

4 | Stakeholder Engagement

Stakeholder Engagement Overview

The site is seen as an incredibly important one, integral and central to Twickenham town centre, drawing in a variety of different user groups, and with the potential to expand on this further. As can be seen on the diagram to the right and the plan opposite, the stakeholder groups have different vested interests in the development and form a complex web of influence around the scheme.

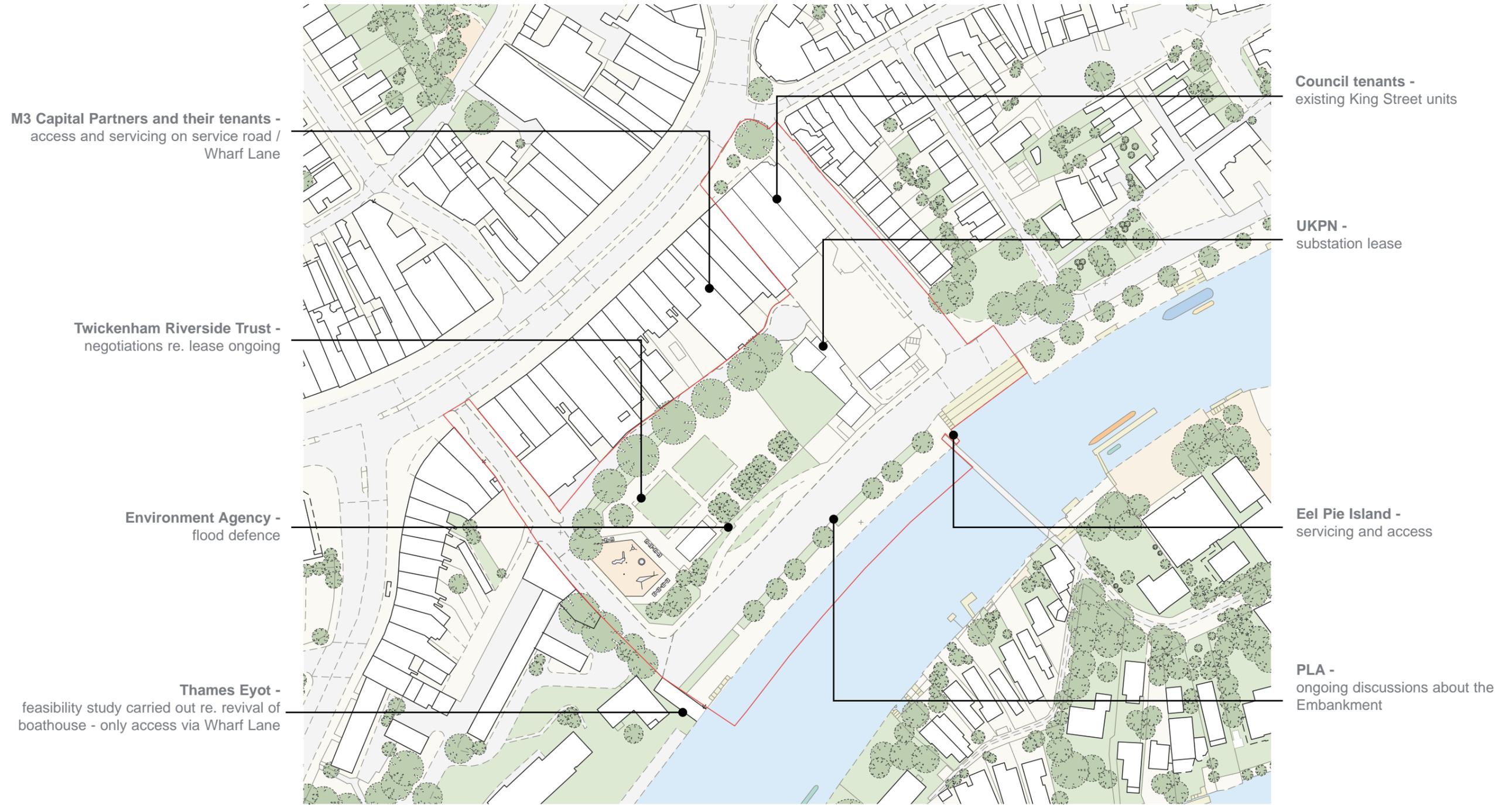
In the Design Development section of the report, we have further described the influence including the key stakeholder groups have had on the evolution of the project, including the Environment Agency, who are one of the Planners' statutory consultees in the planning approval process, as well as the borough's planning authority and Design Review Panel. The transport section also shows the Eel Pie Island servicing aspect, which has followed a number of consultation sessions with the Eel Pie Island Association.

Beginning engagement with these groups early allowed our conversations to inform the design process. This approach has allowed the community to become positively invested 'community custodians', and the project to become an integral part of their social infrastructure. A number of stakeholder groups, including the Eel Pie Island Association and Twickenham Riverside Trust, inputted into the brief for the Design Competition.



