



Date: 7 March 2022  
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## CABINET

17 MARCH 2022

A meeting of the Cabinet will be held at **7.00 pm on Thursday, 17 March 2022** in the Council Chamber, Council Offices, Cecil Street, Margate, Kent.

### Membership:

Councillor Ashbee (Chair); Councillors: Pugh, J Bayford, R Bayford, Kup and D Saunders

## AGENDA

Item  
No

Subject

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST** (Pages 3 - 4)  
To receive any declarations of interest. Members are advised to consider the advice contained within the Declaration of Interest advice attached to this Agenda. If a Member declares an interest, they should complete the [Declaration of Interest Form](#)
3. **MINUTES OF EXTRAORDINARY MEETING** (Pages 5 - 6)  
To approve the summary of recommendations and decisions of the extraordinary Cabinet meeting held on 22 February 2022, copy attached.
4. **MINUTES OF PREVIOUS MEETING** (Pages 7 - 10)  
To approve the summary of recommendations and decisions of the Cabinet meeting held on 27 January 2022, copy attached.
5. **ADOPTION OF REVISED TENANCY STRATEGY & TENANCY MANAGEMENT STRATEGY** (Pages 11 - 46)
6. **BUDGET MONITORING 2021-22: REPORT NO.3** (Pages 47 - 62)
7. **ADOPTION OF THE FOLLOWING POLICIES: ASB, RECHARGEABLE WORKS, INCOME COLLECTION, AIDS AND ADAPTATIONS** (Pages 63 - 126)

Item  
No

Subject

8. **TENANT AND LEASEHOLDER SERVICES KEY PERFORMANCE INDICATORS (TLS KPI) QUARTER 3** (Pages 127 - 158)
9. **RAMSGATE CONSERVATION AREA APPRAISAL** (Pages 159 - 686)

### Do I have a Disclosable Pecuniary Interest and if so what action should I take?

Your Disclosable Pecuniary Interests (DPI) are those interests that are, or should be, listed on your Register of Interest Form.

If you are at a meeting and the subject relating to one of your DPIs is to be discussed, in so far as you are aware of the DPI, you **must** declare the existence **and** explain the nature of the DPI during the declarations of interest agenda item, at the commencement of the item under discussion, or when the interest has become apparent

Once you have declared that you have a DPI (unless you have been granted a dispensation by the Standards Committee or the Monitoring Officer, for which you will have applied to the Monitoring Officer prior to the meeting) you **must**:-

1. Not speak or vote on the matter;
2. Withdraw from the meeting room during the consideration of the matter;
3. Not seek to improperly influence the decision on the matter.

### Do I have a significant interest and if so what action should I take?

A significant interest is an interest (other than a DPI or an interest in an Authority Function) which:

1. Affects the financial position of yourself and/or an associated person; or  
Relates to the determination of your application for any approval, consent, licence, permission or registration made by, or on your behalf of, you and/or an associated person;
2. And which, in either case, a member of the public with knowledge of the relevant facts would reasonably regard as being so significant that it is likely to prejudice your judgment of the public interest.

An associated person is defined as:

- A family member or any other person with whom you have a close association, including your spouse, civil partner, or somebody with whom you are living as a husband or wife, or as if you are civil partners; or
- Any person or body who employs or has appointed such persons, any firm in which they are a partner, or any company of which they are directors; or
- Any person or body in whom such persons have a beneficial interest in a class of securities exceeding the nominal value of £25,000;
- Any body of which you are in a position of general control or management and to which you are appointed or nominated by the Authority; or
- any body in respect of which you are in a position of general control or management and which:
  - exercises functions of a public nature; or
  - is directed to charitable purposes; or
  - has as its principal purpose or one of its principal purposes the influence of public opinion or policy (including any political party or trade union)

An Authority Function is defined as: -

- Housing - where you are a tenant of the Council provided that those functions do not relate particularly to your tenancy or lease; or
- Any allowance, payment or indemnity given to members of the Council;
- Any ceremonial honour given to members of the Council
- Setting the Council Tax or a precept under the Local Government Finance Act 1992



If you are at a meeting and you think that you have a significant interest then you **must** declare the existence **and** nature of the significant interest at the commencement of the matter, or when the interest has become apparent, or the declarations of interest agenda item.

Once you have declared that you have a significant interest (unless you have been granted a dispensation by the Standards Committee or the Monitoring Officer, for which you will have applied to the Monitoring Officer prior to the meeting) you **must:-**

1. Not speak or vote (unless the public have speaking rights, or you are present to make representations, answer questions or to give evidence relating to the business being discussed in which case you can speak only)
2. Withdraw from the meeting during consideration of the matter or immediately after speaking.
3. Not seek to improperly influence the decision.

### **Gifts, Benefits and Hospitality**

Councillors must declare at meetings any gift, benefit or hospitality with an estimated value (or cumulative value if a series of gifts etc.) of £25 or more. You **must**, at the commencement of the meeting or when the interest becomes apparent, disclose the existence and nature of the gift, benefit or hospitality, the identity of the donor and how the business under consideration relates to that person or body. However you can stay in the meeting unless it constitutes a significant interest, in which case it should be declared as outlined above.

### **What if I am unsure?**

If you are in any doubt, Members are strongly advised to seek advice from the Monitoring Officer or the Committee Services Manager well in advance of the meeting.

If you need to declare an interest then please complete the declaration of [interest form](#).



# Public Document Pack Agenda Item 3

## CABINET

Minutes of the meeting held on 22 February 2022 at 7.00 pm in Council Chamber, Council Offices, Cecil Street, Margate, Kent.

**Present:** Councillor Ash Ashbee (Chair); Councillors Pugh, J Bayford, R Bayford and Kup

**In Attendance:** Councillors Albon, Keen, Whitehead and Yates

### 792. APOLOGIES FOR ABSENCE

Apologies were received from Councillor D Saunders.

### 793. DECLARATIONS OF INTEREST

There were no declarations of interest.

### 794. BIRCHINGTON NEIGHBOURHOOD PLAN - REGULATION 16 CONSULTATION - FORMAL RESPONSE FROM THANET DISTRICT COUNCIL

The Leader introduced the report noting that it was clear that a lot of work and care had been put into the preparation of the Plan.

The Council was running a public consultation that closed on 24 February 2022, then the Plan would be examined by an independent examiner.

The Plan was generally supported however there were some concerns that were detailed in paragraph 1.11 of the report.

The Leader proposed, Councillor B Bayford seconded and Cabinet agreed the following:

‘That the comments in Annex 1 to the cabinet report are approved as the Council’s formal response to the Birchington Neighbourhood Plan.’

### 795. CLIMATE EMERGENCY CAG RECOMMENDATIONS

Councillor B Bayford presented the report, he noted that Kent County Council (KCC) had finalised The Kent and Medway Energy and Low Emission Strategy. This detailed the route to create a low emission county and reach net zero by 2050 for the whole of Kent. The strategy had been approved by all the relevant KCC committees and Kent Leaders in 2020.

Councillor Yates spoke under Council Procedure 20.1.

Councillor B Bayford proposed, Councillor Kup seconded and Cabinet agreed the following:

That:

1. Thanet District Council endorses the Kent and Medway Energy and Low Emission Strategy.
2. In alignment with this endorsement, the following paragraph is added to the Council’s climate change pledge:

'Do what is within our powers and resources to support KCC, the Government, business, industry and the community to make Thanet, as a whole, net zero by 2050.'

**796. MARGATE TOWN DEAL - SKATEPARK PROJECT**

Councillor Pugh presented the report for the approval of the former Ethelbert Putting Green site to be leased for a Skatepark, as part of the Margate Town Deal. The proposal would help to deliver community activities on the ground, and could assist in dealing with the lack of social facilities in the area.

Councillor Pugh proposed, Councillor Kup seconded and Cabinet agreed the following:

1. To give delegated authority to the Director of Property to prepare and complete the lease and all other ancillary documents on the agreed terms, in consultation with the Economic Development Portfolio Holder;
2. To approve the capital virement of the full £59,000 capital programme Margate Skatepark Project budget, to the Margate Town Deal programme. The committed skatepark project for Margate within the capital programme is now due to be delivered as part of the Margate Town Deal.

Meeting concluded : 7.10pm

## CABINET

**Minutes of the meeting held on 27 January 2022 at 7.00 pm in Council Chamber, Council Offices, Cecil Street, Margate, Kent.**

**Present:** Councillor Ash Ashbee (Chair); Councillors Pugh, J Bayford, R Bayford, Kup and D Saunders

**In Attendance:** Councillors Albon, Austin, Keen, M Saunders, Shonk, Whitehead and Yates

### **787. APOLOGIES FOR ABSENCE**

There were no apologies made at the meeting.

### **788. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **789. MINUTES OF PREVIOUS MEETING**

Councillor Ashbee proposed, Councillor Bob Bayford seconded and Members agreed the minutes as a correct record of the meeting held on 16 December 2021.

### **790. BUDGET 2022-23**

Cabinet considered recommendations that came from the Overview and Scrutiny Panel meeting that was held on 18 January 2022. At that Panel meeting, Members discussed Cabinet proposals for the Council Budget for 2022/23. Thereafter the Panel made the following recommendations back to Cabinet:

1. To allocate up to £125,000 from the New Homes Bonus allocation for the capital works required to the Ramsgate Eastcliff and Viking Bay coastal lifts to ensure they are in full working order for the foreseeable future;
2. To allocate the full remainder of the New Homes Bonus allocation as capital to provide additional in-house temporary accommodation;
3. To transfer £200,000 from the risk management reserve to a new climate risk and opportunity reserve.

Members confirmed the planned and cautious approach that was taken, combined with an efficient savings plan that enabled Cabinet to produce a balanced draft budget. Planning Council finances in this way meant the Council was on the right track for balancing the budget in the coming years.

A balanced budget position was supported in-part by the very welcome additional funding that was provided by Government the 2022/23 financial year. However, much of this funding was temporary and therefore careful consideration would be given to its use. Allocating these resources in the most appropriate and prudent way would help ensure that the Council moved into the medium term on the soundest financial footing possible. This was a prudent and responsible approach to use.

The council was committed to the delivery of a strategic response to the temporary accommodation needs of homeless families. Cabinet had already committed £1.6 million to the development of the first temporary accommodation project, providing 8 self-

contained flats, and following the completion of this project, would consider further projects to build a larger and more cost effective portfolio of properties.

This approach will be the best way to secure long-term savings in the costs of temporary accommodation. The relatively small amount available from New Homes Bonus would not be sufficient to deliver a further scheme and its use at this stage to offset the costs of borrowing is considered to be the most prudent option. Cabinet was exploring external funding options and additional future borrowing when a further temporary accommodation option is identified.

The funding required to address the lift issues has been estimated to be in excess of £230,000, in addition to on-going maintenance. As such, Cabinet was considering and pursuing other long-term sustainable funding options for the repair and on-going maintenance of our coastal lifts. With regard to the reserve transfer for climate change projects, the monies that sit in the Risk Management Reserve would be available for such projects as and when needed. Furthermore, Cabinet was also looking in this area for external funding opportunities as well. As such Cabinet did not view it necessary to transfer an amount to a dedicated earmarked reserve.

Accordingly, Cabinet agreed not to adjust the budget to accommodate any of the three recommendations from OSP and was going to therefore recommend the budget to Council for approval in the originally proposed form.

The following Members spoke under Council Procedure Rule 20.1:

Councillor Yates;  
Councillor Whitehead;  
Councillor Austin.

In response to comments made and questions asked by Members under 20.1; Cabinet explained that the Risk Management Reserve fund can be used for a broad range of purposes. The governance arrangements and approval processes are the same and can be used in the same way as the General Reserve. This fund could therefore be used for climate emergency projects.

Cabinet further said that the Council was always looking for suitable land for housing development and was currently looking at various sites. However this had to be done in a structured way.

Thereafter, Councillor David Saunders proposed, Councillor Bob Bayford seconded and Cabinet agreed that:

1. The 2022-23 General Fund revenue budget be recommended to Council for approval;
2. The 2022-26 General Fund capital programme be recommended to Council for approval.

#### **791. ASSET MANAGEMENT - INVESTMENT PORTFOLIO**

Cabinet the report on Westcliff Leisure Park which is situated along Royal Esplanade, and comprising two crescent shaped buildings of solid brick construction; surrounding the boating pool in the centre, (Grade II listed). There are seating areas in front of both buildings and a children's play area.

The current tenant at the Boating Pool in Ramsgate would like to sell their business, as the business was struggling to stay open and maintaining the property. The new tenants require a longer-term lease of 25 years as the building requires a lot of investment, as

well as some additional land to the side of the property. This would enable the new tenants to continue to invest and develop the property.

Members were advised that the rental at present was £10,500 per annum and it had been agreed that this would stay at the current rent for the first three years, enabling the proposed tenants to focus their investment in the redevelopment of the buildings. The proposal had no further financial implications to the Council as it did not offer any rent free period, or other lease incentives.

Councillor Albon spoke under Council Procedure 20.1.

Councillor Pugh proposed, Councillor Bob Bayford seconded and Cabinet agreed the following:

1. To surrender the current lease agreements with the existing tenant;
2. A new lease with the proposed tenants for an extended term (25 years) at market rent for the premises listed in annexe 1 to the cabinet report;
3. To give delegated authority to the Director of Property to finalise the Heads of Terms for the Lease;
4. To give delegated authority to the Director of Law and Democracy, in consultation with the Portfolio Holder for Estates and Economic Development, to enter into the relevant agreements, on the terms to be agreed;
5. To give delegated authority to the Director of Law and Democracy to prepare and complete the Lease and all other ancillary documents on the agreed terms.

Meeting concluded: 7.34 pm

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## Adoption of Revised Tenancy Strategy 2022

<b>Cabinet</b>	17th March 2022
<b>Report Author</b>	Bob Porter (Director of Housing and Planning)
<b>Portfolio Holder</b>	Cllr Jill Bayford, Portfolio Holder for Housing
<b>Status</b>	For Decision
<b>Classification:</b>	Unrestricted
<b>Key Decision</b>	Yes
<b>Reasons for Key</b>	Significant effect on communities
<b>Previously Considered by</b>	Overview and Scrutiny 15th March 2022
<b>Ward:</b>	All wards

### Executive Summary:

To seek Cabinet approval of the revised draft Tenancy Strategy and Tenancy Management Policy.

### Recommendation(s):

1. That Cabinet approves the contents of the draft Tenancy Strategy.
2. That Cabinet approves the contents of the draft Tenancy Management Policy.

### Corporate Implications

#### Financial and Value for Money

The proposed changes do not have an immediate financial impact. Moving to secure/lifetime tenancies may reduce voids and associated costs across the housing stock moving forward as well as securing rental income for these units, however it is be difficult to model the precise financial implications.

#### Legal

Under section 150 of the Localism Act, local housing authorities must prepare and publish a tenancy strategy setting out the matters to which the registered providers of social housing for its district are to have regard in formulating policies relating to:

- a) the kinds of tenancies they grant,
- b) the circumstances in which they will grant a tenancy of a particular kind,
- c) where they grant tenancies for a term certain, the lengths of the terms, and
- d) the circumstances in which they will grant a further tenancy on the coming to an end of an existing tenancy

A local housing authority must have regard to its tenancy strategy in exercising its housing management functions, must keep its tenancy strategy under review, and may modify or replace it from time to time.

## **Corporate**

The revised Tenancy Strategy and Tenancy Management Policy supports our Corporate Statement 2019-2023 - Communities. We are committed to ensuring that we are delivering high quality housing, safer communities and enhancing the health and well-being of our residents.

## **Equality Act 2010 & Public Sector Equality Duty**

Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.

Protected characteristics: age, sex, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.

This report relates to the following aim of the equality duty: -

- To eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act.
- To advance equality of opportunity between people who share a protected characteristic and people who do not share it
- To foster good relations between people who share a protected characteristic and people who do not share it.

An Equality Impact Assessment has been undertaken as part of this review and the information gathered and reviewed did not identify any negative impact or difference for people with the legal defined protected characteristics. The EQI is attached to this report as Annex 3.

## **1.0 Introduction and Background**



- 1.1 Under section 150 of the Localism Act 2011, the Council is required to develop and publish a Tenancy Strategy setting out the Council's preferred position on:
- The type of tenancies granted in the district;
  - The circumstances in which particular types of tenancy will be granted; • The length of time a tenancy will be granted for;
  - How tenancies will be managed towards the end, including the offer of a new tenancy.
- 1.2 It should be noted that although the Tenancy Strategy gives the Council's preferred position, Registered Providers of Social Housing (RPSH) operating in the district are only required to have regard to this.
- 1.3 The Localism Act 2011 also requires the Council as a social housing landlord to produce a Tenancy Management Policy that has regard to the Tenancy Strategy and sets out how Thanet District Council will operationally grant and manage tenancies.
- 1.4 The Tenancy Strategy published by Thanet District Council in 2018 needs updating. When amending the existing Tenancy Strategy, the Council is required to invite comment from its RPSH partners.

## **2.0 The Current Situation**

- 2.1 The Act introduced a raft of fundamental reforms of social housing tenure.

The most significant of these were:

- Both Local Authorities and RPSH are now able to offer fixed term tenancies of a minimum of 5 years, or in exceptional circumstances 2 years instead of the traditionally longer 'lifetime' secure tenancies
  - Local Authorities were allowed more flexibility to set their own Allocations Policies to meet local needs and circumstances
  - Local Authorities can now place homeless households in suitable Private Rented Sector housing
  - A new model of affordable rents of up to 80% of market rent can be applied to new housing developments and in some cases existing housing stock can be converted when vacant from social rent to affordable rent levels
  - Local Authority stock owners and RPSH must prepare and publish a Tenancy Management Policy setting out the types of tenancy they will use when letting their homes.
  - New arrangements have been introduced for tenants seeking to mutually exchange homes in cases involving fixed term tenancies and or affordable rents.
  - Changes to the rights of succession has limited those able to succeed to a tenancy on the death of the tenant
- 2.2 As a strategic housing authority Thanet District Council has a responsibility to develop and publish a Tenancy Strategy giving guidance to partner Registered Providers of Social Housing (RPSH) on the use of different tenancy types and affordable rents in the District.

- 2.3 The Tenancy Strategy sets out the strategic position of the Council with regards to the use of, review of and ending of fixed term tenancies, affordable rents, mutual exchanges, succession rights and dealing with tenancy fraud. In most respects the strategic position taken by TDC remains the same as that taken in 2018.
- 2.4 The significant difference relates to the use of fixed term tenancies in the district, where in light of national and local changes in attitude to their use the Council will no longer be recommending they be used as a preferred tenancy type. The rationale for this is set out below.

## **3.0 Flexible Tenancies**

- 3.1 One of the key objectives of fixed term tenancies was to enable social housing providers to make the best use of the social housing stock by addressing under occupation and encouraging those people who can afford to do so, to move to other tenures such as private rented accommodation or homeownership.
- 3.2 The appetite for fixed term tenancies among RPSH has been mixed with some local providers electing to use them and others continuing to offer lifetime tenancies.
- 3.3 Thanet District Council started using flexible fixed term tenancies for new tenants in October 2018. The Housing and Planning Act included (as yet unenacted) sections of legislation, which sought to make the use of fixed term tenancies by local authorities mandatory.
- 3.4 The Grenfell Tower fire in June 2017 was one of the UK's worst modern disasters and in the aftermath of this the Government has unveiled important planned changes to the regulation and management of social housing. In its Green paper 'A new deal of social housing' published 14 August 2018 the Government confirmed that it no longer intended to implement the provisions in the Housing and Planning Act 2016 that sought to make fixed term tenancies mandatory for local authorities after listening to residents' concerns.
- 3.5 The Social Housing White Paper published on 17 November 2020 set out a Charter for Social Housing Residents and affirms the Government's continuing commitment to give social housing tenants a greater voice, the right to safe and secure accommodation and of the importance of good quality homes and neighbourhoods to live in.
- 3.6 Support for flexible tenancies has changed dramatically since the Council's last Tenancy Strategy published in 2018 and nationally some of the changes detailed above have been the catalyst for some large RPSH and Councils to evaluate the benefits of fixed term tenancies and as a consequence end their offer of these entirely.
- 3.7 The development of this strategy has taken into account the changing national attitude to flexible fixed term tenancies, the responses from our RPSH partners and our own experience of their use. Although they were intended to help social landlords make the best use of affordable housing there have been a number of significant disadvantages to their use including:

- Tenants feeling concerned and anxious about their futures based on their tenure type.
- Lack of investment by families in their home and community because they feel they will move on.
- Little impact in terms of stock turnover and vacancies
- Potential conflict with the Government priority to give tenants a stronger voice.
- Significant administrative costs involved with the scheme particularly where the majority of tenancies are set to continue.

## 4.0 TDC Tenancy Management Strategy

- 4.1 As a stock owning authority TDC are also required to develop and publish a tenancy Management Policy setting out how we will operationally manage tenancies for our own properties.
- 4.2 A copy of the draft Tenancy Management Policy is attached at appendix 2 setting out the types of tenancy the Council propose to offer new tenants in future, how tenancy fraud will be tackled, successions and mutual exchange requests responded to and how tenancies will be brought to an end.
- 4.3 Since 2014 TDC have been offering most new tenants a year-long introductory tenancy followed by a five-year flexible tenancy. There are currently 814 tenants with this type of agreement. The redrafted Tenancy Management Policy will mean that future new tenants will usually be offered introductory tenancies followed by lifetime secure tenancies rather than flexible fixed term tenancies. Those housed temporarily because of homelessness will continue to be offered non secure tenancies under the relevant provisions of the Housing Act 1996.
- 4.4 Tenancies created in 2014 started to fall due for review from 2019. Unfortunately a number of these reviews were missed by East Kent Housing and this position was exacerbated by the national lockdowns in response to the Covid pandemic. As a consequence, 154 flexible tenancies rolled over into weekly periodic tenancies. These tenants have been written to and advised that they now have secure tenancies. A further 49 cases will shortly be in the same position and will be dealt with in the same way.
- 4.5 To regularise the position for the remaining fixed term tenants it is proposed that the following action be taken. Until Cabinet approval and adoption of the tenancy management policy existing flexible tenancies due for review will follow the established arrangements and be offered a new fixed term tenancy.
- 4.6 All new tenants will be offered an introductory tenancy of 12 months and advised that this will become a flexible tenancy unless the proposed revisions to the Tenancy Management Policy are approved. This is because a tenancy cannot become a flexible tenancy unless notice of this is given before the tenant signs the tenancy agreement and there will be a period before the policy is formally adopted.
- 4.7 Upon approval and adoption of the Tenancy Management Policy those tenants who have already completed their 1 year introductory tenancy and moved into the flexible

tenancy period or had their flexible tenancy renewed will be contacted. Where their tenancy is being well maintained and there are no breaches of the tenancy conditions they will be invited to make use of the break clause in their tenancy agreement and give up their current fixed term tenancy and be re offered a lifetime secure tenancy. The effect of this will be to improve their security of tenure and will not affect any of their existing tenancy rights.

- 4.8 In cases where there is a current ongoing breach of tenancy conditions the tenant will be asked to remedy this before any action is taken to change the tenancy type.

## 5.0 Tenancy Audits

- 5.1 One of the benefits of conducting flexible tenancy reviews was the opportunity that it presented to have contact with each tenant and identify any issues they were having with their tenancy. Situations where the tenant is struggling or having difficulty maintaining their tenancy or repairs are outstanding would be picked up along with any potential tenancy fraud.
- 5.2 Housing officers will be conducting tenancy audits on a rolling 5- year programme. These visits will offer the same opportunity as flexible tenancy reviews to have contact with existing tenants, establish any support need they have and or desire to move to alternative accommodation.

## 6.0 Consultation

- 6.1 Consultation has taken place with tenants, residents and RPSH for 4 weeks, 22nd November 2021 to 20th December 2021.
- 6.2 It is a requirement of the Localism Act that RPSH are invited to comment on any revisions to the Tenancy Strategy and of s.105 of the Housing Act 1985 that the local authority consult with tenants when making changes to the management arrangements for Council owned homes.
- 6.2 The statutory requirement is set out at s.151(1) of the Localism Act 2011 which states: Before adopting a tenancy strategy, or making a modification to it reflecting a major change of policy, the authority must—
- (a) send a copy of the draft strategy, or proposed modification, to every private registered provider of social housing for its district, and
  - (b) give the private registered provider a reasonable opportunity to comment on those proposals.
- All registered providers were written to and advised of our proposals, however no response from them was received.
- 6.3 The Council's tenants were written to individually and advised of the options being recommended to Cabinet. Tenants that asked for further information have been contacted and are fully supportive of the proposal.

Contact Officer: *Ashley Jackson, Housing Strategy & Projects Manager*  
Reporting to: *Bob Porter, Director of Housing and Planning*

## **Annex List**

Annex 1: Tenancy Strategy 2022

Annex 2: Tenancy Management Strategy 2022

Annex 3 : Equalities Impact Assessment

## **Corporate Consultation**

**Finance:** Chris Blundell (Director of Finance)

**Legal:** Estelle Culligan (Director of Law and Democracy)

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# Thanet District Council

## Tenancy Strategy 2022



## Foreword

Message from Cllr Jill Bayford, Cabinet member for Housing



Thanet District Council recognises that having a settled home has a huge impact on not only the health and well-being of residents but on their longer term life chances and the educational achievements of their children. In our Corporate Statement of 2019-2023 we have committed to delivering high quality homes, which will enhance the health and well being of our residents. This Tenancy Strategy set out the Council's expectations of Registered Providers with housing in the Thanet District as to the kind of tenancies they grant and how they make best use of social housing stock.



### Introduction

The 2011 Localism Act introduced a duty on local authorities to prepare and publish a Tenancy Strategy. The purpose of this strategy is to give Registered Providers of Social Housing (RP's) operating in Thanet an indication of the approach the Council would like them to take when preparing their Tenancy Management Policies, implementing the new tenure flexibilities, applying the affordable rent model and the Council's approach to using new powers to meet its homelessness duty. The development of this strategy has taken into account the changing national attitude to flexible fixed term tenancies and our own experience of their use. Although intended to support social housing landlords to make better use of their stock by regular review of the circumstances of its tenants and the opportunity to move them to more suitably sized accommodation, the flexible tenancy review process poses challenges to social housing landlords who may not have suitable alternative accommodation available to them at the time of a tenancy review.

This document updates and replaces Thanet District Council's Tenancy Strategy 2018 and has been informed by our Housing, Homelessness and Rough Sleeper Strategy 2020-2025 and our Allocations Policy 2019.

### National Context

In addition to the requirement that local authorities produce a tenancy strategy, a raft of fundamental reforms of social housing tenure were included in the Localism Act. The most significant of these were:

- Local Authorities and Registered Providers of Social Housing (RP's) are now able to offer tenancies for fixed terms with a minimum of 5 years, or in exceptional circumstances 2 years instead of the traditionally longer 'lifetime' secure tenancies
- Local Authorities are given more flexibility to set their own allocations policies to meet local needs and circumstances
- Local Authorities can now place homeless households in suitable private rented sector housing
- Affordable rents of up to 80% of market rent can be applied to new housing developments and in some cases existing housing stock can be converted when vacant from social rent to affordable rent levels.
- Local Authority stock owners and RP's must prepare and publish a Tenancy Policy setting out the types of tenancy they will use when letting their homes.
- New arrangements have been introduced for tenants seeking to mutually exchange homes in cases involving fixed term tenancies and/or affordable rents.
- Rights to succeed to a tenancy on the death of the tenant have been limited in some cases.

In 2016, the Housing and Planning Act went further and set out legislation (yet unenacted) that sought to make the use of fixed term tenancies mandatory.

The Grenfell Tower fire in June 2017 was one of the UK's worst modern disasters and in the aftermath of this the Government have unveiled important planned changes to the regulation and management of social housing. In its Green Paper 'A new deal of social housing' published 14 August 2018, the Government confirmed that it no longer intended to implement the provisions in the Housing and Planning Act 2016 that sought to make fixed term tenancies mandatory for local authorities after listening to residents' concerns. The Social Housing White Paper published on 17 November 2020 set out a Charter for Social Housing Residents and affirms the Government's continued commitment to give social housing tenants a greater voice, the right to safe and secure accommodation and of the importance of good quality homes and neighbourhoods to live in. Nationally these changes have been the catalyst for some large RP's and Councils to evaluate the benefits of fixed term tenancies and the potential they have to undermine their work to create sustainable communities. As a result, many have already expressed their intention to stop offering this type of tenancy.



Ministry of Housing,  
Communities &  
Local Government

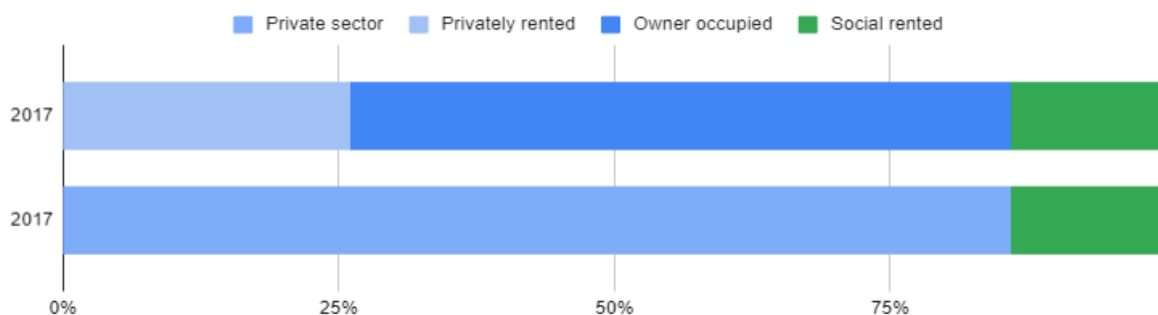
### Thanet Context

There are 67,000 homes in Thanet with 3,061 homes currently in council ownership. These are made up of social rented general needs housing and affordable rented general needs housing. This includes 80 bedsits, 561 one bedroom properties, 1374 two bedroom properties, 908 three bedroom properties and 96 four bedroom properties. There are 23 Registered Providers operating in Thanet who have 4841 properties.

The majority of the homes in the district are in private ownership, and Thanet has one of the highest locations for second homes in Kent. Thanet is a great place to live, work and visit but it has some distinct challenges which the council recognises can only be addressed by working with partners across health, the housing sector and national agencies such as Homes England.

### Housing Tenure

Type	2002	2008	2017	Direction of Travel	2017
Privately rented	9,874	15,929	17,271	↘ ↗	26%
Owner occupied	42,978	35,617	39,961		60%
Housing Association	4,478				0%
Council owned	3,500				0%
Shared ownership		147			0%
Would not disclose (private sector)		4,224			0%
Social rented			9,660		14%
Total number of dwellings in the private sector	52,852	55,917	57,232	↗ ↘	86%
Total number of dwellings in Thanet	60,830	66,892	66,892	↗ ↘	100%



### Housing Need

The Council has a housing register which is used to allocate council and other registered provider accommodation. The housing register also gives an indication of the need for affordable housing in the district. In February 2019, the Council adopted a new Housing Allocations Policy. That policy

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sets a requirement for applicants to have at least 3 years' residency and an assessed housing need before applying for housing. There are some exceptions to this rule prescribed by statute.

As of September 2021, we have 1582 households on the register. The need is broken down as follows.

1 bed need	2 bed need	3 bed need	4 bed need	5 bed need	6 bed need
780 Households	300 Households	377 Households	109 Households	15 Households	1 Households

### Local Lettings Policies

The Council believes that local lettings plans can play a role in helping to achieve balanced, sustainable communities. However, they should only be used where it can be clearly demonstrated they will have a positive community benefit and should be subject to regular review.

### Kent Homechoice

The Council advertises its properties for rent through a choice based lettings system called Kent Homechoice. We encourage Registered Providers of Social Housing operating in our District to do the same. When advertising properties, landlords should clearly indicate the duration of the tenancy being offered and the rent that will be charged. The landlord's Tenancy Policy should also be provided, and details of Local Lettings plans agreed for the properties should also be advertised.



### Affordable Rent versus Social Rent

Affordable Rent	Social Rent
Affordable rent is rent that is set at up to 80% of market rent (including service charges).	Social rent is paid to registered providers and local authorities. It is low cost rent that is set by a government formula. This means it is

<p>The Council's view is that wherever possible affordable rent levels should not exceed LHA rates.</p> <p>The Local Housing Allowance (LHA) is based on the area in which the claimant lives and the number of people living in their household. It is not based on the rent that they are charged by their landlord. The LHA rate is used to calculate housing benefit entitlement for most customers living in privately rented accommodation. LHA rates are set by central government.</p>	<p>significantly lower than the rent a tenant would pay in the normal market.</p>
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## Tenancies

### Introductory tenancies

Thanet District Council will use introductory ('starter') tenancies which were introduced under earlier legislation: Part 5 of the Housing Act 1996. An introductory tenancy is a one-year 'trial' tenancy and as long as the terms of the tenancy agreement are met, tenants automatically move on to a longer, more secure tenancy type. Introductory tenancies have fewer rights than secure tenancies and can be evicted more easily. We will follow the correct legal process if we decide to seek possession.

### Secure tenancies

A secure tenancy is a lifetime tenancy without a fixed term that is granted by the Council and can only be ended if the tenant breaches their tenancy conditions during the tenant's lifetime or in certain prescribed conditions set out in legislation.

### Demoted Tenancies

If a tenant has been involved in anti-social behaviour it is possible to seek a demotion order for their tenancy for a 12-month period. This is achieved by obtaining a court order. A demoted tenancy reduces a tenant's rights and facilitates the eviction process if required. At the end of the 12-month period, if the tenant has complied with the court order their tenancy will automatically revert to a secure or fixed term tenancy.

### Succession

The Localism Act 2011 changed the legal entitlement of succession of a new secure, introductory, or demoted tenancy (ie to take over the tenancy of a person who has died). The legal right to succession for post 1 April 2012 tenancies is limited to a spouse, civil partner or cohabiting partners. While this excludes other close relatives living with the tenant at the time of their death, RP's will be free to allow discretionary successions to additional groups. The Council wishes to

avoid the possibility that this change will result in more households becoming homeless and seeking assistance with re-housing.

### Mutual Exchanges

Mutual exchanges are an important option available to help tenants to improve their housing situation and for landlords to make more effective use of their housing stock. The introduction of affordable rents and fixed term tenancies has implications for tenants who wish to exercise their right to mutual exchange. The Localism Act created a new mechanism for mutual exchanges to protect certain lifetime tenants. If assured lifetime and secure lifetime tenants who were granted their tenancy before the 1 April 2012 exchange with a flexible tenant, their existing tenancies are surrendered, and a new tenancy is issued to each party. The previously secure or assured lifetime tenants are granted another secure or assured lifetime tenancy. The fixed term tenant is granted a new tenancy, but there is no particular provision regarding its status.

### Domestic Abuse

The Council wants to ensure that survivors of domestic abuse will not fear losing security of their tenure if they need to move to escape domestic abuse. The Council will abide by The Secure Tenancies (Victims of Domestic Abuse) Act 2018 and ensure that when they are rehousing an existing secure tenant who has needed to move or who has recently moved from their social home to escape domestic abuse, they are granted a secure tenancy for their new home. The impact of this on the turnover of social housing stock should be minimal and should be offset by the subsequent eviction of the perpetrator from the former home, thereby releasing another affordable property.

### Tenancy Fraud

The Council recognises that affordable housing is a limited resource, and therefore it expects RP's to place great importance on tackling social housing fraud of any kind. There are various types of social housing fraud RPSH should remain vigilant and be aware of.

These include:

- Making a false declaration or submitting fraudulent documents at the application stage to obtain a tenancy
- Unlawful subletting, or where certain subletting is not permitted in a tenancy agreement
- Non-occupation by the tenants of their social housing property as this is not their main or principal home
- Unlawful tenancy succession or wrongful succession to a person who does not qualify and or submitted false information to acquire the property; and
- Where a false Right to Buy application has been submitted.

RP's should have robust internal audit policies and processes in place to detect possible fraudulent or corrupt actions by tenants and staff.

### Homelessness

Councils continue to have a duty to house homeless people who are eligible for such assistance under related legislation, in priority need and unintentionally homeless. However, under the previous rules, people who became homeless were able to refuse offers of accommodation in the private rented sector and wait for a suitable social home to be offered to them. This can result in households being temporarily housed in expensive temporary accommodation until such a home becomes available. The Localism Act allows local authorities to meet their homelessness duty by

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providing good quality private rented homes. Government believes that this option could provide an appropriate solution for people experiencing a homelessness crisis, at the same time as freeing up social homes for people in real need on the waiting list. While there is no certainty that this change will result in more homeless households being re-housed in the private rented sector, the Council welcomes it as an additional tool we can use to tackle and prevent homelessness. The Council will seek to ensure that any offer of private rented housing is appropriate to the needs of the household and the minimum length of any tenancy will be 12 months.

### Monitoring and Review

The Council will wish to monitor the effectiveness and extent to which the new provisions are implemented. This will include monitoring:

- The number of fixed term tenancies issued by PRSH
- The number of reviews carried out and tenancies renewed/not renewed
- Reasons for non-renewal of tenancies
- The number of under occupying households re-housed
- The number of mutual exchanges
- The number and location of social rented homes converted to affordable rent
- The number of homeless households re housed in the private sector

It will also consider changes in market conditions and the impact this may have on affordable rent levels and housing affordability as well as the impact of welfare benefit changes, particularly housing benefit. This monitoring and review will inform future changes to the strategy, and we will expect registered housing providers to assist with this process by providing statistical information when requested. Any significant changes that arise due to changes in legislation, regulation of guidance will be taken through the Council's Cabinet process for consideration.

### Equalities

A full Equality Impact Assessment of this strategy has been undertaken to assess the impact of the strategy on the different equality groups with the intention of implementing remedial action where the impact is negative and maximising access to services for everyone.

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# Thanet District Council **Tenant Management Policy 2022**

### **Introduction**

The Localism Act 2011 requires the Council to produce and publish a tenancy strategy indicating the approach the Council would like Registered Providers of Social Housing (RPSH) with accommodation in their area to take when preparing their Tenancy Policies and implementing the tenure reforms included in the Localism Act. All social housing landlords are also required to publish a clear and accessible tenancy management policy which has regard to the content as set out in the Tenancy Strategy.

