

**Department of
Business Growth & Infrastructure**

**Paul Lakin
Executive Director of Place**

Radcliffe Civic Hub & Market Chambers

Statement of Community Involvement

Consultation and community involvement

- 1.1 This document provides an overview of the pre-application consultation that has been undertaken with local stakeholders on the Radcliffe Civic Hub project (please note that this consultation is inclusive of the Market Basement, Market Chambers, and surrounding public realm which comprise the application site).

Planning Policy and Guidance

- 2.1 The following local and national planning policy guidance, which promotes community involvement in the preparation of planning applications has been considered:
- Bury Council Statement of Community Involvement (SCI) (June 2021)
 - The Localism Act, House of Commons (November 2011)
 - The National Planning Policy Framework (NPPF) (July 2021)

Bury Council Statement of Community Involvement (SCI) (June 2021)

- 2.2 The Council's SCI sets out the general principles to planning consultations, seeking to consult views of interested and affected parties, being inclusive wherever possible.

The Localism Act (2011)

- 2.3 In November 2011 the Localism Act received Royal Assent. This is the Government's method of devolving greater powers to Councils and neighbourhoods in order to give local communities more control over planning decisions. It is a material consideration in the determination of this application.

- 2.4 Paragraph 122 of the Localism Act asks that planning applicants consult local communities on a range of developments before submitting planning applications. Applicants must consider any responses received before the proposals are finalised and show how they have been taken into account when submitting applications. This gives local people a chance to comment when there is genuine scope to make changes to draft proposals.

The National Planning Policy Framework (NPPF) (2021)

- 2.5 The NPPF was first published on 27 March 2012. This document consolidated national planning policy guidance. A key aim of the document was to put greater power in the hands of local communities directly affected by development.
- 2.6 Paragraph 39 sets out how early engagement can improve the efficiency and effectiveness of the planning application system for all parties and that high quality preapplication discussions enable better coordination and improved outcomes for the community.

The Proposed Application Consultation Approach

- 3.1 The approach to community and stakeholder involvement undertaken by the Council has been comprehensive and fully accords with the requirements of the NPPF.

Pre-application Discussion

- 3.2 Pre-application meetings were held with the Local Authority Officer on 19th April and 29th June 2022. At these meetings, the principle of the development, design, historic environment, highways, security, environmental health, and ecology were discussed.
- 3.3 These discussions and meetings have influenced the design evolution of the proposals. Further information is available in the other documents supporting this application.

Consultation with local stakeholders

- 3.4 The Council has undertaken significant consultation with local stakeholders during the development of the Civic Hub idea, from the production of the Strategic Regeneration Framework in 2020 through to the pre-application period of the Civic Hub project.

Radcliffe Strategic Regeneration Framework

- 3.5 The Radcliffe Strategic Regeneration Framework (SRF) was adopted by Bury Council in September 2020 following substantial consultation. The SRF was developed to guide the direction of Radcliffe's growth and includes proposals for

a civic hub in Radcliffe town centre, the refurbishment of Radcliffe Market and market chambers, and new leisure facilities.

- 3.6 From February 2020 to June 2020 there was extensive early engagement with Radcliffe stakeholders to prepare the draft SRF. This was followed by a six-week period of public consultation between 22nd June to 3rd August 2020 prior to adoption.
- 3.7 During this public consultation period, Covid-19 restrictions meant that traditional methods of consultation i.e. face-to-face meetings or drop-in sessions were unavailable. Feedback was, therefore, encouraged via an online questionnaire, by post or email, and a dedicated phone line and email address was established to enable people to find out more information or to request hard copies of documents. The consultation process included:
- A SRF consultation page on the Council’s web site which included full and summary versions of the draft SRF, Frequently Asked Questions and stakeholder questionnaire.
 - A summary leaflet sent to all households in the three Radcliffe Wards.
 - Press releases, social media advertisements, unstaffed exhibition panels at prominent locations in the town.
 - Presentations to groups, including the Radcliffe Regeneration Task Group, Radcliffe Ward Members, and the Bury South MP.
 - A public webinar, where 196 participants viewed the event, which featured presentation and Q & A panel session.

Radcliffe Strategic Regeneration Framework – consultation responses

- 3.8 The SRF’s online consultation page had almost 2000 visits and 323 questionnaires were completed which generated some 1400 comments. 28 responses were received via email, postal or telephone. 13 Key stakeholder submissions were received e.g. TfGM, Environment Agency, Historic England.
- 3.9 The draft SRF proposed that Radcliffe Market would be made more prominent Radcliffe’s public realm; that the market chambers would be refurbished and used as office and community space; a Civic Hub would be created through the redevelopment of the two existing 1960’s shopping blocks which front onto the piazza, Blackburn Street, and Dale Street; and that the piazza would be improved as a space for pedestrians. See appendix 1 for further information.
- 3.10 All of the proposals listed above received significant support in the during the public consultation. The following feedback was received in response to the questionnaire:
- 91% of a total 323 responders supported “Opening up the front of the market to encourage footfall into the town centre”

- 96% of a total 317 responders supported “Re-purposing the Market Chambers building to provide flexible space for start-up businesses and community groups”
- 90% of a total 323 responders supported “The creation of a civic hub to provide offices, council services, possibly cafe, retail and leisure”
- 90% of a total 323 responders supported “A revamped piazza with enhanced public realm (including improved surface treatments and the removal of the drop kerbs) to make a more pedestrian friendly space”

3.11. Numerous changes were made to the SRF document as a result of the feedback. But no changes were made in relation to the elements of the SRF which pertain to this planning application.

Radcliffe Civic Hub Project

3.11 Stakeholder engagement has been at the core of the Civic Hub project since its inception. A Stakeholder Communications & Engagement Strategy (SEP) was produced early in the development of the Civic Hub project. The SEP is an iterative document that has grown and been updated with the project. The document identifies project stakeholders, their interaction with the project and defines the communication requirements for these groups and individuals. The SEP also sets out how information should be distributed and defines the following:

- What information will be communicated (including level of detail and format)
- How information will be communicated (via meetings, email, telephone, web portal, social media, pro-active PR, etc)
- When information will be distributed (the frequency and flow of project communications, both formal and informal)
- Who is responsible for communicating project information
- Communication requirements for all project stakeholders
- What resources the project allocates for communication and engagement activity
- How any sensitive or confidential information is communicated and who must authorise this
- How changes in communication or the communication process are managed
- Any constraints, internal or external, which may affect project communications
- Any standard templates, formats, or documents the project must use for communicating
- Communications governance (process for approvals and an escalation process for resolving any communication-based conflicts or issues)

3.12 There have been many avenues for local stakeholders to feed into the design of the building, including:

- Radcliffe Regeneration Office – Opened in September 2021 in Radcliffe town centre. A drop in space with an open-door policy. A total of 122 days and 5 mornings of opening, with over 470 visitors, 42 feedback forms submitted relating the Civic Hub and wider town centre regeneration. As well as visits from members of the public, Ward Members have regularly visited the Regeneration Office and provided feedback on the Civic Hub project to the project officers.

