
Community Involvement Report

MOUNT PLEASANT – ERRATA NOTE

This note has been prepared by DP9 on behalf of the Royal Mail Group Ltd. The note should be read in conjunction with all documents and plans submitted in support of the following planning applications:

- The Calthorpe Street planning and associated conservation area consent applications to the London Borough of Islington; and
- The Phoenix Place planning application to the London Borough of Camden.

The above applications were submitted simultaneously to the relevant Local Planning Authority on 1 May 2013. Following the submission of the applications the London Borough of Camden requested that the redline application boundary for the Phoenix Place application was re-drawn to mirror the administrative boundary down the centre of Phoenix Place.

As a consequence, the redline boundary for both applications has been withdrawn and amended plans submitted to the relevant Local Planning Authority, alongside this Errata Note. The redline boundary change affects the site areas as follows:

- Calthorpe Street Site – From 2.22 ha to 2.36 ha
- Phoenix Place Site – From 1.31 ha to 1.17 ha

For the avoidance of doubt, the application proposals for the Mount Pleasant Site as a whole are unaffected and the documents submitted in support of each application remain valid and robust.

The table below lists the application documents submitted for each planning application and whether, other than plans showing the respective redline boundary and resultant site areas, this change affects the documents or conclusions.

APPLICATION DOCUMENT	EFFECT OF THE REDLINE BOUNDARY CHANGE
<i>Documents submitted in support of the Calthorpe Street Site application only</i>	
Planning Application Form, Land Ownership Certificate A and Agricultural Holdings Certificates;	Unaffected
The Covering Letter	Unaffected

Design and Access Statement: Volume 2: Calthorpe Street Development	Density calculations on page 45 amended to 1,036 habitable rooms within a site area of 2.36ha to provide a density calculation of 438 habitable rooms/hectare.
Calthorpe Street Waste Management Plan	Unaffected
Calthorpe Street Framework Travel Plan	Unaffected
Calthorpe Street Operational Waste Plan	Unaffected
Calthorpe Street Sustainability Statement including Code for Sustainable Homes Pre-Assessment and BREEAM Pre-Assessment	Unaffected
Calthorpe Street Energy Strategy including Overheating Report	Unaffected
<i>Documents submitted in support of the Phoenix Place Site application only</i>	
Planning Application Form, Land Ownership Certificate B and Agricultural Holdings Certificates	Unaffected
The Covering Letter	Unaffected
Design and Access Statement: Volume 3: Phoenix Place Development	Density calculations on page 31 amended to 1,077 habitable rooms within a site area of 1.17 to provide a density calculation of 921 habitable rooms/hectare.
Phoenix Place Waste Management Plan	Unaffected
Phoenix Place Framework Travel Plan	Unaffected
Phoenix Place Operational Waste Plan	Unaffected
Phoenix Place Sustainability Statement including Code for Sustainable Homes Pre-Assessment and BREEAM Pre-Assessment	Unaffected

Phoenix Place Energy Strategy including Overheating Report	Unaffected
<i>The application documents which assess the Development across the Site are set out below</i>	
Planning Statement which includes the Economic and Regeneration Statement and draft Section 106 Heads of Terms	Density calculations for Calthorpe Street (page 37) amended to 1,036 habitable rooms within a site area of 2.36ha to provide a density calculation of 438 habitable rooms/hectare. Density calculations for Phoenix Place (page 38) amended to 1,077 habitable rooms within a site area of 1.17 to provide a density calculation of 921 habitable rooms/hectare.
Design and Access Statement: Volume 1: Mount Pleasant	Unaffected
Environmental Statement: Volume 1: Main Text	Unaffected
Environmental Statement: Volume 2: Figures	Unaffected
Environmental Statement: Volume 3: Townscape, Visual and Built Heritage Assessment	Unaffected
Environmental Statement Volumes 4A to 4F (Appendices)	Unaffected
Environmental Statement Non-Technical Summary	Unaffected
Public Realm and Playspace Strategy	Unaffected
Housing Statement	Unaffected
Internal Daylight and Sunlight Assessment	Unaffected
Residential Travel Plan	Unaffected
Delivery and Servicing Plan	Unaffected

Framework Construction Logistics Plan	Unaffected
Parking Management Plan	Unaffected
Health Impact Assessment	Unaffected
Community Involvement Report	Unaffected

DP9

4 June 2013

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1. Introduction

This Community Involvement Report has been compiled by specialist community consultation company Indigo Public Affairs, on behalf of Royal Mail Group Limited. This report supports the planning applications for the regeneration of Mount Pleasant.

This report summarises the consultation process undertaken on Royal Mail's behalf in 2012 and 2013 in order to inform the evolution of the proposals. Consultation has been carried out in accordance with national and regional policies and meets the requirements of London Borough of Camden's Statement of Community Involvement (adopted November 2006), and the London Borough of Islington's Statement of Community Involvement (adopted July 2006).

The key aims of the pre-application stage of the public consultation strategy, which this report documents, were:

1. To inform local residents, businesses, councillors and other stakeholders about Royal Mail's regeneration proposals for the site.
2. To gain a full understanding of local opinions of Royal Mail's proposals, engage with the local and wider community throughout the design development stage, and use these views to inform the evolving proposals and identify concerns and opportunities where possible.
3. To demonstrate how Royal Mail has responded to the issues raised by community and stakeholders and to identify how changes have been made to the proposals.

In addition, this report demonstrates Royal Mail's continued commitment towards consultation and engagement throughout the statutory planning process.

Indigo Public Affairs is an active member of the Consultation Institute and has signed up to the Consultation Institute Charter, which sets out the best-practice principles for consultation.

2. Policy Framework

2.0 National Context

Consultation is an increasingly important requirement for all development projects, and is looked on positively by both local and national government. Indeed, the Government is seeking to put community consultation at the heart of new approaches to planning and redevelopment.

The previous Government undertook the first fundamental reform of the planning system for more than a decade, to ensure greater involvement of local communities in the planning process (Planning and Compulsory Purchase Act 2004). The core objectives have been to speed up the planning system and to increase public involvement in the process. The Localism Act reflects the current Government's emphasis upon involving local people in planning in various different ways, including new legislation on consultation.

The point of consultation now is much more to do with outcomes and informing practice, rather than simply giving the public an opportunity to have a say.

The Localism Act

The Localism Act became law in November 2011. The Act amends the Town and Country Planning Act 1990 and creates several obligations for potential Applicants. There is a requirement to carry out pre-application consultation for all planning applications, publicising the proposal and consulting with residents in the vicinity of the land concerned. This gives local people a chance to comment when there is still genuine scope to make changes to proposals.

In particular, the pre-application consultation must:

- (a) set out how the person proposing to make an application may be contacted
- (b) give information about the proposed timetable for the consultation, allowing sufficient time for those wishing to comment to do so in good time;
- (c) have regard to the local planning authority about local good practice;
- (d) take account of responses to the consultation;

Additionally the Government has used the Localism Act to clarify the rules on 'predetermination'. Previously in some cases councillors were warned off doing such things as campaigning, talking with constituents, or publicly expressing views on local issues, for fear of being accused of bias or facing legal challenge. The Localism Act makes it clear that it is proper for councillors to play an active part in local discussions, and that they should not be liable to legal challenge as a result. This will help them better represent their constituents and enrich local democratic debate.

2.1 Regional Context

Consulting London (Sep 2003); Listening to London (April 2002)

The Greater London Authority (GLA) has set out good practice guidance to help organisations consult and engage Londoners effectively. It states that a key measure of the success of a consultation exercise is to demonstrate that it has influenced decision-making.

Its checklist includes the following advice:

1. Identify issues up front, qualitative and quantitative methods, meaningful questions, and how decisions to be informed
2. Identify audiences and target groups, including whom the stakeholder organisations actually represent and consider traditionally excluded groups
3. Decide on the best methods for communication and consultation, be they through the meetings, the media, written documents, online or exhibitions and ensure documents are written in plain English. Ensure response mechanisms, such as freepost, website, phone, email are adequate and that data protection issues are taken into account
4. Manage expectations, making clear where there are constraints and what will happen to results
5. Analyse responses objectively, ensuring divergent views are balanced appropriately, and ensure feed-back is given freely available to the public and participants

2.2 Local Context

London Borough of Islington's Statement of Community Involvement (adopted July 2006)

This set out the following key principles:

“Community involvement will be inclusive and representative. Traditionally, some communities have been less involved in the planning process. It is important to seek the participation of these groups so that plans and planning decisions contribute towards a society where everyone is included.