This includes:

- the types of tenancy granted
- how a person's circumstance will be considered when deciding the type of tenancy to grant
- the length of time a tenancy will be granted for; and
- how tenancies will be managed towards the end including the offer of a new tenancy

The tenancy management policy must also take into account the consumer standards as outlined by the Regulator for Social Housing which require social housing landlords to address the management of mutual exchanges and successions within their tenancy management policy. The purpose of this policy is to ensure current and future Council tenancies are managed consistently and supports the Council's vision for Thanet residents who are renting to have a clear understanding of their tenancy, their rights and the level of security their tenancy offers them.

This document is written from the council's perspective as a stock owning landlord and applies to Thanet District Council tenancies only. RPs should refer to the Tenancy Strategy which outlines the Councils' expectations of them in the preparation of their own tenancy management policies.

### **POLICY AIMS**

The aims of this policy are:

- to meet the requirements of the Regulator of Social Housing
- to deliver the objectives and aims of the Tenancy Strategy 2022 - 2027
- to clearly outline the types of tenancies offered by the Council and what could lead to a change in tenancy type e.g. demotion
- to ensure tenants understand their rights and responsibilities
- to support the Council's policy on tackling anti-social behaviour

This document should be read alongside the Council's Tenancy Strategy, Allocations Policy, Housing, Homelessness and Rough Sleeper Strategy 2020-2024, the Anti-Social Behaviour policy, and the Thanet District Local Plan which sets out a clear commitment to make Thanet a great place to live and work, where people feel that they have opportunities to change their lives for the better.

### **Introductory Tenancies**

Section 124 of the Housing Act 1996 made introductory tenancies available for local authorities. They can be used only where a secure tenancy would usually exist and once introduced must be used for all new tenants except where set out below. The Council believes that introductory tenancies are an effective tool that can be used as part of a comprehensive strategy to deal with anti-social behaviour. All new tenants will be granted an introductory tenancy for a period of 12 months. This 'trial' period allows tenants to demonstrate that they can sustain a tenancy and comply with the terms of the tenancy agreement. Tenants on an introductory tenancy do not have the same rights as tenants on secure or fixed term tenancies.

Introductory tenants:

- Cannot make major improvements to the property
- Cannot swap properties with another council tenant; and
- Cannot apply to buy their property through the Right to Buy scheme.

Upon completion of the trial period the Council will grant the tenant a secure tenancy which includes the rights as listed, unless:

- The tenant has broken the tenancy agreement and the Council has started action to evict the tenant; or
- The Council has given notice of extension to extend the introductory period for a further 6 months.

Introductory tenancies will not be used where:

- Someone is a secure tenant of a local authority immediately before the offer of accommodation (not necessarily the same local authority) or a secure or assured tenant of a housing association; or
- Where a secure tenancy is being assigned, including by way of a mutual exchange.

The use of introductory tenancies will help the Council achieve the following:

- Deter new tenants from behaving antisocially or criminally
- Reduce anti-social behaviour and nuisance behaviour among new tenants
- Encourage community stability and cohesion
- Reduce the impact of residents who behave antisocially
- Enable early action for any serious breach of the tenancy agreement
- Encourage regular payment of rent.

### **SECURE TENANCIES**

A secure tenancy is a lifetime tenancy meaning it cannot expire and can only be brought to an end if the tenant breaches their tenancy conditions or in circumstances specified in the Housing Act 1985. The Council will grant a secure tenancy if (immediately before the tenancy began) the applicant was:

- A secure tenant
- An assured tenant (not an assured short hold tenant) of social housing where the landlord is a registered social landlord; or
- An introductory tenant who has successfully completed their trial period

- Existing Secure Tenants who need to move or have recently moved from their social home to escape domestic abuse.

A secure tenancy gives the tenant security of tenure and the following statutory rights:

- Right to buy their home
- Repair their home if we fail to do so
- Make improvements or alterations to their home (subject to permission)
- Have lodgers or sublet part of the property (subject to permission)
- Exchange homes with another tenant via mutual exchange
- In some circumstances pass on their tenancy when they die

A person under the age of 18 years cannot hold a legal tenancy. In cases of minors seeking tenancies, the Council will require another member of the minor's family or another trusted adult to hold the tenancy in trust for the minor's benefit until they reach 18 when the tenancy will pass to them.

### **DEMOTED TENANCIES**

A demoted tenancy presents the Council with an alternative to suspended possession proceedings in the case of anti-social behaviour. The tenant of a demoted tenancy does not lose their home but has less security and fewer rights. It is broadly like an introductory tenancy. The Council will serve a four-week notice of its intention to seek to demote a tenancy for 12 months where the tenant, or someone living with or visiting the tenant has:

- Engaged or threatened to engage in anti-social behaviour; or
- Used or threatened to use the property for an unlawful purpose.

The Council will apply for a court order to provide authorisation of the demoted tenancy.

If the tenant has complied with the court order at the end of the 12-month period, their tenancy will revert to a secure tenancy. If the tenant has not complied with the order, the Council will:

- serve a four-week notice with decision to seek possession of the property; and
- obtain a possession order to evict the demoted tenant.

A demoted tenant will have the opportunity to appeal the decision to seek to evict and the Council will review the decision if requested.

If the outcome review upholds the decision to seek possession of the property, the Council can apply to the Court for a possession order and end the demoted tenancy. If the review finds the Council should not uphold the decision to seek possession, the tenancy will revert to a secure tenancy.

The Council will not demote a tenancy more than once. If a tenant whose tenancy has previously been demoted has reverted to a secure tenancy, then reoffends, the Council will take steps to end the tenancy.

### **NON-SECURE TENANCIES**

These are tenancies usually given to people who are being housed temporarily under the Council's homelessness duties. They are generally used for interim accommodation pending a full review of the household's circumstances.

### **TEMPORARY ACCOMMODATION TO ALLOW MAJOR WORK TO TAKE PLACE**

If a Council home requires major works, for example because of a serious fire, a decant to a temporary accommodation will be offered if the Council considers it unsafe for a household to remain at home during the work. The tenant(s) will continue to hold their secure tenancy at the address where works are taking place, but will be offered a property with an informal agreement on an alternative property.

### **SOLE AND JOINT TENANCIES**

The Council offers both sole and joint tenancies to new households moving into a new Council home. This is subject to eligibility.

#### **SOLE TENANCY**

A sole tenancy is where one member of the household signs the tenancy and is responsible for ensuring the household fulfils the responsibilities set out within the tenancy agreement. Where there is a breach of tenancy, the sole tenant is accountable, even if a member of their household or guest is responsible.

#### **JOINT TENANCY**

A Joint Tenancy is where more than one person has responsibility for meeting the requirements of the tenancy agreement. Each tenant is entitled to stay in the home until the end of the tenancy and have equal rights to the tenancy. The Council will offer joint tenancies to a maximum of two people. The tenancies listed below could be granted on a joint tenancy basis in the following circumstances:

- the proposed joint tenants are both eligible for housing as defined by legislation and
- where the proposed joint tenants are married or civil partners or where the proposed joint tenants live together, and the relationship is an 'established' one i.e. evidence is produced showing they have lived together for at least 12 months prior to the joint tenancy application.

### **ENDING A TENANCY**

#### **WHERE THE TENANT WISHES TO END THE TENANCY**

Tenants may decide to end their tenancy at any time. To terminate a tenancy the tenant must give the Council four full weeks' notice in writing, starting from a Monday. A termination notice can be: An email to [myhome@thanet.gov.uk](mailto:myhome@thanet.gov.uk) or sent in writing to Tenant and Leasehold Service, TDC, PO Box 9, Cecil Street, Margate, Kent CT9 1XZ.

Once the Council receives the Tenancy Termination Notice, this starts the four-week notice period for the tenancy ending. All tenancies will end on a Monday. Up until the end date, tenants will be responsible for paying rent. If a tenant requires to vacate the property earlier than the four-week notice period, they must advise the Council that they intend to do this. The tenant will not be allowed to enter the property after this date. When leaving all tenants must give 'vacant possession', which means that, the tenant must:

- leave the property in a clean condition and in a good state of repair and decoration
- clear all their belongings, furniture, items in the loft, gardens and outbuildings and all rubbish; and
- leave with no people or pets still living in the property

If a tenant does not leave the property clean and clear, they will be charged for the cost of cleaning and clearing out the property.

### **WHERE THE COUNCIL WISHES TO END THE TENANCY**

The Council will seek to support tenants and help them maintain their tenancies but will take action to end tenancies in circumstances where:

- the tenant has breached their tenancy conditions
- the tenancy is for a property which the Council needs possession of so that a redevelopment or regeneration scheme can proceed; or
- the tenancy has been obtained fraudulently

If the Council ends a tenancy because of a tenancy breach the tenant will be referred to the Housing Options team.

### **COUNCIL TERMINATION OF AN INTRODUCTORY TENANCY**

Where the tenancy is an introductory tenancy, regular reviews of the tenancy will take place in the 12-month introductory period. If a tenant fails to pass the 12-month introductory tenancy and or a subsequent 6 month extension period, the Council may seek possession through service of notice under section 127 of the Housing Act 1996 at any time. In these circumstances tenants will be offered the right to review.

### **COUNCIL TERMINATION OF A SECURE TENANCY**

The Council may terminate a secure tenancy by seeking possession under the grounds set out in Schedule 2 of the Housing Act 1985. The Council will seek a possession order from the Court if a tenant or household does not leave the property when the notice expires. This includes mandatory grounds for possession for anti-social behaviour in section 84A of the Housing Act 1985.

### **DEATH OF A TENANT**

In the unfortunate event of a death of a tenant, the tenancy can be transferred to an eligible family member. This is known as succession. If there is no eligible family member to succeed the tenancy the Council will end the tenancy by serving a notice formally ending the tenancy.

### **ASSIGNMENT**

In some cases, the Court will order the assignment of a tenancy between joint tenants. In these cases, copies of the relevant Court Order will be requested. Secure tenants may also have the right to assign their tenancy with the agreement of their landlord where:

- A succession to the tenancy has not previously taken place
- An assignment of the tenancy (other than as a consequence of mutual exchange or by Court order) has not previously taken place and
- The proposed assignee would be eligible for housing under the council's Allocation Policy and eligible to succeed to the tenancy on the death of the tenant. Tenancy assignments use up the right of succession and a tenancy can only be succeeded once, someone who was granted their tenancy as a succession cannot carry out an assignment.

### **SUCCESSION**

When a secure tenant dies, another family member may be entitled to inherit their tenancy. This is known in legal terms as a Succession. There can only ever be one succession to a council

tenancy. Under section 86A of the Housing Act 1985, a tenancy that started before 1 April 2012 can be succeeded by the following family members:

- husband/wife
- civil partner
- unmarried heterosexual partner
- same-sex partner
- grandfather/grandmother
- father/mother
- brother/sister
- uncle/aunt
- nephew/niece
- son/daughter
- stepson/stepdaughter
- adopted child
- grandson/granddaughter

Where the successor is under 18 years of age a trustee will need to be agreed to hold the tenancy in trust for them until their 18 birthday. For secure council tenancies created after 1 April 2012, there is no right for a family member to succeed, unless the tenancy agreement allows it. In normal circumstances, the following members can succeed a tenancy after 1 April 2012:

- husband/wife
- civil partner (registered under the Civil Partnership Act 2004)
- cohabiting partner

To succeed a tenancy, the Council will check:

- The date the tenancy started
- If the individual is one of the persons listed above
- Whether the deceased was using the home as their main or principal home up until the date of death for at least 12 consecutive months.
- The successor was also living at the home during this period whilst married, in a civil partnership or cohabiting.

The Council will not agree to a succession in the following situations:

- If the applicant is unable to prove that they are a family member or that they live/had lived at the address.
- If a tenancy has already been succeeded as it cannot be succeeded again. This also applies if there has been an assignment of the tenancy.

Eligible successors to a council tenancy will have the same type of tenancy as the person who died. For example, if they had an introductory or a demoted tenancy, it will remain introductory or demoted until the full trial or demotion period has passed. In cases where the successor is a close family member (described above) and the property they are occupying is considered too large or unsuitable the Council will offer a tenancy of a suitable alternative property to the successor.

### **MUTUAL EXCHANGES**

Mutual exchange is the process through which secure and assured tenants can assign their tenancy to another secure or assured tenant. Flexible tenants may also apply to exchange homes



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in this way and there are special provisions in place when flexible tenants wish to exchange homes with a secure tenant with a tenancy that came into effect prior to 1 April 2012.

Secure or assured tenants whose tenancy commenced before 1 April 2012 wishing to exchange properties with a tenant holding a flexible or fixed term tenancy are entitled to have their exchange (if approved) achieved by surrender and re-grant of new tenancies. The Council encourages the use of mutual exchange for tenants who wish to downsize, upsize, or who want to change their location as an alternative to a transfer even if they are not obliged to do so. The council will ensure that tenants who decide to mutually exchange are aware of any implications to their tenancy, such as:

- Any changes to their Secure or Assured status
- Any change in rent level between Social Rent and Affordable Rent; and
- Any gain or loss of the Right to Buy Tenants should use the website HomeSwapper to advertise their property. Once an exchange has been agreed between both tenants an application form must be completed on HomeSwapper. Once the Council has received the application form, the Council will:
  - process the application
  - carry out an inspection of the applicant's current property;
  - ask the tenant to sign a letter confirming acceptance of the new property and its current condition.

If the tenant is moving to a home owned by another landlord, the Council will provide a tenant reference and request a reference for the incoming tenant. Only once the Council has agreed to the exchange may this happen. An exchange must not happen if the tenant has not received written permission from the Council. If the Council refuses an application the reasons for the refusal will be provided in writing to the applicant. Examples of when an application for mutual exchange may be rejected or only conditionally approved include situations where:

- It would result in a Council home being under-occupied or overcrowded
- There are outstanding rent arrears that need to be cleared before the exchange can progress; or
- The Council is in the process of taking legal action for breach of tenancy against the tenant or action under other grounds of the Housing Act 1985.

### **USE OF THE PRIVATE RENTED SECTOR**

Thanet District Council continues to have a duty to house homeless people who are eligible for such assistance under related legislation, in priority need and unintentionally homeless. The Localism Act allows local authorities to meet their homelessness duty by providing good quality private rented homes. The Council will seek to ensure that any offer of private rented housing is appropriate to the needs of the household and the minimum length of any tenancy will be 12 months.

### **MONITORING AND REVIEWING TENANCIES**

#### **MONITORING INTRODUCTORY AND DEMOTED TENANCIES**

All new Council tenancies will be introductory tenancies. The tenant will be monitored throughout the 12-month introductory or demoted tenancy. Housing Officers will contact and visit introductory tenants throughout this 12-month period, specifically at 6 weeks, 4 months, and 9 months. At 9 months Housing Officers will complete a formal introductory tenancy review and assess whether the tenancy should be allowed to continue, extended, or terminated. This decision will take into account:

- whether a tenant has paid their rent in full and on time



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- whether there have been reports of anti-social behaviour

During visits to the home, officers will also assess how the property is being treated and if there is any malicious damage. Such cases will be treated as a serious tenancy breach and the tenant(s) will be charged for any repairs or maintenance carried out. Tenants will be informed in writing of the outcome of review. If the Tenant disagrees with the outcome, they have the right to appeal.

### **MONITORING SECURE TENANCIES**

We will monitor contact reports from other residents flagging concerns with a tenant(s).

The Council can audit a Council home at any point. Tenants will be notified at least 24 hours in advance of a tenancy audit-taking place. The purpose of a tenancy audit is to ensure the Council's records are accurate. During these audits, officers will be looking for the following:

- Changes to the household
- Identify households who may require support or an intervention e.g. hoarders
- Ensure the home has not been damaged or altered without permission
- Ensure pets are not being kept without permission
- Update tenancy records

All Council homes will be audited at least once over a 5-year period. Issues or concerns identified in an audit may be visited more than once. The Council can carry out an unannounced tenancy audit, in response to:

- Alleged damage to the property or significant disrepair
- Safeguarding concerns for the tenant; or
- Suspected tenancy fraud.

In addition to the tenancy audits, tenants can update information about themselves and members of their household by contacting the Housing Management team. This includes listing who lives in the home or whether a member of the household has a disability.

### **TENANCY SUSTAINMENT**

The Council will provide several support mechanisms for its tenants to enable them to sustain their tenancies. These include:

- A new tenancy visit or phone call conducted within 6 weeks of the tenancy start date to ensure that all new tenants are receiving the support they need.
- Further structured home visits and tenancy audits where necessary during the first 12 months of the tenancy at 3, 6 and 9 months to assess the conduct of the tenancy and if there are any additional support needs that are not currently being met.
- A financial wellbeing assessment will be offered within the first week of the tenancy with a follow up one month later.
- Update and regularly review web services to ensure that there is clear, concise and easily accessible information for Council tenants on the points raised in this policy.
- A comprehensive needs assessment for those requiring supported housing pre-tenancy offer, at tenancy commencement and via on-going support where appropriate.
- Provision of information and services that go beyond the normal role of the landlord e.g. signposting for debt and welfare benefit advice, financial inclusion information, affordable warmth information and assistance to gain and maintain employment and training opportunities.
- Developing constructive partnerships with agencies that can assist with the provision of, support and services to vulnerable residents, in particular:

- o Social Services
- o Citizens Advice Bureau - Shelter
- o Kent County Council Supporting People team
- o Probation
- o NHS Trusts

- Providing training for our staff that equips them with the knowledge of support services available from other agencies and know how to access them

### **TENANT INCENTIVE SCHEME**

The Council is committed to ensuring that homes are made available to those who need them. The Council will continue to operate a Tenant Incentive Scheme as a way to encourage households to move from family-sized homes to smaller ones and free up larger homes for those who need them. The Council will provide a grant for the voluntary move and for each room given up. This will be paid following the move and is provided to assist with removal costs and other related expenses. Any debt owed to the Council will be recovered from this grant.

### **TACKLING TENANCY FRAUD**

Thanet District Council will investigate fully all reports of suspected tenancy fraud using all the enforcement tools available including civil and criminal remedies and the repossession of the property where the tenancy fraud is proven. The Council will actively pursue any potential tenancy fraud in cases including:

- Sub-letting without permission from TDC
- Unauthorised assignment (including by mutual exchange)
- Wrongly claimed succession
- Right to buy fraud
- Obtaining a tenancy by false statement or knowingly withholding relevant information; and
- Not using the property as an only or principal home

In the case of successful criminal or civil action, the Council may actively publicise the result in order to deter further tenancy fraud.

### **TACKLING ANTI-SOCIAL BEHAVIOUR**

The Council is committed to taking positive action in conjunction with our partners, to deal with all forms of anti-social behaviour to ensure that residents are able to enjoy peace, quiet and security in

and around their homes, whilst remaining tolerant of the reasonable behaviour of others.

Examples of anti-social behaviour include but are not confined to:

- Drunken or threatening behaviour
- Physical violence
- Unspent convictions for offences involving fraud, dishonesty, drugs or any other offence listed in Schedule 3 to the Sexual Offences Act 2003
- Hate related incidents
- Vandalism, graffiti, and damage to property
- Noise
- Misuse of communal areas/public space loitering

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- Verbal abuse/harassment/intimidation – to staff, contractors, tenants or any other member of the community
- Litter/rubbish/fly-tipping
- Pet and animal nuisance
- Nuisance from vehicles
- Garden nuisance

The Council will work proactively in tackling anti-social behaviour in the interests of individual residents and communities, recognising that such actions have a direct impact on the sustainability of communities and neighbourhoods.

### **EQUALITY AND DIVERSITY**

This policy supports the Council's commitment to championing equality and ensuring procedures are in place, so all residents are treated fairly and without unlawful discrimination in line with the Equality Act 2010.

A full Equality Impact Assessment has been completed and has identified that there is no negative impact to protected characteristics with the implementation of this policy.

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## Equalities Impact Assessment Tenancy Strategy 2022 & Tenancy Management Strategy

### Overview

1. The Public Sector Equality Duty placed a duty on all public bodies to have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

2. The duty has the following three aims:

- To remove or minimise disadvantages suffered by people due to their protected characteristics.
- To take steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people.
- To encourage people with certain protected characteristics to participate in public life or in other activities where their participation is disproportionately low.

3. The protected Characteristics are:

- Age
- Disability
- Gender
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion, belief, or lack of belief
- Sexual orientation
- Marriage and Civil partnership. (For this characteristic the duty only applies to the first aim to eliminate discrimination.

### Aims of the decision

#### Tenancy Strategy

Local housing authorities are required under the Localism Act 2011 to publish a Tenancy Strategy. The Strategy should provide high level strategic guidance to social landlords operating in their area on how to manage their housing stock, and who are expected to give due regard to the Strategy when developing their own tenancy policies. The Strategy should provide guidance to social landlords regarding:

- The kinds of tenancies they grant,
- The circumstances in which they will grant a tenancy of a particular kind where they grant fixed term tenancies,
- The length of tenancies,
- The review and expected process for ending them,
- The circumstances in which they will grant a further tenancy when a fixed term tenancy comes to an end.

The draft strategy sets out how the Council aims to achieve these priorities and monitor progress.

The strategy aims to have a positive effect on social housing tenants by helping to provide clarity on tenancies, their rights and responsibilities, and security.

It should be noted that the Strategy only provides guidance to Private Registered Providers (PRP) that they are only required to give due regard to, it does not seek to influence the basis on which social housing is allocated, but rather the type and length of tenancy that successful applicants for social housing should be offered.

#### Tenancy Management Strategy

The Tenancy Management Strategy has been written in accordance with the requirements of the Localism Act 2011, and the consumer standards as outlined by the Tenancy Standard. The document pays regards to the aims and objectives of the Tenancy Strategy and provides guidance to existing and new Council tenants on the types of tenancies and circumstances they are granted, their rights and responsibilities, mutual exchanges, successions, changes to tenancies and tenancy management.

#### General

The main groups and individuals who would be affected by the draft Tenancy Strategy and Tenancy Management Policy are those in need of social or affordable housing. We will therefore seek the views of this group during the consultation process, and we believe their views will largely support the guidance given in both documents.

Both documents are intended to benefit households who need access to affordable housing, but the Tenancy Strategy is aimed primarily at social landlords who provide social housing in the district and who will be developing new affordable housing in the future.

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The Tenancy Strategy and Tenant Management policy are intended to help deliver an approved Housing Strategy objective relating to making best use of the available social housing stock, while encouraging stable and cohesive communities and environments.

The previous Tenancy Strategy was reviewed as part of the process of drafting this strategy to highlight areas of change, and improvement.

We collected data and evidence from our own records about the housing demand, types of tenancies offered, demographics and types of tenure preferred, reviewed existing TDC housing policies and reviewed the Corporate Plan and Local Plan.

The information gathered and reviewed did not identify any negative impact or difference for people with the legal defined protected characteristics.

### Consultation

Consultation has taken place with tenants, residents and RPSH for 4 weeks, 22 November 2021-20th December 2021. It is a requirement of the Localism Act that RPSH are invited to comment on any revisions to the Tenancy Strategy and of s.105 of the Housing Act 1985 that the local authority consult with tenants when making changes to the management arrangements for Council owned homes. The Council's tenants were written to individually and advised of the options being recommended to Cabinet. Tenants that asked for further information have been contacted and are fully supportive of the proposal.

Consultation did not show any differential impact for people with protected characteristics.

Characteristic	Relevance	Impact	Mitigation
Age	Low	Neutral  No differential impact anticipated. Older tenants moving into specialist supported housing (e.g. sheltered housing) will continue to be granted 'lifetime' tenancies which is a positive impact for this group. This group will receive the same level of service regardless of their age.	None needed
Disability	Low	Neutral	The Strategy seeks to

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		<p>The Strategy recommends that prospective tenants with a long-term enduring health problem or disability should continue to be given Lifetime Tenancies. Disabled households often have lower incomes and the introduction of affordable rents may have detrimental impact with regards to accessible housing options for this group. This group will receive the same level of service regardless of their disability.</p>	<p>mitigate the potential impact of affordable rents to disabled households by recommending that such rents do not exceed Local Housing Allowance rates.</p>
Gender Reassignment	Low	<p>Neutral</p> <p>No differential impact anticipated. The Strategy does not discriminate or disadvantage anyone having had gender reassignment, they will receive the same level of service regardless of their Gender reassignment.</p>	None needed
Gender	Low	<p>Neutral</p> <p>No Differential impact anticipated. The Strategy does not discriminate or disadvantage anyone due to their gender, a household/person will receive the same level</p>	None needed



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		of service regardless of their gender.	
Marriage and civil partnership	Low	<p>Neutral</p> <p>No differential impact anticipated. The strategy and Policy do not discriminate or disadvantage anyone due to their relationship/marital status. They will receive the same level of service regardless of whether they are married, in a civil partnership or not.</p>	None needed
Pregnancy and maternity	Low	<p>Neutral</p> <p>No differential impact anticipated. The Strategy and Policy do not discriminate or disadvantage if someone is pregnant or has a child or children. They will receive the same level of service regardless.</p>	None needed
Race	Low	<p>Neutral</p> <p>No differential impact anticipated. The Strategy and Policy do not discriminate or disadvantage on the grounds of race, a household/person will receive the same level of service regardless of their race.</p>	None needed

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<p>Religion, belief or lack of belief</p>	<p>Low</p>	<p>Neutral</p> <p>No differential impact anticipated. The Strategy and Policy do not discriminate or disadvantage anyone due to their religion, belief or lack of belief, they will receive the same level of service.</p>	
<p>Sexual Orientation</p>	<p>Low</p>	<p>Neutral</p> <p>No differential impact anticipated. The Strategy and Policy do not discriminate or disadvantage anyone due to their sexual orientation, they will receive the same level of service.</p>	<p>None needed</p>

## Draft Budget Monitoring Report No.3, 2021-22

<b>Cabinet</b>	17 March 2022
<b>Report Author</b>	Chris Blundell, Director of Finance and acting s151 Officer
<b>Portfolio Holder</b>	Cllr David Saunders, Portfolio Holder for Finance
<b>Status</b>	For Decision
<b>Classification:</b>	Unrestricted
<b>Key Decision</b>	No
<b>Ward:</b>	All Wards

### Executive Summary:

This report provides the third 2021-22 budget monitor for Quarter Three General Fund revenue and capital, reflecting the latest forecasts in light of Covid-19 (hereafter referred to as "Covid") as well as the Housing Revenue Account.

### Recommendation(s):

1. That Cabinet notes the following:
  - (i) The General Fund revenue budget 2021-22 forecast position.
  - (ii) The General Fund Capital Programme 2021-22 forecast position.
  - (iii) The Housing Revenue Account position.
  - (iv) The anticipated funding solution to the budget gap
2. That Cabinet agrees to the 2021-22 Capital Programme budget adjustments and virements, numbered 1 and 2, as set out in section 5.3 and Annex 1 to this report;
3. That Cabinet recommends to Council for approval the 2021-22 supplementary capital budget, numbered 3 as set out in section 5.4 and Annex 1.

### Corporate Implications

#### Financial and Value for Money

The financial implications have been reflected within the body of the report. Covid has continued to affect all of local government, Thanet's reserves remain relatively low even before Covid-19. Monies were aside in reserves last year with the specific purpose of addressing Covid and additional Government support is anticipated this year. If spend exceeds these allocations difficult decisions will need to be made to identify reserves to bridge this gap.

The Section 151 Officer needs to be confident that the impact of Covid-19 and the impact of drawing upon reserves does not leave the council exposed to excessive financial risk.

## Legal

Section 151 of the 1972 Local Government Act requires a suitably qualified named officer to monitor and control the Council's finances in order to provide a balanced budget.

## Corporate

Corporate priorities can only be delivered with robust finances and this report gives Members the opportunity to review the Council's current position.

## Equality Act 2010 & Public Sector Equality Duty

Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.

Protected characteristics: age, sex, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.

There are no direct equality implications arising from this report, however the delivery and implementation of and budgetary changes will consider this as part of the budget setting process and be reported to members in due course.

It is important to be aware of the Council's responsibility under the Public Sector Equality Duty (PSED) and show evidence that due consideration had been given to the equalities impact that may be brought upon communities by the decisions made by Council.

## Corporate Priorities

This report relates to the following corporate priorities: -

- Growth
- Environment
- Communities

### 1. General Fund – Revenue Forecast 2021-22

- 1.1 The 2021-22 General Fund revenue budget of £17.165m was agreed at the Council meeting on 11 February 2021.
- 1.2 The financial position reported at Quarter 3 presents a forecast 1.950m overspend on this year's budget, although the vast majority overspends centres around Covid and can be met from additional external government covid related funding and reserves set aside for this purpose at the end of 2020-21. This current year-end forecast reflects a marginal £50k increase projected overspend compared to the last budget monitoring report to Cabinet.
- 1.3 As was the case last year and continuing this, the council faces challenges as a result of Covid. Managers continue to estimate the financial impact of the restrictions and

initiatives that have been implemented in response to the Covid pandemic. Monthly Government returns, based on managers' projections, will capture the estimated impact on revenue budgets. Government support will be essential to delivering a balanced position for this council. Any residual cost will rely on reserves for remedy, but the council's reserves were already comparatively low before Covid, so this places the council at further financial risk.

- 1.4 Table 1 below summarises the current projected General Fund revenue spending position based on actuals to the end of Quarter 3 and forecasts from budget holders for the remainder of the year. Paragraphs 2.1 - 2.4 explain variances between the budget and forecasts, including the projected cost of Covid.

**Table 1 - General Fund - Forecast against Budget 2021-22**

Function	2021-22 Budget £'000	2021-22 Forecast £'000	2021-22 Variance £'000	Paragraph
Chief Executive	437	437	0	n/a
Deputy Chief Executive and s151 Officer	6,550	6,994	+444	See paragraph 2.1
Corporate Governance	1,356	1,837	+481	See paragraph 2.2
Communities	5,091	6,071	+980	See paragraph 2.3
Other Fees and Charges	-	-	-	
Corporate Budgets	3,731	3,776	+45	See paragraph 2.4
<b>Total Net Expenditure</b>	<b>17,165</b>	<b>19,115</b>	<b>+1,950</b>	

*Note: + overspends or underachievement of income, - underspends or surplus income*

## 2. General Fund detail by Directorate/Department:

### Deputy Chief Executive

- 2.1 An overspend of **+£444k** is currently forecast:

(i) **Housing Needs +£444k**

Homelessness has grown as a challenge for many local authorities over the last year, Thanet included. There are additional pressures on Housing as the gap between supply and demand increases. The council has reviewed and is delivering its homelessness strategy action plan, is regularly monitoring the levels of homelessness and has commissioned new services to address the increasing need for support. This work will continue. The council has also successfully bid for new government funding to support homelessness services locally.

It is worth noting that, as described in previous monitoring, there are a number of savings that have already been delivered in this area and the +£444k pressure is the net position after taking these savings into consideration. This financial pressure is

expected to be on-going over the medium term and consequently £400k has been included in the 2022-23 budget to recognise the costs expected in this service area.

(ii) **Administering Business Rates, Council Tax & Benefits £0k**

There are expected to be increased staffing costs to administer covid support schemes including; council tax hardship fund, covid business support grants and business rates reliefs. In addition, the administration of the £150 Council Tax energy rebate is expected to be very resource intensive. These are all expected to total +£100k, but should be covered in-full by additional New Burdens funding provided by central government.

**Director of Corporate Governance**

2.2 An overspend of +£481k is currently forecast:

(i) **Property +£125k**

To address long-standing income budget shortfalls, a contractor is being commissioned to undertake a review of the current portfolio. This review will cover the age and condition of stock, as well as market forces that are impacting rentals. After covering the cost of the review in 2022-23, this project is expected to provide a net uplift in income for the service from 2023-24 onwards.

In-year, the service has been significantly impacted by Covid, resulting in fewer disposals, slower review of rentals and less new take-up of vacant property. Current projections assume a loss of income of +£128k against budget, offset by reduced staff costs -£3k.

(ii) **Building control +£215k**

Income is forecast to be below budget, primarily as a result of Covid delaying changes in service delivery +£180k. Over and above this, the service will not meet its vacancy savings target +£12k and there has been an in-year write-off of income associated with emergency works completed under statute +£23k.

The income target for the 2022-23 budget has been reduced by £50k in recognition of the challenges in this area.

(iii) **Land Charges +£39k**

This relates to deficits for income earned from local land charge searches. The service management has undertaken action to address ongoing structural budget shortfalls, however, Covid uncertainty continues to have an impact.

(iv) **Facilities Management +£23k**

There has been a +£31k reduction in rental income at Dickens House arising from the pandemic, and there has also been +£46k of additional lost rental income due to the CCG vacating Cecil Street offices. This is offset by savings within staffing -£48k and supplies and services costs of -£6k.

(v) **Elections +£29k**

This represents the additional cost of running Covid compliant TDC elections.

(vi) **Committee Services +£16k**

To facilitate Covid compliant public meetings it has been necessary to hire venues with sufficient capacity to allow for social distancing.

- (vii) **Your Leisure +£160k** - The council's leisure trust, Your Leisure, continues to face financial pressure as their planned recovery from Covid continues, as do all leisure trusts. The council will likely need to pay an additional £160k related to a previously agreed saving in the management fee that will not be achieved. Previous discussions resulted in the agreement of ongoing support for Your Leisure, for this year this included loan funding as and when required.

The 2022-23 budget has been adjusted to reflect the challenging market conditions that YL are operating in and consequently the £160k payment to YL has been reinstated until such time as there is an opportunity to revisit longer term saving options for the delivery of leisure services.

- (viii) **Audit Fees for Governance Review +£37k** - As this is an ad hoc piece of work, it is outside the scope and over and above the usual Audit Fees, as a result there will be an overspend covering the initial review +£25k, the cost of the statutory recommendations +£6.5k and +£5k resulting from the subsequent legal advice that was commissioned by the external auditors.

- (ix) **Assets General -£163k** - Business Rate refunds, insurance recoveries as well as work to bring Margate Harbour Arm back in house have resulted in one-off savings of -£163k in this financial year.

## **Director of Communities**

2.3 An overspend of **+£880k** is currently forecast:

(i) **Parking +£100k**

Parking income was significantly affected as a result of social and economic restrictions implemented to address the Covid pandemic in 2020-21. It is expected that this will continue to be the case this year although not at the same levels. Income is forecast to be +£100k below budget at year-end within the council's off-street car parks.

An additional +£90k adverse impact is forecast from on-street parking. However, this deficit will be met from the earmarked reserve associated with this activity.

(ii) **Domestic Waste Collection +£370k**

A +£370k overspend as a result of Covid, primarily due to the increased need for agency staff to ensure service delivery and the requirement for two additional rounds to cope with the increased levels of waste associated with the amount of people now working from home and the associated increase in domestic waste that is generated.

Funding for two additional permanent rounds have been included in the 2022-23 budget.

(iii) **Maritime and Technical Services +£280k**

Income is projected to be down compared to budget, this is represented by a +£210k shortfall within Port operations due to restricted opportunities as well as +£70k within the Harbours where visitors, both domestic and foreign continue to be down as a result of Covid.

(iv) **Clinical Waste +£20k**

Due to competing demands and pressures on the service area, it is anticipated the establishment of a clinical waste service will be deferred for another year and as such the forecast net income is unlikely to be achieved.

(v) **Toilets £0k**

Provision of additional toilets coupled with the earlier opening for the summer season to help mitigate the impact of increased visitor numbers due to the Covid effect +£66k. This was necessary due to public behaviour experienced following the relaxation of the lockdown and is expected to be covered from our Contain Outbreak Management Fund allocation.

(vi) **Coastal Development +£30k**

Additional costs associated with improved signage and lifeguard services to help manage the increased visitor numbers generated by the Covid effect.

(vii) **Licensing Income +£80k**

£80k of the income target is unlikely to be met due to the impact of Covid on customer demand for the service.

The income target for the 2022-23 budget has been reduced by £50k in recognition of the challenges in this area.

(viii) **Crematorium Income +£100k**

Due to various factors the income within this area is now down compared to budget for 2021-22 resulting in an estimated shortfall of +£100k.

## 2.4 Other and Corporate

(i) Included within corporate budgets are such items as:

- East Kent Shared Services and their central charge,
- HRA recharges i.e. service costs that are recharged to the HRA but which are held centrally for monitoring purposes,
- Capital charges including recharges for staff time,
- External funding and
- The 2020-21 assumed collection fund deficit that hits 2021-22.

(ii) There are additional costs associated with staff working from home that the authority has a responsibility to contribute to, as a result of this there are +£45k worth of new costs associated with Covid.

(iii) **Council Tax income £0k**



The economic and inflationary pressures resulting in a 'cost of living crisis' are anticipated to lead to increased non-payment of Council Tax due. The council will take all necessary steps to recover debt where appropriate, but we may experience higher levels of non-recovery and debt write-off. In addition to an expected increase in the cost of Local Council Tax Support, total loss on our council tax income is expected to be +£267k.

In-year Council Tax losses are accounted for through the Collection Fund and are subsequently charged to the General Fund in future years. As such, it is proposed the +£267k pressure be funded by the equalisation reserve over the medium term.

(iv) **Business Rates income £0k**

- (v) The on-going economic impact of Covid and the tailing-off of rate reliefs is expected to lead to further increase in business failures and an increase in non-payment of Business Rates due, estimated at +£400k. Again this in-year loss is accounted for through the Collection Fund and will be charged to the General Fund in later years with the costs covered through the equalisation reserve.

### **3. Government Support**

- 3.1 The government continued to provide emergency funding nationally in 2021-22, to support local authorities' response to and impact of the pandemic. The Council was awarded additional emergency funding of £1.0m for 2021-22 and this was considered in the budget setting presented to Members in February 2021.
- 3.2 In addition the Council has submitted returns requesting support through the Sales, Fees and Charges compensation scheme, where authorities are compensated for 75% of their losses after meeting a 5% top slice.
- 3.3 Funding was also announced to compensate local authorities for losses in council tax and business rates.
- 3.4 All of the above funding pots are either spent or committed, the £1m emergency funding having been committed as part of the recommendations of the report agreed by Cabinet at the end of July in order to cover off the anticipated impact of Covid.

