St Helier Waterfront Stage 3 Consultation

Summary of Feedback | October 2021





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Copy of stage 3 consultation material

Digital marketing campaign

The community feedback from our Stage 1 consultation in Autumn 2020 and the Stage 2 consultation in May 2021 helped shape the proposals for the Southwest St Helier Waterfront presented to the public during July.

Based on the consultations' feedback, suggested improvements and positive support, the concepts were reviewed. They were also amended in some areas and enhanced, with the changes noted as part of the stage 3 material displayed, a copy of which is included in response to feedback in the appendix.

The remainder of this report sets out the consultation work to date and the results of the Stage 3 consultation process.

A Reminder of the Work Undertaken during Stages 1 & 2



Above: Session in the Town Hall

1. Site Analysis

Since being appointed the team has undertaken detailed site analysis and a number of critical feasibility studies related to transport and economics.

2. Technical Workshops

In excess of 25 statutory and regulatory workshops and meetings have been undertaken by JDC and the design team with relevant Government of Jersey departments, the Parish of St Helier, Utilities, the Jersey Architectural Commission, Jersey Arts, Jersey Sport and Jersey Heritage.

3. Engagement with the Community

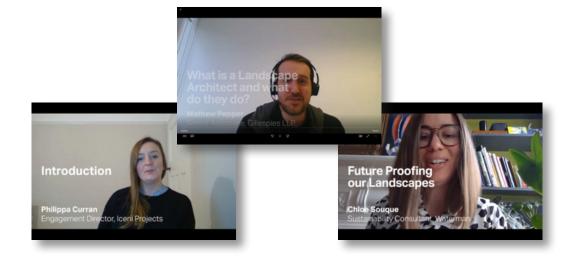
Two stages of engagement have been undertaken, with online workshops, drop-in sessions and structured questionnaires. Feeback reports have been prepared at each stage.



5 sessions with 16 – 18 year olds

4. Engagement with Young People

More recently we have undertaken engagement with young people by working with education establishments. The comments received from 16 – 18-year-olds have helped enrich the more detailed public realm concepts shown and we are continuing the discussions with young people.



Right: Video stills taken from school session



14,900 individual visits to the website

5. Consultation Process

A consultation website was launched in Autumn 2020 and to date has had more than 14,900 visits with over 32,000 page views.

A summary of the key topics raised by the community during the first and second stage of consultation are listed below:

- The pride and interest of the local community and key stakeholders in the future of this part of St Helier, and the desire to be meaningfully and regularly engaged in the vision and planning process.
- The need for improved connectivity and movement.
- Island-wide traffic issues and the negative impact on St Helier in terms of pedestrian and cycle connectivity, noise and air pollution.
- The importance of high quality open and green spaces.
- The need for community facilities, shops, cafés and restaurants which remain lively during the evenings and at weekends all year round.
- The need for views to be protected or enhanced.
- The need for high quality architecture which considers the local character.

The consultation results for Stage 1 can be read in full <u>here</u>. The consultation results for Stage 2 can be read in full <u>here</u>.



Right: Stage 2 Consultation leaflets and banners



Right: Stage 2 website material

Stage 3 Consultation Process



7 virtual and physical sessions with the public

Right: Example leaflet

As part of the Stage 3 consultation process we undertook:

- 3 virtual sessions with the public
- 2 walk and talks with the public
- Site visit with school
- Displayed an interactive exhibition along with waterfront, with 4 plinths combining traditional interpretation panels with digital content, QR codes, 360 visualisation in situ and a wildlife hunt for children
- Physical display of exhibition boards in Assembly Rooms with pop up banners
- Digital Engagement exercise
- Facebook and Instagram campaign
- Online material and survey with dedicated email address
- Widespread advertising
- Leaflet distribution

St Helier Waterfront

Have your say on the final stage of the Public Consultation process

Thank you to those who contributed during Stage 2, your comments have been reviewed and we have now developed the proposals in

Visit our website from Friday 16 July to see the Stage 3 consultation material and tell us what you think by completing a short questionnaire

We will be holding an online session with a presentation from the design team and an opportunity to ask questions. Please register in advance by contacting info@ sthelierwaterfront.je to be sent joining

Session date: Tuesday 20 July 6pm - 7pm

to find out more.

