

**LONDON BOROUGH OF RICHMOND UPON THAMES****REPORT TO:** Finance, Policy and Resources Committee**DATE:** 19 January 2023**REPORT OF:** Director of Environment and Community Services**TITLE OF DECISION** Twickenham Riverside – Project update, financial investment and value generation**WARDS:** All wards**KEY DECISION? YES****IF YES, IN FORWARD PLAN? YES****For general release****1. MATTER FOR CONSIDERATION**

- 1.1 Following the decision by the Planning Application Committee at its meeting on 24<sup>th</sup> November 2022 which resolved to grant planning permission for this scheme and subsequent approval received 21<sup>st</sup> December 2022, this report provides an update on the Twickenham Riverside regeneration project. This public report, and accompanying exempt report, set out the benefits generated by the proposed scheme, both financial and social/environmental. The reports also present the financial investment required to deliver the scheme and seek full approval of the funds required for delivery of the scheme.

**2. RECOMMENDATIONS**

The Committee is asked to:

- 2.1 Note the update on the Twickenham Riverside project as set out in this report.
- 2.2 Approve capital budget additions of a total of £45 million to be profiled £1.5m 2023/24, £21m 2024/25, £18m in 2025/26, £4m in 2026/27 and £0.5m in 2027/28 as shown in this report in 3.16, noting that this will be funded by capital receipts generated from the project and available grants with an estimated net cost to the Council of £20 million.

**3. DETAIL****Background**

- 3.1 The redevelopment of Twickenham Riverside ("the Site") is a priority for the Council. The current site comprises a building on the corner of King Street and Water Lane, which has four units two of which are vacant. Behind the buildings is a disused car park which is overgrown from previous broken ground and is

now largely inaccessible. Next to the car park sits the former swimming pool site, which includes the Diamond Jubilee Gardens (open space leased to a Trust) and a number of derelict buildings which are hoarded off. The Diamond Jubilee Gardens include a children's play area, pétanque pitches, events space and Council owned and run café. The site also includes the highways on all sides - the Embankment, Water Lane, Wharf Lane and the service road.

- 3.2 Over the last few years the Council has been developing a comprehensive regeneration proposal for the Site following a RIBA design competition held in 2019. The scheme proposes to deliver the following:
- 45 residential homes in total
  - 21 affordable homes with an 81% affordable rent tenure and 19% shared ownership
  - Commercial/Retail/Food and Beverage units at ground floor
  - Public Toilets at ground floor
  - River activity zone including boat storage, changing space and pontoon
  - Floating ecology for wildlife in the river
  - A replacement open space, including a children's play area with some sensory play elements, pétanque pitches, terraced lawns, seating and areas of planting and a town square/events space
  - A pedestrianised riverfront
  - A designated servicing and loading area for Eel Pie Island

### **Project update**

- 3.3 The Planning Committee unanimously approved the scheme at its meeting on 24<sup>th</sup> November 2022 with a decision notice received 21<sup>st</sup> December 2022.
- 3.4 The design of the scheme had been progressing alongside the planning determination process and has now reached the end of RIBA Stage 4 (Technical Design). The accompanying procurement documents have also been drafted. Council officers and consultants have reviewed the Stage 4 cost plan, as well as refreshed valuations on the commercial, retail and residential aspects of the scheme to give the most accurate overall viability position to inform the Committee decision.
- 3.5 The design is now at a stage where the procurement of a building contractor could take place. However, whilst the project is ready to progress, procurement has been postponed as the Council requires a successful outcome of a compulsory purchase order which is the subject of a public inquiry scheduled in early summer 2023.

### **Benefits of the regeneration and its financial, social and additional values**

- 3.6 Previous Committee reports (see section 10) on Twickenham Riverside have detailed the benefits that would be realised through the delivery of the proposal and regeneration of the site and local area. But it is useful to revisit these to highlight the positive impacts of the scheme on local residents and the borough.
- 3.7 The scheme is a mixed-use development, with a high quantity and quality of public realm. It includes 45 new homes set out across two buildings, of which

50% will be affordable at a tenure mix of 81:19 rented to intermediate (social rent to shared ownership). This will help deliver much needed housing in Richmond upon Thames, where land for development is limited, and is one of the few Council owned sites where housing can be delivered.

- 3.8 There will also be retail units along the ground floor of the new Water Lane building, drawing on the success of the adjacent pedestrianised Church Street and continuing the retail frontage along King Street to draw shoppers down to the river. The materials used for the paving and highway will be in keeping with Church Street, creating a widened pedestrian walkway inviting residents and visitors to spend more time in the locality. At the southern end of the Water Lane building there is a café which fronts onto the Gardens, with an outside seating area and clear views of the riverside. On the other side of the Site is Wharf Lane building where at ground floor level there will be workspace, and a pub / restaurant unit with terrace looking out across the river. There will also be public toilets that will help encourage greater use of the riverside. All the activity generated by the commercial elements of the site will help to make the riverside a destination, it is anticipated this will draw more people to Twickenham and help boost the local economy.
- 3.9 At the centre of the scheme will be the newly provided public open space. This space is a key feature of the scheme, fully accessible, as well as providing both qualitative and quantitative improvements to the open space by comparison to the current open space on the site, with sensitive and appropriate planting. The open space will have new a children's play area with a sand pit and wooden digger, a climbing wall, a tree house and slide leading through the existing tree canopy and feature climbing net pyramid. There will also be sensory play items. The open space will also offer a new pétanque area, chess playing table, and plenty of accessible seating to enjoy river views. There will also be a generous event space on the riverside, suitable for holding a number of different events.
- 3.10 In the southwest of the site there will be new river activity zone, with storage for river craft such as paddle boards and kayaks and access to the river via a new pontoon. A dedicated walkway along the riverfront will also be retained as the Thames Pathway.
- 3.11 The above features will all help the Council to deliver against a number of policies and objectives. The scheme will:
  - Deliver key priorities in the Council's Corporate Plan, such as the delivery of the Twickenham Riverside scheme, provision of affordable homes and supporting car free developments.
  - Help meet the objectives of the Housing and Homelessness Strategy.
  - Achieve aims set out in the Local Plan and Twickenham Area Action Plan, which recognise the site as a key area to help rejuvenate Twickenham. Rejuvenating Twickenham also links to the Local Economic Assessment which identified Twickenham as in need of revitalisation and investment.
  - Improve the cycling and pedestrian environment, linking to the Council's Cycling Strategy and Active Travel Strategy.
  - Improve biodiversity, linking to the Biodiversity Action Plan.
  - Deliver public open space, encouraging more use for people of all ages and delivering a more accessible space, linking to policies on health and wellbeing.
  - Reduce car use in the area, linking to the Council's Air Quality Action Plan.

- Address current and future flood risks and maintaining or improving on the current flood storage capacity and rainwater management within the site boundary, linking to the Council's Climate Emergency Strategy.
  - Provide public toilets.
- 3.12 The Council has been clear from the inception of the project that it will take a long-term view on financial returns and that it will consider wider benefits associated with delivery, given that the scheme will be contributing to the local area for many years to come. In November 2021 the Committee was presented with an 'Additional and Social Value report' (Appendix A), which estimated that over a 30-year period the regeneration of Twickenham Riverside will generate over £20m in measurable local impacts. Part of this impact includes direct financial benefits to the Council such as Council Tax and Business Rates income which will generate an estimated £6.49m in additional income over the 30-year period compared to the current facilities on the site. There is also a reduction of cost to the Council of providing temporary accommodation elsewhere (given the scheme is delivering 50% affordable housing with nomination rights) at a saving of an estimated £2.04m. The benefits, of course, would not end after 30 years as the scheme will last far longer than this but this timeframe is deemed a reasonable period over which to measure the benefits of the scheme.
- 3.13 An anticipated benefit of the regeneration that is difficult to quantify in the report due to a lack of baseline information, is the positive impact on the high street that the scheme is likely to have including increased footfall. Most of this impact cannot be measured until the scheme is complete and the units are occupied. In order to ensure that any increase can be measured upon completion the Council will look to commission the relevant baseline studies, such as footfall figures. There are many other benefits of redevelopment projects that are often not considered, as they do not result in direct financial benefit, but it is the Council's intention to capture these as best it can. A portion of the £20m benefit in the report is based on the social value to be gained as part of the construction contract, and while this has been based on a scheme of a similar value, it is not until the procurement process is underway that the precise values will be known. The Council will look to maximise social value gained through the contract.

### **Investment required by the Council**

- 3.14 In order to bring about the benefits detailed in this report and the 'Additional and Social Value' report, the Council will need to invest in the delivery of the scheme. This is in addition to the previous £6.84m investment made by the Council in 2014 to acquire 1, 1A, 1B King Street and 2/4 Water Lane. The Committee are being asked to approve the costs of delivery, which are based on the Stage 4 cost plan and include inflation to the expected midpoint of construction and are based on the Council maintaining control and delivering the scheme. It should be noted that the delivery of the scheme would also yield revenue to the Council from the retail and commercial units, and capital receipts from the sale of the affordable and private units.
- 3.15 The investment required to deliver the scheme is £20m. This includes money spent to date on this scheme from the budget approved at Committee in February 2020. A detailed breakdown on the current costs is included in a

separate report contained on the exempt part of this agenda. The breakdown includes a contingency and includes a figure for inflation to the estimated midpoint of construction, the construction costs have been tested with the market to ensure they can be as accurate as possible. These figures are therefore felt to be a realistic reflection of the current costs of the scheme.

- 3.16 This Committee is also asked to note the use of additional funding where possible which currently includes Richmond Affordable Housing Grant and the use of Community Infrastructure Levy contributions, as detailed in the exempt report. The use of these Council monies will aid the delivery of this mixed used scheme through supporting the provision of affordable homes, high-quality public realm and social value.
- 3.17 While approval is being sought for the additional capital budget to take the project to completion, it should be noted that drawing down the full funds will not happen until the point of the awarding of a contract. Should the Council be granted a Compulsory Purchase Order, officers will progress to the procurement stage of the project where the final costs of the scheme can be confirmed.
- 3.18 As there will be further work required prior to the point of procurement, which was not anticipated or included in the February 2020 Committee budget approval for the scheme (to the end of Stage 4), £500,000 of capital budget will be required before the contract is awarded. This additional budget will cover the cost of the CPO Public Inquiry as well as any costs associated with a prolonged design and planning process and the timely discharge of any necessary conditions.
- 3.19 The investment from the Council will help to deliver significant benefits to local residents and businesses. It is these benefits, as detailed in this report and notably the delivery of 50% affordable housing at a policy compliant tenure split and the significant amount of public realm (including the re-provision of the Diamond Jubilee Gardens) and the regeneration of this part of Twickenham town centre, that make the Council's long-term approach to financing the scheme so important.

### **Housing Provider**

- 3.20 In 2021 the Council completed a competitive procurement process for a housing provider to purchase and manage the affordable housing element of the scheme.

### **Next steps**

- 3.21 The Council will continue with the compulsory acquisition process required for the delivery of the development, with an inquiry planned for early summer 2023. The Council will continue to be open to reaching a negotiated settlement with parties that have property interests in the land.
- 3.22 If the CPO is confirmed, then the Council will start the procurement process for the building contractor.