### **4. Size of the gap**

- 4.1 The previous monitoring report forecast an anticipated overspend of £1.9m, current forecasts show a potential overspend primarily due to ongoing Covid pressures of +£1.950m, a marginal increase in projected overspending.
- 4.2 It was previously agreed that the anticipated overspend would be funded through the £1m remaining in the Covid reserve as at the end of 2020-21, along with the £1m forecast additional emergency funding, and anything received through Sales Fees and Charges compensation.
- 4.3 This small movement of +£50k means a slightly worsened reserves position. Should there be any change in this position, any contribution to or from reserves will be amended accordingly.
- 4.4 Although the forecast overspend is a matter for concern, it is almost all due to Covid and most of the overspend is not anticipated to recur, once restrictions are fully lifted.

## 5. General Fund Capital Programme – Forecast 2021-22

5.1 The council's 2021-22 revised General Fund capital programme of £49.440m (£49.274m as per annex 1 + £0.166m flexible use of capital receipts) is expected to be underspent by -£34.259m. This underspend predominantly relates the Margate and Ramsgate Levelling Up Funds that were recently approved by Members as additions to the capital programmes:

- **Margate Levelling Up Fund:** £6.306m externally funded budget has been added following approval at the 12 January 2022 council meeting.
- **Ramsgate Levelling Up Fund:** £19.840m externally funded budget has been added following approval at the 12 January 2022 council meeting.

These schemes are multi-year projects and the forecast underspend has arisen only because the project budgets have been included in full in 2022-23; they need to be re-profiled over several financial years, but this can only be done once a final profile has been agreed with the Department for Levelling Up, Housing and Communities (DLUHC).

5.2 In addition to the Levelling Up forecasts, the projected underspend also includes the following relatively large projects which are not expected to incur any capital spend by 31 March 2022:

- **Public Toilet Refurbishment** -£0.750m: Expenditure on this programme is predicated on the achievement of capital receipts from the disposal of existing toilets across the district. There have been no such disposals (and hence capital receipts) and therefore there has been no funding available to finance spending against the scheme.
- **Office Accommodation** - £3.000m: Accommodation requirements are still under review given scope for flexible working as highlighted by Covid. Similarly to the Public Toilet Refurbishment scheme, the financing of the Office Accommodation project is dependent on the proceeds of asset sales from existing office accommodation.
- **Westbrook to St Mildred's Sea Wall Work** -£0.450m: Externally funded project dependent on cost-benefit analysis, then grant allocation and timing.

5.2 **Annex 1** shows that £9.052m has been committed against this year's budget as at 31 December 2021.5.3 It is proposed that the following changes to the capital programme be approved by Cabinet, as per recommendation 2 to this report.

- 1) **Ramsgate Harbour Railings:** Transfer the residual £1,952 budget (project finished) to the Boat Wash Separator project.
- 2) **Brexit Resilience:** Reduce the capital budget by £142,845, with the funding being transferred to revenue.

5.4 It is proposed that the following changes to the capital programme be recommended to Council for approval, as per recommendation 3 to this report.

- 3) **Vehicle & Equipment Replacement Programme:** Increase the budget by £15,350, funded from revenue.

## **6. Housing Revenue Account (HRA)**

6.1 The HRA is currently forecasting a surplus against the budget of £226k. This would result in a year-end net deficit of £1.816m in 2021-22, which would be financed by drawing down from HRA balances.

### **6.2 Income**

6.2.1 Surplus rental income of £117k is forecast, as a result of fewer voids than anticipated.

### **6.3 Expenditure**

#### **6.3.1 Repairs and Maintenance**

In 2020-21 the main driver for the overspend on repairs and maintenance was the lack of a robust planned maintenance programme by East Kent Housing, this pressure remains and continues to be monitored and assessed. Some of the repairs are reactive and therefore are hard to accurately forecast. Currently a forecast overspend of £329k is predicted.

#### **6.3.2 Supervision and Management**

A budgeted cost of £897k was originally forecast for the waking watch, this cost has now been profiled between 2021-22 and 2022-23, with the 2022-23 proportion now being included in the 2022-23 budget. This results in a forecast £415k underspend in 2021-22. Other minor variances increase the forecast underspend in this area to £438k.

6.4 Table 2 overleaf provides a summary of the projected spending position on the Housing Revenue Account compared to the original and revised budgets.

**Table 2 - HRA – Forecast against Budget 2021-22**

	2021-22 Budget	Move- ment 3	2021-22 Revised Budget	2021-22 P Forecast	2021-22 Variance
	£'000	£'000	£'000	£'000	£'000
<b>Income:</b>					
Dwelling Rents	(13,346)		(13,346)	(13,463)	(117)
Non-dwelling Rents	(227)		(227)	(227)	-
Charges for services and facilities	(540)		(540)	(540)	-
Contributions towards expenditure	(397)		(397)	(397)	-
<b>TOTAL INCOME</b>	<b>(14,510)</b>	<b>-</b>	<b>(14,510)</b>	<b>(14,627)</b>	<b>(117)</b>
<b>Expenditure</b>					
Repairs & Maintenance	4,325		4,325	4,654	329
Supervision & Management	5,795		5,795	5,357	(438)
Depreciation & Impairments	4,310		4,310	4,310	-
Allowance for bad or doubtful debts	233		233	233	-
Contribution to Capital	300		300	300	-
Non-service specific expenditure	259		259	259	-
Debt Management Costs	9		9	9	-
<b>TOTAL EXPENDITURE</b>	<b>15,231</b>		<b>15,231</b>	<b>15,122</b>	<b>(109)</b>
<b>Other Adjustments:</b>					
Share of Members and Democratic Core	148		148	148	-
HRA Investment Income	(15)		(15)	(15)	-
Debt Interest Charges	888		888	888	-
Government Grants and Contributions	0		0	0	-
Adjustments, accounting /funding basis	300		300	300	-
<b>Deficit/ (Surplus) for HRA Services</b>	<b>2,042</b>		<b>2,042</b>	<b>1,816</b>	<b>(226)</b>

## 7. Housing Revenue Account Capital Programme – Forecast 2021-22

7.1 **Annex 2** shows the revised 2021-22 Capital Programme.

7.2 At the end of December 2021 £4.275m had been spent or committed, this represents 55% of the budget.

7.3 The biggest scheme for a potential underspend is the Tower block works programme. Works are progressing but the timing of work completion between financial years is not yet clear and so currently no underspend is projected.

7.4 Amounts of £650k and £368k are budgeted for Margate Intervention and acquisition programmes respectively, these budgets are currently assumed to be spent by 31st

# Agenda Item 6

March, but any spend will be dependent upon suitable sites coming on the market for purchase.

Contact Officer: *Matthew Sanham*

Reporting to: *Chris Blundell, Director of Finance and acting Section 151 Officer*

## **Annex List**

Annex 1 GF Capital Programme

Annex 2 HRA Capital Programme

## **Background Papers**

Budget monitoring papers held in Financial Services

## **Corporate Consultation**

**Finance:** *N/A*

**Legal:** Estelle Culligan, Deputy Monitoring Officer

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**ANNEX 1 - General Fund Capital Programme Report  
No 3**

Capital Programme 2021-22	Capital Budget 2021-22 to Cabinet 18 November 2021 £	Additions / Removals £	Revised Capital Budget 2021-22 to Cabinet 27 January 2022 £	Estimated Outturn 2021-22 £	Variance Overspend / (Underspend) 2021-22 £	Committed Spend to 31 December 2021 £	Comments
<b>Chief Executive (incl East Kent Services)</b>							
Housing Assistance Policy (Disabled Facilities Grants & Better Care Fund)	4,221,058		4,221,058	4,221,058	0	3,345,699	
Margate Housing Intervention - Loan scheme	30,000		30,000	30,000	0	20,000	
Housing Assistance Policy (additional support for home owners and private sector landlords)	353,398		353,398	353,398	0	0	
Homelessness Accommodation	1,120,718		1,120,718	422,000	-698,718	1,108,670	
SAMM Van	22,000		22,000	22,000	0	20,995	
Financial Management System	220,000		220,000	50,000	-170,000	0	
IT Infrastructure	316,321		316,321	251,145	-65,176	222,815	
<b>Total</b>	<b>6,283,495</b>	<b>0</b>	<b>6,283,495</b>	<b>5,349,601</b>	<b>-933,894</b>	<b>4,718,179</b>	
<b>Corporate Governance</b>							
Dreamland	135,680		135,680	135,680	0	110,450	
Parkway Railway Station	2,000,000		2,000,000	2,000,000	0	0	
Public Toilet Refurbishment	750,000		750,000	0	-750,000	0	
Office Accommodation	3,000,000		3,000,000	0	-3,000,000	0	
High Street Heritage Action Zone Grant - Ramsgate	150,550		150,550	150,550	0	150,550	
51-57 High Street, Margate - Refurbishment	750,000		750,000	750,000	0	750,000	
Margate Town Deal	1,660,000		1,660,000	1,660,000	0	5,012	
Ramsgate Future High Street Fund	1,246,580		1,246,580	1,246,580	0	1,620	
Margate Levelling Up Fund		6,306,078	6,306,078	86,226	-6,219,852	0	£6,306,078 budget externally funded and approved at 12 January 2022 council meeting
Ramsgate Levelling Up Fund		19,840,000	19,840,000	582,481	-19,257,519	0	£6,306,078 budget externally funded and approved at 12 January 2022 council meeting
Property Enhancement Programme	102,844		102,844	23,625	-79,219	21,910	
<b>Total</b>	<b>9,795,654</b>	<b>26,146,078</b>	<b>35,941,732</b>	<b>6,635,142</b>	<b>-29,306,590</b>	<b>1,039,542</b>	
<b>Operational Services</b>							
Replacement of Lead Lights at Port	45,067		45,067	7,500	-37,567	7,500	
Westbrook Promenade Infrastructure Improvements	311,000		311,000	311,000	0	84,178	
School Gate Safety Enforcement Partnership	222,500		222,500	0	-222,500	0	
CCTV & Street Lighting	240,000		240,000	240,000	0	0	
Ramsgate Harbour Sluice Gate	105,000		105,000	0	-105,000	0	
Thanet District LED Lighting	88,000		88,000	44,000	-44,000	15,250	
Welfare Unit for Margate Cemetery	2,307		2,307	2,307	0	1,395	
Millington Park	1,137,664		1,137,664	987,664	-150,000	1,133,849	
Pontoon Decking Improvements	66,997		66,997	66,997	0	58,722	
Jet Ski Berths	15,000		15,000	15,000	0	15,000	
Upgrade of Amenity Blocks	155,900		155,900	80,009	-75,891	80,009	
Manston and Dane Park Depot Improvements	92,454	-238	92,216	92,216	0	92,216	Project finished
Ramsgate Port - Berth 2/3 & 4/5 Replacement	1,599,971		1,599,971	135,000	-1,464,971	1,297,696	
Mooring Spine Improvements	74,863		74,863	74,863	0	74,863	
Vehicle & Equipment Replacement Programme	882,467	15,350	897,817	190,475	-707,342	190,475	£15,350 budget increase funded from revenue
Boat Wash Separator	45,000	1,952	46,952	0	-46,952	0	£1,952 budget transfer from finished Ramsgate Harbour Railings project

**ANNEX 1 - General Fund Capital Programme Report  
No 3**

Capital Programme 2021-22	Capital Budget 2021-22 to Cabinet 18 November 2021 £	Additions / Removals £	Revised Capital Budget 2021-22 to Cabinet 27 January 2022 £	Estimated Outturn 2021-22 £	Variance Overspend / (Underspend) 2021-22 £	Committed Spend to 31 December 2021 £	Comments
Ramsgate Port & Harbour Utilities Supply Upgrade	55,117		55,117	55,117	0	44,059	
Westbrook to St Mildred's Sea Wall Work	450,000		450,000	0	-450,000	0	
Ramsgate Harbour Railings	70,952	-1,952	69,000	69,000	0	69,000	Project finished. Budget surplus of £1,952 transferred to Boat Wash Separator
Viking Bay to Dumpton Gap Sea Wall Work	406,000		406,000	101,500	-304,500	0	
Replace Crematorium Chapel Roof	50,000		50,000	0	-50,000	0	
Royal Harbour Multi-Storey Lift Replacement	312,000		312,000	12,000	-300,000	0	
Harbour Gate & Bridge	20,155		20,155	20,155	0	17,799	
Replacement Mobile Elevating Work Platform (MEWP) for Ramsgate Port & Harbour	28,000		28,000	28,000	0	0	
Ramsgate Harbour - Toilet Cabin at Outer West Marina	25,000		25,000	25,000	0	0	
Ramsgate Port - Transformer	60,000		60,000	60,000	0	0	
Brexit Resilience	168,533	-142,845	25,688	25,688	0	25,688	£142,845 budget reduction externally funded
Covid Response	100,795		100,795	100,795	0	86,395	
Community Parks	211,280		211,280	211,280	0	0	
Skatepark	59,486		59,486	0	-59,486	0	
<b>Total</b>	<b>7,101,508</b>	<b>-127,733</b>	<b>6,973,775</b>	<b>2,955,566</b>	<b>-4,018,209</b>	<b>3,294,093</b>	
<b>Total Programme</b>	<b>23,180,656</b>	<b>26,018,345</b>	<b>49,199,001</b>	<b>14,940,309</b>	<b>-34,258,693</b>	<b>9,051,815</b>	
Capital Salaries	75,000		75,000	75,000	0	0	
<b>Grand Total</b>	<b>23,255,656</b>	<b>26,018,345</b>	<b>49,274,001</b>	<b>15,015,309</b>	<b>-34,258,693</b>	<b>9,051,815</b>	

Funded By	Capital Budget 2021-22 to Cabinet 18 November 2021 £	Additions / Removals £	Revised Capital Budget 2021-22 to Cabinet 27 January 2022 £
Revenue and Reserves	2,719,170	15,350	2,734,520
Capital Receipts	5,348,700		5,348,700
Prudential Borrowing	3,603,986		3,603,986
External Funding	11,583,800	26,002,995	37,586,795
<b>Total</b>	<b>23,255,656</b>	<b>26,018,345</b>	<b>49,274,001</b>



# Agenda Item 6

## Annex 2

<b>ANNEX 2 - HRA Capital Programme</b>					
<b>Capital Programme 2021-22</b>	<b>Revised Capital Budget 2021-22 to Cabinet 29 July 2021 £</b>	<b>Estimated Outturn 2021-22 £</b>	<b>Variance Overspend / (Underspend) £</b>	<b>Committed Spend to 31 December 2021 £</b>	<b>Comments</b>
<b>MAJOR WORKS AND DISABLED ADAPTATIONS</b>					
Re Roofing	270,000	270,000	0	109,146	
Replace Windows Doors	324,893	324,893	0	206,285	
Kitchen & Bath Replacements	624,000	624,000	0	655,726	
Electrical Rewiring	253,000	253,000	0	76,299	
Heating	367,000	367,000	0	376,257	
Tower Block Works	2,000,000	2,000,000	0	759,877	
Fire Precaution Works	90,000	90,000	0	33,524	
Planned Refurbishments	65,000	65,000	0	12,615	
Structural Repairs	250,000	250,000	0	60,778	
Thermal Insulation	10,000	10,000	0	14,887	
Lift Refurbishment	1,173,771	1,173,771	0	878,772	
Disabled Adaptations	300,000	300,000	0	146,448	
Cctv	26,400	26,400	0	26,400	
Garages	81,662	81,662	0	30,264	
Capital Salaries	100,000	100,000	0	100,000	
<b>Total</b>	<b>5,935,726</b>	<b>5,935,726</b>	<b>0</b>	<b>3,487,281</b>	
<b>PURCHASE/REPLENISHMENT SCHEMES</b>					
<b>Margate Housing Intervention</b>					
40-46 Sweyn Road	37,177	37,177	0	0	
1 Godwin Road	1,359	1,359	0	-28,120	
17-21 Warwick Road	26,366	26,366	0	1,183	
24 Ethelbert Crescent	69,283	69,283	0	0	
New Projects	650,150	650,150	0	0	Dependant upon site being found
<b>New Build Programme</b>					
Phase 1	0	0	0	0	
Phase 2	0	0	0	-61,059	
Phase 3	6	6	0	24,615	
Phase 4	750,000	750,000	0	748,805	
Acquisitions Programme	367,600	367,600	0	0	Dependant upon site being found
St Johns Crescent	0	0	0	0	
<b>Total</b>	<b>1,901,941</b>	<b>1,901,941</b>	<b>0</b>	<b>685,423</b>	
<b>Grand Total</b>	<b>7,837,667</b>	<b>7,837,667</b>	<b>0</b>	<b>4,172,704</b>	

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## Approval for 4 x TLS policies

<b>Cabinet</b>	17 March 2022
<b>Report Author</b>	Sally O'Sullivan, Tenant and Leaseholder Services Manager
<b>Portfolio Holder</b>	Cllr Jill Bayford, Cabinet Member for Housing
<b>Status</b>	For Decision
<b>Classification:</b>	Unrestricted
<b>Key Decision</b>	Yes.
<b>Reasons for Key</b>	An Executive Decision that involves the approval of 4 x policies to be adopted and published by the council's tenant and leaseholder service (TLS)
<b>Ward:</b>	N/A

### Executive Summary:

This report seeks authority for the council to adopt 4 x new policies:

- Aids and Adaptations policy
- Rechargeable Works policy
- Antisocial Behaviour Policy
- Income Recovery, including evictions and enforcement policy

### Recommendation(s):

Cabinet is asked to:

1. Approve the adoption of the 4 new policies.

### Corporate Implications

#### Financial and Value for Money

All drafted policies have financial implications:

- Aids and Adaptations policy: Tells our residents and officers when we will and will not carry out aids and adaptations to our tenanted properties. The TLS has an annual budget for Aids and Adaptations which comes from the Housing Revenue Account (HRA).
- Rechargeable Works policy: This policy sets clear expectations for officers and tenants as to which services are rechargeable, ensuring the council recharges for

work in a fair and consistent way, giving an appropriate mechanism for reclaiming the costs of work that remain the tenant's responsibility.

- Antisocial Behaviour Policy: Antisocial behaviour often impacts on our revenue budget when removing fly tipping from communal areas or fixing property that has been damaged by our tenant. The policy tells residents and officers how we will deal with antisocial behaviour.
- Income Recovery, including evictions and enforcement policy: This policy tells our residents and officers how we will collect our rent income and what we will do in cases of rent or service charge arrears to prevent debt to the council and deficit to the HRA

## Legal

As a landlord of residential buildings, the council has a regulatory responsibility to ensure there are appropriate policies in place that let our tenants and leaseholders know how we operate in certain situations.

## Corporate

The council's Corporate Statement sets out its commitment to, 'Improve standards and safety in homes across all tenures' and to 'Work with our partners to deliver a range of community safety initiatives across the District, taking tough action to tackle anti-social behaviour.'

## Equality Act 2010 & Public Sector Equality Duty

*Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.*

*Protected characteristics: age, sex, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.*

This report relates to the following aim of the equality duty: -

- *To advance equality of opportunity between people who share a protected characteristic and people who do not share it.*

The council's tenants and leaseholders include residents that have protected characteristics as set out in the Public Sector Equality Duty. Each of the new policies is subject to a completed Equalities Impact Assessment, attached to this report.

## CORPORATE PRIORITIES

This report relates to the following corporate priorities:

- *Communities*

### 1.0 Introduction and Background

- 1.1 The Council's new tenant and leaseholder service was launched on 1 October 2020.
- 1.2 As part of the pledged service improvement, the council must develop new operational policies across a range of services. The Regulator for Social Housing tells us that some policies are required as part of the Consumer Standards.
- 1.3 The 4 x policies looking for approval by cabinet today are the first in a suite of policies that we want to draft, adopt and publish on the Council's website.

### 2.0 The Policies

- 2.1 There are 4 policies recommended to cabinet today:
  - Aids and Adaptations policy
  - Rechargeable Works policy
  - Antisocial Behaviour Policy
  - Income Recovery, including evictions and enforcement policy
- 2.2 **Aids and Adaptation policy** - enables TDC to provide housing which best meets the assessed needs of tenants with disabilities. It also guides Occupational Therapists and other professionals to understand what TDC will and will not be able to assist with in terms of adaptations to a tenant's home.
- 2.3 **Rechargeable Works policy** - The aim of this policy is to fairly and responsibly apply charges and collect debt for works that are the responsibility of the tenant, as per the tenancy agreement. For example; we will need to carry out works on behalf of a tenant and recharge them if the work required is a matter of health and safety or when a property is handed back to us on termination of a tenancy with damage caused by the tenant.
- 2.4 **Antisocial Behaviour (ASB) Policy** - supports TDC to tackle Anti-Social Behaviour in a responsive, proportionate and robust manner. It outlines the measures we will take to investigate reports of ASB, providing clear expectations to complainants and alleged perpetrators and the actions we will take to stop ASB by prevention, early intervention and where we will take legal action.
- 2.5 **Income Recovery, including evictions and enforcement policy** - This policy is designed to increase financial stability by developing a culture of responsibility through empowering tenants and leaseholders to manage their own accounts. And by addressing the arrears of our tenants and leaseholders along with former tenants of HRA managed stock. Working with our tenants and leaseholders to clear debt in an affordable way.

## **3.0 Consultation**

- 3.1 The Thanet Tenants and Leaseholders Group (TTLG) were consulted on the 4 policies by way of review and discussion of the drafts during the monthly TTLG meetings in October and December. The lead manager for each policy was in attendance to answer any questions, give expert advice, listen and act upon any recommendations.
- 3.2 In general the policies were well received as the TTLG found them to be fair, cost effective, clear, easy to read and free of jargon
- 3.3 Useful feedback was given to a couple of points within the policies, leading to word changes to reduce assumptions which served to enhance them. The recognition that perpetrators of ASB may also need support was welcomed.
- 3.4 The Group felt the policies do not discriminate against protected characteristics, provide equal opportunity to accessing services and promote good relations between TLS, contractors and residents. The TTLG comments have been used to inform the policies Equality Impact Assessments (EIAs).
- 3.5 All feedback was responded to, to let the group know how it was used or the reason why we did not use the feedback if this was the case. We found feedback from the TTLG to be very useful in the development of these policies and EIAs.

## **4.0 Equality Impact Assessment (EIA)**

- 4.1 All policies have been subject to an EIA completed by a panel of 3 officers from the tenant and leaseholder service, together with the relevant lead officer for the policy.

## **5.0 Options**

- 5.1 Cabinet is asked to review the 4 policies annexed to this report and has the following options:
  - 1. Agree all 4 policies as recommended.
  - 2. Agree one or more of the recommended policies. This option is not recommended as all policies are required for the effective operational delivery of the service and to satisfy the requirements of the Regulator for Social Housing for registered landlords to publish policies that impact on the services to tenants and leaseholders.
  - 3. Amend one or more of the policies. This option is not recommended as the policies have been developed by front line staff delivering these services and have been the subject of consultation with the TTLG.
- 5.2 This report has also been considered by the council's Overview and Scrutiny Committee at its meeting on 15 March 2022 and any significant observations made by the committee will be shared with members of the cabinet prior to the decision.

Contact Officer: Sally O’Sullivan, Tenant and Leaseholder Services Manager  
Reporting to: Bob Porter, Director of Housing and Planning

## **Annex List**

Annex 1: Aids and Adaptations policy  
Annex 2: Aids and Adaptations policy EIA  
Annex 3: Rechargeable Works policy  
Annex 4: Rechargeable Works policy EIA  
Annex 5: Antisocial Behaviour Policy  
Annex 6: Antisocial Behaviour Policy EIA  
Annex 7: Income Recovery, including evictions and enforcement policy  
Annex 8: Income Recovery, including evictions and enforcement policy EIA

## **Background Papers**

N/A

## **Corporate Consultation**

**Finance:** Chris Blundell (Director of Finance)

**Legal:** Estelle Culligan (Director of Law and Democracy)

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# Tenant and Leaseholder Services

## Aids and adaptations policy

### 1.0 Purpose and scope

The purpose of this policy is to enable Thanet District Council (TDC) to provide housing which best meets the assessed needs of tenants with disabilities. This includes:

- Helping tenants with disabilities to live independently. Within their home. By providing a range of adaptations.
- Supporting tenant's discharge from the hospital. (Where adaptations will help them to return home.)
- Helping new tenants with disabilities to move into a new home.
- Making sure that TDC's stock of homes, suitable for people with disabilities, is used effectively.

This policy is aligned to the way that housing adaptations are managed through the Housing Revenue Account (HRA), the Disabled Facilities Grant (DFG) regimes and in line with other councils including:

- The consideration of tenants adaptations as assessed by a qualified Occupational Therapist registered with the Health & Care Professions Council (HCPC) in the UK.
- Adaptations that TDC will not progress.
- Indicative timescales within which work is expected to be carried out.

The policy will guide Occupational Therapists (OTs) and other professionals to understand what TDC will and will not be able to assist with in terms of adaptations to a tenant's home.

### 2.0 Definitions

2.1 Disabled person as defined by The Equality Act 2010:

Someone who has a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

A long-term adverse effect refers to disabilities that:

- Last for 12 months or longer.
- Are likely to last for the remainder of a person's life.

Occupational Therapists (OTs) and other professionals are required to confirm that all criteria apply to each assessment submitted to TDC for consideration.

## 2.2 Minor Adaptations

Works of £1,000 and under and stairlifts up to £5,000 are considered routine and are progressed in referral date order within 3 months.

## 2.3 Major Adaptations

Works over £1,000 are sub-categorised by the OT as either 'critical' or 'substantial'. These are reviewed monthly with 'critical' taking higher priority.

## 3.0 Adaptation Process Overview

Tenants requiring home adaptations are required to undergo an assessment of needs.

- 1] Tenant contacts KCC Social Services.
- 2] KCC Occupational Therapy depts conducts an assessment of needs.
- 3] TDC receives the Occupational Therapist's request, accompanied by recommendations for aids and/or home adaptations.
- 4] TDC considers the OT's recommendations in line with the Aids and Adaptations Policy and progresses qualifying works accordingly.

### 3.1 Timescales

We aim to complete:

- Minor adaptations - Within 3 months
- Substantial Major adaptations - Within 6 months
- Critical Major adaptations - Within 6 months
- Extensions / Conversions - Within 36 months

We aim to process requests for adaptations in a timely fashion - normally within 2 weeks of receipt of OT recommendations.

We will prioritise approved works that are essential to enable a new tenant to move into their new home.

TDC will maintain adaptations in line with landlord responsibilities under a tenancy agreement.

Provision of appliances and portable specialist equipment (including ceiling track hoists) will not be funded by TDC as these are either a tenant's responsibility, or that of KCC Social Services.

## 4.0. Where we will not undertake an Adaptation

TDC will not (unless exceptional circumstances prevail) undertake adaptations under the following circumstances:

### 4.1 Tenant circumstances:

- Under occupying by two or more bedrooms.
- Statutory overcrowding.
- Threat of eviction.
- In rent arrears.
- Awaiting for a transfer or mutual exchange to another property .
- Open application for right to buy.
- Within 5 years of leaving a property with suitable adaptations.
- Where suitable alternative accommodation will be available within 12 months of the request being made.
- TDC will not make provision for mobility scooters.

### 4.2 Where the property:

- Is not suitable for adaptation.
- The adaptation would adversely affect the council's ability to make the best use of the stock and relet the property in the future.
- Adaptations will not be made in communal areas.
- Where TDC does not own the property.
- Where the property is used for temporary housing.
- The cost is excessive.
- The property is owned by a leaseholder. (Leaseholders are able to apply for a Disabled Facilities Grant.)

### 4.3 Specialist free standing equipment:

- TDC will not install specialist free standing equipment as this is a KCC Social Service responsibility.
- Bath and shower stretchers that are fixed to the structure of the property will only be considered after all alternative solutions have been explored.

Adaptations are subject to the constraints of the existing construction of the property, health and safety regulations, and a fire safety assessment.

## 5.0 Exceptional adaptation categories

### 5.1 Extensions and Conversions

Extensions and/or conversions will be subject to planning and building control approvals and will be considered under the following circumstances:

- The property is capable of being adapted to meet a tenant's needs.
- The costs are reasonable.
- The adaptation is likely to have an on-going future demand.
- There is no other reasonable viable alternative (including re-housing).

### 5.2 Pavement crossovers and hard standings

- All other options will be explored before TDC will approve off road hard standing adaptations.
- These requests are subject to approval by TDC Planning and Kent County Council Highways departments.

### 5.3 Undertaking own works for disabled adaptations

- If a tenant carries out their own work, they will need permission from TDC before any work is started.

## 6.0 Disputes and appeals

- If a tenant is dissatisfied with a decision made under this policy they have the right to request a review.
- A Senior Officer not involved in the original decision will undertake the review.
- If the tenant is not satisfied with the decision, they have the right to make a complaint through the TDC formal complaints process.

## 7.0 Relevant legislation

In determining this policy, regard has been given to the relevant statutory provisions and requirements mentioned in:

- The Care Act 2014,
- The Equality Act 2010,
- The Chronically Sick and Disabled Persons Act 1970,
- The Housing Grants, Construction and Regeneration Act 1996, as amended by the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002.

## 8.0 Document control

Date	Version	Action	Amendments
4 November 2021	1	New policy	
31 January 2022	2	Equality Impact Assessment	Insert headings. Add full stops and simplify language for readability and access for screen readers.

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Thanet District Council (TDC) Equality Impact Assessment

Step one: test for relevance

1 Person responsible for this assessment

Name:	Julia Gavriel		
Job title:	Service Improvement Officer		
Phone:	01843 317550 or ext 57945		
Service area:	Tenant & Leaseholder Services	Date of assessment:	31.01.22

2 Others involved in carrying out the analysis

Name:	Julia Gavriel (Service Improvement Officer)
Name:	Kay Nicholas (Void Officer)
Name:	Louise Cambray (Customer Engagement Officer)

3. Description of strategy, policy, service, project, activity or decision

Title:	Aids & Adaptations Policy
--------	---------------------------

Is it new?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
A review of existing?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

3.1 Aims and objectives

**Consider:** what you are doing? why you are doing it? who will benefit?

To provide clarity over the aids and adaptations that can be carried out for tenants and officers.  
 To enable tenants with disabilities to live independently within their home by providing a range of adaptations.  
 To support the timely discharge from hospital of tenants, who require adaptations to enable them to return home.  
 To enable new tenants with disabilities to move into their new home.  
 To ensure that the council's stock of homes suitable for people with disabilities is used effectively.

3.2 What outcomes are expected? Who is expected to benefit?

Tenants are able to stay in their homes for longer. There is less need to transfer to alternative accommodation.  
 Tenants will be helped to live independently.  
 Officers will be able to refer to the policy to advise tenants.

**4 Who is affected?**

4.1 Which groups or individuals does the strategy, policy, service, project, activity or decision affect?  
 For example, the Council, employees (including temporary workers), other public authorities, contractors, partner organisations, wider community, others.

Tenants with mobility issues and disabilities and their families.  
 Contractors will have a clear remit.  
 Partner agencies including Social Services & Occupational Therapy services.  
 Officers are clear as to the responsibilities of TDC.

4.2 Does the strategy, policy, service, project, activity or decision relate to a service area with known inequalities? (Give a brief description).

Yes - the policy provides support for tenants with mobility issues and disabilities.

**5 Equality Act 2010**

How does the strategy, policy, service, project, activity or decision actively meet the public sector equality duties to:

**Eliminate unlawful discrimination** (including harassment, victimisation and other prohibited conduct)

Linked to other housing legislation and the [TDC Equality and Diversity Policy](#).

**Advance equality of opportunity** (between people who share a protected characteristic and people who do not share it)

Increasing independence, within their homes for tenants with disabilities. Allowing people to stay in their homes whenever possible.  
 improving the relationship between tenant and TDC.

**Foster good relations** (between people who share a protected characteristic and people who do not share it). Could it have an adverse impact on relations between different diverse groups?

No. All tenants will be treated based on needs identified by the Occupational Therapist.



**6 Priority**

The following questions will help you to identify whether this ‘service’ is a high priority. Please answer all questions with particular reference to the protected characteristics; race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage and civil marriage/partnership and pregnancy and maternity.

**Please provide a comment for each answer, providing evidence for your answer, regardless whether you have answered yes or no.**

Questions	Yes	No
1. Are there any particular groups who may have trouble accessing the ‘service’?		x
<b>Comments:</b> TDC is advised by KCC and multi agencies (Police, OT etc).		
2. Does your information suggest that some groups of people are less satisfied than others with this ‘service’?		x
<b>Comments:</b> All referrals come via KCC (assessment is undertaken by third party)		
3. Will this service have a significant impact on any of our residents?	x	
<b>Comments:</b> There will be a positive impact.		
4. Do you have any evidence that discrimination, harassment and/or victimisation could occur as part of this service?		x
<b>Comments:</b> Third party assessment. Only the property is assessed by our officers for the suitability of recommended aids and adaptations.		
5. Do you think the service will hinder communication and negatively impact relations between the organisation and its employees, residents, contractors or anyone else?		x
<b>Comments:</b> Third party assessment - working towards a positive outcome		
6. Does this service need to improve the way in which it is communicated to people who have literacy, numeracy or any other access needs?		x
<b>Comments:</b> The multi agency approach means that there are multiple communication channels. The policy will be provided on the TDC website where it will be accessible for screen readers. The language will be screened for readability. Officers will be able to explain the policy in person or on the telephone.		

7. Does consultation need to be carried out?	Annex 2		x
<b>Comments:</b> The policy is to provide clarity for a process already in place. Feedback has been provided by Thanet Tenant and Leaseholder Group (TTLG)			

In order to assess the priority of your **'service'** please complete the table below by adding up how many questions you answered yes to and following the appropriate action.

Priority	Number of questions answered 'yes'	Rating	Action
High	3 or more		Continue to section 2
Medium	1 to 2		Please provide evidence to any questions you answered 'yes' to in section 1. Test for relevance complete (sometimes a full assessment may be required).
Low	0		Test for relevance complete.

**If, following the completion of the test for relevance, a full assessment is not required, go straight to the declaration. If a full assessment is required, go to Step two: full equality impact assessment.**

**Step two: full equality impact assessment**

1 *Could the strategy, policy, service, project, activity or decision have a **negative, positive or neutral** effect on groups or individuals?*

**Consider:**

**What** you are doing?

**Why** are you doing it?

**How** you are doing it?

**Who** can access the service easily and who may not be able to access the service and **why**?

**The full analysis explores ways to reduce or eliminate barriers and/or negative impacts.**

Protected characteristics	N e g a t i v e	P o s i t i v e	N e u t r a l	Evidence/Reasoning  (Consider any barriers which will have negative impact and/or good practices giving positive impact)
<p><b>Age</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• The way younger and older people access services may be different</li> <li>• Use of technology</li> <li>• Child care/care of other dependant</li> <li>• Timings/flexibility, such as work patterns</li> <li>• Transport arrangements</li> <li>• Venue location</li> </ul>			x	<p><b>Recommendations:</b></p>
<p><b>Disability (Includes: physical, learning, sensory (deaf/blind), mental health)</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• Communication methods</li> <li>• Accessibility – venue, location, transport</li> <li>• Range of support needed to participate</li> <li>• Hearing Loops/Interpreters</li> <li>• Disability awareness training for employees</li> </ul>		x		<p><b>Recommendations:</b></p>
<p><b>Race (Includes; gypsy, travelling, refugee and migrant communities)</b></p> <p><b>Consider:</b></p>			x	<p><b>Recommendations:</b></p>

<ul style="list-style-type: none"> <li>• The size of the BME communities that your service/project affects.</li> <li>• Language(s) spoken/understood.</li> <li>• Culture, such as hygiene, clothing, physical activities, mixed gender activities.</li> <li>• What access support can you offer?</li> </ul>			
<p><b>Religion, faith or belief</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• The diversity within the communities that your service/project affect</li> <li>• Prayer times, meal times, food (some religions do not eat meat), cultural habit or belief, religious holidays such as Ramadan</li> <li>• Awareness training for employees</li> </ul>		x	<p><b>Recommendations:</b></p>
<p><b>Pregnancy and maternity</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• Flexible hours of the service/project</li> <li>• Is there access to private area for breastfeeding mothers?</li> </ul>		x	<p><b>Recommendations:</b></p>
<p><b>Gender</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• The impact on men and women</li> <li>• Child care/care of other dependant</li> <li>• Mixed/single gender groups/activities</li> <li>• Timing of services/projects</li> </ul>		x	<p><b>Recommendations:</b></p>
<p><b>Sexual orientation (Includes: lesbian, gay, bisexual)</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• LGB people should feel safe to disclose their sexual orientation without fear of prejudice</li> <li>• Make it clear you recognised civil</li> </ul>		x	<p><b>Recommendations:</b></p>

marriage and partnerships <ul style="list-style-type: none"> <li>Awareness training for employees</li> </ul>				
<b>Transgender</b> <b>Consider:</b> <ul style="list-style-type: none"> <li>Trans people should be able to disclose their gender identity without fear of prejudice</li> <li>Making it clear you have a Trans policy and process</li> <li>Awareness training for employees</li> </ul>			x	<b>Recommendations:</b>
<b>Marriage and civil marriage/partnership</b> <b>Consider:</b> <ul style="list-style-type: none"> <li>All couples or partners, regardless of gender, should be able to access services</li> </ul>			x	<b>Recommendations:</b>

<b>Outsourced services</b>	
If your policy/process is partly or wholly provided by external organisations/agencies (such as Civica or Capita), please list any arrangements you plan to ensure that they promote equality and diversity. Include this in your improvement plan	NA
<b>Relations between different equality groups</b>	
Does your assessment show that a strategy, policy or process may amount to potential adverse impact between different equality groups? If yes please explain how the improvement plan is going to tackle this issue	No
<b>Consultation responses</b>	
Summary of replies from individuals and stakeholders consulted including any previous complaints on equality and diversity issues about the strategy, policy or process	NA

# Agenda Item 7 Annex 2

Summary of recommendations		
Actions	By Who	By When

**Declaration**

I am satisfied that a Test for Relevance has been carried out on the matter named in this Analysis and conclude that a full Equality Impact Assessment **is not required**.

Yes  No

If you do not think that a full Equality Impact Assessment is required – please give your reasons:

I confirm that a full Equality Impact Assessment has been completed.

