephone information line.

A copy of the consultation postcard for Phase A is provided as **Appendix 1**.

4.2.2 Consultation Poster

Local schools and community organisations were contacted and asked to host a poster at their venue to advertise the Winter Warmer events. A copy of the consultation poster can be found in **Appendix 2**.

4.2.3 Media Coverage

A press release was issued on Thursday 6 February 2020 by Manchester City Council and was included on their website. A screenshot of this can be seen in **Figure 4**.

4.2.3.1 Print / Online Media

The press release issued by Manchester City Council was picked up by several news outlets who then issued their own articles, including:

- **Manchester Evening News**, "Collyhurst tenants fearing they'd be evicted during huge regeneration works told they WON'T have to leave", 7 February 2020.
- **Business Live**, "Manchester City Council puts Northern Gateway development plans to public", 7 February 2020.
- **Place North West**, "FEC targets 2021 for £1bn Northern Gateway start", 7 February 2020.
- **Insider Media Limited**, "First phase of Northern Gateway revealed", 7 February 2020.

4.2.3.2 Social Media

Following the announcement within Manchester City Council's press release that the next phase of consultation had begun, various organisations and key local stakeholders posted about it on social media, including:

- Business Live
- Manchester Evening News
- Councillor Patrick Karney
- Greater Manchester Tenants Union

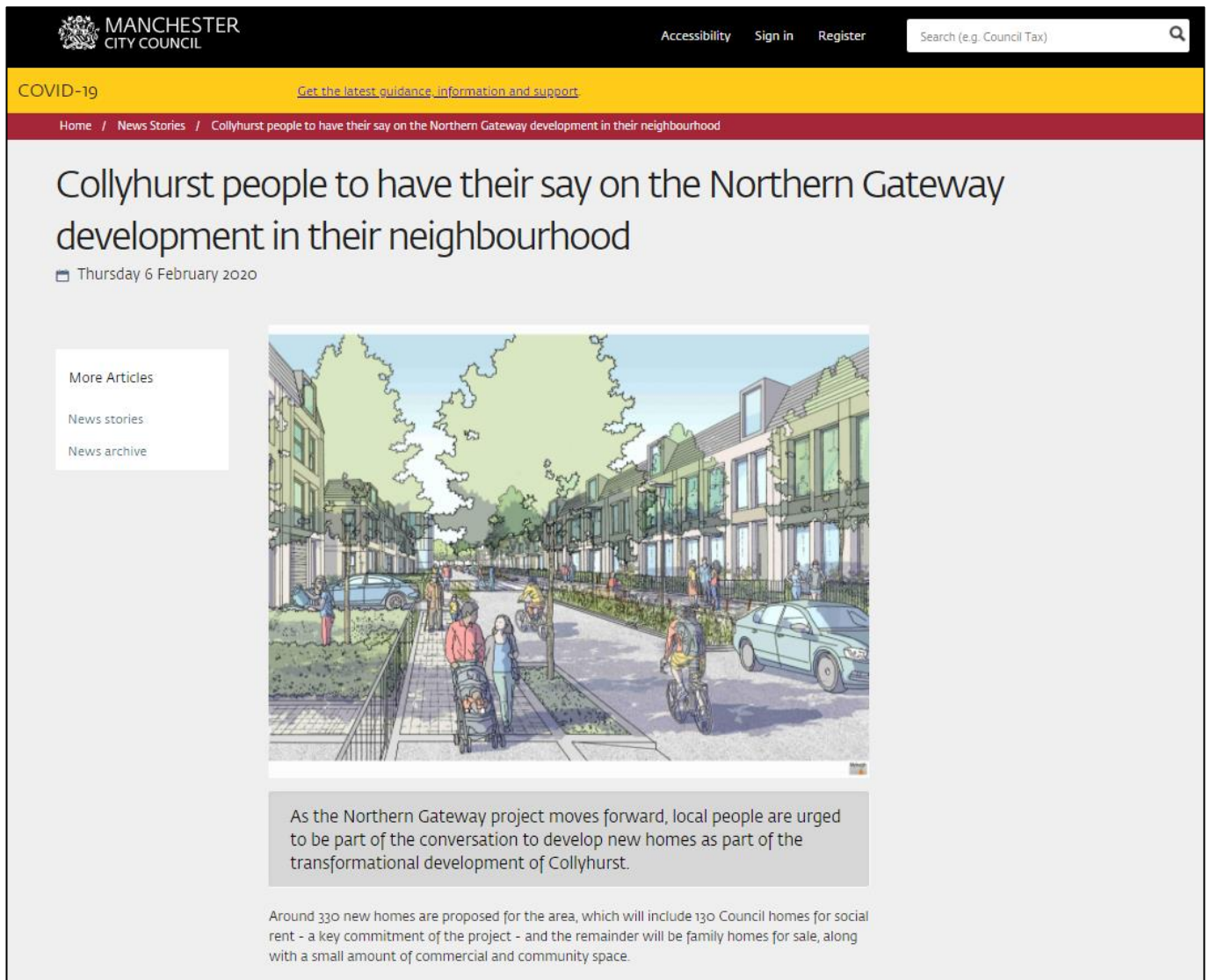


Figure 4: A screenshot of Manchester City Council's website.

4.3 Phase A: Winter Warmer Events

4.3.1 Events Overview

The spread of event venues was selected to make them as accessible and convenient as possible for the local community. Event refreshments were sourced from a member of the Collyhurst community. The hot drinks, cakes and 'café format' helped to create an informal and welcoming atmosphere.

The details of the Phase A: Winter Warmer events were as follows:

- **Tuesday 11 February 2020**, 2.30pm until 7.30pm, Church of the Saviour, Eggington Street, Collyhurst, M40 7RN
- **Thursday 13 February 2020**, 2pm until 5.30pm, Aldbourne Close Housing, 20 Aldbourne Close, Collyhurst, M40 8NE
- **Monday 17 February 2020**, 2pm until 5.30pm, Abbott Community Primary School, Livesy Street, Collyhurst, M40 7PR

At the Winter Warmer events, information about the proposals was on display. This included:

- The project timeline which set out the anticipated timescales for the project.
- The principles which will guide the future development in the Northern Gateway.

- The proposed development sites in Collyhurst
- The Northern Gateway Masterplan

Throughout the Winter Warmer events, the Applicant and members of the Project Team were on hand to talk people through the proposals and answer any questions. The event displays are provided as **Appendix 3**.

Hard copies of the activity sheets and postcards were taken along to the events. Visitors were actively encouraged to sit down with a member of the Project Team who would explain the proposals and talk through the ideas on the activity sheet.

The Project Team made notes of conversations and verbal feedback. Visitors were then encouraged to complete an activity sheet to provide formal feedback. The activity sheet that was available at the event is provided as **Appendix 4**.



Figure 5: Images showing an example of the look and feel of the Winter Warmer events, as well as the information on display.

4.3.2 Event Attendees

Overall, across the three events, 152 people attended. At these events, attendees were given the opportunity to:

- Provide feedback on the activity sheets provided.
- Chat to the project team and ask questions.
- Sign up to take part in the next stage of consultation, focussed workshops on slightly more detailed design ideas.

Table 2: A table showing the statistics from the Winter Warmer events.

Venue	Date	Number of Attendees	No of Activity Sheets Completed
Church of the Saviour	11.2.20	70	38
Aldbourne Close Retirement Scheme	13.2.20	44	21
Abbott Primary School	17.2.20	38	16
Total		152	75

Figure 6 shows the geographical spread of attendees who chose to disclose their postcode when signing in at the events. It indicates many attendees were lived close by to the proposed site location, along with a number of other communities, including Beswick, Clayton, Miles Platting, and beyond.

At the Winter Warmer events we captured the details of 40 residents who were interested in joining a workshop as a follow on to the discussions that had taken place.

4.4 Methods for Receiving Feedback

4.4.1 Freephone Information Line

A dedicated information line (08081 699 993) was utilised for the multi-phase consultation. This line was in operation from 9am to 5pm (Monday to Friday) with an answer phone facility to take calls outside these hours. The Freephone information line number was on all consultation materials including the consultation postcard and posters.

4.4.2 Email

A dedicated project email address (contact@ng-consultation.co.uk) was used for people to submit feedback and ask any questions to the Project Team. The email address was published on all consultation postcards and posters.

4.4.3 Activity Sheet

The Applicant invited feedback on the proposals via an activity sheet, which was made available in hard-copy format at the Winter Warmer events, with a pre-paid envelope available for those who wished to take copies away. The activity sheet can be found in **Appendix 4**.

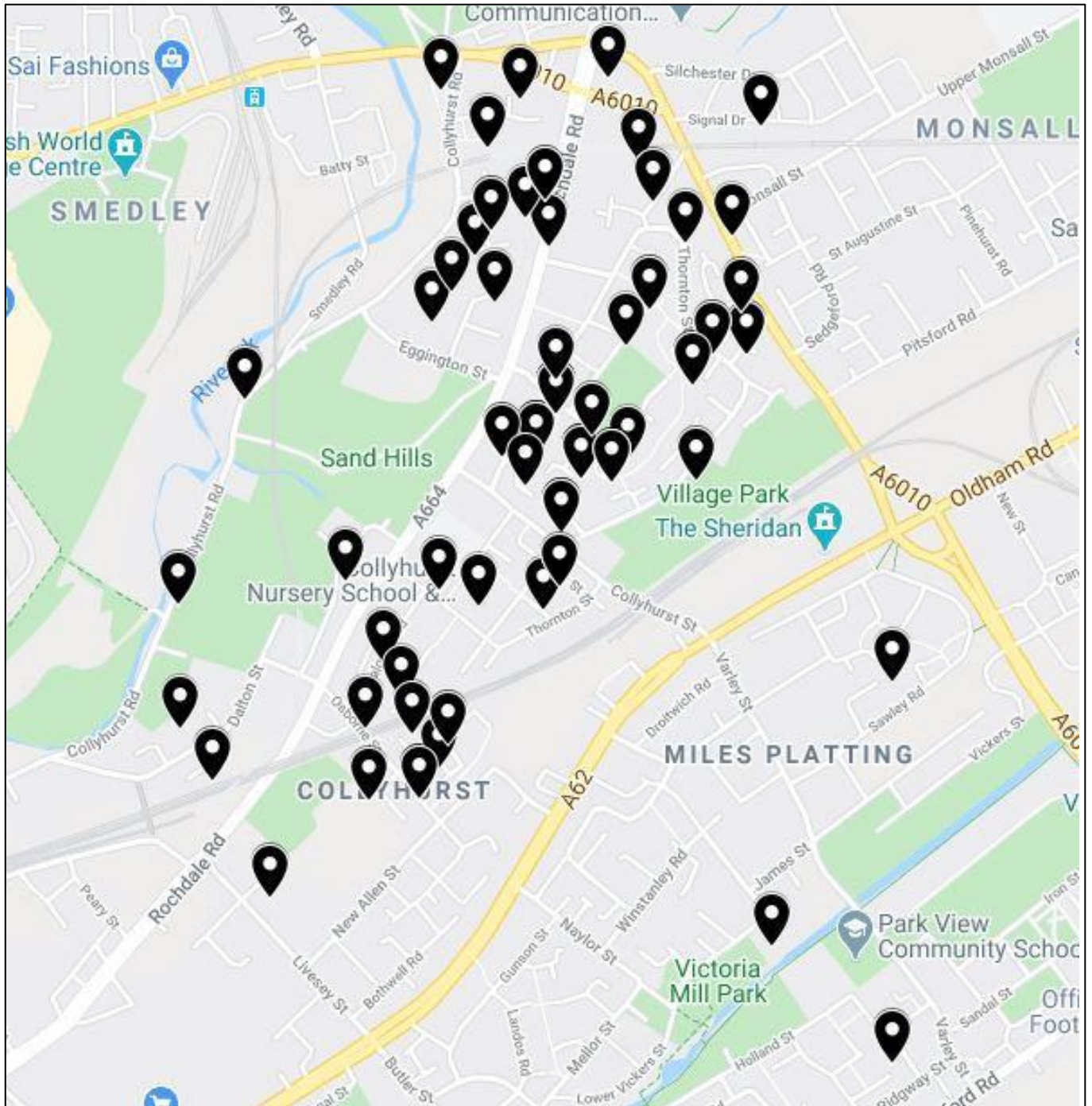


Figure 6: A map giving an indication of where Winter Warmer attendees were from (Courtesy of Google Maps).

5. Phase A: Winter Warmers – Consultation Feedback

5.1 Summary of Feedback Received

Throughout this phase of consultation, several channels were made available for people to ask questions and provide feedback. To summarise, these were:

1. The Freephone information line (08081 699 993).
2. The project email address (contact@ng-consultation.co.uk).
3. The activity sheet and conversations at the Winter Warmer events.

In total, 75 hard copy responses to the Phase A: Winter Warmers were received. These are categorised in **Table 2** depending on the channels through which the feedback was given.

Table 2: Number of consultation responses received through each of the consultation channels.

Consultation Responses Received	Total
Freephone information line	0
Project email address	0
Hard copy activity sheets submitted from the Winter Warmer events	75
Total	75

The activity sheets at the Winter Warmer events sought to obtain feedback on the design principles associated with a number of key topics relating to the proposals which were as follows:

- Residential streets
- Types of homes and their appearance
- Sustainable living
- Neighbourhood management and facilities
- My ideal neighbourhood
- Outdoor spaces

The activity sheets included a mix of closed questions and an open question about the design principles.

The pdf version of the activity sheet is provided as **Appendix 4**. The feedback received through the activity sheets is set out by topic in **Section 5.2**.

5.2 Feedback Received

Activity sheets were distributed at the Winter Warmer events and attendees were asked to complete them. In total, 75 activity sheets were completed. Respondents were asked to state which design principles they agreed with and which they did not agree with. Each of the design principles were split into topics.

The following section gives a qualitative and quantitative analysis of the feedback received through the activity sheets, as well as the conversations held.

5.2.1 Residential Streets

It was clear from the responses given within the activity sheet that the design principles set out were agreed with by most respondents who chose to provide their opinion on this topic.

Overall, it was apparent that, of those who chose to respond, the majority of those who gave feedback thought that there should be:

- A mixture of different types of homes
- Minimal fencing and barriers
- Shared spaces, to encourage cycling and walking
- Space for a car right outside my home

- A green feel with street trees and landscaping

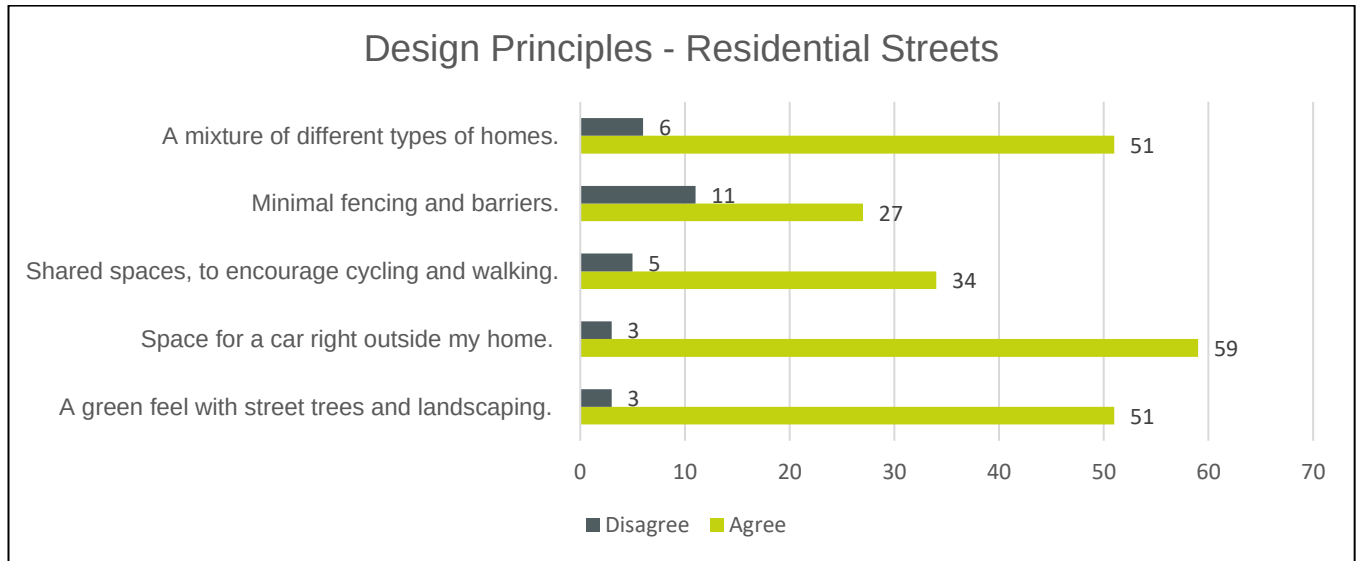


Figure 7: A bar chart showing the number of people who agreed and disagreed with the principles set out about residential streets.

The section below sets out a summary of the comments that were made both in conversation and on the activity sheets in relation to residential streets when respondents were asked to provide more detail.

Curtilage Parking

In the main, there was very strong support for in curtilage parking. This was based on security, certainty of getting a space, and that having a parking space next to the home could cater for any future disabilities.

Fencing

Some participants saw fencing as a necessity, helping to provide a defensible space to prevent antisocial behaviour, litter blowing in, or visits by neighbouring dogs; “if you don’t provide fences, people will only put them up themselves.” However, a few people suggested that the poor space in front of properties currently might be the cause of some of the current issues, and so less fencing might work in the future, if the streets are better designed.

Maintenance

A lot of participants suggested that residential streets should be designed to be as low maintenance as possible, to create a friendly and warm neighbourhood that people will want to live in.

Safety and Security of Residential Streets

Safety and security are huge priorities for people. There was a very strong desire for residential streets to be well-lit.

Green and Leafy Feel

Greenery on residential streets was welcomed if the commitment was in place for regular maintenance.

5.2.2 Types of Homes and their Appearance

It was clear from the responses given within the activity sheet that the design principles set out were agreed with by most respondents who chose to provide their opinion on this topic.

Overall, it was apparent that, of those who chose to respond, the majority of those who gave feedback thought that there should be:

- Open plan living spaces

- No differentiation between privately-owned and Council-owned homes
- A traditional house layout with a front and back door
- Homes all on one floor with no step access
- Homes designed to use traditional materials, such as brick

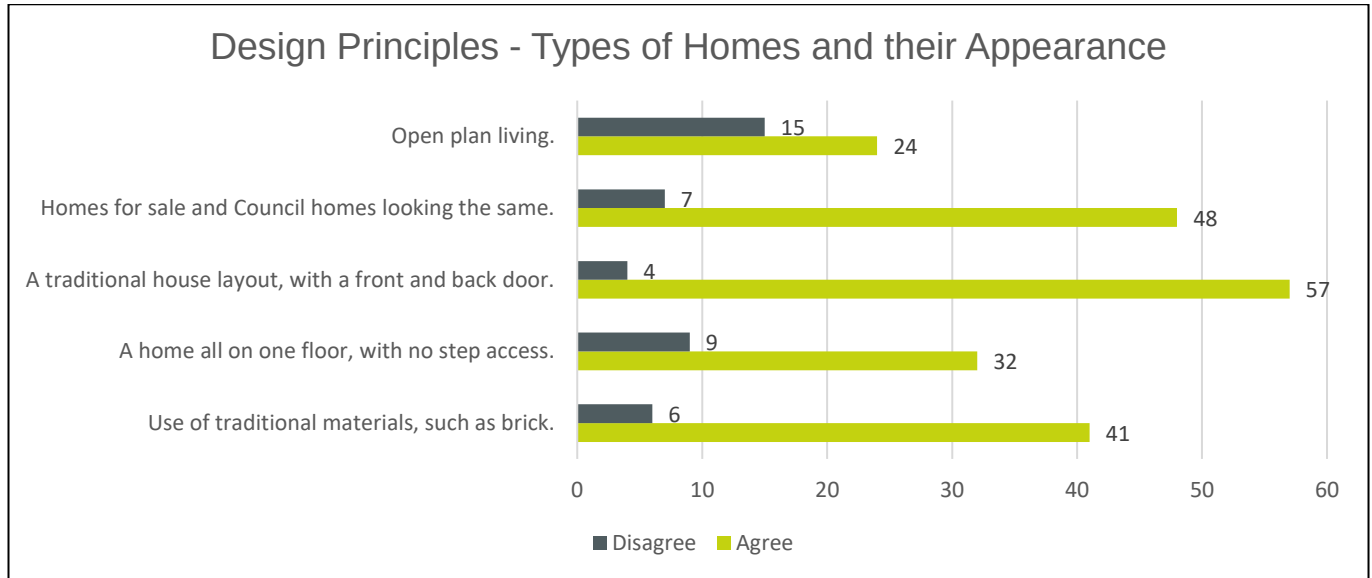


Figure 8: A bar chart showing the number of people who agreed and disagreed with the principles set out about types of homes and their appearance.

The section below sets out a summary of the comments that were made both in conversation and on the activity sheets in relation to new homes and their appearance when respondents were asked to provide more detail.

General Comments

A strong theme of the feedback was focused on their desire for Collyhurst to continue to support a way of life that could be characterised as “suburban”.

Type of Homes/Gardens

Many people expressed the desire to live in a traditional-style house with a front and back garden, as well as a front and back door. On the other hand, some participants were interested in exploring the potential of different types of properties with a view that a varied mix of housing types would bring a positive mix of different demographics living amongst each other. Several participants said that they liked the concept of a modern townhouse, thinking these looked smart.

Private gardens were seen as a necessity for taking dogs out in the morning or at night, and for providing a secure place for children/grandchildren to play.

The provision of some level access properties was also seen as important for those with disabilities, who are currently under catered for.

Density

There was a strong view that Collyhurst should not end up looking like Ancoats, and that housing should be at a lower density.

Indoor Living Spaces

Concern was raised by some that open plan living was a sneaky way of providing smaller properties.

Some participants said there was a definite need for one- or two-bedroom apartments for older residents, but that these should be in low-rise blocks, as, “Collyhurst people don’t want to live in rabbit hutch flats in sky scrapers”.

There was strong support for decent sized bedrooms, kitchens and lounges to support family life.

External Appearance

The use of brick received very widespread support, with many participants saying that the new dwellings should blend in with the existing Collyhurst area. Some participants specifically mentioned red brick, so that Collyhurst would remain distinctive from other areas in North Manchester, where grey brick is being used a lot in new developments.

There was strong support for new properties to be tenure blind.

Bin storage was highlighted as a big issue. Enclosed and smart bin stores are required.

5.2.3 Sustainable Living

It was clear from the responses given within the activity sheet that four out of five of the design principles set out were agreed with by most respondents who chose to provide their opinion on this topic. However, one was disagreed with by most participants.

Overall, it was apparent that, of those who chose to respond, the majority of those who gave feedback thought that there should be:

- Provision within the development that makes cycling and walking easier and safer
- The inclusion of smart meters to support efficient energy distribution
- Energy efficient homes
- Homes powered by renewable energy

However, although the numbers for and against were close, the following point was disagreed with by the majority:

- Charging points for electric vehicles should be included

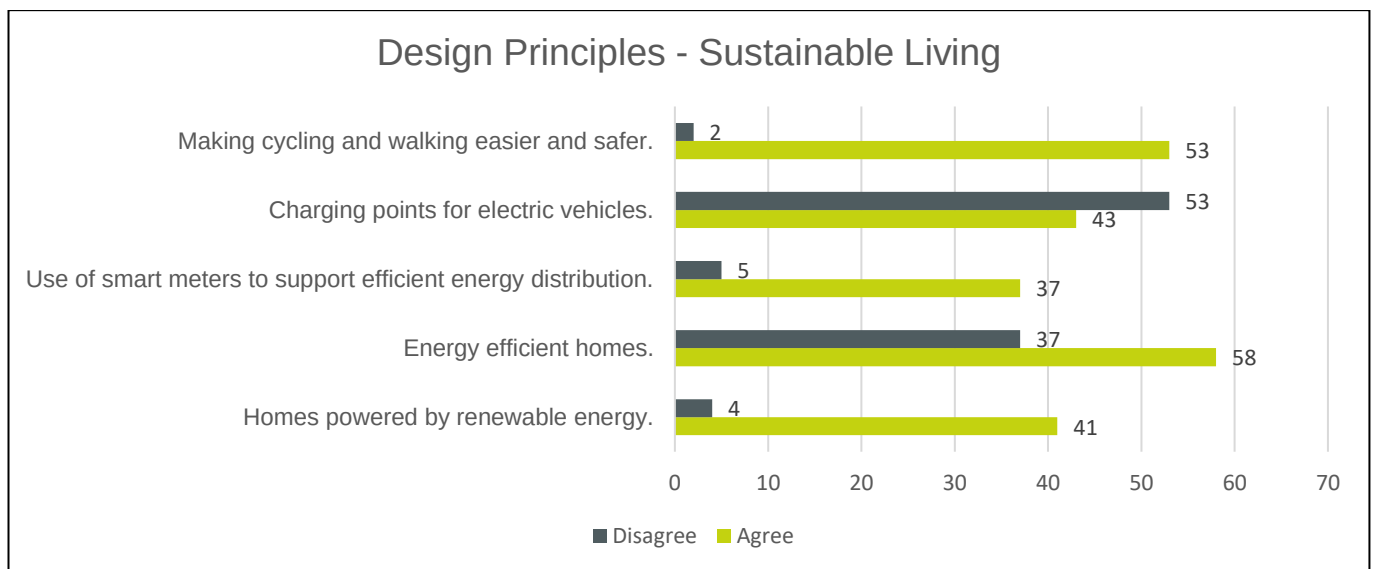


Figure 9: A bar chart showing the number of people who agreed and disagreed with the principles set out about sustainable living.

The section below sets out a summary of the comments that were made both in conversation and on the activity sheets in relation to sustainable living when respondents were asked to provide more detail.

General Comments

There was very positive feedback about measures to promote sustainable living, including energy efficiency and renewable energy generation.

Electric Vehicle Charging Points

Charging points for electric cars received a more mixed response, potentially because participants felt that purchasing an electric car was not something they were considering in the near future. A couple of people were concerned about the security of these, fearing they could become a target for youths to vandalise.

5.2.4 Neighbourhood Management and Facilities

It was clear from the responses given within the activity sheet that four out of five of the design principles set out were agreed with by most respondents who chose to provide their opinion on this topic. However, one was disagreed with by most participants.

