

Haven Banks Retail Park Regeneration

Statement of Community Engagement



July 2022

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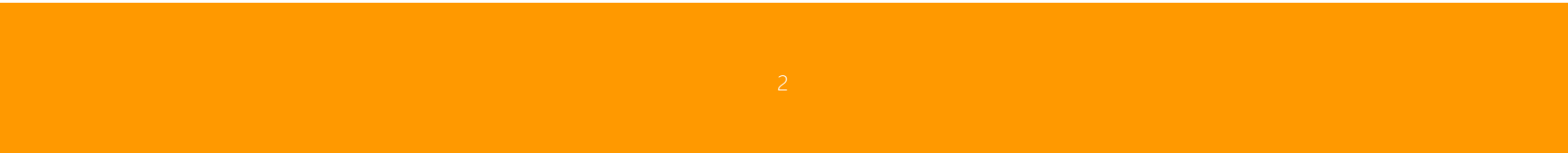
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Applicant

This planning application is being brought forward by Coplan Estates and Welbeck CP, henceforth referred to as the applicants.



1. Executive Summary

- 1.1. In policy terms, public consultation and community engagement have become increasingly important in the planning and development process, recognising the valuable contribution local people can make in helping to create more integrated and sustainable communities.
- 1.2. In practical terms, we know from experience that good consultation leads to better proposals and more successful development.
- 1.3. As part of progressing with the proposals for the regeneration of Haven Banks retail park a public consultation was held, centred around a dedicated website (<https://www.havenbanksregeneration.com/>) and supported by two in-person public events, as well as meetings with key stakeholders such as ward councillors and local community / business groups.
- 1.4. The consultation was promoted through a range of channels and there were various mechanisms for interested individuals to ask questions, highlight issues and provide their feedback on the plans.
- 1.5. The in-person events were attended by approximately 205 people across the two days, including members of the local community, councillors, local businesses and community groups. During the consultation period there were approximately 1,400 individual visitors to the website.
- 1.6. Overall, 114 separate individuals provided formal feedback. The feedback included positive comments as well as concerns. The key themes and feedback raised from the consultation were:
 - The **need for the site to be redeveloped** is largely recognised and welcomed by the local community.
 - Many acknowledge the **need for more housing** in Exeter and agree that the development of brownfield site should be prioritised.
 - The limited **car parking** being proposed was a common issue raised, with residents concerned about the impact on parking on nearby residential streets.
 - **Density and height** of the buildings was also a common point raised, with some residents concerned that the development would reduce privacy and sunlight on surrounding properties, as well as impact on views.
 - The impact of the development on **traffic** is another key concern, with some respondents questioning whether the plans for a low-car development will be successful.
- 1.7. The applicants have taken on board and considered all feedback raised as part of finalising this planning application and, where possible, made changes to the scheme to respond to that feedback.
- 1.8. A number of design changes were made following the consultation and in response to feedback, including:
 - **Reorganisation of a number of window positions** to ensure that there will be no loss of privacy to neighbouring properties. **A number of roof terraces have been omitted** or where retained, **screening** has been added to ensure no overlooking into neighbouring windows or gardens.

- The **design of block A** (the block on Haven Road facing the quayside) has been reduced in scale, stepped and set back on the second, third and fourth storeys.
 - In block A, a **new gable feature** has been incorporated within the design to reflect the **character** of the canal basin and the more historic architecture of adjacent buildings.
 - The number of **car club spaces proposed has increased** from four to eight spaces.
- 1.9. This consultation has been compliant – it follows guidance in Exeter City Council’s draft [Statement of Community Involvement](#) and the specific activities carried out were agreed up front with the case officer, Howard Smith, by producing and sharing an ‘Approach to Consultation’ methodology.
- 1.10. We are grateful for the contributions made to the consultation, which have helped us finalise our proposals for this planning application.
- 1.11. The applicants will continue to keep local residents, businesses and elected representatives updated during determination of the planning application and, subject to approval, during the construction phase.
- 1.12. **We consider that our consultation has been engaging, meaningful and effective.**

2. Introduction

- 2.1. This Statement of Community Engagement (SCE) supports a planning application by Coplan Estates and its joint venture partner Welbeck CP for the regeneration of Haven Banks Retail Park.
- 2.2. The SCE sets out the approach to, and outcomes of, the applicants' pre-application consultation and engagement with the local community on its plans.
- 2.3. This voluntary activity was separate from, and in addition to, the pre-application dialogue entered into by the applicants with Exeter City Council, the Design Review Panel and other statutory and non-statutory consultees – details of which can be found in the various documents submitted with the planning application.

The site

- 2.4. The site lies between Water Lane to the west and Haven Road to the east. The River Exe is about 130m to the north and east of the site. The basin of the Exeter Ship Canal lies to the east of Haven Road between the site and the River Exe.
- 2.5. Haven Banks retail park is a predominantly redundant retail park with previous occupiers Matalan and The Range having closed their stores and relocated to other premises in the city. Tenpin is still operational on the site, however the applicants are working with Tenpin to identify an alternative site in Exeter.

The planning application

- 2.6. The applicants are submitting a planning application comprising:
 - Demolition of existing buildings on site
 - Development of four separate buildings accommodating 434 build-to-rent and co-living residential homes
 - Provision of commercial uses at ground floor
 - Provision of hard and soft landscaping, creating public squares and circulation
 - Provision of resident gardens and roof terraces
 - Creation of a new parking court
 - New planting and trees along the of frontages onto Haven Road and Water Lane

3. Methodology and approach

- 3.1. The applicants recognise the importance and value of involving local communities in the planning and development process and are committed to consulting communities in a way that is relevant to the location, nature and scale of their proposals.
- 3.2. Their approach to pre-application consultation and community engagement for Haven Banks Regeneration was informed by guidance at both a national and local level. This guidance encourages proactive communication between applicants, local planning authorities and local communities to help facilitate better planning decisions and outcomes.

"Early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties." (paragraph 39)

Revised National Planning Policy Framework (NPPF) July 2021

"Local planning authorities should...encourage any applicants who are not already required to do so by law, to engage with the local community and, where relevant, with statutory and non-statutory consultees, before submitting their applications." (paragraph 40)

Revised NPPF July 2021

"We encourage pre-application discussions for all application types to confirm whether the principle of development is acceptable and to clarify what supporting information and level of detail is required for us to make a decision on a subsequent application ... Developers and applicants are encouraged to engage as appropriate with the broader community, neighbours... as early as possible in developing their proposals. For example, a developer might hold a public meeting or exhibition to seek local people's views before applying." (page 10)

**Exeter City Council Statement of Community Involvement –
Draft for consultation September 2021**

Approach

- 3.3. The applicants had regard to this guidance and advice when formulating an appropriate strategy for pre-application consultation and engagement on its plans for Haven Banks retail park. They also consulted officers at Exeter City Council on their proposed approach before committing to the consultation and engagement activity. A copy of the agreed 'Approach to Consultation' can be found in **Appendix 1**.
- 3.4. The overall consultation strategy was designed to:
 - **Ensure awareness and understanding of the forthcoming application** – so that the community and stakeholders know about the proposals and how they can get involved (ie 'no surprises' when the planning application is made).

- **Enable stakeholders and the community to provide comments/feedback on the proposals** so that these can be considered and addressed prior to submission of the application.
 - **Ensure that the application is of the highest quality when submitted and benefits from the feedback and points raised** through this proposed approach to consultation.
- 3.5. To achieve these objectives, the applicants were committed to maximising awareness by promoting the consultation through a range of channels and encouraging participation by making it accessible on a range of platforms.
- 3.6. A **14-day formal consultation period (12 - 26 May)** was held. Notifications were first received on 6 May and the website and feedback function went live on 6 May, so effectively it was a 21-day consultation period.
- 3.7. After the consultation closed, the feedback function was switched off, but all other aspects of the website remained live, with the consultation telephone line, email address and postal address all open for the public to contact the project team.

4. How we consulted

4.1. Throughout the consultation period, the applicants sought to build awareness of the proposals for Haven Banks retail park and opportunities to provide feedback as part of the consultation. The plans and public consultation have been publicised through:

- A dedicated **project website** (<https://www.havenbanksregeneration.com/>) – hosting information, plans, and documents about the proposals together with a feedback form.
- **Direct mailing** via Royal Mail of an introduction to the proposals **leaflet** to neighbouring addresses in a defined distribution zone including approximately 1,500 addresses.
- **Direct contact with political stakeholders** at Exeter City Council including the leader and deputy leader of the Council, site ward councillors, the Portfolio holder for City Development, the Portfolio holder for Council Housing Development and Services, as well as the local MP (Ben Bradshaw). Meetings were held with the ward councillors before and after the consultation to discuss our draft proposals and the progress following the consultation.
- **Direct contact with local groups**, including Exeter Civic Society, Friends of Exeter Ship Canal, Exeter Canal and Quay Trust, and Heart of the South West LEP.
- Issuing a **press release** to local media outlets – notifying local media and providing information so as to support editorial coverage of the proposals and pre-application consultation.
- **Advertising the consultation** via two adverts in local press *Express & Echo*.
- **Telephone information line** – for enquiries and access to the consultation team (staffed Monday-Friday, 9am-6pm).
- **Project email address** – for providing feedback as well as asking any questions or contacting the consultation team for other business.
- **Freepost postal address** (c/o Camargue) – for anyone wanting to write and not wishing to use email or the website in order to provide their comments/ feedback.

Identification of the consultation zone

- 4.2. For any development proposal, a critical audience is your immediate site neighbours. The applicants created a consultation zone extending out from the site to include **1,492 homes and business addresses** (the consultation zone is available in **Appendix 2**).
- 4.3. Consultation activity was structured to engage with people within this primary consultation zone, and the wider Exeter area, to raise awareness and stimulate dialogue through the communications channels outlined above.

Contact with political and key stakeholders

- 4.4. A range of channels were used to raise awareness of the consultation and invite key political and local stakeholders to participate.
- 4.5. Initial contact was made with political stakeholders and key community / business groups on 13 April 2022. This introduced our proposals and intention to consult, providing prior notice that we would be doing that in May. An example of this initial contact is in **Appendix 3**.
- 4.6. Once consultation dates had been confirmed, the applicants shared these details with key stakeholders and offered briefings. An example of this notification to local stakeholders can be found in **Appendix 4**.

4.7. The political stakeholders contacted included:

- **Cllr Diana Moore, Cllr Amy Sparling, Cllr Luke Sills** – Site ward councillors (St David's) at time of initial contact
- **Cllr Philip Bialyk** – Leader of Exeter City Council
- **Cllr Laura Wright** - Deputy Leader of the Council and Portfolio Holder for Council Housing Development and Services
- **Cllr Emma Morse** – Portfolio Holder for City Development
- **Ben Bradshaw** – MP for Exeter

4.8. Following the local elections on 5 May 2022, the new ward councillor for St David's, **Cllr Tess Read**, was updated and provided an overview of the plans by her fellow ward councillors as she could not attend the ward councillor briefing.

4.9. A meeting (over Zoom) was subsequently held with two of the site ward councillors, Cllr Sparling and Cllr Moore, on 9 May 2022. Cllr Tess Read and the Devon County Councillor for St David's and Haven Banks, **Cllr Carol Whitton**, were also invited but were unable to attend. The meeting saw the applicants provide an overview of the proposals and answer questions from the councillors.

4.10. Relevant local community groups were also notified, including Exeter Civic Society, Friends of Exeter Ship Canal, Exeter Canal and Quay Trust, and Heart of the South West LEP.

4.11. In addition to the ward councillors, the applicants also arranged a meeting (over Zoom) with the Friends of Exeter Ship Canal and Exeter Civic Society on 6 May 2022. An overview of the scheme was presented, and the applicants provided an opportunity to address any concerns or questions raised by the community groups on various points such as access, parking, the type of housing and sustainability plans.

Dedicated consultation contact details

4.12. A project telephone phoneline (020 7323 3544), email address (consultation@havenbanksregeneration.com) and freepost address (Freepost RTBU-HAYY-LCUX 7 Bayley Street, London WC1B 3HB) were put in place from the outset of consultation. Details of these contact methods were included on all materials and project correspondence, so individuals and organisations could contact the team directly with any requests for information or questions relating to the proposals.

4.13. The project phoneline, email and postal address will remain in place up to submission to enable local residents to contact the consultation team. The project inbox and phoneline are staffed 9am to 6pm, Monday to Friday, with all incoming enquiries dealt with promptly. Details of the original correspondence, the individual making the enquiry and the response provided are set down and recorded in a contact log.

Consultation leaflet

4.14. A consultation leaflet, in the form of an **A4 2-sided colour leaflet**, was issued to the local community. The leaflet included an overview of the proposals, an illustrative masterplan for the site, details on how people could find out more (i.e. the project website), contact details for the

team and how people could take part and submit feedback. A copy of the consultation leaflet can be found in **Appendix 5**.