Yes  No

Signature of Head of Service:	Date:

Recommendations agreed:	Yes <input type="checkbox"/> No <input type="checkbox"/>
-------------------------	--

Signed: (Director):	EIA date: 31.01.22
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# Tenant and Leaseholder Services

## Rechargeable Works Policy

### 1.0 Purpose and scope

Our aim is to fairly and responsibly apply charges for, and collect debt for rechargeable works.

This policy sets out our approach to the following:

- The raising and recovery of costs associated with works that are rechargeable to a tenant.
- The definition of the services and works that are rechargeable.
- The circumstances in which a rechargeable work order will be raised.

### 2.0 Definitions

The definition of a Rechargeable Works Order (RWO) as applies to this policy, is as follows:

- Work that we must carry out for health and safety reasons, and that the tenancy agreement states a tenant is responsible for.
- Work we must do to ensure a property is suitable to be re-let, and that the tenancy agreement states a tenant is responsible for.
- Where a tenant has caused damage that is beyond normal wear and tear. This includes damage caused by members of the tenant's household, family members, friends or other visitors (including pets).

### 3.0 Raising an order for a recharge

Examples of when we will carry out rechargeable work or services are as follows:

#### 3.1 Voids

When a tenancy is terminated, whether it be because of the tenants wishes or eviction or in cases of abandonment. Recharges will be made for works carried out where they are the responsibility of the tenant as per their tenancy agreement.

Explicitly:

- The cost for cleaning and clearance of rubbish left in a property or the garden following the termination of the tenancy.
- Clearance of an overgrown garden.
- Renewal of fencing, other than where the fence borders a public right of way.
- The cost of clearance and disposal of items that have been left behind by the tenant when the property has been vacated.
- The cost of work carried out to correct a former tenant's repair responsibilities as outlined in the tenancy conditions and to ensure that the property is suitable for relet.
- The cost of works required to correct unauthorised alterations to properties.
- The cost to treat any insect or rodent infestations in the property.
- The cost of repairs that become necessary as a consequence of the actions of the tenant, beyond what we consider to be reasonable wear and tear. This includes recharging the cost for the replacement of any fixtures or fittings in the property that have been damaged or destroyed.

### 3.2 Repairs

The circumstances in which we will recharge the tenant for repair work include:

- Repairs that are normally the responsibility of the tenant that, if not done, pose a health and safety risk.
- Repairs that become necessary as a consequence of the actions of the tenant, beyond what we consider to be reasonable wear and tear, particularly where this presents a health and safety risk. This includes recharging the cost for the replacement of any fixtures or fittings in the property that have been damaged or destroyed.
- Work required to correct unauthorised alterations to properties, particularly where this poses a health and safety risk or compromises fire safety.
- Work necessary to protect the local authority housing asset. In these cases the minimum amount of work required to achieve this will be undertaken and recharged to the tenant.

### 3.3 Gaining access

- We will recharge tenants' costs incurred gaining access to their home to carry out emergency works, where previous attempts to gain access have been ignored (this is usually 3 attempts) i.e. to carry out the annual gas safety inspection or electrical inspection.



### 3.4 Miscellaneous recharges

Other occasions where we will recharge cost to the tenants are:

- Clearing bulky items from communal areas where the tenant responsible for the inappropriate disposal of this can be clearly identified.
- Costs associated with clearing and repairing an unhygienic or verminous property during the course of a tenancy.
- When a tenant has lost their keys or key fob.
- Clearing of gardens as the consequence of enforcement action.
- Where a tenant has requested a repair that is their responsibility, and we have agreed to carry it out.

### 4.0 Recovering the recharge

- Tenants will receive an invoice for a rechargeable work
- All rechargeable works will be subject to an administration fee, which will be reviewed annually.
- The invoice must be paid within 30 days of receipt.

### 5.0 When a recharge will not be invoiced

There are circumstances when a RWO will be raised but the tenant will not be invoiced. These include:

- When a tenant has passed away, and there is no estate to pay the cost.
- When a tenant goes into residential care and has no means to pay.
- When a tenant has been a victim of a serious crime and has reported this to the police. (This must be substantiated by a crime reference number and supporting evidence from the police.)
- Where the tenant has been a victim of domestic abuse and was unable to prevent damage being carried out to the property. (Supporting evidence will be required from the police or other relevant statutory support agency)

### 6.0 Collecting debts

Collection of debts associated with this policy will be managed under the Income Recovery, Rent Arrears including Enforcement & Eviction Policy.

## 7.0 Disputes and appeals

Where a tenant wishes to dispute a rechargeable works invoice they should request a review of the invoice within 10 working days of receipt of the invoice.

This will be reviewed by a Senior Officer not involved in the original decision.

If the tenant is not satisfied with the decision, they have the right to make a complaint through TDC's formal complaints process.

## 8.0 References

Through the implementation of this policy, we will act in accordance with the relevant legislation as detailed below (this list is not exhaustive):

- The Landlord and Tenant Act 1985, Section 11 (Repair obligations)
- The Housing Act 1985, Section 97 (Permission to undertake alterations)
- The Public Health Act 1961, Section 35 (Filthy or verminous properties)
- The Equality Act 2010, Section 29 (Provision of services)

## 9.0 Document control

Date	Version	Action	Amendments
6 October 2021	1	New policy	
31 January 2022	2	EIA	Insert headings. Add full stops and simplify language for readability and access for screen readers.



Thanet District Council (TDC) Equality Impact Assessment

Step one: test for relevance

1 Person responsible for this assessment

Name:	Julia Gavriel		
Job title:	Service Improvement Officer		
Phone:	01843 317550 or ext 57945		
Service area:	Tenant and Leaseholder Services	Date of assessment:	31.01.22

2 Others involved in carrying out the analysis

Name:	Tom Oleary (Income Manager)
Name:	Louise Cambray (Customer Engagement Officer)
Name:	Kay Nicholas (Void Officer)

3. Description of strategy, policy, service, project, activity or decision

Title:	Rechargeable Works Policy
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Is it new?                      Yes                       No

A review of existing?      Yes                       No

3.1 Aims and objectives

**Consider:**    **what** you are doing?    **why** you are doing it?                      **who** will benefit?

The purpose of the policy is to set clear expectations for officers and tenants as to which services are rechargeable. It ensures that the council recharges for work in a fair and consistent way. The policy will benefit tenants. It will help them to understand what is their responsibility in relation to their tenancy and what items are rechargeable. It benefits TDC as they will have an appropriate mechanism for reclaiming the costs of work that remain tenant's responsibility.

3.2 What outcomes are expected? Who is expected to benefit?

- Enable TDC to deal with complaints more effectively
- Enable TDC to charge fairly and consistently for works that are the responsibility of the tenant
- More robust approach to raising RWO.
- all staff have clearer access to RWOs.

## 4 Who is affected?

4.1 Which groups or individuals does the strategy, policy, service, project, activity or decision affect? For example, the Council, employees (including temporary workers), other public authorities, contractors, partner organisations, wider community, others.

TDC  
Officers  
Tenants  
Contractors

4.2 Does the strategy, policy, service, project, activity or decision relate to a service area with known inequalities? (Give a brief description).

- Domestic Abuse victims.
- Tenants with additional needs.

## 5 Equality Act 2010

How does the strategy, policy, service, project, activity or decision actively meet the public sector equality duties to:

**Eliminate unlawful discrimination** (including harassment, victimisation and other prohibited conduct)

- Consideration is given to vulnerable tenants in Section 5.0
- There is a built in appeal process for review.

**Advance equality of opportunity** (between people who share a protected characteristic and people who do not share it)

The policy ensures that there is a consistent approach to eliminate bias or prejudice (even when unintentional).

**Foster good relations** (between people who share a protected characteristic and people who do not share it). Could it have an adverse impact on relations between different diverse groups?

The policy ensures that there is a standardised approach.  
The dispute process deals with any escalated issues.

**6 Priority**

The following questions will help you to identify whether this ‘service’ is a high priority. Please answer all questions with particular reference to the protected characteristics; race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage and civil marriage/partnership and pregnancy and maternity.

**Please provide a comment for each answer, providing evidence for your answer, regardless whether you have answered yes or no.**

Questions	Yes	No
1. Are there any particular groups who may have trouble accessing the ‘service’?		x
<b>Comments:</b> No - relates to an internal process not a service.		
2. Does your information suggest that some groups of people are less satisfied than others with this ‘service’?		x
<b>Comments:</b> No - relates to an internal process not a service.		
3. Will this service have a significant impact on any of our residents?		x
<b>Comments:</b> No - already part of the tenancy agreement, just provides clear guidelines on when to recharge.		
4. Do you have any evidence that discrimination, harassment and/or victimisation could occur as part of this service?		x
<b>Comments:</b> Section 5 of the ;policy covers this point.		
5. Do you think the service will hinder communication and negatively impact relations between the organisation and its employees, residents, contractors or anyone else?		x
<b>Comments:</b> No - it will improve communication as provides clarity and transparency		
6. Does this service need to improve the way in which it is communicated to people who have literacy, numeracy or any other access needs?		x
<b>Comments:</b> No - it is a policy for TDC to clarify when charges will be made. It is for the benefit of both staff and tenants		
7. Does consultation need to be carried out?		x

<p><b>Comments:</b> It is not a new service. It forms part of the tenancy agreement and provides further clarity</p>		

In order to assess the priority of your **'service'** please complete the table below by adding up how many questions you answered yes to and following the appropriate action.

Priority	Number of questions answered 'yes'	Rating	Action
High	3 or more		Continue to section 2
Medium	1 to 2		Please provide evidence to any questions you answered 'yes' to in section 1. Test for relevance complete (sometimes a full assessment may be required).
Low	0		Test for relevance complete.

**If, following the completion of the test for relevance, a full assessment is not required, go straight to the declaration. If a full assessment is required, go to Step two: full equality impact assessment.**

**Step two: full equality impact assessment**

1 *Could the strategy, policy, service, project, activity or decision have a **negative, positive or neutral** effect on groups or individuals?*

**Consider:**

**What** you are doing?

**Why** you are doing it?

**How** you are doing it?

**Who** can access the service easily and who may not be able to access the service and **why?**

**The full analysis explores ways to reduce or eliminate barriers and/or negative impacts.**

Protected characteristics	N e g a t i v e	P o s i t i v e	N e u t r a l	Evidence/Reasoning (Consider any barriers which will have negative impact and/or good practices giving positive impact)
<p><b>Age</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• The way younger and older people access services may be different</li> <li>• Use of technology</li> <li>• Child care/care of other dependant</li> <li>• Timings/flexibility, such as work patterns</li> <li>• Transport arrangements</li> <li>• Venue location</li> </ul>				<p><b>Recommendations:</b></p>
<p><b>Disability (Includes: physical, learning, sensory (deaf/blind), mental health)</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• Communication methods</li> <li>• Accessibility – venue, location, transport</li> <li>• Range of support needed to participate</li> <li>• Hearing Loops/Interpreters</li> <li>• Disability awareness training for employees</li> </ul>				<p><b>Recommendations:</b></p>
<p><b>Race (Includes; gypsy, travelling, refugee and migrant communities)</b></p> <p><b>Consider:</b></p>				<p><b>Recommendations:</b></p>

<ul style="list-style-type: none"> <li>• The size of the BME communities that your service/project affects.</li> <li>• Language(s) spoken/understood.</li> <li>• Culture, such as hygiene, clothing, physical activities, mixed gender activities.</li> <li>• What access support can you offer?</li> </ul>			
<p><b>Religion, faith or belief</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• The diversity within the communities that your service/project affect</li> <li>• Prayer times, meal times, food (some religions do not eat meat), cultural habit or belief, religious holidays such as Ramadan</li> <li>• Awareness training for employees</li> </ul>			<p><b>Recommendations:</b></p>
<p><b>Pregnancy and maternity</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• Flexible hours of the service/project</li> <li>• Is there access to private area for breastfeeding mothers?</li> </ul>			<p><b>Recommendations:</b></p>
<p><b>Gender</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• The impact on men and women</li> <li>• Child care/care of other dependant</li> <li>• Mixed/single gender groups/activities</li> <li>• Timing of services/projects</li> </ul>			<p><b>Recommendations:</b></p>
<p><b>Sexual orientation (Includes: lesbian, gay, bisexual)</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• LGB people should feel safe to disclose their sexual orientation without fear of prejudice</li> <li>• Make it clear you recognised civil</li> </ul>			<p><b>Recommendations:</b></p>



<p>marriage and partnerships</p> <ul style="list-style-type: none"> <li>• Awareness training for employees</li> </ul>				
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<p><b>Marriage and civil marriage/partnership</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• All couples or partners, regardless of gender, should be able to access services</li> </ul>				<p><b>Recommendations:</b></p>

<p><b>Outsourced services</b></p>	
<p>If your policy/process is partly or wholly provided by external organisations/agencies (such as Civica or Capita), please list any arrangements you plan to ensure that they promote equality and diversity. Include this in your improvement plan</p>	<p>NA</p>
<p><b>Relations between different equality groups</b></p>	
<p>Does your assessment show that a strategy, policy or process may amount to potential adverse impact between different equality groups? If yes please explain how the improvement plan is going to tackle this issue</p>	<p>No</p>
<p><b>Consultation responses</b></p>	
<p>Summary of replies from individuals and stakeholders consulted including any previous complaints on equality and diversity issues about the strategy, policy or process</p>	<p>NA</p>

Summary of recommendations		
Actions	By Who	By When

**Declaration**

I am satisfied that a Test for Relevance has been carried out on the matter named in this Analysis and conclude that a full Equality Impact Assessment **is not required**.

Yes  No

If you do not think that a full Equality Impact Assessment is required – please give your reasons:

Because this provides clarity for an existing process and is not the introduction of a new service.

I confirm that a full Equality Impact Assessment has been completed.

Yes  No

Signature of Head of Service:	Date:

Recommendations agreed:	Yes <input type="checkbox"/> No <input type="checkbox"/>
-------------------------	--

Signed: (Director):	EIA date: 31.01.22
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# Tenant and Leaseholder Services

## Antisocial behaviour policy

### 1.0 Purpose and scope

Thanet District Council (TDC) is committed to tackling Anti-Social Behaviour (ASB) in a responsive, proportionate and robust manner.

The policy applies to:

- All TDC tenants and leaseholders
- Private tenants or owner occupiers that are affected by TDC tenants and leaseholders

Where TDC tenants and leaseholders are affected by the behaviour of private tenants and owner occupiers we will support them by referring the matter to the appropriate agencies.

This policy outlines what measures we take to:

- Prevent incidents of ASB from occurring.
- Investigate reports of ASB, in partnership with specialist agencies where appropriate.
- Use early informal intervention and warnings whenever possible to avoid ASB escalating.
- Encourage tolerance of, and respect for, others in the community.
- Provide clear expectations to complainants and alleged perpetrators.
- Take action to stop ASB, where there is sufficient evidence and it is in the public interest to do so.
- Support all residents to sustain their tenancy.

This policy applies to all residents, their household members and their visitors.

Domestic abuse and hate crime are covered through individual policies.

### 2.0 Definitions

Section 2 of the Anti Social Behaviour Crime and Policing Act 2014 defines Anti -Social Behaviour as:

- (a) Conduct that has caused or is likely to cause harassment, alarm or distress to any person.
- (b) Conduct capable of causing nuisance or annoyance to a person in

relation to that person's occupation of residential premises, or  
(c) Conduct capable of causing housing-related nuisance or annoyance to any person.

Some examples of behaviour that would be treated as ASB include but are not limited to:

- Intimidation and harassment.
- The fouling of public areas, graffiti, fly tipping and nuisance vehicles.
- Actual violence or threats of violence against people or property.
- Using or threatening to use housing accommodation to manufacture, supply or sell drugs, or for other unlawful purposes.
- Excessive noise nuisance.

### **What is not considered to be Anti-Social Behaviour.**

People have different lifestyles and we will be realistic when advising complainants what we can and cannot do.

We will not investigate the following:

- Behaviour occurring at unusual times because of different working patterns.
- One off parties where there is no evidence the incident will reoccur.
- Smoking or cooking odours.
- Clashes of lifestyle due to cultural differences.
- Noises arising out of the reasonable use of a property, as defined below.

Noise that arises out of reasonable use of a property, including:

- Babies crying.
- Children playing (including ball games).
- Dishwashers, hoovers, tumble dryers, washing machines and or other household appliances.
- General talking.
- Heavy footfalls (ie: people walking in the flat above).
- Loud talking or laughing.
- Sexual noises.
- Where there is no breach in the tenancy (ie: people staring or being inconsiderate).
- Noise transference due to poor sound insulation.

This is not an exhaustive list and may vary to include other low level nuisance issues.

## **3.0 Tenant obligations**

TDC is clear about the standard of behaviour expected from our residents before they sign a tenancy agreement. Whether unintentional or deliberate, they must not commit, or allow their family or visitors to commit: acts of ASB towards other residents, people in the local area, our staff or contractors. We stress that if ASB arises, it may lead to action being taken against them.

## 4.0 Preventing ASB

Wherever possible we will focus on preventative measures and early informal interventions and warnings to avoid the escalation of ASB.

We have measures in place to reduce the potential for ASB to occur, which include:

- Conducting regular inspections of the estates that we manage and promptly reporting repairs that compromise the security of a building.
- Carrying out sensitive lettings where we recognise that a vulnerable resident may be at risk of being harmed if they move into a specific property.
- Explaining to new residents what ASB is when they sign their tenancy.
- Publicising successful cases to ensure the wider community is aware of our commitment to tackling ASB.
- Dealing with ASB effectively using introductory tenancies (where applicable). Taking action if a new tenant breaches the conditions of their new introductory tenancy agreement.
- Working with Multi Agency Partnerships.

When necessary we will take enforcement action which will be measured, reasonable and proportionate based on the available evidence.

## 5.0 How to report ASB

ASB can be reported to TDC as follows:

- At our office or during a scheduled visit by a member of our staff.
- By telephone: our up to date contact numbers are available on our web site at [www.thanet.gov.uk](http://www.thanet.gov.uk)
- Online using our ASB reporting form at [www.thanet.gov.uk](http://www.thanet.gov.uk)

## 6.0 Dealing effectively with ASB

ASB covers a variety of activities that affect individuals in different ways, thus requiring a combination of enforcement action and intervention.

Anyone reporting ASB plays a key role in its successful management. Complainants are expected to co-operate with reasonable requests to assist TDC to progress reports of ASB. This may mean agreeing to self-resolution actions:

- Taking part in mediation.
- Keeping to appointments .
- Keeping records of incidents.

Further action to resolve the ASB may not be possible without reasonable cooperation from complainants, including:

- Providing witness statements.
- Attending court.

### **6.1 Responding to Reports**

Our initial response is to assess the risk of the alleged ASB, if a crime has been committed, we will advise the complainant to contact the police.

In determining the seriousness of the ASB and what the proportionate action for resolving it would be, we consider:

- The nature of the ASB.
- The frequency of incidents.
- Impact that the behaviour is having on the complainant and the wider community.

### **6.2 Early Intervention**

Except in very serious cases, the aim of our initial intervention is to stop the problem behaviour.

These interventions include but are not limited to:

- Written or verbal warnings.
- Joint visits with the Police or other agency representatives.
- Prompt action for repairs as a result of anti social behaviour e.g. the removal of graffiti.
- Referral to the Mediation Service.
- Acceptable Behaviour Agreements.
- Support for vulnerable alleged perpetrators on a case by case basis.
- Extension of Introductory and Starter Tenancies, where applicable..
- Multi agency partnership working.
- Community Protection Warnings (CPW) / Community Protection Notices (CPN).

### **6.3 Tenancy Support**

It is recognised that both complainants and perpetrators of ASB can be in need of support. Where this is identified referrals will be made to the appropriate support agencies.

We recognise the potential for vulnerable people who are the perpetrators of ASB to also be the victims of ASB because of the abusive and exploitative behaviour of others. In these cases we will make appropriate safeguarding referrals and referrals to support agencies where we cannot provide support ourselves.

### **Enforcement Action**

We will consider legal action where there is sufficient evidence of a tenancy breach and legal action would be in the public interest. Eviction is only considered either in exceptional circumstances or where all other interventions have failed.

As appropriate, we make use of:

- Legal notices.
- Injunctions.
- Mandatory possession.
- Discretionary possession.
- Closure orders.

In some circumstances, an ASB case may meet the threshold for an application to court for a possession order from the tenant on the absolute grounds. In order to apply for possession on the absolute grounds, one of the following must apply:

A tenant must have been:

- Convicted of a serious offence.
- Found guilty of a breach of ASB injunction.
- Convicted for a breach of their Criminal Behaviour Order (CBO).
- Had their property be subject to a Closure Order.
- Convicted of an offence of breach of their Abatement Notice.

## 7.0 Multi-agency and partnership working

We recognise that any one agency alone may not be able to resolve ASB in communities. We adopt a multi-agency approach to preventing and tackling ASB. And we work in partnership with agencies at both the strategic level (for example on the Multi Agency Task Force) and at operational levels (for example with local police).

We cooperate fully with the Community Trigger process to help resolve cases of ASB.

## 8.0 Closing the case

A case may be closed where:

- An investigation has been concluded, appropriate action has been taken and no further incidents have occurred over a given period (this will vary depending on the nature of the case)
- We are unable to gather sufficient evidence in order to take any action.

TDC will write to confirm when a case has been closed and outline the reasons for the case being closed.

## 9.0 References

Through the implementation of this policy, we will act in accordance with the relevant legislation as detailed below (this list is not exhaustive):

- The Housing Acts of 1985 and 1996
- The Anti-Social Behaviour Act 2003
- The Anti-Social Behaviour, Crime and Policing Act 2014.
- The Human Rights Act 1998
- The Equality Act 2010

The TDC tenancy agreement clearly sets out the standard of behaviour expected of our tenants.

## 10.0 Document control

Date	Version	Action	Amendments
	1	New policy	
31.01.22	2	Equality impact assessment	Insert headings. Add full stops and simplify language for readability and access for screen readers.





Thanet District Council (TDC) Equality Impact Assessment

Step one: test for relevance

1 Person responsible for this assessment

Name:	Julia Gavriel		
Job title:	Service Improvement Officer		
Phone:	01843 317550 or ext 57945		
Service area:	Tenant and Leaseholder services	Date of assessment:	31.01.22

2 Others involved in carrying out the analysis

Name:	Tom O'leary (Income Manager)
Name:	Louise Cambray (Customer Engagement Officer)
Name:	Kay Nicholas (Void Officer)

3. Description of strategy, policy, service, project, activity or decision

Title:	ASB Policy
--------	------------

Is it new?                      Yes                       No

A review of existing?        Yes                       No

3.1 Aims and objectives

**Consider:**    **what** you are doing?    **why** you are doing it?                      **who** will benefit?

- staff and tenants to identify type of behaviour that they will deal with.
- identifies what actions we may/may not take  
so residents understand what we are able to do and when they should report to other agencies
  - tenants, wider community , other agencies , staff

3.2 What outcomes are expected? Who is expected to benefit?

- clearly manage ASB
- reduction in ASB by improved management and a clear policy

## 4 Who is affected?

- 4.1 Which groups or individuals does the strategy, policy, service, project, activity or decision affect? For example, the Council, employees (including temporary workers), other public authorities, contractors, partner organisations, wider community, others.

All of the above

- 4.2 Does the strategy, policy, service, project, activity or decision relate to a service area with known inequalities? (Give a brief description).

Yes - can relates to hate crime, victimisation, victims of Domestic Violence etc

## 5 Equality Act 2010

How does the strategy, policy, service, project, activity or decision actively meet the public sector equality duties to:

**Eliminate unlawful discrimination** (including harassment, victimisation and other prohibited conduct)

- This policy addresses support requirements

**Advance equality of opportunity** (between people who share a protected characteristic and people who do not share it)

- Assessment of both victim and perpetrator and support referrals where appropriate.

**Foster good relations** (between people who share a protected characteristic and people who do not share it). Could it have an adverse impact on relations between different diverse groups?

- This will facilitate mediation to reduce barriers, where shared characteristics is a barrier.

## 6 Priority

The following questions will help you to identify whether this 'service' is a high priority. Please answer all questions with particular reference to the protected characteristics; race, gender, gender reassignment,

disability, religion or belief, sexual orientation, age, marriage and civil marriage/partnership and pregnancy and maternity.

# Agenda Item 7

## Annex 6

**Please provide a comment for each answer, providing evidence for your answer, regardless whether you have answered yes or no.**

Questions	Yes	No
1. Are there any particular groups who may have trouble accessing the 'service'?	x	
<b>Comments:</b> Residents with literacy, mobility or impaired sight.		
2. Does your information suggest that some groups of people are less satisfied than others with this 'service'?		x
<b>Comments:</b> Multi agency response - no indication that satisfaction is linked to certain groups		
3. Will this service have a significant impact on any of our residents?	x	
<b>Comments:</b> Relates to complaints of ASB.		
4. Do you have any evidence that discrimination, harassment and/or victimisation could occur as part of this service?		x
<b>Comments:</b> All ASB complainants are subject to risk assessment which determines actions to be taken.		
5. Do you think the service will hinder communication and negatively impact relations between the organisation and its employees, residents, contractors or anyone else?		x
<b>Comments:</b> Is there to improve communication and resolve issues whenever possible.		
6. Does this service need to improve the way in which it is communicated to people who have literacy, numeracy or any other access needs?	x	
<b>Comments:</b> Currently link in with the relevant agencies but need to consider the communication we have directly with residents.		
7. Does consultation need to be carried out?		x
<b>Comments:</b> No This is a statutory requirement		

In order to assess the priority of your **'service'** please complete the table below by adding up how many questions you answered yes to and following the appropriate action.

Priority	Number of questions answered 'yes'	Rating	Action
High	3 or more		Continue to section 2
Medium	1 to 2		Please provide evidence to any questions you answered 'yes' to in section 1. Test for relevance complete (sometimes a full assessment may be required).
Low	0		Test for relevance complete.

**If, following the completion of the test for relevance, a full assessment is not required, go straight to the declaration. If a full assessment is required, go to Step two: full equality impact assessment.**

**Step two: full equality impact assessment**

1 *Could the strategy, policy, service, project, activity or decision have a **negative, positive or neutral** effect on groups or individuals?*

**Consider:**

**What** you are doing?

**Why** you are doing it?

**How** you are doing it?

**Who** can access the service easily and who may not be able to access the service and **why?**

**The full analysis explores ways to reduce or eliminate barriers and/or negative impacts.**

Protected characteristics	N e g a t i v e	P o s i t i v e	N e u t r a l	Evidence/Reasoning  (Consider any barriers which will have negative impact and/or good practices giving positive impact)
<p><b>Age</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• The way younger and older people access services may be different</li> <li>• Use of technology</li> <li>• Child care/care of other dependant</li> <li>• Timings/flexibility, such as work patterns</li> <li>• Transport arrangements</li> <li>• Venue location</li> </ul>		x		<p><b>Recommendations:</b></p> <p>accept in different formats, email, written, whats app messages, telephone call</p> <ul style="list-style-type: none"> <li>- offer a range of appointments, home visits,</li> <li>- transport costs for court</li> </ul>
<p><b>Disability (Includes: physical, learning, sensory (deaf/blind), mental health)</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• Communication methods</li> <li>• Accessibility – venue, location, transport</li> <li>• Range of support needed to participate</li> <li>• Hearing Loops/Interpreters</li> <li>• Disability awareness training for employees</li> </ul>		x		<p><b>Recommendations:</b></p> <ul style="list-style-type: none"> <li>- offer a range of appointments, home ,office</li> <li>- support needs - liaise with support workers, make referrals to support agencies</li> <li>- interpretation services</li> <li>- text type telephones</li> <li>- staff receive disability awareness training</li> </ul>
<p><b>Race (Includes; gypsy, travelling, refugee and migrant communities)</b></p> <p><b>Consider:</b></p>			x	<p><b>Recommendations:</b></p> <p>Work with CSU on individual cases</p>

<ul style="list-style-type: none"> <li>• The size of the BME communities that your service/project affects.</li> <li>• Language(s) spoken/understood.</li> <li>• Culture, such as hygiene, clothing, physical activities, mixed gender activities.</li> <li>• What access support can you offer?</li> </ul>			
<p><b>Religion, faith or belief</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• The diversity within the communities that your service/project affect</li> <li>• Prayer times, meal times, food (some religions do not eat meat), cultural habit or belief, religious holidays such as Ramadan</li> <li>• Awareness training for employees</li> </ul>		x	<p><b>Recommendations:</b></p> <ul style="list-style-type: none"> <li>- Flexible with appointments</li> <li>- Home visits will be offered to suit the tenant.</li> </ul>
<p><b>Pregnancy and maternity</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• Flexible hours of the service/project</li> <li>• Is there access to private area for breastfeeding mothers?</li> </ul>		x	<p><b>Recommendations:</b></p> <ul style="list-style-type: none"> <li>- Flexible with timings and appointments</li> <li>- Private area accommodated if requested</li> </ul>
<p><b>Gender</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• The impact on men and women</li> <li>• Child care/care of other dependant</li> <li>• Mixed/single gender groups/activities</li> <li>• Timing of services/projects</li> </ul>		x	<p><b>Recommendations:</b></p> <ul style="list-style-type: none"> <li>- Flexible with appointments</li> </ul>
<p><b>Sexual orientation (Includes: lesbian, gay, bisexual)</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• LGB people should feel safe to disclose their sexual orientation without fear of prejudice</li> <li>• Make it clear you recognised civil</li> </ul>		x	<p><b>Recommendations:</b></p> <ul style="list-style-type: none"> <li>- Ongoing awareness training for employees</li> <li>- TDC Equality policy</li> </ul>

marriage and partnerships <ul style="list-style-type: none"> <li>Awareness training for employees</li> </ul>				
<b>Transgender</b> <b>Consider:</b> <ul style="list-style-type: none"> <li>Trans people should be able to disclose their gender identity without fear of prejudice</li> <li>Making it clear you have a Trans policy and process</li> <li>Awareness training for employees</li> </ul>	x			<b>Recommendations:</b>  TLS does not have a trans policy - hate crime policy to be introduced
<b>Marriage and civil marriage/partnership</b> <b>Consider:</b> <ul style="list-style-type: none"> <li>All couples or partners, regardless of gender, should be able to access services</li> </ul>		x		<b>Recommendations:</b>

<b>Outsourced services</b>	
If your policy/process is partly or wholly provided by external organisations/agencies (such as Civica or Capita), please list any arrangements you plan to ensure that they promote equality and diversity. Include this in your improvement plan	NA
<b>Relations between different equality groups</b>	
Does your assessment show that a strategy, policy or process may amount to potential adverse impact between different equality groups? If yes please explain how the improvement plan is going to tackle this issue	No
<b>Consultation responses</b>	
Summary of replies from individuals and stakeholders consulted including any previous complaints on equality and diversity issues about the strategy, policy or process	NA



Summary of recommendations		
Actions	By Who	By When
Write hate crime policy	Sarah Warner & Sarah Cave	March 2022

**Declaration**

I am satisfied that a Test for Relevance has been carried out on the matter named in this Analysis and conclude that a full Equality Impact Assessment **is not required**.

Yes  No

If you do not think that a full Equality Impact Assessment is required – please give your reasons:

I confirm that a full Equality Impact Assessment has been completed.

Yes  No

Signature of Head of Service:	Date:

Recommendations agreed:	Yes <input type="checkbox"/> No <input type="checkbox"/>
-------------------------	--

Signed: (Director):	EIA date:

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# Tenant and Leaseholder Services

## Income recovery, including evictions and enforcement policy

### 1.0 Purpose and scope

Thanet District Council's (TDC) Housing Revenue Account (HRA) financial health depends upon our tenants and leaseholders paying their rent and service charges on time. This is important as this pays for the services provided to our residents, including repairs and tenancy and leasehold management.

This policy is designed to increase financial stability in two ways:

- By developing a culture of responsibility through empowering tenants and leaseholders to manage their own accounts.
- By addressing the arrears of our tenants and leaseholders along with former tenants of HRA managed stock. Working with our tenants and leaseholders to clear debt in an affordable way.

This policy does not cover the GDPR implications of handling tenant personal data. This is covered in the TDC Data Protection Policy:

<https://www.thanet.gov.uk/data-protection/>

### 2.0 Definitions

#### 2.1 Rent Arrears

Any payment that is owed to TDC that forms part of the whole rent, including all service charges, past the date it was due. This includes a shortfall where Universal Credit or Housing Benefit cover part of the full rent.

## 2.2 Former Tenant Arrears

Any payment that is owed to TDC that forms part of the whole rent. Including all service charges, that exist on a tenancy that has now ended.

## 2.3 Rechargeable Works Order (RWO)

Any work we do, that is charged to the tenant. (Refer to the Rechargeable Works Order Policy for details.)

## 2.4 Leasehold Service Charge

Service charges are calculated annually (in arrears) at the end of the financial year, based on the actual costs incurred in the year to which they relate.

All leaseholders are required to pay a contribution to the cost of maintaining the fabric and any common parts of the building as described in the Landlord and Tenant Act 1985 paragraphs 16a, 16b, 16c, 16d, and 18 of Schedule 6 to the Housing Act 1985.

The charge includes:

- buildings insurance.
- ground rent.
- management fee.
- communal gas/electricity usage.
- contribution towards communal repairs.
- major/cyclical works.

Charges are calculated in accordance with the terms of the lease agreement and relevant leasehold legislation.

## 3.0 Rent arrears collection

Our Rent Officers will always seek to put in place an affordable and sustainable agreement to clear rent arrears as soon as possible.

The more information we have about a tenant's circumstances regarding their debt the better we can support and sustain the tenancy. Therefore, the tenant will be asked about their financial situation.

If the arrears debt increases, the case will be moved through the Rent Arrears Procedure until the debt is cleared or an agreement is reached. Each stage will be confirmed in writing to the tenant.

Ongoing training will be given to our Rent Officers to be able to give the best advice.

### 3.0.1 Universal Credit and Alternative Payment Arrangements

We will ask the Department of Work and Pensions (DWP) to pay the housing element of a tenant's Universal Credit claim directly to the rent account in the following circumstances:

- Where it is agreed with the tenant that they cannot manage their own finances.
- Where the tenant is able to manage finances but they have failed to make payments and every attempt has been made to support the tenant to enable this.
- When the debt continues to rise and legal action is about to take place.

### 3.1 Legal action

A Notice of Seeking Possession or Notice of Possession will be served on tenants under the following circumstances:

- The rent account is in debt for six weeks or more.
- There is a static debt equal to or more than one week's rent that exists for more than twelve weeks without a payment or agreement made.

Possession will be sought on Ground(s) 1 of Schedule 2 to the Housing Act 1985.

Court action will be started, once the notice period has ended and attempts to put a payment plan in place have failed. We will let the tenant know in writing.

#### 3.1.1 The eviction procedure will start:

Where payments fall out of line with what was ordered in court and the debt continues to rise. If catch up payments will not bring the account back in line with the order in under three months and all attempts to resolve the debt have been exhausted.

The tenant will be advised to seek independent legal advice and a warrant of eviction will be applied for.

The Housing Options team at TDC will be made aware at the eviction warning stage of the rent arrears procedure.

The case to evict a tenant for rent arrears will be reviewed by a senior manager before proceeding.

### 3.2 Rechargeable Works Orders

We will contact tenants with a current tenancy, where an outstanding rechargeable works order is owed.

### 3.3 Former Tenant Arrears

We will seek to minimise former debts by monitoring all tenancies that are about to end.

We will contact tenants that are due to end their tenancy but are in debt, to seek an affordable agreement.

We will use all methods available to us to contact former tenants with arrears, to recover debt owed

## 4.0 Leasehold Service charge

Where debts accrue, the debt recovery procedure first reminder will be sent out 30 days after the issuing of service charge invoices.

Second reminder to be sent after a further 14 days to request payment and informing the following:

- Warning of potential court action.
- Further legal costs will be added to the account, if payment is not received within 7 days.

If no agreement is in place after the second reminder:

The mortgage company/lender will be informed in writing that the interests in property

are at risk, as insurance claims may be declined due to non-payment of premiums. They will be asked to consider capitalising the debt.

#### 4.1 Legal Action

Legal action will be taken to recover the debt through a court order when:

- There is no contact from the leaseholder.
- No agreement can be made with the leaseholder.
- The lender refuses to capitalise the debt.

At the award of a court order the mortgage company/lender will be written to, requesting that they reconsider capitalising the debt.

If there is no lender in place, we will seek outright forfeiture of the lease.

### 5.0 Support

All tenants and leaseholders will have the opportunity to have a financial assessment, to determine support requirements.

To support tenants in debt, referrals will be made to the Financial Wellbeing Team in the following circumstances:

- The income and expenditure assessment shows the tenant cannot afford an agreement of more than £5 per week.
- When there are complex issues relating to any type of benefit that affect a tenant's income.
- When Court Orders or Warrant Stay Terms are breached.

### 6.0 Document control

Date	Version	Action	Amendments
6 October 2021	1	New policy	
2 February 2022	2	Equality impact assessment	Inserted headings. Add full stops and simplify language for readability and access for screen readers.

Agenda Item 7  
Annex 7

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Thanet District Council (TDC) Equality Impact Assessment

Step one: test for relevance

**1 Person responsible for this assessment**

Name:	Julia Gavriel		
Job title:	Service Improvement Officer		
Phone:	01843 317550 or ext 57945		
Service area:	Tenant and Leaseholder Services	Date of assessment:	02.02.22

**2 Others involved in carrying out the analysis**

Name:	Sarah Bieniasz (Repairs Administrator)
Name:	Louise Cambray (Customer Engagement Officer)
Name:	Kay Nicholas (Voids Officer)

**3. Description of strategy, policy, service, project, activity or decision**

Title:	Rent/Service Charge Policy
--------	----------------------------

Is it new?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
A review of existing?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

3.1 Aims and objectives

**Consider:** what you are doing? why you are doing it? who will benefit?

- Designed to increase financial stability.
- Provide an understanding of procedures
- Assisting with a clear process for staff tenants and leaseholders (including former and current tenants and leaseholders)

3.2 What outcomes are expected? Who is expected to benefit?

Staff tenants and leaseholders will benefit as a clear understanding will help to sustain tenancy.  
 Make clearer types of debt and consequences of debt.  
 Promote a culture of responsibility.  
 Staff have a frame of reference when advising tenants and leaseholders.  
 It will provide consistency.