## Conclusion

- 3.23 Since the closure of the public swimming baths on the site over 40 years ago there has been an ongoing pattern of failed scheme, followed by failed scheme, due to numerous complexities and objections. However, this scheme has been through extensive consultation with statutory and non-statutory stakeholders to ensure it meets planning and community requirements. It offers the Council an excellent opportunity to develop this part derelict site and bring about wider benefits to Twickenham, and while the CPO has not reached its conclusion the Council believes this scheme can deliver on the ambition for this important site. Significant amounts of money have already been spent on this, and previous, schemes and should this scheme fail it is unlikely that the Council will embark on further attempts given the investment to date. This is the best opportunity the Council will have to deliver such a high-quality scheme.

## 4. COMMENTS OF THE ASSISTANT DIRECTOR FOR HOUSING STRATEGY, COMPLIANCE AND ENABLING

- 4.1 A key policy objective, set out in the Council's Housing and Homelessness Strategy 2021, is to maximise the use of the Council's assets and resources to deliver affordable housing to meet priority and urgent housing needs as identified particularly through the numbers of priority households waiting on the Council's housing register for social housing. Not only is there a social imperative to deliver more low-cost homes in the Borough but there are related cost and social benefits as well. In providing additional genuinely affordable rented homes for letting there are in turn benefits from reducing reliance on more expensive forms of temporary accommodation. Additionally, intermediate housing provision can be targeted to help meet the housing needs and demands of the borough's many key workers across a wide spectrum of services.
- 4.2 As identified in paragraph 3.7 of this report, the Council is committed to delivering 50% affordable housing on Water Lane by habitable room to deliver a policy compliant mix of affordable housing. The preferred housing provider to acquire the affordable homes has made a competitive land offer to acquire these homes, partly supported through indicative grant from the GLA's Affordable Homes Programme 2021 -26. However, this is lower than the optimal estimated market receipt that could be achieved for the Water Lane residential units. To this end, officers will consider the use of Richmond Affordable Housing Grant that can be utilised to support the delivery of 50% affordable housing in line with the guidance for the use of the Council's grant as set out in paragraph 3.38 of Item 9 of the Adult Social Services, Health and Housing Committee 7<sup>th</sup> June 2022. This is an approach which has been taken on another Council development site and essentially utilises Council affordable grant reasonably to release land for affordable housing development which might not otherwise be put to this use given the overall viability of the plans presented.
- 4.3 The exempt report, sets out the process officers will undertake to identify how to utilise Richmond affordable housing grant for the purposes set out in paragraph 4.2.

## **5. COMMENTS OF THE DIRECTOR OF RESOURCES ON THE FINANCIAL IMPLICATIONS**

- 5.1 The previous scheme viability indicated an estimated investment required by the Council in the regeneration to be £7.5 million after the use of grant. This was based on estimates which have now been revised (with further information in the exempt report), bringing the revised investment required by the Council to £20 million.
- 5.2 Strategic Community Infrastructure Levy (SCIL) and Section 106 receipt funded RAHG are proposed to be used to part fund the Council investment required to deliver the scheme. The Council has just under £5m of total uncommitted SCIL cash receipts which could be applied however, the current assumption within the investment of £20m required is to apply £1m which is approximately equal to the value of this scheme's contribution to the SCIL pot. The value of the Brownfield Release Fund grant may be subject to change due to amended Brownfield Site Designation within the planning determination. The final amount will be the subject of further discussions.
- 5.3 Approval of the overall funding for the project is required now in order to progress to successful CPO inquiry in early summer 2023. The current approved capital budget for the scheme is £4.58m for professional fees. A further £500,000 is requested to cover costs up to the point of awarding a building contractor which will require a capital budget addition of £500,000 in 2023/24.
- 5.4 Based on the estimates outlined in the exempt paper, further capital budget of £44.5m would be required, funded by revenue sales, grants, SCIL and borrowing. Based on the need to invest £20m in the longer term by advancing a PWLB loan, although current rates are much higher, this has been assumed at long term rates of 2.5% when interest rates will have reduced at the point the loan will be required which including the repayment of the loan over a 50 year period, will add £900,000 to annual revenue costs, with higher costs in the short term before the gross development value is realised. This will be incorporated within future year budgets as appropriate.
- 5.5 Although the Council will be contributing a significant financial sum to the development of the scheme, the social value added for the borough is substantial. As outlined above, the estimated social value benefit is over £20m over a 30-year period but this exercise could have been extended over a longer period of to generate an even larger social value.
- 5.6 In addition to the measurable local impacts of the scheme, it is clear that additional benefit will be brought to the surrounding area, in particular the town centre – bringing increased footfall and economic activity to the area. It is difficult to add a financial impact to these additional social benefits which must not be forgotten as part of the wider project.

## **6. PROCUREMENT IMPLICATIONS**

- 6.1 Any procurement activity associated with the contents of this paper, will be undertaken in accordance with the Councils own Procurement Regulations and the Public Contract Regulations 2015.

## **7. LEGAL IMPLICATIONS**

- 7.1 The Council's external legal advisers Pinsent Masons, are advising on the making of the CPO and have set out the legal implications relating to that aspect of the project in previous reports.
- 7.2 The Council has wide powers to deliver regeneration under the General Power of Competence contained in s2, Localism Act 2011. This provision empowers local authorities to do anything that individuals, including for, or otherwise than for, the benefit of the authority, its area or persons resident or present in its area but this is subject the remit of powers contained in existing legislation. It is noted that this report sets out a wide range of matters relating to the benefits and risks of this proposed scheme, including the investment required of the Council in delivering the scheme itself and how this proposed regeneration may deliver for the betterment of the area and the wider Borough. These are all matters that members are entitled to take into account in this case, particularly in the context where the current assessment is that, in purely financial terms, the scheme is expected to incur a net cost as the stated in paragraph 3.15. Members' assessment under s2 is not limited to matters of finance, and they are entitled to take into account all the potential non-financial benefits highlighted herein.
- 7.3 A local authority is empowered by the Local Authorities (Land) Act 1963 to erect any building and construct or carry out works on land for the benefit or improvement of their area. It is noted that the proposed scheme intends to deliver a number of mixed tenure housing units and, as the housing authority, it is noted that the Council is empowered pursuant to the Housing Act 1985 to deliver housing in reference to the housing needs of the Borough.
- 7.4 Members are reminded that the Council is obliged at all times to act in accordance with their fiduciary duty; to act with reasonable care, skill and caution and with due regard to the interests of the Council's taxpayers. In view of the fiduciary duty and the general legal requirement of reasonableness, the Committee should approve the recommendations only if they consider, on a rational basis and having fully considered the officers' advice, the identified benefits of progressing with this scheme are such that they outweigh the identified risks and that those risks are not, in themselves, unreasonable.
- 7.5 It is likely that the element of affordable housing grant being contributed by the Council to facilitate delivery of a policy compliant amount of affordable housing will amount to a public subsidy under the Subsidy Control Act 2022, which comes into force on 4 January 2022. The Council may make such a subsidy where it considers that doing so will fulfil a policy objective, in this case the provision of affordable housing. Officers have carried out an analysis of the relevant subsidy control principles to ensure that the subsidy is granted in a legally compliant manner.
- 7.6 The provision of the affordable housing grant also amounts to the giving of assistance by the Council for the purposes of the housing provider providing

privately let (albeit affordable) housing and accordingly consent is required under section 25 of the Local Government Act 1988. A general consent was issued in 2010 and the Council will be able to rely on paragraph C of that consent. Further, the amount to be paid by the housing provider, even taking into account the affordable grant contribution, falls short of the estimated market value of the land were it to be sold on a policy compliant affordable housing basis where the affordable housing is 100% shared ownership. Under s.123 of the Local Government Act 1972 Councils are under a duty to dispose of land for the best consideration reasonably obtainable and require the consent of the Secretary of State where this is not the case. However, the 2003 General Consent Order allows such a disposal where the undervalue is less than £2million as is the case here.

## **8. CONSULTATION AND ENGAGEMENT**

- 8.1 Over the years there have been several consultations held on the future of Twickenham Riverside. During the Design Competition (2019) there was a four-week period of engagement with residents including specific sessions with children and young people, this included online workshops, public information sessions, a questionnaire and drop-in sessions. In January 2021 a further four-week period of consultation was held on the developed design, which also included a questionnaire and online events. Feedback from both periods of consultation and engagement has helped informed the design. The Council also formed a Stakeholder Reference Group which included local groups with an interest in the Site. This group helped develop the brief for the Design Competition and were engaged at key points up until the submission of a planning application. Further information on engagements periods and full extend of the consultation undertaken by the Council can be found [here](#).
- 8.2 The Council has continued to carry out engagement with key local stakeholders throughout design development. There has also been a period of consultation as part of the planning process. Further information on the planning engagement, and for the Statement of Community Involvement submitted as part of the planning process please see [here](#).

**9. WIDER CORPORATE IMPLICATIONS**

<b>POLICY IMPLICATIONS / CONSIDERATIONS</b>
All relevant policies are being considered and advice sought where required. Some relevant policy implications of the scheme are also covered by the planning process, which has now concluded with approval given.
<b>RISK CONSIDERATIONS</b>
A full project risk register is kept by the project management team and updated regularly.
<b>EQUALITY IMPACT CONSIDERATIONS</b>
An EINA was originally completed and appended to 28 <sup>th</sup> June 2021 report for this Committee on the same subject. This has been updated and is attached to this report (Appendix B) for Committee to consider alongside the recommendations in this report.
<b>ENVIRONMENTAL CONSIDERATIONS</b>
Environmental considerations have been met and addressed through the planning determination and committee process.

**10. BACKGROUND PAPERS**

[November 2018 Cabinet Report](#)  
[February 2020 Committee Report](#)  
[November 2020 Committee Report](#)  
[January 2021 Committee Report](#)  
[June 2021 Committee Report](#)  
[November 2021 Committee Report](#)

**11. CONTACTS**

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**12. APPENDIX A – Social and Additional Value report**

Please find as a separate document.

**13. APPENDIX B – Equalities Impact Needs Assessment**

Please find as a separate document.

## SSA EQUALITY IMPACT AND NEEDS ANALYSIS

<b>Directorate</b>	Environment and Community Services
<b>Service Area</b>	Twickenham Riverside Development
<b>Service/policy/function being assessed</b>	Twickenham Riverside Development
<b>Which borough (s) does the service/policy apply to</b>	London Borough of Richmond upon Thames
<b>Staff involved in developing this EINA</b>	Charles Murphy (Senior Project Officer)
<b>Date approved by Directorate Equality Group (if applicable)</b>	n/a
<b>Date approved by Policy and Review Manager</b>	16 <sup>th</sup> December 2022
<b>Date submitted to Directors' Board</b>	29 <sup>th</sup> November 2022

### 1. Summary

An EINA was originally completed and appended to 28<sup>th</sup> June 2021 report for this Committee on the Twickenham Riverside development, this is an updated version of that assessment to reflect the latest position post a planning permission being given.

#### The scheme

- The redevelopment of Twickenham Riverside is a priority for this Council and in January 2019 the Council commissioned the Royal Institute of British Architects (RIBA) to run a design competition to find an architect led design team.
- Five teams were shortlisted and invited to develop concept designs for the site.
- The design team led by Hopkins Architects were announced winners of the competition. The team developed their design and subsequently submitted a planning application summer 2021.
- The Planning Committee granted approval for the scheme at its meeting on the 24<sup>th</sup> November 2022. With the decision notice received 21<sup>st</sup> December 2022.
- The scheme is mixed use, providing 45 housing units (including 21 affordable housing units), retail, commercial and food and beverage units. There is also a significant amount of public realm and open space being delivered as benefits of the scheme, alongside a river activity space and pontoon.
- A previous EINA, prior to the planning application being submitted, went to the Finance, Policy and Resources Committee to support the seeking of approval for the Council to use its CPO powers to deliver the scheme.
- This updated EINA is based on the planning application design.