4.15. Consultation leaflets were sent to 1,492 homes and businesses within the identified consultation zone (see **Appendix 2**), having been dispatched via Royal Mail on 28 April to arrive ahead of the consultation starting on 12 May.

4.16. Calls and emails from local residents from 6 May confirmed that the leaflets had arrived as planned.

Local press advertising

4.17. A press advert was placed in local media title, *Express & Echo*, to raise awareness of the consultation beyond the local area and to the wider Exeter population. The advert appeared in two weekly editions published on 5 and 12 May. A copy of the press advert is in **Appendix 6**.

Media relations

4.18. Following the local elections, on 6 May a press release announcing the indicative plans and details for the consultation was issued to local media titles, including *Devon Live*, *Express & Echo* and *The Daily UK*. A copy of the press release can be found in **Appendix 7**.

4.19. Four separate articles of the story were published in *Devon Live* between 5 and 16 May (see **Appendix 8**). The news was also picked up on local social media groups, including the Facebook group 'St Thomas Community, Exeter'.

Consultation website

4.20. The consultation was centred around a dedicated project website – <https://www.havenbanksregeneration.com/> – which was launched on Friday 6 May 2022 and invited feedback between Thursday 12 and Thursday 26 May. The website presented key information about the emerging proposals and provided options to give feedback. A screenshot of all pages from consultation website can be found at **Appendix 9**.

4.21. People could provide feedback using a Feedback Form, with seven questions across separate themes (site layout and proposed access; homes; public and commercial space; landscaping, sustainability and biodiversity; community benefits and investment; marking local culture/history; and other).

4.22. The website also provided details of all the different methods people could use to contact the project team – including the project email, telephone and postal address – with any requests for information or questions they might have relating to the proposals.

4.23. Across the 21 days that the consultation was effectively open (6 – 26 May), the website was accessed by 1,400 unique visitors which demonstrates our methods to raise awareness of the consultation and project website were successful. Google Analytics are available in **Appendix 10**.

Public consultation events

- 4.24. The consultation also involved two in-person drop-in events – giving the local community the opportunity to meet representatives of Coplan Estates and Welbeck CP, and their consultant team including the architects, planners and communications team.
- 4.25. The information presented at the events included display panels with details on the proposals, various to-scale plans (including floor plans, highways, landscaping), a computer generated fly-through video and CGIs of the proposed regeneration. A copy of the display panels presented at the events can be found at **Appendix 11**.
- 4.26. A hard copy feedback form (replicating the online version) was available at the events to capture feedback from attendees. A copy of the feedback form can be found at **Appendix 12**.
- 4.27. The events were held at Haven Banks Outdoor Education Centre, Haven Road, EX2 8DP – an accessible location very close to the site. One was held on a Friday pm/early evening and the other on a Saturday to fit in with different work patterns and other commitments. The consultation events were held on:
- Friday 13 May 2022; 12pm-5pm
 - Saturday 14 May 2022; 10am-3pm
- 4.28. The public events were very well attended and received, with a total of approximately **205 people attending** across both days. Attendees included members of the local community, two of the Exeter City Council ward councillors, the Devon County Council ward councillor and various representatives from local organisations such as from local cycling groups, Exeter Civic Society and the Friends of Exeter Ship Canal.

Post consultation engagement

- 4.29. Following the consultation, we continued to receive queries from the local community and stakeholders, which were responded to and dealt with promptly.
- 4.30. A further meeting was also held with Exeter City Council ward councillor Cllr Sparling on 6 July 2022, where the applicants provided an update on progress with the proposals following consultation and the scheme changes that had been made and provided an opportunity to answer any questions. Cllr Tess Read was also invited but unable to join.

5. Feedback

- 5.1. In total, **114 respondents** provided feedback on the consultation.
- 5.2. The majority of feedback was provided using the online feedback form, but responses were also received via Freepost and submissions to the project email.
- 5.3. All feedback provided has been reviewed and considered as part of the consultation. Responses to the most common themes and sub-themes that arose from feedback and engagement with stakeholders and the public can be found in **Table 1** below.

Table 1: Summary of main themes and sub-themes arising in consultation and our response

Themes and common sub-themes	Response
1. Parking	
<ul style="list-style-type: none"> a) Concern that the number of parking spaces proposed will not discourage car use b) Given that some neighbouring roads do not require parking permits, there are concerns that new residents will use the free parking, increasing congestion c) Worry that visitors to the development will also park on neighbouring residential roads; calls for introduction of dedicated parking spaces for visitors d) Concern that the reduction in parking for the quayside and Haven Banks retail park will reduce parking for existing local businesses and visitors to the area, including for events which take place in the local area e) Concerns that other nearby public car parks are not accessible to the quayside for disabled or elderly people, nor for those carrying canoes/kayaks f) Questions raised regarding where customers will park to make use of the new proposed retail units on site g) Calls for more cycle parking h) Calls for additional car club spaces i) Suggestions for provision of underground parking j) Positive comments about number of parking spaces and encouraging low car usage k) Some recognition that the site is in a central location and sustainable travel would be feasible for those working in the city 	<ul style="list-style-type: none"> a) With limited parking available within the proposed development and on-street parking restrictions implemented as part of the surrounding Controlled Parking Zone (CPZ), there is little attraction for car owners to choose to live in the future development. The limitations of parking availability in the vicinity of the site would prevent any such parking activity, whether or not demand exists. The central location of the site and the great access to cycle routes and public transport means cars are required less. Our proposals for parking are in line with the City and County Council's Liveable Exeter vision. b) The site is located within CPZ 'M' which contains very few unrestricted parking opportunities. On-street parking is generally permitted to resident permit holders only. We are aware of some pockets of the area that do not require permits and we are engaging with the relevant highway authorities regarding this as well as enforcement of existing parking restrictions in the area. Future residents would be excluded from applying for permits. Levels of local traffic are not determined by the location of parking spaces, but the quantity. The removal of the existing car park and commercial uses will significantly reduce congestion (by approximately 1,183 fewer trips per day compared to when the retail park was fully operational) and a 'car-lite' proposal would further alleviate local traffic conditions. This decrease in daily trips represents an approximate 70% reduction in traffic levels compared to those generated by the retail park. Car-lite developments aim to provide the minimal required parking levels to safely meet the operational needs of the site and its occupants, including parking spaces for disabled motorists, commercial staff and car club operators, for example. c) There are no viable opportunities for unrestricted visitor parking within the CPZ. Visitors will be required to use the nearby pay and display parking spaces provided. We are engaging with the relevant highway authorities regarding enforcement of existing parking restrictions in the area.

	<p>d) The existing car park was provided to serve the commercial units within the retail park. Other local businesses are provided with their own private parking facilities or would continue to make use of the retained pay and display car parks within Haven Banks, which are currently underutilised throughout the day as shown through our Transport Assessment which has been conducted as part of this planning application.</p> <p>e) There is disabled parking around the quayside. For visitors to the water sports centre, the Haven Banks car park could be used – this would increase the walking distance by approximately 65m (less than one minute on foot).</p> <p>f) The proposed size of the new commercial units will be more suited to smaller operators (eg cafés / deli bars) to cater for the local community. These types of land use do not often attract primary visitor trips and customers instead visit as part of a pre-determined trip to other nearby attractions.</p> <p>g) The site would provide in excess of 485 cycle parking spaces, equating to over one space per dwelling. Given that 74% of the new homes would be one-bedroom units, this proportion is considered appropriate and is above local policy recommendations. Additional visitor spaces and cycle hire facilities would also be incorporated within the scheme.</p> <p>h) Following the consultation and in direct response to calls for more car club spaces, we are increasing the car club spaces from four to eight spaces and discussions with local car club operators are ongoing.</p> <p>i) The provision of underground parking would drastically increase long-term traffic levels generated by the development and is not sustainable given the site's central location. This is not in line with our vision for the development and the Council's sustainability objectives. Additionally, constructing a basement car park would be a much longer process and would require an intensive number of large construction vehicles to operate in the area for an extended period of time, therefore impacting the local community.</p> <p>j) Thank you for your comments. The development team has carefully planned for the site to represent a sustainable living opportunity for both the local and wider communities and to align with the Council's Liveable Exeter vision.</p> <p>k) Thank you for your comments. The central location of the site and the access to cycle routes and public transport means cars are required less. Minimal</p>
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	parking spaces would encourage use of public transport and reduce car usage in the wider Haven Banks area, to the benefit of the existing and future residents.
2. Traffic	
<ul style="list-style-type: none"> a) Worry that new residents will increase local traffic, especially on Alphington Road b) Concern that the retail units will attract a large number of HGVs to the site c) Comments that Haven Road is dangerous for pedestrians and cyclists, with no speed signs, few safe crossings and a number of potholes, which additional vehicles would worsen d) Anxious that 440 homes will create a high number of deliveries and various vans frequenting the site, especially with no nearby super-stores e) Views that without improving current public transport in the area, residents will be forced to rely on car use; calls for the development to contribute towards additional and improved bus services, as well as Exeter's cycle network f) General support for a low-car development but questions surrounding feasibility g) Views that Exeter City Council's strategy to reduce car usage is overambitious and unrealistic, particularly given the rural nature of Devon h) Suggestion to financially contribute to a new vehicular access to the City Industrial Estate for businesses and residents from Water Lane to enable the space between the Climbing Centre and Piazza Terracina to be fully pedestrianised i) Suggestions to create additional access routes, for example through Tan Lane, to reduce pressure on Alphington Road 	<ul style="list-style-type: none"> a) As car ownership will be restricted to minimal levels due to the limitations of on-site parking and the nature of the local CPZ restrictions, traffic levels will naturally reduce following the removal of the retail car park. We have conducted transport studies which show traffic in the local area will reduce by around 70% following the redevelopment when compared to the fully operational retail park which operates as a car-dominant facility. b) The proposed size of the new commercial units will be more suited to smaller operators (eg cafés / deli bars), requiring a couple of daily deliveries (eg fresh food and drinks) which would be undertaken using smaller vans, not HGVs. Dedicated loading bays and off-street servicing facilities would accommodate any such deliveries in a safe and discreet manner. c) Other than emergency vehicles, no vehicles will pass through the site, which will provide an attractive pedestrianised route between Water Lane and the riverfront, which includes a raised pedestrian crossing area on Haven Road, between the site and the Piazza. This will improve pedestrian dominance along this part of Haven Road, coupled with the reduced number of vehicle movements as covered above, to create a safer area for those on foot or bicycles. d) The proposed development for 434 homes is predicted to result in an increase of 21 daily deliveries. However, these will all be carried out by transit vans and box vans, as opposed to large lorries previously used by the retail park. Dedicated loading bays and servicing areas will be provided to discreetly accommodate all delivery activity, improving arrangements compared to the former retail park. e) The new homes are primarily designed to target young professional workers who are employed in the city, with easy access to local employment areas either on foot or by bike. There are frequent rail connections available from Exeter's train stations which would cater for trips further afield. The bus services available are of a good standard and can accommodate additional

	<p>passengers. As part of the Section 106 agreement and the Community Infrastructure Levy (CIL), we will be contributing towards infrastructure improvements, which could include public transport improvements, other pedestrian and cycle measures and community facilities. The development team is in talks with local cycle hire providers to implement a bike hub within the site which will directly link to the existing cycleway along the waterfront.</p> <p>f) Many measures are in place to support the feasibility of low car ownership, including the site's strategic location, the accommodation types, proximity to public transport, access via the local cycle and pedestrian networks, on-site car club provision and cycle hire / e-scooter hubs.</p> <p>g) We appreciate your feedback which we will share with the Council.</p> <p>h) This proposal would require separate agreement by both the private land owners within the estate and Exeter City Council who maintain the public highway. Thank you for the proposal, which we will share with the Council in discussions as part of this application.</p> <p>i) As the development would significantly reduce traffic levels generated by the site, it is not considered that there is a need to provide additional vehicle routes to the site.</p>
3. Site layout	
<p>a) Height of buildings has created privacy concerns for residents on neighbouring roads, especially in relation to roof-top terraces</p> <p>b) Concerns that the proposed height will block or reduce sun light into nearby gardens, particularly in winter</p> <p>c) Fears that views will be negatively impacted due to the height of the buildings</p> <p>d) Positive reception to the pedestrianisation of the site; positive feedback to there being no vehicle route through the site or access from Haven Road</p> <p>e) Concerns around the proximity of the development to neighbouring houses, including the distance between commercial and retail space to Diamond Road, the closeness of the parking to Chandlers Walk residents, and the refuse bins for Block D being next to Stream Court gardens</p>	<p>a) In response to this feedback raised at consultation, we have redesigned a number of the buildings to reorganise window positions to ensure that there will be no loss of privacy to neighbouring properties. A number of roof terraces have been omitted or where retained, screening has been added to ensure no overlooking into neighbouring windows or gardens. Sectional drawings submitted with the application help emphasise this.</p> <p>b) Since the initial plans were drawn up and following the consultation, the proposed scheme has evolved with due consideration to daylight/sunlight impact. The massing and orientation of buildings has been designed to minimise impact on neighbouring property and the application is supported by a full daylight/sunlight assessment. Where there are taller built elements, these are located away from the site boundary where they will not impact on neighbouring amenity.</p>