## 4 Who is affected?

4.1 Which groups or individuals does the strategy, policy, service, project, activity or decision affect?  
 For example, the Council, employees (including temporary workers), other public authorities, contractors, partner organisations, wider community, others.

Council  
 Employees  
 Tenants  
 Leaseholders

4.2 Does the strategy, policy, service, project, activity or decision relate to a service area with known inequalities? (Give a brief description).

Residents with learning difficulties  
 Residents with mental health issues.  
 Domestic abuse victims.  
 Where English is not the first language.

## 5 Equality Act 2010

How does the strategy, policy, service, project, activity or decision actively meet the public sector equality duties to:

**Eliminate unlawful discrimination** (including harassment, victimisation and other prohibited conduct)

Payment plans can be arranged.  
 Referrals can be made to our financial wellbeing team.

**Advance equality of opportunity** (between people who share a protected characteristic and people who do not share it)

The policy ensures that there is a consistent approach to eliminate bias or prejudice (even when unintentional).

**Foster good relations** (between people who share a protected characteristic and people who do not share it). Could it have an adverse impact on relations between different diverse groups?

The policy ensures that there is a standardised approach and that support is available.

## 6 Priority

The following questions will help you to identify whether this 'service' is a high priority. Please answer all questions with particular reference to the protected characteristics; race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage and civil marriage/partnership and pregnancy and maternity.

# Agenda Item 7

## Annex 8

**Please provide a comment for each answer, providing evidence for your answer, regardless whether you have answered yes or no.**

Questions	Yes	No
1. Are there any particular groups who may have trouble accessing the 'service'?	x	
<b>Comments:</b> Deaf and partially sighted residents may find accessing this service problematic if they do not have support in place.		
2. Does your information suggest that some groups of people are less satisfied than others with this 'service'?	x	
<b>Comments:</b> Positive in terms of the support available. Negative as the financial implications can be stressful.		
3. Will this service have a significant impact on any of our residents?	x	
<b>Comments:</b> Positive in help to pay debt. Negative people could lose their home as they will be evicted for non-payment (in extreme cases).		
4. Do you have any evidence that discrimination, harassment and/or victimisation could occur as part of this service?		x
<b>Comments:</b> This would be a disciplinary issue if it was to occur.		
5. Do you think the service will hinder communication and negatively impact relations between the organisation and its employees, residents, contractors or anyone else?		x
<b>Comments:</b> The intention of the policy is to improve communication and provide a clear framework		
6. Does this service need to improve the way in which it is communicated to people who have literacy, numeracy or any other access needs?		x
<b>Comments:</b> Initial contact is by telephone within the first week of a new tenancy and home visits are made.		
7. Does consultation need to be carried out?		x
<b>Comments:</b> This is clarifying a process that is already in place.		

In order to assess the priority of your **'service'** please complete the table below by adding up how many questions you answered yes to and following the appropriate action.

Priority	Number of questions answered 'yes'	Rating	Action
High	3 or more		Continue to section 2
Medium	1 to 2		Please provide evidence to any questions you answered 'yes' to in section 1. Test for relevance complete (sometimes a full assessment may be required).
Low	0		Test for relevance complete.

**If, following the completion of the test for relevance, a full assessment is not required, go straight to the declaration. If a full assessment is required, go to Step two: full equality impact assessment.**

**Step two: full equality impact assessment**

1 *Could the strategy, policy, service, project, activity or decision have a **negative, positive or neutral** effect on groups or individuals?*

**Consider:**

**What** you are doing?

**Why** you are doing it?

**How** you are doing it?

**Who** can access the service easily and who may not be able to access the service and **why**?

**The full analysis explores ways to reduce or eliminate barriers and/or negative impacts.**

Protected characteristics	N e g a t i v e	P o s i t i v e	N e u t r a l	Evidence/Reasoning  (Consider any barriers which will have negative impact and/or good practices giving positive impact)
<p><b>Age</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• The way younger and older people access services may be different</li> <li>• Use of technology</li> <li>• Child care/care of other dependant</li> <li>• Timings/flexibility, such as work patterns</li> <li>• Transport arrangements</li> <li>• Venue location</li> </ul>		x		<p><b>Recommendations:</b></p> <p>None</p> <p>We already offer home visits/telephone calls and access available for those without technology.</p>
<p><b>Disability (Includes: physical, learning, sensory (deaf/blind), mental health)</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• Communication methods</li> <li>• Accessibility – venue, location, transport</li> <li>• Range of support needed to participate</li> <li>• Hearing Loops/Interpreters</li> <li>• Disability awareness training for employees</li> </ul>	x			<p><b>Recommendations:</b></p> <p>Provision of Braille.</p> <p>Provision of Interpreters for deaf people.</p>
<p><b>Race (Includes; gypsy, travelling, refugee and migrant communities)</b></p> <p><b>Consider:</b></p>		x		<p><b>Recommendations:</b></p> <p>None</p> <p>Already offer home visits.</p> <p>Have access to interpreter phone service.</p>

<ul style="list-style-type: none"> <li>• The size of the BME communities that your service/project affects.</li> <li>• Language(s) spoken/understood.</li> <li>• Culture, such as hygiene, clothing, physical activities, mixed gender activities.</li> <li>• What access support can you offer?</li> </ul>			
<p><b>Religion, faith or belief</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• The diversity within the communities that your service/project affect</li> <li>• Prayer times, meal times, food (some religions do not eat meat), cultural habit or belief, religious holidays such as Ramadan</li> <li>• Awareness training for employees</li> </ul>		x	<p><b>Recommendations:</b></p> <p>Training for employees is provided and available.</p> <p>Unannounced visits will be made again if access is denied due to male not allowed in the house due to religious belief. We recommend that (once our systems [Northgate] have been upgraded) a note to this is added to the file.</p>
<p><b>Pregnancy and maternity</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• Flexible hours of the service/project</li> <li>• Is there access to a private area for breastfeeding mothers?</li> </ul>		x	<p><b>Recommendations:</b></p> <p>None</p> <p>A private room can be made available. Home visits available.</p>
<p><b>Gender</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• The impact on men and women</li> <li>• Child care/care of other dependant</li> <li>• Mixed/single gender groups/activities</li> <li>• Timing of services/projects</li> </ul>		x	<p><b>Recommendations:</b></p> <p>None</p> <p>Home visits are made.</p>
<p><b>Sexual orientation (Includes: lesbian, gay, bisexual)</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• LGB people should feel safe to disclose their sexual orientation without fear of prejudice</li> <li>• Make it clear you recognised civil</li> </ul>		x	<p><b>Recommendations:</b></p> <p>Training is ongoing.</p>

marriage and partnerships <ul style="list-style-type: none"> <li>Awareness training for employees</li> </ul>				
<b>Transgender</b> <b>Consider:</b> <ul style="list-style-type: none"> <li>Trans people should be able to disclose their gender identity without fear of prejudice</li> <li>Making it clear you have a Trans policy and process</li> <li>Awareness training for employees</li> </ul>	x			<b>Recommendations:</b>  Awareness training for employees recommend
<b>Marriage and civil marriage/partnership</b> <b>Consider:</b> <ul style="list-style-type: none"> <li>All couples or partners, regardless of gender, should be able to access services</li> </ul>		x		<b>Recommendations:</b>  None  Home visits are in place.

<b>Outsourced services</b>	
If your policy/process is partly or wholly provided by external organisations/agencies (such as Civica or Capita), please list any arrangements you plan to ensure that they promote equality and diversity. Include this in your improvement plan	NA
<b>Relations between different equality groups</b>	
Does your assessment show that a strategy, policy or process may amount to potential adverse impact between different equality groups? If yes please explain how the improvement plan is going to tackle this issue	NO
<b>Consultation responses</b>	
Summary of replies from individuals and stakeholders consulted including any previous complaints on equality and diversity issues about the strategy, policy or process	NA

<b>Summary of recommendations</b>		
<b>Actions</b>	<b>By Who</b>	<b>By When</b>



Training plan in place	Julia Gavriel	
------------------------	---------------	--

**Declaration**

I am satisfied that a Test for Relevance has been carried out on the matter named in this Analysis and conclude that a full Equality Impact Assessment **is not required**.

Yes  No

If you do not think that a full Equality Impact Assessment is required – please give your reasons:

I confirm that a full Equality Impact Assessment has been completed.

Yes  No

Signature of Head of Service:	Date:

Recommendations agreed:	Yes <input type="checkbox"/> No <input type="checkbox"/>
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Signed: (Director):	EIA date: 02.02.22
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## Tenant and Leaseholder Services - Quarter 3 performance report

<b>Cabinet</b>	17 March 2022
<b>Report Author</b>	Sally O'Sullivan, Tenant and leaseholder Services Manager
<b>Portfolio Holder</b>	Cllr Jill Bayford, Cabinet Member for Housing
<b>Status</b>	For Information
<b>Classification:</b>	Unrestricted
<b>Key Decision</b>	No
<b>Reasons for Key</b>	N/A
<b>Ward:</b>	Thanet Wide

### Executive Summary:

This report provides members of the Cabinet with a review of the performance of the Tenant and Leaseholder Services (TLS) for quarter 3 2021/22.

The report includes performance information relating to 2 areas of TLS. These are:

- Operational performance against key indicators for the period from 1 October 2022 to 31 December 2022.
- The management of tenant and leaseholder Health and Safety as of 31 December 2022

This report was previously considered by the Overview and Scrutiny Committee at its meeting on 15 March 2022 .

### Recommendation(s):

Members are asked to:  
Consider and comment on the contents of the report.

### Corporate Implications

#### Financial and Value for Money

There are no direct financial implications arising from this report.

#### Legal

There are no direct legal implications arising from this report.

#### Corporate

The decision to bring housing management and maintenance services back in house was to improve services provided to the councils tenants and leaseholders, to ensure that the service is more accountable to members and open to scrutiny from tenants and leaseholders. This specifically supports the council's service ambitions, as set out in its published Corporate Statement.

## **Equality Act 2010 & Public Sector Equality Duty**

*Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.*

*Protected characteristics: age, sex, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.*

This report relates to the following aim of the equality duty: -  
(Delete as appropriate)

- *To eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act.*
- *To advance equality of opportunity between people who share a protected characteristic and people who do not share it*
- *To foster good relations between people who share a protected characteristic and people who do not share it.*

The council's tenants and leaseholders include residents that have protected characteristics as set out in the Public Sector Equality Duty.

## **CORPORATE PRIORITIES**

This report relates to the following corporate priorities: -

- *Communities*

### **1.0 Introduction and Background**

- 1.0 The TLS team provides tenancy management and maintenance services to tenants and leaseholders of Thanet District Council.
- 1.1 TLS provides quarterly reports on their operational performance against a range of key indicators, attached is the data summary (appendix 4) and performance report for quarter 3 2021/22 (appendix 2)
- 1.2 TLS provides monthly landlord health and safety reports for the Regulator of Social Housing (RSH). Attached is the December 2021 report, the final report for quarter 3.

## 2.0 Landlord Compliance

- 2.1 During December 2022, the TLS Landlord Compliance team developed a robust plan to complete recovery of our compliance position by the end of March 2022.
- 2.2 In January 2022 the team sent a formal letter and report to the Regulator for Social Housing (RHS), requesting that the regulatory notice be removed.
- 2.3 One of the main improvements to the compliance team is the implementation of a bespoke Landlord Compliance database. This is on target to be fully implemented by the end of March 2022.
- 2.4 At the end of December 2021, the following workstreams are being managed through the new database giving better assurance that our data is accurate and programmes are run efficiently:
  - Gas safety
  - LOLER (passenger lift safety)
- 2.5 More detail can be found in appendix 1 on each Compliance workstream.

## 3.0 Service Improvement

- 3.1 During Q1, we put in place our service improvement plan. The plan was developed through a series of officer workshops and customer surveys. We also took into account relevant legislative and regulatory requirements.
- 3.2 We are making good progress on doing what we said we were going to do. Highlights from this quarter include:
  - 4 x new policies to Cabinet in March for approval to adopt.
  - Completed a review of our compliance with the RSH Consumer Standards.
  - Started a deep dive review of operational processes.
  - Trialling of a tablet to enable mobile working.
  - Providing improved information on our webpages.
  - Produced updated safety/information leaflets in plain English.
  - Provided lone worker training and protocols lone working and for use of Peoplesafe devices.
- 3.3 An integral part of improving our efficiency is by improving our systems. In Q3 we started a series of 'Health Checks' on our Housing Management System. These are used to help use what we have in the best way and to advise us of further upgrades or improvements that will improve our user experience.
- 3.4 So far the health checks have delivered a wealth of improvements to our frontline teams that include:
  - Reducing administrative burden
  - Enhanced reporting ability
  - Providing a 360 view of all areas of housing management functions to all teams

## 4.0 Resident Involvement

- 4.1 The Thanet Tenants and Leaseholders Group (TTLG) have been consulted on the review of 4 policies; Aids and Adaptations; Rechargeable Works; Antisocial Behaviour and Income Recovery Policy. The TTLG found the policies to be fair, cost effective, clear, easy to read and free of jargon.
- 4.2 The TTLG felt the policies do not discriminate against protected characteristics, provide equal opportunity to accessing services and promote good relations between TLS, contractors and residents. The TTLG comments have been used to inform the policies Equality Impact Assessments (EIAs).
- 4.3 The TTLG have set up a Performance Monitoring Sub-group who met for the first time in November and will meet quarterly. The group will monitor performance and make recommendations for service improvement in line with the expectations set out in the Tenant Involvement and Empowerment Standard.
- 4.4 Residents told us they wanted more opportunities to engage and scrutinise services. A resident focus group is engaged to co-produce the Resident Involvement Strategy using insight from wider residents. The Strategy will be completed in March.
- 4.5 Residents told us they wanted to see communication improve. Quarterly newsletters for all residents and a quarterly newsletter for the residents of our high rise blocks are published. Residents and TLS staff provide article suggestions for inclusion.
- 4.5 A Strategy has been developed to collect and improve the quality of resident data we hold which will help us better understand the different needs of our residents. Collecting data will start in the coming months.

## 5.0 What's happening in 2022

- 5.1 In response to the Social Housing White Paper, the Regulator for Housing (RSH) will have increased powers and will take a more proactive approach to consumer regulation. This includes introducing new 'tenant satisfaction measures' (TSM). The RSH is seeking views on its proposals for the TSM and we have provided a response to this consultation.
- 5.2 There is further financial pressure on the HRA due to the following:
  - Reduction of carbon emissions to net zero by 2050.
  - Increased fire safety and building safety legislation
  - Introduction of TSM will required annual tenant survey to be carried out

Contact Officer: Sally O'Sullivan, Tenant and leaseholder Services Manager  
Reporting to: Bob Porter, Director of Housing and Planning, 01843 577006

## **Annex List**

Annex 1: Landlord compliance report for the period to 31 December 2021.

Annex 2: Landlord compliance metrics for December 2021

Annex 3: The TLS quarter 3 operational performance report.

Annex 4: The TLS operational performance summary

## **Background Papers**

NA

## **Corporate Consultation**

**Finance:** Chris Blundell (Director of Finance)

**Legal:** Estelle Culligan (Director of Law and Democracy)

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# Agenda Item 8

## Annex 1

**RepairsThanet District Council**  
**Tenant and Leaseholder Service**  
**Monthly Service Compliance Report**

Meeting:	Monthly Monitoring Report to Service Management Team
Date:	4th January 2022
Monitoring Period	December 2021
Author:	<a href="#">Laura Dixon (Compliance Manager)</a>
Summary:	This report covers health and safety compliance areas relating to Thanet District Council' housing stock, both for individual properties and for communal services and locations. The details of the current position with rates of compliance are detailed in appendix one. The rate of progress is shown in appendix two. (graph)
Recommendations:	That the director for housing and planning scrutinise the data contained within this report and escalate any exceptional positions to the council's Corporate Management Team and relevant Cabinet Member, in line with agreed policy.  Quarterly reports to be escalated formally to Cabinet

### Lifts

Compliance with written examination schemes for lift plant	12 (100%)  2 lifts are under refurbishment so no LOLER currently required
Number of Entrapments -	0 Entrapments this month (from Mears) 0 from Precision lifts
Current Assets - lifts / hoist / stairlifts and changes in last month	Hoists belong to KCC  Stairlifts - 79 Non Compliant - 7 91.14% Compliant  Through floor lifts - 18 Non Compliant - 3 83.33% Compliant  The compliance team is working with Zurich to book the remaining LOLERs however the new wave of covid has played a part in access for the month of December. We will offer a first call to those residents who are nervous about covid and

## Agenda Item 8 Annex 1

	<p>the engineer will show his lateral flow test.</p> <p>Where we have had no contact, a compliance officer will visit in January to establish contact details and book appointments.</p>
<p>Outstanding Defect A and Defect B risk actions as identified in insurers reports</p>	<p><u>Passenger lifts</u></p> <p><b>Defect A - 0</b> Two A defects were picked up in December, and both were rectified on the day of the LOLER.</p> <p><b>Defect B - 59</b></p> <p><u>Home aids (including stairlift and Through floor)</u></p> <p><b>Defect A</b> Stairlift - 0 Through floor - 0</p> <p><b>Defect B</b> Stairlift - 16 Through Floor - 7</p> <p>All remaining defect works have been sent over to the contractors to be booked in and will be monitored by the compliance team.</p>
<p>RIDDOR Notices issued in relation to lift safety</p>	<p>None</p>

### Water

<p>Properties on the LRA Program</p>	<p>28</p>
<p>Properties not on the LRA Program</p>	<p>215 not required (sub blocks) 31 N/A - Block</p>
<p>Properties with a valid in date LRA as a number and overall percentage</p>	<p>28 - New LRA on contract  100% Compliant</p>
<p>Properties which are due to be inspected and tested within the next 30 days - this is the early warning system</p>	<p>0</p>
<p>Number of follow up works / actions</p>	<p>High Risk - 17</p>

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arising from risk assessments and inspections - completed / in time and overdue	Medium - 57 Low - 0
Current Position	All remedial outstanding actions apart from the new LRA remedials have recorded no access visits, carded, text messages and a visit from a compliance officer.
Corrective Action required	Legal have confirmed we can use a forced entry process to any actions where it puts risk on the whole block. This will be set up with the contractor in the meeting at the start of January.
Progress with completion of follow up works - number of actions completed / in time / overdue	High Risk Actions - 17 outstanding 9 overdue 8 in date  Medium Risk Actions -57 outstanding 34 overdue 23 in date

### Fire Risk Assessment

Properties - Split by Communal blocks and 'other' properties	Residential Blocks: 274
Properties on the FRA Programme	166 (2 of these are Community Halls and one communal car park)
Properties not on the FRA Programme	113
Properties with a valid in date FRA. This is the level of compliance as a number and overall percentage	166 in date 100%
Properties due for FRA within 90 days. This is the early warning system	16 FRAs
Follow up works - total number of actions (by priority) raised in period completed and outstanding - and time outstanding	<b>187 additional actions raised in December from the FRA programme.</b> Total actions = 488  231 of those are overdue compared to 269 actions over due from previous month  113 actions are planned works actions which are programmed in over the next 5 years (as per our detailed action plan)

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## Annex 1

<p>Narrative, including</p> <ul style="list-style-type: none"> <li>● Current Position</li>   <li>● Corrective Action Required</li>   <li>● Anticipated impact of corrective action</li>   <li>● Progress with completion of follow up works</li> </ul>	<p>Housing - closed out 20 actions in December  Repairs- closed out 63 action in December  Compliance- closed out 43 actions in December  Planned works-closed out 22 actions in Dec  <b>Total 148</b></p> <p>Total of 23 actions became overdue in December.</p> <p>Monthly meetings are in place with contractors for repairs to go through line by line their actions.</p> <p>Detail action plan in place for all teams to catch up and complete all overdue actions by the end of March 2022 (not including planned works actions).</p>
<p>Additional, including;  Compliance with fire safety equipment, systems and installation servicing and maintenance programmes.</p> <ul style="list-style-type: none"> <li>● Recording and reporting on property fires to identify trends and target awareness campaigns.</li> </ul>	<p><u>Tower blocks:</u>  <u>Staner Court</u>  New fire alarms system and AOVs now complete .  <u>Brunswick Court</u>  New fire alarm system and AOV upgrade is now complete  <u>Harbour Towers</u>  New fire alarm system and AOV upgrade is now complete</p> <p>No fires reported for December.</p>

### Asbestos

<p>Total number of properties split by non domestic properties (communal blocks) and 'other' properties</p>	<p>Domestic - 3060  Communal - 274  Community building - 2  Garage blocks - 34</p>
<p>Properties on the asbestos management / re-inspection programme</p>	<p>Domestic - 2985  Communal - 118  Community buildings - 2  Communal Garage blocks - 34</p>
<p>Properties not on the asbestos management / re-inspection programme</p>	<p>Domestic - 75  Communal - 156</p>

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Properties with a valid in date survey / re-inspection. This is the level of compliance as a number and percentage	<p>Domestic - 1624 54.4 % Communal - 118 100% Community buildings - 2 100% Garages - 1 - 2.94%</p> <p>It is not a requirement to inspect garage blocks but as the team are doing a lot of work to bring our garages back into circulation for rent, we are completing asbestos services.</p>
Properties due to be surveyed / re-inspected in the next 90 days. This is the early warning system.	Communal - 23 All booked in with PAGroup.
The number of follow up works / actions arising from surveys and the numbers 'completed,' 'in time' and 'overdue.'	<p>13 - v low risk 6 - low risk 14 - Medium risk</p> <p>10 of which are legacy actions outstanding, there has been insufficient recording or evidence that these were completed at EKH stage. These have all been requested for re survey.</p>
<p>Narrative including:</p> <ul style="list-style-type: none"> <li>● Current Position</li> </ul>	<p>We experience issues with access for asbestos surveys and remedial works, the team are working with the residents to gain access to complete works. TDC Compliance team are working closely with PAGroup to work together to send out letters with both logos on and also send text messages. Compliance team has visited the outstanding addresses. Addresses that were no access in December will be lettered and visited in January.</p>

### Electrical

Total number of properties split by domestic, communal blocks and other	<p>Domestic - 3060 Communal - 274 Commercial buildings - 2 Garages block - 34</p>
Properties on the electrical inspection and testing programme	<p>Domestic - 3060 Communal - 164 Commercial building - 2 Garage blocks - 1</p>
Properties not on the electrical inspection and testing programme	<p>Communal - 110 Garage blocks - 33 Commercial building - 2</p>

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<p>Properties with a valid in date EICR (In line with 10 year inspection period). This is level of compliance expressed as a number and a percentage</p>	<p>163 properties total with a 10 year EICR</p> <p>143 compliant with a 10 year EICR</p> <p>87.65% compliance</p> <p>Communal 1 properties with 10 year EICR Domestic 162 properties with 10 year EICR</p>
<p>Properties with an expired and out of date EICR (In line with 10 year inspection period). This is level of non compliance expressed as a number and a percentage</p>	<p>20 Non compliant - 6 are non satisfactory and awaiting remedials all have appointments during January 2022, waiting to hear on three that were booked in for December</p> <p>14 have expired - 6 appointments booked for January and February. We are waiting to hear back on two appointments that went ahead in December. One was completed following a bathroom refurb, we are waiting for the cert. Five are waiting for appointments to be scheduled</p> <p>1 x Communal property with non compliant 10 year EICR (property previously showing on our list as having no communal supply, came to light when searching back through old spreadsheets - the communal supply is wired into a leaseholders supply)</p>
<p>Properties with a valid in date EICR (In line with 5 year inspection period). This is level of compliance expressed as a number and a percentage</p>	<p>3,062 with a 5 year EICR (comm &amp; dom)</p> <p>2,305 Compliant with a 5 year EICR</p> <p>75.28% Compliant</p> <p>Communal 163 Blocks with a valid 5 year EICR Domestic 2,141 properties with a valid EICR Garage - 1 garage with a valid 5 year ECIR Community Buildings - 2 Buildings with a valid 5 year ECIR</p>
<p>Properties with an expired and out of date EICR (In line with 5 year inspection period). This is level of non compliance expressed as a number and a percentage</p>	<p>757 Non Compliant</p> <p>24.72%</p>
<p>Properties which are due to be inspected within next 30 days - this is the early warning system</p>	<p>TDC have instructed the contractors to complete the unknowns, overdues and then 10 year certs this will bring us in line with regulations.</p> <p>46 due in 90 days</p>

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<p>Narrative including:</p> <ul style="list-style-type: none"> <li>● Current Position</li> <li>● Corrective action required</li> <li>● Anticipated impact of corrective action</li> <li>● Progress with completion of follow up works</li> </ul>	<p>Another contractor (NRT) has been given 538 EICR's to complete before the end of March. They started mid December and have completed 14 EICRs .</p> <p>The contractor has: Sent letters to 257 residents to book appointments, these are then followed up with a call to confirm the appointment .</p> <p>They have 54 confirmed appointments for January.</p> <p>5 appointments for February confirmed</p> <p>Mears have 159 appointments booked in for January.</p> <p>Weekly meetings with Mears to enable close monitoring of appointments and completions.</p>
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### Gas

<p>Total number of properties split by domestic, communal blocks and 'other'</p>	<p>Domestic - 3060 Communal - 274</p>
<p>Properties on the gas / heating programme</p>	<p>2614</p>
<p>Properties with a valid in date LGSR certification. This is the level of compliance expressed as a figure and a percentage</p>	<p>2614 100% Complaint</p>
<p>Properties due to be serviced in the next 30 days. This is the early warning system</p>	<p>52 - All have booked appointments and forced entry process has started, this has increased from last month due to the Christmas period and a few residents having covid.</p>

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### TDC COMPLIANCE METRICS

**Date of Report:**

04/01/2021

**Current Stock at the date of the report**

Domestic rented units	3060
Residential Blocks	274
Commercial	3
Garage blocks	34

Compliance Regime	Total Stock/Blocks	Stock/Blocks Not Applicable to work stream	Stock/Blocks/Installations Applicable to work stream	Number Compliant	Number Non Compliant	Percentage	Comments
<b>Lifts</b>							
Lift Installations - Communal	x	x	12	12	0	100.00%	2 lifts under refurb - no LOLERs required
Stairlifts			79	72	7	91.14%	
Through Floor Lifts			18	15	3	83.33%	
Outstanding Risks Identified			Passenger lifts	Stairlifts	Through floor		
Defect B			59	16	7		extra LOLER completed in Dec
Defect A			0	0	0		
	Total Identified risk		59	16	7		
<b>Water</b>							
Legionella Risk Assessments	274	246	28	28	0	100.00%	
	Arising Items						
			Total	In Date	Overdue	Completed Actions for month	
Low			0				One LRA has been completed
Medium			57	23	34		
High			17	8	9		

	Total identified risks		<b>74</b>					
<b>Fire</b>								
Fire Risks Assessments req. to be undertaken	278	112	166	166	0	100.00%	Extra stock is Communal Halls	
Trivial Risks			1					
Tolerable Risks			0					
Moderate			166					
Substantial			0					
Intolerable			0					
In Review			0					
	Total identified risks		<b>167</b>					
FRA works			488	257	231	52.66%	Only one column now as all are FRA works	
Fire Alarms	274	239	34	20	14	58.82%	Failures - all on order and to be completed JAN	
Emergency Lighting	274	155	118	118	0	100.00%		
AOVs	274	260	13	13	0	100.00%	All now commisioned and certs in folder	
Total					245			
<b>Asbestos</b>								
Communal	274	156	118	118	0	100.00%		
Domestic	3060	75	2985	1624	1361	54.41%		
Commercial	2	0	2	2	0	100.00%		
Garage - Communal	34	0	34	1	33	2.94%		
Garages - Individual	354	0	354	14	340	3.95%		
<b>Electrical</b>								
Electrical Installations - Communal	274	110	164	163	1	99.39%		
Electrical Installations - Domestic	3060		3060	2283	777	74.61%		
Commercial	2		2	2		100%		
Garage - Communal	1		1	1		100%		
<b>Gas</b>								
Gas Safety Communal	3	0	0	0	0	N/A		
Gas Safety Domestic	3064	450	2614	2614	0	100.00%		
			<b>Programme Total</b>		<b>2614</b>			

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# Thanet District Council

## **Tenant and Leaseholder Services Performance report Q3 2021**

December 2021/V1/Sally O'Sullivan

Monitoring period: Quarter 3 2021

## 1. Summary

This report provides an overview of the performance of the Tenant and Leaseholder Services (TLS) during quarter 3.

## 2. Housing Performance Report: Asset Management

### 2.1 Gas servicing and heating repairs (Gas Call)

Performance Indicator	Q4	Q1	Q2	Q3
% of number of appointments made by phone or letter that were kept	99.30%	98%	98.66%	100%
The % volume of repairs completed within the timescale	98%	98%	98.41%	94%
Total % planned installations completed in accordance with programme	100%	100%	100%	100%
Customer satisfaction - repairs		-	-	89.47%

There is a dip in performance in Q3. The dip comes in October and is due to seasonal boiler or heating switch on. Performance does recover during November and December but not enough to bring performance back up to the standards experienced in previous quarters.

# Agenda Item 8

## Annex 3

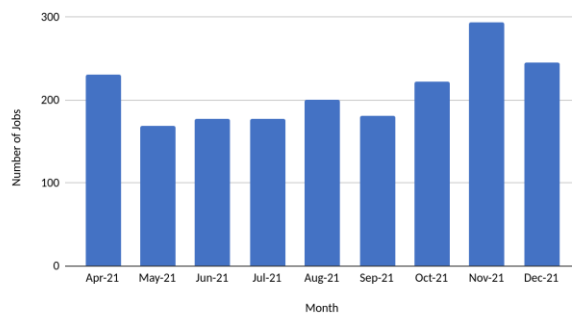
This indicates that we could experience a dip in performance should we experience a freeze during Q4.

Break down of relevant Q3 stats:

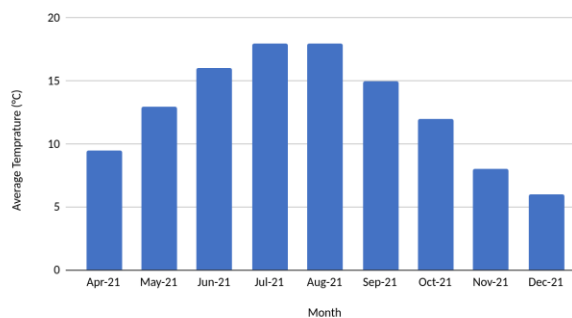
Performance indicator	Oct	Nov	Dec
The % volume of repairs completed within the timescale	83.00%	100%	100%

To further support the findings above, the tables below show the relationship between jobs raised and temperature. The trend is as we would expect, with job numbers remaining constant until the temperature drops in October and then again in November. Gas Call did well to recover in November as the volume of jobs increased further before dropping in December.

Number of Jobs vs Month



Average Temperature (°C) vs Month



We consulted the Tenant and Leaseholder Group (TTLG) on the development of new customer satisfaction questions to gain a better understanding of satisfaction and dissatisfaction.

Gas Call started using TDC’s customer satisfaction survey from December 21, therefore the customer satisfaction statistic is for December only. We only received one formal complaint for the Gas Call service in Q3; and therefore the statistic is not indicative of a large number of complaints received. As we gather more data on customer satisfaction we will be able to analyse and give feedback on trends.

## 2.2 Day-to-day responsive repairs (Mears)

Performance Indicator	Q4	Q1	Q2	Q3
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Customer Satisfaction (%)	79	80.67	?	?
% Emergency jobs completed on time	98	99.47	100%	100%
% Urgent Jobs Completed on Time	98	92.2	94.98%	100%
% All jobs completed on time	98	95.6	93.59%	95.25%
Average days to complete non-urgent works	16	29.42	32.34	22.17 days
% Appointments made and kept	97.73	94.64	97.13%	96.75%
% Work completed in one visit	82.03	82.65	87.08%	84.81%

The Q3 stats indicate that performance has improved during Q3 in most areas. This could be due to the recent restructure that gave Thanet their own dedicated team. We have noticed an improvement in responsiveness, reliability, working relationship and communication.

We have experienced an improvement in the KPI 'average days to complete non urgent works' from the previous quarter, with a reduction of 10 days to complete non urgent works and % of urgent works completed on time. These KPI's are indicative of the backlog of works we have with Mears; and thus demonstrate a recovery from this.

We have a backlog of repairs due to the knock on effects of Covid 19:

- Lack of materials
- Staff and operatives off sick
- Unable to employ to specific trades
- Backlog of repairs due to non reporting during lockdown

To monitor our recovery, we have been looking at the number of repairs being reported to Mears against the number being completed. Where a greater number of repairs are completed than reported means that Mears are catching up on the backlog that would be affecting their KPI's

Table of jobs raised against jobs completed

Quarter	Orders raised	Orders Complete	Difference
Q1	2751	3227	476
Q2	2539	3109	570
Q3	2852	2680	-172

Over Q1 and Q2, the level of repairs being reported is consistent, with a spike in demand during Q3. During Q1 & Q2 Mears was completing approximately 500 more jobs per quarter, but performance slowed during Q3. This can be attributed partly to a spike in demand in October due to the weather change creating more demand on the service.



# Agenda Item 8

## Annex 3

December is also a less productive working month, with residents not always wanting to provide access due to Christmas festivities. We are working with Mears to ensure they manage seasonal demand more effectively.

For the next quarter, the team is working on refining how 'follow on works' are monitored to completion. One of the largest areas of dissatisfaction with our residents is when follow-on works (FOW) are required. Mears have proven to be poor at contacting a resident to re-book FOWs. This is supported by our Q3 complaints review and lessons learned session.

Mears will start using the TDC customer satisfaction survey developed in partnership with the TTLG from January 2022, so we will be able to provide more analysis on customer satisfaction in Q4. The TTLG have also helped develop Mears Customer Pledge to help improve customer satisfaction.

### 2.3 Capital Programme

Performance Indicator	Q1	Q2	Q3
Percentage of capital programme spent (NB revised budget from 01 Oct)	6.59%	39.11%	58.75%

The capital programme is progressing as planned, the highlights of the quarter are:

- Lift refurbishments are progressing as expected. 3 x tower blocks have been completed,  
2 x low rise due to complete in March and 2 x tower blocks due to start imminently.
- Following the completion of the surveys of the towerbocks, our consultants are creating a specification of works, for which we will need to engage a fire engineer to feed into the designs. We are waiting for further information to help inform the heating solution.
- The fire alarm installations at our tower blocks have been completed in the communal areas, although further alarms are needed to be installed in the properties to enable us to relieve the waking watch. This work has begun at Invicta House.
- The external decorations are almost complete on the Newington estate with handover due in March.

The following programmes have been finalised for this financial year:

- Kitchens and bathrooms
- Boiler installations
- UPVC window installations
- Flat roofs

The next stage for the major works at Royal Crescent is to procure the contract to carry out the work.

To improve communication, dedicated quarterly tower block newsletters are used to keep residents informed and updated on improvements being carried out to their blocks.

#### Decent Homes

# Agenda Item 8

## Annex 3

Performance Indicator	Q4	Q1	Q2	Q3
Percentage of properties that meet decent homes standard	92.78%	93.97%	94.17%	%

We were not able to produce Q3 statistics for descents homes as we were implementing a new asset management system, we will be able to provide this figure for Q4.

The table below shows how many category 1 hazards we have open and are actively working on:

Performance Indicator	Q1	Q2	Q3
No of homes with a category 1 hazard	19	15	10

The category 1 hazards are broken down into the following:

- 2 x damp and mould (residents will not give us access to be able to verify)
- 4 x domestic hygiene, pest and refuse
- 1 x Kitchen amenities
- 1 x electrical hazard
- 2 x falling on stairs etc

All category 1 hazards are inspected and dealt with by a Maintenance Inspector.

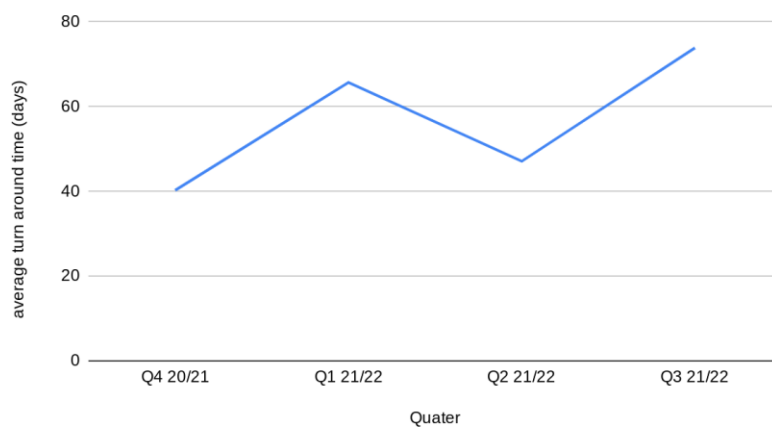
### 3. Housing Performance Report: Housing Operations

#### 3.1 Voids and re-lets

Performance Indicator	Q4	Q1	Q2	Q3
Average days to re-let all properties excluding major works	15.82	9.88	35.90	12.45 days
Average days to re-let all properties including major works	40.25	65.72	47.12	73.88 days

Our turnaround time for major voids has deteriorated again, with the average increasing to the highest time for the year to date.

Average major void turn around time



This is due to the majority of voids being handed back to us needing major void works, including full property renovations. This made up 80% of all hand-backs in Q3.

There have been some improvements in performance during Q3 that have not been realised through the stats:

- Completion of 9 long term voids over the period, many of which required extensive refurbishment. This has reduced the number of current long term voids to 4, which are due for completion in February. Mears have committed to providing additional resourcing to manage the increasing trend for these types of voids with an aim to start achieving turnaround targets for the start of the new financial year.
- Aligned with the above, our live voids have reduced from approx 40 in Q2 to approx. 20 currently. This is placing the service in a stronger position to improve turnaround times.

The TLS team restructured in Q2, part of the restructure was to create a stand-alone voids team. The new team went live in January 2022 and we expect to see performance improvement through a reduced number of stakeholders in the process and improved communication.