- Governance Structures including:
 - Radcliffe Regeneration Delivery Board, which provides expert oversight, monitors and shapes the direction of the Strategic Regeneration Framework's projects. The group is chaired by Sir Howard Bernstein and includes Christian Wakeford MP, the Leader of the Council, the Council CEO, and senior staff from the Council, Transport for Greater Manchester, and the Greater Manchester Combined Authority. There have been 14 meetings of the Radcliffe Regeneration Delivery Board Committee since its inception in December 2020.
 - Radcliffe Cabinet Committee, a body which provides leadership for the delivery of the Strategic Regeneration Framework and fosters cross party engagement. The group's membership includes the Council Leader with two Cabinet Members with voting rights plus four Ward Councillors. There have been 9 meetings of the Radcliffe Cabinet Committee since its inception in December 2020.
 - Community engagement events, including to attendance at community meetings and hosting consultation events (examples include but are not limited to Bury2Gether, Women of Worth, Veterans, Rotary Club, Swimming & Water Polo Club, Radcliffe Athletics Club, Radcliffe Growing Together, Spirit of Place programme, Radcliffe Juniors football camp, Inspiring women funday, and Community Pitch events).
 - Programme Management Office communications, including newsletter, social media output, a dedicated email address and telephone number.
- 3.13 In August 2022, newsletters were distributed to all 17, 108 households in the 3 Radcliffe Wards and 65 local groups were contacted via email. The newsletters advertised consultation events to be held later in the summer and gave a weblink where stakeholders could feedback on the proposals. This resulted in 406 website visits and 158 online surveys and 53 hard copy returned, 4 requests for telephone call-back, 26 emails to Radcliffe Regeneration with queries/concerns/suggestions, 17 emails to project lead requesting a meeting and/or presentation material, and 251 attendees across 5 consultation events hosted at Radcliffe Library, Radcliffe Leisure Centre, and Radcliffe Market.
- 3.14 It would be difficult to produce a full list of design changes taken as a result of feedback from local stakeholders. As demonstrated above, intensive feedback from local stakeholders has been integral to the design of the Civic Hub and the development of the project.
- 3.15 Key feedback, however, is available from the consultation events, advertised in August 2022. See appendix 2. The following design amendments were made directly in response to the feedback:
- A more visible and welcoming front entrance.
 - Additional and larger windows, no longer covered with architectural details.
 - Changed colour of cladding.
 - Public artwork to be included on the western elevation and a green wall added to the southern elevation.

- Sufficient accessible seating to be provided within the building and on the surrounding outside public space.
- The bandstand to be equipped so that community groups can use it for performances.
- Careful consideration given to low maintenance planting materials.

Summary

- 4.1 Bury Council has carried out a comprehensive programme of pre-application consultation and have engaged with the local community to ensure that their opinions have shaped the design evolution of the project.

6.3

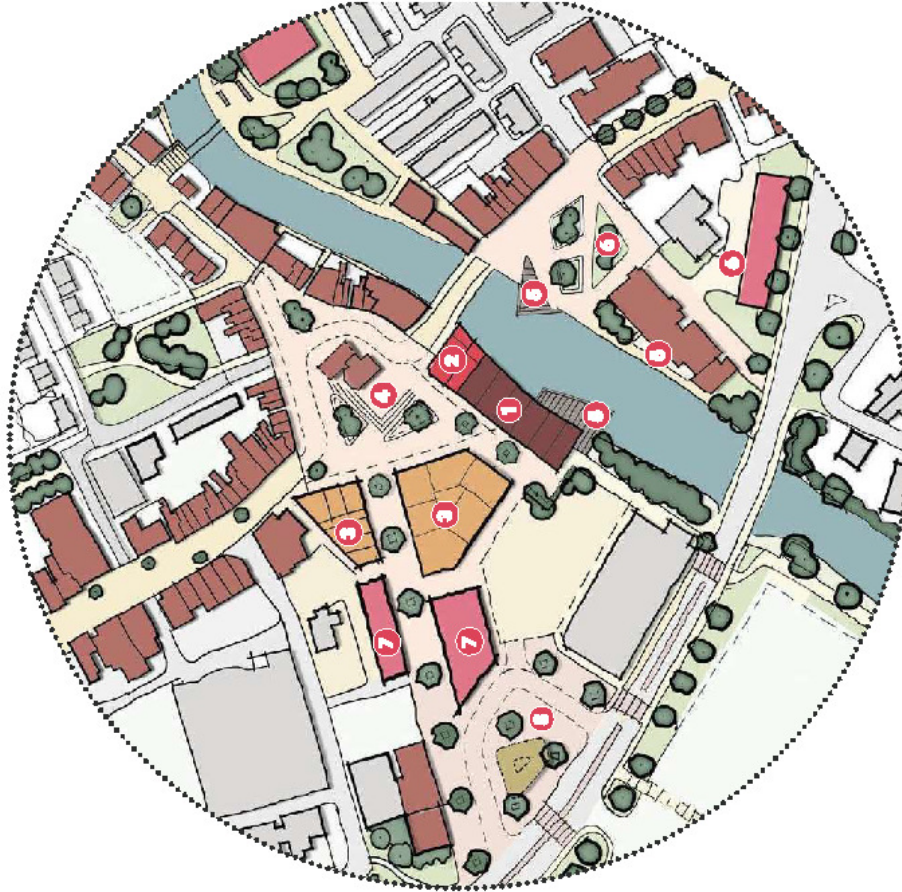
The Core

The masterplan shown captures the areas of potential development that fall within the Core of the Town Centre as annotated on the masterplan. The following pages within this section will describe in further detail the opportunity and aspirations of each intervention.