Community involvement will be timely. Being meaningfully involved in plan making and deciding applications requires access to sufficient information at an appropriate time. If communities are being consulted or asked to enter a partnership, decisions must still remain to be made. Groups and individuals must also be given reasonable time to respond. This is especially important as community groups often operate with limited resources. Involvement must take place when it is:

- convenient for communities to participate
- possible to influence the decisions that need to be made

Sufficient time will be allowed for:

- communities to be informed about the issue
- communities to feed back their views to the council

Community involvement will be open and professional. The council will make clear to communities the extent to which they can influence plans and planning decisions in Islington. Local planning happens within a legal framework. It is important to ensure that communities are aware that all involvement happens in this context. The European Union, national government and regional authorities (The Mayor of London) all set out plans and regulations that the council has to comply with. Islington's plans and planning decisions cannot ignore this.

Other groups, such as the development industry, will express their views and will also expect to influence the plans. Therefore the council will:

- be clear about the limits on the choices consultees can make, so as not to raise false expectations
- giving honest feedback about the findings of consultation (including on our website)
- identify changes made as a result of consultation and feed this back directly to those involved (and via the council's website) and explain the reasoning behind the decisions."

London Borough of Camden's Statement of Community Involvement (adopted November 2006)

This includes the following guidance:

"We strongly encourage pre-application advice and pre-application consultation for major, or potentially controversial, proposals. Pre-application consultation provides an opportunity for local communities and stakeholders to raise any issues directly with the applicant and influence their proposals.

4.9 The suitability of a development for pre-application consultation will normally be identified during pre-application discussions with the Council. It will usually be appropriate for schemes where:

- the proposals are likely to have a significant impact on the environment or on the local community, and
- the nature of the development is likely to attract significant local interest.

However, we cannot require a developer to undertake pre-application discussions or pre-application consultation.

4.10 At the beginning of the pre-application consultation process we expect the applicant / agent to agree the extent and type of pre-application consultation with us to make sure that the consultation process proposed is suitable.

4.11 Where pre-application consultation is carried out, applicants should prepare a report summarising the type of consultation carried out, the key issues raised and how the scheme addresses these issues.”

2.3 The Consultation Institute

Indigo Public Affairs is a member of the Consultation Institute and abides by the Consultation Institute Charter. The Charter’s best practice principles include:

1. The consultor must be honest, show sufficient information, and be willing to listen to consultees and be prepared to be influenced in its decision making process
2. Consultations must be visible and measures taken to make consultees aware of the exercise. The methods chosen to consult must be appropriate to the intended audience and cater for hard-to-reach groups
3. The information gathered from the consultation should be assessed objectively and weighted accordingly
4. Publication of individual responses as well as the collective response should be normal, and data protection issues should be addressed. This should also address the outcome of the consultation

We have sought to apply these principles in undertaking the consultation exercise.

3. Summary of the proposed applications



Mount Pleasant is one of the largest operational units in the Royal Mail network, sorting and despatching over a million items of mail every day. Mount Pleasant serves a large part of central London and during 2013 it will become the sole delivery office for the City of London and the West End.

Royal Mail has operated from this site for over 120 years and over that period the nature of its operations and the buildings on the site has changed repeatedly. In 2011 Royal Mail confirmed that after reviewing its operations in the London area it would continue operating from Mount Pleasant in the longer term. In making this decision Royal Mail recognised the need to put substantial investment into the site to create modern facilities which met the requirements of a twenty-first century mail operation. This process is now underway.

This current phase of work also includes the overhaul of the exterior fabric and improvement in the appearance of the building.

The future

As part of the process of modernisation a number of areas of potential rationalisation have been explored, with a view to also undertaking additional enabling works that will facilitate the potential future development of parts of the site. In particular it will be possible to bring a large part of the vehicle operation inside the building. This offers scope for Royal Mail to vacate parts of the site to allow a wider regeneration scheme, incorporating a mix of residential, retail and office uses. In developing these opportunities, Royal Mail remains committed to the Mount Pleasant site as a major operational unit serving the centre of London.

The planning applications are the outcome of Royal Mail's work following the agreement in 2011 by Islington and Camden councils of a Supplementary Planning Document (SPD) for the site. The site provides an opportunity to regenerate an underused site in central London for much needed housing and employment-generating uses, whilst opening up the site for public access for the first time.

The application to the London Borough of Camden involves plans for 345 new homes on the Phoenix Place site. The application to the London Borough of Islington involves plans for 336 new homes along with high quality public amenity spaces including a new garden and square in the development between Calthorpe Street and the remaining Royal Mail site.

The initial Masterplan concept was based on the following principles:

- The Royal Mail site is currently inaccessible and cut off from the wider city
- A long residential block along the new active northern edge of the Royal Mail operational site
- The existing urban grain is drawn across Farringdon Road to create two new urban blocks
- A pavilion building is introduced to create two distinct but connected spaces
- The southern block is fragmented to reduce length of elevations and to respond to spaces and constraints
- New public and communal spaces integrate the site with the wider city
- The scale of Calthorpe Street terrace turns the corner into Gough Street
- A communal, private garden provides a break before a taller, urban block aligns with Coley Street
- A secondary urban block and public square offers amenity and aspects to all
- The public square is activated with a further residential block and the extension of Coley Street becomes pedestrianised
- To the south the edge of Mount Pleasant is defined and a communal, private courtyard established
- The courtyard is then wrapped with residential blocks repairing the urban grain

The proposed development will deliver:

- 681 new homes ranging between one and four bedrooms
- New public open spaces for local people to enjoy
- New shops, offices, cafes and restaurants
- Improved cycle and pedestrian routes
- New routes through this historically inaccessible site
- Local employment opportunities

The site is subject to a number of key planning policy requirements and constraints which need to be taken into account as part of the design process. These include:

- The requirement to provide a high quality of design that respects the surrounding townscape whilst maximising the potential for development.
- The need to consider the settings of a number of listed buildings and conservation areas in the vicinity of the site and also the character of the Rosebery Avenue Conservation Area, within which the eastern part of the site is located.
- The requirement to maximise the potential for development, taking into account the fact that the site has a very good level of accessibility by public transport and is

located within the Central Activities Zone and the Farringdon/Smithfield Intensification Area.

- The need to provide a development that is highly accessible and sustainable including improved connectivity and with public realm works across the site.
- The requirement to provide affordable housing on the site in line with the result of the development viability assessment.

The overall massing on the Islington part of the site has been guided by townscape considerations, the immediate and wider context of each proposed block and sunlight into public and communal spaces. Buildings range in height from three to twelve storeys with the tallest building providing an important marker at the very centre of the wider masterplan. The buildings have been carefully broken up and articulated to create a vertical rhythm and a clear sense of base, middle and top for each element.

It is intended to use similar facade materials as those found in the buildings that surround the site. Elevations will be characterised by the predominant use of brick and through the expression of simple, repeating bays and well-proportioned windows. The more civic nature of elevations facing streets and public spaces will contrast with an informal approach to those in courtyards and facing communal open space. Balconies will be a mixture of recessed and projecting types. Please refer to the Design and Access Statement for further details.

Each resident will have the choice of various amenity spaces including balconies, street level communal gardens, courtyards and rooftop communal gardens. A new publicly accessible residential square along Phoenix Place also offers residents an opportunity to meet in a more public domain with the potential for an adjacent small café unit.

Along Mount Pleasant itself, the opportunities for further small scale, flexible retail/café and studio units are being developed to enhance the unique character of the adjacent listed buildings, and popular city pubs.

We have been working closely with Planning Officers from both boroughs to ensure the scale and height of the buildings sit comfortably within the neighbourhood. To the north the proposed heights respond to the scale of the existing Calthorpe Street terraces. To the south, an increase in height responds to the denser grain of Gray's Inn Road offering a visual 'marker' from the junction with Rosebery Avenue.