Stakeholder relationships

Stakeholder Engagement
Site Interests



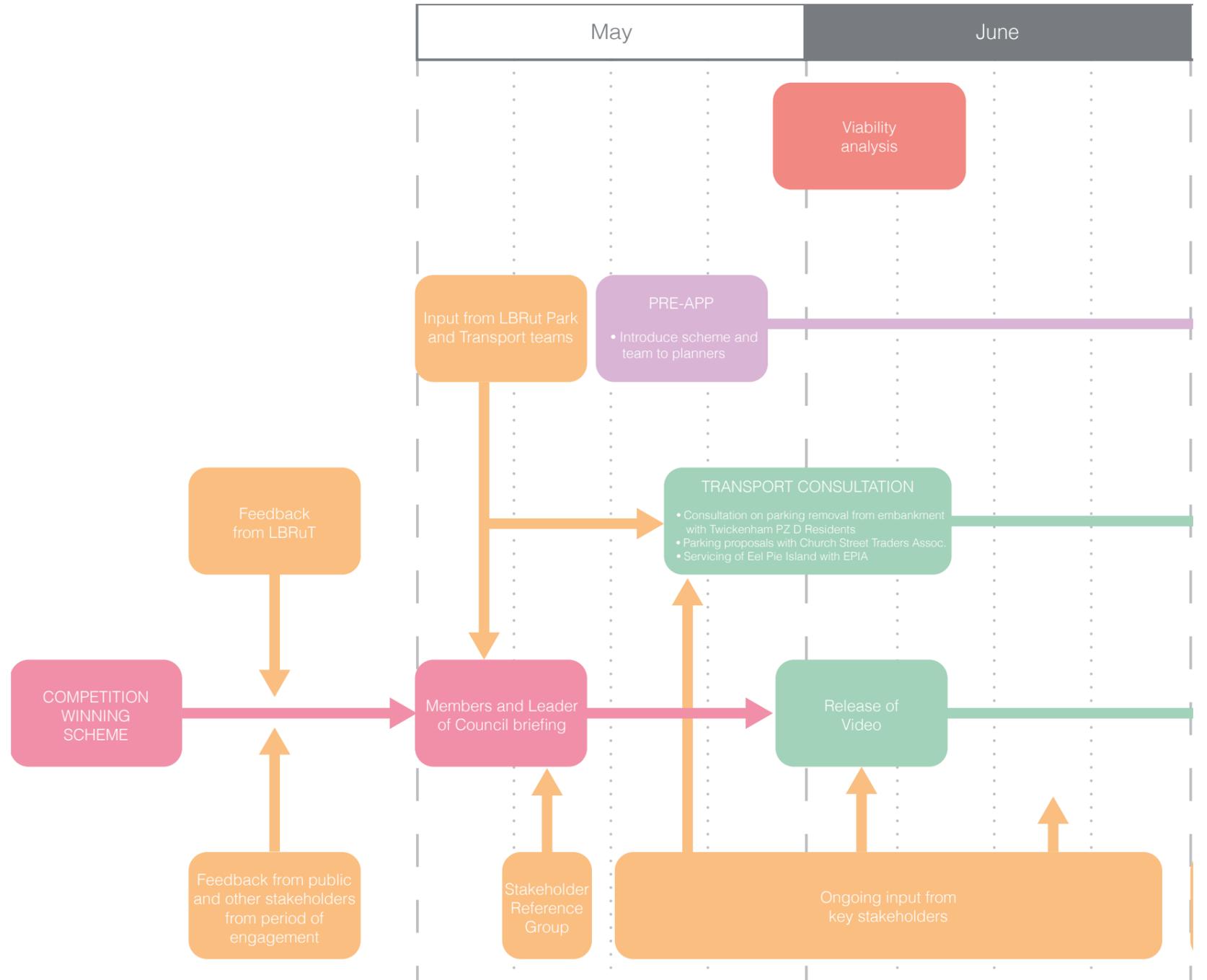
Key stakeholder interests on the existing site