Walk and Talk tour at the Waterfront with JDC

We will be holding two 'walk & talk' sessions at Les Jardins de la Mer which will co-inside with four 3D displays. Pop down and speak to us to

Session times: Thursday 22 July 1pm - 2pm and 6pm - 7pm

St Helier Town Hall From Wednesday 21 – Friday 30 July, the material will be on display at the Town Hall – Ground floor meeting room.

Les Jardins de la Mer - 3D Displays

From Thursday 22 July – Friday 19 August, four 3D Displays will be installed at Les Jardins de la Mer which will showcase the designs and enable you to visualise the future of the Southwest St Helier Waterfront. Simply take your phone and scan the QR code to take a tour of the proposed new development.



iceni

GILLESPIES







Right: Grabs taken from the consultation website (www.sthelierwaterfront.je)













Right: Interactive Plinths and Childrens' Hunt



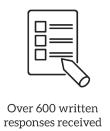
Right: Physical display



Right: Social media campaign, example advert



Right: Walk and Talk



537 people have responded to the feedback form. 532 online responses were received as well as 5 paper hard copies. The section below breaks down the responses provided for each question.

When answering free text questions, respondents often include several points or topics in their response. To accurately understand feedback, we record each individual point as a separate comment related to the theme or topic.

Online feedback forms

Do you support the outline proposals shown?

486 people answered this question. 60% of responses were either in total support or broadly positive towards the proposals, 34% were either opposed to or broadly negative towards the proposals, and 6% were mixed, unsure, or neutral. A full breakdown is detail below.

- 'Yes,' or an equivalent response showing general support for the proposals (261)
- 'No' or an equivalent response showing general opposition to the proposals (160)
- Broadly positive with suggested improvements (31)
- Broadly negative with suggested improvements (5)
- Responses presenting a neutral view (11)
- 'Not sure' or an equivalent response showing indecision (18)

Analysis by Age (not everyone provided their age)

Under 25s (91 responses) – Supports (84%), Opposes (7%), Broadly Positive (5%), Neutral (2%), Unsure/ Mixed (2%)

25-44s (187 responses) – Supports (63%), Opposes (23%), Broadly Positive (7%), Neutral (3%), Unsure/ Mixed (2%)

Under 45s (278 responses) – Supports (70%), Opposes (18%), Broadly Positive (7%), Neutral (3%), Broadly Negative (1%), Mixed/ Unsure (1%)

45-65s (154 responses) – Opposes (47%), Supports (37%), Unsure/ Mixed (7%), Broadly Positive (5%), Broadly Negative (3%), Neutral (1%)

Over 65s (31 responses) - Opposes (58%), Supports (23%), Broadly



62,000 views of our social media ads

Positive (13%), Neutral (3%), Unsure/ Mixed (3%)

A number of other comments were also made, key themes are listed below (themes/comments are shown in order of frequency with the number of times raised referenced in brackets):

- Comments expressing concerns about the height and density of the development (22)
- Comments on the balance and quality of the commercial/ residential offer, including suggestions for the new Lido and Cinema, and the need to reduce housing and increase the number of commercial units (bars, restaurants, shops etc) (21)
- Comments discussing ideas for connectivity and the public realm, including the need for more green/ open space and concerns about the feasibility of pedestrian access on the Rue de la Liberation (14)
- Comments expressing concerns about the overall look and feel of the design (11)

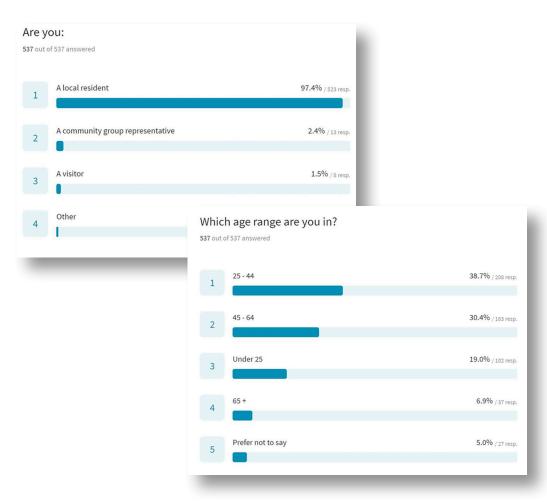
Do you have any questions/ comments for the team?