Overall, it was apparent that, of those who chose to respond, the majority of those who gave feedback thought that:

- Bins should be stored tidily to avoid clutter.
- There should be a local shop for day-to-day essentials.
- Outdoor spaces should be kept tidy and maintained.
- There should be regular upkeep of homes to keep the neighbourhood looking smart.

However, although the numbers for and against were close, the following point was disagreed with by the majority:

- There should be space for local people to start a business

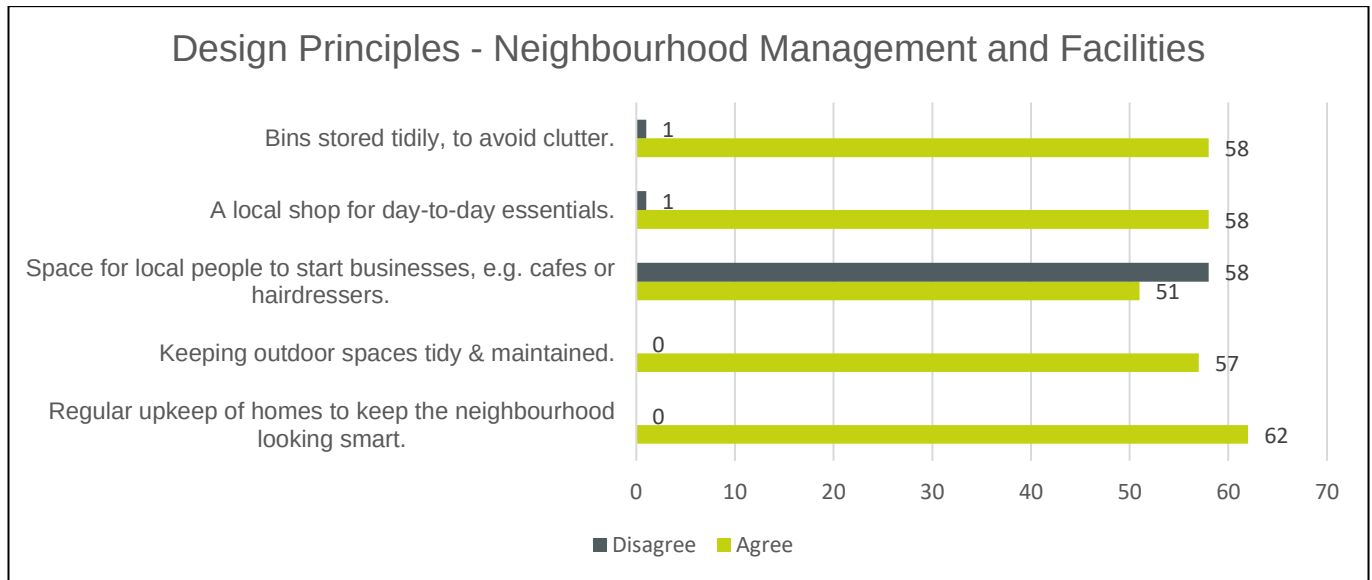


Figure 10: A bar chart showing the number of people who agreed and disagreed with the principles set out about neighbourhood management and facilities.

The section below sets out a summary of the comments that were made both in conversation and on the activity sheets in relation to neighbourhood management and facilities when respondents were asked to provide more detail.

General Comments

There was a very strong feeling that Collyhurst does not currently provide sufficient community facilities, especially for young people.

The potential inclusion of commercial space received mixed feedback. Some participants said that it would be great to have a local shop within walking distance, especially for those with mobility problems. Others were fearful about whether businesses would stay open or become empty like those previously within the Collyhurst area.

5.2.5 My Ideal Neighbourhood

It was clear from the responses given within the activity sheet that the design principles set out were agreed with by most respondents who chose to provide their opinion on this topic.

Overall, it was apparent that, of those who chose to respond, the majority of those who gave feedback thought that:

- There should be outdoor and indoor community spaces for all ages
- It should be a family-friendly neighbourhood
- It should be an age-friendly neighbourhood
- Feeling part of a community was important
- Feeling safe and secure was important

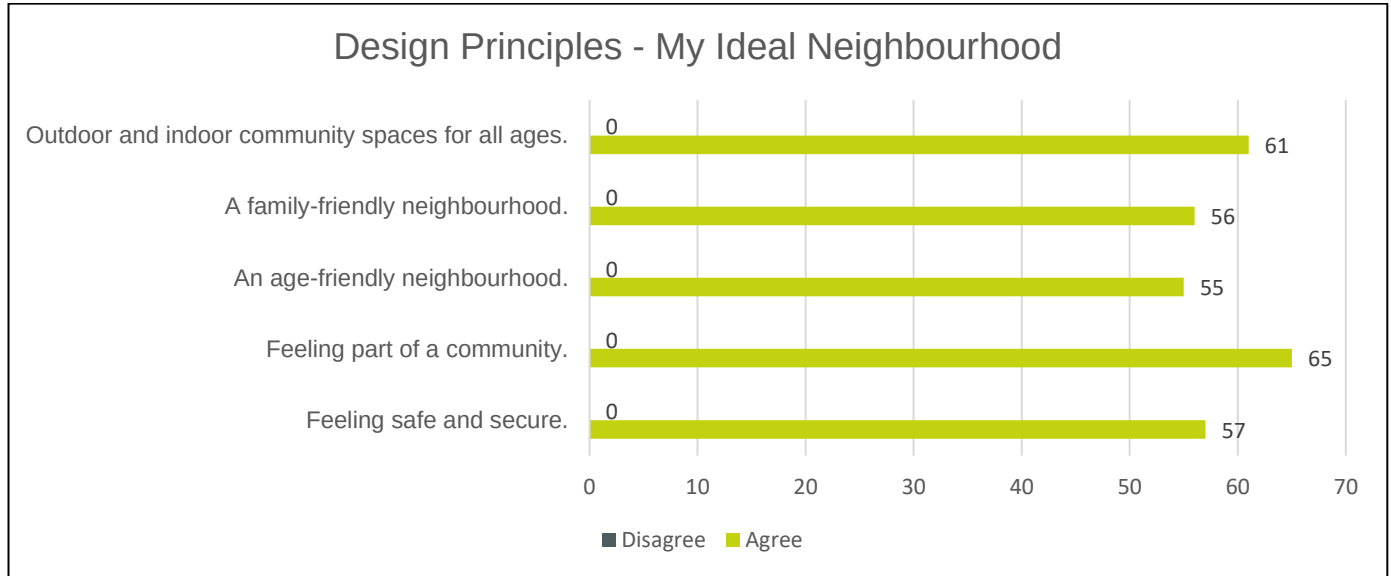


Figure 11: A bar chart showing the number of people who agreed and disagreed with the principles set out about respondents' ideal neighbourhood.

5.2.6 Outdoor Spaces

It was clear from the responses given within the activity sheet that the design principles set out were agreed with by most respondents who chose to provide their opinion on this topic.

Overall, it was apparent that, of those who chose to respond, the majority of those who gave feedback thought that there should be:

- A nearby park with features to encourage wildlife
- A nearby park which provides open spaces and path e.g. for walking
- A nearby park which provides children's play equipment
- Space to grow flowers and vegetables
- Private outdoor spaces for individual homes

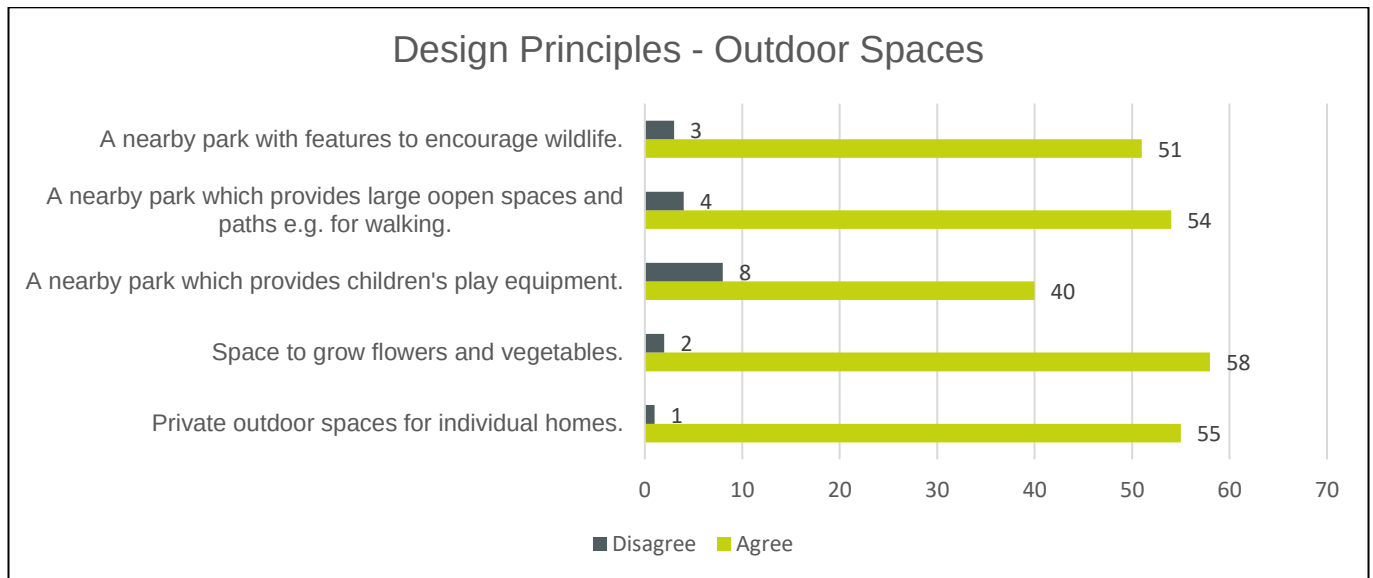


Figure 12: A bar chart showing the number of people who agreed and disagreed with the principles set out about outdoor spaces.

The section below sets out a summary of the comments that were made both in conversation and on the activity sheets in relation to outdoor spaces when respondents were asked to provide more detail.

Maintenance

There were many comments on the practicality of maintenance and security rather than design of the outdoor spaces. People were fearful that expensive features would become a target for vandalism, especially children's play areas.

Shared Green Space

Some participants did mention that shared green spaces were key to creating a neighbourhood feel, providing opportunity for residents to get together and socialise in a public space.

6. Phase B: Design Workshops / Briefing Packs (June 2020)

6.1 Introduction and Aims of the Consultation Process

Following on from the Phase A: Winter Warmer events held in February 2020, and to conclude this first phase of consultation, plans were put in place to hold two design workshops for members of the community. These design workshops were to gather more detailed feedback on the designs.

6.2 Publicising Phase B: Design Workshops / Briefing Packs (June 2020)

6.2.1 Detailed Design Workshop Postcard

At the Winter Warmer events in February 2020, 40 residents registered their details to express interest in joining a workshop as a follow on to the discussions that had taken place.

To ensure that the entire community had the chance to participate in this stage of the process, a postcard was issued to approximately 1,500 properties offering the opportunity to join a detailed design workshop.

Postcards were distributed on Tuesday 1 March 2020 to all residential and business properties located within the agreed distribution area, as set out in **Section 3.1.4** and shown in **Figure 3**.

A copy of the postcard for Phase 1 B is provided as **Appendix 5**.

An additional 11 residents responded to that postcard expressing an interest in the workshops, bringing the total to 51.

6.3 Phase B Events

6.3.1 Events Overview and Change in Strategy

The workshops were arranged to take place on Saturday 21 March 2020 and Monday 23 March 2020, just a few weeks after the Winter Warmer events. 16 people in total had confirmed their attendance, but the workshops had to be cancelled at very short notice when the Covid-19 pandemic took hold and the UK went into lockdown. With face-to-face engagement no longer an option for the foreseeable future, a change to the plans and a revision to the strategy was necessary.

The opportunity to present the evolving early-stage design ideas and to gather the views of a small group of engaged residents was still regarded as highly valuable to the consultation and design process. There was a pause in the process while the options were assessed considering Covid-19 and the approach and next steps were agreed with Far East Consortium and Manchester City Council.

It was decided that the alternative method of engagement would be a visually led, printed briefing pack, designed to replicate as far as possible the information that would have been shared at the design workshops. The revised strategy was approved by the Executive Member for Housing and Regeneration.

The briefing pack is provided as **Appendix 6**.

6.3.2 Briefing Pack Distribution

The 51 residents who had volunteered for the workshops were contacted individually to ask if they would like to participate in the revised process.

34 of these individuals confirmed they would like to still participate in the process and receive a briefing pack by email or by post.

In order to gather a wider set of views and a larger data set, it was also agreed that briefing packs should be distributed to the members of the local Resident Liaison Group (RLG), to the Chairs of the Tenant Resident Associations (TRA) and to the 29 properties situated within the Collyhurst Village proposed site boundary.

The total number of participants increased to 67.

6.4 Methods for Receiving Feedback

6.4.1 Feedback Form

The Applicant invited feedback on the proposals via a feedback form that was (a) made available in hard-copy format and sent out in the same envelope as the briefing pack or, (b) where participants had expressed that they would like to receive an email, it was sent out electronically. If posted, the team enclose a pre-paid enveloped available for those who wished to return the feedback form to the team via post. The feedback form can be found in **Appendix 7**.

6.4.2 Freephone Information Line

A dedicated information line (08081 699 993) was utilised for the multi-phase consultation. This line was in operation from 9am to 5pm (Monday to Friday) with an answer phone facility to take calls outside these hours. The Freephone information line number was on the briefing pack and enclosed feedback forms sent out alongside the briefing pack.

6.4.3 Email

A dedicated project email address (contact@ng-consultation.co.uk) was already set up for people to submit feedback and ask any questions to the project team. The email address was published on the briefing pack and enclosed feedback forms sent out alongside the briefing pack.

7. Phase B: Briefing Pack – Consultation Feedback

7.1 Summary of Feedback Received

Throughout this phase of consultation, several channels were made available for people to ask questions and provide feedback. To summarise, these were:

1. The Freephone information line (08081 699 993).
2. The project email address (contact@ng-consultation.co.uk).
3. The feedback form.

In total, 22 responses to the Phase B: Briefing Pack consultation were received. These are categorised in **Table 2** depending on the channels through which the feedback was given.

Table 2: Number of consultation responses received through each of the consultation channels.

Consultation Responses Received	Total
Freephone information line	1
Project email address	1
The feedback form	20
Total	22

The feedback forms sent out as part of Phase B of consultation sought to obtain thoughts on a number of key topics associated with the proposals which were as follows:

- Housing types
- Collyhurst's identity
- Landscaping and outdoor space
- New Collyhurst Park

The feedback forms included a mix of closed questions and an open question about the proposals.

The pdf version of the feedback form is provided as **Appendix 7**. The feedback received is set out by topic in **Section 7.2**.

7.1.1 Geographical Spread of Participants

We asked respondents to let us know their postcode so that we could assess the geographical spread of the responses received. A map depicting the locations from which the responses came is in **Figure 13**.

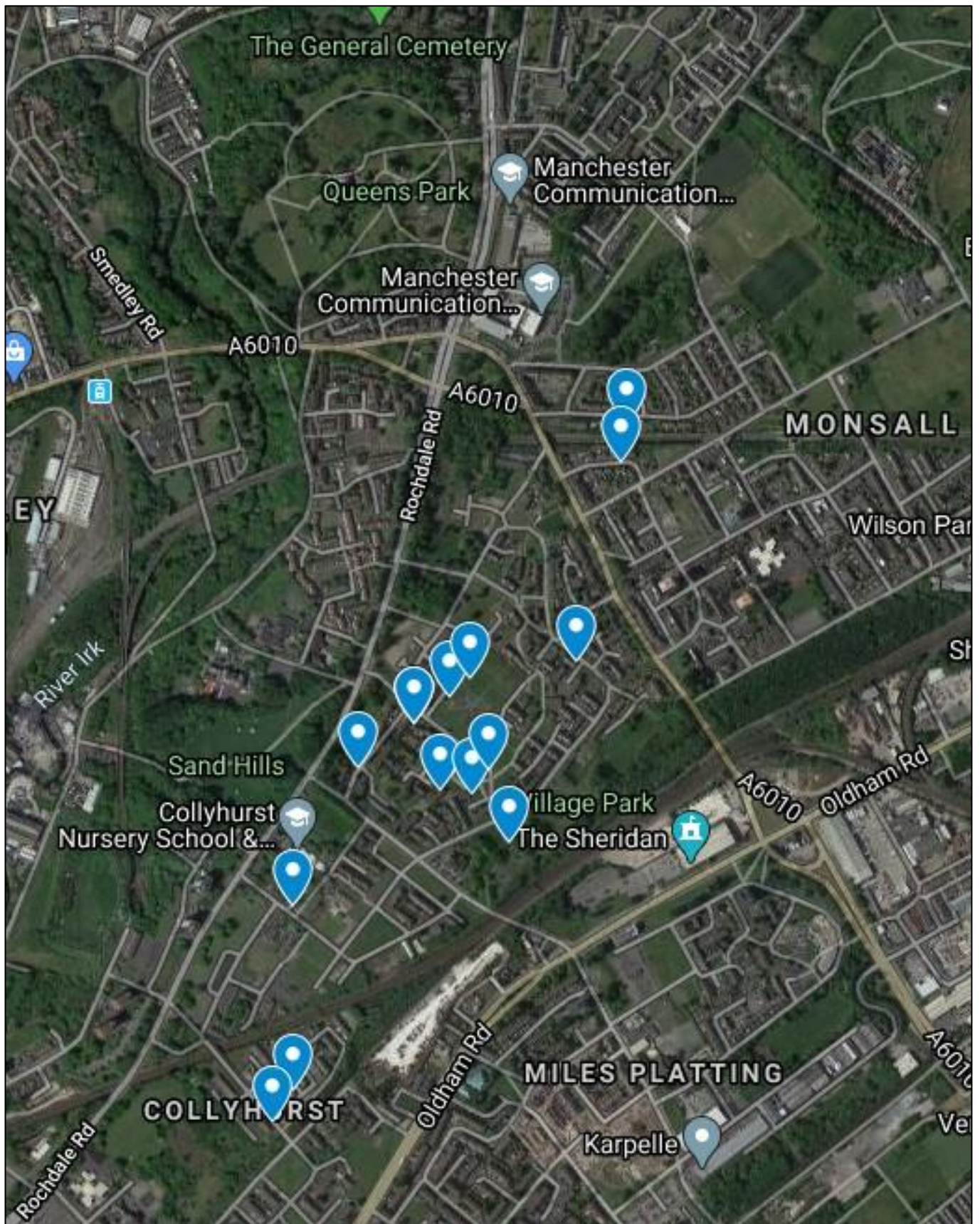


Figure 13: A map showing the geographical spread of respondents (Courtesy of Google Maps).

7.2 Feedback Received

The section below sets out by topic the broad opinions and comments raised about the different topics.

7.2.1 Housing Types

Residents were shown four examples of housing developments elsewhere and asked to consider if they preferred any of these and, if so, why. The briefing pack which sets out these examples in full can be seen in **Appendix 6**.



Figure 14: Examples given in the briefing pack of the 'London' (left hand three images) and 'Rusholme' (right hand two images) developments.

The Rusholme and London development examples were viewed favourably by residents (seen in **Figure 14**). The Rusholme development was favoured because it offered private outdoor space, because of its aesthetic appeal and layout as well as for its tree lined streets. The private roof terraces and smart appearance of the London development were highlighted as appealing features. Some respondents did not highlight a preference for any of the example developments.

One respondent approved of the designs being tenure blind with no distinguishment between privately owned or Council owned homes.

One resident provided feedback that a house with a private outdoor space and a space for a car was important.

One resident suggested there should be a balance of housing types on offer. Another explained that modern terraced housing appealed to them and asked us to consider mid-rise apartments for single person households. We also asked residents to highlight any potential problems they could envisage with any of the house types shown. The following points were made:

- A concern about younger residents living close to older residents and potential concerns around noise and properties not being looked after.
- Concern that apartments might block the light and view if they were built too closely to smaller housing types.
- Future maintenance could become a big issue if neighbours who share outdoor amenity spaces do not cooperate with each other.
- Having someone living above or below is not well suited to families with children.
- Concerns about the practicality and appeal of living in high storey apartments in light of the lockdown due to the Covid-19 pandemic, and the impact on those living in this type of home without access to private outdoor spaces.
- A question as to whether there would be sufficient parking for residents.
- Concern about lack of privacy.

When asked how the team could ensure that new homes meet the needs of the Collyhurst community, the following priorities emerged:

- A range of sizes of home to suit all, including large families.
- Rehousing residents.
- Feeling safe and secure.
- Space to park a car.
- Energy efficient homes.
- Private outdoor space.
- Bin storage.

- Maintenance of outdoor spaces and street trees.
- Homes which are accessible and cater for the needs of a wide range of people including the disabled, elderly and vulnerable.
- Affordability for those on low incomes.

7.2.2 Collyhurst's Identity

When asked to consider what gives Collyhurst its identity and what should be preserved or improved, community spirit and local pride stood out in each response. Feedback highlighted a desire to keep close-knit community together and spoke of the sense of security that comes from relationships with neighbours and the community.

Local landmarks such as the war memorial are clearly valued as being important not only to the Collyhurst community but also to wider Manchester.

Outdoor spaces are highly valued and considered to be important to Collyhurst's identity. There was also support for regeneration along Rochdale Road and one resident mentioned a shop as being important in this regard.

"Part of Collyhurst identity is its wide outdoor spaces and local interesting landmarks."

"I would like it if you could retain the local community spirit and pride and also make sure the local landmarks stay in place and more outdoor spaces."

"Its landmarks and I also think having respect for each and pride and knowing that when you go on holiday the community keep an eye on your home."

"Keeping the community together is very important to us, also plenty of outdoor activities"

"Make the front of Rochdale Road appealing, for many years it's been overgrown, used as a dumping ground, overgrown. A new fresh landscape would be much improved."

7.2.3 Landscaping and Outdoor Space

Within the feedback form, closed questions were asked to gather opinion on how outdoor spaces are likely to be used by Collyhurst residents to inform the design of these spaces within the proposals. **Figure 15** highlights the responses received.

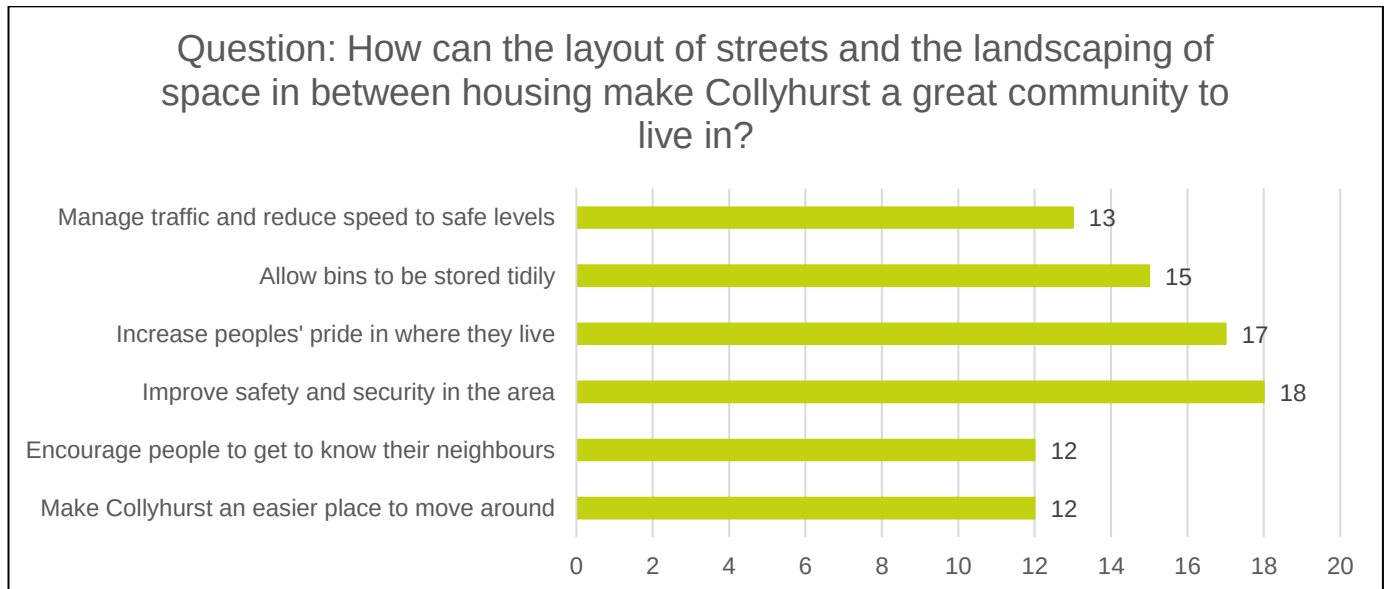


Figure 15: A bar chart showing how respondents thought the layout of streets and landscaping of space in between housing could make Collyhurst a great community to live in.

Safety and security emerged as a top priority, just as it did at the Winter Warmer events, and the need for good street lighting was referenced within this context. The sense of pride the community can take from improved outdoor spaces is clear. There were also some additional comments received on this topic of landscaping and outdoor spaces:

“Not affecting where I live but I think it is fantastic and will regenerate the area regardless. The plans around affordable housing are a must and the green spaces. It is what's needed to improve run down area. Looks fab.”

“Tollesby Close used to be a nice Close but now with young people trashing their homes and gardens and drug dealers parking up in the Close. Some of us think you are just moving the problem to a nice new area to start again.”

“There would need to be patrols to ensure no anti-social behaviour.”

“I like the idea of blocked off alleyways so residents only can access. Making the space green, benches, hanging baskets, community communal area for residents on that row.”

“Maybe planting more trees/plants to make the place look better.”

Participants were also asked how they envisaged using any private outdoor spaces they might have. The results are shown in **Figure 16**.