### 3.3 Income Management

Performance Indicator	Q4	Q1	Q2	Q3
Current tenant arrears as a % of the projected annual rental income	5.89%	6.01%	5.89%	6.15%
Garage arrears as a % of the projected annual rental income	0.04%	0.09%	0.18%	0.23%
% of rent arrears due to Universal Credit	11.18%	10.53%	10.06%	10.42%
Former tenant arrears	£546,654	£443,543	£409,047	£357,777

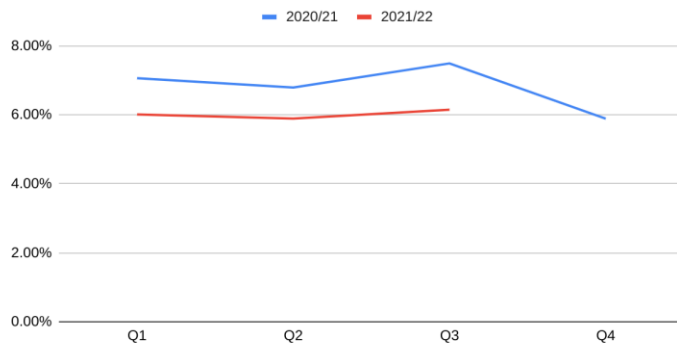
The value of current tenant arrears has increased to its highest value this financial year. Further analysis of the figures by comparing 2020/21 and 2021/22 figures tells us that we

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## Annex 3

are in a better position than we were this time last year and the increase is an expected seasonal trend.

Comparison of current tenant arrears during 2020/21 and 2021/22



The current tenant arrears figure was at 7.49% by the end of December 2020, we have increased our income by £192,000 at the end of December 2021.

In the 4 week run up to the end of December 2020, there was an increase of £32,000. In the following 4 weeks the team recovered £52,000. Recovering 162% of the loss experienced

By comparison, the value of the arrears increase for the period is £12,000. As we are 4 weeks on at the time of writing, we can report that the debt has been reduced by £25,000. Recovering 208% of the loss experienced.

Our income collection is more stable, we are not seeing big fluctuations in performance as was experienced in 2020/21 and that our ability to recover is more robust.

Further analysis of the data within Q3 supports the trend of increasing arrears during the month of December:

Performance Indicator	Oct 2021	Nov 2021	Dec 2021
Current tenant arrears as a % of the projected annual rental income	5.95%	5.84%	6.15%
% of rent arrears due to Universal Credit	10.09%	10.00%	10.42%

The figure reported in November 21 is the best reported figure for current tenant arrears since transition

The main challenge this quarter has been the deduction of £20 from Universal Credit. This was added onto claims at the beginning of the pandemic, but was stopped in October 2021. We expect the increase in energy bills to affect our income collection in the new year.

### Former Tenant Arrears(FTA)

We have reduced FTA by 19% since the beginning of 2021/22 and by 34% since the transition. We have managed this by developing a robust process and using it to write off historic debt.

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## Annex 3

EKH did not carry out any write-off exercises on FTA during their tenure; evidence of this is FTA accounts with debt that is more than 10 years old. As we have been working to reduce this figure, there is a high value of write offs this financial year.

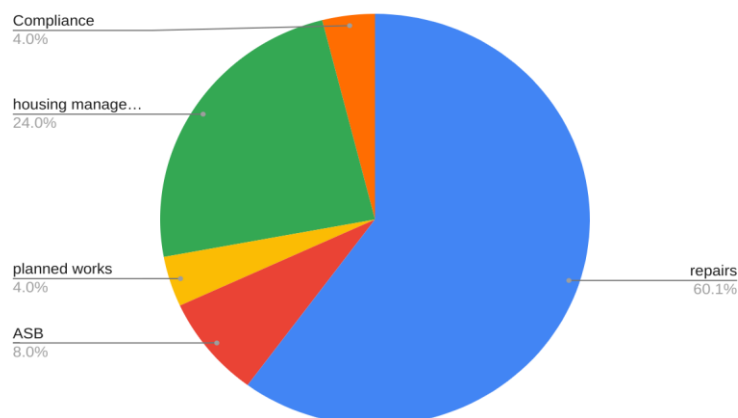
Our FTA process also means that we capture new cases, giving us a greater chance of debt recovery and also building evidence to justify future write offs.

### 4. Housing Performance Report: Customer Service

#### 4.1 Complaints

Performance Indicator	Q4	Q1	Q2	Q3
The total number of all complaints received	33	42	49	29
Percentage of all complaints closed on time	100%	88.16%	83%	86%
No stage 1 complaints	29	30	38	22
No stage 2 complaints	3	12	11	7
No complaints upheld	21	21	17	14

We received 29 complaints in Q3, below shows the percentage of complaints received in each category:



Most complaints were regarding repairs and this is a usual trend. Within the repairs category, complaints about 'follow on works' made up 42%. Issues with the repairs service are being addressed by the Senior Repairs Surveyor through the Mears service improvement plan.

## Agenda Item 8

### Annex 3

19% of complaints escalated to stage 2 by the complainant.  
In 80% of complaints, money was driving the stage 2, where the complainant has requested compensation or has to repay a charge and this has been denied at stage 1.

We are still struggling to achieve the target to close complaints within the set timeframe. This is due to receiving the complaints late, leaving less time to investigate and formulate the response.









## Annex 4: Performance Indicators

Last updated: 19 January 2022

This is a selection of the KPIs for Tenant and Leaseholder Services




Month-on-month performance is shown against the cumulative year-to-date position for 2021/22. **Traffic Light Icon** indicates whether we are on target for the month; **Short Term Trend Arrow** indicates the direction of performance from the previous month.

**Key:**









 On target	 With 5% of target	 Performance improving	 Performance is the same
 Off target	 No target (data only)	 Performance worsening	 Data is missing.

### 1. Assets




#### Gas servicing and heating repairs (Gas Call)

Code	Performance Indicator	Q4	Q1	Q2	Q3	Perf. Trend	Traffic Light Icon	Current Target
GCPI 2	% of number of appointments made by phone or letter that were kept	99.30%	98%	98.66%	100%	△ 1.34%		100%
GCPI 3	The % volume of repairs completed within the timescale	98%	98%	98.41%	94%	▽ 4.41%		98%
GCPI 4	Total % planned installations completed in accordance with programme	100%	100%	100	100%	△ 0.00%		100%
GCPI 5	Customer satisfaction - repairs		-	-	89.47%	-	-	TBC

## Day-to-day responsive repairs (Mears)



Code	Performance Indicator	Q4	Q1	Q2	Q3	Perf. Trend	Traffic Light Icon	Current Target
REP01	Customer Satisfaction (%)	79	80.67	?				98%
REP02	% Emergency jobs completed on time	98	99.47	100%	100%			98.5%
REP03	% Urgent Jobs Completed on Time	98	92.2	94.98%	100%	$\Delta$ 5.02%		98.5%
REP04	% All jobs completed on time	98	95.6	93.59%	95.25%	$\Delta$ 1.75%		98%
REP05	Average days to complete non-urgent works	16	29.42	32.34	22.17 days	$\Delta$ 31.45%		10 working days
REP06	% Appointments made and kept	97.73	94.64	97.13%	96.75%	$\nabla$ 0.4%		96%
REP07	% Work completed in one visit	82.03	82.65	87.08%	84.81%	$\nabla$ 2.61%		80%

## Capital Programme

Code	Performance Indicator	Q4	Q1	Q2	Q3	Perf. Trend	Traffic Light Icon	Current Target
IMP05	Percentage of capital programme spent (NB revised budget from 01 Oct)		6.59%	39.11%	58.75%	$\Delta$ 33.43%		
AA1	Adaptations completed Minor		14	25				
AA2	Adaptations completed Major		12	19				
IMP06	Percentage of properties that meet decent homes standard	92.78%	93.97%	94.17%		$\Delta$ %		





## 2. Housing Operations

### Voids and re-lets

Code	Performance Indicator	Q4	Q1	Q2	Q3	Perf. Trend	Traffic Light Icon	Current Target
VOID01	Average days to re-let all properties excluding major works	15.82	9.88	35.90	12.45 days	$\Delta$ 60%		16.5
VOID02	Average days to re-let all properties including major works	40.25	65.72	47.12	73.88 days	$\nabla$ 36.23%		22.5










## Income Management

Code	Performance Indicator	Q4	Q1	Q2	Q3	Perf. Trend	Traffic Light Icon	Current Target
ARR01	Current tenant arrears as a % of the projected annual rental income	5.89%	6.01%	5.89%	6.15%	▽ 4.23%		4.89%
ARR02	Garage arrears as a % of the projected annual rental income	0.04%	0.09%	0.18%	0.23%	▽ 0.09%		1.00%
ARRO3	% of rent arrears due to Universal Credit	11.18%	10.53%	10.06%	10.42%	▽ 3.46%		
ARR04	Former tenant arrears	£546,654	£443,543	£409,047.58	£357,777.10	△ 8.76%		

## 3. Customer Service

### Complaints

PI Code	Performance Indicator	Q4	Q1	Q2	Q3	Perf. Trend	Traffic Light Icon	Current Target
COM01	The total number of all complaints received	33	42	49	29	NA		
COM02	Percentage of all complaints closed on time	100%	88.16%	83%	86%	△ 3.49%		100%
COM03	No stage 1 complaints	29	30	38	22	NA		

COM04	No stage 2 complaints	3	12	11	7	NA		
COM05	No complaints upheld	21	21	17	14	NA		
	Disrepair Claims (Live)	14	12	12	13			

## RAMSGATE CONSERVATION AREA APPRAISAL ADOPTION

<b>Meeting</b>	Thursday 17th March
<b>Report Author</b>	Josie Sinden and Iain Livingstone
<b>Portfolio Holder</b>	Cllr Ash Ashbee
<b>Status</b>	For Decision
<b>Classification:</b>	Unrestricted
<b>Key Decision</b>	No
<b>Wards:</b>	Central Harbour, Eastcliff, Sir Moses Montefiore.

### Executive Summary:

**To seek approval for the adoption of the Ramsgate Conservation Area Character Appraisal and Management Plan documents containing locally specific information of the area, following public consultation in November/December 2021.**

### Recommendation(s):

The Conservation Area Appraisal and Management Plan, and associated documents, as appended to this report, be agreed and moved to full Council for adoption and published by 1 May 2022.

### Corporate Implications

#### Financial and Value for Money

The cost of any actions arising from the Conservation Area Management plan would be accommodated within existing Council budgetary and staffing provisions initially, with any additional need for resources subject to separate processes (for example external funding bids). The adoption of the appraisal does not result in additional income or discernible reduction in income from planning applications in the Conservation area. Therefore the financial impact on the Council is neutral from adopting the appraisal, with the adoption of the management plan potentially creating the opportunity for external funding opportunities.

#### Legal

Section 69 (2) of the Planning (Listed Buildings and Conservation Areas) Act 1990 ('the Act') sets out that it is the duty of a Local Planning Authority from time to time to review its Conservation Areas and to determine whether any new areas should be designated as such.

Section 69 (4) of the Act sets out that the designation of any Conservation Area is considered as a local land charge. The Conservation Area Appraisal which is the subject of

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this report does not propose any change to existing Conservation Area boundaries and are already recognised as a local land charge.

Section 70 (5) of the Act requires the Local Planning Authority to notify the Secretary of State in regard to the designation of any part of their area as Conservation Area under section 69 (1) or (2) and of any variation or cancellation. Section 70 (8) requires that notification of any designation, variation or cancellation is published in a local newspaper circulating in the local authority area. This will be undertaken following agreement of the Appraisals for adoption.

The revised National Planning Policy Framework (2021) (NPPF) sets out the Government's policies for conserving and enhancing the historic environment and that in considering the designation of Conservation Areas, local planning authorities should ensure that an area justifies such status because of its special architectural or historic interest, ensuring that the concept of conservation is not devalued through the designation of areas that lack special interest (NPPF paragraph 191). Due consideration has been had to this provision of the NPPF during the production of the Conservation Area Appraisal.

There are no adverse legal implications in taking this forward, and this has been agreed by the Head of Legal Services.

## Corporate

The report covers factors which form part of the Council's corporate statement around the Environment, in support for the Thanet Local Plan and the policies therein, and Communities, through partnership working with Historic England, the Ramsgate Heritage Action Zone Programme Board, and community groups and volunteers in Ramsgate.

Whilst the Conservation area appraisal is not formal planning policy as part of the Council's development plan, the consultation has accorded with the principles of the Council's Statement of Community Involvement 2021.

## Equality Act 2010 & Public Sector Equality Duty

Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.

Protected characteristics: age, gender, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.

Please indicate which aim is relevant to the report.	
Eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act,	
Advance equality of opportunity between people who share a protected characteristic and people who do not share it	x

Foster good relations between people who share a protected characteristic and people who do not share it.	
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The findings of the Customer impact assessment are as follows:

The adoption of a Conservation Area appraisal has a potential impact on the planning process with regard to the consideration given to new developments and alterations to existing buildings which require planning permission. There may be an impact on two groups that share a protected characteristic, that of age and disability. The impact on the two groups can be mitigated by undertaking discussions with development control officers over the treatment of an individual's protected characteristic in determining planning applications and by providing clear and consistent advice to property owners with regard to proposals that require planning permission involving heritage assets. Otherwise further information on the significance of the Ramsgate conservation area through the appraisal seeks to preserve and/or enhance the areas for the benefit and well-being of local residents, businesses and community and this should not discriminate but be advantageous to all.

## **CORPORATE PRIORITIES**

This report relates to the following corporate priorities: -

- Environment
- Communities

### **1.0 Introduction and Background**

- 1.1 Section 69 of the Planning (Listed Buildings and Conservation Areas) Act 1990, imposes a statutory duty on local planning authorities to review their areas from time to time to determine which parts of their area are of special architectural or historic interest the character of which it is desirable to preserve or enhance and to designate those areas as conservation areas.
- 1.2 The National Planning Policy Framework (NPPF) identifies the protection of the historic environment as one of the elements of its drive for sustainable development. It states that local planning authorities should maintain a historic environment record which should contain up-to-date evidence about the historic environment in their area and be used to assess the significance of heritage assets and the contribution they make to their environment. Local planning authorities should identify and assess the particular significance of any heritage asset that may be affected by a proposal (including by development affecting the setting of a heritage asset) taking account of the available evidence and any necessary expertise. They should take this into account when considering the impact of a proposal on a heritage asset, to avoid or minimise any conflict between the heritage asset's conservation and any aspect of the proposal.
- 1.3 Historic England guidance suggests that in designating conservation areas the special interest of Conservation Areas should be identified based on detailed analysis of the areas' individual qualities. To illustrate which features are important within an

area Conservation Area Appraisals are prepared for all conservation areas and consulted to the public. These documents provide an evaluation of the 'character' of an area and provide guidance as to what may be acceptable within the conservation area. Once adopted they form a material consideration when considering planning applications within and adjacent to the designation.

## 2.0 The Current Situation

2.1 Ramsgate was designated a Heritage Action Zone (HAZ) in 2017. A HAZ is a Historic England funded 'place-based' initiative providing targeted resources and specialist support, using the historic environment to achieve economic growth and social impact. Historic England has funded a dedicated Programme Manager at TDC for the duration of the HAZ programme and TDC acts as the accountable body for the initiative. TDC sits on the HAZ Programme Board comprising representatives from Thanet District Council, Historic England, the Ramsgate Society, Ramsgate Town Council, Ramsgate Town Team and community members.

2.2 The five year programme aims to stimulate and support economic, social and cultural regeneration by:

- Enabling the heritage of Ramsgate to be better understood, enjoyed, valued and protected
- Working with the local community to increase participation with the historic environment
- Promoting economic development, social and cultural regeneration
- Developing and improving heritage-related capacity and skills in Ramsgate
- Promoting heritage management best practice and raising standards for quality and design

2.3 The Ramsgate HAZ is coming to the end of its five year programme (ending in March 2022). Foundational research into what makes Ramsgate's heritage so unique and special has been achieved during the lifetime of the HAZ including:

- A review of Listed Buildings (9 New Listings, 5 amendments and re-listings, 1 upgrade from Grade II to Grade II\*)
- An Informed Conservation publication (Publication of the book 'Ramsgate: The Town and its Seaside Heritage')
- An Historic Area Assessment (A street-by-street gazetteer of historic buildings in Ramsgate)
- An Historic Landscape Characterisation Study (Layers of history, geography, archaeology, transport flows, building developments etc. mapped)
- An Aerial Investigation and Analysis Report (Collation of images to contribute to our understanding of the town - cropmarks, prehistory, military remains etc.)
- A Prehistoric Ramsgate Report (Report on the archaeology of Ramsgate including Neolith causeway enclosures and Bronze age barrows.)
- Photography (Photographic commission of sites and buildings of historic interest.)
- Pulhamite Condition Survey (An assessment of the overall condition of Ramsgate's pulhamite rock gardens, the repair needs and future maintenance

requirements to protect this nationally important rockwork collection for future generations.)

- Pulhamite Repairs (Contractors and a professional adviser were appointed to undertake emergency repairs to the Pulhamite at Albion Place Gardens via successful application to the Historic England Emergency Heritage at Risk Fund.)
- Heritage Schools Programme (Funded by the Department for Education and managed by Historic England, the Heritage Schools Programme is actively working with Ramsgate schools to train and support teachers in using local history and resources to develop heritage projects.)

All of this foundational research will support the Council, local volunteers and residents to address the need, demand, and significance analysis of any future funding bids taken forward for heritage projects within Ramsgate.

- 2.4 The Ramsgate Conservation Area Appraisal project was funded via a successful bid to Historic England for a capacity building grant of £30,000 and is a key project within the HAZ programme. Following the appointment of consultants to draft the appraisal, and a recent public consultation on a draft document, we are presenting the finalised draft of the appraisal to be adopted by Council by the end of March to coincide with the official end of the HAZ programme in March 2022.
- 2.5 Thanet District Council appointed Alan Baxter Ltd in 2021, a leading design and conservation consultancy, to complete the appraisal.
- 2.6 The first Ramsgate conservation area was designated in 1970, with 2020 marking its 50th anniversary. It is the largest conservation area in Thanet and is designated by Thanet District Council because of its distinctive character. It covers most of the town centre, from the listed buildings near the top of the High Street down to the Royal harbour, and spans west to include Pugin's The Grange and east to the Pulhamite-bordered Winterstoke Gardens.
- 2.7 The HAZ project began in 2018 when community volunteers including members of the Ramsgate Heritage and Design Forum and the Ramsgate Society worked with Historic England to assess different areas of the town. Data collated during this volunteer exercise was reviewed by Alan Baxter Ltd who produced a draft document with recommendations.
- 2.8 The appraisal sets out the special historic and architectural significance of Ramsgate's conservation area, and proposals for its future management. It outlines positive areas and those suitable for change, and will be used together with other planning policy documents to inform decisions on future development. It will be another positive legacy of the HAZ scheme to celebrate the area's historic importance whilst acknowledging the benefits of development in the right places.
- 2.9 A breakdown of the structure of the appraisal is as follows-
  - **Part 1: Character Appraisal.** This section provides an assessment of the

special architectural and historic interest of Ramsgate Conservation Area, and the contribution made by individual elements to its special character and appearance.

- **Part 2: Management Plan.** This section provides principles and recommendations to manage change across the conservation area and help to preserve its character and appearance.
- **Part 3: Guidance for Climate Change Adaptation and Mitigation.** This section offers practical guidance relating to the climate change adaptation of buildings within the conservation area.
- **Part 4: Supporting Information.** This section contains a list of useful sources; the methodology used to carry out this Appraisal; and a glossary or architectural or historic terms used throughout the Appraisal.

2.10 13 character areas were chosen based on their discernibly different character with key aspects being based on their spatial character, architectural and landscape qualities, historical development and the contribution they make to the conservation area. These are:

- Character Area 1: The Royal Harbour
- Character Area 2: Historic Commercial Core
- Character Area 3: East Cliff
- Character Area 4: Spencer Square and Addington Street
- Character Area 5: Mount Albion Estate
- Character Area 6: Liverpool Lawn
- Character Area 7: Grange Road
- Character Area 8: West Cliff Road
- Character Area 9: Vale Square
- Character Area 10: Effingham Road and Environs
- Character Area 11: Upper King Street
- Character Area 12: Chatham Street and Upper High Street
- Character Area 13: Broad Street and Hardres Street

2.11 In addition, Alan Baxter Ltd has prepared an owners' guide, which will be available on the Thanet District Council website, for people living and working in the conservation area. The guide explains what the conservation area protections cover and provides practical advice, including best practice for adapting buildings for climate change and to reduce carbon emissions.

2.12 Following finalisation of the conservation area appraisal, recommendations to assist in the formation of an ongoing action plan, including reviews, further appraisals and helpful guidance has been suggested. This has been broken down into roles of responsibility to further assist in conversations with stakeholders, allocation of resources, priorities and funding opportunities.

In summary, key recommendations include the following-

- Improved awareness of the available national and local guidance highlighted on all the relevant sections of the TDC website
- TDC supported by Local Plan Policy continue to work collaborative to find innovative ways of improving the condition and promoting the sustainable use of the



significant sites outlined.

- Explore the potential use of Local Development Orders as a means of streamlining the planning process. LDOs can teamed with a Local Listed Building Consent Order (LLBCO) to give prior consent for the conversion of complex historic buildings into a variety of uses.
- Explore the potential for Urgent Works Notices underpinned by potential Compulsory Purchase Orders on vacant (or vacant parts) of listed buildings.
- Using the information provided by the appraisal supported by an additional photographic audit, explore the potential for inclusion of relevant properties on the national register and put forward to Historic England for assessment.
- Using the information provided by the appraisal explore and promote the creation of a Local Heritage at Risk register including locally significant buildings, structures, and open space
- Using the information from the appraisal / positive contributors and an additional photographic audit, explore and promote the production of a publicly available list of Non-designated heritage assets including assessment criteria.
- Using the information from the appraisal and an additional photographic audit explore and promote the production of:
  - Local List of Designated Heritage Assets including assessment criteria.
  - Explore potential of relevant open space to be included on the current Thanet List of Local Green Spaces
- Additional GIS data to be made available on the TDC website including:
  - Heritage at Risk, National and Local
  - Non-designated heritage assets
  - Potential Local List of Designated Heritage Assets
- Potential alteration of Conservation area boundaries in 5 separate locations which are outlined to benefit from being included in the Conservation area.

The recommendations of the action plan would provide a framework for potential future Council initiatives in relation to heritage related matters, including funding bids where appropriate, whilst also providing suggestions for other stakeholders/property owners about proposals that could be brought forward by them. These would all be subject to separate consideration by the Council about the availability of resources to carry out these tasks, and whether they align with separate Council priorities/policies, and the Council is not obligated to carry out all of the recommendations in the document.

## 3.0 Consultation

- 3.1 As per the Council's Statement of Community Involvement 2021 (<https://www.thanet.gov.uk/wp-content/uploads/2018/03/SCI-Adopted-October-2021.pdf>) the Council is committed to involve the community as much as possible in the planning process as local knowledge helps contribute towards meaningful and

appropriate planning policy. The more the community is involved in the planning process, the greater the ownership is of the planning decisions that shape the future of the area. We have consulted the public accordingly on a draft of the Ramsgate Conservation Area Appraisal and local volunteers were involved in the initial survey work to inform the drafting of the appraisal.

- 3.2 The draft Conservation Area Appraisal and Management Plan went to formal public consultation for six weeks between 1 November and 13 December 2021 allowing local residents to have their say on the draft documentation. The draft conservation area appraisal document and supporting information was made fully accessible online and at the local library. A public communications campaign was launched to raise awareness of the consultation via a press release and social media. An online public consultation meeting was held on 8 December 2021 to provide local residents with an overview of the appraisal documents and recommendations, with an opportunity to put questions to the consultants who carried out the appraisal and the planning team. 23 people in total attended this meeting.
- 3.3 Historic England held training events on 18 September 2018 and 24 November 2018 to raise awareness of the conservation area appraisal process, and recruited volunteers to be involved with the initial survey work of Ramsgate's character areas. A total of 57 people attended these training sessions. Volunteers came from the Ramsgate Heritage and Design Forum alongside other interested local residents. The appraisal document contains quotations and references from community volunteers to ensure that the voice of residents in the area is reflected throughout the document.
- 3.4 A total of 40 responses were received in response to a six week online public consultation on the draft appraisal document between 1 November and 13 December 2021, with 38 submitted using a google form. The correspondence is appended to this report at Annex 3, with a series of graphs provided at Annex 4 to illustrate the satisfaction of those respondents to 4 particular questions asked about specific sections of the appraisal in the consultation. In summary, the majority of respondents were satisfied or very satisfied by the content of the character appraisal, management plan, the guidance for climate change adaptation and mitigation, supportive information and the draft conservation area owners guidance. Whilst most of the comments were supportive of the work, the following comments were made raising points of concern/suggestions:
- The appraisal was too long for public consultation.
  - Further extensions to multiple parts of the Ramsgate Conservation area should be considered in the future.
  - Individual sites/issues which have manifested in the local area have affected the Conservation area including graffiti and antisocial behaviour.
  - Points raised about the need for additional resources to maximise potential outcomes of the documents.
  - Potential conflict between climate change principles and preservation of designated heritage assets.
  - Suggestions regarding further highways measures within the conservation area.

- 3.5 The matters raised through the consultation mainly consist of matters for the Council and other bodies to consider within separate processes, for example when determining planning applications, formulating public realm improvement projects or resolving enforcement cases regarding particular locations. The consultation responses did not raise any specific concerns regarding the purpose or principle of the appraisal and associated guidance, and it is not considered that the consultation responses result in any specific alteration to the content of the documents themselves, however the responses should be noted for the use of appraisal/guidance going forward. Requests to expand the Conservation area, or acknowledge the importance of particular non-listed buildings in the Conservation area are covered by the potential outcomes of the management plan (through potential expansion of the boundaries of the conservation area which would be subject to separate consultation, and the inclusion of buildings on a local list).

## **4.0 Summary and Officer Recommendation**

- 4.1 The consultation of the Ramsgate Conservation area appraisal has shown support for the formal adoption by the Council of the appraisal and associated document, which would allow the appraisal to form a material planning consideration in the determination of applications affecting the Ramsgate Conservation area. The recommendations of the action plan also provide a framework for potential future Council initiatives in relation to heritage related matters where resources allow and when considered appropriate. It is recommended that members agreed to adopt the appraisal for Ramsgate as consulted upon.

## **5.0 Options**

- 5.1 The Conservation Area Appraisal and Management Plan, and associated documents, as appended to this report, be agreed and moved to full Council for adoption and published by 1 May 2022
- 5.2 Do not approve the adoption of the conservation area appraisal
- 5.3 Members propose an alternative motion.

## **6.0 Next Steps**

- 6.1 If the option at 5.1 is approved, then the adoption of the Conservation area appraisal will be reported to the full Council meeting on 31st March 2021.

Contact Officer: Josie Sinden, Senior Conservation Officer  
Iain Livingstone, Planning Applications Manager  
Reporting to: Bob Porter, Director of Housing and Planning

## **Annex List**

*Annex 1: Draft Ramsgate Conservation Area Appraisal and Management Plan*

*Annex 2: Householder Guidance*

*Annex 3: Consultation responses*

*Annex 4: Consultation results*

## **Background Papers**

*Historic England Advice Note 1 - Conservation Area Appraisal, Designation and Management*

*<https://historicengland.org.uk/images-books/publications/conservation-area-appraisal-designation-management-advice-note-1/heag-268-conservation-area-appraisal-designation-management/>*

## **Corporate Consultation**

**Finance:** *Chris Blundell, Director of Finance*

**Legal:** *Estelle Culligan, Director of Legal*

**THANET DISTRICT COUNCIL  
RECORD OF DECISION OF CABINET / INDIVIDUAL CABINET  
MEMBER**

*(Delete the inapplicable)*

Name of Cabinet Member:

Relevant Portfolio:

Date of Decision:

Subject:

Key Decision: *Yes/No*

In the Forward Plan: *Yes/No*

**Brief summary of matter:**

*(Enter text here)*

**Decision made:**

*(Enter text here)*

**Reasons for decision:**

*(Enter text here)*

**Alternatives considered and why rejected:**

*(Enter text here)*

**Details of any conflict of interest declared by any executive Member who has been consulted and of any dispensation granted by the Standards Committee:**

*(Enter text here)*

**Author and date of officer report:**

*(Enter text here)*

**Background papers:**

*(Enter text here)*

**Statement if decision is an urgent one and therefore not subject to call-in:**

*(Enter text here)*

Signature:

*(Only needed if an individual Cabinet Member Decision - Delete when completing template)*

# Ramsgate Conservation Area Appraisal *CONSULTATION DRAFT*

August 2021



Prepared by Alan Baxter Ltd on behalf of Thanet District Council

# Agenda Item 9

## Annex 1

This draft appraisal for Ramsgate Conservation Area supports the duty of Thanet District Council to prepare proposals for the preservation and enhancement of conservation areas.

For details of the methodology employed in assessing the conservation area and preparing the appraisal, see Part 4, Section 2 of this document.



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### Document Structure

This Conservation Area Appraisal is divided into four sections:

- **Part 1: Character Appraisal.** This section provides an assessment of the special architectural and historic interest of Ramsgate Conservation Area, and the contribution made by individual elements to its special character and appearance.
- **Part 2: Management Plan.** This section provides principles and recommendations to manage change across the conservation area and help to preserve its character and appearance.
- **Part 3: Guidance for Climate Change Adaptation and Mitigation.** This section offers practical guidance relating to the climate change adaptation of buildings within the conservation area.
- **Part 4: Supporting Information.** This section contains a list of useful sources; the methodology used to carry out this Appraisal; and a glossary of architectural or historic terms used throughout the Appraisal.

# Overview of the conservation area

## Summary of special interest

Ramsgate Conservation Area is of exceptional historic and architectural interest as a coastal resort town and working harbour with a fine array of heritage assets spanning the seventeenth to the twentieth century, representing a complete cross section of the society which lived, worked and visited Ramsgate over more than three centuries of growth and change. This special interest can be broken down into the following key elements:

- **A place built to appreciate views of the sea and sunlight.** Ramsgate is special for the well-preserved eighteenth, nineteenth and twentieth-century seaside resort developed with fashionable housing, guest houses, hotels, public gardens and promenades running along clifftops to exploit the dramatic, south-east facing views over the English Channel and the ‘amphitheatre’ of the Royal Harbour. The area has a unique skyline of special architectural interest in views back from the harbour and sea.
- **The Royal Harbour.** The Royal Harbour is a remarkable piece of eighteenth-century civil engineering of national importance both for its design and its role in national and international trade during the eighteenth- to twentieth centuries. There is great significance not only in the surviving eighteenth- and nineteenth-century harbour infrastructure, but also in the harbour’s continued use. The harbour arms allow extraordinary views back inland, in which the historic growth and exceptional historic building stock of Ramsgate can be understood.
- **Eighteenth and nineteenth-century resort development.** The residential areas beyond the town centre are defined by a remarkable survival of eighteenth- and nineteenth-century terraced housing and villas, as well as shops, public houses, places of worship and light industrial works, which is almost unique on a national scale. These neighbourhoods provide a complete cross section of the society which lived, worked and visited Ramsgate during its heyday as a coastal resort, which is of fundamental significance to the character and appearance of the conservation area. The network of alleyways, ginnels and passages which criss-cross these neighbourhoods, as well as the historic town centre, are significant in breaking down the urban grain, enhancing pedestrian access across the conservation area and creating picturesque, channelled views.
- **Network of squares and gardens.** The conservation area is a focus of genteel eighteenth- and nineteenth-century residential squares, lawns and crescents. These spaces are of historic interest as a fundamental part of the planned formal development of eighteenth- and nineteenth-century Ramsgate, but also provide enclosed, tranquil spaces which relieve the hard, urban townscape and are often of intrinsic aesthetic value. Large, mature street trees or trees in private gardens which are prominent in views also play an important role in softening the hard, urban townscape.
- **Clifftop promenades.** The clifftop promenades are a very important feature of Ramsgate’s special interest and provide evidence of the evolving national trends and fashions in seaside leisure and recreation through the surviving structures and spaces. These wide, open spaces are lined with set-piece buildings, many of

great architectural and historic interest. The length and accessibility of the clifftop promenades facilitates stunning views out to sea and across the working harbour, which change in character throughout the year.

- **Pre-resort town survivors.** The town centre contains many significant heritage assets which pre-date the growth of Ramsgate as a fashionable resort and provide a sense of the town's relative prosperity from sea trade during the seventeenth and eighteenth centuries. The early-eighteenth-century brick and flint houses with Dutch gables are particularly significant in this context. This collection of buildings places Ramsgate in a national context of expanding international and national naval commerce during the seventeenth and eighteenth centuries
- **Public buildings and works.** The conservation area includes many examples of public works which testify to the civic pride and confidence of Ramsgate during the nineteenth and twentieth centuries, and which span a very wide range of architectural styles and building types that were popular at different times during this period. This includes major infrastructure projects like Royal Parade and Military Road, as well as grand public buildings like St George's Church and the Clock House. Historic street surfaces and furniture, where it survives, greatly enriches the streetscape and complements the architectural and artistic interest of the historic buildings in the area.
- **High quality of undesignated buildings and structures.** Many buildings in the conservation area are not listed, but share the fine-grained architectural detailing, extensive use of vernacular materials (especially flint) and historic interest as their listed neighbours. The high quality of the 'ordinary' building stock in Ramsgate means that almost every street is rich in texture, detailing and historic interest. This is a fundamental part of the special character of the conservation area.
- **Evocative street names.** Street names within the conservation area have very strong associative power and locate the development of Ramsgate in a specific time and place. The town's association with the Napoleonic Wars and Regency high society is particularly pronounced, with names such as Nelson Crescent, Plains of Waterloo and Liverpool Lawn. Street names are often given on historic street signs, either of stone or iron, which add to the richness of the townscape.

### Issues and condition

The character and appearance of Ramsgate conservation area is quite mixed, described in more detail in the appraisal document. Some significant elements which make up the character are well preserved:

- a wide variety of historic buildings and structures (designated and un-designated)
- elements of historic street scene, lighting, street nameplates, ghost advertisement signs
- memorials, public sculpture
- recent sensitive public realm improvements
- views
- green space / landscaping and trees

However, there are also widespread general issues:

- street clutter
- high traffic volume
- the impact of on street-parking
- poor maintenance/repairs to buildings and surfaces including modern clutter to front elevations
- small-scale development pressures

As well as some more detrimental issues:

- widespread loss of architectural features to historic buildings
- long term vacancy of buildings and sites including institutional and small industrial
- dilapidation including historic flint boundary walls
- heritage at risk (designated and un-designated assets)
- poor quality infill design
- inappropriate signage and advertising
- untidy land
- graffiti
- areas of reduced planting

### Summary of Issues

#### Highways and Street Scene

In general Ramsgate Conservation Area is a pleasant and accessible place for the pedestrian and other traffic to travel through and linger. There is a network of main streets, secondary roads, back streets, alleyways, and pedestrian walkways with evidence of historic lighting, planned squares and promenades, significant views and interesting activities. These are managed and maintained by Kent County Council (KCC), Ramsgate Town Council (RTC), Thanet District Council TDC.

However, the area suffers from many of the issues faced by other historic seaside towns which detract from its special character:

- High volume of traffic and parking worsened during the summer months, mainly on-street, within the front and rear areas of houses and the occasional areas of potentially un-adopted open land such as Camden Square is visually intrusive and detracts from the historic character and appearance of the conservation area.
- Underuse of planned parking, municipal car parks, groups of private or local authority garages throughout the area appear underused or dilapidated requiring redesign to accommodate today's vehicles.
- Areas of uncontrolled parking, such as in front of the East Cliff Lift, disrupting the experience of significant key vistas across the harbour and seafront.
- Impact of public transport on areas of significance, for example the siting of coach/bus wait bays to the entrance of the harbour, which impairs one of the key vistas through noise and fumes.
- High volumes of traffic with minor or no provision for traffic calming or crossings; especially to the main routeways, separating the town from the harbour and seafront. This is particularly apparent on St Augustine's Road near the entrance to Screaming Alley, on Military Road, Royal Parade, Harbour Street and Madeira Walk. This causes areas of conflict with pedestrians especially when compounded by narrow pavements, for instance on West Cliff Road. The main carriageway B2054/Victoria Parade is particularly busy at peak hours and it is used as a rat run by some drivers.
- Footpath and carriageway maintenance works often lead to historic elements being lost or damaged, with a mixture of inappropriate materials and ad-hoc repairs, especially along secondary roads and back streets.
- Impact of uncontrolled parking has increased the volume of bollards to aid pavement protection in some areas, forming street clutter and, in some cases, additional obstruction.
- Levels of signage and various road markings including full width double and single yellow lines, often coupled with poor surface maintenance and defaced signage, detract from the character of the conservation area.
- Pressure of on-street parking has exacerbated the loss of front and rear gardens/yards for parking and the loss of boundary walls and small ancillary outbuildings.
- Neglect and loss of historic traditional flint boundary walls coupled with some uncertainty of ownership and responsibility for maintenance.
- Neglect of common areas including evidence of fly-tipping household waste and

graffiti, particularly in rear access alleys, rear areas and areas of un-adopted parking, often coupled with uncertainty about ownership and responsibility for maintenance.

- The impact of LED conversion to streetlights has highlighted the lack of - or lack of maintenance to - ambient lighting enhancement schemes, often giving an overly dominant *highway* impression to the street scene at night. Examples include the arcading on Military Road, the waterfall on Madeira Walk and the leafy Vale Square.
- High levels of street clutter, redundant defaced signage, service provisions and café screens.

### Buildings, Structures and Development Sites

There is a wealth of well-presented historic buildings and structures, both public and private, along with pockets of sensitive re-use, conversion, and well-designed new development within the conservation area.