<p>f) Contrasting opinion on the design of the buildings and views that the design is not in keeping with surrounding architecture</p> <p>g) Concerns surrounding flood risk and suggestions to replace ground-floor homes with storage space</p> <p>h) Concerns regarding the emergency pedestrian access from the development onto Diamond Road</p> <p>i) Suggestion to build a brick wall between the development to replace the current fencing and both Diamond Road and Stream Court to act as a buffer and replace current fencing</p>	<p>c) Impact on views has been considered throughout the process, with key viewpoints identified and agreed with the council from an early stage. The form and design of the proposal will ultimately enhance views, removing an unattractive building and infilling an unwelcoming gap site and whilst there is a minimal increase in height in some areas, these are not significantly above the prevailing height of neighbouring buildings.</p> <p>d) Thank you for your comments. Our proposals are designed to encourage sustainable forms of transport, prioritising pedestrian and cycle routes, use of public transport and low car usage.</p> <p>e) The development has been designed in accordance with planning guidance regarding distance of new buildings from existing properties. The commercial uses at Buildings A and D will face onto the area of public square, away from the rear of properties on Diamond Road. Measures will be incorporated to ensure these have no impact on neighbouring properties, but it is also noted that this is an area suitable and promoted for commercial activity, connecting to the commercial uses a short distance to the north around Piazza Terracina. In terms of the parking area behind Chandlers Walk, that area is currently used by HGVs (among other vehicles) to service the retail units. We are proposing to provide minimal car parking in this part of the site which will mean there will be fewer vehicle movements than the operational retail park. We are also proposing to use landscaping along the site edge to provide a buffer between Chandlers Walk and the parking area, which has been warmly received by Chandlers Walk residents. The proposed building closest to Chandlers Walk (building C) is also stepped further away when compared with the existing building on site. Regarding refuse bins, these are internal and the refuse collection point is proposed to be to the east of the site on Haven Road, so it is a significant distance away to have any impact on Stream Court. Further information on this can be found in the Design and Access Statement.</p> <p>f) Following the consultation we have amended the design of block A (the block on Haven Road facing the quayside) with a reduction in scale and a new gable feature, which reflects the more historic development form found in the</p>
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	<p>vicinity of the site and better reflects the character of the wider area and canal basin. This can be viewed in the Design and Access Statement.</p> <p>g) The ground floor will be set one metre above the existing site so that all homes are above the worst-case flood level. Various measures have been built into the design to mitigate flood risk and we have been engaging with the Environment Agency to inform our flood strategy. Further information can be found in the Flood Risk Assessment submitted with this application. The scheme proposes an active, vibrant new neighbourhood with active frontage at ground floor level. A storage type use at ground level would be contrary to this key aim and create an unattractive and unwelcoming pedestrian environment.</p> <p>h) This is an emergency pedestrian access to be used in the unlikely case of a flood. It is included to ensure there is safe passage and to adhere to health and safety regulations. It cannot be accessed by vehicles and will not be open or accessible to pedestrians unless in case of an emergency.</p> <p>i) We appreciate the suggestion to build a wall to replace the fencing between the site and Diamond Road / Stream Court. We are exploring whether this is feasible.</p>
4. Homes	
<p>a) Calls to reduce the number of homes and increase size of apartments; opinion that the co-living apartments are too small; concern about the high density of homes proposed and an imbalance between living space and social space for residents</p> <p>b) Concerns that co-living and build-to-rent homes will lead to a lack of community due to their high-turnover nature</p> <p>c) Fear that these types of leases will attract anti-social behaviour due to this lack of community and their similarity to student accommodation</p> <p>d) Suggestions to diversify the types of properties to accommodate a wider range of tenants</p> <p>e) Fears that this type of development does not reflect the sort of housing which Exeter needs e.g. affordable housing for families and retirement apartments</p>	<p>a) The central location of the site and the tenures of homes proposed are suited to smaller apartments. Build-to-rent provides residents with a more affordable place to live with a distinct and desirable sense of community and modern facilities geared around community living. Co-living is a modern form of housing where each resident has their own private bedroom, bathroom and kitchen, with communal areas focused around an integrated hub with shared space including flexible work and lounge space. The units proposed are typical sizes for build-to-rent and co-living properties and align with the demand for those particular tenures. There are large communal spaces for residents to socialise and relax with their neighbours and friends, again provided in accordance with market testing and experience from other similar developments to create the optimum mix of private and communal space. Further information on the size of residential and communal areas can be found on the floor plans.</p>

<p>f) Views that there is a lack of need for co-living and built-to-rent and that some properties should be available for sale as opposed to rent</p> <p>g) Positive comments about building housing on brownfield land</p> <p>h) Concern that the positioning of the kitchen by the entrance door in the co-living apartments could obstruct emergency escape routes due to fire hazards</p>	<p>b) The Council is keen to encourage graduates to stay in Exeter following their studies. Build-to-rent and co-living properties are an attractive and affordable housing option for young people and will help the city retain post-graduate talent. The mix of uses at the development will contribute to the community and encourage residents and the wider community to spend time at the development. As the residents in the co-living properties will share communal space, they can create a strong sense of community as neighbours will likely spend more time together. As such, the proposed development facilitates a much greater sense of community when compared to a typical residential development.</p> <p>c) The homes are not student accommodation and more targeted at young professionals. The development is also 'secure by design' which will discourage anti-social behaviour and help to keep the local community safe and protected. The high-quality design of the scheme and increased residential population will foster a greater sense of community and help increase safety and security in the area.</p> <p>d) The build-to-rent homes range from one bedroom to three bedrooms, meaning they would be appropriate for single people, couples and families. Whilst aimed predominantly towards younger generations, the co-living element is suitable for all age ranges and needs.</p> <p>e) We are exploring the possibility of providing build-to-rent homes through a discounted market rent scheme as part of the affordable housing element. There is a very low level of purpose-built rental properties available in Exeter, while there is a high number of properties for private sale. Our housing offer is unique for Exeter. Adding co-living and build-to-rent properties to the market will open up more houses, which are currently being used as house shares, for families to occupy and reduce pressure on the housing market.</p> <p>f) Our proposals are in line with local housing need studies. The most recent Strategic Housing Market Assessment (2015) indicates that there is a significant need for single-person accommodation within Exeter. The assessment shows that those aged 16-34 represent the largest age group within the private rented sector (57.7%); that the largest group living in private rental accommodation was single adults (28.7%); and that the majority of</p>
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	<p>households in private rent are single-person households (33%). Co-living accommodation would therefore meet a clear and demonstrable need for high quality, single-person homes. The residential nature of the surrounding area takes the form predominantly of family housing and semi-detached and terraced properties. It is considered that the majority of these will be in private ownership. As such, flatted and rental accommodation is under-represented within the wider residential area. The proposed co-living and build-to-rent units will add diversity to the housing stock, providing an alternative product to achieve mixed and balanced communities. This fully accords with the Council's housing requirements, which seek housing to meet the needs of all members of the community.</p> <p>g) Thank you for your comments. We recognise the need to prioritise use of redundant brownfield land to meet housing demand in Exeter and across the UK.</p> <p>h) The apartments have been designed to be compliant with health and safety and fire regulations and we have commissioned health and safety and fire experts to advise on our proposals. The development will adhere to all relevant standards.</p>
5. Public and commercial spaces	
<p>a) Concerns that adding more retail space will jeopardise current shops, cafés and restaurants on the quay (references to empty units and the struggle that the retail/hospitality industry is currently facing)</p> <p>b) Calls to replace proposed shops with GPs, dentists and vets</p> <p>c) Many people expressed excitement about the retail potential and the opportunity for independent businesses</p> <p>d) Concern that proposed public spaces will be shadowed due to the height of the buildings</p> <p>e) Suggest providing additional pedestrian access to link more directly with the river, nearby park and quayside</p> <p>f) Views that there is no need for additional gyms</p> <p>g) Suggestions that select retail units should be reserved for canal or maritime based activities</p>	<p>a) Our proposals will help existing businesses in the area. Regenerating the site and adding to the variety of retail and commercial facilities in the area would help to encourage more people to visit the quayside and Haven Banks, in turn bringing more economic activity and supporting existing local businesses. The development will also provide a significant new population to the area, improving the viability of existing commercial enterprises.</p> <p>b) The retail/commercial spaces will be within Class E planning use, so GPs, dentists and vets would be able to take space in these units. We are open to hearing from these types of businesses/uses.</p> <p>c) Thank you for your comments.</p> <p>d) Shadowing from buildings is related to the time of day and position of the sun, rather than the height of buildings. Daylight / sunlight studies have been undertaken and the buildings have been designed to maximise daylight and sunlight on the development.</p>

<p>h) Calls for more public outdoor facilities including play space, children's facilities, sports courts and allotments; suggestion to make a contribution towards off-site provision</p>	<p>e) The vast majority of the open spaces on the site are pedestrianised. We are creating a new pedestrian link from Water Lane to Haven Road and our designs ensure there is a strong pedestrian link from the development to Piazza Terracina and the quayside.</p> <p>f) The gym would be private and residents-only.</p> <p>g) The specific occupiers/uses of the retail units are subject to demand. We are open to hearing from viable businesses, including those operating on the canal if they wish to occupy space at the development.</p> <p>h) We are proposing to provide playable spaces in the central link through the site and we will be making financial contributions through the Community Infrastructure Levy (CIL) which will be used for other community facilities / infrastructure off-site.</p>
<p>6. Landscaping, sustainability and biodiversity</p>	
<p>a) Concerns around the removal of mature trees with Tree Protection Orders and scepticism about these trees being diseased</p> <p>b) View that there is a lack of greenery proposed, especially near Haven Road facing the quayside; calls for less paving and a 'more organic' feel to the landscape; suggestion that there are not enough landscaped gardens to cater for 440 homes, especially families with children</p> <p>c) Concern regarding the disruption to wildlife on the quayside, including noctule bats</p> <p>d) Positive comments about the sustainable energy and heating plans</p> <p>e) Calls to commit to offsetting carbon and water use</p> <p>f) Concern around the maintenance of the landscape</p> <p>g) Request from the local community to see figures on proposed biodiversity net gain</p> <p>h) Concern that there is a lack of provision for a wildlife corridor</p> <p>i) Calls to use thermally efficient building materials</p> <p>j) Suggestion that ground source heat pumps should replace air source heat pumps due to efficiency</p>	<p>a) The existing trees have all been surveyed by a suitably qualified arboricultural professional and the majority have been found to be of moderate to low quality. The Tree Survey did not identify any diseased trees on site. If they were to be retained, it would be difficult for regeneration of the site to come forward. Our development proposes a significantly greater number of new trees when compared to the current site conditions. These trees will be properly located, managed and cared for in order to give them the best chance to flourish and thereby contribute to gains in on-site biodiversity.</p> <p>b) Our proposals include a considered approach to the design of the public open spaces and communal courtyards and terraces, which significantly increases the amount and quality of the green space on site, which will contribute towards net gains in biodiversity. Further information on this can be found in the Landscape Strategy. Paving is required towards Haven Road for the emergency access, however this is softened and balanced with landscaping. Landscaped garden and terrace areas are extensive and have been developed in line with demand and experience from other similar developments. Spaces need to be of a domestic scale to encourage their use.</p> <p>c) We have conducted ecological assessments which concluded that there is no habitat suitable for bats either within the existing building or trees on site. The</p>

	<p>study has also concluded that there is no potential for any other protected species on the site. As detailed above, the landscape approach for the proposals will enhance biodiversity.</p> <p>d) Thank you for your comments.</p> <p>e) Energy efficiency and sustainability are at the heart of our proposals. We are proposing to use solar panels on the roof and air source heat pumps to contribute to carbon reduction and maximise renewable energy use. We are also encouraging sustainable forms of transport, prioritising pedestrian and cycle routes and low car usage. The development will look to minimise the use of potable water through using water efficient fittings, leak detection and prevention measures and measuring water use. The specification of water efficient appliances such as spray taps and low volume toilets will assist. Further information can be found in the Energy and Sustainability Statement and the Overheating Analysis, both submitted with this application.</p> <p>f) The development would be professionally managed by the operator. This would include maintenance of the landscaped areas which would be provided through service charge paid by residents. A Landscape Management Plan will be produced which will be subject to planning condition and approval by the Council.</p> <p>g) The proposals would achieve a Biodiversity Net Gain of +13.19.</p> <p>h) The development site is in an urban area between two roads, therefore its location means that there are no options for a wildlife corridor to link to other wildlife habitats. That said, an enhanced green route will be provided through the site and the development will deliver a biodiversity net gain when compared to the existing site.</p> <p>i) Homes will use thermal efficient building materials and be built to the highest building performance standards to ensure that they are energy-efficient and minimise heat loss.</p> <p>j) Ground source heat pumps are not possible on this site due to the depth of foundations and open space that is required for these to be efficient.</p>
7. Community benefit and investment	
a) Concern that community benefits are not at the heart of these proposals	a) The proposed development would deliver significant benefits to new and existing residents as well as investment in the local area to help it grow