482 people answered this question. Key themes are listed below (themes/comments are shown in order of frequency with the number of times raised referenced in brackets):

- No comment, i.e. 'No' or 'don't think so' (159)
- Questions about the cultural, leisure and commercial offer in the proposals. Prominent themes included suggestions for the size of the lido to be increased, the need to prioritise bars/ restaurants over retail, the need for a commercial rather than arthouse cinema, and the importance of prioritising local businesses over chains (54)
- Comments expressing concerns about the height and massing of the development, with some of these recognising an improvement from the previous proposals (52)
- Comments on ideas for connectivity in the proposals, with people generally excited about improvements to pedestrian/ cycle access but concerned about increased congestion on the Rue de la Liberation (35)
- Comments about the environment, climate, and sustainability, including the need for more biodiversity and green space, consideration of the windy climate, and sustainable design/ construction techniques (33)
- Comments on the look and feel of the design/landscaping. The majority of these were around the architectural style and open spaces whilst others were generally positive towards the designs (27)

- General negative comment about the proposals (27)
- Uncategorisable or non-applicable comments, for instance comments around the pandemic (24)
- General positive comment about the proposals i.e. 'great project' (21)
- Comments expressing concerns about construction delivery and maintenance i.e. timeline, cost, noise etc (19)
- Comments expressing concerns about the loss of existing amenities, including Aqua splash, the old cinema, and Le Fregate Café (15)
- Comments highlighting the need for more information and continuous, frequent consultations with various demographics (15)
- Comments expressing concerns about parking provision in the proposals (13)
- Comments expressing concerns about density and affordability of housing (10)

About you



Hard copy feedback forms

A total of 5 hard copies of the feedback form were collected from the Town Hall exhibition. Out of the 5 who participated, two were aged over 65s, two 45–64-year-olds, and one unknown.

Responses were spilt, two supporting, three opposing.

Those who did not support the proposals cited issues with the presentation itself, the look and feel of the design, and the need for buildings with 'local character.'

Email feedback

A total of 18 emails were received providing feedback on the proposals. The feedback here was broadly in response to a request for public comment, with answers not confined to a specific question.

In general, the majority of responses presented a positive view with some suggested improvements. Key themes are listed below (themes/ comments are shown in no particular order):

- Expressed satisfaction with the arts, culture, and commercial offer in the proposals
- The need for sufficient parking provision.
- Comments highlighting the importance of finding an alternative solution to crossing the Rue de la Liberation, such as a tunnel or bridge.
- Comments highlighting the need for the design to reflect the local character of the area.
- Comments expressing concerns about the impact of taller buildings on the wind/ climate on the seafront.
- A mixture of positive and negative comments on the housing provision and density of the development.
- Comments highlighting the importance of providing enough green space and biodiversity in the area.
- Comments expressing concerns about noise and dust during construction.
- Comments highlighting the need for more information.
- Comments about the overall look and feel of the design.

Walk and talks

The team hosted two walk and talk sessions to encourage live feedback from the local community. The sessions took place on Thursday 22nd July from 1pm – 2pm and 6pm – 7pm. A total of 16 people attended. Notes from each session are detailed below.

Session one (7 attendees)

- Residents highlighted the need for sufficient parking provision in the proposals.
- There was confusion surrounding the necessity of the gateway building
- Some concerns amongst residents about the height of the development
- The layout of the buildings should enable views from the seafront and exposure to the sun.
- Comments on the computer generated images (CGIs) road narrows to one lane, doesn't look like 3 lanes.

Session two (9 attendees)

- Questions about how social and affordable housing will be funded.
- The need for sufficient parking space for motorbikes.
- Conflicting views about the cycling and pedestrian access, with some people suggesting they should be integrated with the overall landscape and others suggesting routes should be segregated from cars
- The need to observe Vancouver for a successful cycling provision.
- Questions about whether there will be access to private parking spaces
- Concerns about the route down Rue de L'etau, which is already congested, with people mounting the pavements and ignoring the yellow lines.
- Concerns about consideration of the windy climate
- Concerns about traffic, noise, and contamination on the site.
- Also the raised areas on the promenade, graduates towards the road level
- Some concerns about the architecture, with specific reference to the 'pipe arch in the plaza photo' and a suggestion that the CGI indicates more work needs to be done.

Online sessions

Online sessions were also conducted, giving the community another chance to provide live feedback on the proposals. These were split into three sessions - 20th July 6pm-7pm, 27th July 12pm-1pm, and 27th July 6pm-7pm. A total of 31 people attended. A list of key questions and comments from each session are detailed below.

