

Statement of Community Involvement

Green Lane, Pudding Norton



Introduction

The National Planning Policy Framework (NPPF), revised in July 2021, recognises the significance of pre-application engagement, in improving the efficiency and effectiveness of the planning application system. North Norfolk District Council (NNDC) published their Statement of Community Involvement (SCI) in 2016 which sets out the importance of early, effective, and meaningful engagement with the community and other stakeholders to allow people to feel they are involved in shaping the future of their community.

Prior to the submission of an application, the SCI recognises that early engagement with the community has the potential to improve efficiency and the effectiveness of the planning system for all stakeholders. This Statement of Community Involvement (SOI) demonstrates the schedule of pre-submission engagement, which was undertaken by Flagship Group, in preparation for the submission of the application for the redevelopment of the four flats affected by the fire and the nearby garages at Green Lane, Pudding Norton.

Flagship Group recognise the importance of community involvement in the planning process. This document demonstrates that extensive pre-application consultation has been undertaken prior to the submission of the planning application for the development proposal. The consultation responses and discussions are documented within this Statement.

Summary of pre-application engagement: North Norfolk District Council

The proposed development has evolved following an informal pre-application meeting with North Norfolk District Council. The design team have undertaken an informal pre-application meeting with Planning Officer, [REDACTED], and [REDACTED] Enabling Officer on 8th November 2023 in respect of topics relating to, design, access, parking and landscaping. The proposals have developed iteratively in direct response to Officer feedback.

Summary of pre-application engagement: residents

Flagship Group adopted an engagement strategy which utilised a 'you said, we did' methodology - understanding what matters to tenants and residents living within the vicinity of the flats and garages at Green Lane, and using their feedback to shape the design. Engagement in this way enables the delivery of meaningful change, enhancing the lives and opportunities of the local community.

On 13 September 2022, Flagship Group sent 75 letters to all residents within the Green Lane estate, alongside residents of the Parklands, to understand what matters to them. The letter included a brief survey which included some questions to understand more about resident's views on their homes, the garages, and the community. There were 20 respondents in total (27% response rate).

Generally, residents were very positive about their homes and their community however, 100% of residents said they were unhappy with the current state of the garages.

Almost all respondents mentioned the idea of new homes. The feedback was varied in terms of the types of new homes that residents would like to see - additional homes, affordable homes, and providing homes and bungalows for older aged people. Residents also mentioned the need for parking, alongside a play area, planting and wider amenities too.

In November 2022, and March 2023, Flagship Group sent all residents a letter updating them on what was happening to keep them informed. Within these letters, residents were offered the opportunity to get in touch via email or phone if they wanted to discuss what was happening any further, or ask any questions.

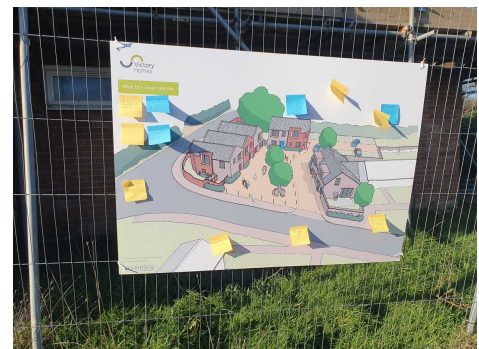
In July 2023, all residents were sent a further survey, alongside a letter, to build upon the feedback that they'd already provided and to shape the detail of the design. Residents were invited to provide us with feedback on the types of homes they'd like to see, what they'd like to see done with the green space, and to give some further insight into the issues of parking which were previously mentioned. There were 11 respondents in total (15% response rate).

Residents said they'd like to see a mixture of homes, including bungalows however, some residents said that they didn't mind the type of homes included in the design. Residents said they'd like to see the green space used for play space or equipment, a multi-purpose community space, wildflower meadow or seating. Most residents said they felt there was a wider issue with parking which they'd like to see resolved.

Summary of consultation: residents

On Saturday 13 January 2024, all residents were invited to attend an in-person event, held outside the garages, to showcase the design for the site. Residents were also given the design via a postcard and offered the opportunity to get in touch via phone or email to provide feedback too. In total, 20 residents attended the event (26% response rate) to give their feedback on the design.

100% of residents gave positive feedback towards the suggested design for the site. Many were keen to understand how quickly the design could become a reality. Alongside this, residents further highlighted the issues they're facing on the wider Green Lane estate. There were suggestions of how we could formalise additional parking across the estate to benefit everyone.





Conclusion

In conclusion, this Statement of Community Involvement has demonstrated that a thorough process of engagement has been undertaken with the community to understand their wants and needs from the site affected by the fire. Flagship Group have taken an inclusive approach to engagement by ensuring they used multiple methods such as text message, online surveys, letters, postcards and an in-person event to ensure all residents have the opportunity to have their say.