A high standard of affordable housing will be provided on the site as part of the proposed development, in accordance with Lifetime Homes standards and the space requirements set out in the London Plan and the Mayor's Housing SPG. The exact proportion of affordable housing will be subject to the overall viability of the development, taking into account various planning obligations and payments (such as contributions towards infrastructure and community uses) that will be required as part of the proposals.

The proposals will therefore be subjected to viability testing undertaken in order to determine a reasonable amount of affordable housing.

Overall, the proposals seek to maximise the sustainability of the development by encouraging future occupants to use public transport and non-car modes of travel such as cycling and walking as much as possible.

The proposals are being designed in order to provide a high standard of sustainable development, with a target of achieving Code for Sustainable Homes Level 4 for residential units and BREEAM 'Very Good' for commercial buildings. An ecological survey will be carried out before works start on site. It is expected that there is very little existing ecology on the site; therefore, the proposals represent an opportunity to enhance the biodiversity of the site through the provision of landscaping and also bio diverse roofs. Sustainable Urban Drainage Systems (SUDS) will also be incorporated as part of the development.

The proposed buildings are being specifically designed to reduce energy use as much as possible, including the use of highly efficient and sustainable materials. Energy provision within the development is still under review; however, it is likely that a single community heating network will be provided to serve all dwellings on site via two energy centres. This will allow large-scale low-carbon heat supply now and in the future, benefiting all residents. The network will have the ability to connect to neighbouring networks should they become available in the future.

Homes will be designed with future occupants in mind, along the principles of Lifetime Homes and with consideration to day lighting and finishing materials. All dwellings will benefit from a private external space such as a balcony, in addition to courtyards and public areas.

4. The consultation process

The consultation process undertaken meets the requirements of the Councils' SCI and other consultation guidelines. A copy of the consultation schedule was given to both Camden and Islington Council's planning department. Specifically, we:

1. Conducted a planned exercise and front-loading the consultation
2. Conducted appropriate engagement that fits the community's needs
3. Conducted an accessible and visible exercise
4. Included and engaged where often-excluded social groups
5. Used plain English and adequate response mechanisms
6. Analysed the results from the consultation objectively
7. Publicised individual and collective responses, with proper regard to the Data Protection Act
8. Summarised how these responses have affected the proposals
9. Ensured feed-back, analysis and our response was freely available to the public and consultation participants

4.0 Pre-application discussions with Camden and Islington councillors

During the pre-application phase, we contacted a number of councillors, including Cabinet Members at both London Boroughs covering the site (Islington and Camden), members of the two Councils' Development Control and Planning Committees, and ward councillors, to inform them of the plans. We were mindful of the Councils' own protocols for councillors, and the provisions of the Localism Act, when contacting these council members.

4.1 Pre-application discussions with individuals and groups

As a precursor to the main public consultation, we carried out research to find about the groups and communities near the application site to produce a stakeholder matrix. We contacted all individuals and community groups on this matrix, to inform them of the proposed redevelopment and to offer them the opportunity to discuss the proposals in more detail. Each person or group was sent a copy of the leaflet that was distributed (as seen in Appendix 1)

These included but were not limited to:

- Acton and Swinton Streets Residents Association
- Amwell Street Community Association

- Amwell Society
- Brownlow Mews Group
- Bunhill and Clerkenwell Teams, Safer Neighbourhoods Office
- Calthorpe Project
- Calthorpe Street WC1 Residents Group
- Camden Civic Society
- Charles Rowan House TRA
- Christopher Hatton Primary School
- Church of Our most Holy Redeemer
- City and Islington College (CANDI)
- Clerkenwell Green Preservation Society
- Clerkenwell Parochial Church of England Primary School
- Clerkenwell Regeneration Trust
- Finsbury and Clerkenwell Volunteers
- Finsbury Estate TRA
- Finsbury Ward Partnership
- Holborn Community Association
- Hugh Myddelton Primary School Nursery
- ICAG - Islington Cycle Action Group
- Islington Society
- Mallory Buildings TRA
- Margery Street Community Centre
- Margery Street TRA
- Mount Pleasant Forum
- New Calthorpe Estate TRA
- Peel Centre (Community Hub)

- Sadler's Wells Theatre
- The Calthorpe Project
- Weston Rise TMO
- Wilmington Square Society

As well as holding two well-attended public exhibitions, which are summarised below, the development team has attended a number of meetings with the community to discuss the proposals, including

- A meeting with the Amwell Society and Mount Pleasant Forum on 24 October 2012,
- A Development Management Forum, organised by Islington Council and held at the Holiday Inn on 14 November 2012,
- A further meeting with the Mount Pleasant Forum on 14 January 2013
- A meeting with Christopher Hatton Primary School in March 2013.

We will continue to offer contact with all of these individuals and groups as the planning application progresses.

4.2 Publicising the consultation to a wide audience

We publicised the consultation process to the local community using a number of different methods.

Leaflet

The objective of the leaflet was to invite the local community to the public exhibitions, communicate information about the scheme to a wide audience, and seek feedback from those not able to attend the two public exhibitions, held in October 2012 and March 2013 (as can be seen in Appendix 1).

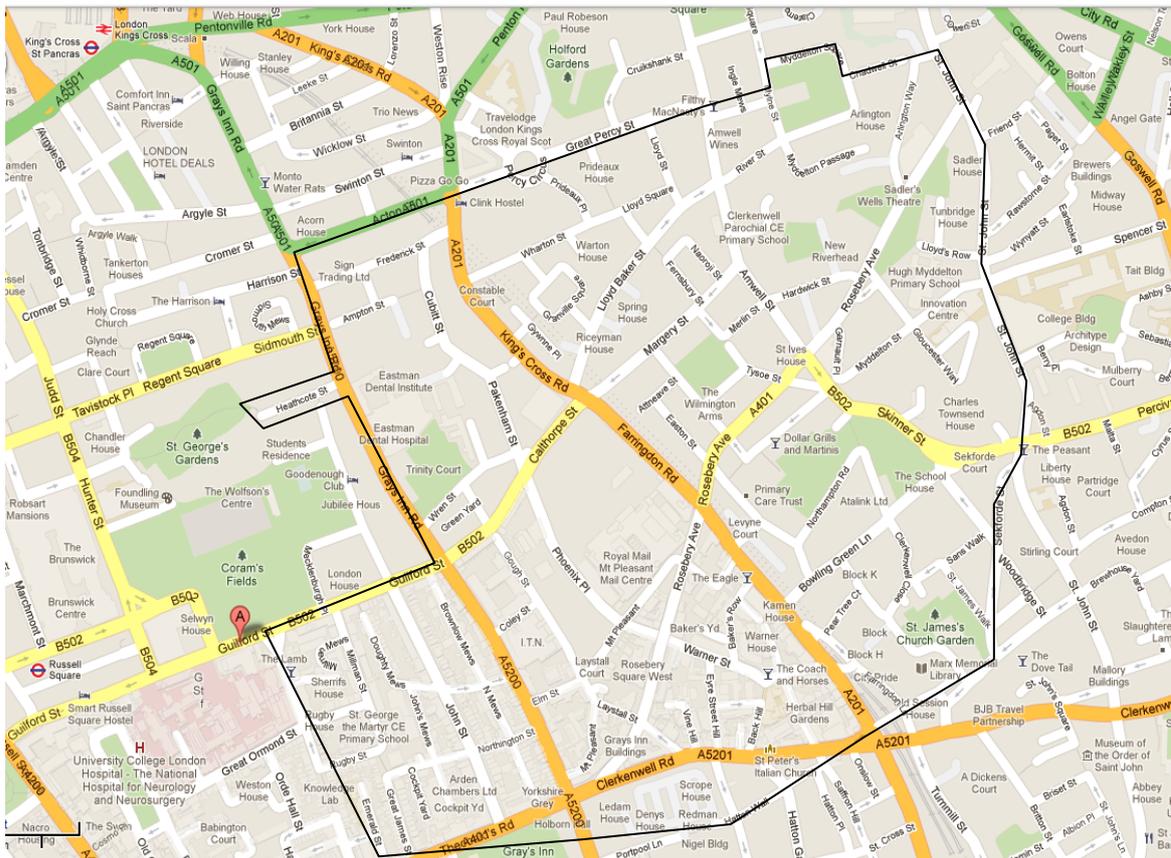
The leaflet included a translations box inviting people to get in touch with us if their main language was not English. The translations box contained words in Urdu, Bengali, Punjabi and Gujarati.