KEY

	Existing buildings
	The Market
	Market Chambers
	Proposed Buildings
	Potential Development (longer term)
	Existing buildings with key frontages
	Key Spaces
	Public Realm Improvements

- 1 Radcliffe Market
- 2 Market Chambers Building
- 3 Proposed Hub Buildings
- 4 The Piazza
- 5 Riverside Platforms and walkways
- 6 Riverside Square and Look Keepers Pub Site
- 7 Royal Mail Site and Dale Street
- 8 Bus Station and Pilkington Arrival Square



1. Radcliffe Market

The Market Hall is a recent success story. Not only does it provide a retail function but also space for learning and events, a lot can be learnt from this in terms of how lifestyle choices are changing the way people shop, socialise and use centres. The Market Hall should continue to be supported as the core redevelop and ways to expand the Market Hall should be considered, including extending opening hours and providing outdoor space.

The Market Hall is currently tucked away from view and there is an opportunity to reveal the building as part of proposals for the Piazza. The Piazza proposals are designed to reveal the Market Hall frontage with a strong presence within the space, encouraging footfall.

2. Market Chambers

Currently vacant, the Market Chambers building has previously been used as office space. Despite requiring refurbishment, stakeholders have demonstrated significant interest in occupying the building. There is an opportunity to re-purpose this building to provide flexible working space with rooms for local activities and community groups. Co-working space would work here, through providing flexible space to meet the needs of young start-up businesses and entrepreneurs; particularly those in the tech and creative industries. Creating an ecosystem of like-minded businesses at the start of their career journey will help to foster innovation and create relationships that will last throughout the working lifecycle - those starting a business in Radcliffe are more likely to stay in Radcliffe as their business grows.



1
Altricham Market is a successful regeneration of an iconic local landmark building that has become a social focal point and catalysed the wider regeneration of Altricham town centre.

2
Co-working and flexible work community spaces are in demand in response to modern ways of working and town centre living, and bring life to well-connected spaces around the clock.

3. The Hub

There is an opportunity to create a new Hub within the heart of Radcliffe town centre through the redevelopment of the two existing 1960's shopping blocks which front onto the plaza, Blackburn Street, and Dale Street.

As part of the Localby Plan, Bury Council have made significant progress in integrating teams. There is further opportunity to co-locate teams and services to an a wider scale via the development of an integrated Civic hub. Bury Council staff will be relocated from their existing offices on Whittaker Street; space is therefore required for some 200 existing staff. A review will also take place to assess whether any other Council functions can be located at the Hub, it is recommended that space be included for a further 100 staff. Alongside housing Council staff, the Hub needs a front of house where people can access Council services.

The freeing up of the Whittaker Street site will see opportunities for future residential or employment-based redevelopment.

The Hub should not only provide workspace for Council employees, it requires a much wider function if it is to truly be a hub for the community. Flexible space should be incorporated that could cater for a range of events, services, exhibitions, learning, exercise, for community groups to meet and as a space for activities for young people. Radcliffe needs more than a Civic Hub at its heart.

In addition, to support alternative modes of travel substantial cycle parking should be provided for staff and visitors to the centre.

For the Hub to be accessible and sustainable a central location is required, the existing 1960's shopping blocks currently create a physical barrier to movement and development in the town. The Hub will need to be designed so that it links the town together and opens up the Market Hall.

Leisure

Sitting alongside, or integrated with the Hub could be a unique leisure offer. This could complement the leisure offer provided alongside the new school. Subject to a detailed leisure review, one option may be to incorporate a Lifestyle / Wellness Centre could be located here. There is an opportunity to include leisure activities for example bowling to create a space that combines community, leisure and wellness accessible to all.

Supporting the leisure offer in the Core must be a significant provision of cycle parking spaces and the consideration of bike share schemes as described in further detail within the Connectivity and Movement Strategy.

4. The Piazza

The Piazza forms the heart of the town centre. It should be designed to reinforce and support the presence of the adjacent cultural and community facilities including the Market, the proposed Central Hub and the Market Chambers transformation, as well as retail and food and beverage uses that line its edges.

The level change across the Piazza should be integrated as a place-making feature. Incorporating informal seating within the steps to frame the lower level.

Outside spaces will also be key to supporting the new core. The existing Piazza is underutilised and represents 'old Rodeffier' flexible space for play, rest, events and markets should be created. The space should support outdoor events and pop-up activities, events could take place at the lower level framed by the raised seating creating an outdoor auditorium.

The Piazza should support both daytime and evening activity, creating a vibrant destination at the heart of the town. The Bridge Tavern is located centrally within the Piazza, as part of the improvements to the Piazza refurbishment / extension of the Tavern should be considered. There is potential to provide a 360 degree aspect, creating a distinctive key landmark at the corner of Church Street West. The options for this will need to be discussed further.