**Purpose of EINA**

- This Equalities Impact Assessment has been prepared by the Council to assess the impact of the Twickenham Riverside scheme on persons who share a relevant protected characteristic.
- This assessment does this by assessing how equal access and opportunity of the characteristics listed as 'protected characteristics' in the Equality Act 2010 are addressed within the proposed development itself.
- Where possible data for the Twickenham Riverside ward, in which the development site is located, has been compared to the average for the London Borough of Richmond upon Thames. Detail of the data sources can be found in section 3.

**Key findings**

This section summarised the detailed found later in the report.

The comparison of ward and borough data on protective characteristics within the Twickenham Riverside Ward:

- There is a lower number of people whose day-to-day activities are limited a health problem / disability.
- There are fewer residents from Asian/Asian British, Black/African/Caribbean/Black British and Other ethnic groups in the Twickenham Riverside Ward than the borough average
- There is a lower number of Buddhist, Hindu, Muslim and Sikh residents than the borough average.

Positive impacts include:

- Redevelopment of the current site which is underused and includes derelict and vacant buildings/units and have been subject to antisocial behaviour as a result.
- Improved public realm which will be accessible for all with higher levels of natural surveillance.
- Provision of housing units, including 50% affordable housing, at a policy compliant tenure and accessible units.
- Space for community events which will help improve good relations between different groups.
- Generally more activities/events to do in the area for a wide range of people.
- The public have been engaged and consulted with and will continue to be so going forward where reasonable.

Negative impacts include:

- A negative impact of the redevelopment on protected characteristics is that the Café Sunshine, a Council owned and run café that employs adults with special education needs and disabilities, will cease to be able to operate from its current location. The café's future has been under consideration for many years, separately to the Twickenham Riverside development. Should it not be for the Twickenham Riverside development the Council would be looking to bring the current café operation to an end anyway – see section 5 for further information. A

full assessment as to the future of Café Sunshine staff is being conducted by the Adult Social Care and Public Health directorate. This will be an internal decision-making process and appropriate mitigation measures will be considered, with the consultation with staff throughout the process to ensure a positive outcome.

- The removal of parking from the Embankment may negatively impact those with disabilities, mobility issues or with young children. Disability bays are being provided in the new scheme and those with a blue badge remain able to park in the remaining parking spaces to the east of the site. The Council will mitigate the loss of spaces on the site with modifications to the controlled parking zone.
- There will not be a children's play area or pétanque courts (currently part of the Diamond Jubilee Gardens) during construction, though these will be delivered as part of the new scheme. However, University of the Third Age have confirmed they are no longer using the pétanque pitches and there are a number of play areas within a short walking distance of the site.

## 2. Background

### Equalities

Under the Public Sector Equality Duty the Council is required to have due regard to the need to eliminate discrimination, promote equality of opportunity and foster good relations between different communities. This needs to be applied to shaping policy and delivering services. The Public Sector Equality Duty requires the Council to consider the needs of people who may have one or more of the following protected characteristics – Age, Disability, Gender, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation.

### Existing Site and Proposed Development

The redevelopment of Twickenham Riverside is a priority for the Council. The current site comprises of three ground floor commercial units on King Street, two of which are currently leased, one is vacant, and a further unit on the first floor has been vacant for a long time. Behind these buildings is a disused car park which is overgrown from previous broken ground and is now largely inaccessible to the public. To the south west of the car park sits the former swimming pool site, which includes the Diamond Jubilee Gardens (open space leased to a Trust). The Diamond Jubilee Gardens include a children's play area, events space and Council owned and run café. Bordering the gardens to the east are a number of derelict pool buildings behind hoarding. The site also includes highways on all sides - the Embankment, Water Lane, Wharf Lane and the service road.

In January 2019 the Council ran a design competition to find an architect lead team. Hopkins Architects were announced winners of the competition and submitted a RIBA Stage 3 design to the Local Planning Authority in summer 2021. This scheme was approved by the Planning Committee at its meeting of the 24<sup>th</sup> November 2022 with the decision notice received 21<sup>st</sup> December 2022.

The development proposals comprise the demolition of existing buildings on-site and use of land within the site boundary, including the Diamond Jubilee Gardens and riverfront, as well as surrounding highway for a mixed use development comprising of:

- 45 residential homes
- 21 affordable homes with an 81% affordable rent tenure and 19% shared ownership
- Commercial/Retail/Food and Beverage units including a café overlooking the gardens and river
- River activity zone including boat storage, changing space and pontoon
- Floating ecology for wildlife in the river
- A replacement open space in the centre of the scheme
- A town square/event space
- A pedestrianised riverfront
- A designated servicing and loading space for Eel Pie Island

The proposed public realm comprises of:

- An event space on the riverfront
- A children's play area with includes sensory play equipment
- Pétanque pitches and a chess table
- Terraced lawns
- Riverside promenade
- Tiered seating next to the event space with river views
- Seating throughout the open space
- Areas of planting
- River activity zone with access to the river via a new pontoon

A key ambition of the scheme is to prioritise pedestrians and cyclists over cars and so parking on the Embankment, except a dedicated servicing area for Eel Pie Island, has been removed and through movement of traffic along the Embankment is only allowed at certain times of day.

The Diamond Jubilee Gardens is replaced in the new scheme, with better overall open space provision, access to the riverside and retaining a number of its current features. Active travel is embedded in the scheme with a number of areas for cycle parking.

Further information on the Twickenham Riverside Development and its background can be found [here](#).

### 3. Evidence gathering and engagement

#### a. What evidence has been used for this assessment?

Evidence	Source
London, Richmond Borough and Twickenham Riverside Ward level data on protected characteristics.	DataRich (website that provides data on the London Borough of Richmond upon Thames).  ONS website.  Where possible, and useful, emerging data from the 2021 Census has been used (December 2022 / January 2023).

#### b. Who have you engaged and consulted with as part of your assessment?

This is an updated version of a previous EINA.

Throughout the design process there have been periods of engagement with residents and stakeholder groups – see section 7. While these periods of engagement were on the design, not the preparation of this assessment, they aimed to reach a wide group of local residents and will have include individuals with protected characteristics. Analysis of the engagement feedback helped inform the design of the scheme.

One group that is affected by the scheme going forward is staff at the Sunshine Café, a Council run café that employs adults with special educational needs and disabilities amongst other staff. Decisions on the future of the café and staff are subject to a full assessment being carried out by the Adult Social Care and Public Health Directorate. Staff at the café will be consulted. Further information on this can be found in section 5.

Staff members working in the two leased properties on King Street are not employed by the Council. The businesses are aware of the redevelopment and have been for some time but there has been no direct engagement beyond lease arrangements.

Council officers from other Council departments were engaged with when preparing this assessment, for example Adults Social Care and Highways.

### 4. Analysis of need and impact

Protected group	Findings
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Age	<p>The following is based on ONS 2020 population estimates. Twickenham Riverside Ward is being compared to the London Borough of Richmond upon Thames and London.</p> <table><tr><th>Age Range</th><th>Twickenham Riverside</th><th>Richmond Borough</th><th>London</th></tr><tr><td></td><td>%</td><td>%</td><td>%</td></tr><tr><td>0 to 4</td><td>4.8</td><td>6</td><td>6.6</td></tr><tr><td>5 to 9</td><td>6.4</td><td>6.9</td><td>6.7</td></tr><tr><td>10 to 14</td><td>6.6</td><td>6.8</td><td>6.1</td></tr><tr><td>15 to 19</td><td>4.8</td><td>5.1</td><td>5.3</td></tr><tr><td>20 to 24</td><td>4.9</td><td>4.1</td><td>6.2</td></tr><tr><td>25 to 29</td><td>5.6</td><td>4.8</td><td>8.4</td></tr><tr><td>30 to 34</td><td>7.4</td><td>5.9</td><td>9.1</td></tr><tr><td>35 to 39</td><td>7.6</td><td>7.7</td><td>8.7</td></tr><tr><td>40 to 44</td><td>9.1</td><td>8.6</td><td>7.5</td></tr><tr><td>45 to 49</td><td>9</td><td>8.6</td><td>6.7</td></tr><tr><td>50 to 54</td><td>7.3</td><td>7.5</td><td>6.3</td></tr><tr><td>55 to 59</td><td>6.4</td><td>6.8</td><td>5.7</td></tr><tr><td>60 to 64</td><td>4.7</td><td>5.2</td><td>4.5</td></tr><tr><td>65 to 69</td><td>4.4</td><td>4.4</td><td>3.5</td></tr><tr><td>70 to 74</td><td>3.7</td><td>4.4</td><td>3.1</td></tr><tr><td>75 to 79</td><td>3</td><td>3</td><td>2.2</td></tr><tr><td>80 to 84</td><td>1.9</td><td>2.1</td><td>1.7</td></tr><tr><td>85 and over</td><td>2.4</td><td>2.2</td><td>1.7</td></tr></table> <p>This highlights that percentages are similar to the borough average. The data shows that there are a higher proportion of individuals in the 30-34 age bracket living in Twickenham Riverside ward compared to the Borough, but that this proportion is still within 2%.</p>	Age Range	Twickenham Riverside	Richmond Borough	London		%	%	%	0 to 4	4.8	6	6.6	5 to 9	6.4	6.9	6.7	10 to 14	6.6	6.8	6.1	15 to 19	4.8	5.1	5.3	20 to 24	4.9	4.1	6.2	25 to 29	5.6	4.8	8.4	30 to 34	7.4	5.9	9.1	35 to 39	7.6	7.7	8.7	40 to 44	9.1	8.6	7.5	45 to 49	9	8.6	6.7	50 to 54	7.3	7.5	6.3	55 to 59	6.4	6.8	5.7	60 to 64	4.7	5.2	4.5	65 to 69	4.4	4.4	3.5	70 to 74	3.7	4.4	3.1	75 to 79	3	3	2.2	80 to 84	1.9	2.1	1.7	85 and over	2.4	2.2	1.7
Age Range	Twickenham Riverside	Richmond Borough	London																																																																														
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Disability	<p>The 2011 Census collected the following data on disability from the Twickenham Riverside Ward and the London Borough of Richmond upon Thames.</p> <ul style="list-style-type: none"><li>8.6% have day-to-day activities limited by a health problem / disability (compared to 11.02% for Richmond upon Thames)</li></ul> <p>These statistics show that residents whose day-to-day activities are limited by a health problem / disability is lower in the Twickenham Riverside ward compared to the borough average.</p>																																																																																