Wherever possible, Flagship Group have used the feedback received from residents to shape the design seen within the submitted proposals.

Appendix

Appendix One: Initial letter sent to Green Lane residents



Victory Homes
Tom Moore House,
Cromer Rd,
North Walsham,
NR28 0NB
0330 123 1860
info@victory-homes.co.uk
victory-homes.co.uk

Dear 

We want to shape the future of Green Lane, together

As you'll know, unfortunately, in September 2021 there was a fire that affected the block of flats at the entrance of Green Lane estate. Over the last year, we've been understanding our options on what we can do moving forward to re-provide those homes. We have some ideas; however, we first want to understand what matters to you. That's why we've put together a brief survey to understand more.

Alongside this, we've included some additional questions to understand more about your views on your home, the garages, and your community.

We'd really appreciate it if you could take the time to fill out the survey on the back of this letter and return it to us by 3 October using the free-post envelope provided.

We're here to help

If you have any questions, call us on  or email 

Yours sincerely,

Flagship Team



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1	2	3	4	5
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Yes No

1 2 3 4 5

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Appendix Two: Summary of feedback from initial engagement

We had 20 respondents (27% response rate) and they gave the following feedback:

- **What do you think could be done with the flats affected by the fire?**
 - **Homes** – almost all respondents mentioned the idea of new homes. It was a mixture of either building additional homes, homes that are affordable, turning the garage site into new homes and bungalows for older age people. Everyone said something needed to be done
 - **Parking** – there was mention of turning the garage site into parking and a concern that adding additional homes would add to the problem of parking
 - **Play Area** – there was one mention of using it for a play area
 - **Planting** – one person mentioned wanting to plant trees in memory of HM Queen
 - **Amenities** – one mentioned that they'd like to see a shop and coffee shop to improve the community
- **On a scale of 1-5, please tell us how you feel about living in your community. 1 being very negative and 5 being very positive.**
 - 4 out of 5 was the average score for how positive people felt about living in their community
- **Are you happy with the current state of the garages that are next to the flats affected by the fire?**
 - 100% of respondents said no
- **On a scale of 1-5, please tell us how you feel about your home. 1 being very negative and 5 being very positive.**
 - 4.5 out of 5 was the average score for how positive people felt about their homes
- **Any other comments?**
 - **Garages** – respondents feel they are an eyesore and there is mention of asbestos. Would like something to be done with both garage sites
 - **Parking** – respondents mentioned that parking is an issue across the estate and perhaps the middle garage site could be used for allocated parking
 - **Mobile Homes Site** – respondents who mentioned this said that it's up for sale and wondered if Flagship would be interested
 - **Community** – respondents mentioned that they love their community however, they find it a little isolating for those without mobility, but it has the potential to be great.

Appendix Three: Keeping in touch letter (November 2022)



Victory Homes
Tom Moore House,
Cromer Rd,
North Walsham,
NR26 0NB
0330 123 1860
info@victory-homes.co.uk
victory-homes.co.uk

30 November 2022

Dear,

Keeping in touch

We spoke to you in September about the flats that were affected by the fire. We wanted to hear your ideas about what we could do with the space whilst understanding more about what matters to you and your community.

Firstly, we'd like to say thank you for your thoughts, they were really useful and will help us to start to shape what we do in the future.

Your feedback

From your feedback, we know that you want something done with the flats that were affected by the fire. Whether this be replacing them with what was there before, replacing the flats and providing additional new homes, or something else. Alongside this, we know that you're not happy with the state of the garages and that you love your home too.

What happens next

Based on what you've told us, we will be doing some work behind the scenes to understand what's possible. In the new year we'll get back in touch with you with an update on this and hopefully be able to show you some options for what we can do.

We're here to help

If you have any questions, call us on [REDACTED] or email [REDACTED]

Yours sincerely,
Flagship Team

Appendix Four: Keeping in touch letter (March 2023)



Victory Homes
Tom Moore House,
Cromer Rd,
North Walsham,
NR28 0NB
0330 123 1860
info@victory-homes.co.uk
victory-homes.co.uk

09/03/2023

Dear [redacted]

Keeping in touch

We wrote to you before Christmas to give you an update on the flats which were affected by the fire.

We told you that we were doing some works behind the scenes and would be in touch in the new year with an update on this.

What's going to happen next?

We've been working hard to understand what's possible. At the moment, we're getting the right team of people together to help us look at transforming the space.

We want to continue to listen to your views and understand what matters to you, using your feedback to shape what the space could look like. That's why in the coming months we'll come back to you with a series of options / designs for the area/ flats/ space.