Where time did not allow for a full response to questions or people submitted a question after the session, written responses were provided to all those who attended.

Session one (12 attendees)

- Clarification is needed on the height of Castle Quay is it 8 storeys?
- Really pleased you're taking account of the views of Elizabeth castle. Can you provide more info on the arts and cultural facilities?
- When will we get the results of the stage 2 consultation?
- Why has the sinking of the Rue de la Liberation been dismissed in favour of a slow traffic area?
- How will greenhouse gases be offset?
- Are you proposing to demolish the leisure pool?
- How does the moving of the slip affect Victoria Lake will it be improved?
- What's really lacking in Jersey is somewhere to go apart from food will there be any rooftop pools to host events? Gym pool doesn't seem to offer much fun. Cafes all look to be on the ground floor any mid/rooftop cafes with outdoor views? (balcony/terrace areas) The space for the ice rink seems wasteful why not put something there full -time like bowling/arcade.
- What are the plans for the Radisson hotel?
- La Fregate should stay. It is not at risk of climate change, this is a world class piece of architecture. The Jardins and waterfront area should be left alone. La fregate can be lifted and moved.
- I didn't see the views of Fort Regent (grade 2 listed). In stage 1 there was a variety of rooftop styles and design, but everything now looks concrete is that the intention? It would be good to have placemaking on a human scale that relates to human nature, rather than on a 'corporation scale'.
- It's been a great presentation
- Will there be fountains/water features for children?
- What are the plans for public toilets?
- You need to avoid wind canyons between buildings
- Is the winter garden happening? Which spaces are going to be used for the winter?
- At what stage will you be thinking about public art?
- Is it fair to say 73% will be green when Jardin de la Mer is already green?

- What about the well-loved La Fregate? Can it not be moved to become the ticket office?
- Is there a plan for the underground area to demonstrate the potential excavation of the site?
- How will JDC reduce the amount of HGVs coming and going from the site?
- How far have you got with incorporating Jardin de Meleches into the masterplan?
- What is going to be the ownership structure of the buildings so Jersey can retain a vested interest in the mixed-use buildings?

Session two (6 attendees)

- Content is well thought through.
- Climate change approach is fantastic
- It won't be easy changing the car-first mindset of people in the area.
- What will happen with the displaced parking?
- Clarity needed on proportion of parking that will be publicly accessible.
- Very positive
- Satisfied with the mixture of public spaces
- Why get rid of La Fregate Café? What about saving it, jacking it up? Tenant has said its in poor shape. No disabled access.
- At grade crossing points helps the permeability. Already got traffic lights at Gloucester Street/ castle at roundabout. Weighbridge also adjacent to commercial buildings at the tunnel.
- Are you going to sync the lights?
- Is the existing pool building going to be retained? Yes but facilities integrated leisure zone.
- Good to remove the cinema but still have facilities?
- Yes, support this
- Like the proposals
- Satisfied with the scale and grade of the proposals
- Suitable mix of designs in the future need different styles. Need to be carefully developed include local architects in the process.
- Break down facades to reflect building width in jersey more intimate (pot size).
- Reconsider roof space

Session three (7 attendees)

- EV roofs
- Type of plants and how high will this be
- Don't move the slipway historic
- Positive looks good

Appendix

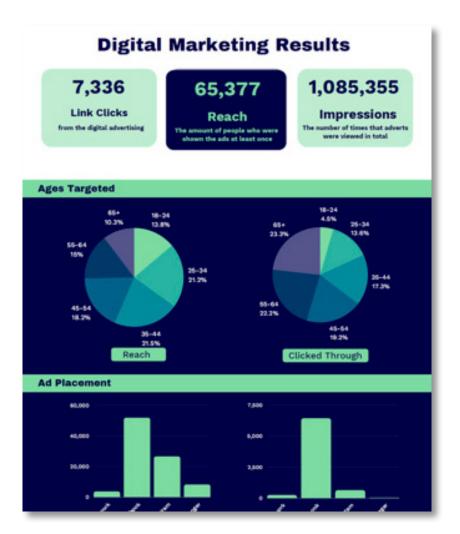
Stage 3 Consultation Material



Right: Stage 3 Consultation exhibition boards

Appendix

Digital Marketing Campaign



Right: Sample grab from digital marketing campaign