<b>Gender (sex)</b>	<p>ONS (2020) population estimates with regard to the gender (sex) of residents in the Twickenham Riverside Ward and the London Borough of Richmond upon Thames.</p> <ul style="list-style-type: none"><li>• 49.28% were male (compared to 48.1% for Richmond upon Thames)</li><li>• 50.72% were female (compared to 51.9% for Richmond upon Thames)</li></ul> <p>The gender (sex) divide is nearly evenly split.</p>																		
<b>Gender reassignment</b>	<p>Using data from the Gender Identity &amp; Research Education Society and assuming uniform distribution of individuals geographically, there may be between 16 and 39 people with gender dysphoria in Richmond Borough, and the potential for 12 presentations for treatment in those over 15 years old (based on 2013 figures).</p> <p>In 2012/13, six individuals in Richmond were referred for support to the West London Mental Health Trust Gender Identity Clinic.</p> <p>A wider needs assessment on these characteristic notes that: “Housing is a key concern for the Trans community as roughly 30% of Trans individuals report being thrown out of their home as a result of their status.”</p> <p>Stonewall’s 2017 LGBT in Britain research identified that 25% of Trans people reported being discriminated against when looking for a flat to rent or buy in the previous year.</p> <p>The 2021 Census collected the following data on gender identity. The question asked, “Is the gender you identify with the same as your sex registered at birth?”</p> <table><tr><td></td><td>London</td><td>Richmond upon Thames</td></tr><tr><td>Gender identity the same sex as sex registered at birth</td><td>91.21%</td><td>93.98%</td></tr><tr><td>Gender identity different from sex registered at birth but no specific identity given</td><td>0.46%</td><td>0.15%</td></tr><tr><td>Trans woman</td><td>0.16%</td><td>0.09%</td></tr><tr><td>Trans man</td><td>0.16%</td><td>0.07%</td></tr><tr><td>Non-binary</td><td>0.08%</td><td>0.04%</td></tr></table>		London	Richmond upon Thames	Gender identity the same sex as sex registered at birth	91.21%	93.98%	Gender identity different from sex registered at birth but no specific identity given	0.46%	0.15%	Trans woman	0.16%	0.09%	Trans man	0.16%	0.07%	Non-binary	0.08%	0.04%
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Non-binary	0.08%	0.04%																	

	All other gender identities	0.05%	0.05%
	No answered	7.88%	5.63%
	The data shows that there is a lower number of people whose gender they identity with is different to the sex registered at birth compared to the data for London.		
Marriage and civil partnership	The 2011 Census collected the following data with regard to the marriage and civil partnership of residents in the Twickenham Riverside Ward and the London Borough of Richmond upon Thames.		
		Twickenham Riverside	Richmond Borough
		%	%
	Divorced or formerly in a same-sex civil partnership which is now legally dissolved	8	7.9
	In a registered same-sex civil partnership	0.8	0.4
	Married	43.8	47.3
	Separated (but still legally married or still legally in a same-sex civil partnership)	2	2.2
	Single (never married or never registered a same-sex civil partnership)	40.5	36.7
	Widowed or surviving partner from a same-sex civil partnership	4.8	5.4
	These figures show that there is a slightly higher proportion of single people than the borough average and double the borough average for number of residents in same-sex civil partnerships.		

<b>Pregnancy and maternity</b>	<p>There is no information available regarding this protected characteristic in relation to the Twickenham Riverside Ward.</p> <p>Based on ONS conception data (2011) in 2011 there were 3,477 conceptions in Richmond borough – an annual conception rate of 85 per 1000 women of childbearing age (15-44 years). This is lower than the conception rate for London (89.5 per 1000) but higher than the rate for England (81 per 1000).</p> <p>Based on ONS Birth Summary Tables (2012) in 2012, there were 2,916 live births to women living in Richmond borough. This live birth rate of 72 per 1000 women aged 15-44 years in the borough was slightly higher than both the London (67 per 1000) and England (65 per 1000) averages.</p> <p>London Borough of Richmond’s Joint Strategic Needs Assessment: Early Years mentions the number of births in Richmond is predicted to remain fairly stable over the next ten years at around 3,000 births per year.</p>																												
<b>Race/ethnicity</b>	<p>The 2011 census collected the following data with regard to race/ethnicity for the Twickenham Riverside Ward and the London Borough of Richmond upon Thames.</p> <table><tr><td></td><td>Twickenham Riverside</td><td>Richmond Borough</td><td>London</td></tr><tr><td></td><td>%</td><td>%</td><td>%</td></tr><tr><td>Asian/Asian British</td><td>5.1</td><td>7.3</td><td>18.5</td></tr><tr><td>Black/African/Caribbean/Black British</td><td>0.9</td><td>1.5</td><td>13.3</td></tr><tr><td>Mixed/multiple ethnic groups</td><td>3.3</td><td>3.6</td><td>5</td></tr><tr><td>Other ethnic groups</td><td>1</td><td>1.6</td><td>3.4</td></tr><tr><td>White</td><td>89.7</td><td>86</td><td>59.8</td></tr></table> <p>This shows that Asian/Asian British, Black/African/Caribbean/Black British and Other ethnic groups in the Twickenham Riverside Ward is slightly lower than the borough average.</p> <p>London has a far higher proportion of population from Asian/Asian British, Black/African/Caribbean/Black British, and Mixed/multiple ethnic groups and Other ethnic groups (40.2%) compared to Richmond Borough (14%). Richmond Borough has a lower proportion of Asian/Asian British, Black/African/Caribbean/Black British, and Mixed/multiple ethnic groups and Other ethnic groups than the London boroughs neighbouring it.</p>		Twickenham Riverside	Richmond Borough	London		%	%	%	Asian/Asian British	5.1	7.3	18.5	Black/African/Caribbean/Black British	0.9	1.5	13.3	Mixed/multiple ethnic groups	3.3	3.6	5	Other ethnic groups	1	1.6	3.4	White	89.7	86	59.8
	Twickenham Riverside	Richmond Borough	London																										
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The 2021 Census data captured the following data on race/ethnicity.

	Richmond Borough
Asian, Asian British or Asian Welsh: Bangladeshi	0.5%
Asian, Asian British or Asian Welsh: Chinese	1.4%
Asian, Asian British or Asian Welsh: Indian	3.7%
Asian, Asian British or Asian Welsh: Pakistani	0.9%
Asian, Asian British or Asian Welsh: Other Asian	2.5%
Black, Black British, Black Welsh, Caribbean or African: African	1.2%
Black, Black British, Black Welsh, Caribbean or African: Caribbean	0.5%
Black, Black British, Black Welsh, Caribbean or African: Other Black	0.3%
Mixed or Multiple ethnic groups: White and Asian	2.2%
Mixed or Multiple ethnic groups: White and Black African	0.6%
Mixed or Multiple ethnic groups: White and Black Caribbean	0.8%
Mixed or Multiple ethnic groups: Other Mixed or Multiple ethnic groups	1.8%
White: English, Welsh, Scottish, Northern Irish or British	63%
White: Irish	2.5%
White: Gypsy or Irish Traveller	-
White: Roma	0.2%
White: Other White	14.7%
Other ethnic group: Arab	0.9%
Other ethnic group: Any other ethnic group	2.4%

This shows a decrease in the population that is white and an increase in other groups when combined to reflect the 2011 Census table above.

**Religion and belief, including non belief**

The 2011 census collected the following data with regard to race/ethnicity for the Twickenham Riverside Ward and the London Borough of Richmond upon Thames.

	Twickenham Riverside	Richmond Borough
	%	%
Buddhist	0.6	0.8
Christian	52.4	55.3
Hindu	1	1.6
Jewish	1	0.8
Muslim	1.5	3.3
Sikh	0.4	0.8
Other religion	0.5	0.5
No religion	33.8	28.4
Religion not stated	8.8	8.5

This shows there is a lower number of Buddhist, Hindu, Muslim and Sikh residents in Twickenham Riverside than the borough average and a slightly lower number of Christians.

The 2021 Census collected the following information.

	Richmond Borough
No religion	37.9%
Christian	45.3%
Buddhist	0.8%
Hindu	2.1%
Jewish	0.6%
Muslim	4.3%
Sikh	1%
Other religion	0.7%
Not answered	7.1%

This shows some increases in those who are Hindu, Muslim, Sikh and Other religions in the borough since the 2011 Census. Also increases in the number of people who have no religion. Other religions have seen percentages decrease or stay the same.

<b>Sexual orientation</b>	<p>The 2011 census did not have a specific question regarding sexual orientation, but found that 665 people (0.35% of the Borough population) reported being in a same sex Civil Partnership.</p> <p>Data from the 2021 census had a question on sexual orientation that was voluntary for those aged over 16 years.</p> <table><tr><td></td><td>London</td><td>Richmond borough</td></tr><tr><td>Straight or heterosexual</td><td>86.19%</td><td>89.04%</td></tr><tr><td>Gay or Lesbian</td><td>2.23%</td><td>1.86%</td></tr><tr><td>Bisexual</td><td>1.52%</td><td>1.19%</td></tr><tr><td>Pansexual</td><td>0.37%</td><td>0.20%</td></tr><tr><td>Asexual</td><td>0.05%</td><td>0.06%</td></tr><tr><td>Queer</td><td>0.06%</td><td>0.04%</td></tr><tr><td>All other sexual orientations</td><td>0.04%</td><td>0.01%</td></tr></table> <p>The data shows that there is a lower number of people in Richmond that identified as Gay or Lesbian, Bisexual, Pansexual, Asexual, Queer or other sexual orientation compared to data for London.</p>		London	Richmond borough	Straight or heterosexual	86.19%	89.04%	Gay or Lesbian	2.23%	1.86%	Bisexual	1.52%	1.19%	Pansexual	0.37%	0.20%	Asexual	0.05%	0.06%	Queer	0.06%	0.04%	All other sexual orientations	0.04%	0.01%
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<b>Across groups</b>	<p>There is no relevant data.</p>																								

**Data gaps.**

<b>Data gap(s)</b>	<b>How will this be addressed?</b>
<p>Ward data on:</p> <p>Disabilities</p> <p>Gender reassignment</p> <p>Pregnancy and maternity</p> <p>Sexual orientation</p>	<p>It is not anticipated that the development will have an adverse effect on these characteristics and in some cases may have a positive impact. Any impacts have been addressed in section 5.</p>

## 5. Impact

Protected group	Positive	Negative
Across the strands	<p><b>General</b></p> <p>The current site includes a disused car park, derelict/vacant buildings/units, is underused, has been subject to antisocial behaviour and does not connect the town to the river. The new scheme will address these issues, it will aim to better connect the town to the river, improve public safety through improved lighting and way finding, and activate the whole site. This will have a positive effect on all residents.</p> <p>The new development will include residential units, part for market sale and part affordable homes (50:50 by habitable rooms at a policy compliant tenure). This will provide much needed housing, including for those on the Council's housing register. The scheme will be tenure blind and, in line with policy, will have homes modified for those with disabilities. There will also be new retail, office and food and beverage units. All buildings will be accessible, to align with relevant policy.</p> <p>There will be new and improved public realm in the new scheme which will be accessible and open to all.</p> <p>The scheme will include more space for community events, which will help foster good relations between different groups and increase social cohesion.</p>	<p><b>General</b></p> <p>The redevelopment of Twickenham Riverside may result in temporary disruption for local residents and businesses during construction, particularly those neighbouring the site. The construction will have to be carefully phased and managed to try and minimise disruption.</p> <p>As part of the redevelopment the Council will be removing parking from the Embankment. While there will be provision for disability bays in the new design, there may be a negative impact for those currently using the Embankment spaces, be that local residents or people visiting, who will in future have to park elsewhere. The Council has developed a number of modifications to the controlled parking zone in Twickenham aimed at mitigating the loss of parking spaces on The Embankment. There will also be a number of parking spaces to the immediate east of the site which will remain available for blue badge holders.</p> <p>Visitors to the area are to be encouraged to use other forms of transport. For those who have no choice other than to travel to the area by car, these groups are being encouraged to use the car parks. Due to this, the Council is making changes to these sites to improve access and their use. Despite putting mitigations in place the Council can carry out</p>