We're here to help

In the meantime, if you have any questions, call us on [redacted] or email [redacted]

Yours sincerely,
Flagship Team

Appendix Five: Shaping the future of Green Lane letter & survey (August 2023)



Victory Homes
Tom Moore House,
Cromer Rd,
North Walsham,
NR28 0NB
0330 123 1860
info@victory-homes.co.uk
victory-homes.co.uk

Tuesday 1 August 2023

Dear,

Shaping the future of Green Lane

I'm getting in touch to find out how you're feeling about the future of Green Lane. Following the devastating fire in September 2021, we've been working with architects' 'Ensemble', to come up with some ideas on how we can transform the space.

Please spare 10 minutes to share your thoughts.

Your feedback is so important to us, and we want you to help shape the future of your neighbourhood. That's why we've put together a short survey, so that you can share your suggestions on how the community could be improved. We already have a few of our own ideas, but we'd love to hear your thoughts on the homes, parking, and green spaces in the area, along with any other positive changes you'd like to see.

To have your say, please fill out the paper survey and return it to us using the pre-paid envelope we've provided, or simply scan the QR code below and complete the survey online! Please share your feedback with us by **Monday 14 August**.

We're here to help.

In the meantime, if you have any questions, you can call us on [REDACTED] or email [REDACTED]

Yours sincerely,

[REDACTED]

Regeneration Project Officer, Flagship Group





Survey – Shaping the future of Green Lane

Following the devastating fire in September 2021, we spoke to you about your [community](#) and you told us you'd like to see new homes, improved parking, some planting and a play area too. Following this, we'd like to hear more of your thoughts on Green Lane!

Homes

1. You told us you'd like to see new homes. What type of new home would you like to see? (Please circle)

Houses

Bungalows

Flats

A mixture of different types

2. Do you think there is a type of home which is missing on the Green Lane estate? (Please circle)

Yes

No

3. If so, what type of home do you think is missing?

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4. What's most important to you in a new home? (Please rank these 1 to 4, 1 being most important and 4 being least important to you)

Decent sized garden		Separate living space (not open plan)	
Open plan living		Allocated parking	

5. Is there anything we've missed that would be important to you in a new home?

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Green Space

6. We know that having usable green space is really important. What would you like to see the green space used for? (Please circle)

Wildflower meadow

Seating

Play equipment

Allotment

Pond or water feature

Trees & hedges

Play space

Multi-purpose community space

Parking

7. When providing new homes, we'd also provide parking to go with them. Do you think there is a wider issue with parking on the estate?

Yes, I think there is a problem with parking, and we need some more spaces

No, I think there is enough parking already

8. If so, can you tell us more about where the problem is and how you think we could solve it?

Community

9. Is there anything else you think we could do which would help to improve the community?



Victory Homes
Tom Moore House,
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10. Would you like to be more involved with the project? For example, be involved in a design workshop or perhaps help choose some local art or planting.

