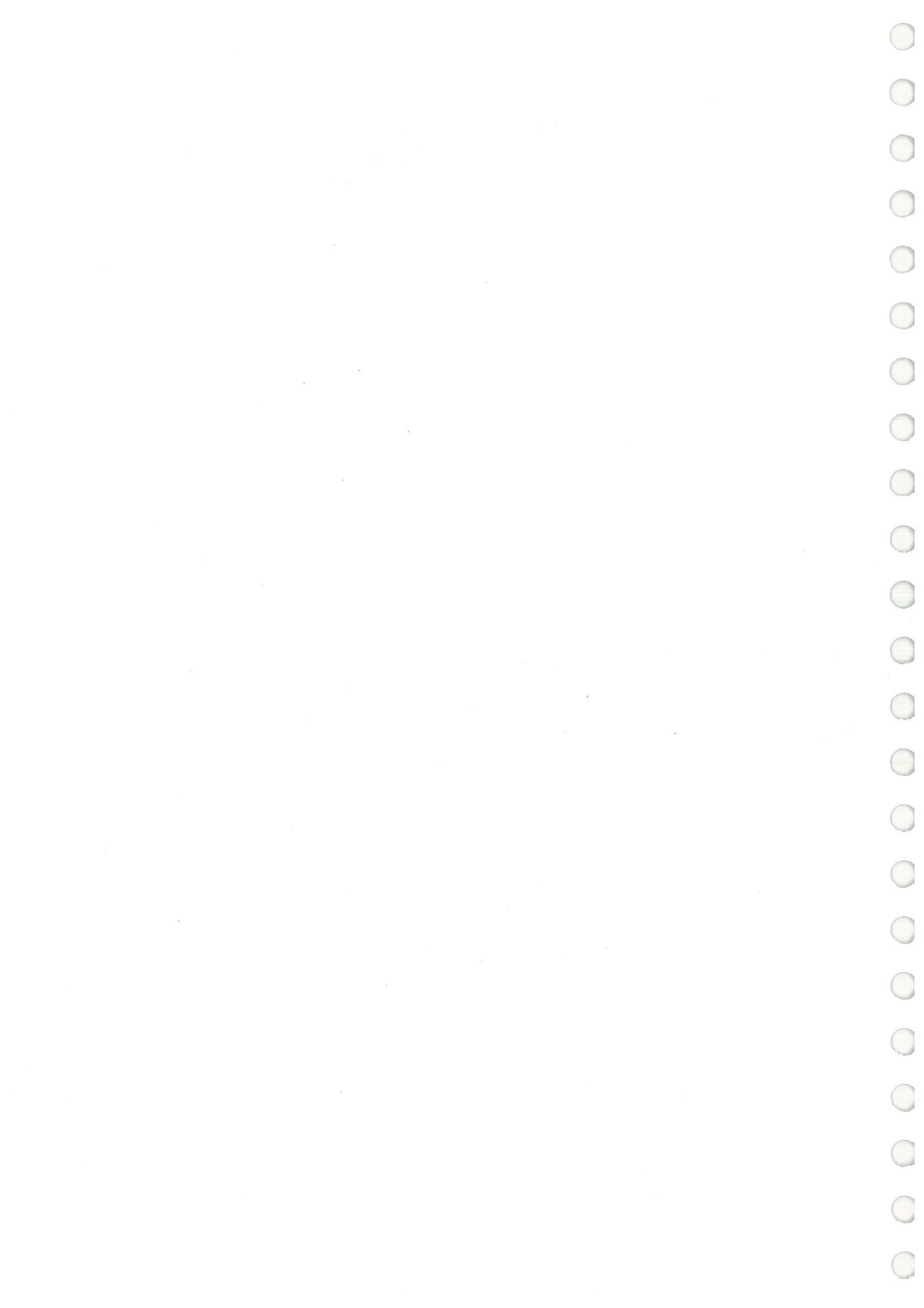




**Hayle Harbour, Hayle, Cornwall**

**Appendix six**

**Statement of Community involvement – South Quay  
Planning application.**



Regeneration Proposal for South Quay  
**Hayle Harbour**

**Statement of Community Involvement**  
**Prepared by Consensus**  
Updated December 2011



*" ING didn't consult in Hayle they engaged with the people of Hayle "*

*Cllr John Bennett Mayor of Hayle*



Architects Feilden Clegg Bradley were instructed to create a heritage led design statement for Hayle

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## **1.0 The application**

The ING application for South Quay Hayle Harbour requested full planning permission for a (A1) Food store with an A2 Unit, 2 small retail units for shop/restaurant purposes (A1 or A3). The creation of a new public realm including quayside promenade and public open space.