	<p>There will likely be some new jobs created as a result of the scheme, with the provision of commercial space. This could have a positive effect on the local employment and may help increase the representation of protected characteristics amongst the local workforce. There is also likely to be jobs and training opportunities created during the construction period.</p> <p>The scheme is looking to help rejuvenate Twickenham high street, which will have a positive effect on local businesses and residents.</p> <p>The scheme will consider the safety of the site, particularly at night, and there will be better lighting and more natural surveillance.</p> <p>The Council has consulted residents twice on the scheme, once as part of design competition where a four week long period of engagement was held on the five shortlisted designs, and in January 2021 where there was a four week period of consultation on the developed designs. During both periods of engagement there was a separate engagement with children and young people, the Council also met a number of groups, including business and disability groups. Feedback reports analysing results were prepared and these have helped inform design development. This feedback was broadly positive.</p>	<p>further reviews aimed at addressing any equality impact issues that arise as required.</p> <p>The Council will also be changing the movement of traffic through the site, and while this has the benefit of opening up the riverside and prioritising pedestrians, this may have some disruption to local businesses who will have to adapt to a new highways system. Residents and businesses have and will continue to be consulted on changes as the traffic management order is progressed.</p> <p>Both current tenants in King Street units have been made aware of the redevelopment. The tenants will be served notice for when the buildings are required for redevelopment. It is unknown whether these businesses will remain in Twickenham. While the businesses are aware of the development and have been paid compensation where due, there may be a negative effect on any employees or users of the businesses that fall under the protected characteristics.</p> <p>During construction there may not be any accessible open space on the site, including play space. There will however be a number of nearby open and play spaces available during the construction period and there will be a construction management plan to minimise disruption.</p>
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	<p>The scheme will improve the cycling and pedestrian environment.</p> <p>The Council commission a piece of work on the social and additional values the scheme will bring, a link to the report can be <a href="#">found here</a>. This identified a number of positive benefits for local residents.</p>	
<b>Age</b>	<p>See 'across the strands' section above.</p> <p>The scheme will aim to have a draw for all ages and improve the local offer for social and physical activities.</p> <p>There will be a new and improved play area for children and young people with sensory equipment and updated play equipment.</p> <p>The Council is proposing a river activity zone with boat storage for paddle boards and kayaks and a new pontoon to improve access to the river. This will have a positive impact on all ages as it offers the opportunity to get active.</p> <p>The site will be accessible from 3 corners and via all main routes for residents with mobility issues, wheelchair users and those pushing prams. The buildings will be accessible to align with policy.</p> <p>Housing units will include 5 flats that can be modified for those with physical disabilities and will include family units, though</p>	<p>See 'across the strands' section above.</p> <p>The removal of parking may negatively affect elderly people with mobility issues that don't qualify for blue badges as there will be less available parking spaces on the Embankment within the site boundary. Similarly, for those with young children. The Council has developed a number of modifications to the controlled parking zone in Twickenham aimed at mitigating the loss of parking spaces on The Embankment. Visitors to the area will be encouraged to use other forms of transport. For those who have no choice other than to travel to the area by car, these groups will be encouraged to use the car parks. Due to this, the Council is making changes to these sites to improve access and their use. Despite putting mitigations in place, the Council can carry out further reviews aimed at addressing any equality impact issues that arise as required.</p>

	<p>policy focus in a town centre location will be for smaller units.</p>	<p>The Diamond Jubilee Gardens has pétanque courts which are predominately used by older residents, while the courts are suggested to be re-provided in the new scheme there will be a period during construction when there are unlikely to be courts available. This will have a short-term negative affect on the current users and short-term re-provision may need to be sought. It should be noted that the University of the Third Age who were using the petanque pitches have moved to a different site, and so this will be a lesser impact on users.</p> <p>The Diamond Jubilee Gardens also has a children's play area. Again, while it will be re-provided in the new scheme during construction there will be a period when this area is unavailable. This may have a short-term negative affect on current users, including a local nursery that uses it, though there are other play facilities in the local area including a sandpit less than 250m from the site.</p>
<b>Disability</b>	<p>See 'across the strands' section above.</p> <p>Housing units will include 5 flats that can be modified for those with disabilities to align with policy.</p> <p>Buildings will be accessible to align with policy.</p> <p>The public realm will be accessible via step free routes from the town centre in 3</p>	<p>See 'across the strands' section above.</p> <p>In the current Diamond Jubilee Gardens is a Council (Adult Social Care and Public Health Directorate) run café (Café Sunshine) that employs three adults with special educational needs and disabilities. The current café building will not be kept and will have to close at some point before construction can begin.</p>

	<p>directions, with accessible routes for those with mobilities issues or wheelchair users.</p> <p>There will be an increased amount of public realm seating in the new scheme.</p> <p>There will be disability parking spaces allocated to align with policy.</p> <p>One of the ambitions of the scheme is to increase use of the river, via a pontoon and boat storage. It is being carefully considered how the pontoon can be made accessible for those with disabilities and wheelchair users, though this may not be possible in the planned location and is subject to further investigation.</p>	<p>The future of café and its staff therefore needs to be carefully considered. Adult Social Care and Public Health are conducting a full assessment regarding the future of the Sunshine Café and individuals who work there, knowing that this location will have to close. All appropriate mitigation measures will be explored and discussions on the best solution are being had with staff who will be supported as required during the process to ensure a positive outcome. The café's future has been under consideration for many years, separately to the Twickenham Riverside development. Should it not be for the Twickenham Riverside development the Council would be looking to bring the current café operation to an end anyway and would be working to find alternative employment opportunities for the staff to ensure continued employment for people with learning disabilities or hand it over to a local voluntary group to run. Adult Social Care and Public Health consider employment opportunities for this group important to their wellbeing. Decision making as to the future of the café staff will be internal.</p> <p>Despite the inclusion of disabled parking bays in the new plans, there may be a negative effect on disabled people accessing the site by car due to the removal of parking from the Embankment (between Water and Wharf Lanes only) to improve the public realm along the river. This is also true of people with mobility</p>
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		<p>issues that do not have a blue badge. Disabled bays are included in the new plans and as highway authority the Council can review ongoing need if required. There will also be a servicing area with six spaces next to Eel Pie Island Bridge, for those accessing the Island. None of the spaces being removed from the Embankment are dedicated disabled bays, they are a mix of pay and display, resident, and business permit use. Those with a blue badge remain able to park in the remaining parking spaces to the east of the site. The site is very well connected by public transport. Despite putting mitigations in place, the Council can carry out further reviews aimed at addressing any equality impact issues as required.</p> <p>A session was held with a local disability group during the 2021 consultation period (separate to the preparation of this EINA, which was not referenced in discussion), who made some comments that while there was accessible routes they felt that there could be an additional route on Water Lane itself (currently it is just at the top and bottom of the lane) and also to access the Wharf Lane building from the Embankment (currently the accessible route is only from halfway up Wharf Lane). While these would be desirable the flooding issues (storage and defence) has constrained the site in such a way that additional accessible routes have not been possible. The accessibility of the</p>
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		new scheme is better than the currently site, where the current public realm (Diamond Jubilee Gardens) is at a raised level above the Embankment and only has one accessible entrance which impacts people with mobility issues.
<b>Gender (sex)</b>	<p>See 'across the strands' section above.</p> <p>The scheme will aim to improve the public realm, lighting and increase all day passive surveillance (residential units will offer some level of surveillance at night and increased footfall during the day). The creation of safer spaces is known to be a particular concern for women and girls and was raised when engaging with young people during the consultation.</p>	See 'across the strands' section above. There is no negative impact expected for this characteristic.
<b>Gender reassignment</b>	<p>See 'across the strands' section above.</p> <p>Some of the issues facing this group are applicable to wider populations, particularly community safety and access to safe spaces and facilities.</p>	See 'across the strands' section above. There is no negative impact expected for this characteristic.
<b>Marriage and civil partnership</b>	<p>See 'across the strands' section above.</p> <p>The focus of housing in town centre locations is for smaller units which might benefit the higher proportion of single residents in the Twickenham Riverside ward.</p>	See 'across the strands' section above. There is no negative impact expected for this characteristic.
<b>Pregnancy and maternity</b>	See 'across the strands' section above.	See 'across the strands' section above.

	<p>The public realm will have accessible routes which will help those with prams and young children. There will also be a children's play area and seating will be spread across the open space.</p> <p>Parents and carers play an enabling role in assisting and supervising young children's use of open space, the scheme is looking to provide a new play area and there will be opportunities for play in other areas of the site.</p>	<p>The temporary lack of play space currently on the site may have a negative impact, but there are other play areas in the local area and it will be replaced in the new scheme.</p> <p>New parents / pregnant women who live in the immediate area are possibly more likely to be present at home and therefore may experience negative impacts during construction. The construction management plan will look to minimise disruption.</p>
<b>Race/ethnicity</b>	<p>See 'across the strands' section above.</p> <p>Community Safety/perception of safety is a particular concern for some Asian/Asian British, Black/African/Caribbean/Black British, and Mixed/multiple ethnic groups and Other ethnic groups and needs to be considered in terms of public realm. The public realm that is proposed will be better lit than the existing and there will be greater surveillance due to more activities on site.</p>	<p>See 'across the strands' section above.</p> <p>Information available online, leaflets posted thorough doors and language spoken in meetings has all been English. This may have a negative effect on anyone who does not speak English or for whom English is their second language.</p> <p>It is also possible that some women belonging to some ethnic groups are more likely to be at home during the day and therefore those that live in the immediate vicinity of the site might be disproportionately affected by the construction. The construction management plan will look to minimise disruption.</p>
<b>Religion and belief, including non belief</b>	<p>See 'across the strands' section above.</p> <p>Community Safety/perception of safety is a particular concern for some religious groups who physically identify with a religion</p>	<p>See 'across the strands' section above.</p> <p>It is also likely that some women belonging to some religious groups are more likely to be at home during the day and</p>

	through clothing or physical appearance. These groups may benefit from a safer environment created by open space, improved lighting, improved surveillance which this scheme will deliver.	therefore those that live in the immediate vicinity of the site might be disproportionately affected by the construction. The construction management plan will look to minimise disruption.
<b>Sexual orientation</b>	See 'across the strands' section above.	See 'across the strands' section above. There is no negative impact expected for this characteristic.

## 6. Actions

Action	Lead Officer	Deadline
It is not intended that this EINA will need to be updated again. Equalities will continue to be considered as the project develops.	n/a	n/a
A full assessment on the future of staff employed at Café Sunshine is ongoing.	Adult Social Care and Public Health Directorate	Ongoing

## 7. Further consultation

Over the years there have been several consultations held on the future of Twickenham Riverside. During the Design Competition (2019) there was a period of engagement with residents, including a questionnaire, and in January 2021 a period of consultation was held on the developed design. Feedback from both has helped informed the design. Further information on previous periods of engagement can be found [here](#).

The Council has also carried out engagement with local stakeholders throughout design development as detailed in the community engagement statement submitted to the Local Planning Authority. There have also been a periods of consultation as part of the planning process.

Changes to the CPZ were also consulted on and reported to Committee.

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# Twickenham Riverside

## Social & Additional Value Assessment

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## INTRODUCTION

The redevelopment of Twickenham Riverside is a priority for Richmond Council. Since the closure of the lido in 1980 there have been a number of failed attempts to rejuvenate the site and bring about wider benefits for Twickenham. Following the change of administration in 2018, a commitment was made to invest in the future of Twickenham and take a long-term view to financing, beyond the simple cost versus revenue approach. A key part of this approach is to understand the additional benefits the project will bring. Towards this, Project:00 were commissioned to work with the Council to establish the social and additional value benefits of the scheme.

Using a series of recognised social value measures, this report considers the various benefits of the Twickenham Riverside scheme and seeks to identify a value that can be put against each of them, to help inform the Council in their decision making. In the assessment, we are also considering and quantifying where possible the existing social value on site.