Yes

No

11. Do you have any concerns about this project and what it entails?

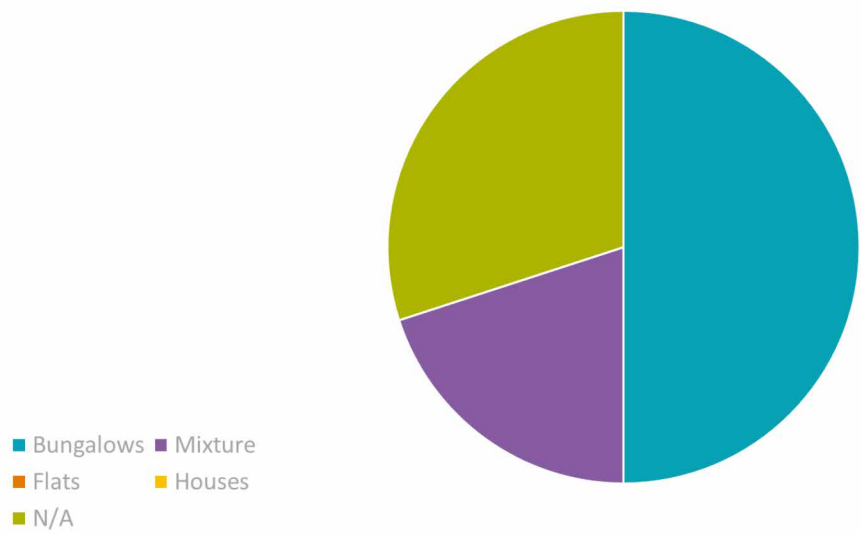
Yes

No

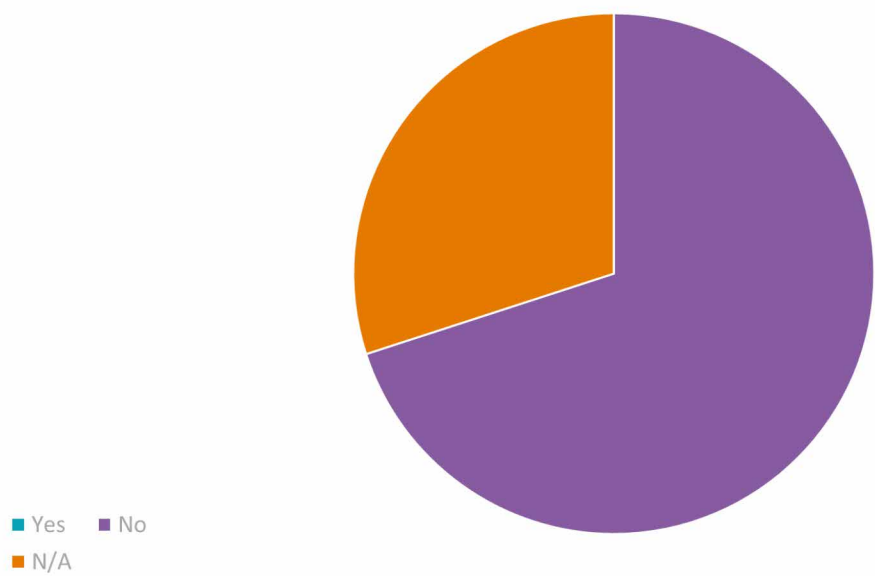
12. If so, what are your concerns?

Appendix Six: Shaping the future of Green Lane letter & survey feedback

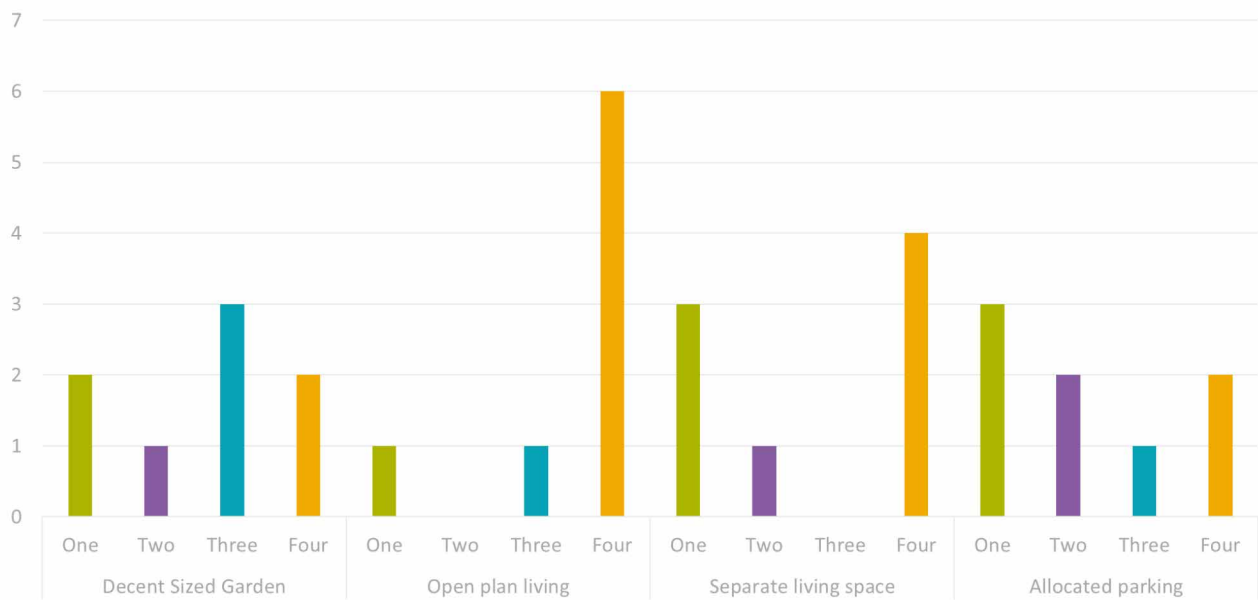
What type of new homes would you like to see?