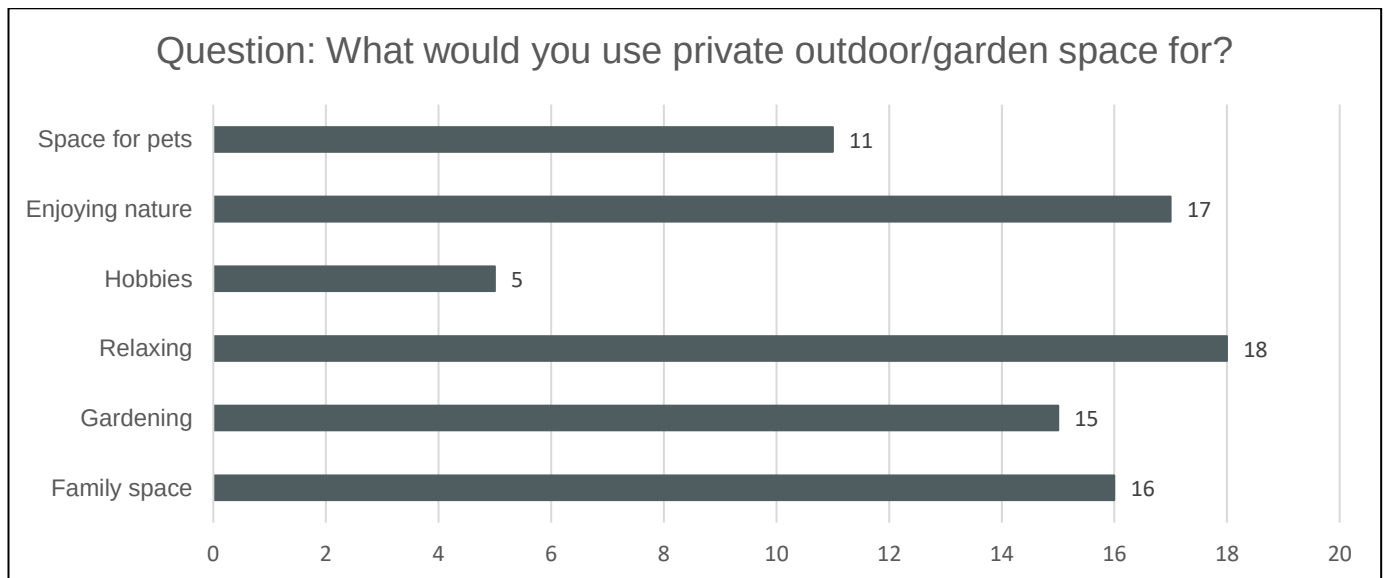


Figure 16: A bar chart showing how respondents thought they would use their outdoor/garden space.

It is clear that a private outdoor space in which to relax and spend time is important to residents for a wide variety of reasons. The following feedback supports this:

“We think private outdoor garden space is really important to us because we enjoy the grandkids playing and picking fruit I grow and I try to encourage them with feeding the wild birds.”

“All of the above communal areas for families, elderly to come together.”

“Mental wellbeing in your own private setting.”

“The private outdoor garden space to use for family space for children to play and for my grandchildren also to relax with family during the summer.”

7.2.4 New Collyhurst Park

New Collyhurst Park was welcomed by residents and responses indicate that it will be used for a wide range of activities. There were several comments highlighting concerns about anti-social behaviour in the park and asking if this has been considered.

"It would be lovely to have all this but it's getting people to respect what we got and keep it clean after all it's for the kids."

"And to make sure these places don't get vandalised is to have a patrol person or persons to keep it nice and safe for everyone."

"Security of some kind so that anti-social behaviour is monitored. Also gates that won't allow motorbike access."

Figure 17 and **Figure 18** highlight the feedback received around what residents would like to see in the park and how they might use it. There were also a number of other suggestions made:

"A nice little fishing pond for the kids to keep them occupied and a few volunteers to help run it."

"Maybe an area for dog walking."

"It would help children and grandchildren to learn about looking after wildlife and to keep these areas clean and safe."

"Due to Council resources I think great thought should be given to the cost of maintaining open spaces and design them accordingly."

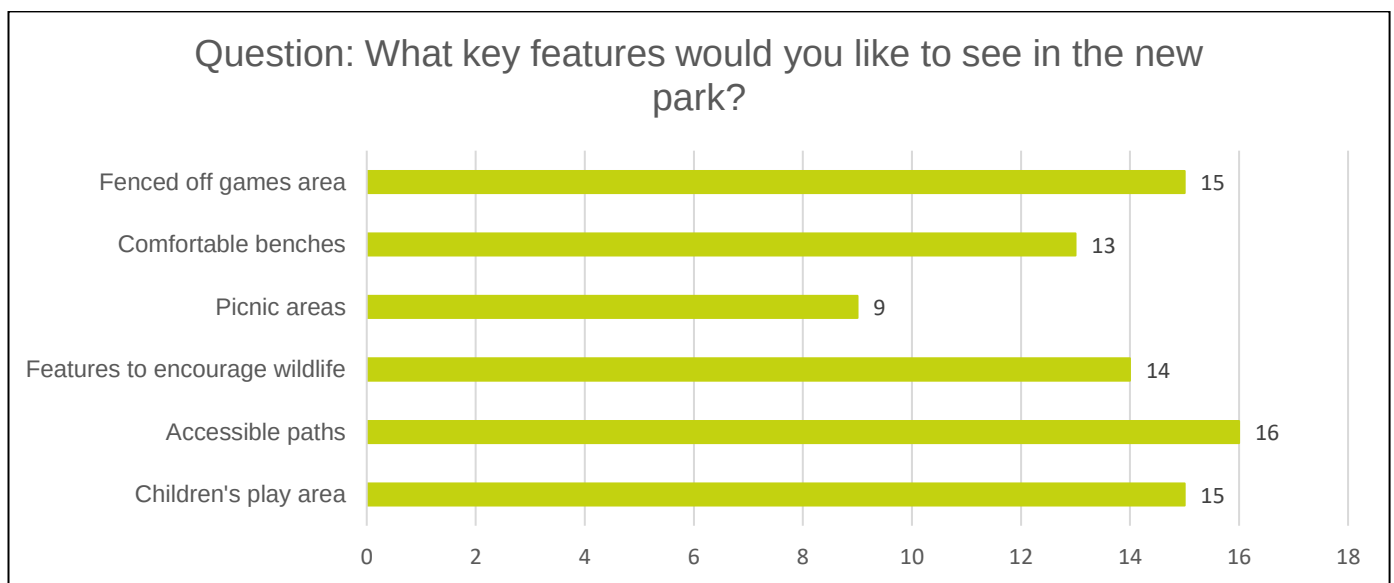


Figure 17: A bar chart showing which key features respondents want to see in the new park.

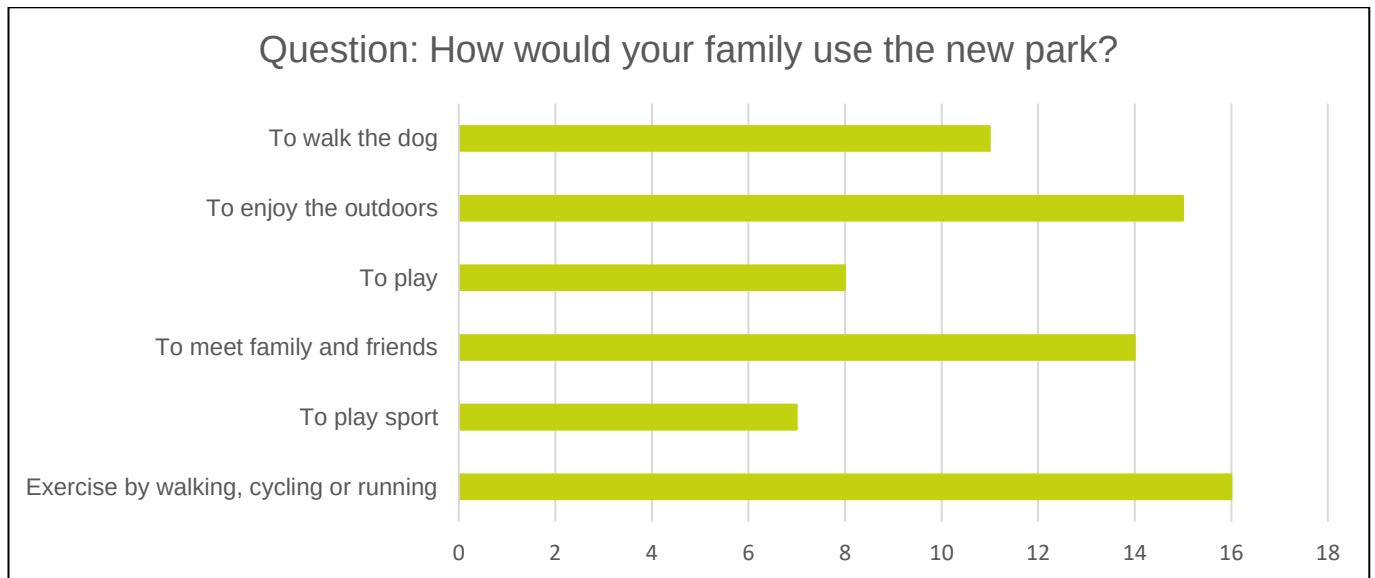


Figure 18: A bar chart showing how respondents anticipated how they would use the new park.

7.2.5 Other Topics Raised

Consultation

Concern was raised that the lack of face-to-face meetings, and indeed the instruction from the UK Government for people to 'stay at home' may have affected the number of consultation participants.

Demolition

A question was raised about the need to pull down houses and concern this would cause 'social cleansing' and an affordability problem for local people, forcing them out of the area.

A Diverse Community

Support was raised for having a diverse range of people living in the area as this was cited as supporting the building of community.

7.2.6 General Opinion of the Scheme

All residents were asked to indicate their opinion on the proposals based on the information in the briefing pack and on a simple 'support/don't know/oppose' basis.

16 respondents indicated that they support the proposals. Four were unsure and only one person stated that they oppose the scheme.

8. Phase C: Consultation on Detailed Designs for Collyhurst Village (September 2020)

8.1 Introduction and Aims of the Consultation Process

Recognising that social distancing measures introduced by the Government to combat the spread of Covid-19 were likely to be in place for some time, the Project Team updated the consultation process for Phase 1 C.

Online consultation and engagement tools have been with us for some time and have become an increasingly important part of the engagement toolkit. It is understood that they can help to engage with certain groups who do not traditionally take part in consultations, e.g. younger people. Online engagement therefore provides opportunities to reach some 'harder to reach' groups which the face-to-face engagement activity might not have done.

However, it was recognised that an exclusively online approach to consultation might exclude some people who either do not have internet access or who do not have the confidence or digital skills to receive information and participate in this way. Equally, an online-only approach could create barriers to engagement if people perceive the process to be 'faceless' and missing the personal and human touch.

The amended strategy, shared with local Councillors and the MCC Planning Officer, and approved by the Executive member for Housing and Regeneration, considered all these issues and adopted an approach that combined the best of the online engagement tools with a strong off-line presence. Central to the whole approach was to ensure that a consultation and engagement programme was delivered which was personable, empathetic and tailored to the specific characteristics of the Collyhurst community.

8.2 Publicising Phase C: Consultation on Detailed Designs for Collyhurst Village (September 2020)

8.2.1 Consultation Leaflet

Consultation leaflets were distributed on Wednesday 16 September 2020 to all residential and business properties located within the agreed distribution area, as set out in **Section 3.1.4**, and shown in **Figure 3**.

The Phase 1 C consultation leaflet introduced the more detailed design proposals for Collyhurst Village, including the breakdown of housing typologies and unit numbers, sketch street views to provide an idea of proposed size and massing, and the proposed layout and design of New Collyhurst Park.

The leaflet also set out how participants could get involved, including details of how to view the online Virtual Exhibition to find out more information and how to submit feedback online or via email. For those who did not have internet access, the leaflet also set out how you could submit your feedback over the phone or via the post.

A copy of the consultation leaflet is provided as **Appendix 8**.

8.2.2 Letter to Directly Affected Residents

In addition to the general distribution of the consultation leaflet. Directly affected residents were also sent a personally addressed letter, a copy of the consultation leaflet (in addition to the one sent out with the wider distribution) and a set of FAQs for affected residents. Two households were provided with translations of the letter and FAQs in addition to the English version.

8.2.3 Consultation Poster

Local organisations were contacted and asked to host a poster at their venue to advertise this phase of consultation. The following seven organisations agreed to put them up and were issued with electronic and/or hard copies (laminated):

- Abbott Community Primary School
- Aldbourne Close Retirement Home
- St Malachy's RC Primary School

- Manchester Communication Academy
- Collyhurst South Tenants Association
- Collyhurst Resident Liaison Group
- Collyhurst Village Contact Group

This poster can be found in **Appendix 11**.

8.2.4 Media Coverage

A press release was issued at the start of the consultation by Manchester City Council and was included on their website. A screenshot of this can be seen in **Figure 19**.

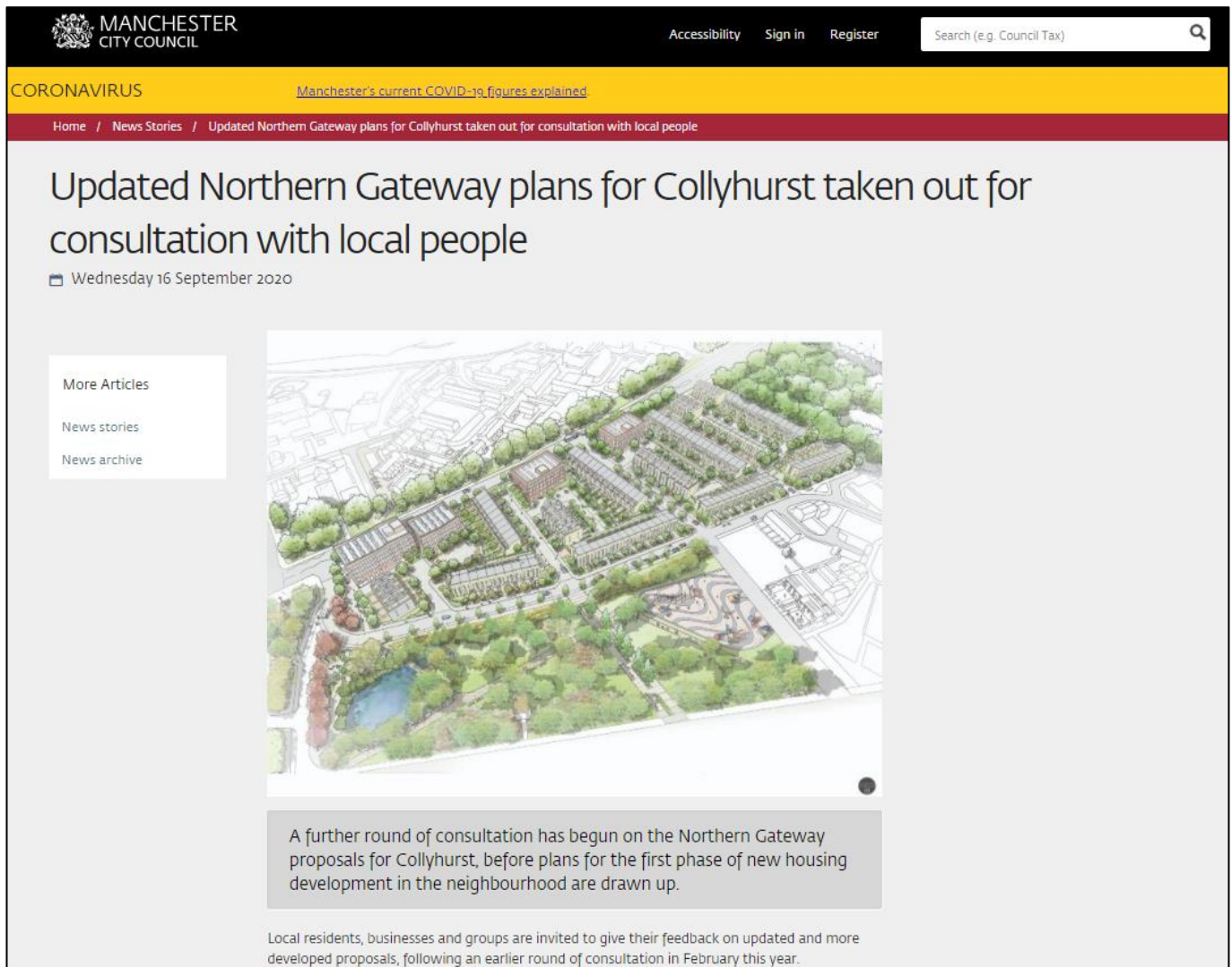


Figure 19: A screenshot of Manchester City Council's website.

8.2.4.1 Print / Online Media

The press release issued by Manchester City Council was picked up by several news outlets who then issued their own articles, including:

- **The Business Desk**, "Updated Northern Gateway plans for Collyhurst taken out for consultation", 16 September 2020.
- **React News**, "FEC reveals latest homes in the £1bn Northern Gateway", 16 September 2020.
- **Manchester Evening News**, "Latest Northern Gateway plans include new park and 270 homes – but 28 existing homes WILL be demolished", 17 September 2020.

- **Insider Media Ltd**, “Latest Collyhurst Consultation Launches”, 17 September 2020.
- **Place North West**, “Collyhurst proposals aired as Northern Gateway advances”, 16 September 2020.
- **Manchester Evening News**, “They want to knock down our homes: What the people standing in the way of the ‘new north Manchester’ think about it”, 19 September 2020.
- **Manchester Evening News**, “What we know so far about the new council houses promised to north Manchester”, 26 September 2020.

8.2.4.2 Social Media

Following the announcement within Manchester City Council’s press release that the next phase of consultation had begun, various organisations and key local stakeholders posted about it on social media, including:

- Manchester City Council
- Far East Consortium
- BBC Radio Manchester
- About Manchester
- Business Manchester
- Northern Housing News
- MCC Harpurhey
- The Business Desk NW
- Cllr Pat Karney
- Hits Manchester News
- Hamerton Action Group
- Place North West

8.2.4.3 Radio

BBC Radio Manchester featured the consultation on the Becky Want breakfast show on Thursday 17 September 2020. It was the lead story on their 7am and 8am news bulletins with more in-depth conversations about it on air between 7.10-7.16am and 8.10-8.18am. They featured two interviews with Far East Consortium as well as a local resident.

8.2.5 Website

A dedicated project consultation website (www.collyhurst-regeneration.co.uk) went live on Wednesday 16 September 2020. The homepage of the website provided introductory information about the proposals, information about the developer, FAQs, a news section (with the opportunity to sign up for news updates and information about the consultation) and contact details.

The website also hosted the Virtual Exhibition and Feedback Portal (as set out in **Section 8.3** and **Section 8.4.1**) where visitors could find out more and provide feedback.

Screenshots of the consultation website are provided in **Figure 20** where the links to the Virtual Exhibition and the Feedback Portal visible as purple buttons in the top righthand corner which were clickable links taking visitors through to the respective pages.

8.2.6 Additional Letter and Feedback Form

Part-way through the consultation, the team did an additional letter drop to specific stakeholders and directly affected residents. They received a package that included:

- A letter reminding them about the consultation and having their say.
- A printout of the Virtual Exhibition boards (as set out in **Appendix 9**).
- A printout of the feedback form (as set out in **Appendix 10**).
- An envelope which had the Freepost address (as set out in **Section 8.4.5**) on the front of it so recipients could return their feedback form free of charge.

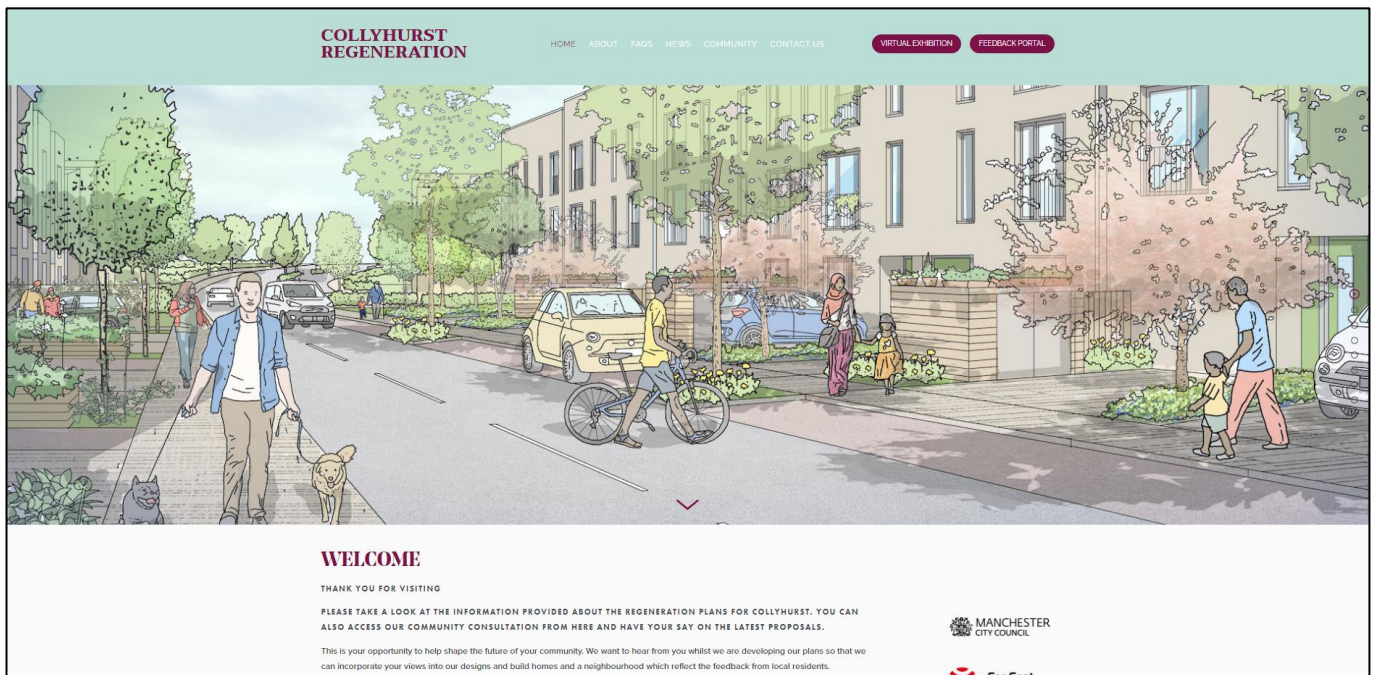


Figure 20: A screenshot of the website homepage (www.collyhurst-regeneration.co.uk).

8.3 Phase C Virtual Exhibition

8.3.1 Overview

Due to Covid-19, the information that would have usually been displayed at consultation drop-in sessions was presented online in the Virtual Exhibition space on the website (www.collyhurst-regeneration.co.uk) as set out in **Section 8.2.5**.

The Virtual Exhibition provided the look and feel of a traditional face-to-face consultation event. Within the Virtual Exhibition, there were 10 exhibition boards that could be clicked on to find out more details about different topics. The option of downloading the exhibition boards as a pdf was given underneath the Virtual Exhibition. A screenshot of the Virtual Exhibition can be viewed in **Figure 21**. A copy of the boards from the Virtual Exhibition can be found in **Appendix 9**.



Figure 21: A screenshot of the Virtual Exhibition hosted on the project website.



Figure 22: A screenshot of a selection of boards from the Virtual Exhibition (numbers 2, 3, 6 and 9). These boards could be accessed by clicking on the numbered green circles.

When participants clicked on the 'feedback desk' within the Virtual Exhibiton, a pop-up would appear which, when clicked, would take them through to the Feedback Portal where they could provide their comments.

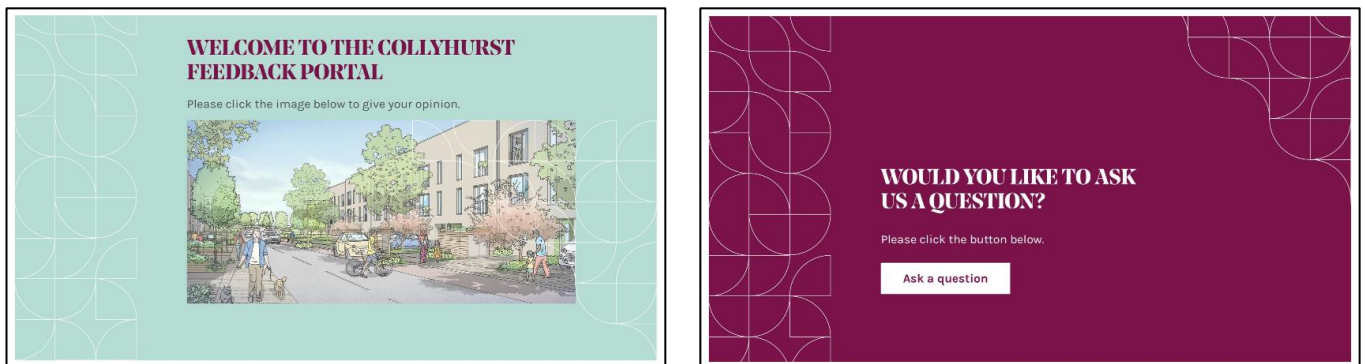


Figure 23: A screenshot of the pop-up that appeared when visitors clicked on the 'feedback desk' in the Virtual Exhibition (left). A screen shot of the 'Ask me a question' pop-up that appeared when visitors clicked on the question mark within the Virtual Exhibition (right).

There were also two videos within the Virtual Exhibition which featured interviews with three members of the project team, two architects and one landscape designer, giving more information about the development.



Figure 24: Screenshots from the two videos on display within the Virtual Exhibition featuring interviews from the Project Team about the development.

8.3.2 Traffic to the Project Website

During the Phase C consultation period there was a total of 2,617 unique visitors to the project website. As shown in **Figure 25**, there was a clear spike in visitors following the distribution of consultation leaflets, with 461 people visiting the site on Wednesday 16 September 2020. There was also a spike in visitors on Thursday 22 September 2020 which coincided with Northwards Housing sending out a text to 665 Collyhurst residents living in properties managed by Northwards Housing. These residents had provided their mobile phone numbers to Northwards Housing. The text message was fully GDPR compliant.

During the consultation, the Virtual Exhibition page received 1,243 pageviews.