<ul style="list-style-type: none"> b) Worries that a development of this scale will further stretch local infrastructure including schools and doctors which are already under resourced c) Views that restoring the retail park with activities for families such as indoor play space or community hall would be more beneficial for the local community d) Many positive comments about the proposed regeneration and investment into the area e) Suggestion to set up a bursary for local people to support access to education, training, work on Haven Banks scheme f) Suggestions to plant fruit trees to provide local produce and a community food garden 	<p>successfully and sustainably. Further information can be found on the consultation website at www.havenbanksregeneration.com/our-proposals/community-benefits-and-investment/</p> <ul style="list-style-type: none"> b) We will be making financial contributions through the Community Infrastructure Levy (CIL) which can be used for local services, infrastructure and community facilities. This will be subject to agreement with the Council as part of the planning process. As detailed above, commercial space within the development could accommodate healthcare facilities if such a demand arises. c) The existing retail park is no longer viable. Matalan and the Range have relocated to other premises in the city and we are working with Tenpin to identify an alternative site in Exeter. The retail/commercial space proposed in this development are Class E planning use, so leisure retailers, such as children's play space / soft play etc, would be able to occupy space if they were deemed viable and suitable uses for the site / space. There is a significant need for additional housing within the city, and brownfield sites such as these must be optimised so that they make a meaningful contribution towards housing targets. d) Thank you for your comments. We recognise that the retail park is in need of regeneration, and we are confident in our vision for the site, which would connect with the riverside environment and the surrounding residential areas and provide significant benefits to the local area. e) We are providing community investment through the Section 106 agreement and the Community Infrastructure Levy (CIL). The recipients of this investment would need to be agreed with the Council. f) There are opportunities for the proposals to include espalier fruit tree planting and plots for communal food growing within the communal garden to the south of Block C. There are also opportunities to include raised beds to grow food on the larger upper floor terrace.
<p>8. Other</p>	
<ul style="list-style-type: none"> a) Concerns about anti-social behaviour due to: <ul style="list-style-type: none"> i. The types of housing being offered 	<ul style="list-style-type: none"> a) The development is 'secure by design' which will discourage anti-social behaviour and help to keep the local community safe and protected. The operator would manage security of the site and there would be CCTV in

<p>ii. Alley ways, particularly behind Block D on the boundary of Diamond Road</p> <p>iii. Restaurants and bars which are within close proximity to neighbouring houses serving alcohol</p> <p>b) Calls for 24 hour monitored CCTV</p> <p>c) Concerns around noise, traffic, dust and vibration during construction, and the impact on local wildlife and pets</p> <p>d) Worry that construction will cause subsidence and structural damage to surrounding houses (as was the case when building Stream Court)</p> <p>e) Worry that the construction process will take longer than the two years being proposed</p> <p>f) Fear that the development will bring down the equity of neighbouring houses</p> <p>g) General concerns that this type of development is not well-suited to the site and area</p> <p>h) Concern about local waste management</p>	<p>operation. Any restaurants or bars which serve alcohol will be subject to licencing laws and noise restrictions set by the Council. The proposed uses aim to foster a sense of community through increased communal and social interaction. The access route to the rear of building D will be gated for residents' access only.</p> <p>b) There would be CCTV in operation.</p> <p>c) We have submitted a Construction Environment Management Plan (CEMP) with the application which will be subject to a planning condition and includes measures to control and mitigate noise, traffic, dust and vibration during construction. If the planning application is approved, demolition and construction work would be carried out in compliance with the agreed CEMP, and we would tender for a principal contractor and ensure they have a good reputation and are signed up to the Considerate Constructors Scheme.</p> <p>d) Extensive ground surveys and detailed geotechnical operations will be carried out which will provide specific ground conditions for the foundations to be fully designed and built safely by a high regarded and competent national main contractor.</p> <p>e) As part of our Construction Environment Management Plan, we have proposed an indicative programme and will endeavour to complete the project within this two year timeframe, as this would be in the best interests of all parties involved.</p> <p>f) Regeneration schemes like the one we are proposing generally have a long-term positive impact on the area, encouraging more people to visit, live and spend time in the area. We would anticipate that the development will add value to the area.</p> <p>g) We have carried out various research and studies into housing needs in Exeter and are confident that the proposed scheme and its mix of uses from different housing tenures and retail space to landscaping and green space would be successful. Our vision is to define a new future for the site and contribute positively to the wider Haven Banks and Water Lane area, and we believe this scheme will do that.</p> <p>h) We have carefully planned waste and refuse management of the proposed scheme. Further information can be found in the Waste Management Plan.</p>
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- 5.4. The applicants also invited suggestions from the community for ways to commemorate local history and culture as part of the consultation feedback.
- 5.5. There was a clear desire among local residents and businesses to incorporate work by local artists, in particular related to the theme of the maritime history of the area.
- 5.6. A summary of the ideas received from the public are outlined below:
- The types of art suggested included sculptures, mosaics, murals, street art or graffiti, commissioned by a local artist.
 - Suggestions for these included illustrations of the railway, marshalling yard, power station, cathedral and local wildlife ie waterbirds and fish.
 - Comparisons were made to the street art on Exebridges, the mosaic at St Thomas railway and the Obelisk in the city centre.
 - A number of comments suggested the art should reflect the site's maritime and heritage past, which would also be in line with the maritime theme of the Basin and Quay.
 - Feedback included remarks about adjusting the design of the buildings to reflect the shape / style of a boat to mark the area's shipping history, ie design like a boathouse.
 - Similar comments suggested that the buildings should mark culture by replicating the design and materials of surrounding buildings, for example to make them look more like the warehouses on the water's edge.
 - Given the proximity to the river, a number of suggestions were water-based, including encouraging water features.
 - Many comments expressed a desire to have interactive art for children and adults; a playground in the shape of a boat was suggested, alongside blackboards for drawing opportunities.
 - Reinstating the Maritime Museum was suggested by a couple of individuals, one of whom was keen to use the public space to provide shops or workspace for local crafts people.
 - A yearly local festival with stalls and activities for families was proposed by one member of the public.
 - Photo and/or mapping interpretation boards of how the area has changed over the centuries was suggested.
 - There were calls to incorporate Exeter's Roman past, and suggestions to commemorate the former town Isca (which was at the site of present-day Exeter) included a mosaic or wall art with legionaries and fish.
 - One individual proposed that original works on the walls around the development should be installed by a local artist / crafts person.
 - The comments expressed mixed opinions regarding where the art should be placed, with the majority keen for the art to be visible to all and not hidden.
 - A resident suggested installing new art monthly, instead of all at once, which would encourage people to re-visit the area a number of times.
 - A handful of respondents suggested that less of a focus should be placed on public art and more on practical community benefits, such as the opportunity to grow produce.
 - Concern was raised about the possibility of street art attracting unwanted graffiti.
- 5.7. The buildings themselves, as well as the public squares and open spaces around them, provide opportunity for such public art installation. Block B includes a fascia panel at either end to improve the relationship and privacy between it and neighbouring buildings, and this also provides a prominent surface onto which public art can be incorporated.
- 5.8. We are exploring the opportunity to work with local artists to design the art – the details of which will be secured by a planning condition as necessary.

6. Conclusion

- 6.1. The applicants have demonstrated their commitment to community engagement in bringing forward their proposals for the regeneration of Haven Banks Retail Park.
- 6.2. The objectives for the consultation were to raise awareness of the proposals; to help people understand more about them; and to provide an opportunity for people to provide feedback for the applicants to take into account.
- 6.3. Through the methods outlined in this report, these objectives have been achieved.
- 6.4. The consultation was tailored to the nature and scale of the proposals and ensured key stakeholders and the local community were made aware of the proposals and given access to key information through a range of channels.
- 6.5. Our programme of consultation has been compliant and consistent with the approach agreed with the case officer in advance. It has also been engaging and inclusive, with a mix of digital channels (ie website) and more traditional methods of engagement (ie public events, meetings).
- 6.6. The consultation provided appropriate opportunities to comment on and raise questions about the plans, as well as opportunities to engage with the applicants and their development team. Many stakeholders and residents took up the opportunities provided which gave a clear insight into the key themes, comments and concerns about the proposed development.
- 6.7. The feedback revealed a range of comments, opinions, questions and suggestions, which were considered by the applicants as they developed their plans. The applicants have taken on board and responded to this feedback, ensuring that the issues and concerns raised are fully addressed within its planning application.
- 6.8. Where possible, the applicants made changes to the scheme in direct response to feedback raised. The key design changes made following the consultation include:
 - Reorganisation of a number window positions to ensure that there will be no loss of privacy to neighbouring properties. A number of roof terraces have been omitted or where retained, screening has been added to ensure no overlooking into neighbouring windows or gardens.
 - The design of block A (the block on Haven Road facing the quayside) has been reduced in scale, stepped and set back on the second, third and fourth storeys.
 - In block A, a new gable feature has been incorporated within the design to reflect the character of the canal basin and the more historic architecture of adjacent buildings.
 - The number of car club spaces proposed has increased from four to eight spaces.
- 6.9. Coplan Estates and Welbeck CP has drawn on its experience of designing, building and operating successful mixed use development schemes across the South East to deliver proposals for a best-in-class sustainable neighbourhood in Exeter.
- 6.10. The applicants will continue to keep local residents, businesses and elected representatives updated during determination of the planning application and, subject to approval, during the construction phase.
- 6.11. In summary, we consider that the pre-application consultation undertaken with the local community and stakeholders has been compliant, meaningful and effective.

- 6.12. We acknowledge that Exeter City Council will undertake its own consultation (subject to receiving and registering the application) – and anticipate that the pre-application consultation (as reported here) will assist in that overall process.

Appendices

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Appendix 1 – Approach to Consultation

Proposals for redevelopment of Haven Banks retail park, Exeter

Pre Application Engagement – Approach to Consultation

FINAL / at 25 March 2022 / as confirmed appropriate by Howard Smith

Introduction

Coplan and Welbeck CP are seeking to redevelop the Haven Banks retail park in Exeter (in St David's ward).

The project team is having pre-application discussions with planning officers at Exeter City Council and presented its initial proposals to members in December 2021.

We are now bringing forward a **pre-application community consultation and engagement programme** to support the application. Our approach is informed by our pre-application engagement with the council to date.

This note is intended to **enable feedback/guidance/confirmation from Exeter City Council** on what methods for pre-application consultation it would consider appropriate for the Haven Banks site.

Exeter City Council is in the process of updating its **Statement of Community Involvement (SCI)** which will include guidance for applicants on pre-application consultation – the draft version is here: <https://exeter.gov.uk/planning-services/planning-policy/new-exeter-statement-of-community-involvement-draft-consultation/chapter-2-community-involvement-in-planning/>.

Given that the SCI is being consulted on and is not yet finalised, we would like to check with officers whether they have any specific advice for the applicants for the purpose of this consultation.

Objectives

Informed by initial conversations with officers and the members briefing in December 2021, the applicants are anticipating to run a structured programme of pre-application engagement.

The intended **objectives** of this pre-application engagement are to:

- A. **Ensure awareness and understanding of the forthcoming application** – so that the community and stakeholders know about the proposals and how they can get involved (ie 'no surprises' when the planning application is made).
- B. **Enable stakeholders and the community to provide comments/feedback on the proposals** so that these can be considered and addressed prior to submission of the application.
- C. **Ensure that the application is of the highest potential quality when submitted and benefits from the feedback and points raised** through this proposed approach to consultation.

Anticipated approach

Subject to planning officer opinion, we are proposing to run pre-application engagement over two phases (this is consistent with initial email to case officer Howard Smith on 8 March).

The reason for this is that we want to hold the formal consultation period after the May elections and want to avoid the Easter school holidays – but to enable some conversations with key stakeholders to happen sooner so that the benefit of that early engagement can be realised.

Phase 1: initial engagement with key stakeholders – March-April (before election)

1. Write to, seek calls / Teams meetings with the three **local ward councillors** for **St David's** ward ([Cllr Diana Moore](#), [Cllr Amy Sparling](#), [Cllr Luke Sills](#)).
2. Write to and brief **council leadership and relevant cabinet members**, including [Cllr Philip Bialyk](#) (Leader), [Cllr Laura White](#) (Deputy Leader and Portfolio Holder for Council Housing Development and Service) and [Cllr Emma Morse](#) (Portfolio Holder for City Development and Chair of the Planning Committee). Offer phone calls / Teams meeting if and as wanted.
3. Write to other key stakeholders including **local MP** Ben Bradshaw; **business groups** such as the Heart of South West LEP and Devon & Plymouth Chamber of Commerce; **community**

organisations such as Exeter Canal and Quay Trust, Friends of Exeter Ship Canal, Exeter Civic Society etc; and other relevant organisations.