## EXECUTIVE SUMMARY

The assessment of the social & additional value that can be delivered through the Twickenham Riverside development reveals that it has the potential to generate close to £20.9m in measurable local impact, as well as other non-quantifiable benefits. £6.49m of which can be considered real returns to the Council based on Business Rates and Council Tax, whereas the rest is additional value based on economic, housing, social, environmental and health & well-being improvements. It is important to note that not all social value outputs are financially quantifiable and often the real impacts need to be viewed through a lens that goes beyond a simple cost versus benefit analysis. Therefore, it can rightfully be assumed that this project's social value exceeds the estimates mentioned above. These outcomes are vast and will positively impact the local economy, contribute to the financial resilience of the council, deliver housing for those in need and support everyday life through social, environmental, health and well-being improvements.

Through procurement, the project will be able to generate investment in the local economy, provide jobs for local people and targeted training and apprenticeships for some of the more vulnerable residents in the borough. The delivery of housing will have a clear benefit to the local area with 17 of the units being let to those most in need.

Moreover, existing and future residents will benefit from improved social facilities such as play and recreational areas, and a diversified commercial offering such as a riverside pub/restaurant and a cafe. The environmental benefits support the Council's ambition for a greener borough which includes the opportunity to support wildlife and promote the natural resources in the area. The health and well-being improvements showcase a people centred approach to council led developments while also contributing to a fairer, more inclusive future for the neighbourhood.

# ABOUT SOCIAL VALUE

Social value is the quantification of the relative importance that people place on the changes they experience in their lives. Some, but not all of this value is captured in market prices. It is important to consider and measure this social value from the perspective of those affected by an organisation’s work.

Examples of social value might be the value we experience from increasing our confidence, or from living next to a community park. These things are important to us, but are not commonly expressed or measured in the same way that financial value is.

The UK government describes social value derived from procurement as “the positive legacy created through the performance of a contract”. There are three categories of social value:

- Social (e.g. activities that promote a united community)
- Environmental (e.g. efforts to assist the community in reducing waste or pollution)
- Economic (e.g. training, employment or apprenticeship opportunities for disadvantaged groups)

## RICHMOND SOCIAL VALUE POLICY

The Social Value Act triggered an important opportunity for the London Borough of Richmond upon Thames to engage with its supply chain in a way that delivers more value for the community. Using its commissioning and procurement process means the Council can unlock additional social value and improve the social mobility for employees and residents through contracts with third party organisations across a range of goods, works and services contracts. In line with this, the Council adopted a policy to implement social value more effectively within its procurement activity. This was following approval of the paper titled “Social Value in Supply Chain” considered by the Finance, Policy and Resources Committee on 15th January 2020.

The Council also agreed to adopt the National Social Value Task Force “TOM’s” Social Value Framework and to develop local, council specific TOMs aligned to LBRuT priorities as exemplified in the table below:

Richmond Policy Objectives	Examples of TOM’s Themes
<b>A Greener Borough</b> <ul style="list-style-type: none"><li>• Putting the environment at the heart of local decision making</li><li>• Safeguarding our beautiful borough, protecting our green spaces and improving air quality</li></ul>	<ul style="list-style-type: none"><li>• <b>Environment:</b> De-carbonising and Safeguarding our World</li></ul>
<b>A Safer Borough</b> <ul style="list-style-type: none"><li>• Being the safest London borough</li><li>• Working in partnership with police and local communities to prevent and tackle crime and improve road safety</li></ul>	<ul style="list-style-type: none"><li>• <b>Social:</b> Healthier, Safer, and more Resilient Communities</li></ul>
<b>A Fairer Borough</b> <ul style="list-style-type: none"><li>• Investing in good local services that protect the most vulnerable</li><li>• A borough that is affordable for all</li></ul>	<ul style="list-style-type: none"><li>• <b>Social:</b> Healthier, Safer, and more Resilient Communities</li><li>• <b>Innovation:</b> Promoting Social Innovation</li><li>• <b>Promote:</b> local skills and employment</li></ul>
<b>A Borough for Everyone</b> <ul style="list-style-type: none"><li>• Making sure residents have a real say over issues that affect them</li><li>• Making our borough accessible for everyone and promoting opportunity for under-represented groups</li></ul>	<ul style="list-style-type: none"><li>• <b>Social:</b> Healthier, Safer, and more Resilient Communities</li><li>• <b>Innovation:</b> Promoting Social Innovation</li><li>• <b>Promote:</b> local skills and employment</li></ul>

# THE PROJECT

Twickenham Riverside is key to the regeneration of the wider town centre. The vision is to create a new heart for Twickenham and reconnect the town to the river.

The Council has identified the following core objectives:

- To deliver a compelling contribution to the architectural heritage of Twickenham.
- To strengthen the green character of Richmond upon Thames by enhancing the public realm through careful design.
- To create an exciting destination for residents and visitors that champions the river and builds upon Twickenham's identity.
- To provide a creative solution and river-front experience which prioritises people over cars.
- To deliver affordable housing for those who need it.
- To achieve the objectives of the Twickenham Area Action Plan.

Through careful integration of building, landscape and river-front experience, the design team seeks to create a new flourishing centre for the local area, where people can enjoy the full beauty and utility of the riverside, improving the physical, social, and psychological links between the river and the town.

An entirely mixed-use development of shops, offices, food and beverage options and new homes, together with a newly invigorated Diamond Jubilee Gardens, will create a location where people can work, live, play, enjoy and thrive. The upper levels of the two main buildings will consist of apartments ranging from studios to 3-bedroom flats, with 50% of them being affordable. The residential has been designed to optimise daylight, natural ventilation, and river views. The ground floor will have new shop units running from the town centre down Water Lane, a cafe in the gardens overlooking the play area, a new pub / restaurant at the end of the square creating an excellent destination point for residents and visitors, and flexible office space ensuring there is activity throughout the day.

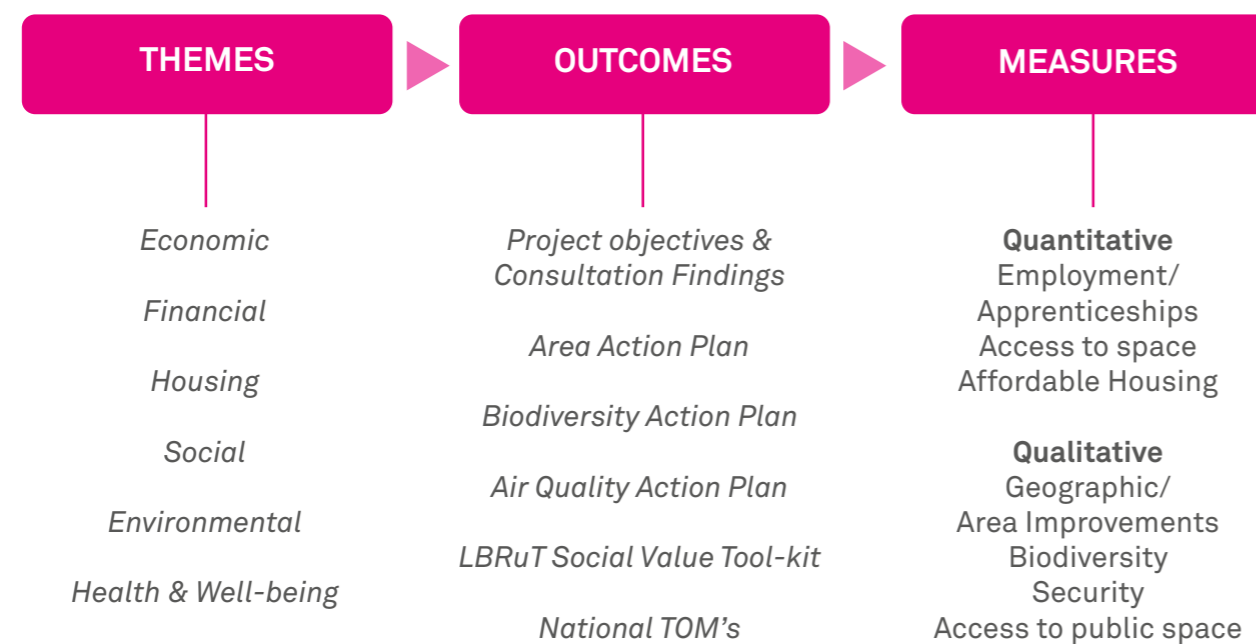
The revitalised gardens provide new play space for old and young, with open views across the river. This space naturally extends into the riverside promenade, free of cars with ample opportunity to get close to the water. There will be a new event space acting as a focal point and a river activity zone encouraging people to be more active and improving access to the river itself.



# METHODOLOGY

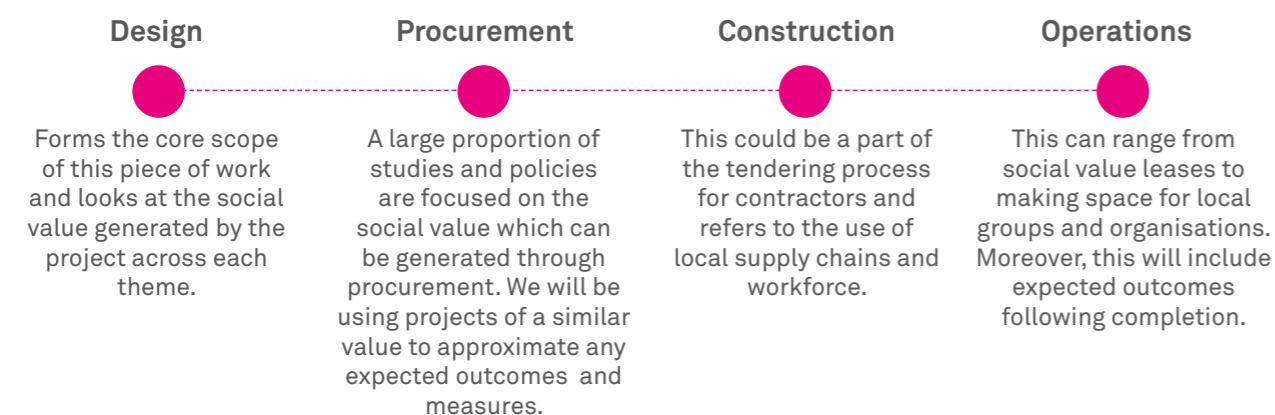
Our approach to measuring the social & additional value generated by the Twickenham Riverside project is rooted in the methodology of the The National Social Value Measurement Framework – or National TOMs. TOMs stands for:

- Themes: Social Value Areas (i.e. Economic, Social, Environmental)
- Outcomes: The positive changes the project is able to bring
- Measures: The measurements used in assessing the outcomes (qualitative or quantitative)



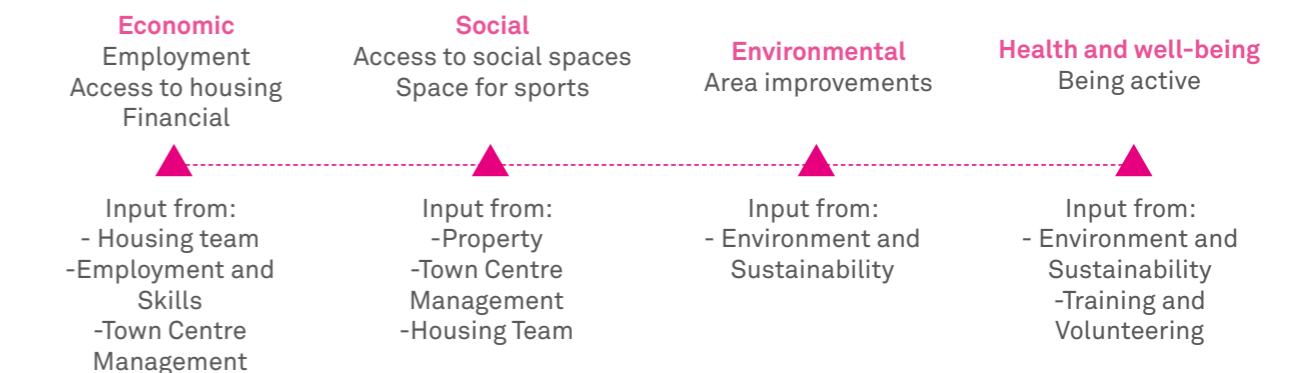
## PROJECT STAGES

The assessment will consider the potential value which can be delivered throughout the different stages of the project. Due to the early stages of the development, we have decided to focus on expected outcomes which can later be confirmed as successful on the basis of an evidence based assessment upon completion.