The first leaflet contained a data protection line allowing respondents to opt-out of their comments being publicised in this report. In addition, the line also warns consultees that by giving us their email address, they are opting into receiving periodic updates by email from us. The data protection line was as follows:

"Data will be held by Indigo Public Affairs, Royal Mail Group Ltd, Islington and Camden Councils. By giving us your details, you authorise us to send periodic

updates about this development. If you would rather not receive any information about this development, please tick this box:

We delivered about 6,000 copies of a leaflet publicising each of the two exhibitions. The leaflet was delivered to an area shown in the map below:



The leaflets were delivered by our in-house team to ensure delivery was carried out correctly.

In addition, invitations to both the exhibitions were emailed to all those on our stakeholder matrix. This included ward councillors, and all members of the two councils' Planning Committees. The groups listed in section 4.1 were also invited.

During the exhibition, copies of the leaflet were available for members of the public to take away.

Website

A project website was set up to communicate information about the scheme to a wider audience. The website has a unique URL, www.mount-pleasant.org.uk. Screenshots of the website can be seen in Appendix 2.

The website is also a facility for members of the public to see the exhibition boards and contains contact details of the project team for the public to use.

The website will be updated and maintained throughout the planning process.

4.3 Conducting visible and accessible public exhibitions

Two public exhibitions were held of the emerging plans for the Mount Pleasant site – the first in **October 2012** and the second in **March 2013**.

1st Public Exhibition

18 - 20 October 2012

Holy Redeemer Church, Exmouth Market

On Thursday 18, Friday 19 and Saturday 20 October 2012 a public exhibition was held at the Holy Redeemer Church Hall to show initial development proposals for the Mount Pleasant site.

14 Exhibition boards were on display and a model was available for people to look at. Members of the professional team were available throughout the exhibition to answer any questions.

The exhibition was publicised as being open on Thursday from 12pm to 8pm, Friday from 10am to 5pm and Saturday 10am to 2pm. Each event went on for longer than these times to ensure people attending were able to ask all the questions they wished.

Over 6000 leaflets were distributed advertising the exhibition to residents local to the Mount Pleasant Service Yard.

Over 200 people attended the exhibition including local councillors, RMG staff, local businesses and representatives from community groups. 179 residents signed into the exhibition.

2nd Public Exhibition

14-16 March 2013

Holy Redeemer Church, Exmouth Market

Royal Mail held a second public exhibition to show local residents and businesses' their detailed proposals for the Mount Pleasant site on Thursday 14th March (2pm to 8pm), Friday 15th March (11am to 5pm) and Saturday 16th March (10am to 3pm) at the Holy

Redeemer Church Hall. Each event went on for longer than these times to ensure people attending were able to ask all the questions they wished.

Visitors were encouraged to sign in and leave their comments on the proposals.

On display were 12 exhibition boards and a model. Members of the project team were present to take people through the proposals and answer any questions they had.

Over 6000 leaflets were delivered to residents and businesses in the local area well in advance of the public exhibition.

The venue for both exhibitions - a church hall very close to the Mount Pleasant site - was accessible to people with mobility problems and signage to the exhibition included clearly displayed direction posters.

Members of the project team, including a representative of Royal Mail, the architect and the planning consultant, were on hand during the exhibition to answer detailed questions. Team members wore badges so that they could be identified as such.

Information regarding the scheme was displayed on display boards as can be seen on the photograph below (taken at the March 2013 exhibition). The exhibition boards themselves can be seen in Appendix 3.



The information shown on the boards, as well as the leaflet, explained the background to the proposals, the design approach and the proposed land use changes.

A scale model of the exhibition was also available to view at the exhibition, as shown below.



4.4 Using appropriate response channels

We had, and continue to maintain, several response mechanisms for local community and stakeholders to give their feedback and comments about the scheme.

The response mechanisms have included:

1. A freephone telephone hotline, staffed during office hours: 0800 458 6976
2. A London freepost address
3. A tailored email address: mount-pleasant@yourshout.org

4.5 Feedback

The leaflet invited written comments about the scheme, and the email service also gave an opportunity for written comment.

The qualitative comments have been recorded and analysed objectively by team members from Indigo Public Affairs. Decisions on how we respond to these comments are currently being taken by Royal Mail.

5 The Response to our Consultation

5.0 Quantitative response

5.1 October 2012 exhibition

A total of 75 comment sheets were received at the exhibition. A breakdown of the answers to the set questions and initial comment trends is outlined below. People who had comments but did not have time to complete the comment forms were encouraged to email them to mount-pleasant@yourshout.org.

The feedback over the course of the three days was positive. Residents welcomed the principle of a mixed-use redevelopment of the site, the new open spaces provided, and the inclusion of affordable housing.

There was some concern over the height of some of the taller elements, but this tended to be localised rather than a comment on the whole site.

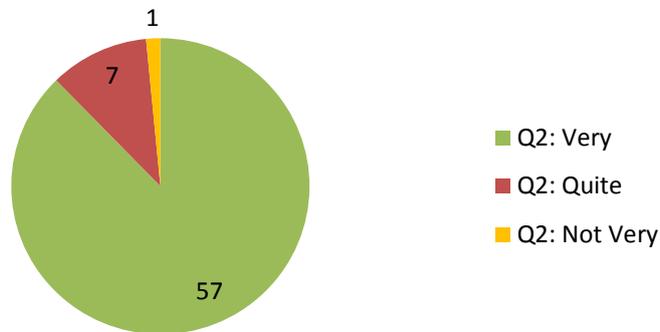
Broader concerns were raised about the provision of education in the south of Camden, with some attendees asking for a school to be provided on the site. Members of the team explained that contributions generated from this scheme would go to both Camden and Islington Councils who would be responsible for delivering any necessary improvements to the local infrastructure. It was also made clear that the results of the SPD did not point to education use for the site.

Breakdown of Responses Received at the October 2012 exhibition

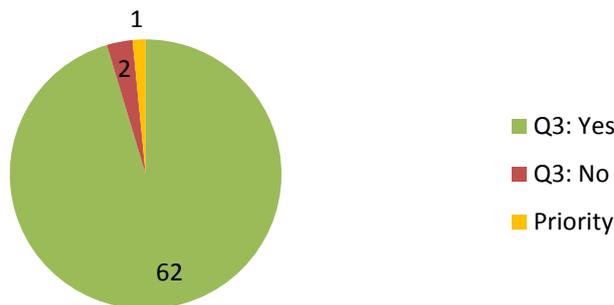
Q1: Do you support the regeneration of the Mount Pleasant site?



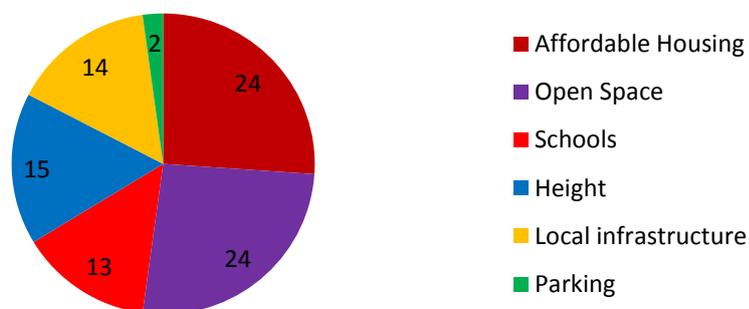
Q 2: How important is open space?



Q3: Do you support the creation of new pedestrian routes?



Issues raised



5.2 Changes made to the plans following the October 2012 exhibition

Several changes have been made to the proposals in response to feedback received at the October 2012 exhibition. Massing has been refined in response to daylight and sunlight & overshadowing analysis, and glazing apertures have been designed to maximise the amount of natural light entering the apartments

Extra communal amenity space has been set aside at roof areas and a more architectural definition has been given to the facades. Royal Mail have also developed proposals for specific areas of public space outside of their ownership as well as refining the public realm within to respond to local needs.