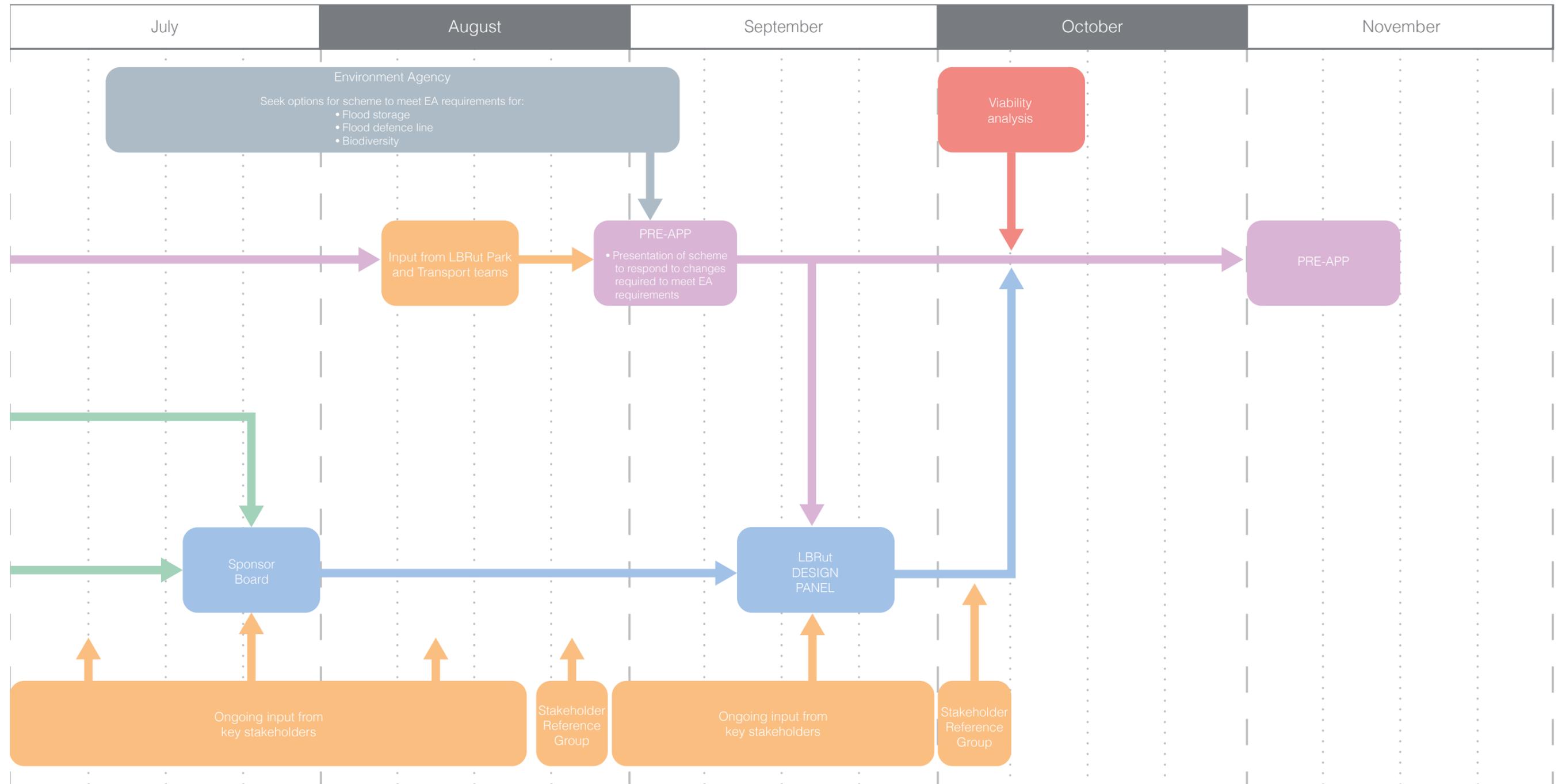
Stakeholder Engagement

Key Stakeholder Engagement

The timeline opposite shows the key consultation sessions which have helped to develop a holistic approach, with the aim of establishing a common goal that sits across disciplines, capturing the socio-economic context and architectural ambitions in tandem.