Outline planning permission was sought for the erection of 30 residential units including the construction of a new restaurant (A3)

## **2.0 Engagement with the community**

***ING didn't consult with the people of Hayle.....  
they engaged with Hayle***

***- Cllr John Bennett Mayor of Hayle***

This report outlines the steps taken by ING RED to engage with the Community of Hayle.

ING recognised that local approval of plans to redevelop South Quay was crucial to the process.

Cornwall is one of the most active hotbeds for localism in the country and Cornish Communities pride themselves on scrutinising in detail any plans, which are put before them. Hayle is at the forefront of this micro management of planning related matters.

***" I felt I should express to the Minister that any examination by an independent inspector would mirror the examination already undertaken at a local level in Cornwall "***

***- George Eustace MP for Camborne, Redruth and Hayle***

Cornwall Council clearly pays careful consideration to the views of local residents, stakeholder groups and local politicians

Residents have been a party to extensive consultation in recent years and have become consultation fatigued – thus ING chose to engage in a dynamic way to make the dialogue meaningful and progressive.

### **3.0 The appointment of the Community Engagement Manager**

The company chose to adopt an Open Door Policy with the Community in Hayle.

Gary Cartmell an award winning CSR Practitioner was appointed Community Engagement Manager and dedicated an average of 2 days per week to answering and involving the Community in the engagement progress.

The Hayle Harbour Office was used to showcase Presentation boards featuring the scheme and was used daily for meetings of groups and stakeholders close to the scheme.

### **4.0 Open door access to the Harbour master**

The Harbourmaster (Captain Mark Capon) engaged with stakeholders at monthly Harbourmaster's surgeries. Residents were welcome to discuss any topic whatsoever.

These surgeries were in addition to regular meetings with official stakeholder groups such as The Hayle Harbour Advisory Committee and The Hayle Harbour User Group.

A new website [www.hayleharbourauthority.com](http://www.hayleharbourauthority.com) was set up to support the Harbourmasters engagement activities.

The appointment of the Community Engagement Manager was fundamental in engaging with groups and stakeholders.

The concerns and issues of the Community were dealt with quickly by the Community Engagement Manager.

### **5.0 The use of an Interactive website –Feedback online**

The results were published on [www.hayleharbour.com](http://www.hayleharbour.com) which achieved high levels of usage and many thousand hits.

A special "contact us" section was placed on the website to allow website visitors to ask questions of the Community Engagement Manager.

- 98% of all questions were answered within 3hrs of being received. Many



users expressed surprise and appreciation for the speed in which all questions were answered.

The Hayle Harbour website included news, plans, images, comments and a flythrough CAD generated film.

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

### **6.0 Cornwall uses social media –Tweeting information**

Twitter was used by the Community Engagement Manager to allow web-enabled residents to update on news and to follow his activities around Hayle. Questions were sent via twitter and answered by return. Photography was uploaded to the twitter page.

Social media usage is extremely high in Cornwall.

A Facebook page ***a Vision for Hayle*** was also set up to allow an interface for yet more feedback. With a full gallery of images and links to key stakeholders. The Facebook page generated over 1000 friends in four weeks

### **7.0 Meeting Stakeholders on a weekly basis**

The Community Engagement Manager attended regular meetings with groups and organizations including:

Hayle Chamber of Commerce, Hayle Town Council, Hayle Archive, Hayle Residents Association, Hayle Area Forum. St Ives Town Council, Hayle Harbour Trust, Hayle Cricket Club.

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





## **8.0 Working extremely closely with Key Stakeholder groups**

### **8.1 Hayle Town Council**

Fundamental to the flow of information to the Community were the regular briefings with Hayle Town Council. The Town Council has a dynamic relationship with the Town and doesn't like to receive information via a third party. Thus milestones in the planning and development of the scheme were relayed to the Council directly.

Professionals from the Planning team presented to the Town Council key elements of the scheme.

#### **8.1.1 Design Workshops**

Heritage workshops were set to explore with Planners and the Town Council all issues relating to the heritage led design brief. Architects Fielden Clegg Bradley and Heritage expert Steven Levrant attended monthly meetings, which also included County Councillors and Cornwall Council Officers

### **8.2 Hayle Harbour Trust**

One of the most outspoken critics of previous schemes was the Hayle Harbour Trust. The Trust was formed to act as a safety net to assist in the event that the harbour failed and was forced to close.

The Trust included some very well known local personalities such as Sir John Banham and former Hayle MP and current St Ives MP Andrew George.