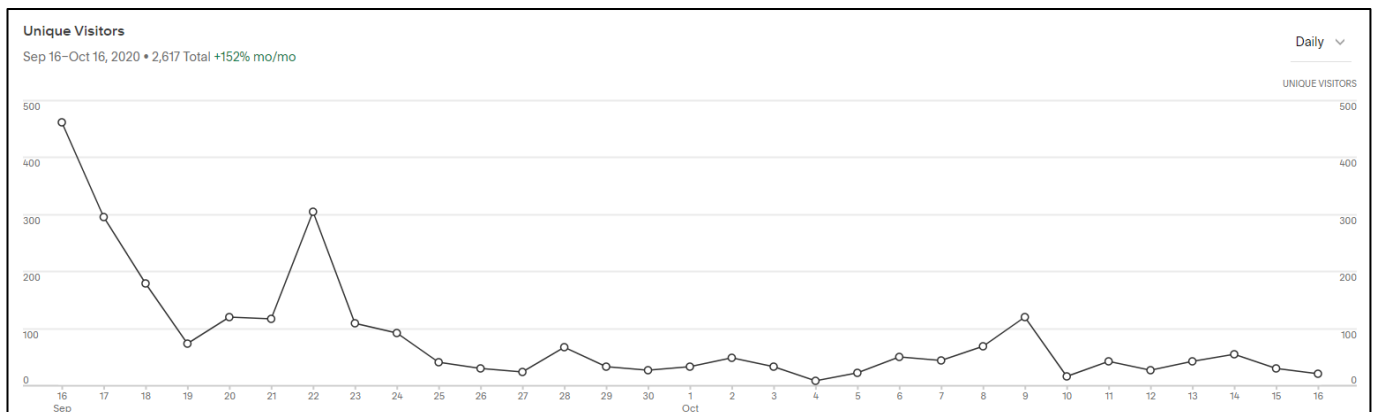


Figure 25: Screenshot of the analytics for the www.collyhurst-regeneration.co.uk website between Wednesday 16 September 2020 and Friday 16 October 2020.

8.4 Methods for Receiving Feedback

8.4.1 Feedback Portal

The Feedback Portal was hosted on the project website and gave visitors the opportunity to have their say by filling out and submitting a feedback form. There was the option of submitting an 'in-depth' feedback form or a 'quick' feedback form. A screenshot of the Feedback Portal showing both feedback form options can be seen in **Figure 26**. A pdf version of the 'in-depth' feedback form can be found in **Appendix 10**.

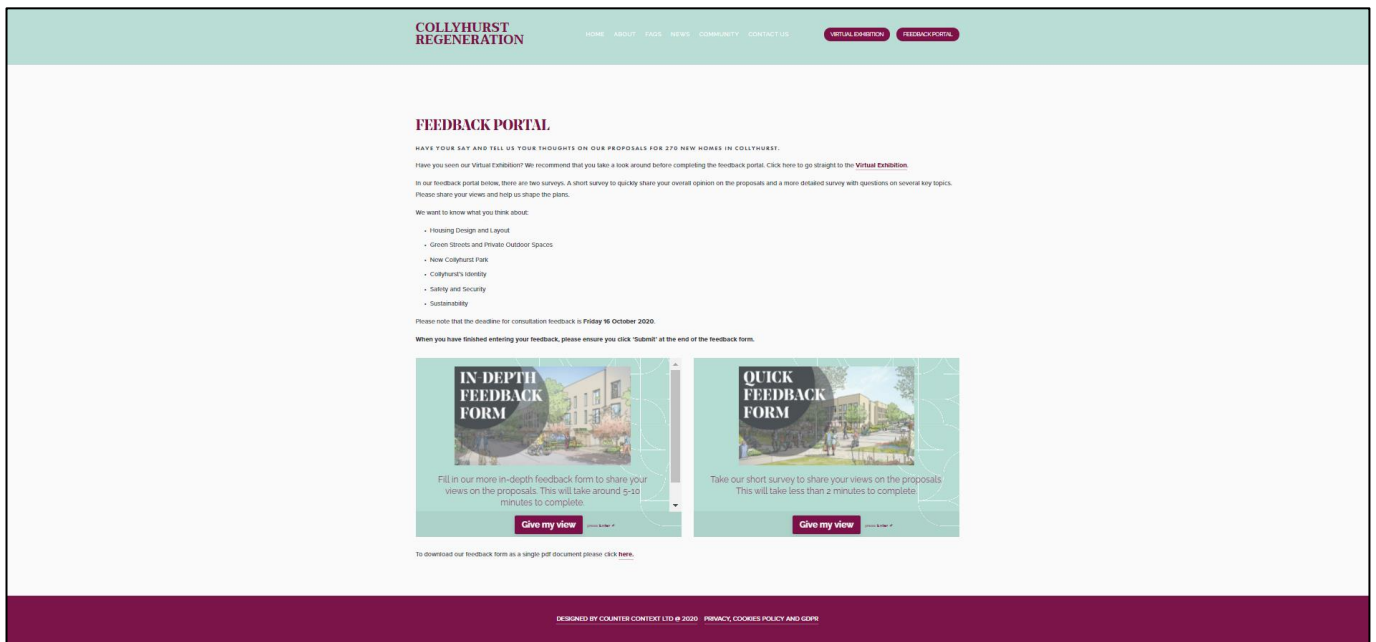


Figure 26: A screenshot of the Feedback Portal hosted on the project website.

8.4.2 Stakeholder Meetings

It was deemed important by the project team for stakeholders to have the opportunity for face-to face meetings to discuss the project despite the global pandemic.

An online meeting was held on Thursday 8 October 2020 and Tuesday 13 October 2020 with leaders from local organisations. Representatives from the following organisations attended:

- Lalley Centre
- Northwards
- Manchester Communication Academy
- Whitley Road Medical Centre
- Collyhurst Nursery School
- Collyhurst Community Enterprises
- YPAC
- Saviour C of E Primary School
- Collyhurst Youth JFC

8.4.3 Freephone Information Line

A dedicated information line (08081 699 993) was utilised for the multi-phase consultation. This line was in operation from 9am to 5pm (Monday to Friday) with an answer phone facility to take calls outside these hours. The Freephone information line number was on the email footer, the consultation leaflet and the website.

8.4.4 Email

A dedicated project email address (contact@ng-consultation.co.uk) was already set up for people to submit feedback and ask any questions to the Project Team. The email address was on the email footer, the consultation leaflet and the website.

8.4.5 Freepost Address

A dedicated project Freepost address (FREEPOST NG CONSULTATION) was used for people to submit feedback and ask any questions to the project team. The Freepost address was on the email footer, the consultation leaflet and the website.

9. Phase C: Consultation on Detailed Designs for Collyhurst Village – Consultation Feedback

9.1 Summary of Feedback Received

Throughout this phase of consultation, several channels were made available for people to ask questions and provide feedback. This ensured that the consultation was as inclusive as possible and that anyone without internet access could still participate in the consultation, access the proposals and provide feedback. To summarise, these channels were:

1. The Freephone information line (08081 699 993).
2. The project email address (contact@ng-consultation.co.uk).
3. Two online feedback forms available on the Feedback Portal, a 'quick' feedback form, and an 'in-depth' feedback form (also downloadable as a pdf). Forms were also sent in the post to directly affected residents and specific stakeholders as set out in **Section 8.2**.
4. The Freepost address (Freepost NG Consultation)

We also provided an 'Ask me a question' function within the Virtual Exhibition. Although this was intended for questions, some feedback about the proposals also came via this channel.

In total, 92 responses to the Phase C: Consultation on Detailed Designs for Collyhurst Village were received. These are categorised below depending on the channels through which the feedback was given.

Table 2: Number of consultation responses received through each of the consultation channels.

Consultation Responses Received	Total
Freephone information line	0
Project email address	3
Hard copy 'in depth' feedback forms received via the Freepost address.	47
'Quick' feedback forms accessible via the Feedback Portal on the project website.	13
'In-depth' feedback forms accessible via the Feedback Portal on the project website.	26
Freepost address	1
'Ask me a question' function on the Virtual Exhibition	2
Total	92

The feedback forms sought to obtain thoughts on several key topics associated with the proposals which were as follows:

- Housing design and layout
- Green streets and private outdoor spaces
- New Collyhurst Park
- Collyhurst's identity
- Safety and security
- Sustainability

The feedback forms included a mix of multiple-choice questions and open questions about the proposals. The feedback received are set out by topic in **Section 9.2**. The pdf version of the 'in depth' feedback form is provided as **Appendix 10**.

9.1.1 About the Participants

The 'in depth' feedback form asked participants about their relationship to the Collyhurst development. 69 out of 73 people responded to this question. Respondents could choose more than one answer. Most respondents to this question stated that they were Collyhurst residents.

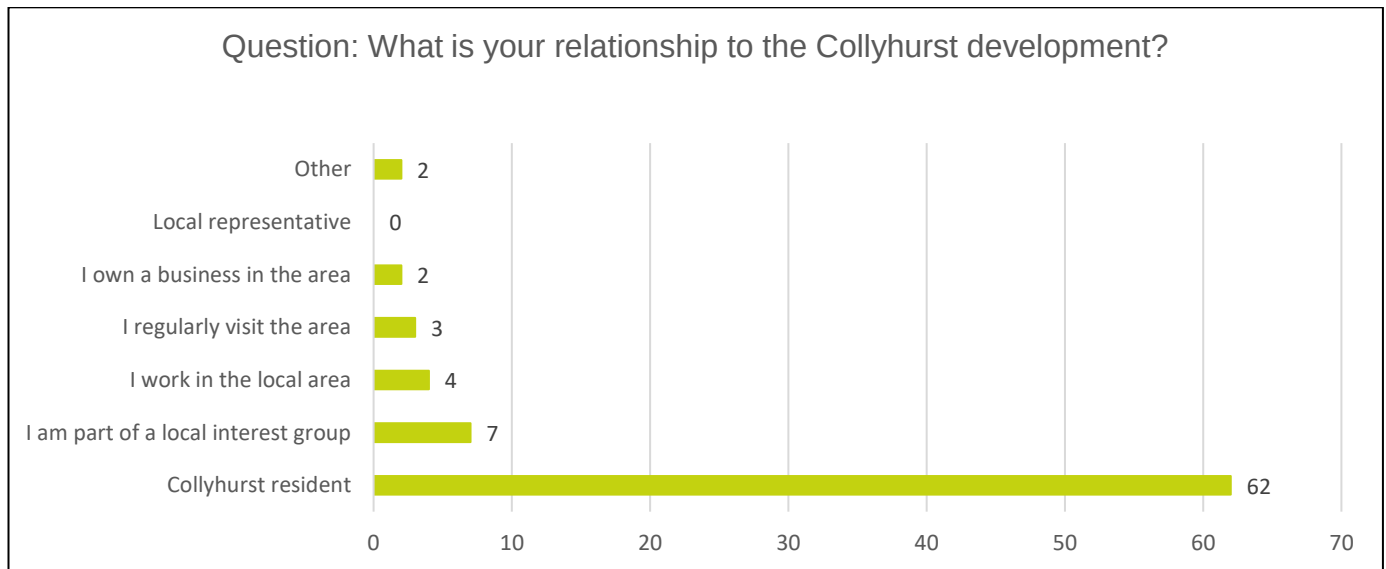


Figure 27: Respondents' answers to the question "What is your relationship to the Collyhurst development"?

In the 'in depth' and 'quick' feedback forms, respondents were asked to share their postcode so that the geographical spread of the responses received could be assessed. 79 out of 86 respondents shared their postcode. Most respondents came from the local area. Maps depicting the locations from which the responses came is in **Figure 28**.

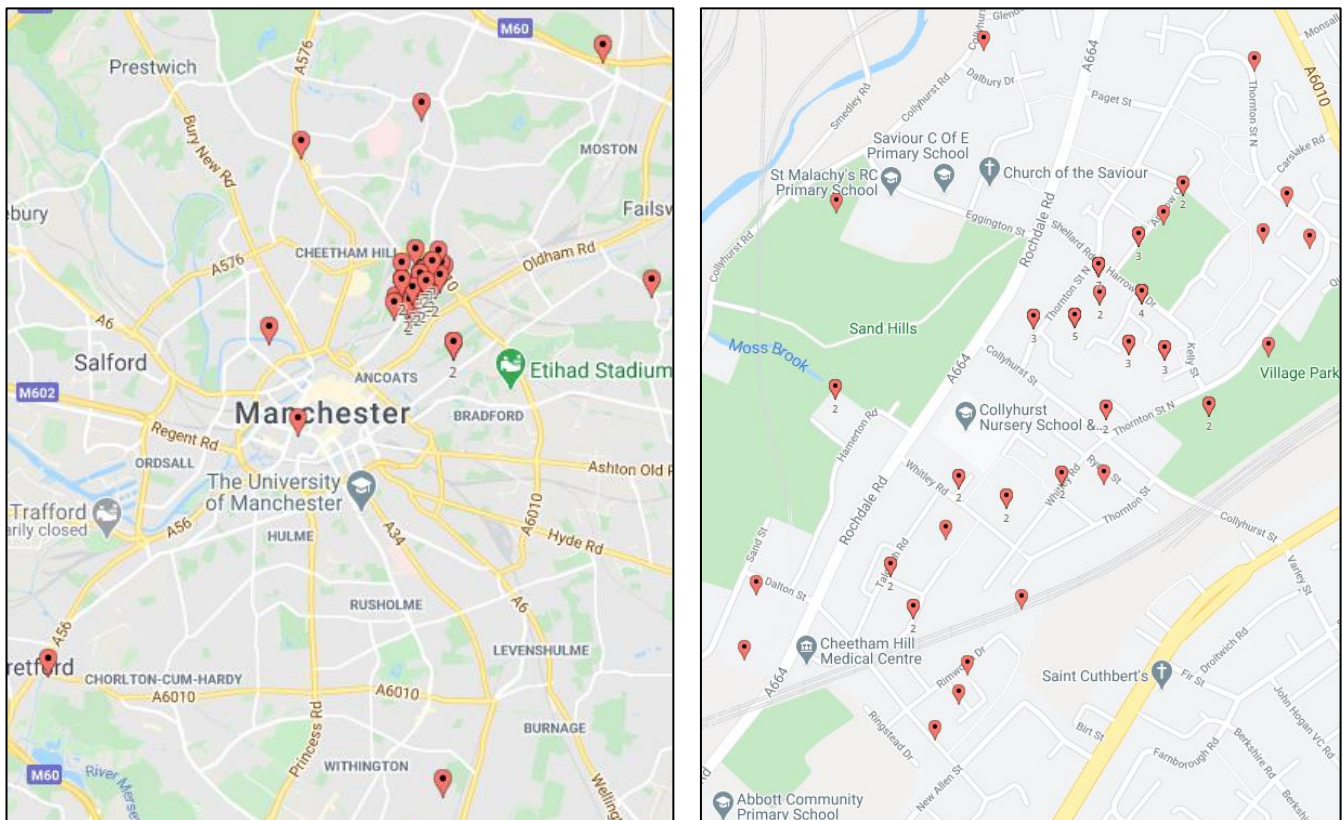


Figure 28: These maps depict the geographical spread of the majority of responses. The left-hand map shows a more zoomed out version and the right-hand map has been zoomed in on to show the spread of respondents from the wider and local area respectively. Please note that this information is indicative, and the locations are approximate. (Courtesy of BatchGeo.)

In the 'in depth' feedback form, participants were asked how they had heard about the consultation and could choose more than one response. 69 out of 73 people answered this question. Most participants stated that they had received a leaflet as one of the ways they heard about the consultation.

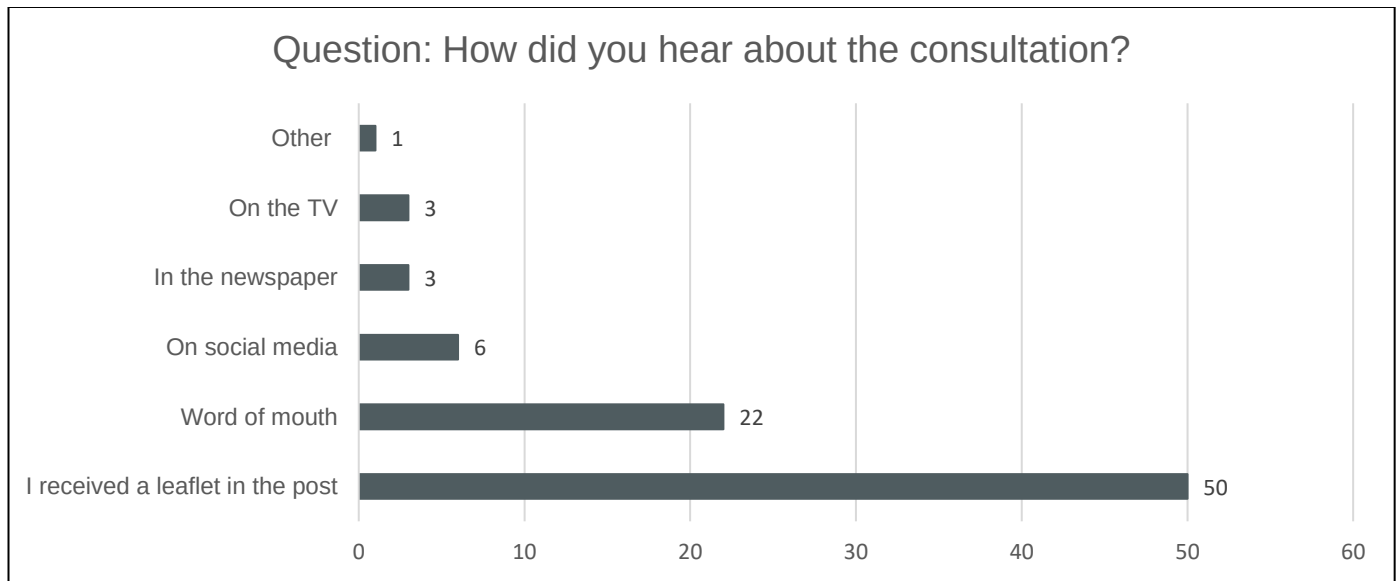


Figure 29: Respondents' answers to the question "How did you hear about the consultation?"

In the 'in depth' feedback form, participants were asked how informative they found the Virtual Exhibition. 66 out of 73 people answered this question. Most people had found it 'quite informative' or 'very informative'.

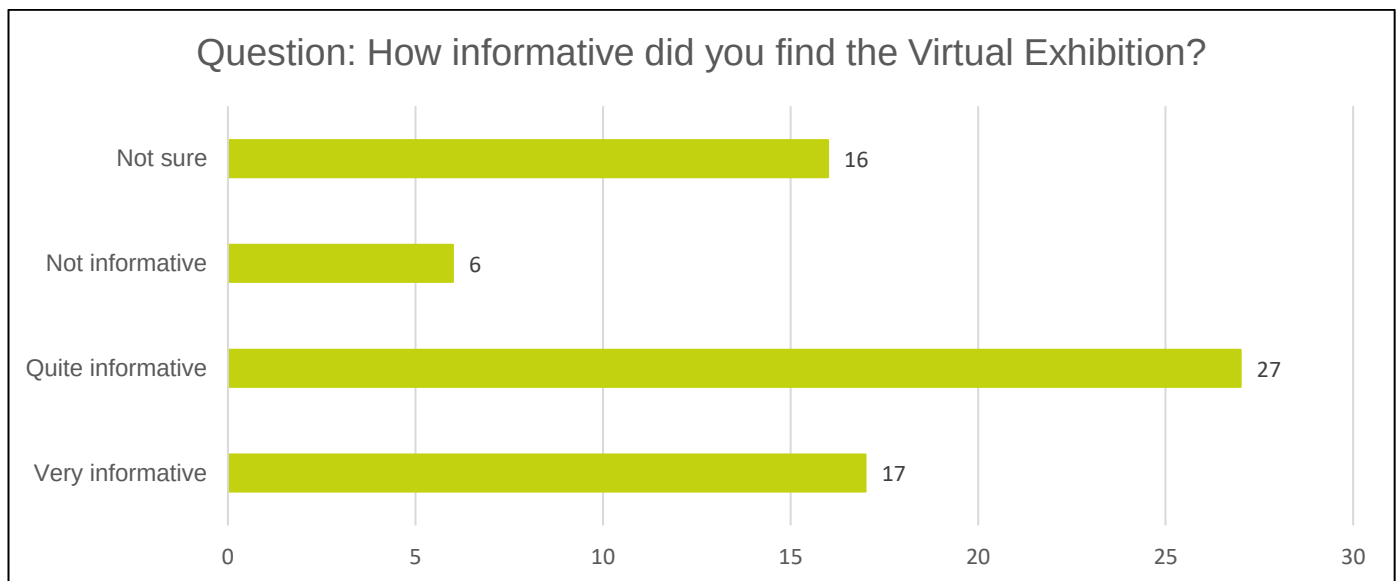


Figure 30: Respondents' answers to the question "How informative did you find the Virtual Exhibition?"

9.2 Main Findings and Consideration of Issues

This section provides a summary of the answers to the closed questions asked, as well as an extensive summary of the issues raised by respondents both via the feedback forms and alternative feedback methods. The comments and numerical data collected have been grouped by topic.

9.2.1 General Comments

Participants of the 'in depth' feedback form and the 'quick' feedback form were asked what their overall opinion is on the proposals for new homes in Collyhurst. 81 people out of the 86 people who participated in the feedback

forms responded to this question. The majority of respondents, 49 people, stated that they supported the proposals.

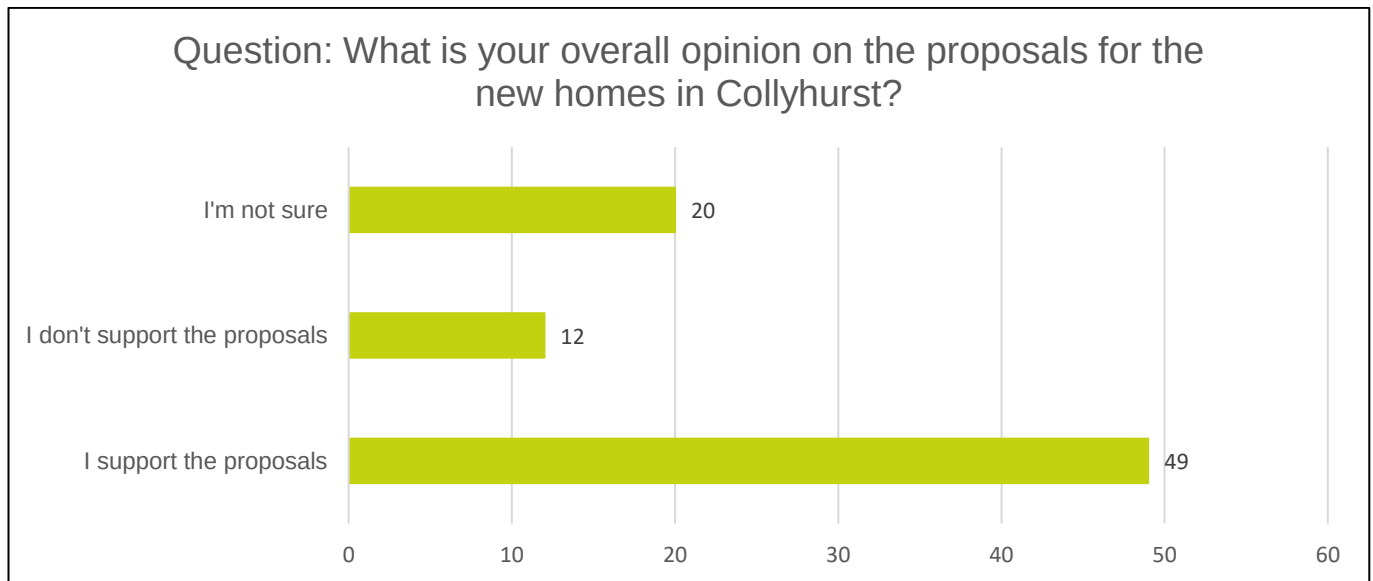


Figure 31: Respondents' answers to the question "What is your overall opinion on the proposals for the new homes in Collyhurst?"

Below is a summary of the general comments raised in relation to the development.

Table 3: A summary of the general comments raised in relation to the development.

Comments Raised	Response from the Project Team
Support	
General comments were made in support of the proposals. Some explained why they were in favour of the development: - This development is overdue. - The prospect of a new house for them and their family. - It will create a "better place to live". - The development will bring the place to life. - The development "is well considered and put together, with all consideration made for the benefit of Collyhurst and its residents." "It's time for change in Collyhurst and we look forward to the future." "The whole of Collyhurst village needs to be part of this regen not just some."	Noted. Comments received from members of the Collyhurst community during the early phases of the consultation programme were a key influence on the direction of the design, hopefully contributing to a proposal which meets the aspirations of existing members of the Collyhurst community.
Opposition	
Some were not in favour of this development and made comments about why they had this opinion: - Demolition is "incompatible with building a community". - A request to "leave Collyhurst to be Collyhurst". "Breaking up the community again." "Need social housing."	Noted. It is understood that a project of this scale represents considerable change for existing residents, which is why the Applicant is committed to engaging with the local community in a sustained and regular way as the project moves forward, seeking to address concerns wherever possible.
There was concern raised about upkeep of the development once completed – by the Council and by residents.	The development proposal have been designed in accordance with feedback received throughout the consultation process, to minimise the amount of land

	within the development that is considered to be “public realm” and ensure that areas of green space are either in plot curtilage or areas that will be actively managed by the City Council or a Management Company looking after the development.
Demolition	
A question was asked about the affected properties.	Some of those affected by the proposed demolitions own their own homes and there are individual discussions being held with those residents. Should the project move forward, every Council tenant whose house is being demolished will be offered the opportunity to move into a new property.
There was a request for no further demolitions of existing residential homes. One said it would destroy the existing community.	No decisions about any further demolitions in Collyhurst have been taken at this time. The Council have been very clear that no further demolitions will take place until the residents potentially affected have been properly consulted, so their views can be taken into account in any future decisions.
One person asked for “No extra debt or charges for people who own their own homes and are asked to move into new homes. Social housing council tenancy with protection for all, no “affordable” rents for social tenants and compensation for anyone who wants to leave.”	The Council has made a commitment that the new homes will be built first so that <u>if</u> any demolitions do happen, then for anyone who wants to stay in the area, a new property would be available before their existing home is demolished. There would be no requirement for anyone to move twice and any private tenants would be able to move into a new Council home, similar to the existing Council tenants (subject to the usual conditions of entering into a Council tenancy). In addition to rehousing, all eligible residents who have lived in their home for more than 12 months prior to relocating will be entitled to a Home Loss Payment (currently set by government at £6,400). In addition, the reasonable costs of moving home will also be reimbursed. This will be assessed on an individual basis and could include for example post re-direction, telephone and broadband reconnection, aerial and satellite removal and refixing costs, cooker and washer disconnections and re-connections.
Future Occupancy	
Support was raised for allowing residents who own their own homes to have the right to move into the new builds.	The Council has made a commitment that <u>if</u> any demolitions do happen, then for anyone who wants to stay in the area, a new property would be available before their existing home is demolished. There would be no requirement for anyone to move twice. The new homes will be built first so that any residents that may need to relocate can move into them before any further remodelling or demolition.
Request for ‘affordable housing’ to be for local residents.	The development incorporates 130 Council homes, a proportion of the new properties in Collyhurst Village (28 no.) will be prioritised for residents that need to relocate to develop the new park. Some of the apartments in Collyhurst Village may be let on an “age restricted” basis which could allow existing local residents the opportunity to downsize and make more efficient use of existing homes. The current proposal for the remaining properties is to make them available through the Council’s normal housing lettings process.
A request was made to ensure existing Collyhurst residents are given priority for new homes.	