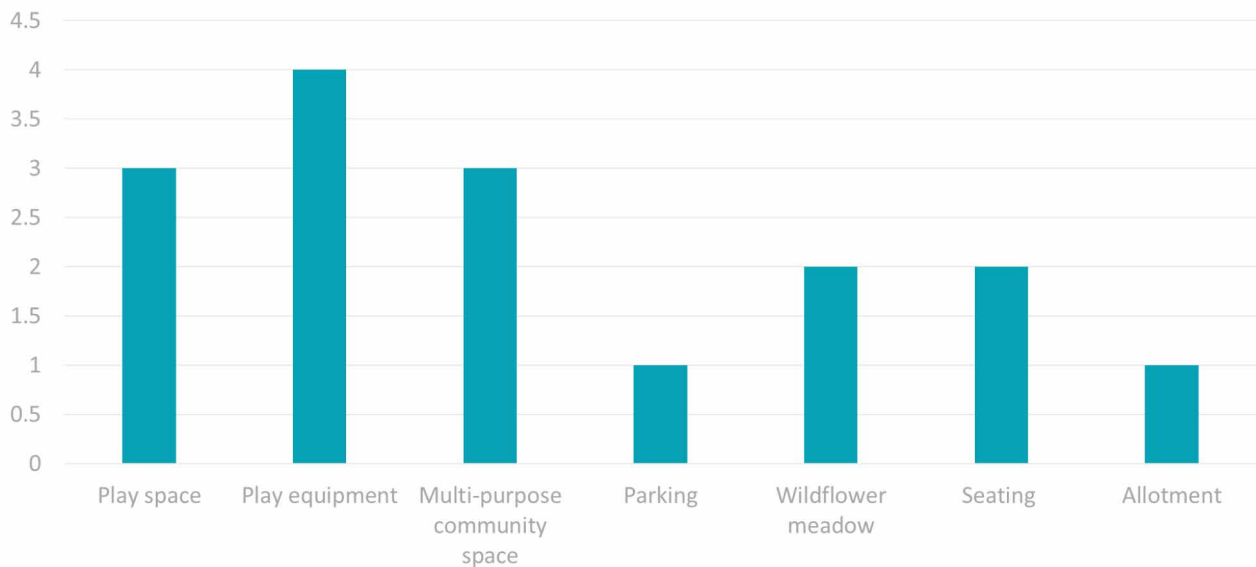
Do you think there is a type of home missing on the estate?



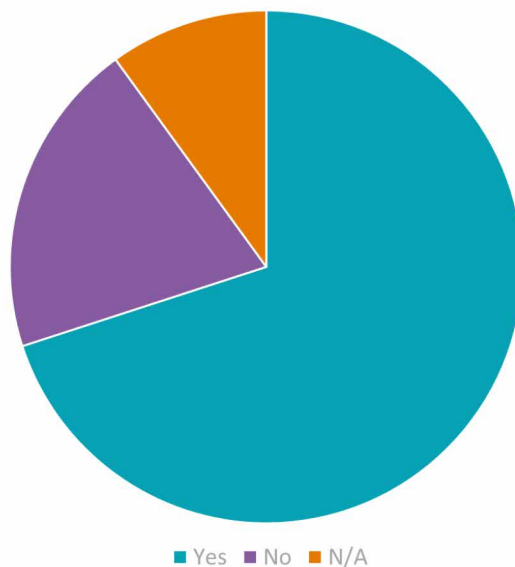
What's most important to you in a new home?



What would you like to see green space used for?



Do you think there is a wider issue with parking?



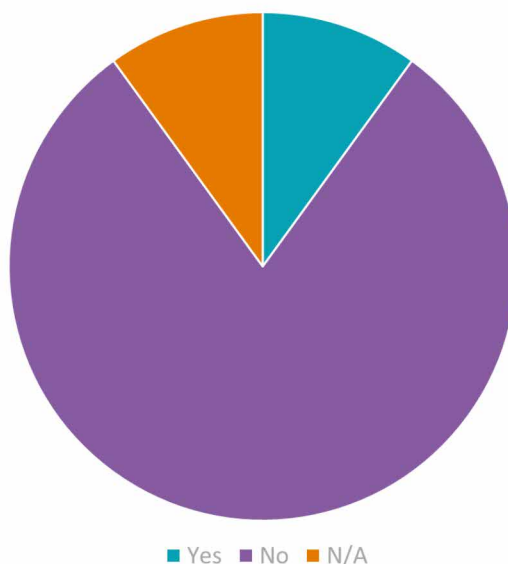
Tell us more

- "People parking on the side of the road as your turn into green lane, the paths don't need to be as wide"
- "Unfortunately, it can't be solved as the estate has a cul-de-sac, it should have had two entrances. Also, parklands park on the roads and they have their own car parks. This should not be allowed. If we have an emergency, vehicles have a problem getting round"
- "Garages need pulling down so cars can park there"
- "Since Victory Housing took away the garages, parking has become a big problem"
- "The parking on Green Lane has been an issue for the residents, visitors and deliveries since the sale of the garages. I agree that the garages became unfit for purpose as they became so badly rundown that it would have not been money well spent to bring them back to a usable condition, the average motorcar today is much wider than those manufactured in the 60s and these garages would only have been used as storage space and dumping ground for unwanted items. Knocking them down and leaving the concrete pads in place would have been the answer, St Peters Road Fakenham is a good example, too late now. Drop the kerbs and provide the residents with off road parking adjacent to the premises they live in, that would also reduce the level of maintenance and grass cutting required, in the long-term a saving in itself"
- "At the weekend when everyone is at home the estate is packed with cars and vans"
- "Making more parking available perhaps where the old garages are to clear the road, making it easier to enter and leave the estate, as it gets very crowded with cars near the junction"

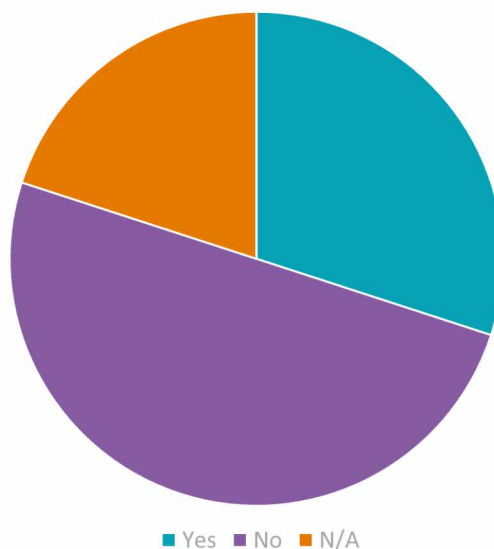
Is there anything else we could do to improve the community?