Phase 2: pre-application consultation – May 2022

- a) Establish a **consultation website** – sharing information on the proposals and including an **on-line feedback form** and facility.
- b) Operate a **consultation email address and telephone information line** – enabling people to access information, submit feedback, ask questions and/or speak to the project team.
- c) Hold a **public exhibition** at a local venue, allowing the local community and stakeholders to visit, find out more about the plans and ask questions to the project team. We anticipate holding this over two consecutive days. This would include a full day on a Saturday (eg 10am to 4pm) and a shorter session on the preceding Friday (which would be open to the public 1-4pm and have a dedicated 'preview' hour specifically for local councillors 12-1pm). We would hold the exhibition early in the consultation period (see more on Timetable below).
- d) Issue an **information leaflet** introducing the proposals, inviting people to the public exhibition and explaining how people can take part in the consultation (A4, 2pp leaflet to be posted via Royal Mail to a defined distribution zone and including Royal Mail registered addresses in the immediate vicinity of the site – see suggested distribution zone below).
- e) **Advertise the consultation in the local press** – place a suitable notice in the local press.
- f) Issue a **news release** to local media – informing local and community press about the proposals and the consultation. Potentially provide comments/interviews for media in line with media interest.
- g) Provide copies of the local press advertisement to stakeholder/community groups (as appropriate) re-formatted as a **digital poster/notice** for use on community websites or direct e-mailing to community networks.

Timetable

The pre-application consultation period is aligned to the planning programme and intended date for submission of the planning application.

Following the initial phase of engagement with key stakeholders before Easter, we are **anticipating running a 14 day consultation period** within which we will formally seek input and feedback on the draft proposals.

The provisional dates – subject to confirmation – are 12 to 26 May 2022.

Once fixed, we will advise the case officer.

Feedback would be used to inform the planning application and will be captured and reported in a **Statement of Community Engagement (SCE)** to be submitted with the application. The anticipated target date for submission of the application is June 2022.

The consultation website will remain live after the formal consultation period has closed, enabling the project to maintain information and keep people updated.

Next steps

- Any comments from the **case officer**: to be shared **by 23 March**.
- Applicants to implement engagement and consultation in line with this methodology.
- Applicants to keep the case officer updated on actions and on contact with members (for information and coordination).

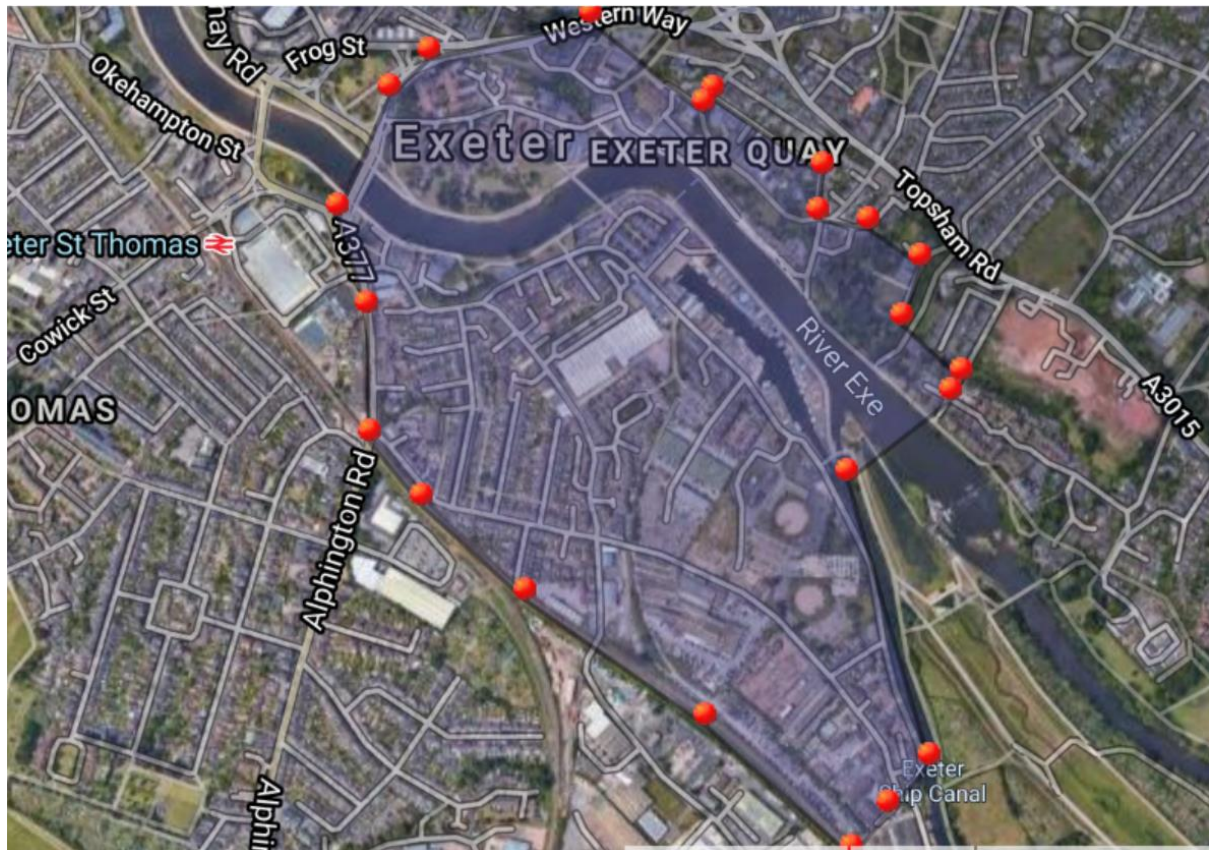
The agreed methodology will be applied to deliver a successful pre-application consultation and engagement process.

Contact

Camargue is providing communications and consultation services to the applicants on this application working alongside Union 4 and the professional team.

Ben Copithorne / Richard Pia / Jemima Pring: T 020 7636 7366 / bcopithorne@camargue.uk / rpia@camargue.uk / jpring@camargue.uk

Distribution zone: fig shows the area within which all properties (Royal Mail registered residential and commercial) would receive the information leaflet inviting them to take part in the consultation. This zone includes **approx. 1,400 properties**.



Appendix 2 – Consultation zone



Appendix 3 – Example of initial email to local stakeholders

Jemima Pring

From: Richard Pia
Sent: 13 April 2022 12:13
To: cllr.diana.moore@exeter.gov.uk; cllr.amy.sparling@exeter.gov.uk
Cc: consultation@havenbanksregeneration.com
Subject: Haven Banks regeneration – proposals to invest in and redevelop Haven Banks retail park

Dear Cllr Moore and Cllr Sparling

I'm writing to brief you on emerging proposals by Coplan Estates and Welbeck CP for the **regeneration of the Haven Banks retail park** off Water Lane and Haven Road in the centre of Exeter (St David's ward).

I wanted to keep you updated given your positions as ward councillors for St David's.

We are in the early stages of preparing a masterplan that aims to deliver a sustainable new residential community and mixed-use neighbourhood to regenerate the site and contribute to the wider regeneration aims of the Water Lane area.

The site is no longer viable as a retail park – both Matalan and the Range having closed their stores and relocated to other locations in the town. So we need to provide for its future in a way which contributes positively to the area. We believe that use should involve new homes (with a range of types and tenures) carefully planned together with high-quality public realm, local shops/café space, play space and new areas of greenspace. Our ambition is for these regeneration plans to improve not just the site but connect with the riverside environment more widely and the surrounding residential areas. The proposals would bring activity back to what is now a redundant retail park, delivering much-needed new city centre homes in Exeter and creating significant benefits in the local community as part of a new urban village.

We have been in discussions with planning officers (Howard Smith and his team) and you may remember the design team presenting our initial plans to councillors last December. Last week we also presented to the design review panel. We're now at the point where we are seeking to move to public consultation and invite views from neighbours and stakeholders.

Recognising that we are in the pre-election period, **we will be holding the consultation following the 5 May elections.**

We are in the process of finalising arrangements for the public consultation, which we are anticipating holding for a fortnight in May. As part of this we are looking to hold two public drop-in events where the local community can find out more about our plans and ask questions to members of the team. As I say we are yet to finalise details for this, but it is likely to take place on Friday 13 and Saturday 14 May at a local venue.

As part of the consultation, we will be promoting our consultation and events through direct mailing and local press adverts. Before we start publicising details and sharing information with the local community – which we intend to do later in the month – we wanted to get in touch to let you know about our plans and also to see if you might like to talk through what's involved. We would also be very interested in any views you might like to share with us on the redevelopment of the site or any steer from you on how we can ensure our consultation is as effective as possible.

The cornerstone for the consultation will be a bespoke website which will have details, drawings and plans, a special feedback form, and an FAQs section to help people understand what we are proposing and how they can take part in the consultation should they wish to.

We will continue to keep you updated about the proposals and when we have more information to share about the consultation.

If a call would be useful, do please let me know and I can ring you at a convenient time for you. My number is 07850 796401.

Kind regards

Richard

On behalf of Coplan Estates and Welbeck CP

Richard Pia
Camargue
Corporate and B2B Communications
T: +44 (0) 207 636 7366
M: 07850 796 401
E: rpia@camargue.uk
w: www.camargue.uk

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Appendix 4 – Example of email update to local stakeholders

Jemima Pring

From: Richard Pia
Sent: 06 May 2022 08:46
To: cllr.philip.bialyk@exeter.gov.uk
Cc: consultation@havenbanksregeneration.com
Subject: RE: Haven Banks regeneration – proposals to invest in and redevelop Haven Banks retail park
Attachments: Haven Banks regeneration proposals - public consultation leaflet.pdf; Haven Banks regeneration proposals - public consultation advert.pdf

Dear Cllr Bialyk

Further to my email last month regarding the proposals for the **regeneration of the Haven Banks retail park**, I wanted to keep you updated on the preparations for our public consultation.

We have confirmed that the public consultation will run from **12 to 26 May**.

As part of the consultation, we are holding two **public drop-in events** next week at the Haven Banks Outdoor Education Centre (Haven Road, EX2 8DP) at the following times:

1. Friday 13 May; 12pm-5pm
2. Saturday 14 May; 10am-3pm

If you are available, please do drop-in at any point during the events. There will be more information on the proposals and members of the project team in attendance to answer any questions you have.

We have issued a **leaflet** to properties around the site advertising the public consultation and drop-in events. The leaflet, which is attached, will arrive in the post from today. I have also attached an **advert** that will be in the *Express & Echo* over the next fortnight, advertising the consultation.

This morning we will be putting our **consultation website** live which has further details on the proposals, plans and CGIs of the proposed regeneration and an FAQs section. It also includes a feedback form which will be the main method for people to submit feedback to the consultation. The website is available here:

<https://havenbanksregeneration.com/>

I hope this information is useful. Do please let me know if you would like any further details on the consultation and I hope to see you at one of the events next week.

Kind regards

Richard
On behalf of Coplan Estates and Welbeck CP

From: Richard Pia
Sent: 13 April 2022 12:17
To: cllr.philip.bialyk@exeter.gov.uk
Cc: consultation@havenbanksregeneration.com
Subject: Haven Banks regeneration – proposals to invest in and redevelop Haven Banks retail park

Dear Cllr Bialyk

I'm writing to brief you on emerging proposals by Coplan Estates and Welbeck CP for the **regeneration of the Haven Banks retail park** off Water Lane and Haven Road in the centre of Exeter (St David's ward).

I wanted to keep you updated given your position as Leader of the Council. We are also writing to some of your colleagues in the executive committee and the ward councillors for the site.

We are in the early stages of preparing a masterplan that aims to deliver a sustainable new residential community and mixed-use neighbourhood to regenerate the site and contribute to the wider regeneration aims of the Water Lane area.

The site is no longer viable as a retail park – both Matalan and the Range having closed their stores and relocated to other locations in the town. So we need to provide for its future in a way which contributes positively to the area. We believe that use should involve new homes (with a range of types and tenures) carefully planned together with high-quality public realm, local shops/café space, play space and new areas of greenspace. Our ambition is for these regeneration plans to improve not just the site but connect with the riverside environment more widely and the surrounding residential areas. The proposals would bring activity back to what is now a redundant retail park, delivering much-needed new city centre homes in Exeter and creating significant benefits in the local community as part of a new urban village.

We have been in discussions with planning officers (Howard Smith and his team) and you may remember the design team presenting our initial plans to councillors last December. Last week we also presented to the design review panel. We're now at the point where we are seeking to move to public consultation and invite views from neighbours and stakeholders.

Recognising that we are in the pre-election period, **we will be holding the consultation following the 5 May elections.**

We are in the process of finalising arrangements for the public consultation, which we are anticipating holding for a fortnight in May. As part of this we are looking to hold two public drop-in events where the local community can find out more about our plans and ask questions to members of the team. As I say we are yet to finalise details for this, but it is likely to take place on Friday 13 and Saturday 14 May at a local venue.