There was concern that some of the families in the 29 affected properties are going to be moved into apartments rather than houses.	Every Council tenant whose house is being demolished will be offered the opportunity to move into a new house. Some of those affected by the proposed demolitions own their own homes and there are individual discussions being held with those residents. There is high demand for smaller properties on the housing waiting list. It is expected that surplus properties will be allocated to residents who are in need on the housing register. New homes in South Collyhurst will be offered to those residents who moved out of the demolished maisonettes. In Collyhurst Village there will be an age restricted block. During consultation, many residents expressed a desire to downsize. There will be an opportunity to offer existing residents the opportunity to move out of a larger property they no longer need and into a smaller property. No obligation – a choice. This will free up larger homes for new families.
A question was asked about many individuals could there be living in the 240 new homes and how many of those could be new to the area.	Each home is designed for a maximum capacity based on number of bedrooms so the maximum occupancy would be circa 990 people. This is based on every room being used to its maximum occupancy level. There will be around 240 new properties therefore the potential for 240 new individuals or families. If people already living within the area move into those properties, other properties will become available to new families. This is the first phase of an ongoing process. There are plans to start working with local GP practices around healthcare provision over the next year or two. Through the planning application process, the Local Authority will consult with the Primary Care Trust regarding the demand this development will create for local services. FEC and MCC would like to work closely with GP practices around provision.
General Requests	
A request to improve the existing natural environment and for flora and fauna to flourish.	The proposals aim to enhance the natural assets of the site with a carefully developed tree strategy and ornamental planting both in terms of urban greening and for wildlife benefits. In support the SuDS strategy and storm water management of the site, trees and planting have been carefully selected to aid the aforementioned.

When asked whether they thought the proposals meet the needs of the Collyhurst community, the majority of participants thought they did. Participants were asked this question on both the 'in depth' and 'quick' feedback forms and 77 people out of 86 answered.

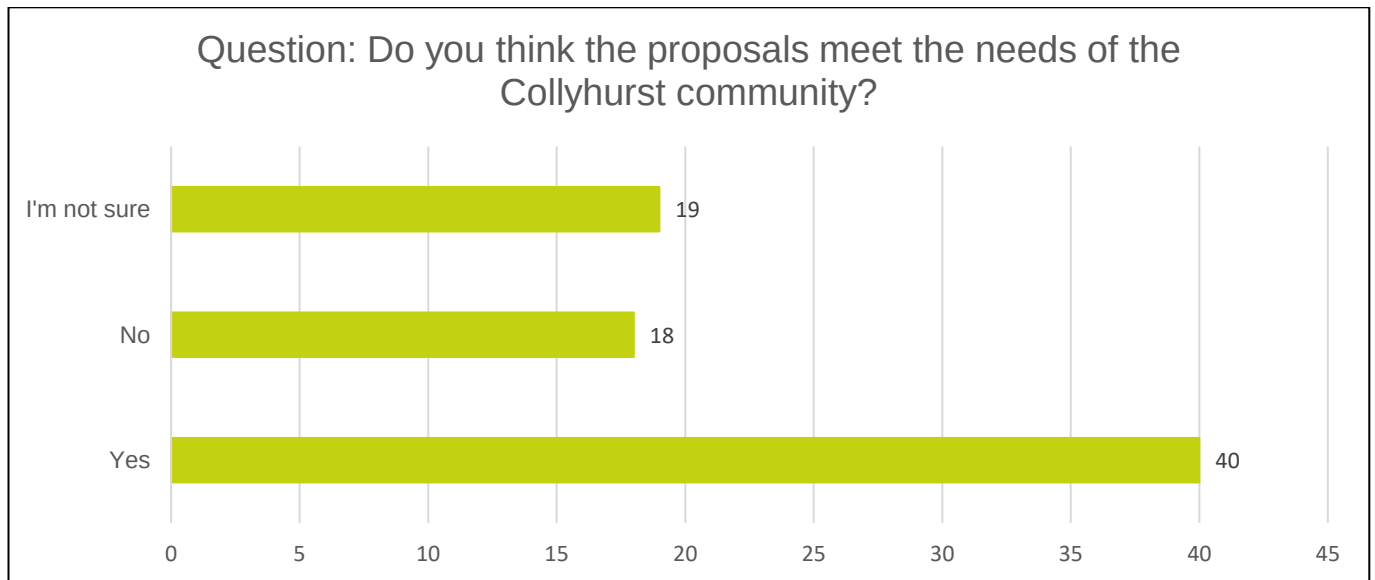


Figure 32: Respondents' answers to the question "Do you think the proposals meet the needs of the Collyhurst community?"

9.2.2 Housing Design and Layout

Within the 'in depth' and 'quick' feedback forms, respondents were asked whether they liked the designs for the new homes. 76 out of 86 people responded to this question. 48 people out of 86 respondents said that they did like the designs for the new homes.

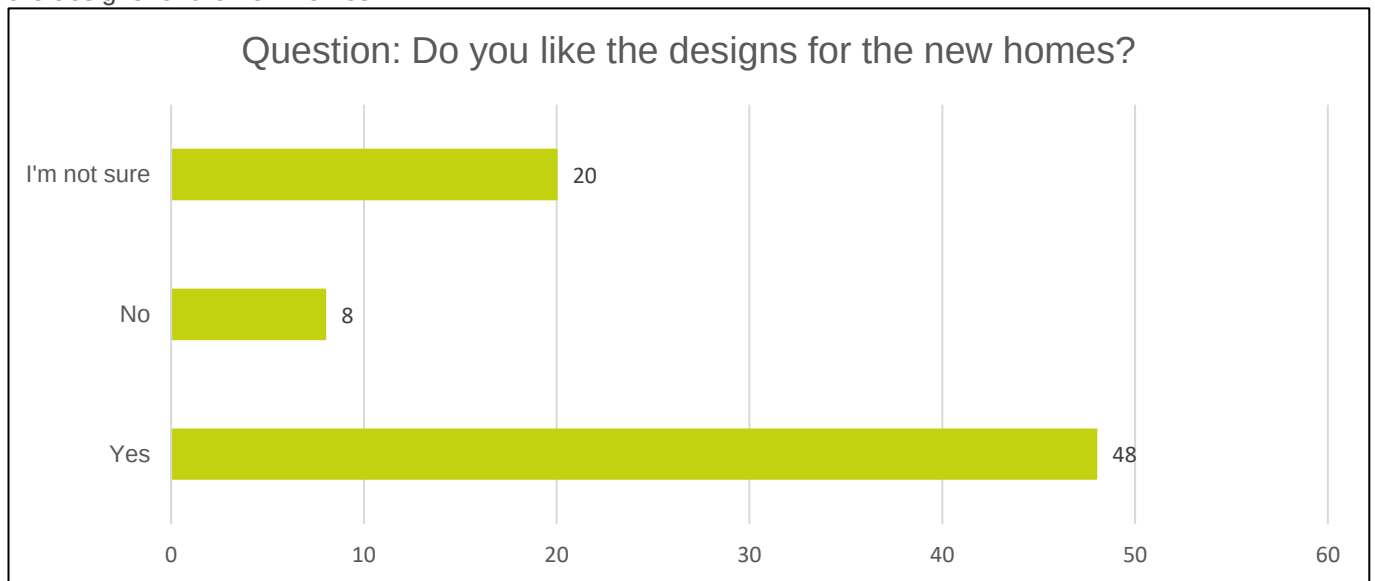


Figure 33: Respondents' answers to the question "Do you like the designs for the new homes?"

In the 'in depth' feedback form, participants were asked whether they thought the proposed layouts of the properties would work for them and their family. 62 out of 73 people responded to this question with 32 people stating that they were in favour of the layouts.

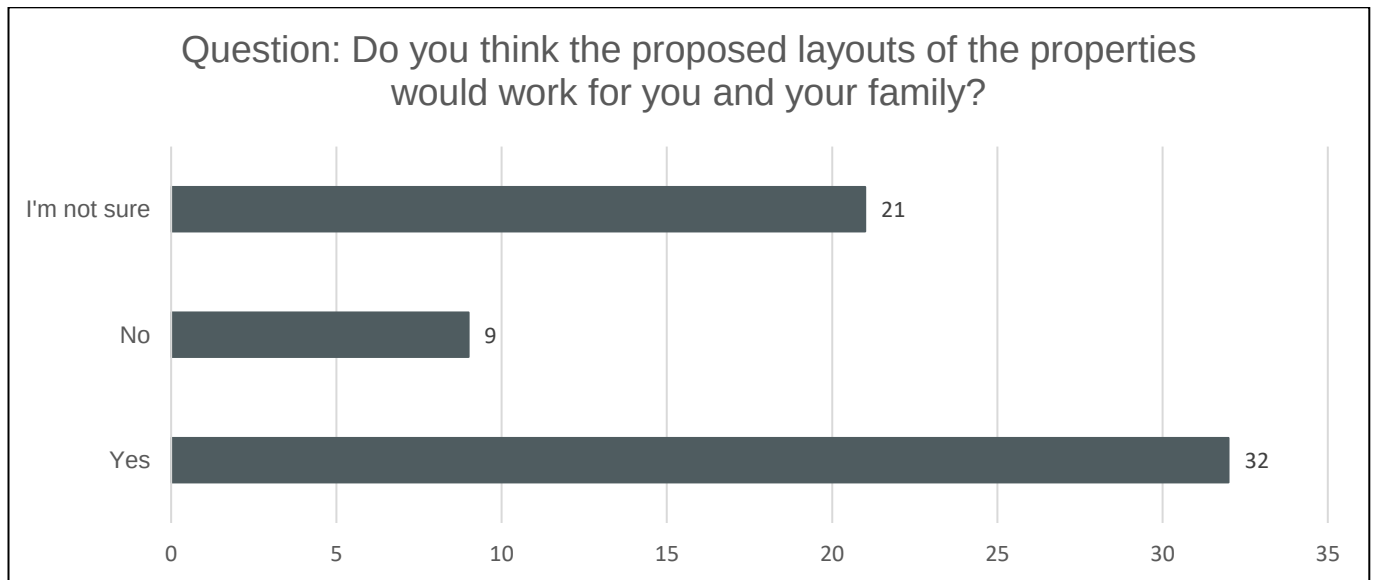


Figure 34: Respondents' answers to the question "Do you think the proposed layouts of the properties would work for you and your family?"

In the 'in depth' feedback forms, participants were asked the question "What do you think about the overall development layout and the way that the townhouses, apartments and green spaces have been planned out?". 67 out of 73 people answered this question and the majority of the 67 said that they thought they looked good and did not have any further comments. Where participants suggested improvements, these have been incorporated into the feedback tables.

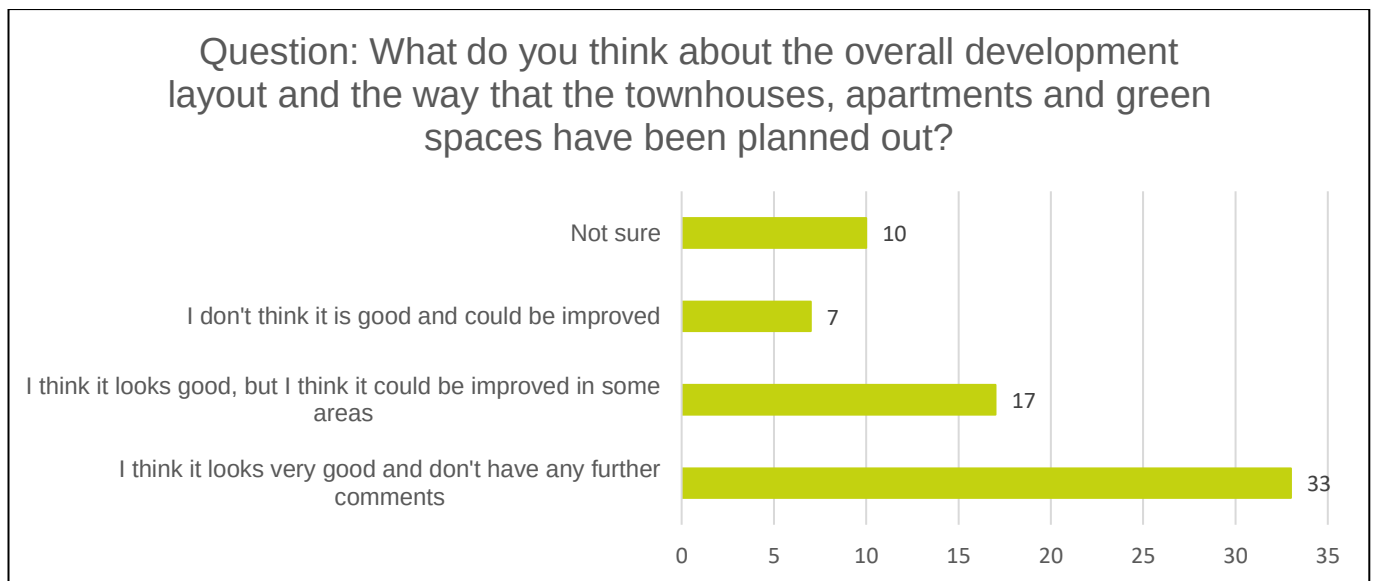


Figure 35: Respondents' answer to the question "What do you think about the overall development layout and the way that the townhouses, apartments and green spaces have been planned out?"

The 'in depth' feedback forms asked respondents to state whether they thought the balance was right between the space for bedrooms and living spaces. 59 out of 73 people responded to this question; 48 out of the 59 people said "Yes", the balance was right. If their answer was 'No', respondents were asked to clarify in the 'Other' box, hence why these results have been amalgamated. Comments have been included in the feedback tables.

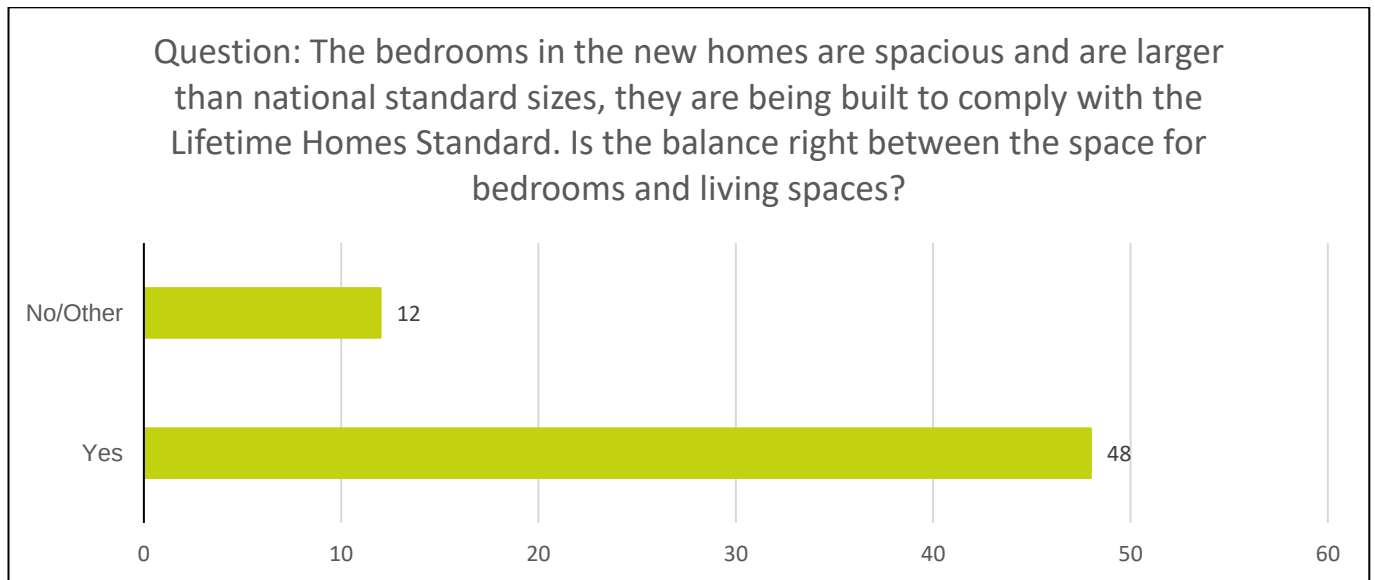


Figure 36: Respondents' answer to the question "The bedrooms in the new homes are spacious and are larger than national standard sizes, they are being built to comply with the Lifetime Homes Standard. Is the balance right between the space for bedrooms and living spaces?"

In both the 'in depth' and the 'quick' feedback forms, participants were asked if they thought the proposed private outdoor space could work well for them and their family. 72 people out of 86 answered this question with 49 of the 72 saying that the spaces would work well.

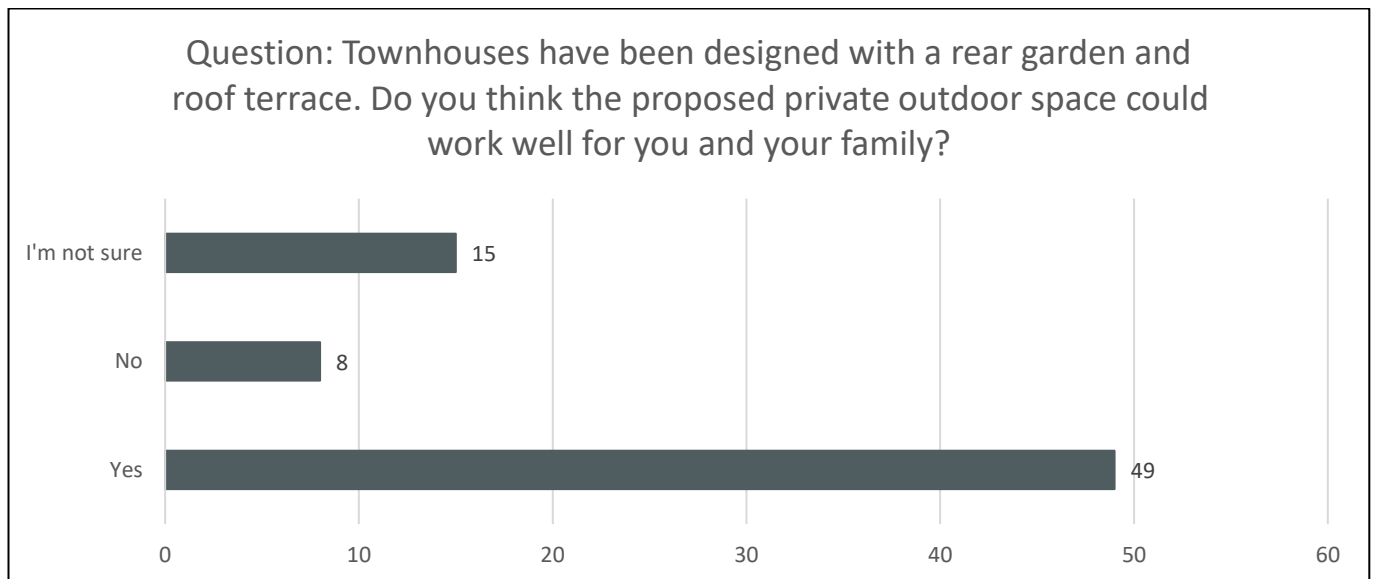


Figure 37: Respondents' answers to the question "Townhouses have been designed with a rear garden and roof terrace. Do you think the proposed private outdoor space could work well for you and your family?"

Below is a summary of the comments raised in relation to the housing designs and layout of the homes and the development.

Table 4: A summary of the comments raised in relation to the housing designs and layout of the homes and the development.

Comments Raised	Response from the Project Team
Layout of the Development as a Whole	

A couple of people suggested that houses should not be so close together with concern raised over the lack of space in between properties.	The layout of the development aims to ensure that the spaces is used efficiently. By building more homes, we hope that more residents will be attracted to live in the area creating the demand for shops, cafes and small businesses. The density of the overall development has been kept at a low to medium level, whilst the emphasis has been placed on houses.
There was a request for the design of the development to open up views to the river.	As the site is some location from the river, direct views of the river are not possible.
There was a request to remove the cul-de-sacs from the design as this was cited as an encouragement to drug dealers based on experience in the local area.	Many of the existing houses in Collyhurst were planned using Radburn principles. The design is typified by the back gardens of homes facing the street and the fronts of homes facing one another across common green or yard space. Antisocial behaviour is commonplace in such schemes. The scheme layout has been arranged to deliver a diverse range of homes that caters to the needs of a community. Careful consideration has been given for access to these homes and the layouts have been developed with consultation from Greater Manchester Police. All opportunities to maximise natural surveillance, security and remove dead ends have been considered. As a result, poorly defined open space has been intentionally designed out of the scheme.
One respondent suggested that the Council-owned homes appeared to be further away from the park.	The scheme has been designed to integrate the Council-owned and the private homes, with each development parcel accommodating a mix of private and Council-owned homes. Both the Council-owned and private homes have houses facing Phase 1 of New Collyhurst Park. The location of the Council owned apartments on Rochdale Road is in accordance with the SRF in order to create a stronger, higher density main road frontage.
A request to see more business spaces instead of homes.	Commercial floorspace is provided within Apartment Block A to accommodate the relocation of the shop which is proposed to be demolished as part of this phase of development. The focus of this first phase of Collyhurst regeneration is to provide much needed new homes. Future phases of development may include more space for business and FEC will continue to work with the local community and MCC to understand the need for such spaces in the next phases of development. The SRF outlined that the focal point for commercial/retail use would be located in the Vauxhall Gardens neighbourhood around the transport interchange.
Types of houses	
There were several requests for a more diverse range of homes. Some respondents wanted to see: • The inclusion of detached and semi-detached properties. • Houses instead of townhouses or apartments. • Bungalows for elderly and those with mobility problems. • Fewer apartments.	The approved SRF set out a vision for developing the Northern Gateway and outlined the necessity to increase density of development in order to provide level of population to support local services/retail/community and make the neighbourhood sustainable in the long term. With this in mind the development of town houses and apartments makes the most efficient use of available space. The first phase of development has been designed to deliver a mix of housing types and sizes,

	with significantly more houses than apartments. This will continually be reviewed as future phases are brought forward. All Council-owned homes have been designed to “Lifetime Homes Standards”, which means they can be adapted to meet the changing needs of people. One of the Council-owned apartment blocks has also been designed specifically with older residents or those with additional need in mind. It will include an additional life and mobility scooter storage.
A few people requested that more homes are included that would accommodate bigger families (i.e. more 3-, 4- and 6-bedroom homes).	The first phase of Council homes has been designed to meet the needs of those residents in Collyhurst Village that may need to relocate to deliver the new park, with the remainder designed having regard to the demand on the Housing Register whilst also allowing for residents that may wish to downsize. The properties in South Collyhurst have been designed to provide a mixed offer to the former residents of the maisonettes that were previously demolished. The size of properties required will continually be reviewed as future phases are brought forward. The first phase of open market sale homes has been designed based on FEC’s assessment of potential housing market in the area.
Two respondents said the balance between apartments and homes was not reflective of the number of families in the area.	The approved SRF set out a vision for developing the Northern Gateway and outlined the necessity to increase density of development in order to provide level of population to support local services/retail/community and make the neighbourhood sustainable in the long term. With this in mind the development of town houses and apartments makes the most efficient use of available space. The first phase of development has been designed to deliver a mix of housing types and sizes, with significantly more houses than apartments. This will continually be reviewed as future phases are brought forward.
Tenure	
There was support for the inclusion of Council-owned homes, but two respondents did not think there was “enough social housing”. One respondent stated that the number of social homes included within this development did not help the net loss of social housing in the area and suggested there should be 50% privately-owned and 50% Council-owned homes.	The Collyhurst Phase 1 development proposals comprise 130no (48%) Council owned homes and c.140 (52%) private sale. The Collyhurst Village element of phase 1 development comprises 100no. Council-owned homes (42%) and 139no. homes for private sale (58%). Of the new Council-owned homes, 28no. are re-provision for the properties that are to be demolished and the remainder net-additional social housing provision. The South Collyhurst element of phase 1 development comprises 30no. Council-owned homes (100%).
External Design/Appearance	
Support was raised by numerous respondents for the housing designs. Comments as to why they liked the housing designs included: They look modern, interesting and fresh.	Noted.

• The designs work well and look “in keeping with the area”. • The “idea of sustainability, energy efficiency and green spaces”. • The “attractive, spacious designs”. • “New-style housing is a must”. • The three-storey design.	
Support was raised for the lack of difference between the Council and privately-owned homes.	Noted. The team purposefully designed the new homes so that the external appearance of the Council-owned homes and privately-owned homes was indistinguishable. This was inline with feedback received from the community in the earlier phases of consultation.
Concern was raised by some respondents over the design stating that they are: • “Bland, boxy and uninspiring”, “non-descript” with “no style”. • Like “rabbit hutches” • “Not for the elderly. The apartments look like maisonettes which were on Talgarth Road and split up the community when they were knocked down”. There was a request for more “architectural interest” and “beautiful and distinctive buildings”, as well as more balconies, different building types and unusual features.	The townhouses’ design uses warm brick colours to create a common language across the development. A change in colour will differentiate these houses from the street facing buildings. In addition, houses at key gateways have been enhanced using a different brick bond incorporating a darker brick to create further visual interest. The contemporary design focuses on well-proportioned openings. A glazed brick pier between pairs of houses will add a flourish to terrace rhythm at eye level. Red multi-tones for the Apartment Buildings, referencing local, historic red brick buildings and the Collyhurst Sandstone allows these larger buildings to sit proudly in their context, while also being read as part of a new distinct community. Whilst the detailing has been designed in conjunction with cost viability, high importance has been giving to fundamental features such as, large floor to ceiling windows, Juliet balconies on to street fronts, concealed bin/bike stores which tie in with the architecture, and high-quality building materials proposed. All of these features will help to create a beautiful and distinctive neighbourhood.
Concern was raised by one respondent that, in design terms, the buildings do not build upon the existing four high rise blocks with “inspirational” rainbow cladding.	The apartment blocks are fundamental gateway buildings to the scheme, and as such the team have looked to anchor them to Collyhurst. This is achieved by a contemporary reflection of the Collyhurst Sandstone, using an appropriate brick and subtle details to give the appearance of a carved sedimentary rock. Lastly, the scale, location and use of the buildings aligns with the SRF to make the apartment blocks sustainable landmark buildings in the long term. Clay brick is the material of choice for the Collyhurst scheme because of its great aesthetic and, more importantly, the health, safety and longevity that masonry build is known to offer. When compared to many other cladding materials such as plastics, glass and others, natural clay brick remains one of the most eco-friendly, flexible, cost effective and beautiful materials used in construction.
Internal Layout of the New Homes	
Support was raised for the internal layout and design of the properties for reasons including:	Noted.