## CALCULATORS

For the quantitative assessment of the additional social value generated by the project we used a range of measurements, the most prominent being HACT which takes its headline figures from the UK Social Value Bank. Alongside this, we used the National TOMs for some missing figures, as well as the Local Multiplier 3 for assessing how local spending generates local economic impact and benefit to communities. Where a quantitative value was not found, we spoke with the relevant council departments to understand how these outputs are accounted for internally or linked them with existing specialist research highlighting the impact.



## IDENTIFYING THE OUTCOMES

The identification of project outputs has been done on the basis of the planning application and supporting documents, as well as expected social value outcomes through procurement.

### a. Direct Project Outputs

Firstly, we identified direct outputs such as the creation of new socially rented units or spaces for play and socialising. Secondly, we identified areas of improvement which responds to existing issues such as improved lighting and public realm accessibility. Thirdly, we identified changes to the local area which bring social value and an improved living quality such as a reduction of car presence and improved air quality or an increase in biodiversity.

### b. Procurement Outputs

In order to get an understanding of expected procurement outputs we have worked with procurement officers who were able to provide us with the headline figures of a similarly-valued project.

### c. Consequential Outputs

Certain project outputs do not have a directly linkable value assessment but qualitative research highlights their impact on other aspects of life. For example, a space for seasonal events is likely to increase the feeling of belonging to a neighbourhood by creating a space where residents could talk regularly with their neighbours.

# A. ECONOMIC

The following section will list all the items covered by the assessment under the Economic theme. The assessment approach and associated values will be highlighted, but full calculations can be found in Appendix 1: The Assessment. For those items which do not have an associated quantitative value, this section will expand on the qualitative value such an outcome can generate.

*Full time employment*  
*Calculator: HACT*  
*Project stage: construction*  
*Value/unit: £14,433*

This item refers to individuals who are going from unemployment into full-time employment. As such, other contractor staff who are already employed can not be used in the calculation.

The value of 22 FTE is based on a project in Wandsworth of a similar value and formed part of the contractor's social value commitments. Due to the Twickenham Riverside project being procured in line with Richmond's Social Value Policy, it has been assumed that the contractor commitments will be similar.

In order to generate an evidence-based assessment at a later date, it is necessary to collect employment records that attest to it.

*Work Placements*  
*Calculator: National TOM's*  
*Project stage: construction*  
*Value/unit: £162*

For work placements to be quantifiable outputs, they need to be longer than 5 days. The value of 24 work placements is based on a project in Wandsworth of a similar value and formed part of the contractor's social value commitments. Due to the Twickenham Riverside project being procured in line with Richmond's Social Value Policy, it has been assumed that the contractor commitments will be similar.

*Apprenticeships*  
*Calculator: HACT*  
*Project stage: construction*  
*Value/unit: £2353*

The value of 15 work placements is based on a project in Wandsworth of a similar value and formed part of contractor's social value commitments. Due to the Twickenham Riverside project being procured in line with Richmond's Social Value Policy, it has been assumed that the contractor commitments will be similar.

In order to generate an evidence-based assessment at a later date, it is necessary to collect employment records that show people enrolling in these apprenticeships.

*General Training for job*  
*Calculator: HACT*  
*Project stage: construction*  
*Value/unit: £1567*

The value is linked to each training event provided. In order to generate an evidence-based assessment at a later date, it is necessary to maintain a record of attendance at these events.

The value of 24 training events is based on a project in Wandsworth of a similar value and formed part of contractor's social value commitments. Due to the Twickenham Riverside project being procured in line with Richmond's Social Value Policy, it has been assumed that the contractor commitments will be similar.

*Employment of NEET (not engaged in education, employment or training)/  
 Rehabilitating or ex-offenders*  
*Calculator: National TOM's*  
*Project stage: construction*  
*Value/unit: £14,782 / £24,527*

This item refers to individuals in particular contexts who are going from unemployment into full-time employment. In order to generate an evidence-based assessment at a later date, it is necessary to collect employment records that attest to it.

The overall number (5) is based on a project in Wandsworth of a similar value and formed part of contractor's social value commitments. Due to the Twickenham Riverside project being procured in line with Richmond's Social Value Policy, it has been assumed that the contractor commitments will be similar.

Because there was no breakdown in the above mentioned project, we assumed 3 FTE for NEET and 2 FTE for rehabilitating or ex-offenders.

*Local volunteering hours*  
*Calculator: National TOM's*  
*Project stage: construction*  
*Value/unit: £16/h*

The value of 240 volunteering hours is based on a project in Wandsworth of a similar value and formed part of contractor's social value commitments. Due to the Twickenham Riverside project being procured in line with Richmond's Social Value Policy, it has been assumed that the contractor commitments will be similar.

*New commercial units*  
*Consequence: Full-time employment*  
*Calculator: HACT*  
*Project stage: operations*  
*Value/unit: £14,433*

We have assumed that the new commercial units are able to generate additional economic value through full-time employment. We assumed the following value based on the unit sizes:

- Retail unit x5: 3 FTE/ unit
- Pub/Restaurant: 4 FTE + 4 PTE
- Cafe: 3 FTE
- Office: 4 FTE

We assume that a turnover of staff is taking place every 5 years.

*Existing commercial units (negative value)*  
*Consequence: Loss of full-time employment*  
*Calculator: HACT*  
*Project stage: operations*  
*Value/unit: £14,433*

The existing uses on site need to be considered when assessing the social and additional value delivered through the project, both added and removed. As such, we included the employment generated through the existing leisure, retail and office spaces as a negative figure as follows:

- Sunshine Cafe- 1x FTE, 5xPTE
- Retail unit x 2 - 4 FTE x 2
- Retail (vacant) - not included in assessment
- Office (vacant) - not included in assessment

### *Increased footfall in the town centre*

#### *Qualitative*

#### *Project stage: operations*

The increase in footfall is likely to be triggered by a variety of project outputs:

- Pedestrianisation of the river-front
- Increased public realm and accessible routes through the site
- Expansion of the town centre towards the river and diversification of uses
- An increase in local residents
- Event space on the Embankment

The economic impact of increased footfall is difficult to quantify and measure because (Ecotec, 2007):

- The quality of the public realm is often influenced by interrelated processes, making it difficult to isolate the impact of different variables.
- The public realm is not clearly defined, particularly given its rising privatisation.
- The economic impacts of investment in the public realm are often long-term (and beyond the time scale of the evaluation).
- In addition to the direct economic impacts, it is important to recognise the contribution made by the social and environmental impacts of the public realm.

Despite quantitative measurement methods, it has been found that investment in better walking environments benefits businesses too. For example, the transformation of a canal tow-path in London into a high-quality route for walking and cycling is estimated to have produced £5,487,130 of benefit through reduced absenteeism stemming from health benefits (Davis, 2010).

### *Total amount (£) spent in LOCAL supply chain through the contract*

#### *Calculator: Local Multiplier 3*

#### *Project stage: construction*

#### *Value/unit: £1 spent with a local supplier is worth £1.76 to the local economy*

LM3 (Local Multiplier 3) is a methodology that can be used by companies, government, or community organisations to measure how their spending generates local economic impact and benefit to communities. The methodology has been developed by the New Economics Foundation.

## B. FINANCIAL

The following section will list all identified items which inform the financial value generated through the Twickenham Riverside development.

### *Business Rates*

*Calculator: Approximative Calculation*

*Project stage: operations*

We were able to approximate the Business Rates returns by checking the Rateable Values for nearby units of a similar size. The RV will be assessed close to project completion and the values can be double-checked and amended. There are units on the current site and therefore existing Business Rate payments which will be considered.

### *Council Tax*

*Calculator: Approximative Calculation*

*Project stage: operations*

Unlike Business Rates, it is difficult to estimate the Council Tax Band associated with each residential unit. This process will be undertaken very close to project completion. For the scope of the assessment, we used Band D as an average multiplier.

## C. HOUSING

The following section will list all the identified social value outcomes generated through the development of affordable housing.

*Able to pay for housing*  
*Calculator: HACT*  
*Project stage: operations*  
*Value/unit: £7,347*

The value linked to the ability to pay for housing -via affordable rent in this case- is triggered when the occupier is otherwise unable or finds it difficult to do so. As such, we have only included the affordable rent units which are to be let to social tenants in different queues (temporary accommodation queue, disability queue, rough sleeping, etc.).

In the absence of official allocation percentages, the split below is informed by conversations with Housing Services:

- 7 units allocated to under-occupying social tenants in order to release those larger homes (non-quantifiable)
- 5 units allocated to the temporary accommodation queue
- 5 units allocated to the rough sleeping queue

*Temporary accommodation to secure housing*  
*Calculator: HACT*  
*Project stage: operations*  
*Value/unit: £8,019*

See above.

*Rough sleeping to secure housing*  
*Calculator: HACT*  
*Project stage: operations*  
*Value/unit: £8,019*

See above.

# D. SOCIAL

The following section will list all the items covered by the assessment under the Social theme. The assessment approach and associated values will be highlighted, but full calculations can be found in Appendix 1: The Assessment. For those items which do not have an associated quantitative value, this section will expand on the qualitative value such an outcome can generate.

### *Benefits to local sports clubs*

*Qualitative + Consequence: Frequent moderate exercise; Hobbies*

*Calculator: HACT*

*Project stage: operations*

The investment in the boathouse and pontoon is able to create activity around the riverside which in turn can increase footfall, the interaction between people as well as contribute to a sense of place and community. On top of the above mentioned qualitative improvements, the investment triggers consequential quantitative outputs such as ‘Frequent moderate exercise’ and ‘Hobbies’.

Moreover, research by KPMG (2018) suggests that investment in sports and recreation facilities has a series of other benefits:

- Reduced risk of chronic disease, dementia and falls
- Improved mental health and well-being and volunteering benefits
- Improved education and employment outcomes
- Increased levels of trust
- Reduced anti-social behaviour
- Urban renewal
- Increased community pride and identity creation

Consequential outputs will be assessed separately to avoid double counting.

### *Access to public toilet*

*Qualitative*

*Project stage: operations*

Public toilets have a great social value but further work is required to quantify it. Yet, there are numerous governmental and third sector organisations that highlight their importance and the risks posed by the current scarce provision. The London Assembly states that publicly accessible toilets are integral to making London accessible, inclusive and economically viable. The National Organisation of Residents’ Association (NORA) points out the negative impact on residents where lack of good provision results in street fouling, an increasing problem because of extended licensing laws. Help the Aged and other groups stress the importance of public toilets to give older people the confidence to leave their homes and to avoid problems arising from isolation and dependency.