As part of the consultation, we will be promoting our consultation and events through direct mailing and local press adverts. Before we start publicising details and sharing information with the local community – which we intend to do later in the month – we wanted to get in touch to let you know about our plans and also to see if you might like to talk through what's involved. We would also be very interested in any views you might like to share with us on the redevelopment of the site or any steer from you on how we can ensure our consultation is as effective as possible.

The cornerstone for the consultation will be a bespoke website which will have details, drawings and plans, a special feedback form, and an FAQs section to help people understand what we are proposing and how they can take part in the consultation should they wish to.

We will continue to keep you updated about the proposals and when we have more information to share about the consultation.

If a call would be useful, do please let me know and I can ring you at a convenient time for you. My number is 07850 796401.

Kind regards

Richard
On behalf of Coplan Estates and Welbeck CP

Richard Pia
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Appendix 5 – Consultation leaflet

Regeneration of Haven Banks retail park



PUBLIC CONSULTATION: 12 – 26 MAY 2022



Illustrative CGI of the proposed regeneration

Coplan Estates and Welbeck CP are bringing forward plans for the regeneration of the Haven Banks retail park at Water Lane and Haven Road, to the south of Exeter city centre.

Ahead of submitting a planning application for the redevelopment of the site, we'll be holding a public consultation, which will run from **12-26 May 2022**.

This leaflet contains information about our consultation and public drop-in events, as well as instructions on where to find out more information about the plans and how to submit feedback. It also includes an illustrative masterplan (see over).

We want to hear from the local community about our draft plans – your views can help shape the scheme. To get involved, please visit our website **www.havenbanksregeneration.com**

There you'll find images, plans, details of what's being proposed, and a feedback form you can use to share your views.

Our proposals

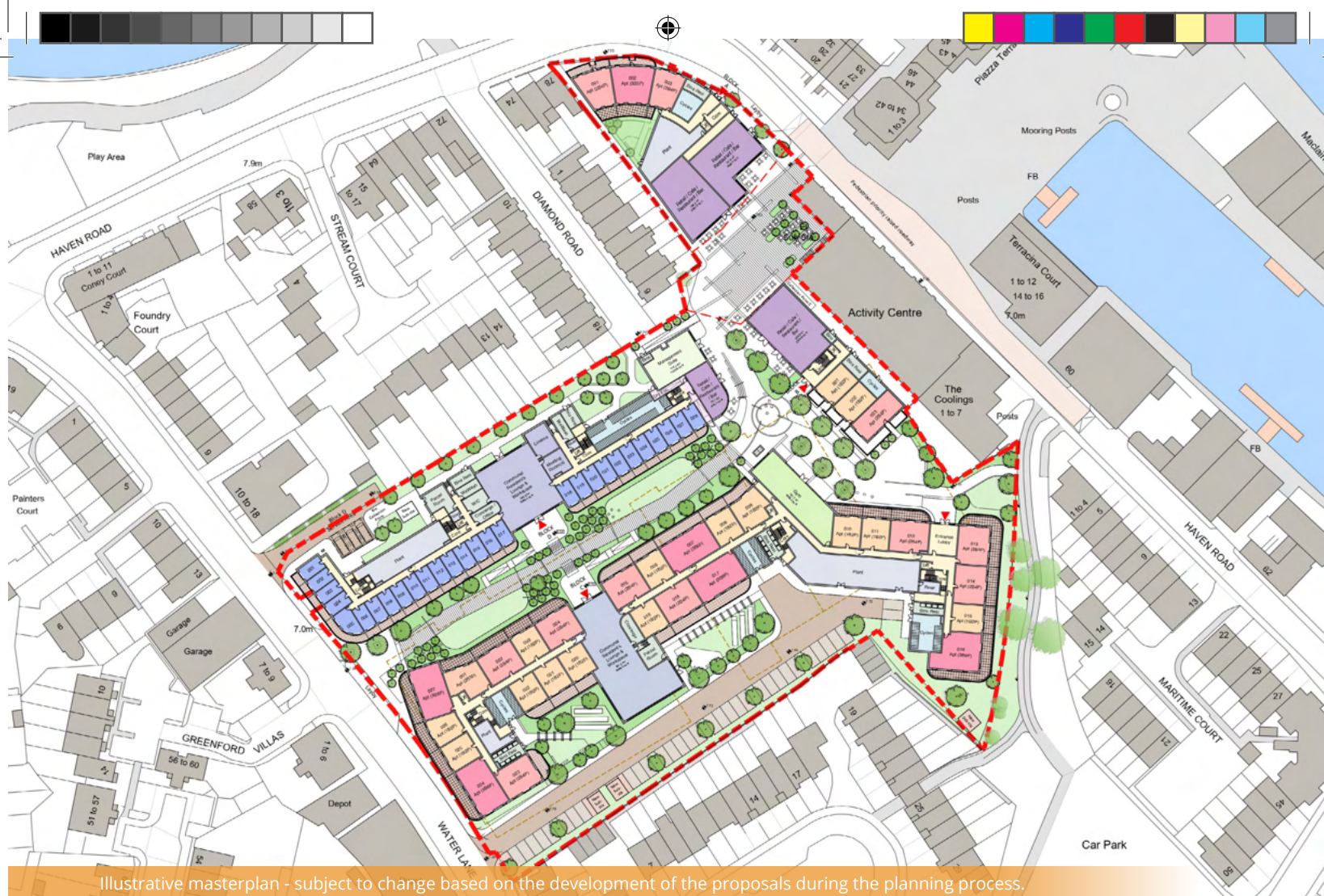
Our vision is to deliver a sustainable new neighbourhood with high-quality homes, new retail and leisure facilities, and public and green space which would complement and benefit the wider Haven Banks area.

Our proposals would reinvigorate and bring activity back to what is now predominantly a redundant retail park. They will deliver much-needed new homes in Exeter and create significant benefits for the local community as part of a new urban village.

The site is no longer viable as a retail park. Some retailers have closed their stores and relocated to other locations in the town, so we need to define a new future for this site in a way which contributes positively to the area.

We're aiming to do this by delivering **approximately 440 new homes** (with a range of types and tenures) carefully planned together with ground-floor **high-quality public realm**, retail space for **local shops, cafés or restaurants, play space** and new areas of **green space**.

Our ambition is for these regeneration plans to improve not just the site but connect with the riverside environment more widely and the surrounding residential areas.



Illustrative masterplan - subject to change based on the development of the proposals during the planning process.

Public consultation events

As part of the public consultation, we're holding **two drop-in events for the local community**:

Where: Haven Banks Outdoor Education Centre, Haven Road, EX2 8DP

When: 1) Friday 13 May; 12pm-5pm
2) Saturday 14 May; 10am-3pm

Please drop-in at any point during the events. There will be more information on the proposals and members of the project team in attendance to answer any questions you have.

Find out more and have your say

We'd welcome your input and views. We're inviting comments on our proposals from 12 May to 26 May 2022.

To find out more about the proposals please visit our website:
www.havenbanksregeneration.com




Feedback can be submitted through the 'Have your say' page on our website or by completing a feedback form which will be available at the drop-in events.

If you don't have access to the internet and would prefer to submit comments via a hard copy questionnaire, please get in touch using the contact details on this leaflet and we will send you a copy.

Contact us

 **consultation@havenbanksregeneration.com**

 **020 7323 3544** (between 9am and 6pm, Monday to Friday) – ask for Jemima, Richard or Ben

 **RTBU-HAYY-LCUX, 7 Bayley Street, London WC1B 3HB** (no stamp needed)

**Appendix 6 – Advert published in *Express & Echo*
on 5 and 12 May**

Express & Echo

DevonLive.com

Thursday, May 5, 2022

InYourArea.co.uk

£1.70



YOUNGSTERS KEEPING RACING IN THE FAMILY

Meet the next generation of drivers

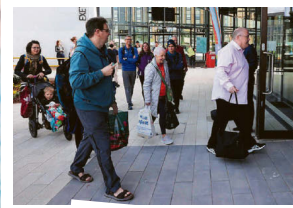
» We took in Ministox at East Devon stadium See page 15

Making a splash at new leisure centre

» People queued to get into St Sidwell's Point on its opening day and hailed the facilities See pages 6&7



Pictures: Frankie Mills



INSIDE



» MP caught watching porn in Commons officially resigns PS

SPORT



» Grecians gunning for title on final day of campaign P46-48

SAVE 30%

» When you subscribe to the Echo See offer on page 14

End of an era looms as shop to close once 88-year-old owner sells stock

by ANITA MERRITT
anita.merritt@expcpic.com
@DevonLiveNews

LEGENDARY Exeter wool seller Joyce Franks is soon to be back in her beloved shop in Buddle Lane to sell the last of its stock before she closes the door on the 86-year-old business for the very last time.

The much-loved character of St Thomas and far beyond has not been able to open The Wool Shop for the past couple of years due to ill health and the coronavirus pandemic.

However, the hardworking and admittedly stubborn 88-year-old refuses to call it a day in the shop until she gets to sell her customers knitting essentials one last time and has declared she "feels fine".

This month, the doors of the shop are reopening every Saturday for two hours and Joyce is already looking forward to having a matter with customers, which she said is what she has missed the most.

For more than 40 years, she has been running the shop after taking it over from her mother in 1975.

It was Joyce's grandfather who built the shop and her parents ran it from 1936. Back then it was called HT Banfield which was named after her father Harold Thomas.

It is now one of Exeter's longest-surviving businesses and no one could be more happy about that than Joyce.

She said: "I'm proud it's still here. It is hard to say goodbye to the shop but I won't be buying any more stock and will sell what I've got left and then close."

"I have still got a lot of stock in there so it will be good to get in there soon. I've not opened it at all since lockdown. I've got lots of odds and ends like wool, cotton, buttons, ribbon, crochet hooks and knitting needles."

"I also have knitted matinee jackets for babies, which have been made by a lady from St Thomas Church and I sell them for her. I'm not able to do a lot of knitting now as I have arthritis in my hands. I was taught how to knit from a very young age by my grandma and mum."

It was when her mum suffered a bad fall that Joyce gave up her job at Devon County Council in the print room as a photocopier and took over the running of the shop. It was a decision she has never lived to regret.

Joyce recalled: "My dad was a shoe repairer and mum did the wool side. When I took on the shop it was very busy because there were not that many wool shops in Exeter."

"People don't knit as much as they used to but it had been get-



» Joyce Franks is opening the doors of The Wool Shop again

“It is hard to say goodbye to the shop but I won't be buying any more stock and will sell what I've got left and then close”

Joyce Franks

ting more popular again. Although we get all ages, it is mostly older people."

Joyce is fondly remembered not just for keeping knitting thriving in Exeter but also for her volunteerism. She was previously treasurer of the St Thomas support group for Hospiscare, a position she held for many years, and in 2004 was presented with the Echo's Bouquet of the Week.

Back then The Wool Shop was open six days a week and, despite being 70 years old at the time, she dedicated much of her spare time to the charity.

In 2004, Joyce and the 11 other volunteers in the St Thomas Support Group raised £29,000 for Hospiscare through coffee mornings, bingo sessions, fetes and other fundraising activities. She also found the time to sell plants in her shop, which she and her husband Jack grew, raising more than £1,000 each year for Hospiscare. She also sold knitted items, soft toys and books to raise money for the charity.

Speaking in 2004, Joyce said: "I just enjoy doing it. I've done it since before the hospice was opened. My father-in-law had

cancer and we didn't have much help in those days. It's something that's very close to my heart."

Joyce also revealed she was heavily involved with the Exeter Music Festival, the Montgomery School and other local schools and charities.

She said: "I don't like resting. I'm 70 and still working! I just enjoy it. I haven't got any plans to stop - I'm not old yet!"

And it seems that even at the age of 88, Joyce is still reluctant to accept old age yet. She has suffered from bouts of ill-health during the past few years, including a knee replacement and a fall last year which saw her hospitalised for a month over the Christmas period.

Although she now has to walk with a frame, she said there is "nothing wrong" with the top half of her body and her much-loved humour is definitely still going strong.

Joyce said: "I feel all right. I'm fine in myself. I really am, so I'll be able to get in the shop for a little while every Saturday morning. I'm looking forward to getting back to seeing people. I have missed seeing people and talking to them."

Last year, Joyce's beloved husband passed away at the age of 96, but a continued rock by her side is her son John, their only child.

She said: "John has been a wonderful son. I would not manage without him. He tells me off if I'm not doing what I should be, but I'm stubborn."

The Wool Shop will be open every Saturday, from a yet to be confirmed date, from 10am to noon.

'Fire' at city block of flats was a training exercise for crews

» ACTIVITY and smoke seen coming from a block of flats in Exeter was part of a major training exercise, Devon & Somerset Fire & Rescue Service revealed.