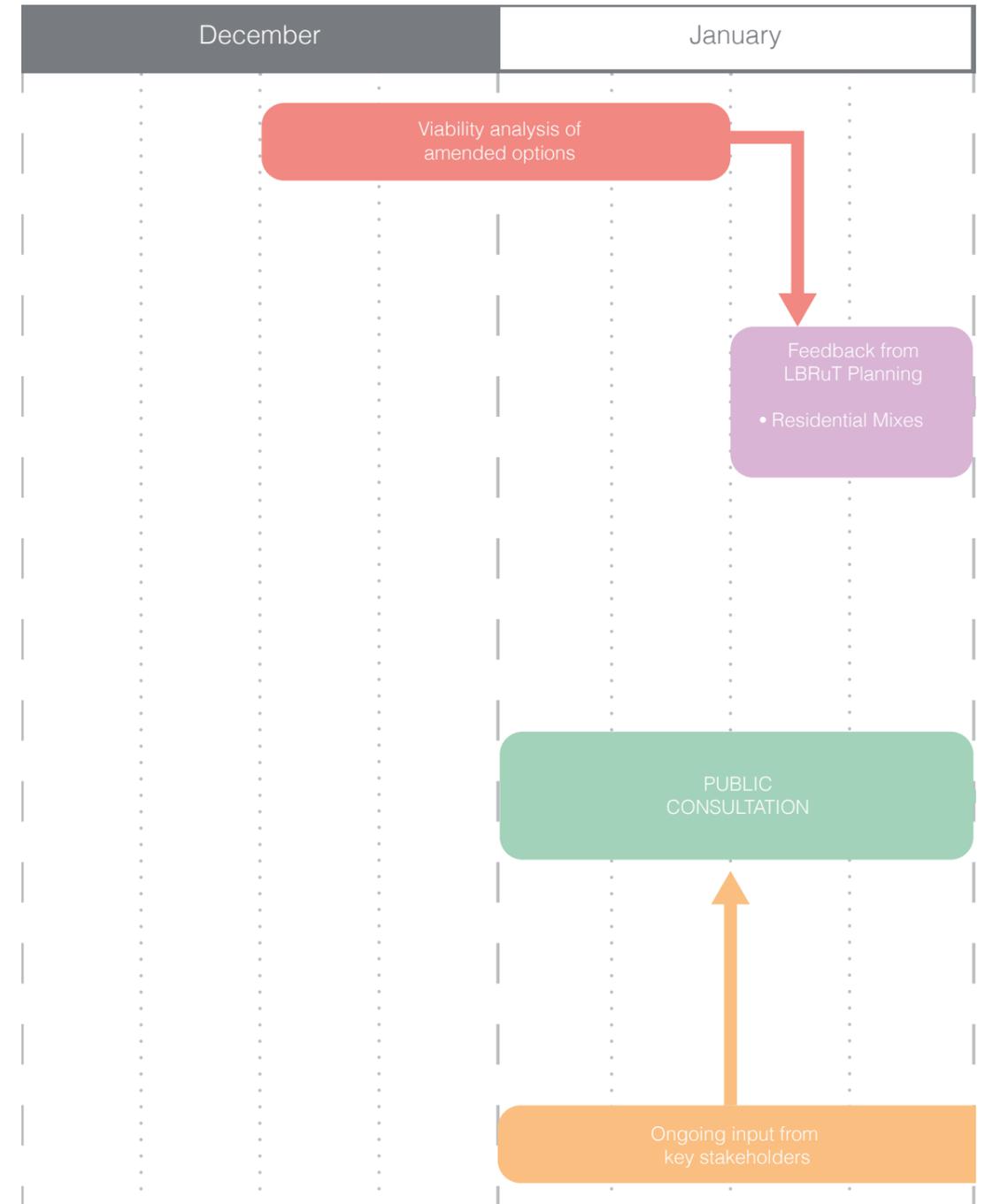
Stakeholder Engagement
Key Stakeholder Engagement