- "Provide more parking areas"
- "My wife and I lived in flat 3 for the first 3 years of our marriage until we were offered one of the houses by, at the time NNDC housing department, Green Lane was built primarily for key workers in and around the then busy manufacturing sites in the nearby town of Fakenham. At the time not all these households owned a vehicle and, like me, cycled to work, today nearly every household owns at least one vehicle, some two plus a works van or car. please do something about the parking and put an end to the squabbling over parking spaces on Green Lane, that would improve the community spirit immensely."
- "Just parking"
- "A play area would be amazing, our nearest is Hempton which is dangerous to walk to by the main road, as the paths are too small for a pram/double pram and the traffic drives so fast"

Would you like to be more involved in the project?



Do you have any concerns about the project?



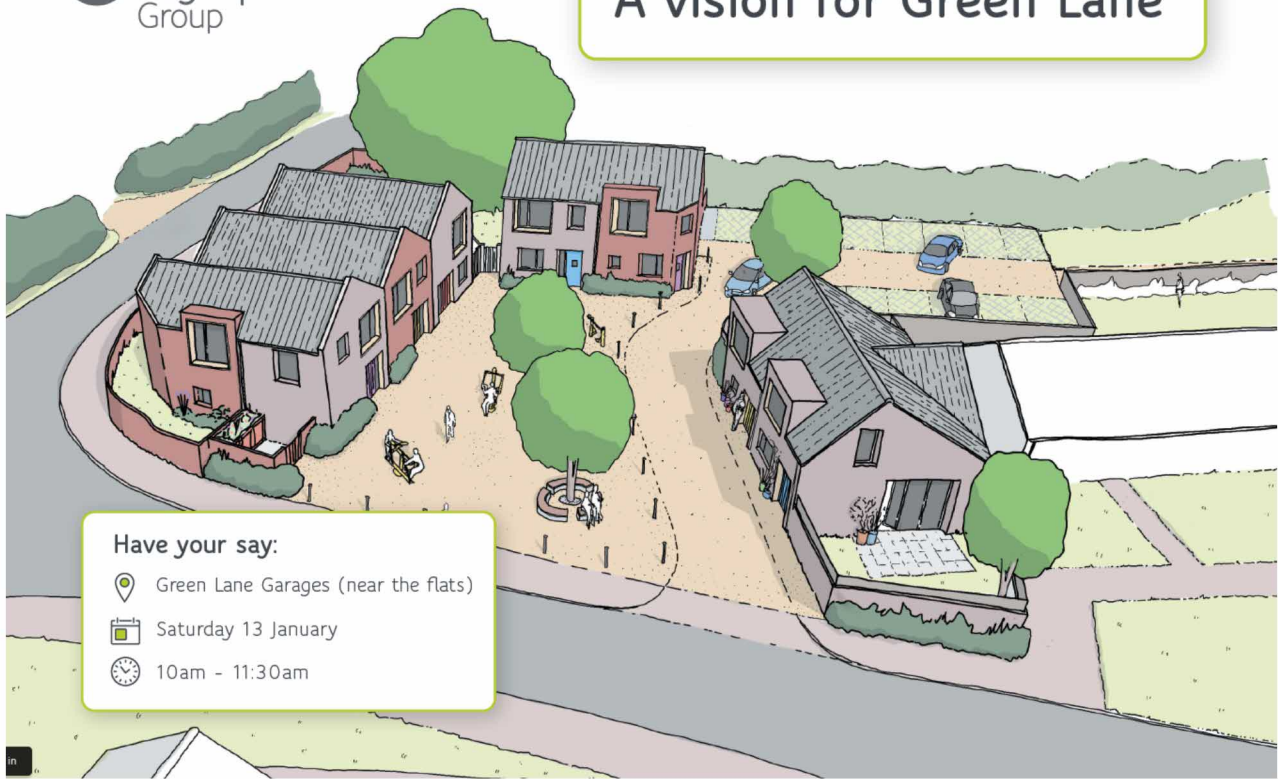
What are your concerns?