### *Increase in informal social space*

*Qualitative + Consequence: Feel belonging to neighbourhood; Talks to neighbours regularly; Good neighbourhood*

*Calculator: HACT*

*Project stage: operations*

The (qualitative) social value of public space is wide-ranging and lies in the contribution it makes to ‘people’s attachment to their locality and opportunities for mixing with others, and in people’s memory of places’ (Dines and Cattell et al., 2006). Places can provide opportunities for social interaction, social mixing and social inclusion, and can facilitate the development of community ties. People interviewed in Newham said that their regular visits to the street market provided a ‘feel-good’ factor due to the buzz of activity, though they also appreciated ‘places of retreat’, such as parks, a cemetery, or footpaths.

On top of the above mentioned qualitative value, the increase in informal social space (i.e. public realm, play space, increased accessibility to existing green spaces) can be associated with consequential outputs quantifiable in HACT such as ‘Feel belonging to neighbourhood’, ‘Talks to neighbours regularly’ and ‘Good neighbourhood’.

Consequential outputs will be assessed separately to avoid double counting.

### *Increased security (lighting)*

*Consequence: Not worried about crime*

*Calculator: HACT*

*Project stage: operations*

Some of the negative aspects of the site which have been identified for the Twickenham Riverside project were antisocial behaviour, dark areas at night and a lack of passive surveillance (mentioned by young people). The development of the site as a whole, but also an increase in lighting in the area will help address those concerns. As such, we included “Not worried about crime” as a consequential output of this investment.

Consequential outputs will be assessed separately to avoid double counting.

*Space for seasonal events (Accounts for loss of existing events space)  
Qualitative + Consequence: Feel belonging to neighbourhood; Talks to  
neighbours regularly; Good neighbourhood  
Calculator: HACT  
Project stage: operations*

Seasonal events have qualitative outputs similar to an increase in informal social space as they aid social interaction and a sense of community.

On top of that, any future market can support new businesses and traders by creating affordable spaces in a prime town-centre location. There is also a potential to generate economic value through customers' purchases, rental income for the market operator, and increase footfall to the Riverside. Depending on the offer, the market has the potential to target low-income communities, older people, migrants and black and minority ethnic groups

Consequential outputs will be assessed separately to avoid double counting.

It should be noted that Diamond Jubilee Gardens are currently undertaking some events throughout the year. While this space will be used by the development, the proposed space for seasonal events is larger and will also see an increase in the number of such activities.

*No litter problems  
Calculator: HACT  
Project stage: operation  
Value/unit: £3,555*

Some of the negative aspects of the site which have been identified for the Twickenham Riverside project were littering and fly-tipping. The increase in lighting, passive and active surveillance, and activity around the site is likely to address these concerns.

## E. ENVIRONMENTAL

The following section will list all the items covered by the assessment under the Environmental theme. The assessment approach and associated values will be highlighted, but full calculations can be found in Appendix 1: The Assessment. For those items which do not have an associated quantitative value, this section will expand on the qualitative value such an outcome can generate.

*Increased access to the river & increase in green space and public realm  
(Accounts for loss of existing green space)*

*Qualitative + Consequence: Feel belonging to neighbourhood; Talks to neighbours regularly; Good neighbourhood; Walking*

*Calculator: HACT*

*Project stage: operations*

There is increasing evidence that ‘nature’ in the urban environment is good for both physical and mental health. Natural views – of elements such as trees and lakes – promote a drop in blood pressure and are shown to reduce feelings of stress. Many people express this effect by saying that a park or green space is a good place to ‘get away from the stresses of life’.

Moreover, one suggested way to obtain both physical and mental health improvements is through ‘green exercise’ – taking part in physical activities ‘whilst at the same time being directly exposed to nature’. As such, a better access to the river and an increase in green space and public realm produces substantial public health benefits and has the potential of reducing healthcare costs. While these are not directly quantifiable, we can assume consequential improvements as listed above.

Consequential outputs will be assessed separately to avoid double counting.

It should be noted that while Diamond Jubilee Gardens are currently offering access to green space and public realm, this space is less inclusive due to the lack of level access from the south. Moreover, the overall quantum of green space and public realm will be increased through the development.

*Increased biodiversity (Accounts for loss of existing trees)*

*Qualitative + Consequence: Feel belonging to neighbourhood; Talks to neighbours regularly*

*Calculator: HACT*

*Project stage: operations*

Biodiversity may be reflected by, or associated with other benefits e.g. recreation, pollination, water quality and amenity. Moreover, it is associated with indirect social outcomes such as a feeling of calm and happiness, it has the ability to bring people together and it creates a sense of identity and belonging. These consequential outcomes have been included in the assessment.

Environmentally speaking, it can help to cleanse the air, clean water, and cool our cities. This can help reduce the risk of water shortages, flooding and overheating, and in doing so provide resilience to climate change – an ever more important topic in a warming world.

Consequential outputs will be assessed separately to avoid double counting.

It should be noted that despite a slight reduction in the number of trees on site, the development is likely to increase biodiversity through well considered landscaping and planting.

*Flood mitigation & Increased capacity for rain water management*

*Quantitative (no data): The Green Book*

*Project stage: operations*

The development of the Twickenham Riverside site is interlinked with a better flood mitigation system & an increased capacity for rain water management. This is achieved through carefully considered site levels, an increase in green space and public realm as well as other design considerations. This has the potential to ameliorate the negative impacts of any future flooding. The Green Book suggests that the value of flood mitigation equals the otherwise damage cost, if the site had no intervention.

*Resolution of problems with scruffy gardens/ landscaping & Resolution of problems with condition of road, pavements and street furniture*

*Quantitative (no data): The Green Book*

*Project stage: operations*

Some of the negative aspects of the site which have been identified for the Twickenham Riverside project were scruffy landscaping, issues with the road condition, pavement and a lack of street furniture. These concerns will be addressed through the development of Twickenham Riverside which will deliver a new and improved public realm and improved routes along and through the site.

# F. HEALTH & WELL-BEING

The following section will list all the items covered by the assessment under the Health & Well-being theme. The assessment approach and associated values will be highlighted, but full calculations can be found in Appendix 1: The Assessment. For those items which do not have an associated quantitative value, this section will expand on the qualitative value such an outcome can generate.

*Increased Cycle Parking*  
*Consequential: Keep Fit; Active Travel*  
*Calculator: HACT*  
*Project stage: operations*

An increase in cycle parking is a positive step towards more active forms of travel. Moreover, their location on the high street is positive - research from the Department of Transport ('The Value of Cycling') suggests that cyclists visit local shops more regularly, spending more than users of most other modes of transport.

Moreover, if cycling is successfully supported through the scheme, there are social benefits that would also arise such as improving accessibility, increasing employment access, contributing to vibrant communities and individual well-being.

Consequential outputs will be assessed separately to avoid double counting.

*Reduce car presence & improved air quality*  
*Consequential: Keep Fit; Active Travel*  
*Calculator: HACT*  
*Project stage: operations*

Residents on a lightly trafficked street had three times more friends and twice as many acquaintances as those on a street with heavy traffic. Residents on the heavily trafficked street almost never extended their perceived 'home territory' beyond their own front yard. While those on the lightly trafficked streets marked out the entire road as their home territory. Moreover, people living on the heavily trafficked streets tended to sell their homes more quickly and move on, further undermining any sense of a stable community.

Moreover, residential property values rise 1% if motor vehicle traffic is reduced by 50%.

*Accessible route to the gardens*  
*Consequential: Good neighbourhood, Feel belonging to neighbourhood, Talks to neighbours regularly, Walking*  
*Calculator: HACT*  
*Project stage: operations*

By making the route to the gardens accessible the project is able to increase the number of visitors and ultimately bring it closer to residents and passersby. This increased connection with nature has many benefits which is affecting people's satisfaction with their neighbourhood. It has also been found that green spaces can aid community cohesion and social interaction between neighbours - these have been included as consequential outputs.

# G. CONSEQUENTIAL OUTCOMES

The following section lists and groups all consequential outcomes and explains the their assessment approach.

In the context of an evidence-based assessment, the social value outputs are calculated on the basis of a survey. Due to the nature of this work, we were unable to carry out surveys to gather accurate data and as such we will be using approximate figures derived from the answers received at the community consultation events in January and February 2021. It is recommended that a Post Occupancy Evaluation is carried out after completion. This should include both residents' feedback and the wider community's in order to check these assumptions.

The calculation of outputs is based on the number of surveyed respondents who mention a certain assessment item as an improvement, as well as the degree of improvement, rated between 0.25 (partial) and 1 (full). This multiplier (number of respondents x level of improvement) is then applied to the corresponding value from the Social Value Bank.

## *Keep Fit, Walking, Frequent moderate exercise and Hobbies*

For Keep Fit, Walking, Frequent moderate exercise and Hobbies we will be using 211 people and a degree of improvement of 50% (multiplier 105.5). The 211 figure is derived from public consultation, which highlights an increase from 21% to 47% of people (211 out of 815) would be more likely to visit the Riverside and engage in light or moderate physical activities. (see question 13 of the Public Consultation Feedback, Appendix 2, Design & Access Statement)

## *Good Neighbourhood, Feel belonging to neighbourhood, Talks to neighbours regularly and Not worried about crime*

For Good Neighbourhood, Feel belonging to neighbourhood, Talks to neighbours regularly and Not worried about crime, we will be using 442 and a degree of improvement of 0.5 (multiplier 221). The 442 figure is derived from public consultation, which highlights that 56% of respondents (442 out of 819) are more likely to visit the Riverside for a variety of reasons such as an increase in green and open space, the pedestrianisation of the Riverside and their perception of the space as a community hub and central focus of the town centre.

# CONCLUSION & NEXT STEPS

## CONCLUSION

Twickenham Riverside represents an enormous opportunity to create a heart for the town and the community. As competing narratives and interests have thwarted efforts for nearly forty years, it is now time to think about the future more holistically.

The assessment has shown that there is a significant amount of social and additional value which can be generated through the development of the Twickenham Riverside project. From investment in the local economy and improved financial resilience for the Council, to the delivery of housing for those in need and a positive impact on everyday life through social, environmental, health and well-being improvements, the project has the potential to bring beneficial change to the area.

## NEXT STEPS

### A. PROCUREMENT

Many of the outcomes presented in this report and calculated in the assessment are based on the Twickenham Riverside development following a procurement process in line with the Council's Social Value policy. While some of the outcomes might differ, the indicative numbers used in the assessment are based on a similarly valued project and as such could be used as a comparative benchmark.

### B. POST OCCUPANCY EVALUATION

Due to the scope of this work, the assessment is based on expected outcomes and as such is indicative only. For an evidence based assessment it is recommended that a similar study is done at a post-occupancy stage. An evidence-based social value assessment will incorporate surveys and local engagement to determine the level of impact of different outcomes. For example, we assumed that better street lighting and commercial presence will increase the sense of safety. At a later stage, a survey should ask local residents and visitors if the area feels safer and to what extent. This will in turn give the correct multiplier associated to each item.

### C. ADDITIONAL SOCIAL VALUE

Additional social value could be generated at the operational stage of the project through a mixed curation of the commercial units and the cafe & pub/restaurant operators. For example, the marketing strategy of the units could target start up businesses or social enterprises that could afford commercial rates. If the asking rent is flexible and as such some units could be let at an affordable rate, this could open the market to VCS organisations. Another model is that of a portfolio approach where some of the units are let to higher paying tenants while others are aimed at businesses or organisations with a high social and local giveback.

# **APPENDIX: SOCIAL & ADDITIONAL VALUE ASSESSMENT**