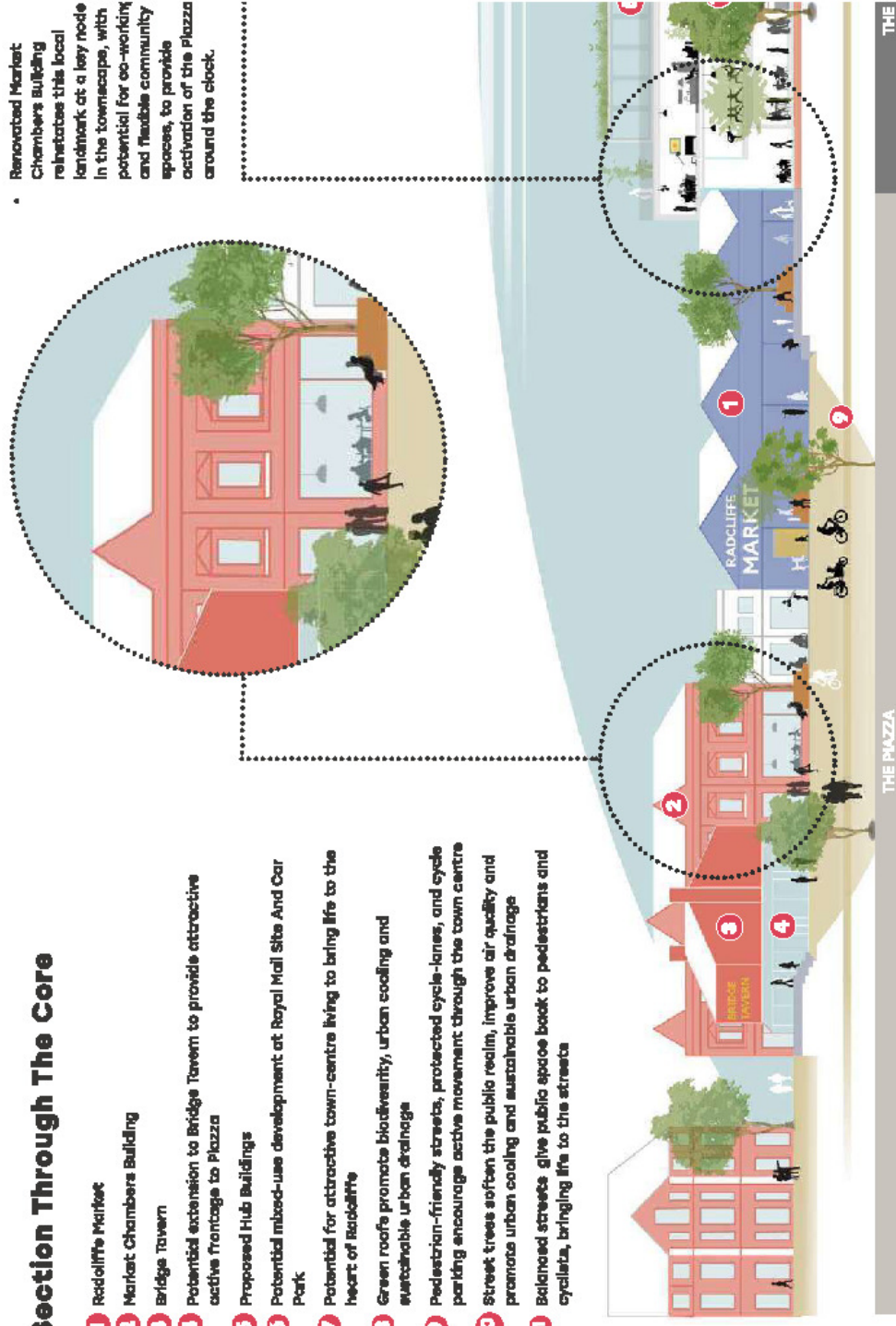
The Piazza should seek to encourage dwell-time within an attractive, safe and human-scale environment. There is potential to create a vertical element within the space with raised planting beds, trees, street furniture and art within the space to encourage dwelling and meandering through the space.

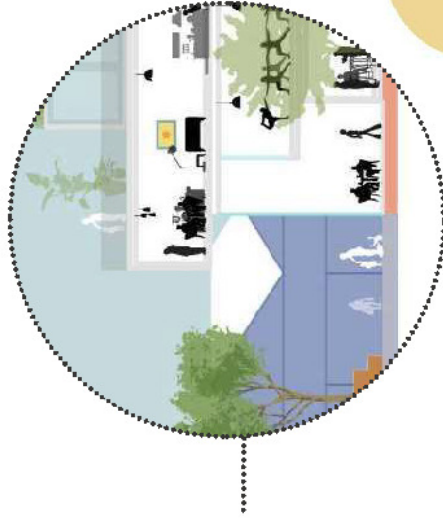
The Piazza is a key part of the movement strategy for the core of the town. The highway along Deanegate and part of Church Street West, surrounding the piazza will be upgraded to create a balanced space for both pedestrians, cyclists and cars, using high quality surface treatments and removing the drop kerbs. This will reduce traffic speeds as vehicles travel through the space encouraging safe pedestrian movement through the space. Pedestrian crossings will be proposed at key nodes on Deanegate and Church Street to allow safe crossing. Dale Street will be closed off to vehicles creating a pedestrianised route running both north south along Skokburn Street and east west along Dale Street. This will allow spill out space for cafes and restaurants.

Section Through The Core

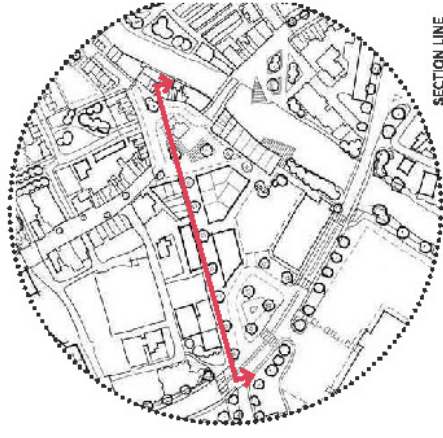
- 1 Radcliffe Market
- 2 Market Chambers Building
- 3 Bridge Tavern
- 4 Potential extension to Bridge Tavern to provide attractive active frontage to Piazza
- 5 Proposed Hub Buildings
- 6 Potential mixed-use development at Royal Mail Site And Car Park
- 7 Potential for attractive town-centre living to bring life to the heart of Radcliffe
- 8 Green roofs promote biodiversity, urban cooling and sustainable urban drainage
- 9 Pedestrian-friendly streets, protected cycle-lanes, and cycle parking encourage active movement through the town centre
- 10 Street trees soften the public realm, improve air quality and promote urban cooling and sustainable urban drainage
- 11 Balanced streets give public space back to pedestrians and cyclists, bringing life to the streets

- Renovated Market Chambers building reasserts this local landmark as a key node in the townscape, with potential for co-working and flexible community spaces, to provide activation of the piazza around the clock.





- Redesigning of the building line opens up views of the Market building, and gives this local landmark and key piece of social infrastructure prominence within the public realm.
- Double-height atrium space brings life to the Plaza with a permeable and edge and active uses.
- Mixed-use development supports community uses as well as town-centre living.