- “That Flagship will be exactly the same as Victory Housing and totally ignore the residents. A vast number of properties at Green Lane are privately owned including this one. Repair the existing block of 4 flats. It's virtually 2 years since the fire and we have had to look at the eyesore for long enough. Spend your money on creating more parking spaces. At present we have to use the grassed areas. I suggest you and your bosses visit the estate and talk to the residents to get an idea. You can also look at the weeds growing on the pavements and kerbside.”
- “Until Flagship advises me what the project entails how can I answer the question?”
- “The amount of time and money you have wasted on stupid surveys”

Appendix Seven: Postcard sent to all residents (December 2023)



A vision for Green Lane



Have your say:

- Green Lane Garages (near the flats)
- Saturday 13 January
- 10am - 11:30am



A vision for Green Lane

We've been speaking with you and your community since 2022, about what you'd like to see happen with the flats which were affected by the fire at Green Lane.

Based on your feedback, we've been working with architects, Ensemble, to come up with a design that we can share with you. In addition, you told us that parking is an issue within your community, so we have some ideas that we think could help solve this too.

Come and have your say

We'd love to hear your views on these plans, so please join on **Saturday 13 January, from 10am until 11.30am**. We'll be outside the garages next to the flats which were affected by the fire.

Can't make it?

If you can't make it, or have any questions in the meantime, then please don't hesitate to get in touch!

Drop us an e-mail

Give us a call



Have your say and shape the future of Green Lane

We've been speaking with you and your community about what you'd like to see happen to the flats which were affected by the fire. We've heard that you'd like to see us build new homes and remove the garages too. We also know that there are wider issues with parking which you'd like to see addressed.

We've put together an idea which provides 9 new homes, dedicated parking and an open space which can be shaped by you. We'd love to hear your thoughts on it.



What this could look like



What this could look like



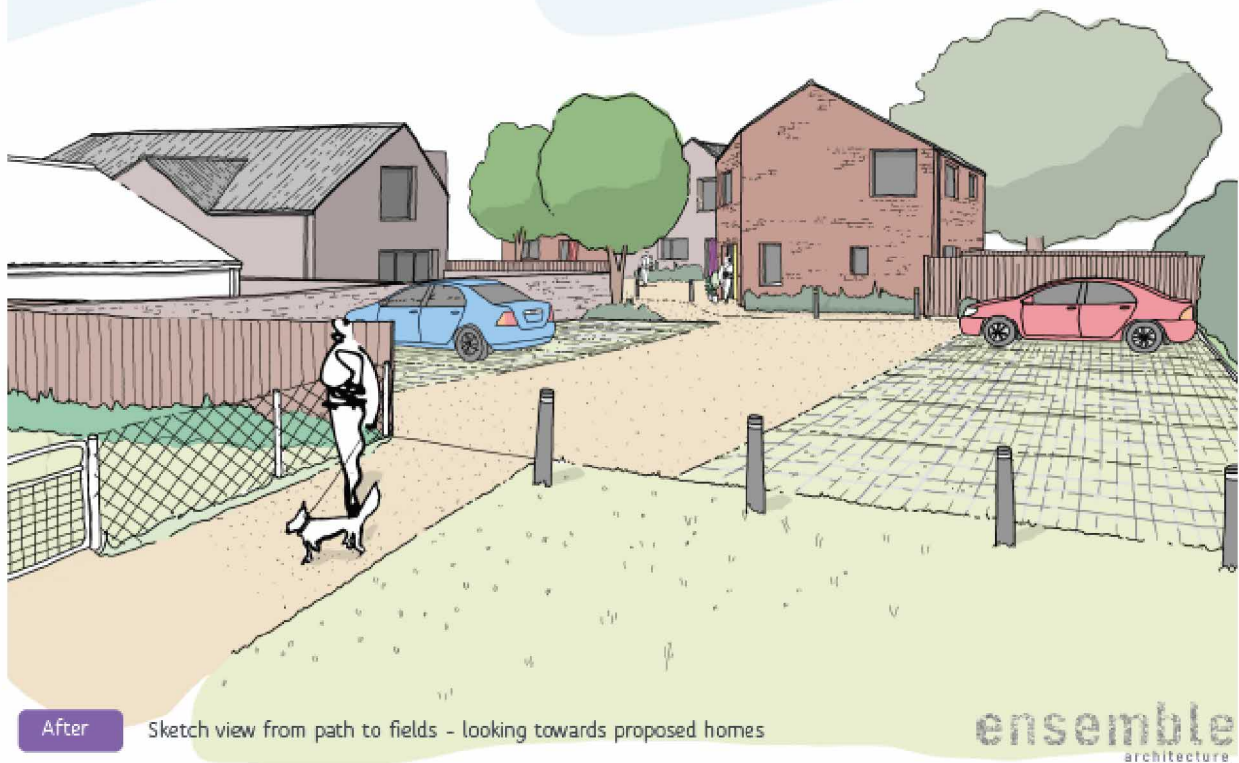
What this could look like



What this could look like



Before



After

Sketch view from path to fields - looking towards proposed homes

Resolving some of the wider issues

We've heard that there are some issues with parking across the Green Lane estate. Some people also told us that they'd like to see a play area alongside wildflower planting too. We've put together the four ideas below which aims to resolve some of the issues of parking, provide some play space and also put the grassed area which already exists, to better use.

