

# hayle harbour :: regeneration South Quay

## Development Proposal for South Quay/Foundry Yard Hayle Harbour

December 2010



## Statement of Community Involvement

# Regeneration Proposal for South Quay Hayle Harbour

Statement of Community Involvement  
Prepared by Consensus  
December 2010

## Contents

- 1.0 Overview
- 2.0 Recent history
- 3.0 Scheme South Quay phase 1 Harbour regeneration
- 4.0 The Consultation process
- 5.0 The Public Consultation
  - 5.1 The inclusion of a secret ballot
- 6.0 The result of the secret ballot
- 7.0 Food store operator preference
- 8.0 Consultation re employment opportunities
- 9.0 Communication of Public Consultation
- 10.0 Sample references
- 11.0 Incorporating feedback
- 12.0 Summary

## Appendices

1. *The Cornishman* ; Revised Multimillion pound plans 9.9.2010
2. *The Cornishman* ; Hayle Harbour Plans on view 16.0.2010
3. *The Cornishman* ; Hayle Plan feedback under tight security 23.9.2010

## 1.0 Overview

This report outlines the steps taken by ING RED in engaging with the community as a major stakeholder in Hayle to explain and understand the plans for the regeneration of South Quay.

ING recognises that Hayle residents have been a party to extensive consultation in recent years and hence altered it's approach to simplify the process for the community to express a real view and therefore to gauge a more direct and impartial view of people's opinions.

This document details the steps taken by the company to create an "open door policy," where all residents feel they have access to representatives of the company at all times.

The document will detail the extensive steps taken by the Company to create a true "community dialogue".

These steps include the appointment of a Community Engagement Manager (CEM) Mr G Cartmell and the redefining of the Harbourmaster's (Captain M Capon) brief to include community consultation.

Aside from the usual channels of dialogue with the community and stakeholders ie The HHAC, HHUA etc the Harbourmaster now holds monthly surgeries at the Harbour Office and the new website [www.hayleharbourauthority.com](http://www.hayleharbourauthority.com) has proved a significant asset in talking directly to the community.

Community engagement is playing an increasingly important part in the factual communication of information relating to the Harbour and the Harbour Company and hence the appointment of the Community Engagement Manager in April has been particularly well received by many.

Many issues, which were concerning stakeholders and residents, have now been resolved by the CEM. All this work is on a website -[hayleharbour.com](http://hayleharbour.com). The website has been around for some time, but in recent months has been totally restructured to give clearer more up to the minute information on areas of interest to the community.

The website also includes: background on the history of Hayle Harbour regeneration over the past thirty years, information regarding each of the regeneration phases and extensive news on how the community in and around Hayle are engaged with Hayle Harbour.

As part of the Community Engagement the CEM has actively engaged with representatives of the following organisations in either formal or informal discussions.

- Hayle Town Council
- Hayle Harbour Trust
- Hayle Youth Project
- Hayle Chamber of Commerce
- St Ives Town Council
- The Hayle Pioneerium
- The Harvey Trust
- Hayle Cricket Club

The CEM has also met with local historians, RNLI representatives, local residents, local businesses and clubs and groups.



## 2.0 History post 1969

Understanding the events which followed the demise of Harvey and Co is critical to putting any current regeneration plans in context. This is not a new subject –quite literally people have been discussing the regeneration of Hayle for thirty years

When Harvey & Co was bought by United Builders Merchants in 1969 it heralded a period of dramatic decline for Hayle harbour. In a period of 15 years: The port was closed to commercial traffic, the Harbour railway line was axed and the power station was mothballed.

The final blow came in 1983 when the harbour was auctioned off in 10 lots for redevelopment and was purchased by Tekoa who proceeded to clear the site. The Tekoa plans were presented but never agreed and by the time the scheme collapsed much of the items of historical interest were gone.

## 2.1 Attempts at Regeneration –DeSavery, Tekoa Rosshill and Carruthers

In the 27 years since the auction nothing has happened. Peter DeSavery's company Aldersgate presented plans but the scheme collapsed in 1994. Rosshill and Carruthers put plans forward in 1998 but once again the plans failed.

In 2004 ING acquired the site through purchase and the failure of Rosshill. Many people commented that finally a company with the required financial capability could make the Harbour regeneration happen. The global financial crisis in 2008 meant that nearly all major development projects in the UK were placed on stop. The crisis meant that schemes lost large amounts of public funding and also lost as much as 30% of their value so important in raising finance to pay for development.

Despite this and thanks to a reappraisal of how the scheme could be completed ING committed to £12 million of contributions to secure major elements of the scheme.