The exercise at Rennes House, on Vaughan Road, started at about 7.15pm on Wednesday, April 27, and involved around six fire engines, a few special appliances.

People reported seeing "flats on fire". However, a fire service spokesperson said that although the scene may have looked quite dramatic, there was no reason for people to be concerned as it was a training exercise.

They said: "The scenario was there was a fire on the seventh apartment floor with people reported on the balcony. They had to take a casualty off the balcony using an aerial ladder platform. Three adults and two children were rescued (in the scenario). And the end of the exercise was called just after 8.45pm."

Regeneration of Haven Banks retail park



PUBLIC CONSULTATION: 12 - 26 MAY 2022

Coplan Estates and Welbeck CP are bringing forward plans for the regeneration of the Haven Banks retail park at Water Lane and Haven Road, to the south of Exeter city centre.

Our vision is to deliver a sustainable new neighbourhood with approximately 440 high-quality new homes, new retail and leisure facilities, and public and green space which would benefit the wider Haven Banks area.

Ahead of submitting a planning application for the redevelopment of the site, we're holding a public consultation, which will run from 12-26 May 2022.

Public consultation events

As part of the public consultation, we're holding two drop-in events for the local community:

Where: Haven Banks Outdoor Education Centre, Haven Road, EX2 8DP

When: 1) Friday 13 May, 12pm-5pm
2) Saturday 14 May, 10am-3pm

You can drop-in at any point during the events.

Find out more and have your say

You can find out more about the proposals and submit feedback by visiting our website: www.havenbanksregeneration.com



Contact us

consultation@havenbanksregeneration.com

020 7323 3544 (between 9am and 6pm, Monday to Friday)

- ask for Jemima, Richard or Ben

RTBU-HAYY-LCUX, 7 Bayley Street, London WC1B 3HB (no stamp needed)

Opposed homes plan back on cards for hill

» Scheme for up to 100 homes by valley park was thrown out by council in March but developer puts in amended proposal

» Committee's refusal now subject of an appeal See page 8

Express & Echo

DevonLive.com

Thursday, May 12, 2022

InYourArea.co.uk

£1.70



» 4-page puzzles
pullout inside

Grecians' glory

Thousands of fans turned out to hail heroes after promotion
Pages 4&5



Picture: Tom Saniberg/PPAUK

INSIDE



» Scheme for homes and shops at retail park drawn up **Page 2**

SUPPORT



» Community rallies around to help family hit by blaze **Page 6**

FESTIVAL



» Organisers of inaugural Balloons & Tunes event delighted and reveal future plan **Page 12**

Teen hit guard from behind

A SECURITY guard at Tesco Metro in Exeter suffered a fractured eye socket when he was punched by an angry teenager.

Keleb Soper ran up behind the guard and landed the single heavy blow, Exeter Crown Court heard.

He launched the attack during a rowdy confrontation between store workers and a group including his brother, who had been ejected from the store.

Soper, who has a history of violence, was described in court as having a "strike first, think later" mentality. The defendant, 19, of Bonhay Road, Exeter, was spared jail by the judge who said he still had time to outgrow his immaturity.

The incident happened on July 1, 2021. Soper and friends visited the store and a bike was left in front of a fire extinguisher. There was a confrontation as requested to move the bike. Soper's group said they would take pictures of the guard and report him for abuse.

The incident became more rowdy and Soper's brother was ushered out of the store. Soper himself was captured on CCTV running up

from behind and punching the guard once to the face.

The guard needed treatment in hospital. He said he had worked in public-facing jobs for years but had not faced abuse like it before. He has since left his job.

The defendant admitted assault causing actual bodily harm. He has 34 previous convictions, and was in breach of a Youth Referral Order.

Felicity Payne, defending, said he had a "poorly-placed sense of family loyalty". She said that had been instilled in him as a child and he played up to the low expectations other people had of him. "The mindset is toxic," she said. But she said he does not want to get a bad name and accepts it was a mistake.

Recorder Mathew Turner said the security guard had "quite properly" spoken to his brother and banned him from the store.

Soper was given a suspended nine-month term in youth detention. He must do 80 hours of unpaid work; a thinking skills programme and 20 rehabilitation days with probation. He must pay £150 in compensation to the victim.

Regeneration of Haven Banks retail park



PUBLIC CONSULTATION: 12 – 26 MAY 2022

Coplan Estates and Welbeck CP are bringing forward plans for the regeneration of the Haven Banks retail park at Water Lane and Haven Road, to the south of Exeter city centre.

Our vision is to deliver a sustainable new neighbourhood with approximately 440 high-quality new homes, new retail and leisure facilities, and public and green space which would benefit the wider Haven Banks area.

Ahead of submitting a planning application for the redevelopment of the site, we're holding a public consultation, which will run from 12-26 May 2022.

Public consultation events

As part of the public consultation, we're holding two drop-in events for the local community:

Where: Haven Banks Outdoor Education Centre, Haven Road, EX2 8DP

When: 1) Friday 13 May; 12pm-5pm
2) Saturday 14 May; 10am-3pm

You can drop-in at any point during the events.

Find out more and have your say

You can find out more about the proposals and submit feedback by visiting our website: www.havenbanksregeneration.com



Contact us

consultation@havenbanksregeneration.com

020 7323 3544 (between 9am and 6pm, Monday to Friday) – ask for Jemima, Richard or Ben

RTBU-HAYV-LCUX, 7 Bayley Street, London WC1B 3HB (no stamp needed)



» A house damaged after a major fire in John Levers Way, Exeter, on Tuesday, May 3

People help family which lost 'everything' in blaze

by ANITA MERRITT
anita.merritt@reachplc.com
@DevonLiveNews

A HEARTFELT message of thanks has been given by the family of an Exeter mum who was injured after rescuing her daughter from a huge blaze at their home.

Mum-of-two Nicola Kefford and her daughter Phoebe, eight, were taken to hospital due to the injuries they sustained after a fire suddenly broke out in John Levers Way in St Thomas on Tuesday, May 3, at around 11.15pm.

Nicola's teenage son escaped uninjured. He helped raise the alarm to their elderly neighbours next door to make sure they evacuated their home.

It is not yet known when Nicola, 38, will be released from hospital. Phoebe has suffered superficial burns and is expected to make a full recovery.

Nicola's housing association home has been severely damaged by the fire and is currently boarded up for safety.

Her sister confirmed they have lost "everything" in the fire and will have to find a new home. The cause of the fire has been confirmed as accidental.

The local community has rallied around to help Nicola and her family through online fundraisers and organising a charity day.

Her sister said: "Nicola is really humble by everything that everyone is doing. She is shocked by how kind everyone is being.

"We are all really grateful, especially as she does not have any insurance. The fundraisers will help them replace what they need to become everything they have was lost in the fire.

"At the moment she's also got nowhere to live when she comes out of hospital so we are trying to sort that out."

A GoFundMe page set up by close friend Hayley Leaman has raised almost £2,700, bringing it close to its target of £3,000. It can

"Nicola is really humble by everything that everyone is doing. She is shocked by how kind everyone is being"

Nicola Kefford's sister

be found at gofundme.com/f/please-help-nicola-and-her-children

On the fundraising page Hayley said: "My friend's house was set on fire last night (May 3) resulting in them losing everything. They are in hospital getting emergency treatment. They have lost everything. Please help me help them. Any help would go a long way."

In a message on the page following the huge response to the appeal, she said: "I just want to say a massive thank you for the support and help given so far in just a few hours. From the bottom of my heart, I'm overwhelmed, as is the family. It's truly heartwarming how we all come together in times of need."

A charity day is being held at The Buller Arms pub, Buller Road, on Saturday, May 21. Volunteers are being sought to be waxed to help raise money for the family, with lots more activities and fun planned.

The pub has been taking donations of clothing and shoes for the family.

On its Facebook page, it said: "We appreciate everything and how much everyone is coming together for a family we all know or love."

A second GoFundMe page me page has been launched by another friend, Amy Jackson, at gofundme.com/f/please-help-nicola-and-her-children. It has a target of £1,500 and has so far raised £200.

On the page, Amy said: "I am doing a GoFundMe page for my friend Nicola and her two children who unfortunately lost absolutely everything in a house fire. Nicola is a kind soul who would do anything for anybody."

She continued: "Nicola and her little girl are in hospital. Please, anything would help to get them back on their feet and I'm sure she would be most grateful for all the support already. Thank you so much. Prayers are with Nicola and Phebs for a speedy recovery."

Mental health & wellbeing apps you can trust.

Devon's Digital Health App Library gives you thousands of app reviews across all health conditions, so you can feel confident finding quality, trustworthy and effective digital health tools for you and your family.

Visit Devon's Digital Health App Library devon.orcha.co.uk

NHS
Devon

Clinical Commissioning Group

ORCHA

Appendix 7 – Press release announcing consultation

New regeneration vision for Haven Banks retail park presented for public consultation

Exeter is set to have a vibrant new neighbourhood with new homes, retail and leisure facilities and new green space as part of regeneration proposals for Haven Banks retail park.

Experienced developer Coplan Estates and joint venture partner Welbeck CP have launched a public consultation to invite feedback on their plans for the regeneration of Haven Banks retail park at Water Lane and Haven Road, south of Exeter city centre.

With Matalan and the Range having closed their stores and relocated to other premises in the city, the retail park is now predominantly redundant. The proposals would reinvigorate the site and deliver a buzzing new neighbourhood with approximately 440 high-quality homes (split between build-to-rent and co-living) and new retail space which could comprise cafés, restaurants and local shops, creating significant benefits for the local community.

The redevelopment will be sustainable with energy-efficient buildings and renewable energy sources with the masterplan designed to encourage sustainable forms of transport.

The public consultation runs from **Thursday 12 May to Thursday 26 May 2022**. As part of the consultation, Coplan Estates and Welbeck CP are holding two drop-in events for the local community on **13 and 14 May** at **Haven Banks Outdoor Education Centre**.

Colin McQueston, Head of Development at Coplan Estates, said: "Our proposals aim to define a new future for the Haven Banks retail park site so that it can contribute positively to the local area. As things stand the site is no longer viable as a retail park so we're extremely excited about re-energising it and delivering a vibrant new neighbourhood with much-needed housing and a range of new facilities and spaces for the public to enjoy. We're putting our proposals on display to share our vision and to invite views from the community – we'd encourage anyone interested in the proposals to come along to our drop-in events and submit feedback to the consultation."

To find out more about the proposals and to submit feedback, visit our website at www.havenbanksregeneration.com.

The consultation team can also be contacted via email (consultation@havenbanksregeneration.com) and phone (020 7323 3544 between 9am and 6pm, Monday to Friday).

Public drop-in events

We're holding two events for the local community to find out more about the proposals and ask any questions to the team.

Where: Haven Banks Outdoor Education Centre, Haven Road, EX2 8DP

When:

1. Friday 13 May; 12pm-5pm
2. Saturday 14 May; 10am-3pm

People can drop-in at any point during the events.

ENDS

Notes to editors

For further information on the consultation:

- Website: www.havenbanksregeneration.com
- Email: consultation@havenbanksregeneration.com
- Phone: 020 7323 3544 (9am and 5.30pm, Monday to Friday)
- Post: Freepost RTBU-HAYY-LCUX, 7 Bayley Street, London, WC1B 3HB

Contacts for media

Richard Pia, Ben Copithorne or Jemima Pring at Camargue on 020 7636 7366 / rpia@camargue.uk / bcopithorne@camargue.uk / jpring@camargue.uk

Appendix 8 – Selection of media coverage in *Devon Live*

Client

Coplan Estates

Publication / Date

Devon Live / 5 May 2022

Frequency / Circulation

Online / 248,601

URL

<https://devonlive.trem.media/news/devon-news/major-plan-turn-exeter-retail-7037003>




Major plan to turn Exeter retail park into a 440 home neighbourhood

A public consultation is being held before a planning application is submitted

UPDATED 07:09, 5 MAY 2022



 Haven Banks Retail Park, Exeter (Image: Google Street View)

Plans have been revealed to turn Exeter's Haven Banks Retail Park into 440 new homes alongside retail and leisure facilities. A public consultation is being held to discuss the proposals which also public and green space which are said to be of 'benefit' to the Haven Banks area.

The scheme is being called Haven Banks Regeneration and is on land where the city's only bowling alley Tenpin Exeter is based. It was the former home of The Range and Matalan which both relocated from the site a long time ago.


The public consultation is taking place from May 12 to 26 ahead of a planning application being submitted to Exeter City Council. People can find out more about the proposals and leave feedback online via a dedicated website or two drop-in public consultation events.

Read more: [Neighbours' terror as fire engulfs Exeter family home](#)

The first will take place on Friday, May 13, from noon to 5pm. The second will be the following day on Saturday, May 14, from 10am to 3pm, at Haven Banks Outdoor Education Centre in Haven Road.

Coplan Estates and Wellbeck CP are behind the plans. [Its website announcing the plans](#) is yet to be officially launched.