- The 'upside down' living design. - The inclusion of a study.	
Some support was raised for the open plan living space. However, others supported the housing layout which incorporates a separate living room and kitchen.	Noted.
Concern was raised that the Council-owned properties were more compact compared to the privately owned homes. There was concern this would create segregation rather than integration.	A comparison of the overall size of the existing properties compared to those proposed for the new council homes shows, in the main, the new properties are slightly bigger. However, the way the new properties are laid out inside is somewhat different than the existing two storey homes.
There was a request for gardens opening from the living area.	All houses have rear gardens. These are accessed from the open plan living/ding/kitchen space for houses that will be for sale. For MCC's social rent houses, the ground floor is more compartmentalised with a living room separated from the kitchen and dining areas. These living areas open directly onto the gardens.
Concern was raised that the houses lack garages.	Although garages are not included within the plans, all houses have been designed with in-curtilage parking.
Space	
Support was raised for there being "more space" e.g. larger bedrooms.	The size and types of the new Council and private homes will be decided as part of the ongoing consultation process. Manchester City Council has an existing policy which sets out minimum property sizes and the development proposals for Collyhurst will adhere to this. A comparison of the overall size of the existing properties compared to those proposed for the new council homes shows, in the main, the new properties are slightly bigger. However, the way the new properties are laid out inside is somewhat different than the existing two storey homes. The Council-owned homes will all meet Lifetime Home Standards and meet Manchester's Emerging Space Standards.
However, there were some concerns over the space within the properties with some suggesting the houses should be bigger. Some respondents shared their opinions about specific aspects of the internal space: - Concern was raised by one that the dining kitchen looked a 'little tight'. - Concern was raised by one that the kitchen does not look like it can hold a washer, dryer, dishwasher and fridge and freezer. - A couple of people questioned the lack of storage within the new properties. - Concern was raised by one that the bedrooms look small citing that there is not space for a chest of draws or other normal bedroom furniture in addition to the double bed and double wardrobe that are currently within the designs.	
Support was raised by one respondent for storage and study area. However, a question was raised about the Duplex appearing to have more storage than the flat.	
Number of Storeys	
Concern was raised that the townhouse design means more stairs which is problematic for people with mobility problems.	The team have designed a set of house types which can cater to varied needs and demands. For example, all social housing has been designed to Lifetime Home Standards, which are greater standards for accessibility and adaptable dwellings. This means the design criteria covers the needs of people with and without disabilities, with a potential future through lift installation incorporated into the design.
Suggestion that options were limited for those with accessibility needs if they wanted a property with a garden and did not want to live in an apartment.	
Other	
Suggestion of a wet room as an alternative to a bathroom.	Noted - Shower rooms/wet rooms will now be incorporated into all apartments. In the houses,

	bathrooms have been prioritised over wet rooms but are designed so they can be adapted if a wet room is required.
Using the living spaces	
Respondents stated that they would use the internal and external living spaces in the following ways: • Spending time with family, having relatives and friends over to socialise and to stay overnight. • Getting some fresh air • Having pets in the garden.	Noted.

9.2.3 Green Streets and Private Outdoor Spaces

When asked whether greener streets would help to support community spirit in Collyhurst, 61 people out of 73 responded within the 'in depth' feedback form. 47 out of the 61 people said that greener streets would support community spirit.

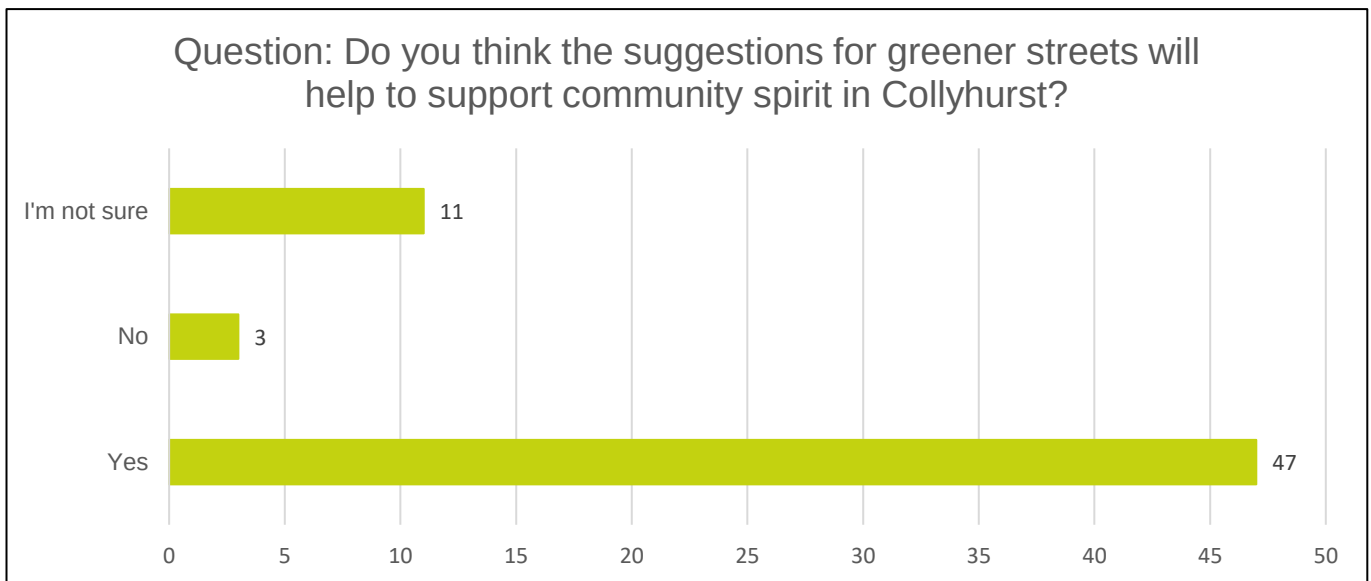


Figure: Respondents' answers to the question "Do you think the suggestions for greener streets will help to support community spirit in Collyhurst?"

In the 'in depth' and in the 'quick' feedback forms, respondents were asked if they thought a series of 'access only' streets with a green and leafy feel were a good idea. Out of the 86 people who took part in the feedback forms, 74 people responded to this question. 56 people out of the 74 said they thought it was a good idea.

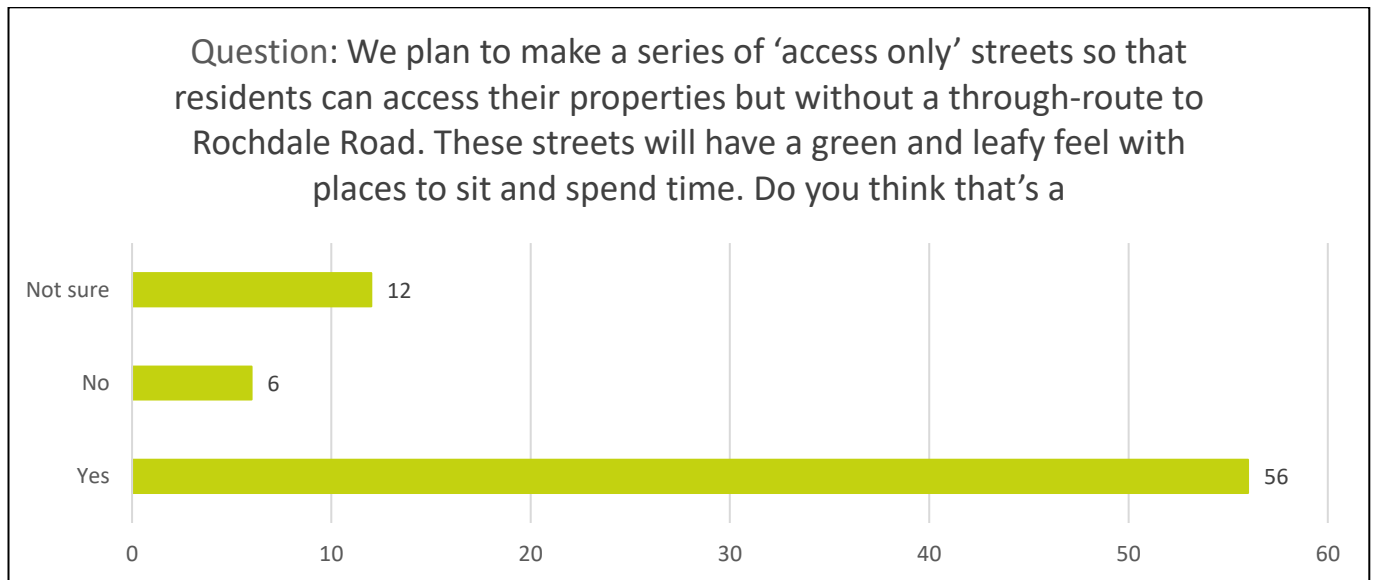


Figure 38: Respondents' answers to the question "We plan to make a series of 'access only' streets so that residents can access their properties but without a through-route to Rochdale Road. These streets will have a green and leafy feel with places to sit and spend time. Do you think that's a good idea?"

Within the 'in depth' feedback form, respondents were asked what they thought of the private outdoor spaces shown in the proposals. 61 out of 73 people answered this question with 36 people stating that it looked good and did not have any further comments. Where people offered suggested improvements, these have been captured within the feedback tables.

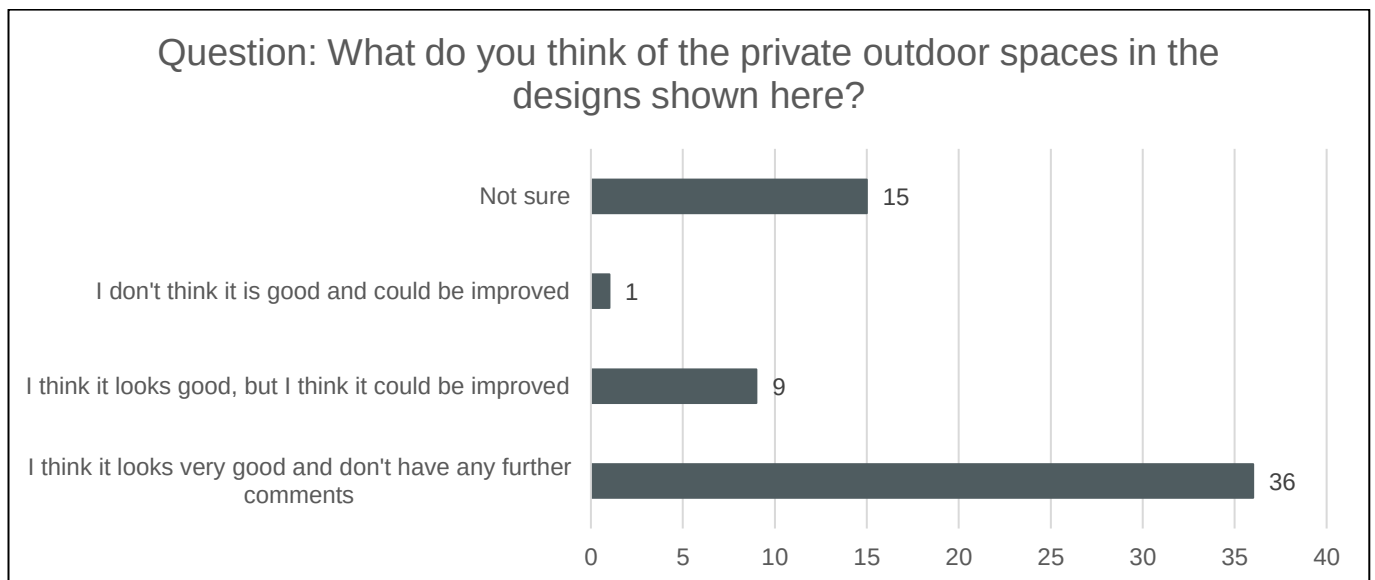


Figure 39: Respondents' answers to the question "What do you think of the private outdoor spaces in the designs shown here?"

In the 'in depth' feedback form, participants were asked what they would use their private outdoor space for. 60 out of 73 people responded to this question. The majority of the 60, 44 people, responded saying that they would use their garden for relaxing. The full range of answers, and the number of people who responded for each, can be seen in the following bar chart.

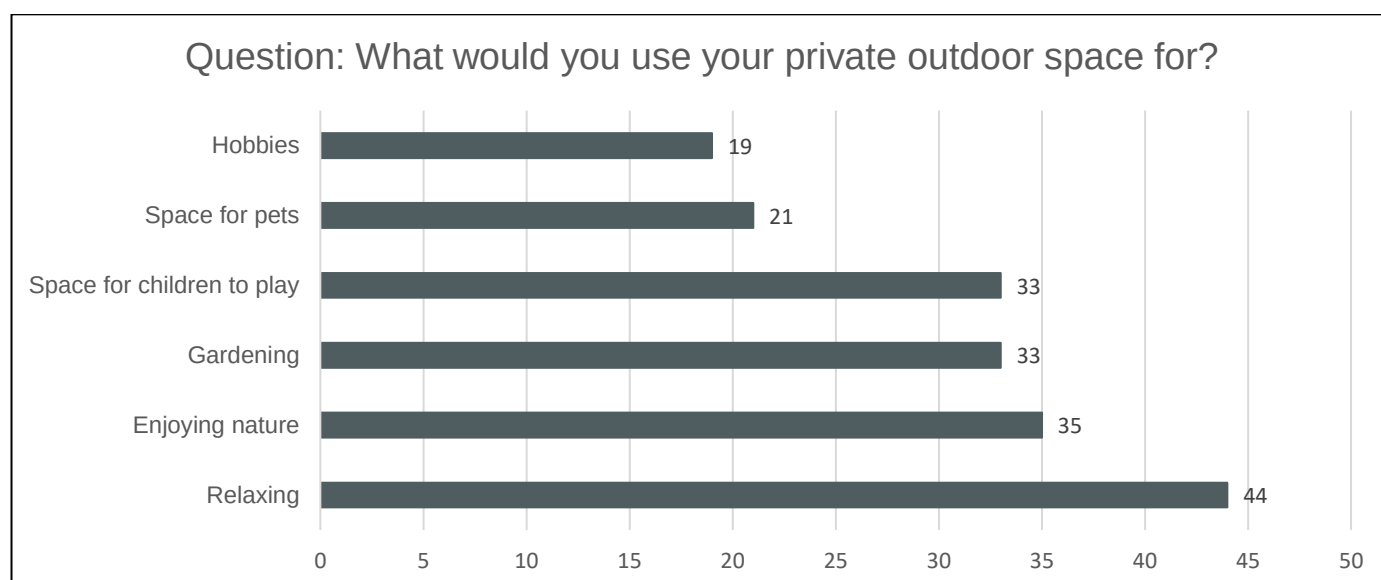


Figure 40: Respondents' answers to the question "What would you use your private outdoor space for?"

Below is a summary of the comments raised in relation to green streets and private outdoor spaces.

Table 5: A summary of the comments raised in relation to green streets and private outdoor spaces.

Comments Raised	Response from the Project Team
Green Streets	
There was support for Collyhurst's green and leafy feel being retained and enhanced.	The proposals acknowledge this through extensive street tree planting and carefully designed house frontages with integrated planting. Existing trees are retained where possible and mature stock tree proposed as replacements. Fruit bearing trees have been incorporated into the park proposals with the creation of an orchard. Nature based drainage solutions have been designed into the housing and park site to manage surface water. This includes rain garden, swales and attenuation features.
Concern was raised that mature trees, and "fruit bearing trees", would be lost as part of this development. There was a request to work around the trees that are already there as the volume of water that they "consume would help stop flooding on Rochdale Road"	
Concern that there are owls in the mature trees that would be removed.	
Support was raised by one respondent for making the walking routes more "modern" as there are problems when it is raining.	Noted.
A request for the team to look closely at the green spaces around the apartment blocks. The respondent thought that lockdown had caused people to only care for their own space and not space external to this.	Exterior to respond
Support raised by one respondent for "drive through carparks".	Noted.
Private Outdoor Spaces	
Support was raised by several respondents for the outdoor spaces / roof terraces that have been included in the designs.	Noted.
There were several requests made for more green space for the houses with some saying that the spaces proposed were not large enough and that more outside space was needed.	The scheme has been designed with a important emphasise on private curtilage. Public space in each plot, with the exception of the community square, is kept to a minimum to maximise the green spaces for

	the houses. Many of the houses have roof terraces in addition to a rear garden to provide additional outdoor private amenity space.
There were a few requests/concerns raised about the 2-bedroom properties. Particularly, respondents wanted to see gardens included with the 2-bedroom homes and not just a roof terrace.	The 2-bedroom properties are a unique property type for sale to cater to a wider variety of tenants. The vast majority of the scheme's housing include a rear garden space for the housing. The 2-bed properties offer an option to tenants who do not need/want the garden space in addition to the roof terrace at a more accessible price point.
Concern was raised by one respondent that some proposed Council-owned homes do not have a garden.	All council-owned homes have gardens.
A request for car parking on driveways with another request for driveways to be as large as those currently provided. There was concern that the space available would mean people would struggle to park family cars.	In response to feedback favouring car parking spaces outside of the house, all houses have been designed to have a front drive for parking a car along with an electric vehicle charging point. Parking space for apartments will be provided at approximately one space for every two apartments with additional parking provision for visitors.
A request for partitions between neighbouring roof terraces to avoid rifts with neighbours.	All homes will have a dividing screen between roof terraces to provide separation from neighbours.
A request for apartments to have communal gardens, not car parks.	It is important that sufficient car parking is provided for residents and visitors of the apartments to prevent on-street car parking congestion. The New Collyhurst Park provides a large area of green space which residents of the apartments will be within walking distance of.

9.2.4 New Collyhurst Park

Those who took part in the 'in depth' feedback form were asked about their overall opinion on the proposals for New Collyhurst Park. 65 out of 73 people responded to this question. The majority of those people said they thought the proposals looked good with no further comments. Where respondents offered suggestions of where they thought the proposals could be improved, their comments have been included in the feedback tables.

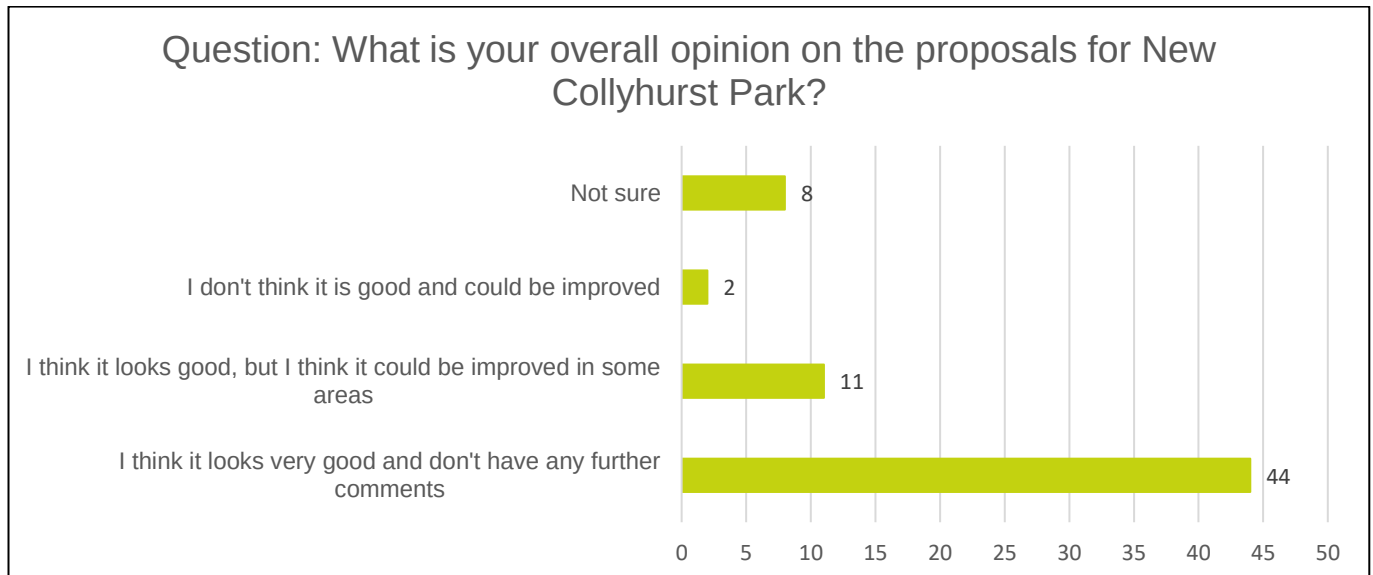


Figure 41: Respondents' answers to the question "What is your overall opinion on the proposals for New Collyhurst Park?"

Respondents who filled out the 'in depth' and the 'quick' feedback forms were both asked whether they thought them and/or their family would use the New Collyhurst Park. Out of the 86 people who were asked this question, 77 people answered. 55 people out of the 77 said they thought either they or their family would use the new park.

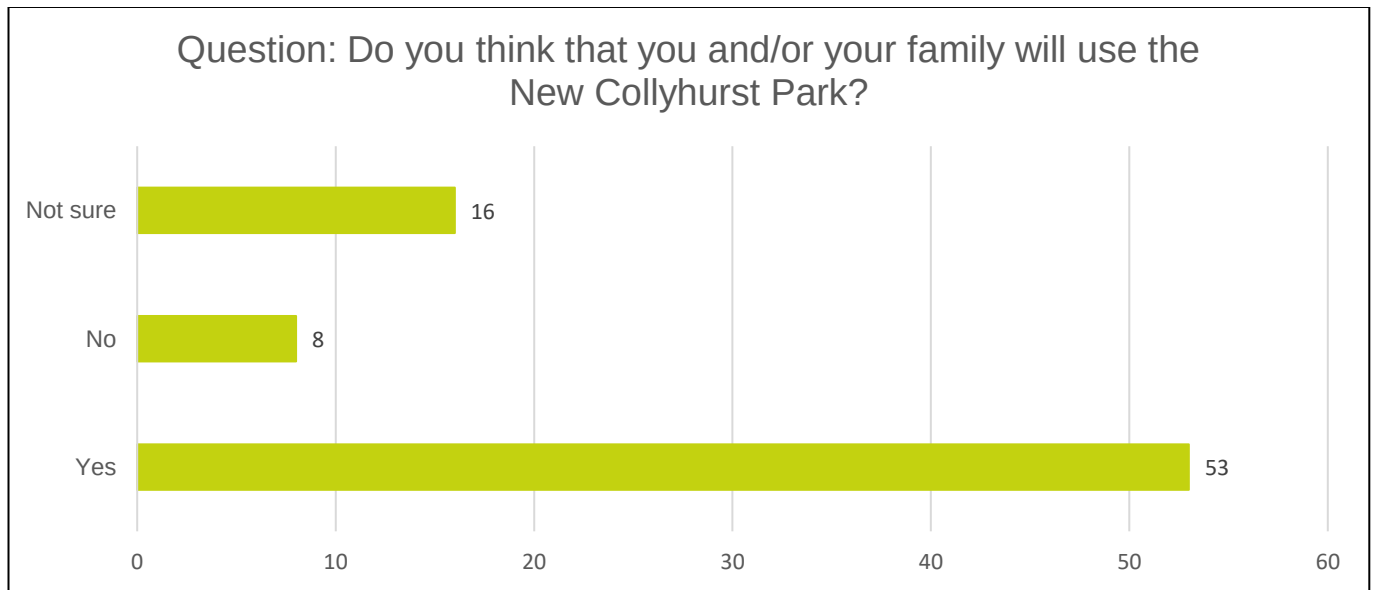


Figure 42: Respondents' answers to the question "Do you think that you and/or your family will use the New Collyhurst Park?"

Participants of both the 'in depth' and the 'quick' feedback forms were asked how they thought they or their family would use the new park. 78 people out of 86 people responded to this question. Participants were able to choose more than one response. Although the number of votes was very close between the top four activities, 'as a place to relax and unwind' received the most votes.

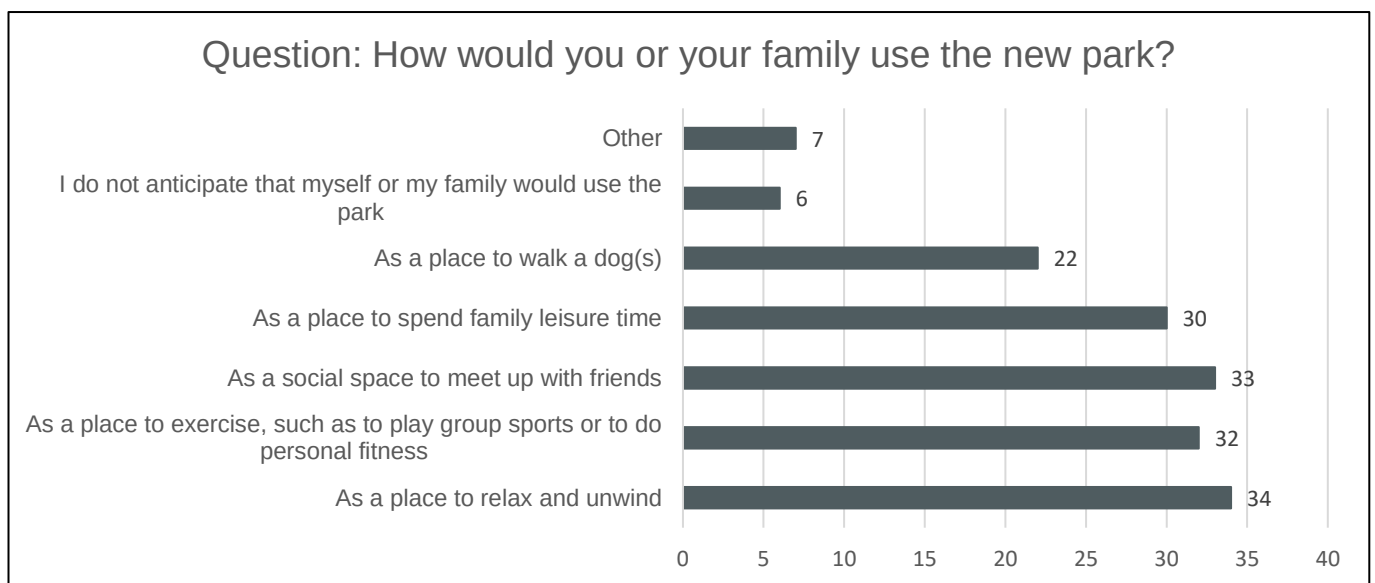


Figure 43: Respondents' answers to the question "How would you or your family use the new park?"