The density of the scheme has been reduced by 32% from previous iterations. The developed scheme now achieves a carbon omission rating which is 35% below Building Regulations targets. These changes were outlined on the introduction board at the exhibition held in March 2013.

The scheme has received support from the Mayor's office and CABE (The Design Council).

5.3 March 2013 exhibition

Over the course of the three days, 189 people signed in at the exhibition. It is estimated that another 50 residents attended without signing in. 88 comments were left on feedback forms and to date 5 email responses, 1 freepost and 1 telephone responses have been received.

Key Points from feedback forms/email responses:

Reservations:

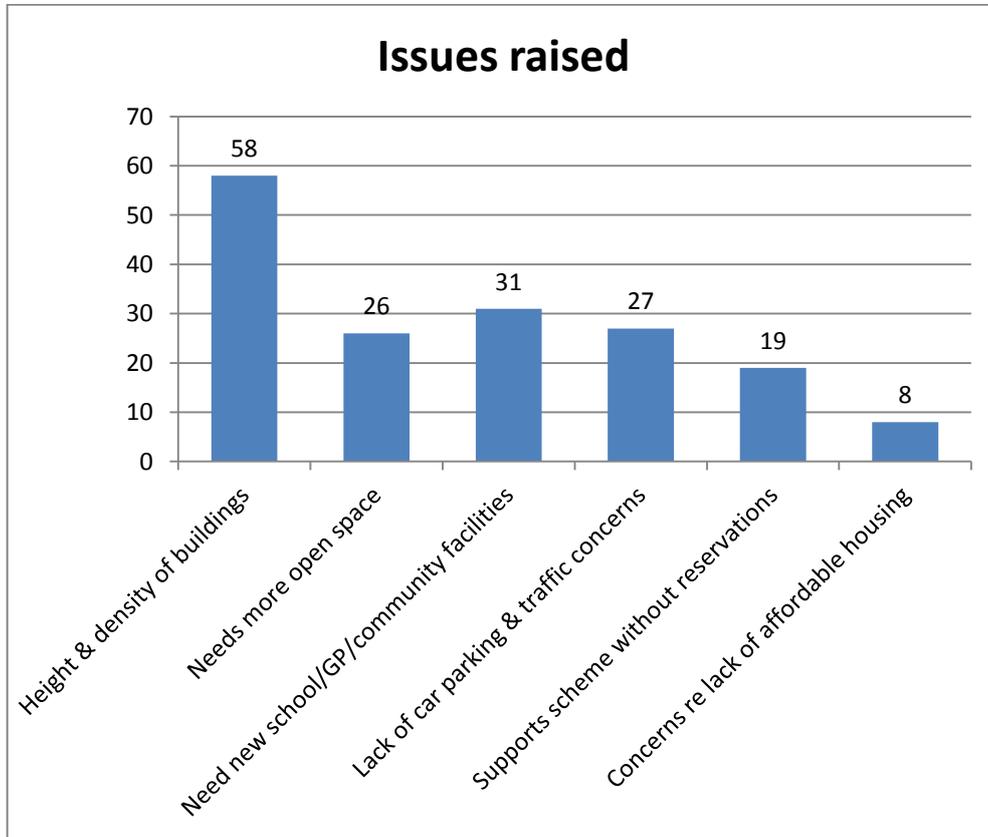
- Concerns regarding the height and density of the development (58 responses)
- Concerns regarding the need for a new school, GP practice & community facilities (31 responses)
- Concerns about lack of parking provision and additional traffic that development will generate (27 responses)
- Concerns regarding need for more open space on site (26 spaces)
- Concerns regarding lack of affordable housing (8 responses)

Support:

- Specifically mentioned their support for the principle of redeveloping the site (33 responses)
- Support scheme without any reservations (18 responses)
- Support the introduction of new shops/cafes (6 responses)

Verbal feedback at the exhibition was wide ranging, but with a general appreciation for being talked through the proposals and a general support for the need to regenerate the

site, albeit with the concerns that have been outlined above. A table outlining the main trends raised by respondents is outlined below.



5.4 Qualitative response

5.5 Summary of key points and how we have responded to these comments

Here we highlight the main issues raised during the consultation process, and say how Royal Mail has responded to each point.

“Massing of buildings on the corner of Calthorpe Street and Farringdon Road is far too high. The block should be reversed so that the higher flats are towards the middle of the development.”

“Height of housing on Calthorpe Street is still in line with Holiday Inn. This will make a dark corridor of Calthorpe Street at that point. It is too high.”

Response

Ideas about how best to bring forward the redevelopment of this large central London site have been discussed at great length over the past 2 years with both local boroughs (Camden and Islington), the Greater London Authority (GLA), local Councillors and of course, local residents. These discussions led to the creation of the Mount Pleasant Supplementary Planning Document (SPD) that was jointly prepared by Camden and Islington planning departments and then adopted as each Council's formal planning guidance about how to approach the development of this site.

The proposals are still being refined, but approximately 700 new homes will be created, which is a reduction in the density of development envisaged in the SPD. Following consultation we have reduced the density of the scheme by 32% from previous iterations.

It is the responsibility of the Councils, as directed by national and Mayoral policy, to seek the maximum density of development on every site provided that the scale is appropriate in the context of its surroundings. The north eastern building proposed for the junction of Farringdon Road and Calthorpe Street follows the SPD's guidance, which is for a building of up to 8 storeys in this particular location.

The unpopular appearance of the Holiday Inn has much less to do with its height than it does with the poor resolution of its appearance. Not only is the building we are proposing lower than the holiday inn, we also intend to design it with consideration to all of those things that the hotel sadly lacks; namely a sense of proportion, clarity and hierarchy and depth to its facades, a positive and considered response to the street frontages. There is also a typological difference; instead of the rather institutional character of a hotel, the residential use proposed here enables us to adopt the familiar London typology of the residential mansion block - characterised by a clear sense of vertical rhythm and, within this, a tripartite division of base, middle top.

“I do not want the Phoenix Place development of a high density tower block 15 floors high to be built in front of my flat at Laystall Court.”

Response

As identified in the Boroughs' adopted SPDs, the southern corner of the site can afford greater height largely due to the fact that the topography is much lower in Mount Pleasant. However, we are continuing to closely examine this height, both in terms of important townscape views, layout & daylighting/overshadowing analysis, to eradicate any negative impact. Importantly, the street level public realm in this corner of the site will be greatly enhanced, ensuring it feels part of Mount Pleasant's special character.

“The roof of the post office yard should be re-enforced and opened for public access to make a wonderful public park”

Response

It is not possible to make the roof over the post office yard accessible to the public for a mix of structural, maintenance, safety and operational logistics reasons.

The roof isolates the residential development from a very busy, 24hour service yard which has very large (articulated) vehicles manoeuvring within it. These vehicles have very large turning circles and this means that, because of the space constraints, the service yard must be completely clear of columns or other supporting structures. The roof therefore spans very nearly 30m without any columns at all and over 40m in total supported by one row of columns. These columns themselves cannot be too big as they are must pass through the service yard itself and a basement below before they hit 'solid' ground. In some places this ground itself isn't very solid and can't take a lot of load; the Rail Mail tunnels pass beneath.

This means the roof has to be kept light with a minimal maintenance regime. With the 24hour operations beneath it is not possible to close the service yard to maintain the roof. Allowing anyone onto the roof increases the loads and it simply isn't possible to provide the necessary support for a public park. A public park would require durable surfaces for people to walk on and far more in terms of maintenance all of which increase the loads beyond what can be supported.

Ideally the roof would have no planting on it at all but this would be unattractive; the proposed meadow (which only requires a little maintenance by few people) and will provide an attractive display as it blooms and varies through the year is the best compromise.

“Where will these children go to school? Some of the profit should go towards building more schools in the area”

Response

The possibility of the proposals incorporating a school was raised by some people at both public exhibitions. There is no requirement from the local authorities to provide a school. In this regard, the LB Camden Draft Site Allocations Document allocates land just to the north of the site bounded at Wren Street/ Pakenham Street for a new secondary school or mixed use development. Nevertheless, the proposals will include a financial contribution towards education provision which may then be used by the Councils to deliver any necessary education facilities within each borough.