SECTION LINE



POTENTIAL MIXED-USE DEVELOPMENT

BUS STATION AND PILKINGTON ARRIVAL SQUARE

PILKINGTON WAY

RADCLIFFE PUBLIC ENGAGEMENT REPORT



JULY - OCTOBER 2022

Molly Sandford-Ward

INTRODUCTION

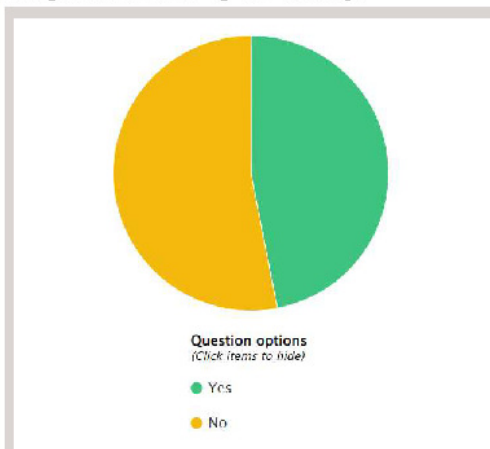
From August - October 2022, the Radcliffe Regeneration Team held a series of five public consultation events. These were intended as an opportunity to share developing plans and designs for the Civic Hub Levelling Up project, and to collect feedback and answer questions from the Radcliffe community. A survey accompanied the consultation events, and was available to fill out in hard copy or online. The responses were collated and any feedback pertinent to the design or construction of the building are being fed back to the design team. This report summarizes the feedback relevant to operations and is intended to inform the ongoing development of Wellbeing services and cultural events in the Civic Hub, Market Chambers, and public realm.

Overall, we received 211 responses (53 paper forms and 158 online forms).

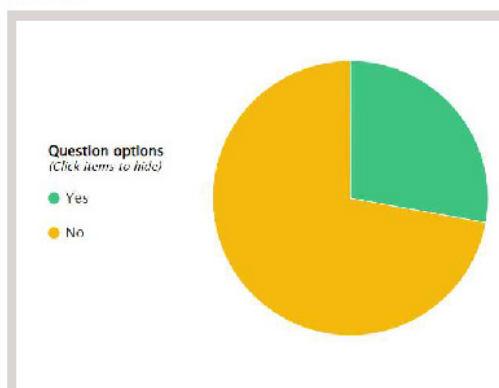
Survey Responses

LIBRARIES

Are you a member of the library?



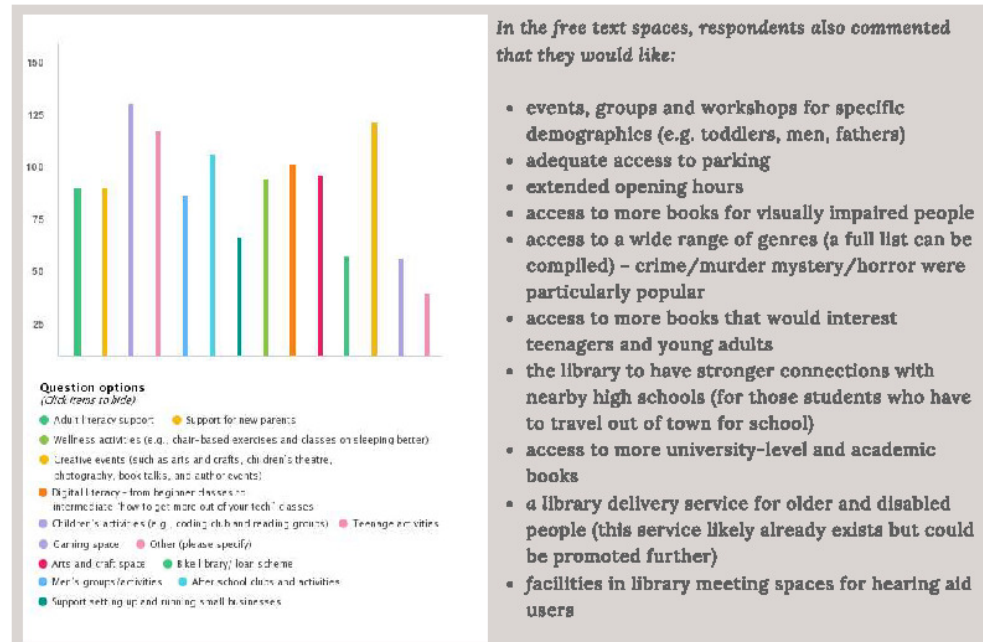
Would you or your community group like to use space in the library for get-togethers or events?



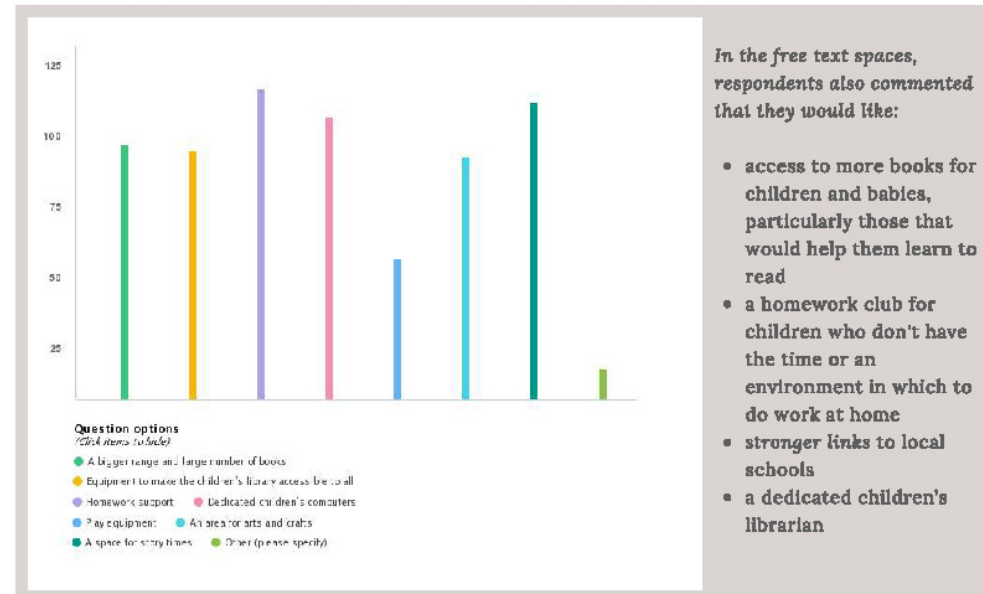
Where respondents had answered that their community group would be interested in running events in the library, we asked for the name of the community group and any requirements they would have. The groups listed were:

- New Life Church drama sessions and RBGC kids group (rehearsal space)
- Community Living Rooms
- Incredible Edible
- Liv's Trust
- Radcliffe Litter Pickers (access to computers and charging in library)
- Radcliffe Carnival
- The Earlybird Project (space to hold creative workshops)
- UNISON North West
- Andy's Man Club
- Rotary Club
- Radcliffe Heritage Group
- Stitch Your Space (Spirit of Place)
- Slimming World
- Fostering support group meetings (only available in Bury at the moment)
- Mad Theatre
- Human library