ING presented their Outline Master plan for Hayle Harbour in 2008 with certain modifications it was subsequently approved in 2009.

An outline plan is always followed by a detailed application and in the time since putting forward the outline scheme, it has become clear that due to the escalating costs and the global economic downturn *a change to the Masterplan is necessary if ING is going to keep to the plan of being on site in 2011.*

*At the Public Consultation in September 2010 ING made clear the following points:*

*"Quite simply the works require more money initially than previously expected and the costs incurred to date are higher than anyone would ever have expected."*

*"We must make changes if we are going to keep to our plan."*



### 3.0 The Scheme –Phase 1 South Quay

South Quay or Foundry Quay as it is also known will be the first phase of the harbour regeneration.

It will be a flagship destination with a state of the art cinema, non food shops, food store, a feature restaurant, cafés, car parking, harbourside moorings and a new footbridge to Penpol Terrace.

It will have stylish houses, a superb viewing point on the tip looking down the estuary made famous by the artist John Miller and importantly it will be open for everyone to use.

Boats will be moored alongside the restored historic Quayside that extends to over half a mile and will be accessed by the pedestrian promenade that will provide stylish benches and seats, modern illumination and contemporary balustrades.

A hybrid (part detailed and part outline) planning application has been submitted and seeks the re-development of South Quay and Foundry Yard for mixed-use purposes.

The following elements are submitted in detail:

The food store, cinema, the non-food large space units, the unit shops/restaurants, associated access, car parking, servicing arrangements, flood prevention measures (including the raising of the existing ground level), public realm to include the piazza and the quayside pedestrian promenade. An area is also provided at Foundry Yard for a heritage structure.

The following aspects are submitted in outline:

The residential accommodation (for which access is to be determined), the northern restaurant, associated parking, a new pedestrian footbridge over Penpol Creek and public realm improvements to the residential area and Isis Garden.

#### 4.0 The Consultation Process –Guidelines

Government Policy asks that anyone submitting an application for a major development engage with the community and key stakeholders ahead of the deposition of any application.

All Councils through their own Statement of Community Involvement encourage developers to discuss proposals with local communities prior to submission, to allow for a meaningful dialogue to occur and for feedback to result in changes if required.

During the consultation process Cornwall Council has been aware of what steps have been taken to achieve the best possible levels of community engagement.

PPS1 Delivering Sustainable Development states

“The outcomes from planning affect everyone, and everyone must therefore have the opportunity to play a role in delivering effective and inclusive planning. Community involvement is vitally important to planning and the achievement of sustainable development.



#### 5.0 Public Consultation

Pre Consultation – Hayle Town Council	5.8.2010
Hayle Chamber of Commerce	9.8.2010

The White Hart Hotel was chosen as the venue for the Public Consultations that took place on:

Thursday	16 <sup>th</sup> September	10.30am -4.30pm
Friday	17 <sup>th</sup> September	10.30am-4.30pm
Saturday	18 <sup>th</sup> September	10.30am -3.00pm

## 5.1 Format –The inclusion of a secret ballot

Due to the large number of consultations that have taken place in Hayle over recent years –it was agreed that this consultation would include a very direct method of impartially gauging people’s opinions.

It was agreed that the consultation would include a secret ballot.

This would create an element of risk to ING, as there was no surety that the ballot would be favourable to their plans.

- All visitors would view the boards and would be able to ask the development team any questions they wish.
- Visitors to the consultation would then take a ballot form and in secret tick the box: either in favour, not in favour or undecided to the following question

### South Quay –Your views

*Having viewed the proposals for the regeneration of South Quay we would welcome your views, which will be presented directly to Cornwall Council.*

*What is your opinion of the proposals?*

*In favour*

*Not in Favour*

*Undecided*

Importantly attendees were left to answer the question without interference from or the involvement of, any third party

The respondent placed his or her ballot form into a locked General election ballot box (provided by Cornwall Council), which at the end of the 3 days was sealed and signed by the last resident attending the Consultation Mrs Nowman from Phillack, who also destroyed all the remaining ballot forms. The forms were then sent for recycling.

The box was collected and stored at Hayle Police Station until 23<sup>rd</sup> November 2010 when it was taken to the Harbour Office by PCSO Youngman and PCSO Hosking where it was officially counted by the PCSOs and Deputy Harbourmaster Peter Haddock.

A film of the count as it happened is on [www.hayleharbour.com](http://www.hayleharbour.com)

The ballot box was opened and the count was observed and verified by Mr Peter George a steward at the Methodist Chapel in Hayle.