The exact scale of planning gain (also known as section 106) payments for such a development is yet to be determined, but both Camden and Islington councils do normally require a financial contribution towards Health services, education and other public services. How this is spent would be a matter for the two councils in conjunction with other public bodies such as the NHS.

“It would be good to see the part of Mount Pleasant outside Christopher Hatton Primary School pedestrianised and made safe for children.”

Response

We are proposing contributions towards improvements of the public realm outside Royal Mail ownership, including the junction of Mount Pleasant and Phoenix Place. An indicative landscape proposal has been submitted with the application.

“Am in favour of new development if it brings cafes, restaurants and shops to the area. Would like to suggest that surrounding areas especially Wilmington Square could benefit from upgrading and maintenance.”

Response

We are proposing a significant mixed use development contributing to the life and diversity of the neighbourhood. The development will provide 20 retail / community use units and 35,000 sq feet of office space.

“What are you going to do about increased demand for parking places?”

Response

Both LB Islington and LB Camden promote car free residential development and the site is also well placed to encourage travel by public transport, with King’s Cross and Farringdon Stations and several bus routes within a ten minute walk.

The proposals currently include a low level (approximately 0.17 spaces per unit) of residential car parking which would be for family (three and four bedroom) units only. This will increase the value of the scheme, which will mean that more planning benefits such as affordable housing will be available. 5% disabled parking is also proposed, as well as electric vehicle charging points, a car club, and cycle parking.

We have developed the scheme which achieves a carbon omission rating which is 35% below Building Regulations targets.

“The only significant section of open space... opens out onto an impossible stretch of the very busy Farringdon Road next to the delivery entrance of the new and busier Royal Mail sorting office which is expected to have 3000 vehicle movements a day.”

Response

We have increased the public space by 45% from the indicative SPD masterplan. The central garden street, to open the site up from Farringdon Road through to Phoenix Place, is intended to be a green space rather than a 'street' with as much planting as possible. Mostly native species will be planted, mixed with other suitable plants which will be selected to accommodate the likely effects of climate change and to suit each situation.

The new public spaces will have playable facilities for all age groups and have been designed to maximise the opportunities for passive surveillance from living rooms and bedrooms in the proposed new buildings. A variety of ground floor uses will also encourage activity and natural surveillance. On the Islington part of the site, a central 24 hour porter's office will overlook a number of spaces in the development. The secure residential courtyards and gardens will include play spaces for residents, particularly for younger age groups.

We are proposing contributions towards improvements of the public realm outside Royal Mail ownership, including Wilmington Square, outside the Pakenham Arms and the junction of Calthorpe Street and Phoenix Place.

“Why are there only up to 180 so called affordable homes out of 680?”

Response

The financial viability of the proposals is currently being assessed in order to determine a reasonable amount of affordable housing. The scheme seeks to provide as much affordable housing as is viable.

“The area is overwhelmed with eating and coffee places already, will these shops be taken up, if so it may be Exmouth Market that suffers.”

Response

The retail units are being designed in order to be as flexible as possible in relation to their size. We are not proposing bars or hot food takeaway uses.

Any planning permission is likely to be subject to conditions setting hours of use for the proposed retail and restaurant uses. No pubs/bars or nightclub uses are proposed as part of the applications.

6 Continued Consultation

Our consultation process will continue up until the day a decision has been made by the Planning Committees of both councils.

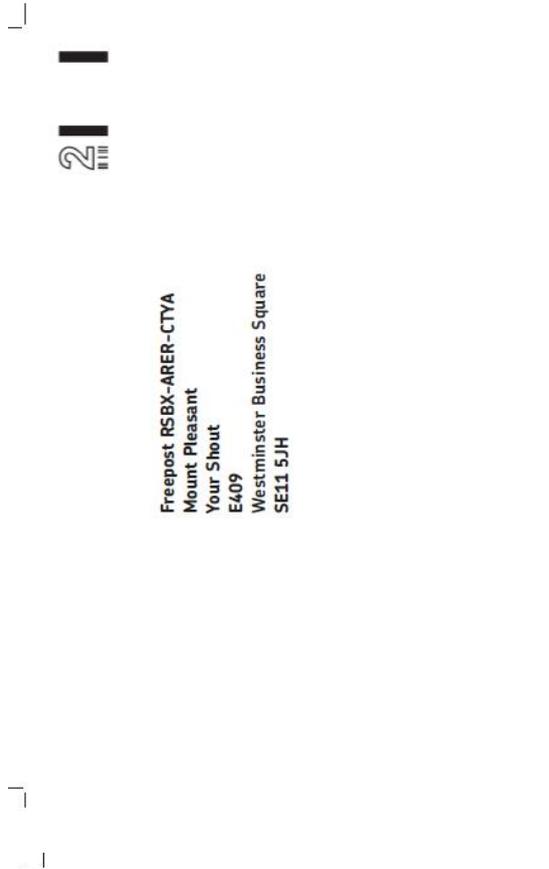
This will take the form of:

- Further meetings with community stakeholders, landowners, businesses and politicians when and if required. We are happy to meet with all groups and individuals, at a mutually convenient time and location.
- Continuing our free-phone hotline and e-mail address for any stakeholder or resident that wishes to contact us. The website, containing all the information pertaining to the proposals and contact details, continues to run.
- After submission of planning applications, the London Boroughs of Camden and Islington will be carrying out their own formal consultation procedures.

Indigo Public Affairs
www.indigopa.com
0845 458 4511

Appendix 1 – Leaflet

Invitation to October 2012 exhibition



Freepost RSBX-ARER-CTYA
Mount Pleasant
Your Shout
E409
Westminster Business Square
SE11 5JH

Mount Pleasant Public Exhibition



Royal Mail invites you to attend a public exhibition detailing proposals for the regeneration of Mount Pleasant. This will include new homes, shops and offices centred around the current Mount Pleasant service yard.

Before planning applications are submitted to both Islington and Camden Council, we would like you to see the plans and comment on the ideas.

Where: Holy Redeemer Church, Exmouth Market, EC1R 4QE

When: Thursday: 18 October: 12pm - 8pm
Friday: 19 October: 10am - 5pm
Saturday: 20 October: 10am - 2pm

The exhibition will include images and detailed information of the plans. Members of the project team will be available to answer any questions.



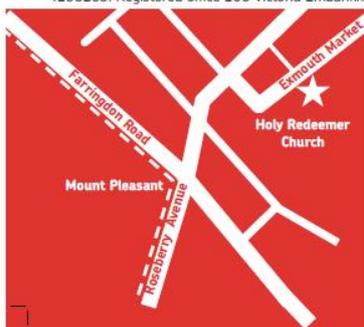
Plans for the Mount Pleasant site

Thank you to everyone who attended the public exhibition earlier this year regarding the Supplementary Planning Document for the site, now adopted by Islington and Camden. The professional team has carefully considered the comments and feedback. As a result, the plans will include:

- A significant number of new homes
- Affordable homes for local people
- New public open space for local people to enjoy
- New shops, restaurants and offices meaning jobs for local people
- Safeguarding the future of Mount Pleasant sorting office



For more information please see www.mount-pleasant.org.uk. Royal Mail, the Cruciform and the colour red are registered trade marks of Royal Mail Group Ltd. Royal Mail Group Ltd registered in England and Wales, number 4138203, Registered office 100 Victoria Embankment, London EC4Y 0HQ.



Holy Redeemer Church
24 Exmouth Market
EC1R 4QE

Thurs 18 Oct: 12pm-8pm
Fri 19 Oct: 10am-5pm
Sat 20 Oct: 10am-2pm

e: mount-pleasant@yourshout.org

t: 0800 458 6976

If you are unable to attend but would like to comment, please fill in the form below:

Name: _____

Address: _____

Postcode: _____ Phone: _____

Email: _____

Translations: If you would like a copy of this leaflet translated into Urdu, Bengali, Punjabi or Gujarati, please call **0800 458 6976**.