Participants of the 'in depth' feedback form were asked about SuDS drainage in the new park and whether they thought including this in the nature areas was a good idea. 65 out of 73 people responded to this question. The majority of people, 51, said they thought it was a good idea.

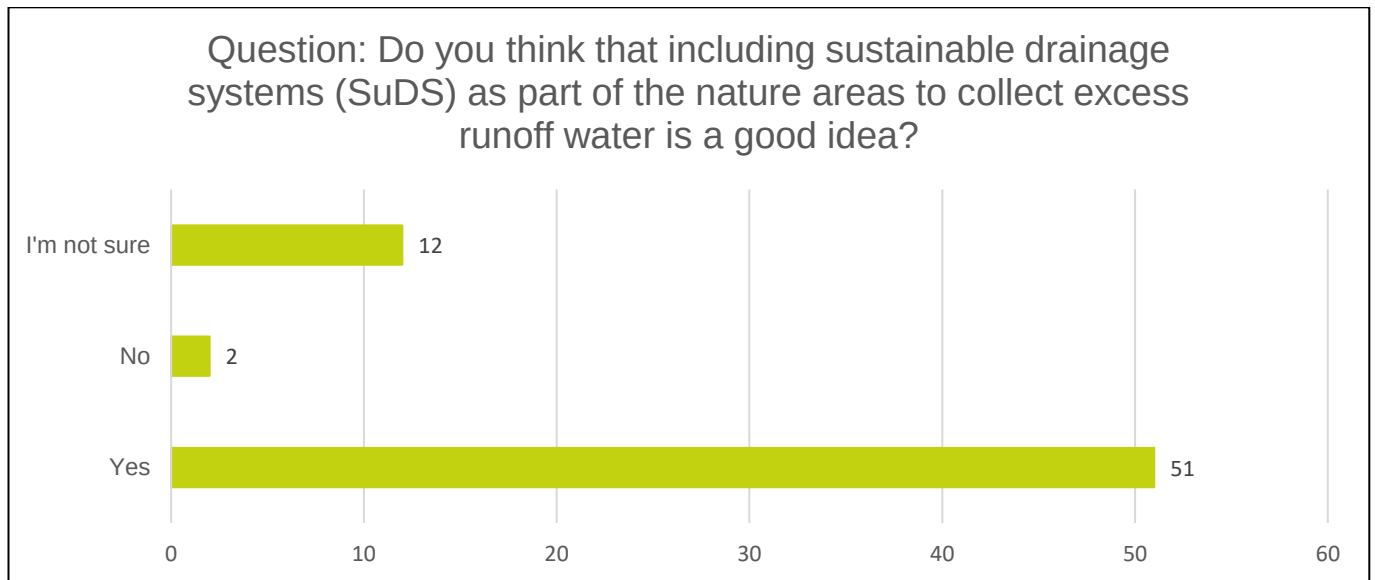


Figure 44: Respondents' answers to the question "Do you think that including sustainable drainage systems (SuDS) as part of the nature areas to collect excess runoff water is a good idea?"

Participants were asked whether they liked the idea of a community orchard and areas of wildflowers alongside more formal planting within the 'in depth' feedback form. 62 out of the 73 people answered this question with 56 of the 62 saying they did like the idea.

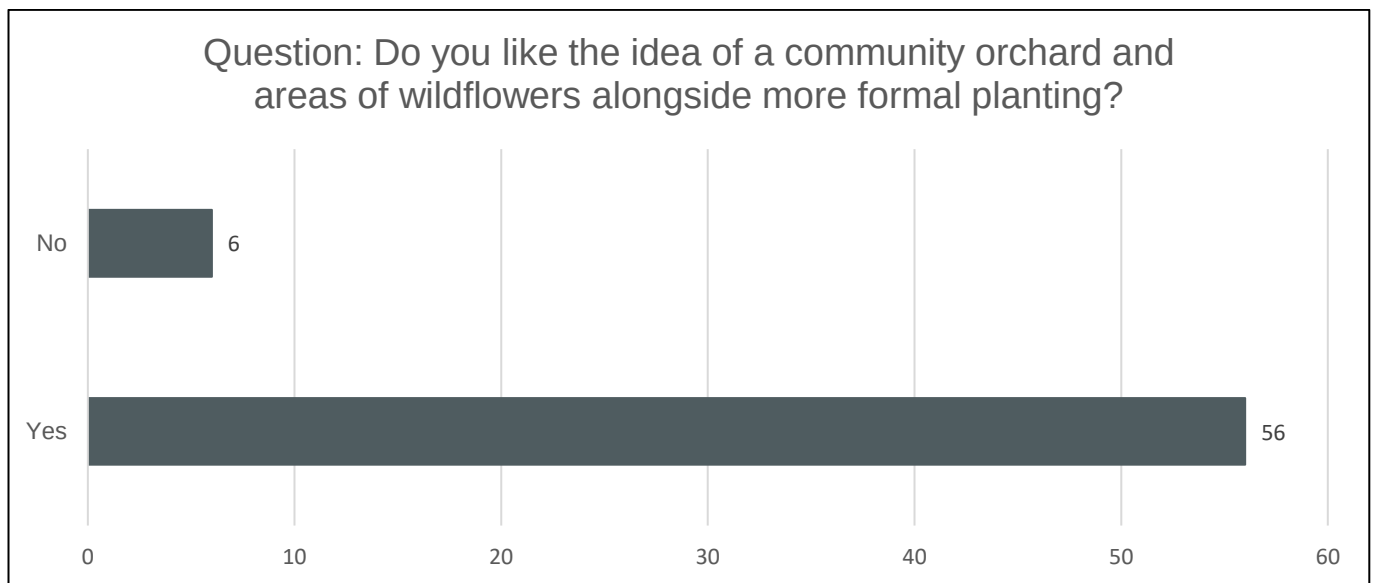


Figure 45: Respondents' answers to the question "Do you like the idea of a community orchard and areas of wildflowers alongside more formal planting?"

Respondents to the 'in depth' feedback form were asked what type of play equipment, or park furniture, would work best for children and families in Collyhurst. 64 people out of 73 answered this question and participants were able to choose more than one answer. Traditional play equipment received the most votes. The full list of answers, and the number of corresponding votes, can be seen in the following bar chart. Where respondents suggested equipment that was not on the list, it has been included in the feedback tables.

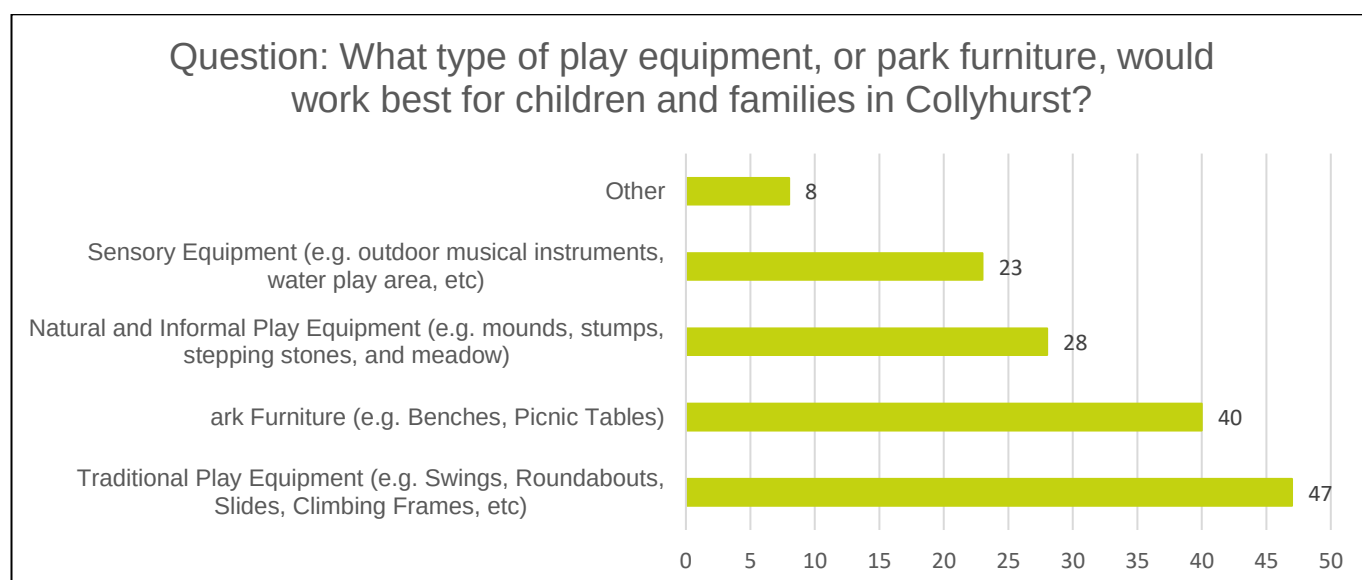


Figure 46: Respondents' answers to the question "What type of play equipment, or park furniture, would work best for children and families in Collyhurst?"

Below is a summary of the comments raised in relation to New Collyhurst Park.

Table 6: A summary of the comments raised in relation to New Collyhurst Park.

Comments Raised	Response from the Project Team
New Collyhurst Park	
Support was raised for the new park. Some respondents were keen to see a new park because a park and facilities will attract investors and new residents.	Noted.
Some respondents objected to a new park and/or raised concerns about it. In particular, the concerns were about: • Vandalism of the park and facilities • Ongoing maintenance and management of the park • Safety and security in the park (however, one person was reassured the design of the park was open to encourage surveillance by police and residents) • Litter being left in the area • A park attracting gangs and drugs One respondent suggested leaving the area as it is.	Future management and ownership details for the park are being looked at as part of the wider Green and Blue Infrastructure Strategy for the Northern Gateway, with the aim of ensuring that the approach which is taken ensures these spaces are properly maintained for the long term.
There was a request for the park only to be open at certain times. One suggested "close the park from 9pm - 8am summer months and 7pm till 8am winter months".	Park opening times are yet to be determined and will be agreed through consultation with Manchester City Council.
Some respondents said that they do not anticipate that they would use the park.	Noted.
Some were concerned that the park may become an anti-social behaviour hotspot, with one stating that anti-social behaviour is worse in the school holidays.	The proposals attempt to address issues of anti-social behaviour by creating open overlooked spaces, long views and natural secure lines.
A request was made by one respondent to include a public toilet (only if it would be maintained properly).	No public toilet is proposed.
A suggestion was made by one respondent for planting to include edibles such as herbs.	An orchard has been created in the park as part of the proposals to acknowledge this.

There were questions about the need for a new park – a couple of people suggested the area already had plenty of green space and redesigning green space was not necessary. Another person said “the evidence of redesigning green areas across Manchester has shown no greater usage than the previous incarnations. The park in South Collyhurst sits idle, infrequently used, the use of natural structures would sit more easily than metal structures which would not be used or enjoyed in the main.”	The new park is designed for all ages and offers a multitude of activities and spaces including walking, cycling, formal and natural play facilities, exercise, food produce, wetlands and a number of different seating / gathering spaces.
One person was concerned that the development would impact on existing wildlife and requested for the area to remain ‘untouched’ to protect wildlife.	Large areas of wildlife flower lawns and swales have been proposed to encourage wildlife and biodiversity.
Comments made that there doesn’t “need to be a pond area” – concern that it was dangerous and an “accident waiting to happen”, particularly as there are likely to be young children in the vicinity.	The area of wetland is designed to be safe and comply with the relevant regulations.
When asked what equipment should be included in the park, in addition to the answers given in Section 9.2.4, the following equipment was also suggested: - Community sports pitches including for football (some made comments that this may help anti-social behaviour), basketball or tennis. - Specific park equipment for children including, a slide, a climbing frame, a roundabout, monkey bars, zip wire, “a disabled swing” or an adventure playground. - Gym equipment - Climbing equipment - A “bike trap” There was a request that equipment is installed that is not easily damaged or vandalised. Support was raised by a respondent for educational, safe and relaxing equipment.	Formal and informal play has been integrated to the proposals for the new park. This includes a central equipped play space and natural ‘play along the way’ routes within the woodland areas and along footpaths.
A question was raised about whether New Collyhurst Park is going to have new equipment in it or whether the equipment can be re-used and integrated into the new park.	Manchester City Council will look at opportunities to transfer existing equipment into the new park. However, the existing park will still be in use for several years to come, potentially another 5-10 years. In the future, it is hoped that the park equipment will be re-used. It was confirmed that residents will have the benefit of two parks for a period of time.
A request for “no dogs”.	The park is design for use by all the community and as such we want to provide opportunities to ensure people can walk their dogs. As such adequate provision of dog waste bins is provided.
A request to look at Willet St Park for inspiration.	Noted

9.2.5 Collyhurst’s Identity

We asked participants of the ‘in depth’ feedback form what they thought gave Collyhurst its identity. 54 out of 73 people answered this question. Participants could choose more than one response. ‘Local history’ received the most votes. Where participants expanded on their view or stated another characteristic that gave Collyhurst its identity, it is listed in the feedback table.

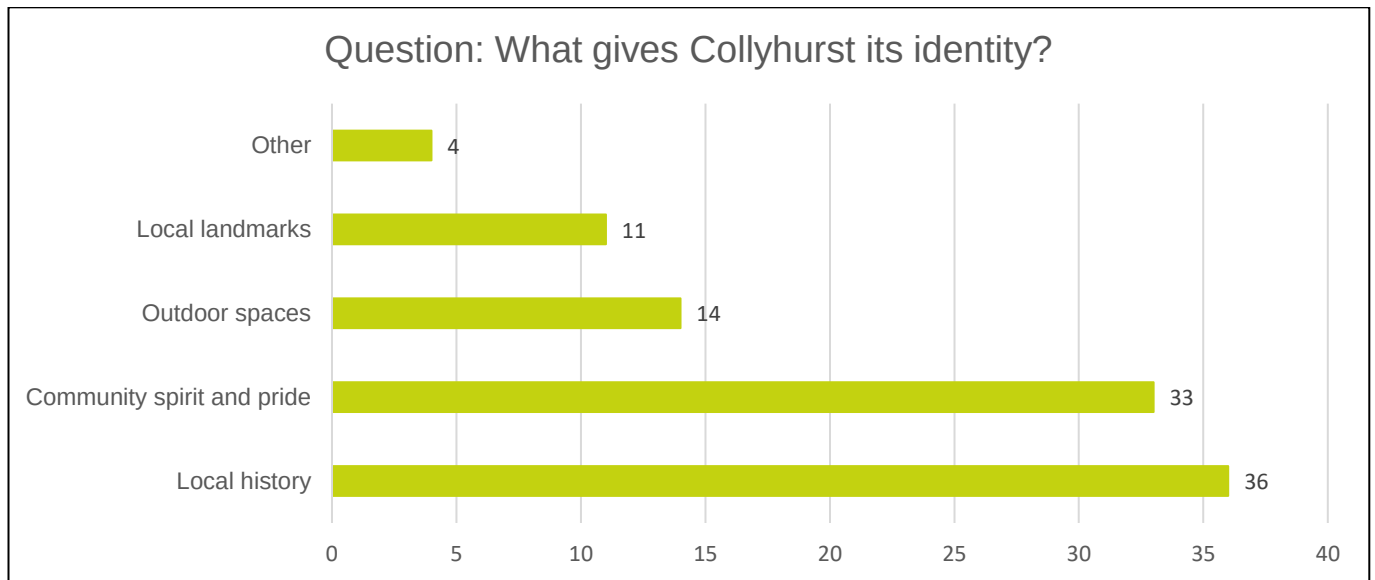


Figure 47: Respondents' answer to the question "What gives Collyhurst its identity?"

Both participants of the 'in depth' feedback form, as well as the 'quick' feedback form were asked whether they thought the proposals were in keeping with the identity of Collyhurst. 67 people out of 86 answered this question with the majority of people saying the proposals were in keeping with the identity of Collyhurst.

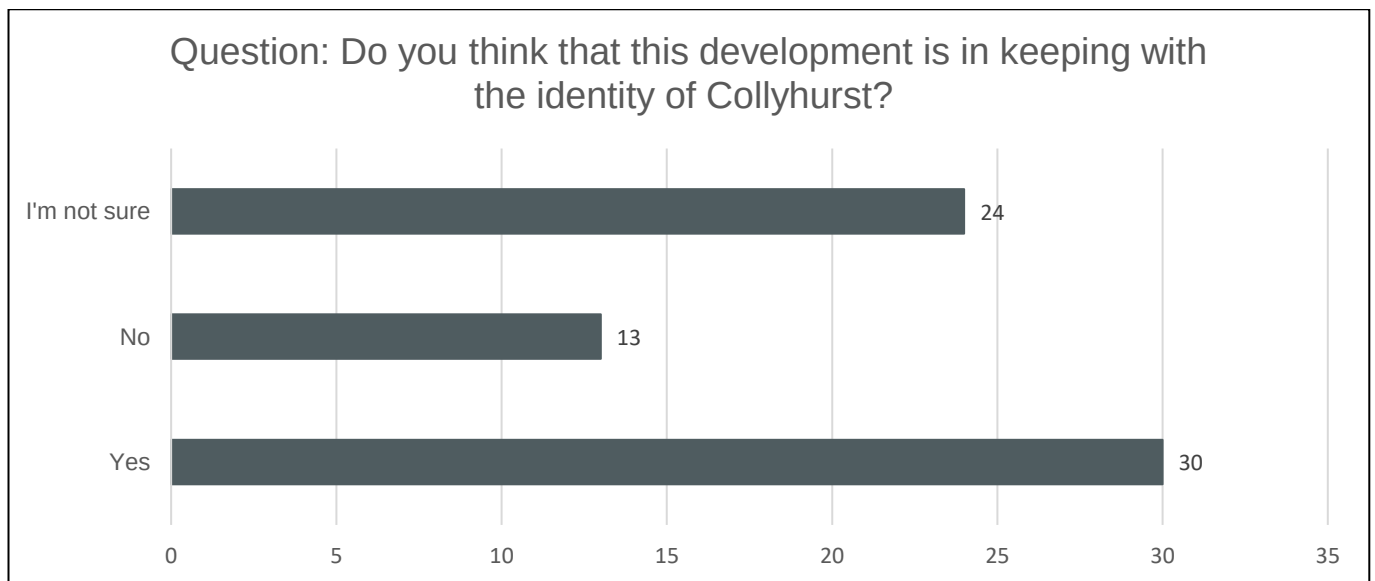


Figure 48: Respondents' answers to the question "Do you think that this development is in keeping with the identity of Collyhurst?"

Below is a summary of the comments raised in relation to Collyhurst's identity.

Table 7: A summary of the comments raised in relation to Collyhurst's identity.

Comments Raised	Response from the Project Team
Collyhurst's Identity	
When asked what gives Collyhurst its identity, a range of answers were submitted. Section 9.2.5 states the answers from the closed question about this topic. Below are some of the other factors which residents said give Collyhurst its identity:	Noted.

• The people, the friendliness, the community spirit. • Local people knowing and looking out for each other as many have lived there for a long time. • The football parent groups and community football teams. • The residents being tough and hard working. • The area provided the stone to build some of Manchester's landmarks. • The ancient link with Manchester (first road commissioned to connect the two). • The rootedness of many residents. • The shop keepers getting to know the community and building relationships with customers. • The fact that families have lived in the area for generations. • The open spaces and green and leafy feel. • The war memorial. One person said it does not have much of an identity at the moment. Another said that Collyhurst currently gets its identity from poverty, gangs and alcohol.	
It was mentioned that there is a lot of pride in the area and residents can see its potential for the future.	Noted.
"Collyhurst has been transformed thanks to Northward Housing who have renovated most houses and created outdoor space which I hope we will keep."	Noted.
Suggestions	
Suggestions from participants: • Collyhurst's history can be capitalised on to boost civil pride. • Use the unused sculpture from Eastland Square. • Mention historic links in the new street names or buildings that tie things back to the past local history. • Restore the "long lost image" of Collyhurst being a beautiful village. • Residents want something to be proud of.	Noted.
Concerns about the Development's impact on Community Spirit	
Concern was raised that the identity of Collyhurst would be changed by "white washing the area of its existing residents in favour of those who can afford to live here". There was concern that Collyhurst people are being dispersed.	Noted.

9.2.6 Safety and Security

Participants of the 'in depth' feedback form were asked which safety and security features would make them feel more secure. Participants could pick multiple features. "A door with an approved security certification" received the most votes.

Question: You told us that safety is a high priority for you. Which of the following features would make you feel more secure?

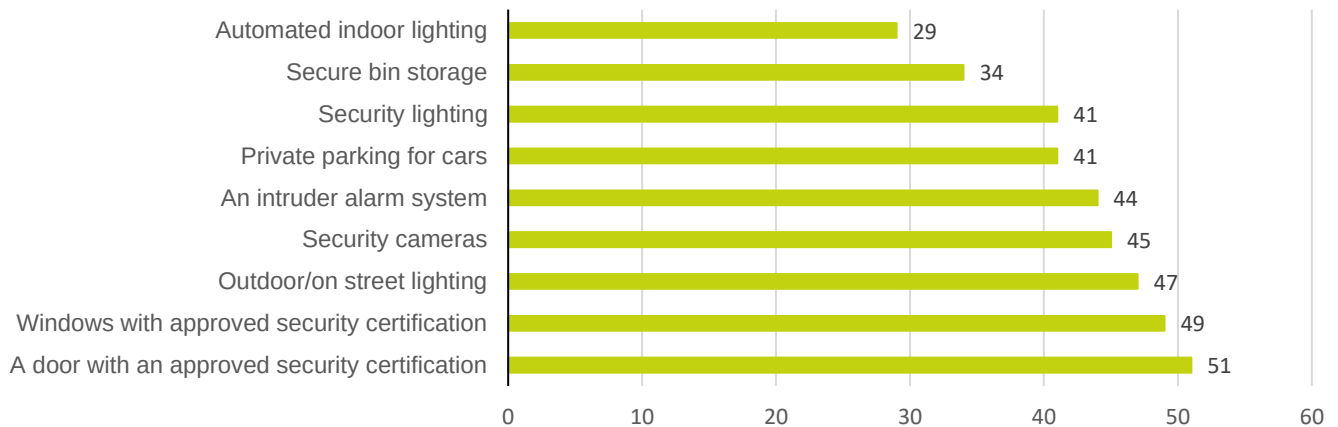


Figure 49: Respondents' answers to the question "You told us that safety is a high priority for you. Which of the following features would make you feel more secure?"

Below is a summary of the comments raised in relation to safety and security.

Table 8: A summary of the comments raised in relation to safety and security.

Comments Raised	Response from the Project Team
Anti-Social Behaviour	
Several respondents raised general concerns about safety and security in the area. Particularly, concerns raised by some respondents related to the anti-social behaviour in the area at the moment, as well as concerns about the anti-social behaviour that may remain or be encouraged in the area after the development has taken place. Particularly, some respondents were concerned about: - Gangs in the area. - The park being used by homeless people, 'drunks' and drug users.	The development proposals have been designed in liaison with Greater Manchester Police's Secure by Team to ensure that the design of the scheme is designed with security in mind to mitigate crime and anti-social behaviour as much as possible.
A couple of respondents raised concerns that the roads behind the properties could become anti-social behaviour hotspots.	Many of the existing houses in Collyhurst were planned using Radburn principles. The design is typified by the back gardens of homes facing the street and the fronts of homes facing one another across common green or yard space. Antisocial behaviour is commonplace in such schemes. The team have designed the proposed scheme to maximise both security and natural surveillance, this includes: - Minimised recesses or set back in buildings to avoid 'hiding places'. - Large windows into street to increase 'casual surveillance'. - Open driveways to allow for casual surveillance. - Dead ends have been kept to an absolute minimum whilst providing suitable access. - All living streets have casual surveillance via facing apartments and sky terraces.

One respondent was concerned about fly tipping and stated CCTV is a must. CCTV was also requested by someone else for the park.	CCTV is included in the design of the park.
Concerns that there were lots of groups on the streets at night.	Noted.
General Safety	
One respondent was concerned about the depth of the pond being an issue of safety.	The wetland area is designed to be safe and comply with the relevant regulations. The depth of the water has been carefully considered.
A request for gates and fencing at the front for secure parking.	Private curtilage is defined with the secure bin/bike stores, whilst fencing and gates has been kept to a minimum, both for security and to provide an inclusive community.
A request for lighting to be carefully considered.	The lighting strategy for Collyhurst has been developed in response to the public consultation feedback. Making Collyhurst Village and the park feel safe and secure for residents and visitors in the primary aim with well-lit streets and paths.
A request for a more frequent police presence to deter anti-social behaviour.	Noted.
A suggestion that the roof top terraces are “not good for children”.	All roof top terraces will be designed to Building Regulations for protection from falling. Consideration will also be taken to provide door mechanisms to suitable secure these spaces when not in use.

9.2.7 Sustainability

Respondents to the ‘in depth’ feedback form were asked which energy efficient and sustainable features were important to them – they could choose more than one. 59 out of 73 people answered this question. “Airtight and well insulated homes to keep in and reduce energy consumption” received the most votes.