6.0 The result of the secret ballot was as follows:

Not in Favour	8%
Undecided	13%
In Favour	79%
	13 respondents ticked more than one box or failed to include their name/address- their forms were deemed spoilt

310 attendees took part in the secret ballot during the 3 days all the ballot forms were checked and verified.

The forms asked only two further questions

1. Is there a food store operator you would prefer?
2. There will be approximately 350-400 fulltime part time jobs created would you, or any of your family or friend be interested in the job opportunities? Yes/No



The Ballot being counted and verified by PCSOs from Devon and Cornwall Constabulary and Mr Peter George a Steward from Hayle Methodist Chapel

#### 7.0 Food store operator preference

Is there a food store operator you would prefer?

No Preference	25%
	(4% expressed the comment Any)
Asda	19%
Morrisons	18%
Sainsburys	17%
Waitrose	14%
Tesco	4%
Coop	2%
Aldi/M&S	1%

## 8.0 Consultation re employment opportunities

There will be approximately 350-400 fulltime part time jobs created would you, or any of your family or friend be interested in the job opportunities? Yes/No

6% of the respondents left this question unanswered of the remaining responses:

Yes	58%
No	36%

## 9.0 Communication of Public Consultation

How were people aware of the Consultation?

- The Consultation was advertised over 2 weeks in the Cornishman
- The Cornishman ran an article each week about the Consultation
- The 3 Day event was advertised in The Hayle Echo
- It was featured on local Radio
- A piece was aired on local Television
- The event was promoted on Hayleharbour.com
- A banner was placed on Carnsew Road
- Two A boards were placed in Foundry Square

## 10.0 Sample references from the consultation

Previous consultations have investigated the need for better shops in Hayle. In December 2009 193 responded to a question about the shopping provision in Hayle –Only 20% responded good or very good. The remaining 80% ranked the shopping ok/poor/Very poor.

The same Consultation found that 54% of people answering the question felt that a food store in Hayle would encourage people back into Hayle

In September 2010 – This consultation received the following feedback

A selection of the comments made

In Favour (79%)

1. *Please make it happen for the next generation*  
Mr N from Sea Lane
2. *ASAP Please*  
Mrs F Marsh Lane
3. *Please be Careful with the Isis Garden*  
Mrs C Piala Place
4. *Cinema idea must not be lost*  
Mrs T Water Lane
5. *Best Proposals to date-Pleased about Public access*  
Mr B Water Lane
6. *Mr N Why not a sports complex instead of a cinema*  
Mr N Water Lane
7. *All Very Good*  
Mrs P Phillack
8. *The sooner it can be started the better*  
Mrs C Carnsew Meadow
9. *Lets get on with it*  
Mrs V Millpond Avenue
10. *Lets hope it goes ahead as proposed*  
Mrs J Penpol Avenue
11. *Sooner they get on with it the better*  
Mr R Angarrack
12. *It all looks Good*  
Mr P Phillack
13. *The Plans look excellent -Good luck*  
Mr C Penpol Road

Below sample comments -Not in favour 8%

1. *Demand will not support a cinema –one of which has recently closed in Hayle*  
Mrs C Springfield Close
2. *Could do with smaller shops and cafes –less foodstore (Tesco)*  
Mr P Commercial Road

Of the 79% of respondents in favour 30% of those responding in favour added a comment, which included one of the following comments:

Just get on with it

The last chance

Fantastic opportunity

Anything better than now

Sooner the better

Looks Good

Start ASAP

The highest recurring comment recorded was: Just get on with it

## 11.0 Incorporating feedback

Further comments regarding *reducing the height of the building at the tip of South Quay* were put to the development team at the consultation.

One respondent at the consultation said that the *height of the housing might be out of keeping*

One respondent was concerned that *the Goonvean Engine would hamper the cinema's potential.*

The time between the end of the consultation and the submission of the application has allowed the development team to look at issues such as height and house numbers and the provision of more open space.

The development team has allowed for more open space to be created at the tip which will mean South Quay will have a major focal point on the tip, which will be available to the community to use for events such as theatre, a farmers market etc.

The overall height of the buildings has now been further reduced and the number of residential units has been reduced as part of the application

## 12.0 Summary

Over 400 people visited the exhibition during the 3 day consultation at The White Hart Hotel. 310 people took part in a secret ballot to impartially gauge public opinion to the scheme.

79% 234 people were in favour with only 8% 40 people expressing that they were not during the 3 day Consultation at The White Hart Hotel.

The consultation was high profile –being featured on television and radio as well as being previewed in The Cornishman.

ING has now created a number of simple and effective ways of local residents and stakeholders talking to the business in Hayle. The Websites have proved popular and provide relevant information on a wide number of subjects; relevant correspondence and reports are posted as well as pictures and film to explain issues more effectively.