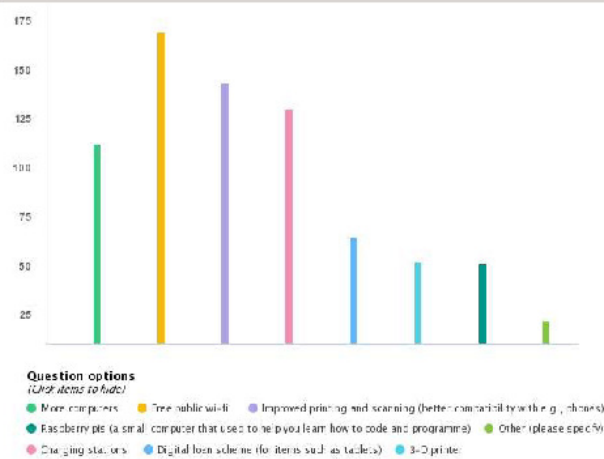
In addition to the usual library services, what else would you like to see provided as part of the new library?



What features would you like to see included in the children's library?



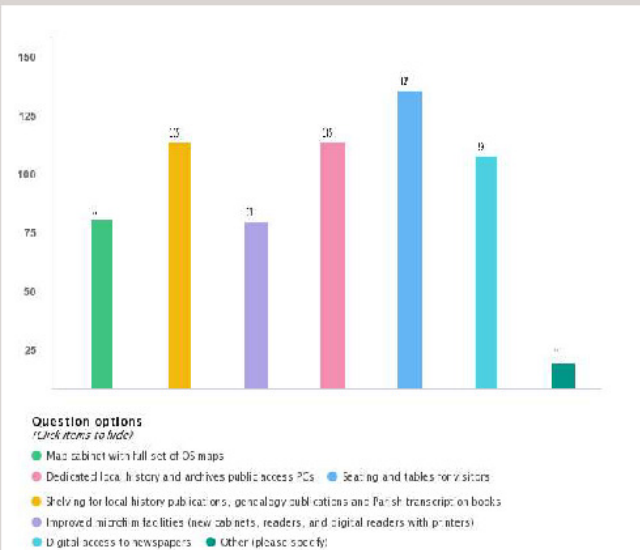
What digital equipment would you like to see in the library?



In the free text spaces, respondents also commented that they would like:

- access to a number of specific pieces of digital equipment in the library (no overarching theme) - a full list can be compiled
- the Radcliffe Times to be digitized and provided in the library
- more support using computers for practical/real life situations, such as paying bills

What would you like to see in the local history and archives part of the library?



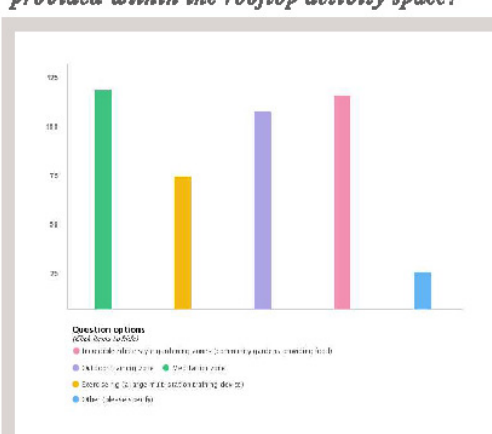
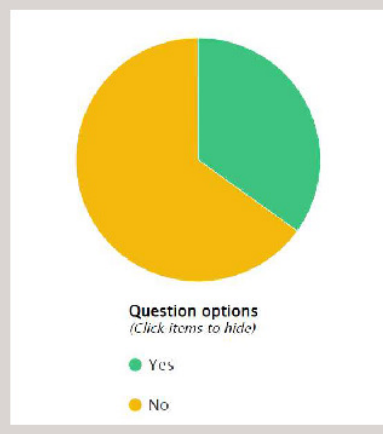
In the free text spaces, respondents also commented that they would like:

- free or reduced cost access to local history, census and genealogy websites and resources
- a display of heritage artifacts in the library space (tracking the history of Radcliffe from neolithic - now)

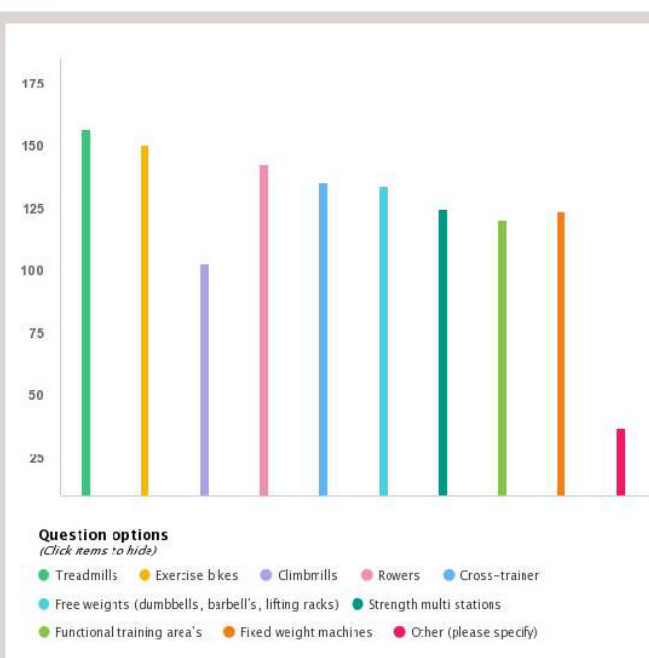
Fifteen respondents expressed concern about the library move from the current Carnegie building. Respondents seemed uncertain what moving the hub would provide above and beyond the existing facilities and were worried that they would no longer have public access to a culturally important building.

LEISURE

Are you a member of the Leisure Centre? What exercise equipment would you like to see provided within the rooftop activity space?