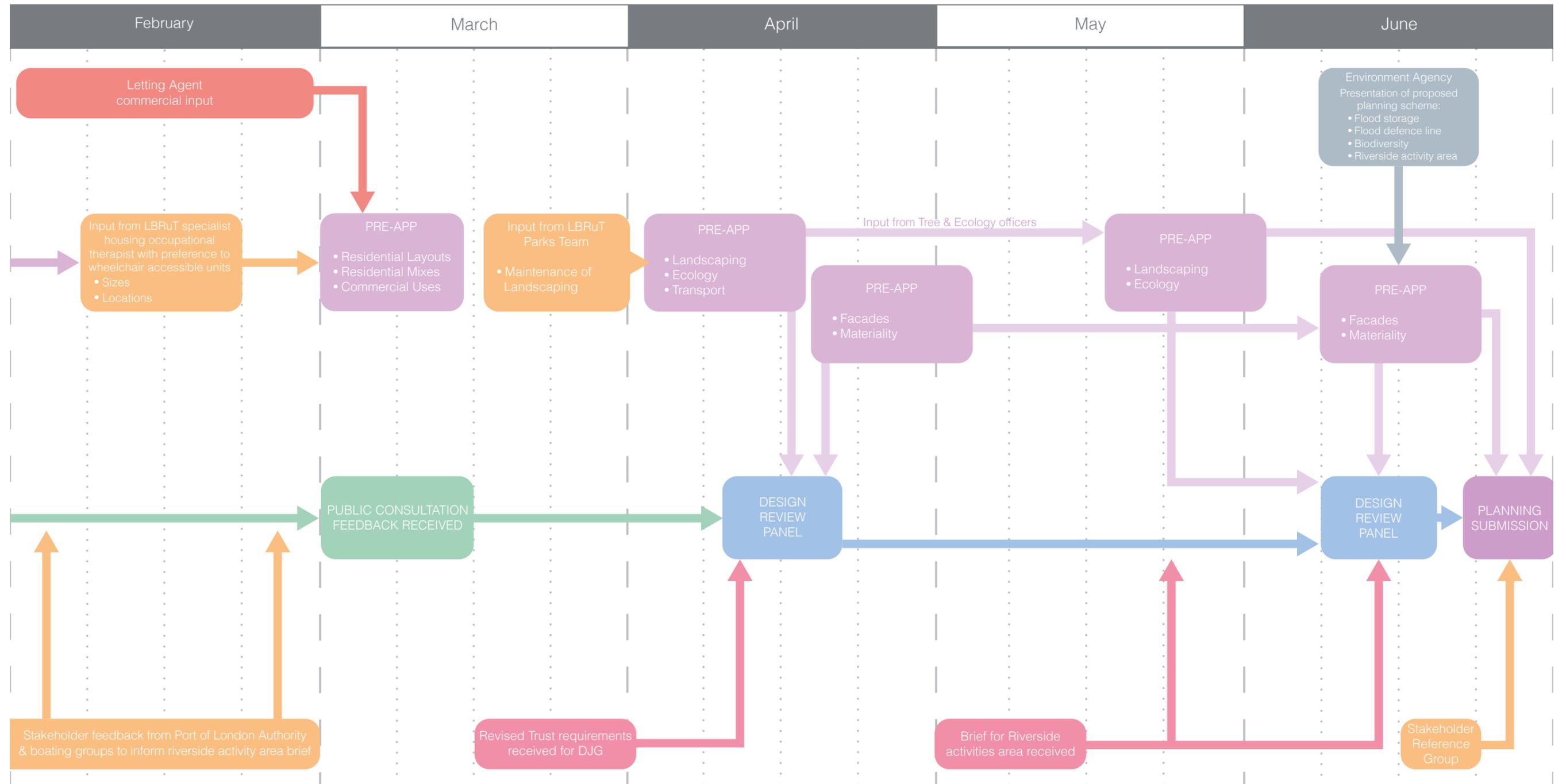
Stakeholder Engagement

Key Stakeholder Engagement

Engagement towards the end of 2020 focused on the evolution of internal layouts and the design of the external envelopes. The diagram to the right shows the key project milestones directing the design through the period, with particular focus on reacting to feedback from the planning officers, Design Review Panel and other key stakeholders. The main design changes incorporated from the feedback received have been summarised in the diagram, with more detail provided in the rest of the DAS.



Stakeholder Engagement
Key Stakeholder Engagement



5 | Design Development

Design Development Satisfying EA requirements

The design and applicant team have had a number of meetings with the EA and their technical team to clarify the following project requirements: -

- Minimum setback from the River wall
- Setback requirements for the access and maintenance of any flood defence structures
- Interpretation of planning policy relating to what may be built above Flood Zone 3b
- Technical considerations and requirements for the flood defence wall design
- Flood data to be used for the flood risk assessments and flood resilience measures
- Flood compensation requirements

The outcomes from these meetings have been a key driver of the design development. Key outcomes of the meetings include the following: -

- 8m minimum clearance from any flood defence wall to the river wall
- 4m minimum clearance from the high side of any defence structures to any proposed building. A reduction in this width may be considered where the maintenance requirements for the defence structure are less due to the structure type or height.
- Only water compatible or essential infrastructure allowed in or elevated over areas within Flood Zone 3.
- No building element shall be allowed to cantilever over, or be within the exclusion zone of any flood defence structure.
- Flood defence wall height shall be set to the TE2100 level with the potential for future raising.
- Flood defence walls shall be independent from any adjacent structures.
- Consideration must be given to maintenance and zones of influence of adjacent structures.
- Consideration shall be given to how aquatic diversity and biodiversity can be enhanced by the scheme
- Flood defence structures shall be suitable to withstand interaction with moving flood waters including the salinity of the sea water.
- Flood risk shall not be increased from the existing condition, therefore equal or greater volumes of flood storage shall be provided at the same level as in the existing condition. A level for level storage assessment shall be required to confirm this condition has been met.
- The tidal flood risk was provided by the EA with the product 4 information however the fluvial flood risk information was not provided. The EA confirmed that the fluvial model and information is undergoing review and update but is not available at this time. Therefore, the fluvial flood risk has been assessed using the Lower Thames Reach 4 2D Modelling Study which was completed in December 2010 and the climate change values were based on the data interpolation method used in the previous FRA for the site (submitted 2017).