However, there is also strong evidence of issues relating to the built environment throughout:

- Individual historic buildings and structures both designated and un-designated are at risk; this is often exacerbated by long term vacancy, unsightly hoarding/fencing or untidy land such as West Cliff Hall and The Eagle Public House.
- Dilapidated historic flintwork, especially boundary walling, is often exacerbated by a lack of clarity of ownership, especially within the Mount Albion Estate and East Cliff character areas.
- Poor building maintenance including inappropriate replacements and poor repairs, cement re-pointing, painted brickwork, and the loss of or damage to historic details, such as balconies and railings, some of which appear to be in a dangerous state of repair.
- Poor-quality and out-of-keeping alterations and additions, especially to roofs, attics, and front elevations to many un-designated historic houses; some poor design, or out of character for the host building and others which disrupt the unity of a roofscape, terrace or other grouping. A particular issue is later additional rain water pipes to front elevations, where parapet or hidden gutters were historically used.
- Excessive numbers of badly positioned satellite dishes and security measures lead to large levels of clutter, poorly sited external wiring, or inappropriate lighting on both designated and un-designated buildings.
- A variety of unsightly bird protection measures.
- Inappropriate replacement windows, doors (often uPVC) and poor-quality boundary treatments to historic buildings detract from their character.
- The continuity of the Regency architecture, particularly Wellington Crescent, can be blighted by poor waste management: uncollected litter, with seagull-proof bags left hanging on railings.
- The widespread loss of chimney stacks, pots and replacement of historic roofing materials with concrete tiles, fibreglass or artificial slate severely impacts the significant roofscape of the conservation area.



- Over-scaled new buildings and those lacking sympathetic contextual referencing within and just outside the boundary of the conservation area detract from the character and appearance of the area, especially those in views from key vantage points.
- Unsympathetic infill redevelopment, especially where it delivers poor quality materials/detailing, breaks up the uniform scale, rhythm and detail of terraces or nearby groups.
- Long term vacancy of sites throughout is exacerbated by untidy land, unsecure/unsightly hoarding or fencing and graffiti, such as the land to rear of the former Granville Hotel.

### Public Realm and Public Open Space

There are some well-maintained areas of public realm and public open space in the conservation area which make the most of significant views, contain mature trees, carefully designed planting, and surface treatments, well-maintained historic shelters, suitable play equipment, and present strong evidence of community involvement and a variety of use throughout Ramsgate.

However, these spaces are affected by a variety of issues:

- Reduced visual amenity of some areas of the public realm/public open space, especially where there is evidence poor maintenance and /or unplanned use of different surface materials, mixed street furniture designs, reduced planting, graffiti, often exacerbated by some uncertainty of ownership and responsibility for maintenance, such as the environs of West Cliff promenade.
- Loss of historic street surfaces and furniture including pavers, kerbstones, coal holes etc., along with the loss of mature trees and bushes.
- Little evidence of planned ambient lighting or maintenance of existing to key features, buildings, structures, landscaping, and public open space, a missed opportunity in terms of enhancement, improved wayfinding, and support for the night-time economy.
- Under-maintained, unsightly temporary public lighting, especially within the town centre.
- Individual historic buildings, structures, water features/sculptures, including the town's Pulhamite rock gardens, at risk due to lack of maintenance or sustainable use.
- Unsightly, potentially unauthorised, inappropriate signage including temporary advertising banners.
- Pressures to waste management for flats and above shop residential, often with unscreened commercial bins.
- Pressures of parking and dominant vehicle wait bays in significant areas.
- Little evidence of consistent wayfinding or innovative interpretation exacerbates a sense of disconnection from harbour and seafront to town, beachfront to clifftop gardens and promenade, West Cliff to East Cliff and vice versa.
- Evidence of underused public realm/open space, both recent and historic, exacerbated by lack of wayfinding or lack of clarity over ownership and maintenance, such as Arklow Square and Royal Crescent Gardens.

- **Volunteer assessor:** *Underutilised gardens in front of the Royal Crescent – could be really beautiful – or used in part as a playground without compromising the residents use of the space.*
- Evidence of anti-social behaviour, such as the use of the High Street and Victoria Parade as ‘rat runs’.

### Retail, Commercial, Public Buildings, Workshops, and Institutions

As highlighted in the Character Appraisal, there are many good quality historic properties of this type throughout, with evidence of a high level of independent traders and creative use. Many are sensitively maintained and managed including after a change of use, which have a positive impact on the locally distinctive character and appearance of the conservation area.

There are issues especially but not exclusively within the town centre, Chatham Street, Townley Street, backstreets to the upper High Street.

- Vacancy exacerbated by little evidence of potential erstwhile use or future sustainable use.
- Dilapidation.
- Graffiti.
- Unsightly security measures including temporary hoarding to shops, commercial buildings and workshops, often exacerbated by a lack of clarity over ownership or absent owners.
- Contemporary shopfronts and retail infill within the area are very mixed, many of them are of poor quality in terms of design, materials, scale and colour palette, failing to relate to the historic context.
- Poor building maintenance including inappropriate replacements and poor repairs, cement repointing, painted brickwork, harsh colour palette and the loss of historic details.
- Unsightly, inappropriate signage including potentially unauthorised temporary advertising.
- Intrusive lighting including those unrelated to supporting night-time economy.
- Unmanaged external clutter to front elevations, wiring, flues, service boxes, satellite dishes and bird protection, including to above shop residential.
- Insensitive change of use/ redevelopment of institutional/public/commercial buildings such as Foy Boat Inn and some shops on upper King Street and High Street, in which all impression of former activity has been lost.

### Purpose and use

Conservation area appraisals help Thanet District Council and local communities to preserve the special character of conservation areas.

- They do this by providing homeowners, developers, Council officers and other interested parties with a framework against which future development proposals in the conservation area can be assessed and determined.
- A Conservation Area Appraisal outlines the history of an area and explains what makes it special. It identifies the elements that make up the special character and interest of the area, and those that detract from it, and provides recommendations for the area's management. This may include changes to its boundaries, where appropriate.
- In doing so, appraisals support the District Council's legal duty (under section 71 of the Planning (Listed Buildings and Conservation Areas) Act 1990) to prepare proposals for the preservation and enhancement of conservation areas and to consult the public about those proposals.

### Location and context

Ramsgate is a coastal town in the district of Thanet in northeast Kent. The town lies on a curve in the coastline, just to the south of the North Foreland (the entrance to the Thames Estuary), and is orientated to look east and south out across the English Channel. Immediately to the north lies the coastal town of Broadstairs, and to the west is the village of Cliffsend. The town's population is around 40,000.

### Conservation area boundary

Ramsgate Conservation Area encompasses the greater part of the town of Ramsgate at its extent during the early-twentieth century, with outer-lying suburbs of Dumpton, Northwood, St Lawrence and Pegwell not included within the conservation area boundary. The boundary includes the coastal path from the northernmost point of Victoria Parade where it meets King George VI Memorial Park, to the junction of Screaming Alley and Westcliff Promenade in the west, where it shares a boundary with the [Royal Esplanade Conservation Area](#).

### Designation history

Ramsgate Conservation Area was designated on 16 January 1970. It was subsequently extended in October 1970, January 1988, August 1990, July 2000 and June 2008.

### Topography and geology

The historic core of Ramsgate lies within one of the many gaps or 'gates' cut into the chalk cliffs which define much of the Kent coast. From the town centre, the ground rises to the south-west and north-east to form the East and West Cliffs, overlooking the harbour. At the foot of the cliffs are sandy beaches, although much of the space immediately beneath the cliffs is now developed with harbour facilities and other infrastructure. King Street and Queen Street, running on a north-east, south-west axis through the town centre, follows a sheltered valley behind the clifftops to achieve a gentler incline to the elevated hinterland behind East Cliff. The ground also rises gently inland to the north-west, on the same orientation as the High Street, producing attractive rooftop views back across the town, which are of architectural interest.

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### Annex 1

Ramsgate, as part of the Isle of Thanet, lies on chalk bedrock with abundant flint deposits in the upper layers and soils. Chalk is seldom used as a building stone, but much use is made of flint. Nearby are areas of clay which provided materials for making roof tiles and bricks. Kentish brick-earth is commonly a yellow-brown hue, although red bricks have also historically been produced from areas near to Ramsgate, in the vicinity of Canterbury.

#### Community engagement

Thanet District Council is indebted to the voluntary work undertaken by members of the local community over the past three years to assist in the preparation of this Appraisal. Volunteer assessments and photographs of the thirteen character areas have been invaluable in the production of this document. Where volunteer assessments are quoted directly, they are presented in *italics*.

### Useful sources of further information

A wealth of information is now available describing Ramsgate, its history, its heritage and what it means to live and work in the conservation area. A full list can be found in Part 4, Section 3 of this document, but here are weblinks to the most useful sources:

[Geraint Franklin, with Nick Dermott and Allan Brodie. 2020. \*Ramsgate: The town and its seaside heritage\* \(Swindon: Liverpool University Press on behalf of Historic England\)](#)

[Thanet Local Plan and policies map \(adopted July 2020\)](#)

[Draft Conservation Area Owners' Guidance](#)

[The Ramsgate Society](#)

Conservation area map

***CONSERVATION AREA MAP TO BE INSERTED AFTER PUBLIC CONSULTATION –  
PLEASE SEE SEPARATE MAPS PDF.***

# Part 1: Character Appraisal

# 1.0 Historical and architectural development

## 1.1 Introduction

This section provides a summary of the historical and architectural development of Ramsgate Conservation Area. For more information regarding the history of the town or particular buildings, please refer to the sources listed on page 13 and in Part 4, Section 3.

## 1.2 Early Ramsgate

Key elements of special historic interest:

- The town's function as a haven for shipping dates back to the Roman era.
- The town played a major role in the political and economic structure of Medieval Thanet.

The area of Ramsgate has been settled as early as the Roman era. Excavations throughout the town have revealed Roman burials and wooden piles sunk into the chalk beneath the Royal Harbour, suggesting the area was used as a small haven.

The name Ramsgate first appeared in 1275 as 'Remmesgate', believed to derive from the Old English *hræfn* and *gate* or 'raven's gate', gate here being used in the archaic sense of a gap in the cliffs. Medieval Ramsgate was little more than a small fishing village, although it received rights and privileges through its association with the Cinque Ports as a 'limb' of Sandwich. The early fishing village was concentrated around the harbour and to the west of what is now Harbour Street. To the north, the road was crossed by an east-west track which eventually became King Street (to the east) and Queen Street (to the west). Further inland was the larger village of St Lawrence, with its parish church of the late twelfth and thirteenth centuries which survives today, although beyond the boundary of the conservation area.



### 1.3 Early Modern Ramsgate

Key elements of special historic interest:

- Ramsgate is an important example of the diversifying economic opportunities and expanding horizons for coastal towns during the early-modern period, with growing national and international commerce.
- The town retains a significant number of buildings which provide evidence of the growing prosperity of the town in this period, including the surviving brick and flint houses with Dutch gables found on the High Street and Queen Street.

The seventeenth century saw Ramsgate gradually expand as a maritime trading centre, with ships coming and going to the port from across the North Sea, even as far as Russia and the Baltic. By 1701, Ramsgate was the base of 45 vessels with a capacity of 4100 tonnes, ranking it 15<sup>th</sup> in England at the time. Ramsgate's vessels were also employed in safely guiding larger vessels to the Thames and assisting vessels in distress off the Thanet coast. Ancillary trades developed around the harbour. The proceeds from the increasing prosperity were channelled into the construction of several more substantial houses in brick and flint with Dutch gables. A surviving example can be seen at 1-2 Queen's Court. By 1736, John Lewis' map of Ramsgate shows development spreading some distance along Harbour Street, High Street, King Street and Queen Street, as well as nascent development on York Street and Effingham Street.



***Nos 129-135 High Street, early-eighteenth-century houses***

### 1.4 Origins and Construction of the Royal Harbour

Key elements of special historic interest:

- The Royal Harbour is one of the country's finest examples of Georgian civil engineering. The harbour arms themselves, along with the fine eighteenth-, nineteenth- and twentieth-century buildings associated with the harbour's operation, provide evidence of the civic pride and optimism in the town throughout this period.
- The maintenance, repair, construction and loading/unloading of vessels has occurred at the same point for at least 500 years – indeed, there is evidence of such activity dating back to the Roman period.
- The gradual additions to the harbour provide evidence of the changing requirements for harbour infrastructure over the eighteenth and nineteenth centuries.

It is recorded that Ramsgate's fishermen had constructed a pier for the maintenance of ships by the 1540s, using funds collected through their privileges as part of the Cinque Ports. Two devastating storms hit the Kent coast in 1703 and in 1748, both causing considerable loss of life and vessels. The following year, an act of Parliament was attained for the enlarging and maintenance of Ramsgate as a harbour of refuge to protect shipping from future storms, as well as a commercial port. Ramsgate's role as a harbour of refuge was vitally important to the merchants of London whose shipping approach the Thames along the channel between the coast and the Goodwin Sands (the site of many wrecks). However, a combination of financial, political and engineering difficulties meant that it took much of the next 30 years for the harbour we see today to be completed. Further additions included an extension to the east pier in 1787; a lighthouse at the end of the west arm in 1794-95 by Samuel Wyatt, replaced in 1841 by the present granite structure designed by John Shaw; a dry dock in 1808 and slipways in 1838 and later.

The completed harbour was a great source of pride for the town, and a symbol of its growing importance. In 1821, King George IV embarked for the continent from the harbour and bestowed the epithet 'Royal' upon the harbour, making it to this day the only Royal Harbour in the country. John Shaw designed and erected an obelisk of red granite on the harbour front in 1822-23 to commemorate the honour. In 1826, Shaw senior rebuilt Jacob's Ladder as a flight of stone steps a little to the west of the timber structure.



*Illustration of Ramsgate Harbour, c.1790s (Historic England)*

### 1.5 Origins of the resort town

Key elements of special historic interest:

- The town is a focus of late-eighteenth and early-nineteenth-century lodging houses, inns and hotels which offer evidence of the increasing demand for seasonal accommodation which could not be met by the existing inns and taverns.
- The fine architectural quality of many of these buildings speaks to the social and economic standing of tourists to Ramsgate during this period.

Ramsgate was a relative latecomer during the growing popularity of spending time by the sea among Georgian England's elite. The first reference to organised sea bathing there dates from 1754. Over the following half century, a steady stream of visitors arrived, drawn no doubt in part by the much-publicised new harbour, and by 1790, 12 bathing machines were in use at Ramsgate, while two bathing rooms (waiting rooms for the bathing machines) had been constructed, one on Harbour Street and one on the site of 100-114 Harbour Parade. Most visitors were day-trippers from Margate or elsewhere in Thanet, although Ramsgate also provided overspill accommodation for those unable to stay in Margate.

The burgeoning popularity of the town meant greater investment in and management of public spaces and infrastructure was needed. An Improvement Act was passed in 1785 to allow the townspeople to levy taxes for cleaning, lighting and watching the streets and building a market house. Sewers were laid and streets were paved.

For a time, the existing inns and dwellings provided adequate accommodation for the influx of visitors, but by the late-eighteenth century, with numbers growing, the first townhouses and lodging houses were built specifically to cater for those staying for the summer season. Effingham Street had become popular among Ramsgate's wealthier residents earlier in the century, but soon developed a reputation as the premier location for taking lodgings for the season, while Ramsgate's first speculative terrace, Chapel Place, was developed in 1788-90. Albion Place, overlooking the harbour from East Cliff, was begun in 1789, the first of the terrace developments on the cornfields on the cliffs overlooking the town to west and east. Further smaller groups of lodging houses were built in the 1790s on the seafront of west cliff, at Sion Hill, Prospect Place and Prospect Hill. Overlooking the sea from West Cliff, Nelson Crescent was built up over a decade from 1799. Hotels and assembly rooms were built, such as the Albion Hotel and Assembly Rooms, opened in 1809. Ramsgate's position as both a popular and fashionable resort on the Regency 'circuit' as well as a somewhat morally risqué place is highlighted in two of Jane Austen's novels – *Pride and Prejudice* and *Mansfield Park*. In both novels, Austen uses the town as the setting for scenes in which female protagonists find themselves in illicit or morally dangerous situations (for the standards of the day).



***'The Bathing Place at Ramsgate' by Benjamin West, 1798 (wikicommons)***



### 1.6 The Napoleonic Wars

Key elements of special historic interest:

- Ramsgate played a major role in one of the key events in British and European history: the Napoleonic Wars.
- The town was a place of embarkation and debarkation for British troops travelling to and from the Continent, and contained military infrastructure including barracks.
- Evidence of this early-nineteenth-century military association survives in the form of: Spencer Square (the site of a barracks parade ground) and some of its surrounding houses (used as officers' lodgings); Addington Street (which rapidly developed with commercial properties and public houses to cater for the military personnel); Military Road (laid out to provide easier access from West Cliff to the harbour for embarking troops); and many of the town's street names, which draw directly on people, places and events related to the wars.

Coinciding with the town's growing popularity among holidaymakers, Ramsgate became a major port of embarkation during the Napoleonic Wars of 1803-1815. Gun batteries were installed on East and West Cliff and in 1808 the Military Road was constructed along the landward side of the inner harbour in anticipation of large-scale embarkations. Admiral George Keith Elphinstone, commanding the North Sea and Channel fleets, had his headquarters at East Cliff Lodge, while 'Sea Fencibles' (a floating militia of fishermen and coastal craft) were organised in the town by Jane Austen's brother, Admiral Francis Austen. In 1815, much of Wellington's army embarked at Ramsgate en route to the Battle of Waterloo.

A temporary barracks was built on West Cliff in the area of today's Spencer Square, the parade ground roughly according with and influencing the position of the square today. The interplay of military and leisure functions at this time is highlighted by 35-42 Spencer Square and 1-3 Royal Road. These stuccoed houses were built between 1798 and 1804 to designs by the architect Mary Townley, who was a member of a local landowning family, and probably intended for use as lodging houses or to be sold off as private residences. The scope of Townley's architectural designs in Ramsgate was unusual at a time when opportunities for practicing architecture were not widely available to women. However, they are believed to have first served as officers' quarters overlooking the parade ground. Many of the pubs and shops on nearby Addington Street were established to provide for the needs of the soldiers billeted nearby. The great influence of the war upon the town is recorded in many of its street names, such as Plains of Waterloo, Belle Alliance Square and Nelson Crescent.

The military presence in Ramsgate wound down with stunning rapidity. As soon as December 1815, the Ramsgate Barracks had been given up. This would not be the last time the town would play an important role in military affairs.



*The north side of Spencer Square, built in c.1804 (Historic England)*

### 1.7 Regency and early Victorian expansion of the fashionable resort

Key elements of special historic interest:

- Ramsgate's reputation as a destination for polite society is tangibly illustrated through its collection of formally-planned squares, crescents and gardens which replicate familiar and fashionable forms of urban design common in London and many spa towns.
- Many buildings and spaces developed and designed by the local Townley family survive throughout the town, representing an example of successful local speculative development to meet an ever-growing demand.
- Early examples of 'resort infrastructure' and other major public works survive from this period, such as St George's Church, Christ Church and Pier Castle (94-98 Harbour Parade), which provide evidence of the need to cater for the physical, social and spiritual needs of the seasonal visitors, as well as their economic and emotional investment in the town.

Ramsgate reached a peak of prosperity during the first half of the nineteenth century, and a great many of its finest buildings were erected during this period.

#### 1.7.1 High-status developments and Royal patronage

More ambitious residential developments were carried out during the 1820s-1840s, including Liverpool Lawn (1827-36), Spencer Square and Royal Road (c.1804-c.1836), Royal Kent Terrace (1833-37), Wellington Crescent (completed by 1825) and Royal Crescent (1826-31 and 1863). Many of these were developed in stages over ten or more years. The number and quality of set-piece terraces, squares and crescents in Ramsgate testifies to the confidence and prosperity of the town during the 1820s and 1830s. The town was also a popular destination among Royalty during this period: King George IV's wife, Queen Caroline, summered at the now-demolished East Cliff Lodge in 1803, while Princess (later Queen) Victoria stayed at Albion House with her mother, the Duchess of Kent, in 1837 while recuperating from typhoid. Victoria visited Albion House again in 1842, accompanied by Prince Albert.

The Townley family played a significant role in the development of Ramsgate during the first decades of the nineteenth century. Not only did they own much of the land of West Cliff, but Mary (1753-1839) was also a capable architect who designed many of the town's finest buildings including Royal Crescent and Townley House on Chatham Street.

#### 1.7.2 Development of landed estates

Development sometimes occurred following the auctioning off of landed estates on the East and West Cliffs. An example was the Mount Albion Estate, comprising 16 acres of land on East Cliff, which was divided into building plots and sold off by Augusta Emma d'Este in 1838. D'Este had been bequeathed the estate by her mother, Lady Augusta Murray (1768-1830), who married Prince Augustus Frederick (the sixth son of King George III) in 1792. The estate's original house (Mount Albion House) survives in a much-altered state at 22-24 Victoria Road (currently beyond the conservation area). The earliest streets were developed as terraces of grand houses leading down to the clifftop promenade (Augusta Road being perhaps the finest survival). Part of the estate



was developed as Arklow Square, a rectangular lawn originally overlooked by villas and terraces, with a new church, Holy Trinity, commissioned as the centrepiece, built at the eastern end of the square in 1844-45. It was designed by Stevens and Alexander and is of coursed, knapped flint with Caen stone dressings.

### 1.7.3 Changing architectural fashions and forms of housing

As fashions changed, so too did the design of polite housing for wealthier visitors to the town. A series of detached and paired villas were constructed at the western end of West Cliff Road, then on the outskirts of the town, during the late 1830s and 1840s. Concurrently, Ramsgate Vale was developed from 1839 as a higher-end neighbourhood set away from the clamour of the town centre. Houses were arranged around a central green square (Vale Square) in detached and paired villas, set within generous gardens and designed in a wide variety of fashionable styles from the Tudorbethan to the Green revival. George Gilbert Scott (1811-1878) was commissioned to design a new church as the set-piece of the square. Christ Church was completed in 1846-47 in an Early English Gothic style at the western end of the square.

### 1.7.4 Expansion of 'resort infrastructure'

The period also saw an increasing expansion of so-called 'resort infrastructure' catering for the entertainment of visitors, such as libraries, assembly rooms and music halls. A recital room was opened in around 1813 on the newly developed Hardres Street. The Isabella Baths (later renamed the Royal Kent Baths) were opened in 1816 next to the Paragon terrace on West Cliff. Pier Castle (94-98 Harbour Parade) was completed in around 1818 as rented accommodation for bathing machine owners and their employees. Ramsgate's first theatre opened in 1825 but was subsequently rebuilt on at least two occasions. The present building on the site (St James's Hall on Broad Street) was added in 1861. The annual Ramsgate regatta was held from 1834.

Places of worship were added as Ramsgate became its own, distinct parish. The first was St George's, commissioned in 1823 and constructed in 1824-27 to designs by Henry Hemsley (1793-1825). To this was added or rebuilt several non-conformist chapels, including the Baptist Chapel on Cavendish Street of 1840 by James Wilson of Bath.

Other practical improvements were made to the town's infrastructure at this time, including the introduction of gas lighting from 1824 and a much-expanded clean water supply during the 1830s. A second Improvement Act in 1834 granted the municipality powers to widen and improve streets, appoint firemen, street cleaners and street keepers. Improvements were also carried out to the harbour and its environs. A dry dock was added in 1808-9, along with slipways in 1838-9 and later. The clock house was completed in around 1816 to designs by John Shaw senior (1776-1832), while a lighthouse was added at the end of the western harbour arm in 1841 by John Shaw junior (1803-1870), replacing an earlier lighthouse of 1795 by Samuel Wyatt.



*The crescent of Nos.1-19 Liverpool Lawn*

## 1.8 Railways and Victorian Ramsgate

Key elements of special historic interest:

- The architectural quality and character of housing and public/institutional buildings from this period is more varied than in earlier periods, which provides tangible evidence of the great influx of visitors from a much broader socio-economic spectrum following the arrival of the railways in the 1840s.
- The collection of Gothic Revival buildings designed by A W N Pugin and E W Pugin on Grange Road/St Augustine's Road are of national importance as a major milestone in the growth of the Gothic Revival movement, with Pugin's work at Ramsgate – using local vernacular materials and architectural details – providing an exemplar that was replicated and adapted across the country.
- Ramsgate possesses a succession of nationally significant, grand Victorian hotels which collectively illustrate the changing fashions and forms of seasonal accommodation during the nineteenth century, as well as the increasing pressure for space within Ramsgate.
- Later-nineteenth-century improvements to the harbour and surrounding roads are fine examples of municipal infrastructure works designed to impress visitors whilst also providing evidence of the ongoing national commercial importance of Ramsgate harbour. It further offers evidence of continuity in the civic pride and optimism within the town which inspired the harbour works of the eighteenth and early-nineteenth centuries.

The years following the ascension of Queen Victoria to the throne in 1837 brought further growth and change to Ramsgate. The principal streets within the conservation area had been almost fully built up by the early 1840s, but there remained areas of undeveloped land on East and West Cliff, as well as further in land to the east and west of the High Street. The railway arrived at Ramsgate in 1846, the first station being built just north-west of the conservation area at what is today the south-eastern end of Station Approach Road. It was joined in 1863 by another line connecting Faversham with the north Kent resort towns, for which a terminus station was constructed overlooking the Sands.



***View of West Cliff promenade, c.1890s (Isle of Thanet collection)***

### 1.8.1 A changing demographic

The railways dramatically reduced the cost and time taken to travel to Ramsgate, and brought a huge influx of new visitors from a broader economic spectrum during the second half of the 19<sup>th</sup> century. Many locals and seasonal visitors feared that the influx of mass tourism would endanger the town's genteel reputation. New streets of more modest housing were laid out throughout the conservation area and Ramsgate more widely, to cater both for the influx of working class and middle-class visitors, as well as the town's expanding working population. Examples of this new housing are found in the neighbourhoods bounded by Plains of Waterloo and Shaftsbury Street on East Cliff, and to the north of Spencer Square on West Cliff. This new housing ranged from very modest, two-storey, unadorned workers' cottages to more substantial townhouses with canted bays and large basement windows, indicative of the fact that many were let as lodging houses during the summer season.

The role of Ramsgate as an exemplar of Victorian England's seaside resorts in the railway age is perhaps best illustrated by its use as a subject for William Frith's *Life at the Seaside or Ramsgate Sands*. Painted between 1851 and 1854, it portrays the cross section of English society frequenting the seaside at Ramsgate but also includes many notable landmarks still highly recognisable today, including The George IV memorial obelisk, Wyatt's Pier House (the design of which is echoed in the more recent Custom House, the Clock House, Kent Terrace, East Cliff House and the Semaphore mast outside it on Wellington Crescent. Having viewed this painting (the scene of her childhood holidays) at the Royal Academy exhibition, Queen Victoria purchased it from its first buyers and it remains a part of the Royal Collection.



***Late-nineteenth century view of Harbour Parade (Isle of Thanet collection)***



### 1.8.2 Further expansion of 'resort infrastructure' and local amenities

New facilities were provided for visitors and locals. Many assembly rooms and clubs were built, such as St George's Hall on George Street (1849), and the United Literary Club lecture hall overlooking Guildford Lawn (1868) which was later remodelled as the headquarters of the Ramsgate Cycling and Motoring Club (now home to the Ramsgate Small Boat Owners Association). Schools and medical facilities were also expanded. The Seaman's Infirmary was established on West Cliff Road in 1850, while on Broad Street, a soup kitchen was established, joined later by a single-storey medical dispensary, designed in a Gothic Revival style and opened in 1876. In 1878, the Sailors' Home and Harbour Mission (the Sailors' Church) was opened on the north-western side of the harbour. A hostel for the apprentices of fishing smacks (Home for Smack Boys) was added adjoining the Mission in 1881, operating until 1915.

### 1.8.3 The Pugins

The 1840s also saw the arrival of Augustus Welby Northmore Pugin (1812-52) to Ramsgate. Between 1843 and 1861, Pugin and his son, Edward (1834-1875), designed and built a family home and a complex of institutional buildings on West Cliff to benefit Ramsgate's catholic community, including St Augustine's Church and, St Edward's Presbytery and St Augustine's Abbey. This collection of buildings was a major milestone in the growth of the Gothic Revival movement, with the elder Pugin's work in particular held up by contemporaries and later generations as one of the exemplars upon which the style was founded. A. W. N Pugin died at The Grange (his family home within the complex) in 1852. His son, Edward, became an acclaimed architect in his own right, adopting and refining his father's style in many buildings including the Granville Hotel on East Cliff, constructed in 1869 and converted to flats in the early 2000s. Following A. W. N Pugin's death, the Abbey was inherited by the Benedictine order who remained there until 2010. It is now owned by the Vincentian Congregation, a Christian organisation, and in use as a spiritual retreat. The buildings within the complex have been sensitively restored over the years, with The Grange becoming a holiday home let by the Landmark Trust and the Church being removed from the Buildings at Risk register after successful community work and grant funding since 2010.

### 1.8.4 Changing forms of seasonal accommodation

Construction of polite housing for wealthier clientele did not cease after the 1840s, but forms of accommodation changed in line with national trends. Grand hotels were built or established in prime locations overlooking the seafront. The imposing Granville Hotel on East Cliff was completed in 1869 to designs by Edward Welby Pugin, with an impressively tall, crenelated tower on its northern corner which remains a key element of Ramsgate's skyline. An inclined drive was built up against the cliff in front of the Granville leading down to a new section of seafront promenade with shops and houses, named the Granville Marina. The Granville was joined on East Cliff in 1880 by eight grand townhouses whose design was inspired by that of the Granville Hotel. The houses were converted into the Hotel St Cloud in the 1890s, renamed San Clu in 1922. The western half was destroyed by fire in 1928.

### 1.8.5 Public works and infrastructure improvements

Towards the end of the century, a series of improvements were made to the town's infrastructure, particularly in the vicinity of the harbour. Access was greatly improved from the East and West Cliffs to the harbourfront and town centre through the creation of a series of grand roadways designed by the borough engineer, W A McIntosh Valon, characterfully lined with Pulhamite, an artificial stone developed by James Pulham. Royal Parade, leading down from West Cliff, took the form of a terraced roadway of redbrick arches with Pulhamite formations within the recesses and topped with balustrades and ornate lampposts. Madeira Walk snaked its way down from East Cliff along the southern side of Albion Place Gardens, lined with planted outcrops of Pulhamite, with recesses containing benches, passages, stairs and a water feature. Concurrently, Harbour Parade was widened, requiring the demolition of some of Ramsgate's earliest resort facilities. Samuel Wyatt's pier house of 1802 was replaced by the Custom House, a grand orange-red brick building whose design was also overseen by McIntosh Valon and echoed that of its predecessor.



*Harbour Street, c.1890s (Isle of Thanet collection)*

### 1.9 Edwardian and Interwar Ramsgate

Key elements of special historic interest:

- Large entertainment venues and leisure facilities within the town, such as the Royal Victoria Pavilion, West Cliff Hall and the East Cliff Bandstand, offer evidence of the changing forms of seaside entertainment provided to visitors during the twentieth century, and the ever-growing body of people for whom a holiday by the sea was an economic possibility.
- Further improvements to the clifftop promenades such as Winterstoke Gardens (funded by a local resident) provide evidence of the national awareness of and desire for outdoor recreation in the clean air of the seaside, and of the important role played by local benefaction in the construction of public works and spaces during the early-twentieth century.

#### 1.9.1 Early-twentieth-century seafront improvements

Ramsgate was thriving as a seaside resort at the turn of the twentieth century. The following 40 years saw the town council and local residents invest heavily in seafront improvements and entertainment venues to maintain this success. In 1903, the Royal Victoria Pavilion was opened, built to designs by the architect Stanley Adshead (1868-1947). Its positioning was partly intended to screen views of the harbour from the sands. At the other end of the harbour, West Cliff Concert Hall was opened in July 1914, dug into the cliff with its flat roof forming part of the West Cliff Promenade, and a tiered sunken garden to the north catering for open-air performances. The West Cliff Promenade was extended a great distance westward in the late 1920s with the creation of the Royal Esplanade (designated as a separate [conservation area](#)).

Winterstoke Gardens was laid out as a north-eastern extension to the East Cliff promenade in 1921-23, with an Italianate sun shelter and fountain flanked by Pulhamite rock gardens. A flight of steps, set within a Pulhamite sea wall, were added immediately in front of the Gardens in 1935-36. Construction of the gardens was funded and spearheaded by Dame Janet Stancomb-Wills (1854-1932), the first female mayor of Ramsgate and a significant patron of local works and culture. Stancomb-Wills' father, Sir William Henry Wills (later Lord Winterstoke) had commissioned and lived in East Court, a fine Arts and Crafts house of 1889-90 standing a short distance away on Victoria Parade.

In the same year, a bathing pool, boating lake and underground 'World Scenic Railway' were all added at the base of East Cliff, while atop the cliff, in front of Wellington Crescent, a new bandstand and open-air dance floor were erected in 1939.



*Trams on Madeira Walk, c.1900s (Isle of Thanet collection)*



### 1.9.2 Civic buildings

Attention was also paid to improving the town's infrastructure and facilities for residents. New public buildings were added, often employing grand architecture which testified to the civic pride and confidence at the time. Ramsgate Library and the adjacent Ramsgate County School (later renamed Chatham and Clarendon Grammar School) were constructed in 1904 and 1909 respectively, to designs by Stanley Adshead. Ramsgate General Hospital was built in 1909 on West Cliff Road as a replacement of the Seaman's Infirmary, lying almost opposite. A new fire station and police station were created in 1901 and 1930 respectively, through the conversion of large nineteenth-century townhouses on Effingham Street and Cavendish Street. The post office was also rebuilt in 1908-9 on High street, in a grand Edwardian Baroque style which complemented that of the new library, school and hospital. A new railway station was built in 1926 (beyond the conservation area), replacing the town and harbour stations, designed by E Maxwell Fry (1899-1987).



*Marina Road bathing pool, c.1930s (Isle of Thanet collection)*

### 1.10 Ramsgate during the Wars

Key elements of special historic interest:

- Ramsgate was one of the few British towns to suffer direct attacks during the First World War.
- The town's civil defence tunnels are almost unparalleled in their extent, sophistication and early build date (from March 1939, expanding earlier railway tunnels). They are illustrative of the town's vulnerability to air and sea attack, its strategic role, and the foresighted thinking of local officials.
- Ramsgate played a vital role in the evacuation of British and Allied troops from the beaches of Dunkirk in May and June 1939 (Operation Dynamo). Many 'little ships' were launched from the Royal Harbour, and many servicemen landed back in England at Ramsgate. The local townspeople played a vital role in caring for the sick and wounded as they disembarked.
- The impact of wartime bomb damage upon the town is evident in the widespread post-war redevelopments as well as cleared bomb sites which were not subsequently redeveloped.

Ramsgate was on the front line during the First and Second World Wars. Its location on the channel saw it attacked from both sea and air during the First World War, with significant loss of life and damage to property. The harbour was brought under Admiralty control and served as the base for the Dover Patrol, whose duty it was to search merchant vessels and patrol the Downs. Buildings in the town were repurposed for use as convalescent facilities for wounded service personnel. War memorials were subsequently erected in the churchyard of St George's and in Albion Place Gardens.



***Coastal battery at Wellington Crescent (Ramsgate Library)***

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The impact of the Second World War upon the town was perhaps even greater. In 1939, 4.5km of deep tunnels were excavated in a semi-circular circuit beneath the town in preparation for anticipated air raids, with 23 entrances distributed throughout the town. This programme of tunnel building is remarkable for the scale of its ambition, the foresightedness of the local authorities, and its national uniqueness. Military structures including coastal batteries were also erected around the harbour and along the cliffs. Ramsgate played a major role in the evacuation of British, Commonwealth and Allied troops from the beaches of France and Belgium during May and June 1940 (Operation Dynamo). The town was the marshalling point for the famous 'little ships' that aided in the Dunkirk evacuations, and many of the little ships were launched from Ramsgate. Large numbers of troops disembarked at the harbour, including many severely wounded, and the local townspeople played a vital role in providing aid, nourishment and accommodation. Sadly, the town once again experienced bombing and shelling, with the loss of 84 civilians and 373 buildings, including many of historic and architectural interest, and many more seriously damaged.



*Wartime tunnels (Mirrorpix/ The Bridgeman Art Library)*

### 1.11 Post-war Ramsgate

Key elements of special historic interest:

- Post-war additions to the seafront promenades provide evidence of the town's renewed prosperity as a holiday destination following wartime closure of venues.
- Some post-war redevelopment followed historic stylistic precedents, such as at La Belle Alliance Square, which helped to preserve the cohesiveness of set-piece designs in spite of later additions.

The post-war years saw Ramsgate attempt to restore its tourism industry. Military emplacements and bomb-damaged buildings were cleared away. The Granville Theatre on Victoria Parade was reconstructed in 1946-47, with its height capped at 2.7m to preserve sea views from the clifftop buildings. The Festival of Britain of 1951 was celebrated in the town with the illumination of 3km of the seafront, and constructed of concrete fountains along the promenades. Only one now survives, on Victoria Parade. The publicly-accessible clifftop walk was extended northwards once more, with the demolition of East Cliff Lodge in 1953 and the creation of the King George VI Memorial Park, immediately north of Winterstoke Gardens (beyond the conservation area).

Many sites in the town centre were redeveloped in the later-twentieth century, with earlier, narrow building plots merged and large-footprint retail units constructed, often of an architecture that moved away from the prevailing nineteenth-century character of the area.

Provision of new homes to fix the critical post-war housing shortage was generally located to the north and west of the historic town centre (beyond the conservation area). Two prominent housing developments within the town centre were constructed during the 1960s in the hinterlands of East and West Cliff. The developments were punctuated with three 15-storey towers, two on East Cliff and one on West Cliff, which are now prominent features of the Ramsgate skyline (both developments are outside of the conservation area boundary).





*Victoria Parade, c.1950s (Isle of Thanet collection)*



*Festival of Britain fountain on East Cliff*

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A variety of seriously-damaged houses in the eighteenth- and nineteenth-century resort neighbourhoods were also replaced, generally in a manner that did not attempt to replicate the historic precedents. An exception to this was the redevelopment around La Belle Alliance Square in 1978-81, in which the new low-rise apartments replicated the form of the characterful early-nineteenth-century houses on the north-west side of the square, with recessed, segmental-arched first-floor balconies.

It was in the face of the gradual loss of some of Ramsgate's most important architectural heritage that the Ramsgate Society was formed in 1964, with some key successes including the saving of Townley House on Chatham Street, which was earmarked for demolition in 1966.