যদি আপনি আমাদের প্ল্যানিং ডকুমেন্টের বিষয়ে কোনো প্রশ্ন বা মন্তব্য করতে চান তবে আমাদের সাথে যোগাযোগ করুন।
 আমাদের যোগাযোগের বিবরণ: 0800 458 6976
 আমাদের যোগাযোগের সময়: 0800 458 6976
 আমাদের যোগাযোগের মাধ্যমে আপনার মতামত জানাতে পারবেন।
 আমাদের যোগাযোগের মাধ্যমে আপনার মতামত জানাতে পারবেন।

0800 458 6976

Data will be held by Indigo Public Affairs, Royal Mail Group Ltd, Islington and Camden Councils. By giving us your details, you authorise us to send periodic updates about this development. If you would rather not receive any information about this development, please tick this box

Invitation to March 2013 exhibition

**→ Mount Pleasant
Public Exhibition
14-16th March 2013**



The Site today

Royal Mail is pleased to invite local residents and businesses to a three day public exhibition to view detailed plans for the regeneration of Mount Pleasant.

A massive thank you to everyone who attended the first public exhibition back in October 2012. We received a lot of comments and feedback from local residents and stakeholders which have been carefully considered by the development team over the past couple of months.

Before the planning applications are submitted to the London Boroughs of Camden and Islington, Royal Mail would like to show you the detailed plans for the site and listen to what you have to say. Details of the exhibition can be found over the page. We do hope that you can come along, but if not you will find full details on how to contact us for further information.



What is being proposed?

- 680 new homes ranging between one and four bedrooms
- New public open spaces for local people to enjoy
- New shops, offices and restaurants
- Improved cycle and pedestrian routes
- New routes through this historically inaccessible site
- Local employment opportunities

If you are unable to come, but would like more information, please take a look at our website or get in touch via email, letter or our Freephone.

The exhibition will take place at the following times:

- **Thursday 14th March 2pm to 8pm**
 - **Friday 15th March 11am to 5pm**
 - **Saturday 16th March 10am to 3pm**
- at Holy Redeemer Church, Exmouth Market, EC1R 4QE.

Details of the exhibition

You will be able to find out much more information by coming along to our exhibition. Our exhibition will present images of the proposals and detailed information on materials, landscaping and public open space, sustainability, design, transport and other issues. You will be able to meet and question the development team and leave your comments.



For more information:

Visit www.mount-pleasant.org.uk
 Calling FREEPHONE 0800 458 6976
 Emailing mount-pleasant@yourshout.org
 FREEPPOST RSBX-ARER-CTYA
 Mount Pleasant
 Indigo Public Affairs, Room E409
 Westminster Business Square
 London, SE11 5JH

Translation: If you would like a copy of this leaflet translated into Urdu, Bengali, Punjabi or Gujarati, please call 0800 458 6976.

આવે પાછું જોવા માટે અમે કોઈ લિંગ સહીત કે અંગ્રેજીમાં જોવા માટે 0800 458 6976 નંબર પર કોલ કરી શકો છો. અમે આ માટે ગુજરાતી, પંજાબી, બેંગલો અને ઉર્દુમાં અનુવાદિત કોપીઓ તૈયાર કરી શકીએ છીએ. જો તમને આ માટે અનુવાદિત કોપીની જરૂર છે તો કૃપા કરીને 0800 458 6976 નંબર પર કોલ કરી શકો છો.

Appendix 2 – Website – www.mount-pleasant.org.uk

Mount Pleasant Public Exhibition

Thank You to everyone who attended the second public exhibition on 14, 15, 16 March 2013.

If you were unable to attend please find the exhibition panels that were on display for your information



If you wish to contact us, please do so by email on mount-pleasant@yourshout.org or call 0800 455 697 6.



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Royal Mail Group Ltd registered in England and Wales, number 4138203. Registered office: 100 Victoria Embankment, London EC4Y 0HQ.

Appendix 3 - Exhibition Boards

October 2012 exhibition boards

01

Mount Pleasant Welcome to the exhibition



Royal Mail would like to welcome you to the exhibition.

I thank you in advance for all the time and effort that you have put into this project. It is a pleasure to be able to share with you the progress of the project and to hear your views on the proposals. I am sure that you will find the exhibition an interesting and informative experience.

The exhibition will be held in the Mount Pleasant Community Centre, 100-110 Mount Pleasant, London E14 6JG. The exhibition will be open from 10am to 4pm on the following dates:

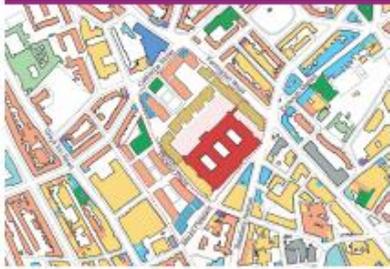
- Monday 22nd October
- Tuesday 23rd October
- Wednesday 24th October
- Thursday 25th October
- Friday 26th October
- Saturday 27th October
- Sunday 28th October

If you have any questions, please contact the exhibition team on 020 7498 1234 or visit our website at www.mountpleasantregeneration.co.uk.

Yours faithfully,
Royal Mail

02

Mount Pleasant Results of the SPD Process



Public	Commercial	Cultural & community
Residential	Retail food/drink	Infrastructure
Public sheltered housing	Hotels	Education
Royal Mail	Retail food/drink with residential above	Commercial with residential above

Following the previous consultation process undertaken by Camden and Islington, the Mount Pleasant Supplementary Planning Document (SPD) has now been adopted by both Councils.

The SPD is intended to guide the redevelopment of the site. The key principles for the site are set out in the document below.

- 1. Create a new and vibrant local centre that will be a mix of residential and commercial uses.
- 2. Provide a high quality and inclusive public realm for the site and its surroundings.
- 3. Provide a high quality and inclusive public realm for the site and its surroundings.
- 4. Provide a high quality and inclusive public realm for the site and its surroundings.

The proposed scheme therefore, being developed to accord with these key principles.

03

Mount Pleasant Camden and Islington Planning Policy and Constraints



This site is subject to a number of key planning policy and constraints. These include:

- 1. The site is located within the Mount Pleasant Conservation Area.
- 2. The site is located within the Mount Pleasant Conservation Area.
- 3. The site is located within the Mount Pleasant Conservation Area.
- 4. The site is located within the Mount Pleasant Conservation Area.
- 5. The site is located within the Mount Pleasant Conservation Area.
- 6. The site is located within the Mount Pleasant Conservation Area.
- 7. The site is located within the Mount Pleasant Conservation Area.
- 8. The site is located within the Mount Pleasant Conservation Area.
- 9. The site is located within the Mount Pleasant Conservation Area.
- 10. The site is located within the Mount Pleasant Conservation Area.

04

Mount Pleasant Masterplan Principles



1. Create a new and vibrant local centre that will be a mix of residential and commercial uses.
2. Provide a high quality and inclusive public realm for the site and its surroundings.
3. Provide a high quality and inclusive public realm for the site and its surroundings.
4. Provide a high quality and inclusive public realm for the site and its surroundings.
5. Provide a high quality and inclusive public realm for the site and its surroundings.
6. Provide a high quality and inclusive public realm for the site and its surroundings.
7. Provide a high quality and inclusive public realm for the site and its surroundings.
8. Provide a high quality and inclusive public realm for the site and its surroundings.
9. Provide a high quality and inclusive public realm for the site and its surroundings.
10. Provide a high quality and inclusive public realm for the site and its surroundings.

05

Mount Pleasant Emerging Landscape Strategy

Key of spaces

1. Road Pavement
2. Green Pavement
3. Lane
4. Green Pavement
5. Green Pavement
6. Green Pavement
7. Green Pavement
8. Green Pavement
9. Green Pavement

06

Mount Pleasant Design Aspects Islington

VISION

The Mount Pleasant site in Islington is a prime location for a new residential development. The site is well-served by public transport and is surrounded by a mix of existing residential and commercial buildings. The design aims to create a vibrant, sustainable community that integrates with the surrounding urban fabric.