The pub / restaurant's relationship with the water's edge in the competition scheme



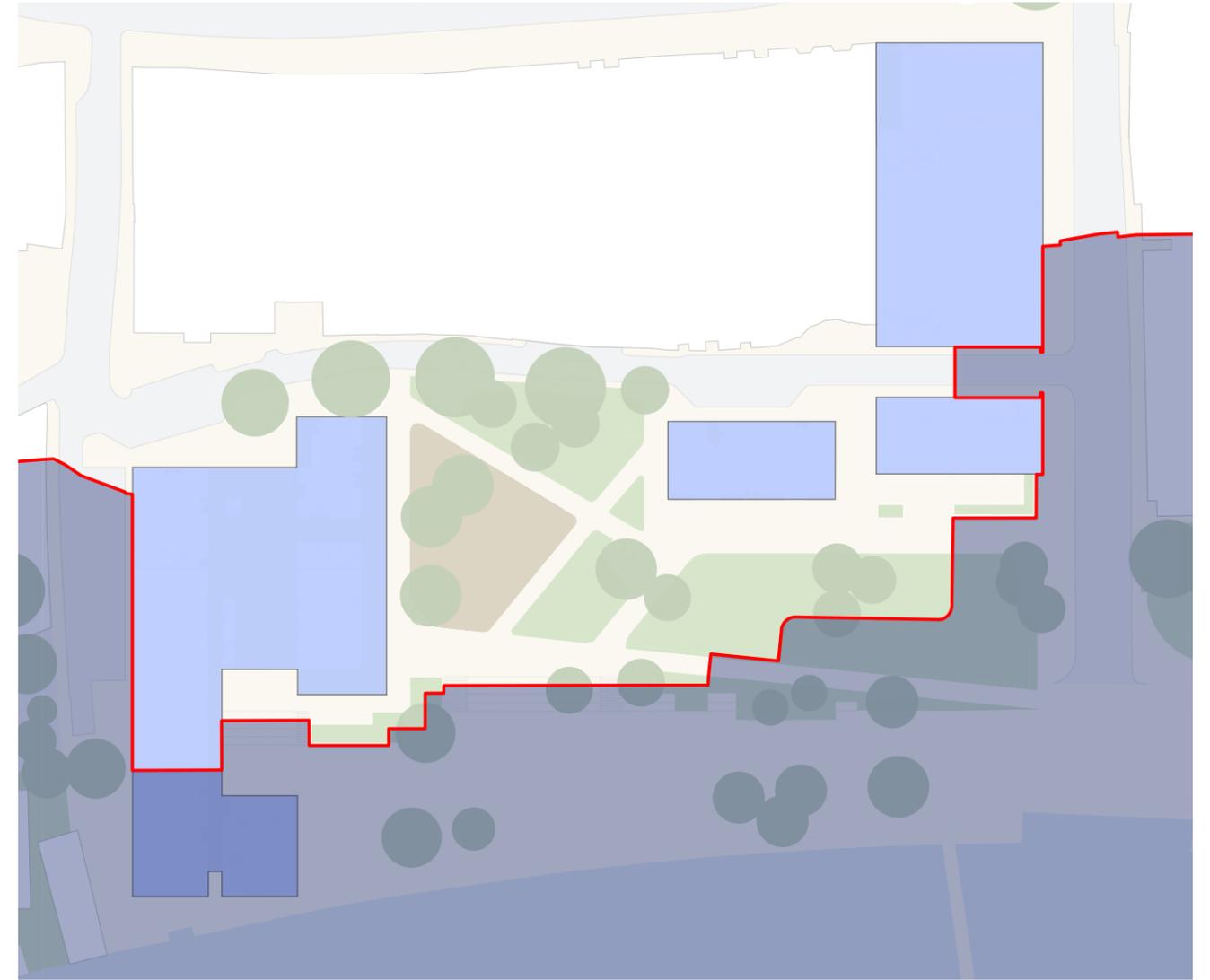
The pub / restaurant has been set back from the river as a result of changes required to meet the EA's policies