The Trust were keen to negotiate the best possible advantage for the Community of Hayle and they chose to look at the transfer of the running of the Harbour and key Heritage assets to a community run Trust. ING and the Hayle Harbour Trust developed a Harbour Levy scheme that meant that the running costs of the harbour would be covered by a Levy on new houses to be built within the harbour limits

### **8.3 Save our Sands**

This group is a powerful environmental NGO which has generated support for its stance over the abolition of plans to sell sand from the beach to horticultural suppliers.

ING worked closely with this group firstly in halting the dredging and selling of sand from Hayle Harbour and then more recently in relation to plans to reintroduce sluicing to Hayle Harbour.

A working memorandum of understanding was worked out with the group.

### **8.4 Hayle Archive**

The Archive is a key portfolio holder for heritage in Hayle and was clear in their views that a secure future for the harbour was paramount. The Archive became a key part of the Hayle Harbour Liaison Group and an independent monitor of the activities of the developer.

### **9.0 Hayle Harbour Liaison Group**

In order to enfranchise those voices that had expressed concerns, the HHLG was set up to express concerns and to cross-examine Professionals from the Planning Team. The Group was a great success and it was considered extremely effective to include such a large number of outspoken critics as discussion and debate was robust and dynamic.

It was particularly pleasing to see as the debate progressed how once critical voices were able to weigh up the positive and negatives of the scheme, delivering increasing levels of support to the application.

The HHLG grew in numbers and momentum through the engagement process. With a final membership numbering 23.



The general view is that the HHLG should continue and assist in future developer engagement with the community.

Key members of the HHLG were the Hayle Residents Association, the Hayle Chamber of Commerce and the Hayle Archive.

Separate Presentations were made to the Chamber, Archive and the Residents Association (Post SPC)

### **10.0 Hayle Harbour Heritage Walk**

Over 100 people attended a Heritage walk around South Quay. Organised by the Community Engagement Manager and guided by Heritage Expert Stephen Levrant the Walk took the group through specific points of interest around the quayside over a 2 hr period.

The Walk was declared a success by those who took part and allowed people to see for themselves the wooden slipways and granite docks, which were uncovered by the Archaeology team working on South Quay



Residents taking part in the walk around South Quay

## 11.0 Hayle Harbour Open Evening

Local resident and Hayle Residents Association member Peter Channon suggested that an open evening be considered. The idea was welcomed and an open evening was arranged where all the organisations including The Hayle Harbour Trust and Save our Sands were represented.



The Hayle Archive undertook an exit survey, 250 people took part in the survey.

The question asked was:

*Are you supportive of the plans for South Quay and the benefits for the Harbour and Hayle as outlined?*

74% support  
13 %against  
13% unsure

This is roughly the same percentage figure as achieved at the previous presentation weekend.



## **12.0 The History of the Port**

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

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

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

### **12.1 Attempts at Regeneration –DeSavery,Tekoa Rosshill and Carruthers**

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

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

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

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

In February 2011 ING Presented plans for South Quay which included a foodstore. At the meeting of the Cornwall Council Strategic Planning Committee ING was asked by the committee to demonstrate overwhelming local acceptance for their scheme which they did.

The Plans returned to committee in October 2011 the scheme returned to the SPC with the unanimous approval of the Hayle Town Council, The Hayle Area Forum and support from the Chamber of Commerce.



### **13.0 Process –Notes**

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

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

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

PPS1 Delivering Sustainable Development states

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





#### **14.0 Initial Public Presentation first scheme**

The original scheme which was discussed at Committee in Feb 2011 was presented to the public at the White Hart Hotel- over 300 people attended and a unique secret ballot was undertaken to ensure that the feedback was totally fair and independent.

#### **14.1 Format –The inclusion of a secret ballot**

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

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

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

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

#### **South Quay –Your views**

*Having viewed the proposals for the regeneration of South Quay we*

would welcome your views, which will be presented directly to Cornwall Council.

What is your opinion of the proposals?

*In favour*

*Not in Favour*

*Undecided*

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

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

The box was collected and stored at Hayle Police Station from where it was taken to the Harbour Office by PCSO Youngman and PCSO Hosking where it was officially counted by the PCSOs and Deputy Harbourmaster Peter Haddock.

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

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

At the previous ING Presentation Weekend:

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





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

### **15.0 Summary**

Cornwall is recognised as a hotbed for localism and developer ING embraced this process working closely with the community and ultimately gaining the trust of residents. The application for South Quay was without question one of the most debated and discussed schemes in Cornwall in the last 5 years. This is hardly surprising given the fact that Hayle Harbour had occupied minds for 35 years.

The most important result of the ING South Quay application is that for the first time in living memory it has brought the people of Hayle together behind a plan for the harbour.



**This report was prepared by: G Cartmell Consensus**