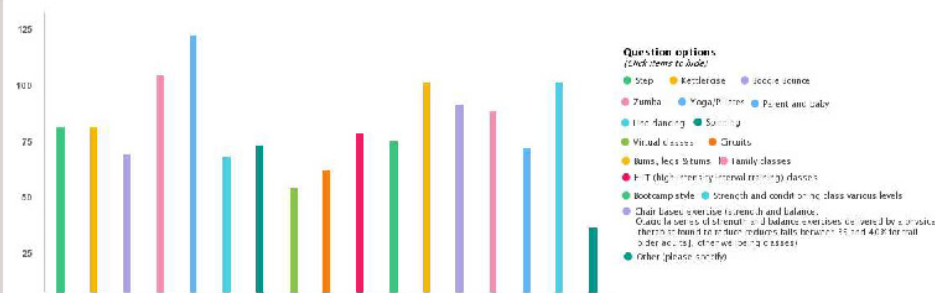
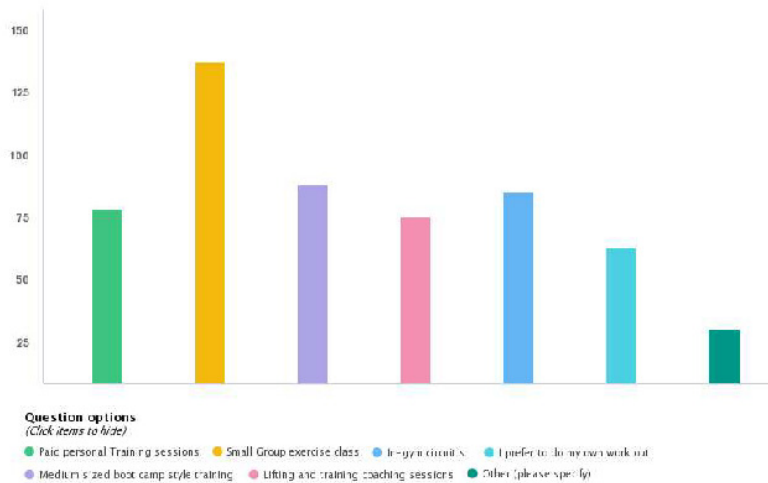


What exercise equipment would you like to see included in the gym at the Civic Hub?



In the free text spaces, respondents also commented that they would like:

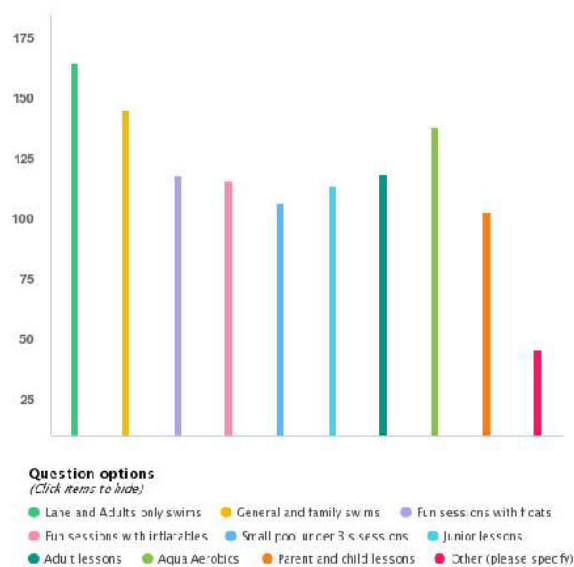
- Requests for a wide range of equipment and classes
- Suggestions for some specific equipment, resources (but no overarching theme) - a full list can be compiled
- A couple of mentions of ropes, free weights and stretching space
- Toning tables/specific equipment/chair exercises in the gym for people with disabilities
- Circuit training space/set up



- a wider range of classes - a full list can be compiled
- pole, Les Mills, pump, dance, pilates and tai chi classes (specifically mentioned several times)
- a range of sports teams to get involved with
- classes at a larger variety of times (e.g. during the day, after work)
- classes specifically for older people
- classes specifically for disabled people
- space for badminton (mentioned several times)
-

One person also suggested Makaton, dance and MaD theatre with sign language facilitators. They left their contact details if we are interested in getting in touch.

What swimming activities would you like to see in the Civic Hub?

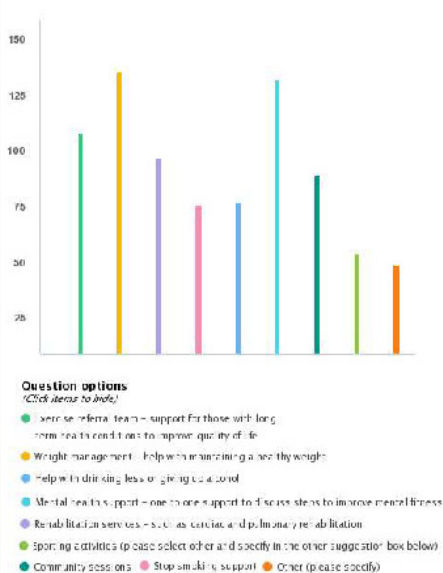


In the free text spaces, respondents also commented that they would like:

- dedicated sessions for specific demographics (e.g. women, children with SEN, older people, those with disabilities)
- the swimming pool to be accessible to disabled people
- use for Radcliffe Swimming Club

Overall, respondents seemed to value the swimming pool very highly and comment more on it than any other aspect of leisure.

What other services/activities would you like to be provided to support your health and wellbeing?



In the free text spaces, respondents also commented that they would like:

- groups for parents of children with SEN
- groups/workshops about wellbeing for pensioners
- groups such as AA, NA, Gamblers Anon, Overeaters Anon
- workshops about weight management, healthy eating, and smoking cessation
- sports clubs during school holidays
- access to CAB and financial and house management advice
- access to physio for people with longterm health conditions
- access to community talks

Our Eglia exercise and discussions about survey feedback also raised questions around how to organise storage for partner activities and how we might be able to operationally deliver and manage a safe space, breastfeeding space and a prayer room.

Respondents to the survey also have some general feedback about the leisure services and environment they would like to see. They commented that they would like:

- The leisure centre to be highly accessible to disabled and older people
- A better booking system, as they commented that the current system is difficult to use
- Cleaner facilities/changing rooms/pool
- Gym membership option for those who don't want to use the other facilities like the pool
- Dedicated sessions or smaller workout rooms in the gym space for specific demographics (children with SEN, older people, disabilities)

One person mentioned that they attend One Step at Vibe in Bury, which provides a supportive, mental health-aware environment for those who have worked with BEATS in the past. She is looking to expand into other areas and gyms and they have left her name and contact details.