Design Development Massing Changes



The Competition Scheme

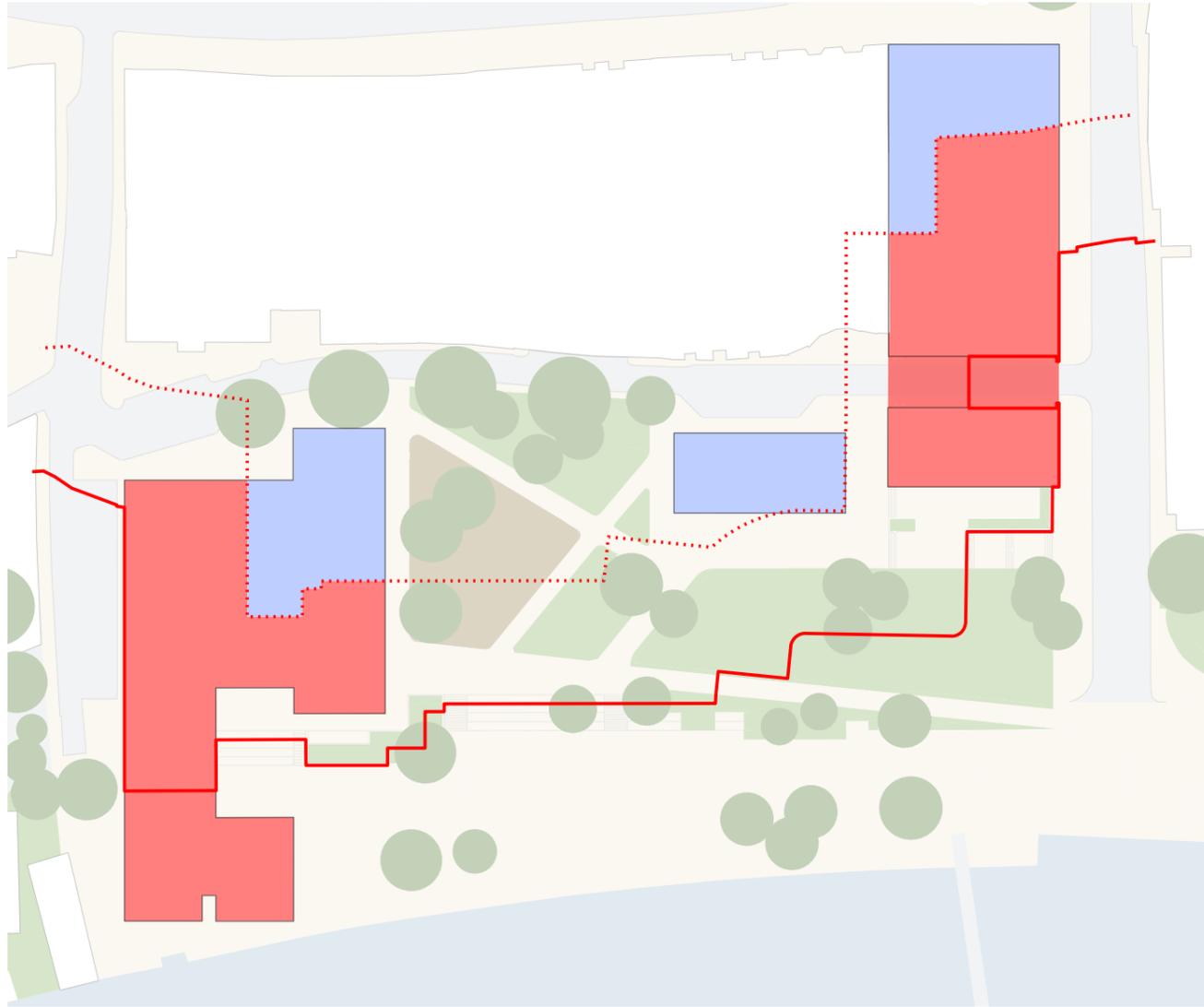
This included a building on Water Lane, a café towards the centre of the site and a building on Wharf Lane that included the Winter Gardens and extended over the flood zone on stilts. The Diamond Jubilee Gardens are central to the scheme with an event space on the Embankment.



Flood zone

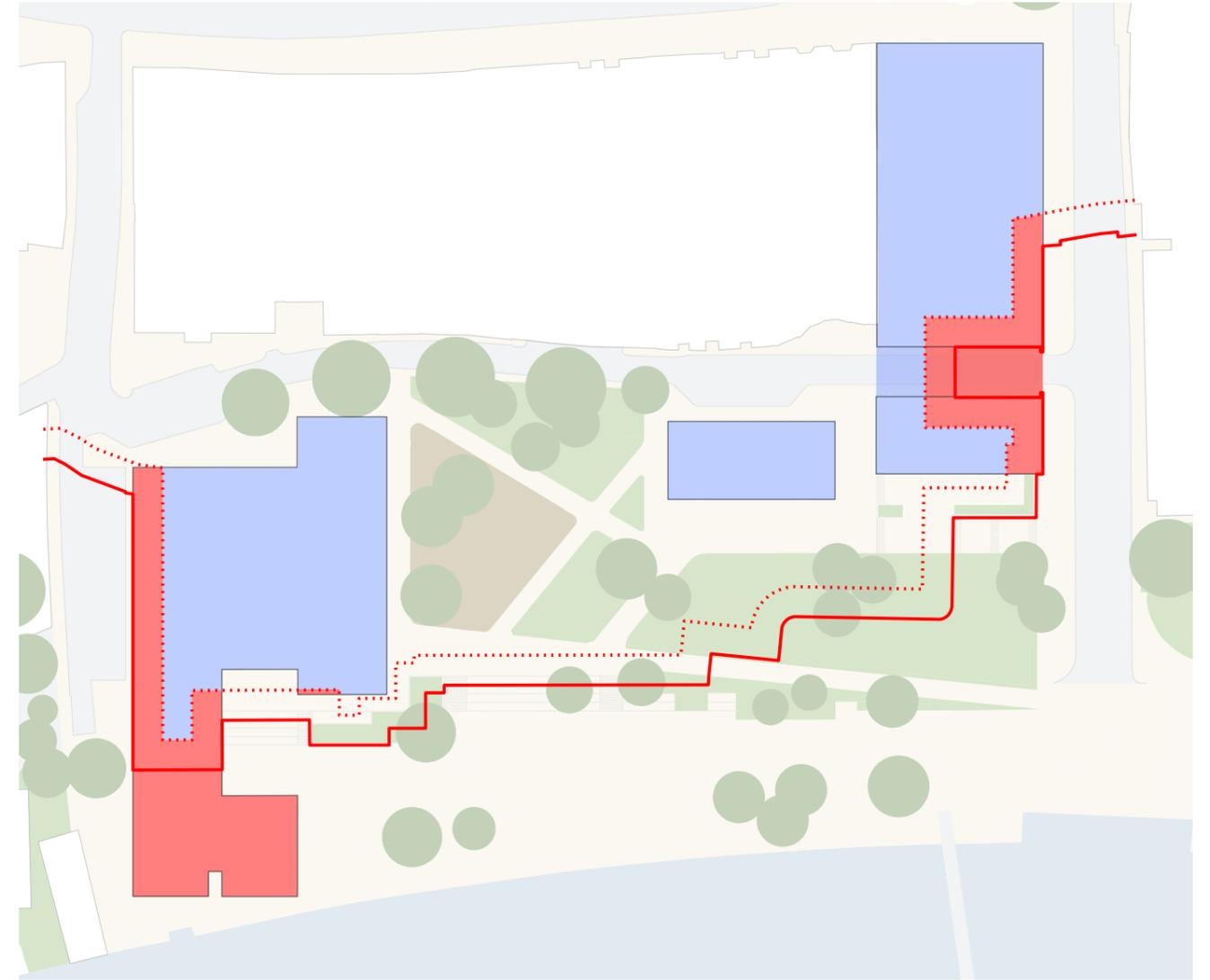
Flooding has always been a key consideration for the site, but it was hoped that keeping the building on stilts above the flood plain would be acceptable. Conversations with the Environment Agency (EA) concluded that only floodable structures (boathouses) could be within the flood plain, even if on stilts or overhanging.