 Tenpin Exeter

It said: "Our vision is to deliver a sustainable new neighbourhood with approximately 440 high-quality new homes, new retail and leisure facilities, and public and green space which would benefit the wider Haven Banks area."

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Exeter's bowling alley vows to stay put for 'several years' despite plans to knock it down

Tenpin's days are numbered by the proposed Haven Banks Regeneration



Tenpin Exeter

Exeter's only bowling alley says it will remain open at its current site for 'several years', despite proposals to knock it down and replace it and the retail site is located on with **440 new homes alongside retail and leisure facilities**. Tenpin's days at Haven Banks are now numbered following the announcement of plans to regenerate Exeter's Haven Banks Retail Park.

The land in Water Lane and Haven Road is predominantly redundant following the relocation of Matalan and The Range to other premises in the city. Developer Coplan Estates and joint venture partner Welbeck CP is seeking to dramatically change the retail park and is aiming to complete the construction in 2025.

However, Tenpin says its lease extends beyond that time. It has confirmed that it will be looking for an alternative site to move to in Exeter to ensure that it retains a presence in the city and so that Exeter residents are not left without anywhere to go bowling.

A spokesperson for Tenpin said: "Tenpin has many loyal customers in Exeter and we have a long-term commitment to staying in the city. We have more than four years left on our current lease at Haven Banks, and the current bowling centre will remain open there for several years.



Regeneration plans for Exeter's Haven Banks Retail Park (Image: Coplan Estates and Welbeck CP)

"We are actively seeking a new site in Exeter to replace the current site at the end of our lease and we plan to keep giving our customers great value family entertainment in Exeter for many years to come."

The scheme for the retail park is being called Haven Banks Regeneration. The homes would be split between split across build-to-rent apartments and co-living studios of various sizes, and the new retail space which comprise of cafés, restaurants and local shops.

The proposals state the developers are proposing to build a new urban village with high-quality homes and ground-floor 'public realm, local shops/café space, play space and new areas of green space'.

A public consultation is taking place from May 12 to 26 ahead of a planning application being submitted to Exeter City Council. Today, May 6, a website disclosing the plans has been launched.

A spokesperson for Coplan Estates and Welbeck CP said: "We are in discussions with Tenpin to identify an alternative site in Exeter so it can continue to have a presence in Exeter for the long term."

The aim is to submit the planning application for the site this summer, following the public consultation. It is hoped planning permission will be approved by the end of 2022. Construction work would then begin in the summer of 2023.



Regeneration plans for Exeter's Haven Banks Retail Park

People can find out more about the proposals and leave feedback online via a dedicated website or two drop-in public consultation events. The first will take place on Friday, May 13, from noon to 5pm. The second will be the following day on Saturday, May 14, from 10am to 3pm, at Haven Banks Outdoor Education Centre in Haven Road. For more details about the proposals visit the Haven Banks Regeneration website by [clicking here](#).

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Exeter's Haven Banks looks unrecognisable in major 'urban village' plan

The retail space will include cafés, restaurants and local shops

By **Anita Merritt**

10:24, 6 MAY 2022



Regeneration plans for Exeter's Haven Banks Retail Park (Image: Coplan Estates and Welbeck CP)

A first glimpse of what the regeneration of Exeter's Haven Banks Retail Park could look like has now been revealed following the announcement of **plans to build 440 new homes** alongside retail and leisure facilities on the site. Developer Coplan Estates and joint venture partner Welbeck CP have confirmed the homes would be split between split across build-to-rent apartments and co-living studios of various sizes, and the new retail space which comprise of cafés, restaurants and local shops.

The scheme is being called Haven Banks Regeneration and is aiming to drastically change the predominantly redundant land in Water Lane and Haven Road. The city's only bowling alley Tenpin Exeter is still based there, whereas Matalan and The Range have relocated to other premises in the city.

The public consultation is taking place from May 12 to 26 ahead of a planning application being submitted to Exeter City Council. Today, May 6, a website disclosing the plans has been launched.

It states that is proposing to build a new urban village with high-quality homes and ground-floor 'public realm, local shops/café space, play space and new areas of green space'. The website adds that it is in discussions with Tenpin to identify an alternative site in Exeter.



Regeneration plans for Exeter's Haven Banks Retail Park (Image: Coplan Estates and Weilbeck CP)

The aim is to submit the planning application this summer, following the public consultation. It is hoped planning permission will be approved by the end of 2022. Construction work would then begin in the summer of 2023.

The website states: "We will begin by removing the buildings currently on the site before constructing the new blocks and associated landscaping and infrastructure. We are targeting completion of construction during 2025."

Regarding its visions, it states: "Our ambition is for these regeneration plans to improve not just the site but connect with the riverside environment more widely and the surrounding residential areas." It adds it is interested in hearing from the community on any ideas for incorporating public art into the development, such as murals or art installations.

Colin McQueston, head of development at Coplan Estates, said: "Our proposals aim to define a new future for the Haven Banks retail park site so that it can contribute positively to the local area. As things stand the site is no longer viable as a retail park so we're extremely excited about re-energising it and delivering a vibrant new neighbourhood with much-needed housing and a range of new facilities and spaces for the public to enjoy. We're putting our proposals on display to share our vision and to invite views from the community – we'd encourage anyone interested in the proposals to come along to our drop-in events and submit feedback to the consultation."



Haven Banks Retail Park, Exeter (Image: Google Street View)

People can find out more about the proposals and leave feedback online via a dedicated website or two drop-in public consultation events. The first will take place on Friday, May 13, from noon to 5pm. The second will be the following day on Saturday, May 14, from 10am to 3pm, at Haven Banks Outdoor Education Centre in Haven Road.

Regarding the new homes being proposed, some of them will be build-to-rent refers to purpose-built housing designed for rent rather than sale – it provides residents an affordable place to live with a distinct and desirable sense of community and modern facilities geared around community living. Build-to-rent homes are more secure (from a lease perspective) and reliable than privately rented homes, with longer tenancy options, professionally managed by reliable landlords and with lower fees.

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Mixed reaction in Exeter to major Haven Banks plan

Concerns have been raised about the height of the development, increased traffic, the number of new homes and the impact on the local community

By **Anita Merritt**

16:51, 13 MAY 2022



 **Dick and Avril Dickson** (image: Devon Live)

Local residents have been giving their views on a new scheme to regenerate Exeter's Haven Banks Retail Park by building 440 new homes on the site alongside retail and leisure facilities. The scheme, being called **Haven Banks Regeneration**, is aiming to drastically change the predominantly redundant land in Water Lane and Haven Road into a new 'urban village'.

The city's only bowling alley Tenpin Exeter is still based there, whereas Matalan and The Range have relocated to other premises in the city. A public consultation has been launched and will end on May 26 ahead of a planning application being submitted to Exeter City Council.

Today and tomorrow, May 13 and 14, a drop-in public consultation is being held at Haven Banks Outdoor Education Centre in Haven Road. Today it is being held until 5pm and tomorrow, Saturday, it will run from 10am to 3pm.

Many local people have already poured through the doors of the outdoor education centre and a mixed reaction to the plans has so far been received. Concerns have been raised about the height of the development, increased traffic, the number of new homes and the impact on the local community.

However, many seem in agreement that the site is in need of regeneration and that there is a need for more housing in Exeter, especially smaller homes and ones aimed at people with lower budgets. Developer Coplan Estates and joint venture partner Welbeck CP have confirmed the homes would be split between split across build-to-rent apartments and co-living studios of various sizes, and a new retail space which comprises of cafés, restaurants and local shops.



Regeneration plans for Exeter's Haven Banks Retail Park (Image: Coplan Estates and Welbeck CP)

Low car usage is being encouraged by the scheme only offering 33 car parking spaces. Currently, there are 220 spaces on the site in the car park. Vehicle access to the site will be from Water Lane only and will not provide a route through to Haven Road.

The existing points of vehicle access serving the car park from Water Lane and Haven Road would be closed, reducing the number of vehicle movements and traffic around the site. The aim is to submit the planning application this summer, following the public consultation. It is hoped planning permission will be approved by the end of 2022. Construction work would then begin in the summer of 2023.



Regeneration plans for Exeter's Haven Banks Retail Park

Colin McQuestion, head of development for Coplan Estates said: "The reaction from the public so far today has been mixed, but the common themes of concerns that are coming across is in relation to car parking, the impact of the scheme in the area and the road network, and the proposed height of it and how it will fit in with adjoining properties and the impact on neighbours. It seems to be accepted the site needs to be redeveloped and its current format does not have much future.

"We have done quite a bit of work on car parking. As there is a low number of residents parking it will reduce the impact on the highways network as movements in and out of the scheme will be far and few in between than what there is in the retail park today. The current retail car park is also used by visitors to the quayside, but we believe there is sufficient capacity in the adjoining car park to take the slack.

"Exeter City Council is moving towards more sustainable developments and less dependency on cars. At this development, car clubs will be encouraged so that people don't need to own cars. Disabled parking is granted as part of the planning policy. There will not be a specific allocation to determine other residents' spaces."



Regeneration plans for Exeter's Haven Banks Retail Park (Image: Coplan Estates and Welbeck CP)

In terms of the height of the development, Mr McQuestion said much time has been spent on looking at the visual impact of the scheme in conjunction with council officers.

He said: "We think it's sympathetic to the buildings around. It does not break the view of the hills in the distance. We have also done lots of work on sunlight and daylight and the impact on adjacent properties so we know the effects are within reason."

Mr McQuestion also explained what people can expect from co-living accommodation - a modern form of housing where residents share living space. Each resident will have their own private bedroom, bathroom and kitchen, with communal areas focused around an integrated hub with shared space including flexible work and lounge space.

He said: "It is what we would call studio type accommodation. There will be a significant amount of amenity space in the block such as a residents lounge, outdoor terraces, cinema room and each floor will have a communal kitchen. Occupants will also have their own space well as communal spaces so residents will be able to breathe and mingle."

"It is targeting postgraduates and people in their first job who want to be in a central location and need something that is affordable."

"We are here to genuinely consult and take on board comments. We are here to get people's views and then we will go back and reflect on those in the next few weeks."



Haven Banks Retail Park, Exeter (Image: Google Street View)

Among those who attended the consultation today, May 13, is Dick and Avril Dickson, who are both aged 66 and live close by in Chamberlain Road.

Dick said: "It's the traffic situation we're worried about because there's only one way in and out of here and it's bad enough trying to get on to Exe Bridges as it is. We were told the residents won't be able to buy local parking permits."

"The drawing plans look nice but I think it's too high, especially for the people who it backs on to. It looks like Legoland to me and out of place. I'm not totally against it as something has to be done to the site but it's how it's done that is important and will they change the goalposts?"

Avril, who has lived in Haven Banks all her life, added: "I definitely agree with the need for it, but not on such a big scale. It looks like they are trying to cram everyone in."

Also in attendance was Raymond Flack, 68, of St Thomas, who is treasurer of Exeter Sea Cadets which is based at Haven Banks.



Raymond Flack (Image: Devon Live)

He said: "There is a lot of regeneration going on down here and they will also be redeveloping the gas works at some stage. I can understand the reason for wanting to develop Haven Banks Retail Park because The Range and other places have moved on so something needs to be done with it.

"When I read the plan was for 440 homes I was scratching my head as to how they will manage that, especially with all the other bits they want to put in there. My concern is how it may affect parking and transport. If you are adding more cars into the mix it makes it a little bit more complicated for when people come down here.

"I'm not totally convinced about the no cars idea because people need a car. It's fine if you're fit and able and younger. I understand the reasons for being greener but sometimes the pendulum might swing a bit too far.

"I think they may be trying to pack too much in there. I have also learnt to never be taken in by illustrations as they are never quite what they seem in reality."



Will Smith (Image: Devon Live)

Will Smith, 73, who lives at Waterside in Haven Banks said: "In general I like the idea and it's a good mix of housing. Anything that brings life into the area will be fun. At the moment it's crummy so something needs to be done with it.

"My concern is coming out of the crossroads by Marks & Spencer. When you turn left it goes into one and the traffic is just solid. As the site is only offering 33 allocated spaces it won't create a problem, but there will be fun and games during the construction period."

Sarah Dicker, 54, lives in Exminster, but her mother lives around the corner from the development so they went to see the plans today.



 Sarah Dicker (Image: Devon Live)

She said: "I like the facts it's pedestrianised and they are putting in a play area for children. The housing looks nice and there's green space around it with trees.

"The site currently looks a bit unsightly. It needs a facelift to make it nice and attractive. There are some lovely houses and flats around here so I think it needs to be in keeping with what's already here.

"I like the idea of it being co-living as the rent prices in Exeter are astronomical for such small spaces. These homes will be within a nice facility, and will be well insulated and cheap to run which is great for you people who are struggling to afford a home. I also think for the area it will be lovely."

People can find out more about the proposals and leave feedback online via a dedicated website. For more details visit the Haven Banks Regeneration website by [clicking here](#).