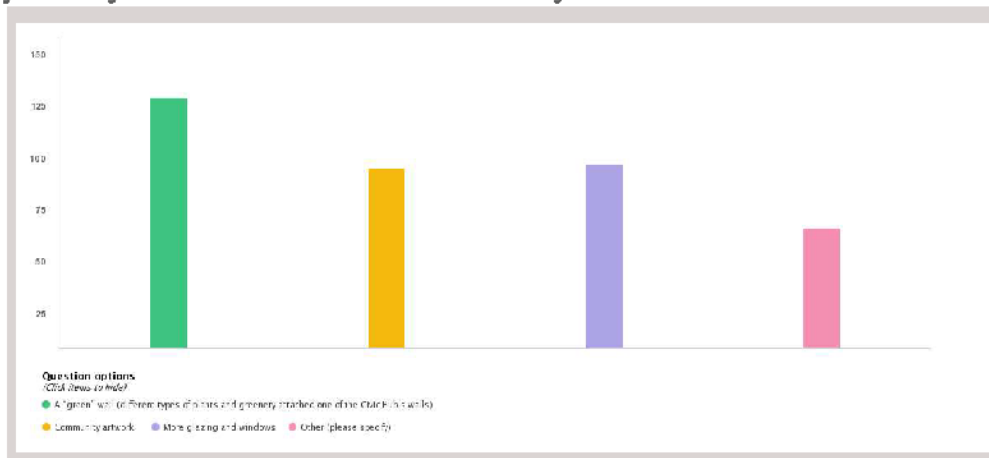
Furthermore, there were a number of concerns expressed:

- The most prevalent concern across leisure questions was around cost and affordability, with 37 respondents mentioning this. There was a perception that Radcliffe residents can access the same services for a lower cost at a private gym. Suggestions included lower prices, affordability schemes, vouchers, staggered pricing, no contracts, and the option of a pool-only or gym-only membership.
- Two respondents were concerned about the unisex changing village (and a small number of comments have been made about this to the Regeneration Team)
- Two respondents (and some members of the public via email) have expressed concern over the loss of a sports hall space for badminton and other sessions and would like information about where they will be able to find a similar space in Radcliffe once the current Leisure Centre closes.
- Three people were concerned about the operations and use of the rooftop space, particularly in bad weather.

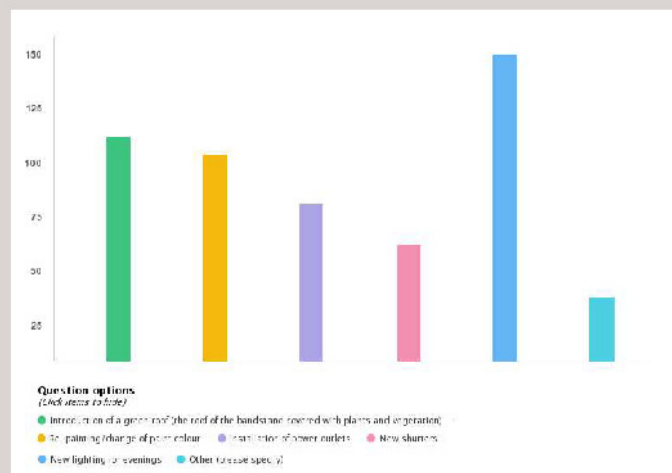
Survey Responses

PUBLIC REALM AND CULTURAL PROGRAMMING

Would you like any of the following features, or have any suggestions of other features you would like to see on the outside of the Civic Hub?



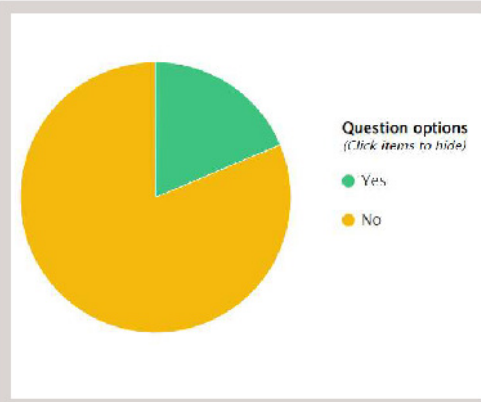
What kind of changes, if any, would you like to see to the bandstand?



In the free text spaces, respondents also commented that:

- they would like the bandstand to be a venue for community events, and music and entertainment performances

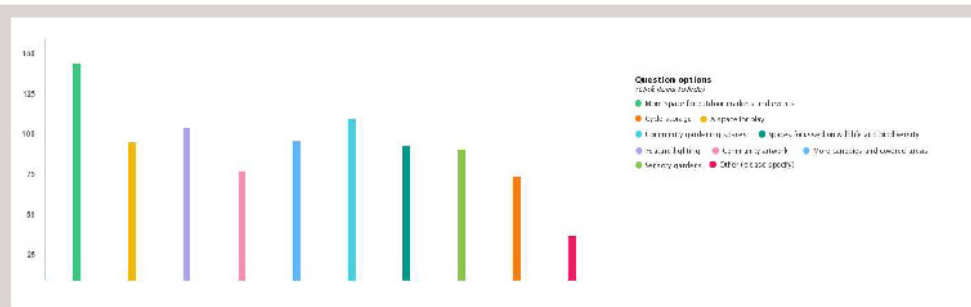
Would you or your community group be interested in running events in the piazza?



Where respondents had answered that their community group would be interested in running events in the piazza, we asked for the name of the community group. The groups listed were:

- St Mary's UCM
- Community Living Rooms
- Incredible Edible
- Bury USA
- Lio's Trust
- Radcliffe Litter Pickers
- Growing Together
- St Thomas Church
- St John's Church
- Radcliffe Community Action Group
- Radcliffe Swimming and Water polo

Which features would you like to see in the public realm (outdoor public spaces)?



In the free text spaces, respondents also commented that:

- they would like action taken to ensure Radcliffe Market does not stop other stall holding events from occurring in the piazza occasionally
- they would like to know more about booking spaces in the Hub and Market Chambers for family events and parties

Respondents also expressed concerns regarding the public realm:

- Seven respondents were concerned about safety and would like steps taken, such as CCTV, to ensure the space is safe and usable by all
- 21 respondents were concerned about maintenance or expressed doubt that the space, especially green elements, would be maintained. This includes several mentions of the potential for vandalism.

END OF REPORT