Design Development Massing Changes



16m Exclusion Zone

As well as being outside the flood zone, the EA stated that any non-flood compatible building had to be 16 metres behind the flood defence. As can be seen in this image where the blue indicates areas we could build on and red shows area lost, this interpretation of policy would not allow us to deliver the scheme.



4m Exclusion Zone

Through negotiation with the EA and careful demonstration that the flood defence wall could be maintained, it was agreed in principle that the 16 metres could be reduced to 4 metres in order to minimise the impact on the developable area of the site.

Design Development Massing Changes



Responding to the EA requirements

In order to stay out of the flood zone and provide an equal or better amount of flood storage, both Water and Wharf Lane buildings had to reduce in size and the café amalgamated into the Water Lane block. These changes resulted in more public open space, particularly in Water Lane, and a larger space in the centre of the site between the two remaining buildings.



Removal of Service Road

Responding to stakeholder feedback, as well as maximising the space available, meant that changes were made to push the flood defence wall further back from the river creating more open space on the Embankment. The service road connection was also removed, which improves the pedestrian environment on Water Lane.

Design Development Current Plan

Following a detailed assessment, the site was found to still have a flood storage deficit. Further adjustments to the scheme were made to address this, including to the position of the terraced steps and to the length of the Wharf Lane Building. By shortening the Wharf Lane Building, the space in front of the podium has increased to provide space for boathouses.



The current scheme

Design Development

Comparison with Competition Winning Proposal

The resulting proposal has retained many of the qualities of the competition winning scheme, despite a number of challenges encountered in relation to flood risk.

As can be observed on the images to the right, the view from the bridge is very similar to that of the competition winning scheme, with the double gable of the Water Lane Building still sensitively addressing the gardens and the Wharf Lane Building stepping down to the public realm and pub / restaurant location. The Wharf Lane Building has however moved away from the water's edge to provide the required exclusion zone for the EA and minimise the loss of flood storage in this location. This move also addresses concerns raised by the officers regarding the proximity of the building to the river and the listed Thames Eyot boathouse to the south west of the site.

The Pavilion Building was removed, with the café function being relocated to the Water Lane Building. In its place, additional public realm space is provided, for all users to enjoy.

Due to concerns the PLA had about building a loading deck over the existing slipway, Eel Pie Island's servicing bays have been moved to the west side of the bridge. This is explained further in the Transport section of the report.



The competition winning proposal



View from Eel Pie Bridge following adjustments to the scheme

Design Development

Comparison with Competition Winning Proposal

Following the massing changes, the footprint of the building reduced by approximately one third, which was given back to the public realm. As explained in more detail in the next section of the DAS, with the increased width of the Lanes, the approaches into the heart of the site are improved, drawing users to the river.



The footprint for the competition winning proposal overlaid onto the current scheme