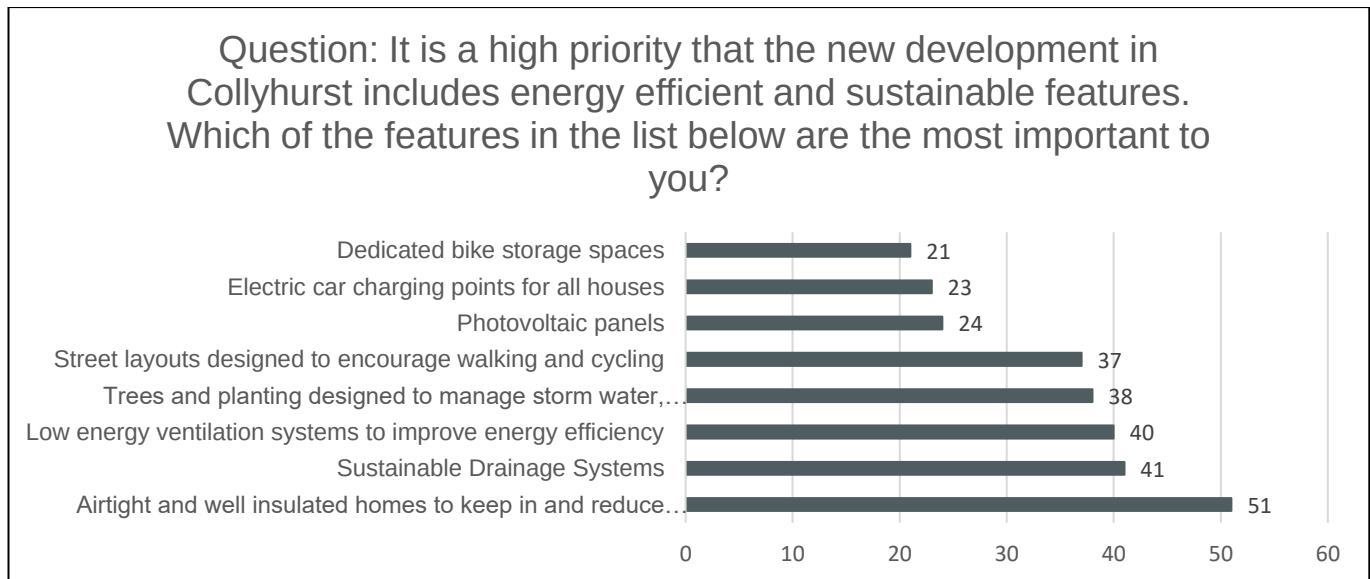


Figure 50: Respondents' answer to the question "It is a high priority that the new development in Collyhurst includes energy efficient and sustainable features. Which of the features in the list below are the most important to you?"

Below is a summary of the comments raised in relation to sustainability.

Table 9: A summary of the comments raised in relation to sustainability.

Comments Raised	Response from the Project Team
Sustainability	
Support was raised for the development “improving the planet”.	Noted.

9.2.8 Community Spirit

In the ‘in depth’ feedback form, participants were asked whether they thought the proposed layout would “support community spirit”. 66 out of 73 people answered this question. The majority of respondents thought that it would support community spirit. If respondents offered suggestions for improvements, these responses have been included in the feedback tables.

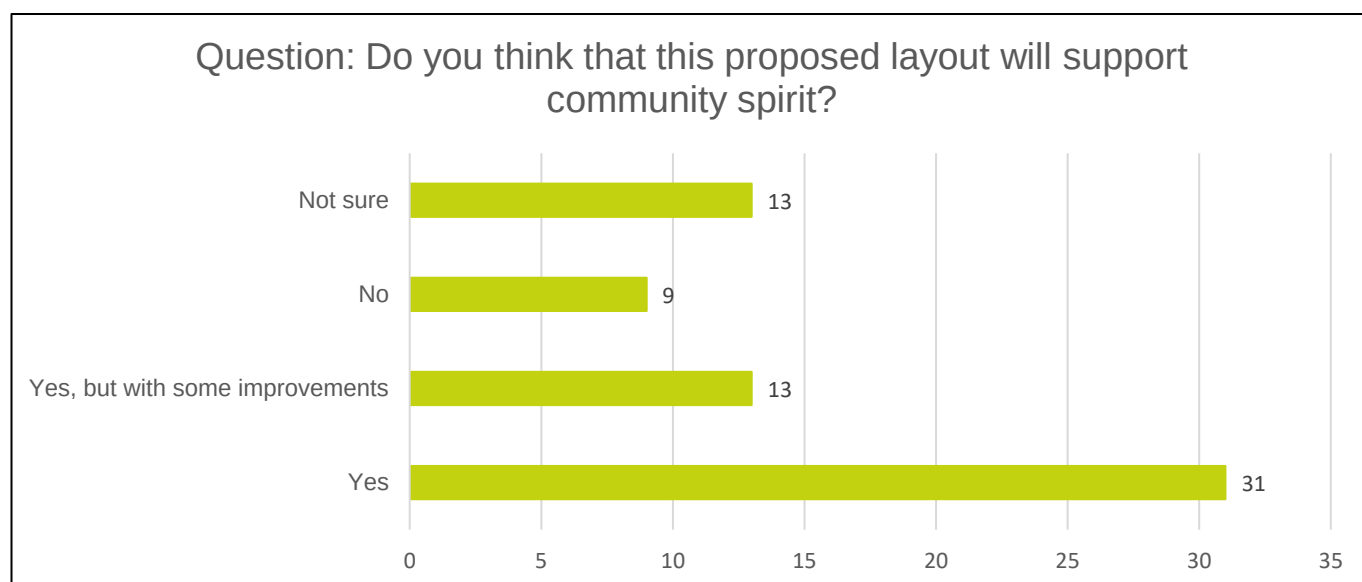


Figure 51: Respondents' answers to the question "Do you think that this proposed layout will support community spirit?"

Below is a summary of the comments raised in relation to community spirit.

Table 10: A summary of the comments raised in relation to community spirit.

Comments Raised	Response from the Project Team
Community Spirit	
Concern was raised that new and existing residents will not mix with anti-social behaviour cited as a possible factor.	The development has been designed with a key aim to integrate the existing and new community as much as possible. The Council owned homes and Private homes will be spread across the site to create a mixed community, and whilst the Council homes will need to be in blocks from the outside all homes will look the same regardless of whether they are Council owned or private.
A request to improve the proposals by letting the community stay together. Concern that community spirit will be destroyed as people are moved around.	
Suggestion that the spirit of the community was taken away years ago when amenities were taken away.	
Concern was raised by one respondent that some issues faced by existing residents are deeper than “new housing and a park - family, education, poverty, etc”.	The implementation of this first phase will mean that any residents that do need to move home will be able to stay within Collyhurst in the new development and will be able to relocate very close to their existing neighbours.
There was one request for “washing facilities” [a launderette?] to help support community spirit.	
“Re community spirit: We have spaces to meet and shops in the local vicinity in existence already, community spirit can only be judged when the existing community have been fully consulted as to all proposals, not a phased plan that are ambiguous for the local communities existence as it is. We don't want	We are also creating good quality open space in the form of a new park that will provide a shared space to enable residents to integrate within the existing community.

a white washing and social cleansing of the local area in favour of a new gentrified community of those who can afford to live here.”	In addition to new housing the Joint Venture is also working with local schools and looking at opportunities for social benefit such as employment and training opportunities for local residents.
One person said that Collyhurst community spirit may be disrupted due to moving around because of the development.	
A question was asked about how the communities can be integrated and create ‘one Collyhurst’ rather than have ‘old Collyhurst’ and ‘new Collyhurst’.	This development will look different and have a distinct identity to the existing housing in Collyhurst. There will be visual differences between existing housing and new housing. There won’t be areas of the development which are purely for social housing or purely for private housing. There will also be a lot of good quality shared spaces. The hope is that the community will mix in those spaces such as green streets and the new park. The aim is to create somewhere everyone can belong. The team are very keen to learn from experiences of the community and to engage with Collyhurst residents to understand how this first phase of development works and to ensure that properties and people are integrated. There will be an emphasis on continued conversation and engagement with the community and on learning lessons and taking these forward into future phases.
A question was asked about what the Project Team are doing to mitigate against a potential “us and them” scenario.	At the early consultation phase there were conflicting views. Some residents all wanted to stay together, others said they did not want there to be any differences between housing types. Externally, houses will look the same and be tenure blind. There will be clusters of housing types, for example a terrace of Council-owned homes, but in different parts of the site. Homes are being designed to meet the needs of MCC residents. Internal layouts are different by design but externally, homes will look the same.

9.2.9 Reserving Properties for People over a Certain Age

In the ‘in depth’ feedback form, when asked if they thought some Council-owned properties should be reserved for residents over a certain age, 66 out of 73 people responded. 47 out of the 66 agreed with the idea. The further comments provided by participants are provided within the feedback tables.

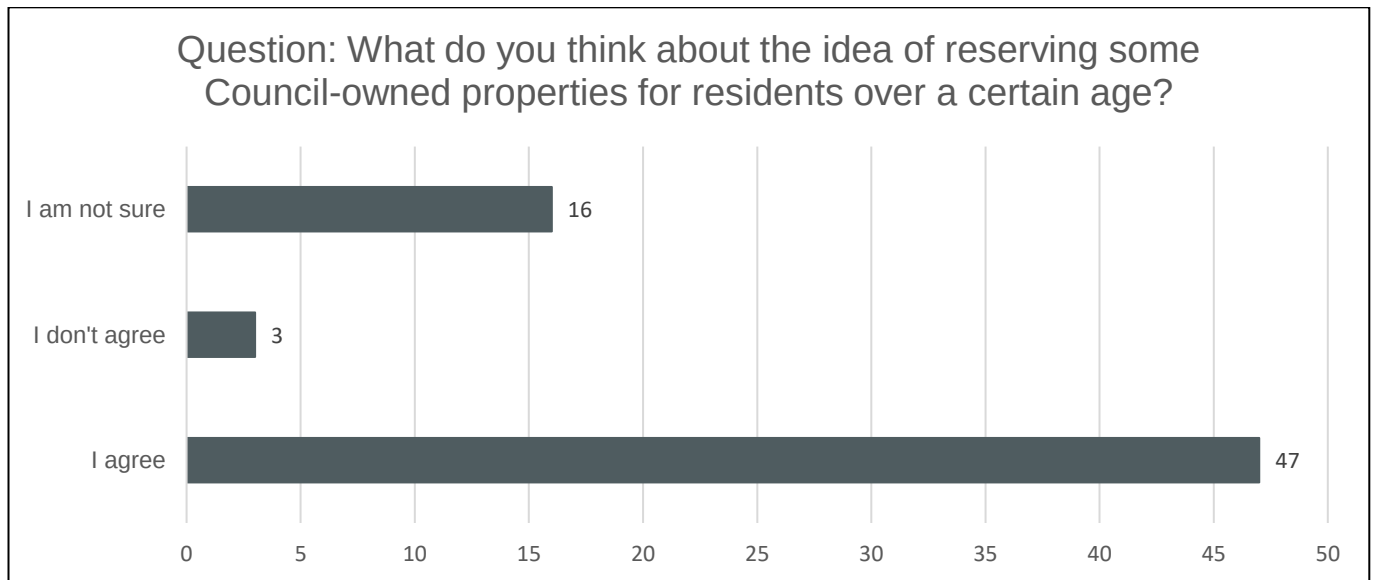


Figure 52: Respondents' answers to the question "What do you think about the idea of reserving some Council-owned properties for residents over a certain age?"

Below is a summary of the comments raised in relation to reserving properties for people over a certain age.

Table 11: A summary of the comments raised in relation to reserving properties for people over a certain age.

Comments Raised	Response from the Project Team
Reserving some Properties for People over a Certain Age	
Support was raised for this idea. Some people who supported this also made some suggestions as to why it would be a good idea: - It would be fair and minimise disruption for elderly people who may have spent most of their lives in Collyhurst and want to stay in the area. - It would help to foster an "all age community", they are a "vital part of Collyhurst". Having a mixed-age community helps to enhance community spirit. - It was deemed important by one respondent to maintain the level of services for older people and not take away services they benefit from currently. - Older generations want to remain near family. - It would allow people to move into accommodation that would better meet their specific housing needs. - Older people have "a right to live there". - It will improve the image of Collyhurst. - It would allow people over a certain age to live near each other. - Older people are socially dependent on others. - Older people are often overlooked. One respondent said they supported the scheme but with the condition that there was "fairness in the overall plans to all age groups, single people and families". There were a couple of requests for more housing for over 50s and 60s within the development.	The team understands the importance of an inclusive community, and it has worked hard to provide a wide range of house types and apartments for all ages and disabilities. To summarise: - Minimising disruption to existing tenants has been a high priority, and the scheme has been carefully designed to minimise disruption. - To foster an 'all age community' the team have designed a variety of house types and apartment types. For example, the open plan 2-bedroom houses with roof terraces may appeal more to a younger/single tenant, whereas we have 3- and 4-bedroom houses designed to be adaptable and accessible, that may be better suited for elderly people. - We have designed one of the apartment blocks specifically for older occupancy; providing 76 duplexes/apartments designed to Lifetime Homes Compliancy. - We have provided additional communal spaces in the apartment block to be used specifically for the Collyhurst Community. - The team has designed both open plan and traditional layouts to appeal to various tenants. - The social rent homes are designed to additional standards which should allow carers to support the people they look after. - The scheme has houses ranging from 2-bedroom 4 person houses to 5-bedroom 6

A question was raised as to whether that particular age group should benefit from this as “every age has got [their] own problem”.	person houses, to align with the community’s needs. This should provide suitable accommodation for families or extra bedrooms for friends or relatives. - Properties have been designed to be inclusive to treat people equally, and to provide everyone with the same opportunity. - A total of 100 houses/apartments are designated for social housing and Manchester City Council will work closely with the design team to accommodate those affected by this phase and by later phases. - Considerable effort has been made to facilitate varied house types for varied levels of affordability. - They are close to the community commercial space, services and local facilities, and connect well to the public realm. Good public transport links are close-by with a bus stop right outside on Rochdale Road.
There was a request for housing for older people to have an extra bedroom for relatives who need to come and care for them when they are not well.	
Opposition was raised by some with regard to the idea that some properties should be reserved for people over a certain age. Some explained why they thought this: • It should be how long that you have been a Collyhurst resident that determines whether you are a preferred candidate for a Council-owned home, not your age. • Everyone should “be treated equally and entitled to the same properties”.	
There was a request for older people who may be affected by later phases to have the opportunity to move into this development.	
One suggestion was made saying “long term tenants looking to own their homes in the same area get priority and get placed in one [of] these new units”.	
A request for affordable and safe homes for the elderly and families on lower incomes.	
A request for a retirement home in Collyhurst making sure older people are “closer to the centre of the community”.	
A request for older people to stay in their original accommodation for as long as possible as the respondent thought that being near friends and family would enable older people to be happier.	
Suggestion that it will improve the area if the properties are rented out to the ‘working class age’	

9.2.10 Local Facilities and Amenities

Below is a summary of the comments raised in relation to local facilities and amenities.

Table 12: A summary of the comments raised in relation to local facilities and amenities.

Comments Raised	Response from the Project Team
Local Facilities and Amenities	
There was a request for more “light industry” within the development, including a range of different shops such as a Post Office, fish and chips shop, a pub, a café or a restaurant.	There is an opportunity for a small amount of commercial/retail property to be built as part of this phase of development. As future phases are delivered across the wider Northern Gateway there will be further opportunity to deliver more commercial and retail space in locations identified in the Northern Gateway Strategic Regeneration Framework.
A request for more “modern stores” as well as a request for a big shop not small newsagent and mini shopping outlets. Once suggestion was for a Tesco, Aldi or Asian grocery shop.	
A request to keep businesses within the area.	
A question was raised as to whether there will be an opportunity or any flexibility for Collyhurst Community Enterprises to work with local people who have started up their own enterprises to test out their business model by using one or more of the commercial units.	There will be a unit on the ground floor of the apartment block fronting Rochdale Rd for commercial/retail purposes. In addition, within one of the apartment buildings there will be a community space for residents. The ambition is that this will be a ground floor space that is open and visible and can also be used for other purposes.

	There is an existing shop within Collyhurst village which is affected by the proposals. The priority is to help the owner relocate into the new commercial premises if that is possible. FEC met with local elected members recently. Cllr Flanagan is keen to find space for local entrepreneurs within the Northern Gateway development. This message is being reinforced by members. FEC are alive to the fact that people want business spaces so will try to support that ambition as proposals move forward.
There were requests for more facilities for the community and not just homes, such as: • A youth club or young people's facility (e.g. like the one in Harpurhey) • A community hub where community meetings can take place, where new residents can find out information about what is going on in the area, children can meet other children in a safe environment, to encourage start-up businesses and where parents can meet other parents. • A place where local support groups can meet e.g. like the Lalley Centre. • Useable football/sports pitches. • A medical centre with other services included. • A retirement home/scheme.	Although there isn't a community building proposed for the first phase of development in Collyhurst Village, as part of these developments we are proposing a community room on the ground floor of one of the apartments on Rochdale Road in Collyhurst. This first phase of new build will form part of a much wider area of development known as the Northern Gateway. This is a 15-20 year plan for the area being brought forward in phases. The team wants to work with residents to ensure development is appropriate to their needs and to work with the community to bring about gradual change across the area. In terms of the request for a medical centre, there are plans to start working with local GP practices around healthcare provision over the next year or two. FEC and Manchester City Council will work closely with GP practices around provision.
A request for support for children who live and play sports in the area.	Noted.
A request for funding gained from the development to be reinvested into the area creating local shops, pubs, cafes and transports links across the area as well as into the City improved links via the new proposed Metro link and buses are welcomed.	Noted.
A question was asked about whether the proposals will attract families to the area who will want to access nursery/school provision. It was stated that it is important that local education providers can engage with FEC and MCC in conversations about the educational needs of an emerging and growing area.	Education provision is a big part of getting the regeneration project correct. To appeal to families, education and health and wellbeing must be important elements of the process. Discussions are already taking place around the demand for school places and engagement will continue.

9.2.11 Consultation

Below is a summary of the comments raised in relation to the consultation more generally.

Table 13: A summary of the comments raised in relation to the consultation more generally.

Comments Raised	Response from the Project Team
Consultation	
Concern was raised around the accessibility of the consultation and that residents may not be receiving information if they have not got access to the internet, especially due to the current pandemic.	A consultation leaflet was sent out to a large distribution area covering all of Collyhurst at the start of the consultation. For people living in the area where demolition is proposed, further steps were taken mid-way through the consultation to encourage those people to share

	their views. A consultation pack including printed information and feedback form was sent out by post along with a freepost envelope to make it as easy as possible to provide feedback.
Concern that some may not be able to access the consultation due to literacy issues as well as lack of credit on phones.	Letters and FAQs for affected residents had been translated for those without English as a first language. Posters have been issued to a number of local community organisations including schools, churches and local centres to advertise the consultation and the contact channels which include a freephone telephone number and email address. There has been collaboration with local organisations to ensure that everyone who wants to, can access information about the consultation. As an example, the YES Centre has been hosting paper copies of the proposals and staff are available to provide support to the community to access the consultation online. There has also been social media activity. The consultation team would normally have held face to face events in the community but due to the restrictions around Covid-19, that was not possible for this stage of the consultation. In the absence of face to face events, the website has been the primary means of sharing information and there have been high volumes of traffic to the website which indicates that publicity has worked well.
Concern that residents will not provide feedback.	This consultation has generated 91 responses.
A request for meetings once the plans are in progress to speak to local businesses and residents.	There will be continued engagement and updates for the local community as these plans continue to develop.
Concern that it was not possible to comment conclusively on the new development until more detailed plans are made available.	The final designs will be available to view as part of the planning application submitted to Manchester City Council. People will be able to provide comments to Manchester City Council as part of the formal statutory consultation process.
Concern that this is a 'done deal' and feedback will not be considered.	All feedback submitted as part of this consultation has been considered on an ongoing basis as the project develops the proposals and ahead of the planning application being submitted to Manchester City Council. This Statement of Community Involvement details all the feedback received and how those comments have been responded to or why any significant comments could not be fully addressed as part of the submitted proposals.
A request for residents and community to have ownership and involvement in any future development. With another respondent saying "You need to include the whole community for things to improve. People don't want to feel excluded or singled out as then these become target concerns"	Noted – the Applicant entirely agrees with these sentiments and wishes to work with the local community.

9.2.12 Miscellaneous

Below is a summary of the miscellaneous comments raised.

Table 14: A summary of the miscellaneous comments raised.

Comments Raised	Response from the Project Team
Transport	
A request for future proofed links to the potential Sand Hills transport hub/Metrolink station.	The scheme has been designed to work within its current context and in accordance with the Northern Gateway SRF. This provides a brilliant opportunity to create a well-connected neighbourhood now and in the future. Designing the scheme in line with the SRF vision ensures a cohesive approach to the development of the Northern Gateway that integrates short-, medium- and long-term opportunities, such as the potential of additional transport hubs and public transport connections.
Affordability	
There was a concern raised that the developer is “a private consortium motivated by profit so high density apartments for sale and rent will bring in more money, pushing up land values in the area and worsening the affordability crisis experienced by residents.”	The development proposals have been designed in accordance with the Northern Gateway Strategic Regeneration Framework, which promotes a higher density development than the current housing stock within the Collyhurst area. The SRF states: <i>“A residential-led neighbourhood. Collyhurst Village will be a residential-led, family-orientated neighbourhood, which will accommodate a mix of medium to high density housing types and tenures for residents of all ages, including houses and apartments...”</i> <i>“There is an opportunity, however, to provide significantly increased building heights and densities than currently exist, to achieve a critical mass and to support good quality social and community infrastructure, with safer streets and a variety of good quality open spaces, and local amenities.”</i> The first phase of development provides a blend of Council Homes and homes for sale, which will provide an increase in affordable homes let at social housing rent.
Concern that suitable housing would be knocked down.	The vision for the Northern Gateway is to create a new better laid out neighbourhood which is illustrated in the approved Strategic Regeneration Framework. The current homes may be sound from a building point of view, but the way they are laid out means the area is very low density and difficult to manage and move through. The proposed remodelling aims to change this over time to increase the number of homes and businesses that can be located in the area. By providing new homes and residential streets and better connections in and around Collyhurst, these additional homes can be provided alongside improved community facilities which everyone can benefit from.
Concern that social tenants won't be able to afford the rise in rent.	The exact cost of rent is yet to be calculated but will be decided in accordance with established guidelines for setting social rents. Clearly the size of property will be considered, however, these homes will be rented at the appropriate rate as social housing.
Questions raised about the cost of the new homes.	New homes, built for private ownership, will be for open market sale, sold by FEC, and will be marketed as normal.
Name of the Area	

A request for the name not to be Northern Gateway due to it sounding 'cold, unfriendly and uninviting'. Belief there should be a competition to establish the name for the area. A new name would allow it to move away from a history which is linked to crime nearby.	Noted.
Gentrification	
Concern that this development will cause 'gentrification'.	It is a longstanding desire of MCC to deliver transformational regeneration at Collyhurst. The Northern Gateway SRF, and the Collyhurst Phase 1 development proposals, provide the unprecedented opportunity to make Collyhurst, and its existing residents, a well-connected, active and fully integrated neighbourhood. The development proposals provide the opportunity to support good quality social and community infrastructure. The Council have committed that existing Collyhurst residents who want to remain in the area will be supported to do so and no one will be required to leave Collyhurst unless they choose to do so.
Landmarks	
A request to upgrade the war memorial.	The Applicant understands that the war memorial is an important part of Collyhurst's identity. This planning application does not seek to move or later the location of the war memorial but a new area of attractive landscaping is proposed to integrate the memorial into the new and improved landscape.
General	
Some respondents doubted whether this development would take place.	Funding has been secured to deliver this first phase of development in Collyhurst and so, subject to planning, the Applicant is looking forward to moving ahead.
A request to "secure local employment and training in all aspects of regeneration so that residents can make the most of opportunities, with well-paid sustainable work."	Noted.
It was reported that there is a fear amongst residents about what is being proposed and what might change in Collyhurst.	Noted. The Applicant intends to work closely with the local community as the project moves forward.

10. Influence of Consultation on the Proposals

Feedback from the pre-application consultation has been considered by the Applicant on an ongoing basis to ensure that the issues raised could be addressed during the development of the proposals. The multi-phase approach to consultation ensured that feedback was received at a time when it could meaningfully contribute to the direction of several key elements of the project.

Overall, it appeared from the feedback received that the majority of those who responded to the consultation were supportive of the proposals when they were asked to give their opinion.

In the early stages of consultation, respondents highlighted their preferences in terms of the appearance of the new properties. They told the team that they wished to see traditional materials such as brick, private outdoor spaces, roof terraces and tree lined streets, as well as a smart appearance of the new homes like the examples shown during Phase 1 B of the consultation. This feedback has influenced the architectural designs of the properties which include these key features where possible.

One theme that came out of the early stages of consultation was for there to be no differentiation between Council-owned homes and privately-owned homes. As a result, the team ensured that the properties within the development were tenure blind therefore, to look at from the outside, there will be no apparent difference between houses of different tenures.

In addition, in response to the feedback provided, in-curtilage parking has been included within the design for new houses.

In the early phases of consultation, it was deemed important to protect the war memorial as it was deemed an important part of Collyhurst's identity and contributed to community spirit. As a result, the proposals not only leave the war memorial in situ but also include a new area of attractive landscaping to integrate the memorial into the new and improved landscape.

A strong theme that recurred throughout each phase of the consultation was safety and security with many respondents concerned about anti-social behaviour. Safety and security is a high priority for the team. To help deter anti-social behaviour and help promote a feeling of safety and security, the team have developed an extensive street lighting scheme and have undertaken pre-application consultation with Greater Manchester Police Secure by Design Officers. A good lighting scheme was always going to be part of this development but 'on the ground' feedback from participants has helped strengthen these proposals. Similarly, the feedback received has helped the team to further strengthen the proposals to encourage natural surveillance; this has been done through the orientation of properties overlooking pedestrian walkways, as well as keeping sightlines open to the park through including minimal fencing and barriers.

The Applicant is committed to ongoing consultation and dialogue with the local community as the planning process continues. The consultation website remains in place which will contain further details of the proposed development as they are made available.

The Applicant is grateful to members of the local community for contributing their views during the pre-application consultation and looks forward to further constructive dialogue throughout the development process.

The extensive consultation which has been undertaken is in accord with both the National Planning Policy Framework (NPPF) (2019) and with Manchester City Council's adopted Statement of Community Involvement (2018). This document fulfils the requirement for a consultation supporting statement that summarises the methods used, the representations received, and the changes made to the proposals as a result of feedback submitted.