Unfortunately, we won't be able to make all of these ideas happen however, we'd like to know which ones you love the most and why.

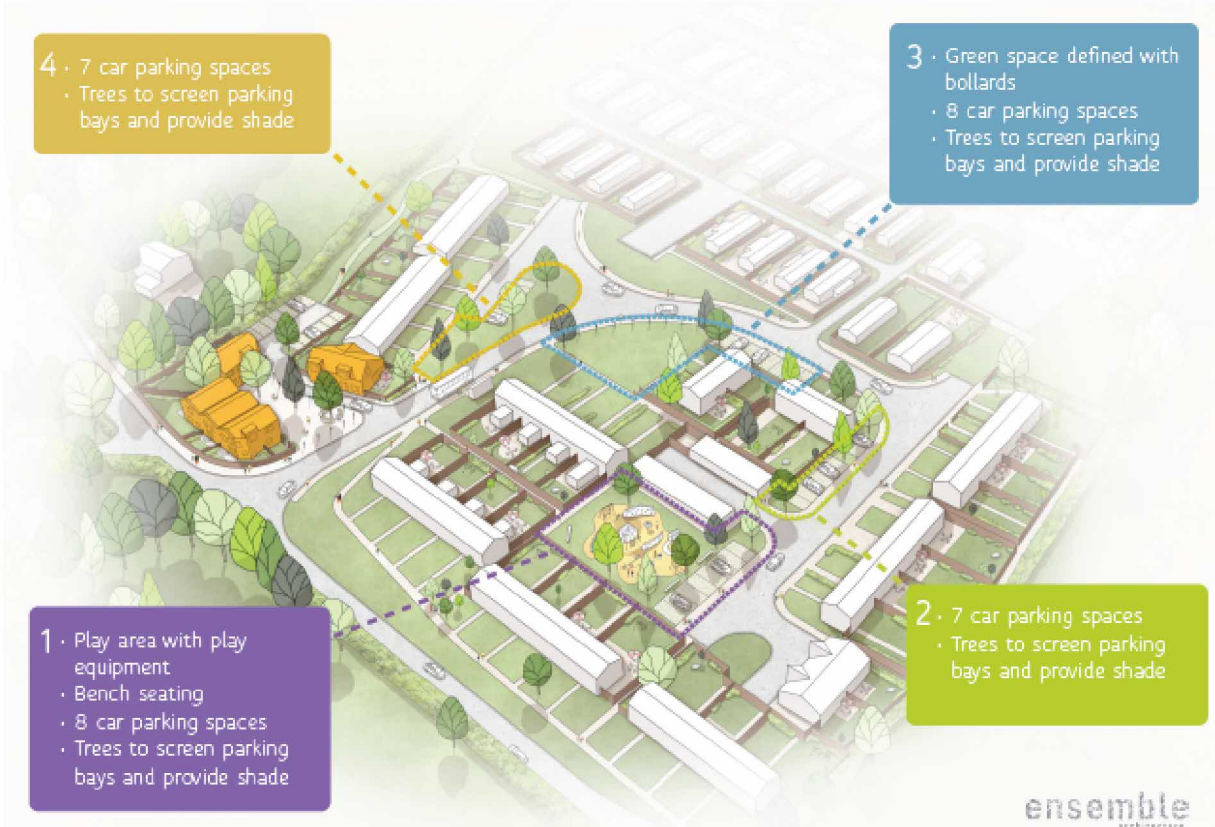


- 4 · 7 car parking spaces
· Trees to screen parking bays and provide shade

- 3 · Green space defined with bollards
· 8 car parking spaces
· Trees to screen parking bays and provide shade

- 1 · Play area with play equipment
· Bench seating
· 8 car parking spaces
· Trees to screen parking bays and provide shade

- 2 · 7 car parking spaces
· Trees to screen parking bays and provide shade



ensemble
architects



Outdoor gym/play equipment



Grass crete parking spaces to blend in with landscape



Biodiverse landscaping

What happens next?

We want to shape the future of Green Lane, together. We'll keep in touch with you every step of the way however, we wanted to share with you some key next steps.



Winter 2023/24

Thank you for taking the time to tell us your views about the ideas we've shown you for the future of Green Lane. We'll take away your views and use them to shape the design further.



Spring 2024

We'll come back to you with the final design which we hope to submit for planning. The final design will be shaped by the feedback you've given us today.

Do you have any further comments?

If you have any further questions, please get in touch with us by emailing

info@ensemble-architects.co.uk

or call

01223 310000