OBJECTIVES

- To create a high-quality residential development
- To provide a mix of housing types and tenures
- To create a sustainable and energy-efficient development
- To provide a mix of public and private spaces
- To create a vibrant and sustainable community

DESIGN PRINCIPLES

- To create a high-quality residential development
- To provide a mix of housing types and tenures
- To create a sustainable and energy-efficient development
- To provide a mix of public and private spaces
- To create a vibrant and sustainable community

07

Mount Pleasant Design Aspects Islington

APPEARANCE

The appearance of the proposed development is a key consideration. The design aims to create a high-quality residential development that integrates with the surrounding urban fabric. The appearance of the development will be a mix of modern and traditional architectural styles, reflecting the diverse nature of the site.

PERMANENT IMAGES

08

Mount Pleasant Design Aspects Camden

DESIGN PRINCIPLES

- To create a high-quality residential development
- To provide a mix of housing types and tenures
- To create a sustainable and energy-efficient development
- To provide a mix of public and private spaces
- To create a vibrant and sustainable community

09

Mount Pleasant Design Aspects Camden



The area has been working closely with Planning Officers from both boroughs to ensure the scale and height of the buildings fit with the surrounding area. To ensure the maximum height is used to the benefit of the building, Camden has agreed to allow the use of the existing 11m height limit in the area.

Local authorities have agreed to allow the use of the existing 11m height limit in the area. This will allow the maximum height to be used to the benefit of the building and to ensure the scale and height of the buildings fit with the surrounding area.

10

Mount Pleasant Affordable Housing

Typical floor plans to be used in the Camden area

Area	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
Area 1	[Floor Plan]	[Floor Plan]	[Floor Plan]	[Floor Plan]
Area 2	[Floor Plan]	[Floor Plan]	[Floor Plan]	[Floor Plan]
Area 3	[Floor Plan]	[Floor Plan]	[Floor Plan]	[Floor Plan]

Any building of 11m or more in height will be a mixed use development. In some areas, the use of the existing 11m height limit will be allowed to ensure the maximum height is used to the benefit of the building.

Planning policies require the provision of affordable housing as part of the development. The proposed development will include a mix of affordable housing to meet the needs of the community.

11

Mount Pleasant Transport and Access



Clear all the transport routes to ensure the maximum use of the area. This will allow the maximum use of the area and ensure the scale and height of the buildings fit with the surrounding area.

The proposed development will include a mix of transport routes to meet the needs of the community. This will ensure the maximum use of the area and ensure the scale and height of the buildings fit with the surrounding area.

12

Mount Pleasant Sustainability



The proposals are being designed in order to provide a high standard of sustainable development, with a target of achieving Code for Sustainable Homes Level 4 for residential use and BREEAM 'Very Good' for commercial buildings.

The proposed development will include a mix of sustainable features to meet the needs of the community. This will ensure the maximum use of the area and ensure the scale and height of the buildings fit with the surrounding area.

13

Mount Pleasant What happens next?



What happens next?

As part of the regeneration of Mount Pleasant, we are looking for ways to improve the site and building for the future. We are looking for ways to improve the site and building for the future. We are looking for ways to improve the site and building for the future.

What happens next?

As part of the regeneration of Mount Pleasant, we are looking for ways to improve the site and building for the future. We are looking for ways to improve the site and building for the future. We are looking for ways to improve the site and building for the future.

Mount Pleasant The story so far




The story so far

- Mount Pleasant is one of the largest operational units in the Royal Mail network, sorting and despatching over a million items of mail every day.
- Mount Pleasant serves a large part of central London and during 2013 will become the sole delivery office for the City of London and the West End.
- Royal Mail has operated from this site for over 120 years and over that period the nature of its operations and the buildings on the site has changed repeatedly.
- In 2011 Royal Mail confirmed that after reviewing its operations in the London area it would continue operating from Mount Pleasant in the longer term.
- In making this decision Royal Mail recognised the need to put substantial investment into the site to create modern facilities which meet the requirements of a twenty-first century mail operation. This process is now underway.
- Over the last eighteen months the ground floor has been transformed into a modern single floor mail centre within the structure of the existing building.
- A similar process of transformation is now underway on the upper floors.
- This current phase of work also includes the overhaul of the exterior fabric and improvement in the appearance of the building.

The future

- As part of the process of modernisation a number of areas of potential automation have been explored.
- In particular it will be possible after completion of currently planned internal moves to redevelop the basement level to bring a large part of the vehicle operation inside the building.
- This offers scope for Royal Mail to vacate parts of the site to allow a wider regeneration scheme, incorporating a mix of residential, retail and office uses.
- In developing these opportunities, Royal Mail remains committed to the Mount Pleasant site as a major operational unit serving the centre of London.

03c

Mount Pleasant Housing: Calthorpe Street Development



Plans and figures
 55 new homes
 80 m² of local amenity
 80 m² of local amenity
 20 m² of local amenity
 High quality public amenity spaces
 Including a new generation of open spaces

Layout
 The layout will incorporate the previously established public open space. It will be a mix of residential and commercial buildings, with a mix of housing types, including a mix of affordable and market rate housing. The development will be a mix of residential and commercial buildings, with a mix of housing types, including a mix of affordable and market rate housing.

Accessibility
 The site is generally well served by public transport, including bus routes and the tram. The site is generally well served by public transport, including bus routes and the tram.

Local
 The site is generally well served by public transport, including bus routes and the tram. The site is generally well served by public transport, including bus routes and the tram.

Appearance
 The site is generally well served by public transport, including bus routes and the tram. The site is generally well served by public transport, including bus routes and the tram.

04

Mount Pleasant Employment & Education

EMPLOYMENT
 It is anticipated that 80 jobs will be generated during the construction of the site. The development will provide a mix of employment and residential uses, including a mix of affordable and market rate housing. The development will be a mix of residential and commercial buildings, with a mix of housing types, including a mix of affordable and market rate housing.

EDUCATION
 The development will provide a mix of employment and residential uses, including a mix of affordable and market rate housing. The development will be a mix of residential and commercial buildings, with a mix of housing types, including a mix of affordable and market rate housing.

05

Mount Pleasant Retail & Community Use



Local
 The site is generally well served by public transport, including bus routes and the tram. The site is generally well served by public transport, including bus routes and the tram.

Appearance
 The site is generally well served by public transport, including bus routes and the tram. The site is generally well served by public transport, including bus routes and the tram.

08

Mount Pleasant Museum



Local
 The site is generally well served by public transport, including bus routes and the tram. The site is generally well served by public transport, including bus routes and the tram.

Appearance
 The site is generally well served by public transport, including bus routes and the tram. The site is generally well served by public transport, including bus routes and the tram.

07

Mount Pleasant Transport & Access



Overall, the key challenge is to maintain the existing ability to fit the development within the existing transport network. It is a priority to ensure that the new development does not create any additional traffic or parking requirements. The key challenge is to ensure that the new development does not create any additional traffic or parking requirements. The key challenge is to ensure that the new development does not create any additional traffic or parking requirements.

The key challenge is to ensure that the new development does not create any additional traffic or parking requirements. The key challenge is to ensure that the new development does not create any additional traffic or parking requirements. The key challenge is to ensure that the new development does not create any additional traffic or parking requirements.

08

Mount Pleasant Sustainability & Ecology



SUSTAINABILITY STRATEGY

The scheme is an eco-developer. All buildings will meet the Government's Code for Sustainable Homes, and will target a very high rating (Level 4).

- Target 1: The scheme will be designed to meet the Code for Sustainable Homes Level 4 target.
- Target 2: The scheme will be designed to meet the Code for Sustainable Homes Level 4 target.
- Target 3: The scheme will be designed to meet the Code for Sustainable Homes Level 4 target.

ENERGY AND CARBON STRATEGY

The scheme is targeting a significant improvement on current building regulations, with carbon emissions 50-60% lower (i.e. better) than required by the regulations.

09

Mount Pleasant Public, Communal and Private Spaces



The site plan shows various zones and spaces, including public, communal, and private areas. The map is color-coded to indicate different types of spaces and their locations within the development.

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Mount Pleasant What Happens Next?



The development is progressing well, and the next steps are to complete the construction and start the occupation of the new homes. The next steps are to complete the construction and start the occupation of the new homes.