Many of the respondents in the ballot expressed frustration at the fact that after 30 years, Hayle was still discussing the regeneration of the Harbour. This was also reflected in three comments that reflected the mood of the Consultation

Get on with it I am tired of waiting  
Mrs J Trelissick Road

This is an excellent proposal that Hayle-my birthplace needs-as soon as it gets going the better  
Mr R Chapel Lane

Please don't go the same way as every other developer in Hayle  
Mr R Phillack



This report was prepared by G Cartmell Consensus  
December 2010

## **Revised multimillion pound harbour plan to be unveiled**

Phase one of the revised Hayle Harbour plan. This includes a supermarket, cinema, housing and a restaurant.

A NEW revised multimillion pound plan to develop land at South Quay in Hayle will be unveiled next week.

Harbour owner ING will be releasing its latest proposal which it said would create a vibrant social hub around the Foundry Square.

The plans now include a cinema, supermarket, housing and a flagship restaurant.

"A new cinema would form a gateway to South Quay which links to Foundry Square creating a new

daytime and nighttime place for the residents to enjoy," a spokesman said.

ING secured outline planning permission in March for a £220 million project to redevelop the derelict

harbour and build more than 1,000 homes.

The land at South Quay was expected to be the final piece of the four-phase jigsaw but following a

review and feedback from its 'stakeholders' the company decided to prioritise the area over the rest of the development.

This includes a supermarket which it said was necessary to offset the cost of repairing the harbour wall and building walkways.

"This would start the regeneration process but we have to get an approval. We changed the plans from just housing to now include a supermarket and a cinema."

Members of the ING development team will be available to discuss the proposed plans for South Quay at

a public exhibition at the White Hart Hotel between September 16 and 18.

The regeneration team will also be able to discuss how the historic harbour walls will be restored, car

parking and the footbridge to Penpol Terrace, as well as answer questions on wider Hayle Harbour matters.

Issues relating to maritime usage of the harbour can be discussed at the harbour master's monthly surgeries.

The development team also plans to hold a number of Hayle Harbour Heritage workshops to explore

how all the local civic and historical groups can work more closely with the ING Heritage team. These

will be co-ordinated in conjunction with the Harvey Trust Office.

## **Hayle harbour plans on view**

The long-awaited project to transform Hayle Harbour from derelict wasteland into an upbeat social destination could begin next year.

The site's owners, Dutch firm ING, is staging a three-day exhibition of its plans in the town, with the last opportunity to see the current proposals today.

The company hopes to build a supermarket, cinema, housing, a restaurant and shops on land at South Quay.

ING presented its outline master plan for Hayle Harbour in 2008 and with certain modifications it was subsequently approved in 2009.

It gained outline planning consent last year but the firm is now seeking to make some changes to the scheme to keep to its preferred timetable and start work on site next year.

It is thought the company is hoping to file its revised outline planning application later this month and,

subject to approval, the company could be on the site by autumn 2011.

The public exhibition is at the White Hart Hotel in Hayle until 3pm today

## **Hayle plan feedback under tight security**

By katri iivonen-gray

A FEEDBACK box from the Hayle Harbour regeneration consultation was rushed to the local police station for safekeeping to ensure impartiality, harbour owners ING said. The Dutch real estate giant held a three-day public exhibition of its revised vision for land at South Quay at the White Hart Hotel last week.

Over Thursday, Friday and Saturday about 500 residents inspected the company's new mixed-use development scheme to turn the dilapidated site into an "upbeat social destination".

The company gained outline planning consent for nearly 300 homes last year but since then, mainly due to escalating costs, the South Quay phase of the £220 million project has been brought forward with revised plans.

Supermarket

The number of homes has been reduced to fewer than 100 and it proposes to build a supermarket, cinema, restaurant and café on the site.

According to a spokesman the feedback from residents was overwhelmingly in favour of the plans put on the table.

"People made many helpful comments about the cinema, restaurant and a café and how the harbour could be regenerated – all of which we will be using.

"I think the turnout was exceptional given the amount of consultation and it reiterates how people want to see change."

The feedback forms from the consultation were sealed and taken to Hayle police station where they will be collected by a representative from Cornwall Council.

This, ING said, ensured total impartiality.

A spokesman added: "The last person who attended the exhibition sealed the box and that was taken to the police station.

"We do not know what people said and whether they are in favour, not in favour or not decided. We want an independent person to open it to make the process totally independent."

The results of the exhibition are expected to be announced in the next two weeks.

ING said work on the site could start as early as autumn 2011.