During the later-twentieth century, the harbour remained in use by focusing on leisure craft and new cross-channel links. A hovercraft terminal was built down the coast at Pegwell Bay (beyond the conservation area) during the 1960s, operating until 1987. The West Rocks Ferry Terminal (now the Port of Ramsgate) was constructed in 1979-80, with 18 acres of foreshore reclaimed adjacent to the west pier of the Royal Harbour (beyond the conservation area). The facility operated a passenger and freight ferry to Dunkirk between 1981 and 1998. These projects are evidence of the continued investment in the town's marine economy, as well as the rapid decline in fortunes of these projects during the late-twentieth century.

Ramsgate did not escape the national trends affecting coastal resorts from the 1960s, when competition with foreign destinations caused a decline in the tourism industry. Some of the town's most popular resorts were lost, including the Marina Bathing Pool, and Pleasurama (gutted by fire in 1998, the site is now being redeveloped as apartments). The Western Undercliff, once a popular destination for residents and visitors alike, made way for a new access road and tunnel which opened in 2000. Light industrial and marine engineering operations tucked into back-land sites were gradually closed, with many nineteenth-century warehouses and workshops becoming derelict. Subdivision of Georgian and Regency townhouses into flats led in many cases to the loss of original features and addition of unsympathetic elements, but also allowed more people to live there and reflecting the growing popularity of Ramsgate as a place to live, not just to visit.

### 1.12 The twenty-first century

While Ramsgate may have entered the twenty-first century with less optimism than it had done in 1800 and 1900, the first two decades have presented a range of opportunities for economic regeneration and the reinvigoration of the tourism industry. Local areas like Addington Street are thriving with independent businesses, at least in part through the careful repair and maintenance of historic buildings and shopfronts by the shopkeepers/landlords. Long-vacant sites, such as the former Pleasurama site and the police station, are now being redeveloped, while key heritage assets including Townley House and the Royal Victoria Pavilion have been, or are in the process of being, refurbished, sensitively restored, and reopened with a long-term viable use.

Heritage-focussed grants and funding have also played an important role in uplifting important parts of the town, both within and without the conservation area. Ramsgate was granted Heritage Action Zone status by Historic England in 2017 as part of the first tranche, and has received ongoing heritage support and funding from HE since then. This scheme was bolstered by the further designation of the town centre as a High Street Heritage Action Zone by HE in 2020 followed by a multi-million-pound grant from the Future High Streets Fund. Ellington Park to the north of the conservation area received a £1.6m Heritage Lottery Fund grant in 2018.



***The Royal Victoria Pavilion, reopened in 2018***





***Vibrant Addington Street***



## 2.0 Overview of character

### 2.1 Introduction

The following section summarises the key elements which contribute to the character and appearance of the conservation area. The character and appearance varies significantly across the thirteen character areas. Sections 3.0 to 15.0 provide a more detailed account of the special architectural and historic interest of each character area, and should be read in conjunction with this overview.

### 2.2 Townscape character

The townscape character of a place is defined by a variety of factors including but not limited to: topography; street pattern; urban grain (course or fine); distribution of buildings and spaces; building uses; and building forms, architectural styles and detailing.

Ramsgate Conservation Area has an incredibly diverse townscape character, as a result of its development first as a nucleated settlement around the town centre crossroads and early harbour, then through the addition of formally-planned neighbourhoods of 'polite' housing for seasonal visitors, and subsequently the gradual, piecemeal infill of spaces between these neighbourhoods and the architecturally lavish schemes of the harbour and seafront promenades. This diverse townscape character makes a major contribution to the character and appearance of the conservation area due to the historic and architectural interest it presents in telling the story of Ramsgate's development. The following common themes are identified as positively contributing to this special character.

The town centre and its hinterland (such as Character Areas 2, 11, 12, 13 and parts of 10) are characterised by:

- Four principal streets (Harbour Street, High Street, King Street and Queen Street) arranged at right angles and meeting at a crossroads a short distance inland from the harbour.
- Narrow secondary roads, passages and alleyways connecting principal streets and quieter residential neighbourhoods in close proximity.
- A course urban grain around the crossroads, with fully-developed urban blocks, becoming finer further along the principal streets
- Very dense development and a fixed building line with buildings hard up to the pavement.
- A prevailing commercial building use but a range of building heights, forms and scales.
- A prevailing use of Classical proportions and detailing, but many other styles characteristic of particular eras of commercial architecture such as Art Deco and Tudor Revival.

Seafront areas (such as Character Areas 1, 3 and 6) are characterised by:

- Large areas of wide, open public space along the seafront and clifftop, which are formally laid out but in a range of designs including manicured lawns, artificial

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rock gardens, and paved foot and cycle paths.

- Extensive greenery, mainly in the form of grass lawns with planted beds and borders, but also including rock gardens and large, mature trees.
- Around the harbour, dense development of individual buildings on narrow plots and a fixed building line, with most buildings in retail or hospitality use but often with residential over or in narrow side streets (such as Kent Steps).
- On East and West Cliffs, sparser development of large, set-piece buildings on more generous plots, mostly in residential use.
- A prevailing use of Classical proportions and detailing, but also examples Gothic/Domestic Revival architecture.

Residential neighbourhoods on East and West Cliff (such as Character Areas 4, 5, 7, 8, 9 and parts of 10) are characterised by:

- A clear street hierarchy, with wider primary streets lined with large townhouses, narrow secondary streets with smaller terraced housing, and alleyways, passages and ginnels along the backs of buildings or between urban blocks.
- Tree-lined green spaces (some private, some public), which are an integral part of the formal urban planning of the resort developments. These generally retain the proportions, if not landscape design, of their original layout.
- A fine urban grain with a large network of footpaths, alleyways etc. running between small urban blocks.
- Dense development of terraced housing slightly set back from the street behind iron railings or;
- Sparser development of villas within more generous plots, set further back from the street.
- Between the principal streets of 'polite' houses, a network of more modest terraced housing and light industrial buildings and spaces.
- A predominant residential building use, with small local shopping areas or isolated commercial properties.
- A prevailing use of Classical proportions and detailing, generally of a more elaborate and carefully-detailed form the larger the building.



*Royal Crescent viewed from West Cliff promenade*



*Detached villas at the western end of West Cliff Road*



*Alleyways play an important role in breaking up the urban grain of the conservation area*



*The Royal Victoria Pavilion and Obelisk*





*View south along Harbour Street*



*Townhouses on Augusta Road*

### 2.3 Views and focal points

Views make an important contribution to our ability to understand and appreciate the character and appearance of the conservation area. They encapsulate and express the special and unique character of Ramsgate.

Focal points are prominent buildings or structures (or sometimes spaces) which make a significant positive contribution to the views within the conservation area. Their prominence is normally physical (such as a church spire) but may be social (a public house) or historical (a seafront shelter).

By the nature of Ramsgate's townscape and topography, significant and enjoyable views are exceptionally widespread within the conservation area. So much so that it is not possible to capture every significant view within each Character Area. It is useful, however, to characterise types of views and elements of them that contribute to their significance.

Five types of view have been identified. Some of these views are dynamic, in which moving along a street or path reveals a changing streetscape or landscape, while some are static, in which a particular feature or features of the townscape are highlighted either purposefully through design or through coincidence. What follows is an explanation the characteristics and components that make these views significant. The selection is not exhaustive and other significant views might be identified by the Council when considering proposals for development or change.

- **Seafront vistas.** These have intrinsic aesthetic qualities which are the very reason that Ramsgate became a resort and spurred its development over the past 200 years. Highly significant views are gained both out to sea and back inland. Views from the harbour, Sands and raised East and West Cliffs out to sea are characterised by the curve of the Kent coast, the Royal Harbour, the vast expanse of the Channel, and even sometimes the French coast. Views back inland from the Royal Harbour are framed by the vessels and activities within the harbour, the attractive historic buildings with an historic association with the operation of the harbour or resort town, and the dramatic underlying topography which rises to the east and west. Often the architecture overlooking the sea and harbour is to be seen and to impress in these panoramas. Seafront vistas are an entire spatial experience, evolving as one moves around and along the seafront, rather than a series of specific, designed views.
- **Street vistas terminated by the sea.** These views are gained from the many streets which lead out of the town centre and residential neighbourhoods on East and West Cliffs towards the sea, and are characterised by glimpsed views of the sea and sky framed by terraces of historic townhouses. They encapsulate key aspects of the conservation area's special character: the historic interest and aesthetic qualities of the town's association with the sea, and the resort developments that built up as a consequence.
- **Historic urban townscape vistas.** These are channelled views along streets inland from the sea, framed by historic buildings and spaces, and either terminated by a designed townscape element like a church spire, or unterminated with no clear end focal point.

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- **Set-piece views.** These are views of prominent historic buildings or structures which have a designed element and are typically viewed from a fixed location which showcases a degree of symmetry or a complete architectural composition, often combined with landscape features in the foreground and middle ground. A key example is the axial, direct views of the large clifftop crescents, with designed landscaping in front.
- **Unexpected views.** These views relate to the interplay of Ramsgate's topography, fine-grained and diverse architectural detailing, and the interplay of formally-planned neighbourhoods and areas of more gradual, piecemeal development. They are characterised by an intimate townscape full of architectural detail, and illustrate the architectural and historic interest of Ramsgate. Examples include turning a corner to reveal a formally-planned green space, looking down a narrow passage with retained historic streetscape elements, or chance views of significant landmarks from unexpected locations.
- **Roofscape views.** Views that appear as a consequence of Ramsgate's topography, looking out across the roofs of the town, which reveals the historical detail of the roofs and their varying designs. These animate the spatial experience of the conservation area.



*The elaborate forms of Chatham House School and St Georges Church animate the skyline in views within the character area*





*Historic street vistas north towards the junction of High Street and Chatham Street*



*Glimpsed views of Harbour Parade from Albion Place Gardens*





*Set-piece view of Wellington Crescent and the East Cliff Bandstand*



*Passage through to Charlotte Court from York Street*



*Iconic panoramas across the harbour and the town from the harbour arms*



*Street vista terminated by sea (Addington Street)*

### 2.4 Open space and greenery

Open space and greenery can make a positive contribution to the special character of the conservation area, in its historic interest as part of the planned urban development of Ramsgate as an important element of the setting of other heritage assets. They often also possess intrinsic aesthetic qualities, and offer relief from the hard, urban development which characterises much of the conservation area. The following positive elements of open space are commonly found within the conservation area:

- **Seafront promenades.** The seafront promenades vary significantly in character, but generally comprise a wide pedestrian and cycle path along the seafront and clifftop bounded on their landward side by green open space. The promenades are accessible to people of all abilities and are a significant community asset for relaxation and recreation. They offer remarkable views out to sea and back towards the town. Certain sections are of particular architectural and/or historic interest as high-quality examples of nineteenth- and twentieth-century landscaping, such as Winterstoke Gardens.
- **Formally laid-out squares, gardens and crescents.** The residential neighbourhoods of East and West Cliffs contain several squares, gardens and crescents which were laid out as part of the formal urban planning of the resort developments during the eighteenth and nineteenth centuries. Many of these are of historic interest in retaining their original proportions and verdant character, if not the original landscape design. They are also significant community assets which provide breaks in the hard, urban townscape and offer an enclosed, tranquil space for rest and relaxation. There is historic interest in their continued use as public open spaces for two centuries.
- **Street trees and planting.** Some parts of the conservation area benefit from possessing street trees and planting, which can make a positive contribution to the character and appearance of the conservation area by virtue of their size, maturity, species and prominence in the townscape. Street trees play an important role in softening the hard, urban townscape of many character areas.
- **Private green spaces.** Private green spaces that are prominently visible from the public realm can make a significant positive contribution to the character and appearance of the conservation area as part of the designed setting of significant heritage assets, as well as their intrinsic aesthetic qualities where they are well-maintained and bordered with prominent plants and trees.





*Liverpool Lawn*



*Vale Square Gardens*





*View looking east along West Cliff Promenade*



*Street trees play an important role in softening the townscape*



*Chartham Terrace's private garden, viewed from West Cliff promenade*



*Pulhamite rock gardens at Winterstoke Gardens*



### 2.5 Boundaries and streetscape

Historic boundary treatments, street furniture, flooring materials and other streetscape elements can make a positive contribution to the character and appearance of the conservation area due to their historic interest in illustrating the historic management and upkeep of the public realm, and the changing fashions for separating public and private space, and often also due to their architectural or artistic interest in complementing the building stock in materiality and design.

The following boundary treatments make a positive contribution to the special character of the conservation area:

- **Iron railings.** The characteristic boundary treatment throughout much of the conservation area is ironwork rising from masonry bases, surrounding basement areas in front of historic townhouses and other terraced housing. These are cast and/or wrought iron and come in a number of different traditional patterns.
  - Where they survive, they make a very strong cumulative contribution to the character and appearance of the conservation area, regardless of whether they are listed or not, as an integral part of the design of townhouses within the character area and the high degree of survival.
  - Some historic buildings have lost iron railings but retain small dwarf walls or front areas with a different finish to the pavement. This can be of historic interest in providing evidence of the original boundary treatment, and in creating a distinction between the public and private realm.
- **Masonry dwarf walls.** The front boundary of many buildings comprises a brick or rendered dwarf wall terminated by piers with pyramidal capstones. Some are enriched with balustrades in various patterns or brick diapering or corbelling, while others are plainly finished.
  - Masonry walls are more commonly found in front of later dwellings (mid-nineteenth-century and later) when brick was preferred to iron as a cheaper and more fashionable boundary treatment.
  - Such walls are found in front of both larger villas as well as modest workers' cottages.
- **Flint and brick walls.** A very common boundary treatment between building plots and to rear gardens, regardless of building age, is walls of flint (knapped or unknapped) with brick piers, capping and detailing.
  - Flint walling is very characteristic of the Isle of Thanet, where it was historically the only readily-sourced building stone. Its continued use throughout the history of the conservation area is of historic interest in illustrating the evolution of a vernacular material into a material used for fashionable reasons due to its aesthetic qualities.
- **No boundary treatment.** Many buildings within the conservation area are built hard up to the pavement, with no boundary treatment. This can positively contribute to the special character of the conservation area for different reasons, including:
  - Being illustrative earlier development patterns and the pressure for space along streets in close proximity to the commercial core of the town.
  - As evidence that houses were not built with inhabitable basements,

indicative of their more modest size.

The following historic elements of street furniture, flooring materials and other elements of the streetscape make a positive contribution to the special character of the conservation area:

- Granite kerbs and street margins (stone flags, setts or setts) are retained along many roads.
- Most roads retain cast iron street signs painted white and black or white and blue and attached to the flank wall of buildings.
- Cast iron coal chute covers survive in front of terraces of townhouses and lodging houses. These are sometimes set within surviving stone paving slabs. There are numerous, often ornate designs of coal chute covers and many were produced by local casters, adding to the architectural and historic interest of the area.
- Cast iron lampposts survive along much of the seafront promenade, and on some residential streets.
- In the vicinity of the harbour, many historic pieces of harbour infrastructure survive such as bollards, capstans and wide areas of stone slab or cobble paving.
- Ghost advertising signs painted on the flank walls of building survive in parts of the town centre.



***Flint and brick used as a boundary wall material on Hertford Street***





*Historic coal chute cover within a retained stone paving slab*



*Iron railings on Chatham Street*



*Tall brick boundary walls on West Cliff Road*



*Historic street signage on Kent Steps*



### 2.6 Building forms, styles and details

Historic building forms, styles and details contribute positively to the character and appearance of the conservation area due to their historic interest in illustrating changing fashions, economic and social trends within Ramsgate, in particular the housing and facilities provided for visitors to the seaside resort and the communities that developed to serve the needs of holiday makers. They are also of architectural and artistic interest in illustrating the fine-grained architectural detailing and eclectic mix of building styles within the town. The following building forms, styles and details are commonly found throughout the conservation area and make a positive contribution to its character and appearance:

- The typical building form is a terraced building of two to three bays wide and two to four storeys in height, often over a basement. Most buildings are taller than they are wide.
- Buildings are commonly arranged in a terrace of uniform or closely matching design, although in earlier or more commercial parts of the conservation area, development is generally confined to individual or smaller numbers of plots.
- More substantial houses may be built across four or more bays, and be wider than they are tall.
- There is great architectural diversity among public or institutional buildings. Common elements include:
  - Buildings are wider than they are tall.
  - Employment of a wider palette of materials including those imported from beyond the local area such as stone.
  - Many buildings feature a taller element rising from the roof to enhance their prominence in the townscape such as a bell/clock tower or spire.
- Within back-land areas there are many surviving light industrial sites of the nineteenth century and early twentieth century. These buildings are typically of one or two storeys, constructed of brick, with large segmental-arched, fixed or casement windows on each floor.
- There is a range of historic roof forms within the conservation area, but the most common are pitched, hipped and M-shaped roofs with a covering of Natural slate.
- Most buildings are designed using Classical proportions and architectural detailing. This means:
  - There is a high proportion of void (windows and doors) to solid within street-facing elevations
  - Street-facing elevations have a strong vertical emphasis through their fenestration (usually tall, six-over-six sash windows) and architectural detailing.
  - Most window heads are flat-arched and most door heads are round-arched.
  - First-floor verandas of intricate ironwork framing under a lead roof.
  - Details include Classical mouldings and architectural details to doors, windows, parapets etc., such as pilasters, quoins and modillion cornices.
- While the rear elevations of these larger townhouses may lack some of the qualities of the 'polite street' and flank elevations, they can contribute to the understanding of the historic use and evolution of buildings, and in doing so, can make a positive contribution to the character and appearance of the character

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area. Positive rear elevations exhibit a high rate of survival of historic windows, a regular, Classically-ordered arrangement of windows and doors, and modestly-sized extensions which are in keeping with the materiality, design and scale of the host building.

- Other revivalist architectural styles, typically the Gothic, Tudor and Domestic Revival, are found among certain building types such as churches, institutions, almshouses and late-nineteenth century or early-twentieth century shops and housing. Such buildings are characterised by:
  - Asymmetrical building forms, designed to imitate gradual development in multiple phases.
  - Elaborate roof forms comprising interlinked, steeply-pitched roofs.
  - Pointed arched windows and doorways, often with window tracery.
  - Elaborately-shaped or crenelated street-facing gables.
  - Other Gothic (or Gothicised) architectural details and sculptures executed in render, stone or timber.
- Many buildings have canted bays constructed of timber or brick rising through one or more storeys.
- Bow windows, either on one storey or full-height, are particularly common within the conservation area, typically found on early-nineteenth century buildings. These windows provided residents and visitors with wide views beyond their dwelling, often taking in dramatic seascapes, while their gentle, curved form was a key element of the genteel Regency architecture which prevailed at the time. There appears to be a particular style of bow window which is particularly prevalent in Ramsgate, with a central brick pier and curved glass sashes to either side, examples of which can be seen at 15 and 17 Broad Street or 64 Hardres Street. The purpose of this form may have been to gain the benefits of having views out to either side while providing a measure of privacy from passers-by.
- Historic shopfronts are of timber or cast iron and comprise a canted, recessed, central entrance flanked by shop windows with moulded stallrisers, fixed glazing bars and a fascia board, flanked by moulded pilasters topped with console brackets.



*Rippling bow windows and intricate iron balconies on The Paragon*



*Brick, first-floor verandahs and ground-floor colonnade at Wellington Crescent*





*Historic building names inscribed into stucco or stone can enrich the streetscape*



*Historic shopfronts on the upper High Street*



*Early shops and houses on Queen Street*



*Imposing late-nineteenth-century commercial architecture*



### 2.7 Characteristic building materials

Characteristic building materials contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating the traditionally used materials in Ramsgate and their architectural and artistic interest in creating the colour, tone and texture of the conservation area. The following characteristic building materials are widespread within the conservation area:

- **Brick.** The prevailing building material of most buildings within the conservation area is brick. This is commonly a locally-sourced yellow/buff stock brick, but earlier (pre-resort) buildings often contain red bricks (also locally produced), while later (late-nineteenth century and twentieth century) buildings employ a somewhat wider range of brick types due to the greater availability of non-local materials. Brickwork may be whitewashed on one or more floors, and render applied to create decorative mouldings.
- **Render.** Render is another important facing material throughout the conservation area. It was lime-based ('stucco') during the nineteenth century and earlier, and more commonly cement-based during the twentieth century. It is employed in three ways:
  - On many buildings, it is used at ground and basement level with a smooth finish.
  - Elsewhere, it covers the entirety of the principal and/or side elevations of buildings.
  - On other buildings, Classical details such as doors and window surrounds are created from stucco on brick facades. Many flat-arched window heads are also rendered, often masking lower-quality brickwork beneath.
- **Flint.** There is an abundant source of flint in the vicinity of Ramsgate and it has been used as a primary or secondary building material for many centuries. The use of flint throughout the town's history is significant in illustrating the widespread use of a vernacular material and its later adaptation for aesthetic more than practical reasons.
  - Earlier buildings may employ flint as a primary walling material for flank and rear walls, and occasionally on the principal façade, while later buildings often employ it for its decorative qualities in architectural details.
  - Flint is also commonly used in boundary walls throughout the conservation area and across a wide date range.
- **Iron.** Iron is used extensively for railings around front basement areas of terraced houses, as well as enclosing the grounds of some larger public buildings like Ramsgate Library.
- **Timber.** Timber is used as a secondary material to form ground-floor shopfronts, canted bay windows, doors, windows and other details such as bargeboards and finials.
- **Stone.** Stone is less commonly used within the conservation area, but most terraced houses have stone steps leading to elevated front doors.
  - Stone is also used as a dressing material on larger public or commercial buildings. In the town centre, some later-nineteenth century and early-twentieth century commercial buildings employ stone as a primary facing material. The types of stone vary, but are most commonly a cream or pale



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- grey sandstone or limestone.
- Stone is used extensively in and around the Royal Harbour for harbour infrastructure. The harbour itself is faced in granite, while the lighthouse at the end of the western pier is also of granite.
- **Slate.** Slate is the primary roofing material throughout the conservation area. Some pre-resort town buildings have clay plain-tiled roofs but these are the exception.



*The Clock House, viewed from the eastern harbour arm, faced in ashlar stone*



*Buff brickwork and simple Classical detailing on early-nineteenth-century buildings on Queen Street*



*Extensive use of knapped flint on Chartham Terrace and St Augustine's Church*





*Flint, rubble and brick used as walling materials on Liverpool Lawn*



*Foresters' Hall on Meeting Street, faced in stucco render*

## 2.8 Heritage assets

The conservation area contains both 'designated heritage assets' and other buildings or places that contribute to its character and appearance. These include:

- Listed buildings (designated heritage assets). Buildings or structures that have been designated by national government as having special historic or architectural interest at a national level, and which are subject to listed building consent. These are shown on the Conservation Area map.

For further details of listing, see <https://www.historicengland.org.uk/listing/what-is-designation/> and to find individual list descriptions, search the National Heritage List for England at <https://historicengland.org.uk/listing/the-list/>

- Unlisted buildings, structures, landscapes, sites, places and archaeology that contribute positively to the character and appearance of the conservation area are identified in this appraisal as 'positive contributors'. Some may have suffered from superficially unsympathetic alteration such as modern windows or shopfronts, but nevertheless make a positive contribution because of the underlying integrity of the historic building or place.
- Positive contributors may be 'non-designated heritage assets', as defined in the National Planning Policy Framework, in their own right, but are nevertheless considered to contribute to the significance of the conservation area as a designated heritage asset and their loss would be considered harmful to the area's character and/or appearance. Part 4, Section 2 provides more details of the methodology used to identify these.

The contribution made by a building to the character and appearance of the conservation area is not limited to its street elevations but can also derive from its integrity as an historic structure and the effect it has in three dimensions. Rear elevations can be important, as can side views from alleys and yards. Contribution to the conservation area may also be derived as much from what the building reveals about the history of the area as from its 'aesthetic appeal'.

In the case of listed buildings, this document does not identify the extent of the listed building or associated 'curtilage' buildings and structures to which listed building consent might apply. Please consult Thanet District Council for advice on the extent and curtilage of individual listed buildings.





*The Grange and St Augustine's Church*



*Monkton House, High Street*



*Early-nineteenth-century terraced housing at the eastern end of West Cliff Road*



*Listed townhouses on Augusta Road*



### 2.9 Character areas

13 areas of discernibly different character can be identified within the conservation area, based on their spatial character, architectural and landscape qualities, historical development and the contribution they make to the conservation area. These are:

- Character Area 1: The Royal Harbour
- Character Area 2: Historic Commercial Core
- Character Area 3: East Cliff
- Character Area 4: Spencer Square and Addington Street
- Character Area 5: Mount Albion Estate
- Character Area 6: Liverpool Lawn
- Character Area 7: Grange Road
- Character Area 8: West Cliff Road
- Character Area 9: Vale Square
- Character Area 10: Effingham Road and Environs
- Character Area 11: Upper King Street
- Character Area 12: Chatham Street and Upper High Street
- Character Area 13: Broad Street and Hardres Street

The features and individual characteristics of each area that contribute to the character and appearance of the conservation area are described in the following chapters. The boundaries of the character areas are illustrated on the map below.

***[PLEASE SEE SEPARATE CHARACTER AREA BOUNDARIES MAP. MAP TO BE INSERTED INTO DOCUMENT FOLLOWING PUBLIC CONSULTATION.]***

Each character area assessment is available to download as an individual PDF from the TDC website. ***[LINK TO LOCATION ON WEBSITE TO BE INSERTED FOLLOWING PUBLIC CONSULTATION].***

## 3.0 Character Area 1: The Royal Harbour

### 3.1 Summary

Character Area 1: The Royal Harbour encompasses the eighteenth-century harbour and the spaces and buildings overlooking the harbour from Harbour Parade in the east to Paragon Promenade in the west. It is the largest character area by area, and the most diverse in terms of building uses, forms and styles, and the nature of open spaces and infrastructure.

The Royal Harbour was constructed in phases from 1750 as a harbour of refuge for shipping in the channel and was granted 'Royal' status in 1821. It played a vital role in the Napoleonic Wars, as well as the First and Second World Wars. Most of the buildings immediately on the harbourfront are linked to the harbour through their historic or modern functions, either directly e.g. workshops, cabins, the Lifeboat station, Clock House and Custom House, or indirectly, e.g. the many pubs, restaurants and hotels taking advantage of their prime location on the water. On the higher ground above the harbour are areas of substantial eighteenth- and nineteenth-century terraced housing.

The highly dynamic experience of the harbour is one of the most important aspects of the special character of the conservation area. The harbour arms and rising chalk cliffs form an 'amphitheatre' on the sea, with remarkable panoramic views gained from the town across the harbour but also from the harbour back over the town. The range and quality of the building stock and infrastructure e.g. Royal Parade, is of great architectural and historic interest. Also of great importance to the character of the conservation area is the human activity within and around the harbour, not least due to the highly successful refurbishment of the Military Road arches which brought creative businesses and an attractive environment to the harbourfront which is enjoyed by locals and visitors alike.

**Volunteer assessor:** The harbour is a monumental place with so many clues in its fabric to untold epic stories...the sense of place is very strong. [It] is a place where anybody can go at any time and experience its ever-changing ambience; whether on foot or under sail.

Further quotes from volunteer assessors are presented in *italics*.

### 3.2 Location and boundaries

Character Area 1 is centred on the Royal Harbour and includes the roads leading up onto East and West Cliff which immediately overlook the harbour. It borders Character Area 7: Grange Road to the west; Character Areas 4: Spencer Square and Addington Street, 6: Liverpool Lawn, 2: Historic Commercial Core, and 3: East Cliff to the north, and forms part of the conservation area boundary to the south and east. The location of the character area is shown on the Character Area Boundaries map on page 63.

**CHARACTER AREA 1 ASSESSMENT AND VIEWS MAPS TO BE INSERTED AFTER CONSULTATION - PLEASE SEE SEPARATE PDF**



### 3.3 Historical introduction

See Section 1.0 for a longer history of the conservation area.

- A timber pier for laying up and fitting out vessels is recorded at Ramsgate as early as 1543.
- Works on the current masonry harbour commenced in 1750. By 1779, the engineer John Smeaton had added a cross wall and inner basin.
- Further additions included an extension of the east pier head in 1787, a dry dock in 1808-09, slipways (1838-39 and later), and a lighthouse (1841, replacing an earlier structure).
- The harbour clock house was constructed in c.1816 to designs by John Shaw Sr.
- Terraces of fashionable townhouses overlooking the harbour were developed between the 1790s and 1810s, including The Paragon, Nelson Crescent, Prospect Terrace and Sion Hill.
- In 1821, King George IV designated Ramsgate a Royal Harbour – a title unique to the town. A granite obelisk by John Shaw was erected in 1822-23 to commemorate the event.
- Kent Terrace was developed in 1833-37 after the chalk outcrop of East Cliff was cut back.
- Harbourfront restaurants, shops and hotels were developed and redeveloped throughout the eighteenth, nineteenth and early-twentieth centuries.
- Seafront improvements were carried out during the 1890s and 1900s, including the widening of Harbour Parade, the reconstruction of Royal Parade and Military Road in brick arches and Pulhamite artificial rock, the construction of the Custom House in 1894-95 (all overseen by borough engineer W A McIntosh Valon) and the Royal Victoria Pavilion in 1903.
- Ramsgate Harbour was a major point of embarkation during the Napoleonic Wars, and played an important naval role in the First and Second World Wars.
- The harbour was the marshalling point for the ‘Little Ships’ that sailed to Dunkirk during the Second World War and a point of disembarkation for many evacuated troops including the seriously wounded.

### 3.4 Townscape character

The townscape character of the Royal Harbour is defined by the interrelationship between the sea, the harbour and the surrounding built form. It makes a major contribution to the special character of the conservation area in representing perhaps the most recognisable and iconic piece of townscape in Ramsgate, with a *distinct architectural narrative*. This very special townscape character is broken down into the following elements of historic and architectural or artistic interest:

- The underlying topography is largely flat but rises sharply at its western and north-eastern extents, where the chalk cliffs of East and West Cliff begin to rise.
- The fundamental urban plan consists of a large body of water enclosed by a masonry harbour with outer and inner arms, enclosed to the north and north-west by dense urban development, with carriageways and a generous, hard-

landscaped public realm between the two.

- Feeding onto the primary carriageways of Harbour Parade and Royal Parade are a series of narrower streets and passages leading from the town centre to the harbourside and the clifftops above, which are illustrative of the orientation of Ramsgate's urban form towards the harbour.
- While there is diversity among the historic arrangement, use and form of buildings, a number of unifying factors of historic and architectural interest are observable:
  - To the west and north-east of the harbour are terraces of 'polite' eighteenth and early-nineteenth-century townhouses and lodging houses, generally of three to four storeys in height plus basements, with continuous parapets and a range of historic hipped and pitched roofs. They occupy elevated ground, built away from the clamour of the harbour, providing clear views out to sea. Development is dense, with a consistent building line set back from the pavement behind railed front areas and generous areas of public realm.
  - Along the north side of the harbour is a range of shops, cafes, hotels and pubs mostly of the late eighteenth and nineteenth centuries – with the Royal Oak as a unique survivor from the seventeenth century – and generally of three to four storeys under a range of historic roof forms. Unlike the terraces of townhouses, these buildings represent piecemeal development but the group is unified by their grand, eye-catching facades designed to impress visitors to the harbourfront. Development is dense, with most buildings hard up to the pavement, indicative of the premium on land in this prime location.
  - Within the harbour itself (along the harbour arms, cross walls etc) are a series of buildings and structures, generally of more modest architectural form or utilitarian design, whose function is or was historically related to the harbour such as the Ice House next to Jacob's Ladder. These are more sparsely laid out, generally rise to one or two storeys and are often of a utilitarian or modest architectural design. Modern structures may harm views of and from the harbour due to their positioning, plain design and materiality, but in some cases they may contribute to our appreciation of the ongoing maritime activity, creating a sense of continuity with the past, as well as ensuring the continuing operation and value of the harbour as a heritage asset. Nevertheless, they may also provide opportunities for enhancement that reflect the civic pride in the harbour seen in the past.
- The openness of the harbour and the 'big sky' experience one gains there is of principal importance to the special character of the conservation area.
- The highly successful refurbishment of the Military Road arches has enriched the experience of the harbourfront through creating an attractive and active environment for visitors and residents alike, while better revealing the architectural interest of these structures which contrasts with that of the polite townhouses and hotels above on the clifftops.



*Some of Ramsgate's finest architectural landmarks are seen from the Royal Harbour*



*Layered view of Harbour Parade, Kent Place and Albion Place*



*Narrow stairs leading to Madeira Walk from Harbour Parade*



### 3.5 Views and focal points

Character Area 1 offers some of the finest and most recognisable views of Ramsgate, many of which capture the historical, architectural and artistic interest of particular elements or areas of the conservation area. Of equal significance to views looking out to sea are views inland from the harbour. Standing on the east and west harbour arms, one can appreciate the historic growth of the town and the eclectic architecture on display both around the harbour but also further in land. The views can be grouped into two of the overarching categories described in Section 2.2:

- Coastal views:
  - *Spectacular and dramatic views from the harbour out to sea and the unbroken line of buildings along the cliff top.*
  - High-level open vistas of the harbour and out to sea are gained from elevated positions such as The Paragon, Nelson Crescent, Kent Terrace and the balconies and roof terraces of many buildings overlooking the harbour.
  - Evolving views out to sea and across the harbour as one climbs Royal Parade.
  - Panoramic views from the harbour arms back towards the town, taking in the full sweep of the seafront development from West Cliff to East Cliff.
  - *'Big reveals' entering from the [town centre] and 'slow reveals' of the harbour entering the area from the cliff top promenades.*
- Unexpected views, such as:
  - The channelled view north along Kent Terrace from Harbour Parade, where the underlying topography creates a layered view of the townhouses of Kent Terrace and Albion Place.
  - The view of Jacob's Ladder looking north-west from the west harbour arm, with polite townhouses visible at the top of the cliff above.
  - Glimpsed, evolving views of the Pulhamite rock formations and workshops, cafes etc. inside the brick arches on Royal Parade and Military Road respectively.
- Roofscape views:
  - *Exceptional long-range views of informal roof lines* looking from elevated positions on East and West Cliffs to the opposite cliff.
- There are many buildings and structures within Character Area 1 which act as focal points, enriching significant views by virtue of their role as an historical, physical or social landmark. This includes:
  - The Royal Victoria Pavilion and Obelisk
  - The London Restaurant (Peter's Fish Factory), Harbour Parade
  - Nos. 1-6 and 10-14 Kent Terrace
  - Harbour clock house
  - Sailors' Church and former Home for Smack Boys.
  - Jacob's Ladder
  - Nelson Crescent
  - The Paragon
  - West Pier Lighthouse
  - Royal Harbour Brasserie
  - Royal Parade and Military Road terracing, balustrades and arcades
  - The tide ball



*Panoramic views from the harbour arms take in some of Ramsgate's finest architectural landmarks*



*View east along Harbour Parade*



*Evocative view along the passageway leading to Kent Steps from Harbour Parade*

### 3.6 Open space

A large proportion of Character Area 1 comprises public open space. It has a range of treatments and functions and much of it is of historic and architectural or artistic interest, therefore contributing to the special character of the conservation area. The following elements make up the public space within Character Area 1:

- At the eastern end of Harbour Parade is a large open area, partly tarmacked and in use as car parking and partly paved with concrete and granite slabs and provided with benches. The area creates a forecourt/plaza surrounded by buildings or structures of heritage significance such as the Obelisk, the Royal Victoria Pavilion, the Castle Restaurant, the Clock House and various historic structures associated with the operation of the harbour.
- The openness of the space, rather than its modern material palette or design, contributes to the character and appearance of the conservation area in providing a traffic-free space for people to view and appreciate some of Ramsgate's key heritage assets.
- As Harbour Parade continues westward around the harbour, there are several points where the pavement widens and stone benches are provided. Much like the plaza at the eastern end of the road, the design and materiality of these spaces does not draw on historic precedents within the conservation area, but there is value in providing spaces for sitting and appreciating the intrinsic aesthetic qualities and historic interest of the harbour and surrounding buildings. In particular, the openness of this harbour 'yard' provides an open setting to some of Ramsgate's most recognisable landmarks: the Clock House, Obelisk and Royal Victoria Pavilion.
- An almost continuous promenade runs from West Cliff Arcade to the west end of The Paragon, where it becomes the Westcliff Promenade. In three places – around the tide ball, and in front of Nelson Crescent and The Paragon – the path widens and lined with benches and Victorian seafront shelters which provide places for resting and observing the spectacular coastal views from key viewpoints.
- These spaces are of historic interest as evidence of the historic provision of public amenity space during Ramsgate's growth and development as a resort town. They also offer significant vantage points and *strategic resting places* [which] *encourage you to take the time to take in what is probably the best view of the harbour.*
- The Victorian shelters, which have recently been restored to their original appearance, are of historical and architectural interest as attractive elements of the nineteenth century resort infrastructure.
- In front of Nelson Crescent there is a lawn with planted beds. This is an isolated island of positive green space which softens the hard streetscape, and is of historic interest as part of the original urban design of Nelson Crescent.



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Naturally, the greater part of this character area comprises the Royal Harbour structure and the large body of water contained within the Royal Harbour.

- The size and openness of this space creates a 'big sky' feel to the experience of the harbour, while there is *excellent usability and access* to the harbour arms and cross walls which offer panoramic views of the sea, harbour and seafront buildings.
- It is also of great historic interest as a renowned example of eighteenth-century civil engineering, and through its association with the growth of Ramsgate first as a successful trading port, then as a harbour of refuge of importance to international trade, but also its important role in British military history.
- By contrast, the harbour walls also *provide enclosure and a strong sense of security* which very strongly contributes to the special character of the area.
- While this is not accessible to the public in the same way as the promenades along the harbourfront, it nevertheless makes a very strong contribution to the character and appearance of the conservation area in defining the most recognisable and iconic views of Ramsgate.



***Northerly view from the eastern harbour arm across the Sands***



*Modern paving materials in the wide pedestrian 'plaza' at the end of Harbour Parade*



*Beautifully restored Victorian seafront shelter at Paragon Promenade*

### 3.7 Boundaries and streetscape

Historic boundary treatments, street furniture and flooring materials make a positive contribution to the character and appearance of the conservation area due to their illustration of the public realm's historic management and upkeep, and often also due to their architectural and/or artistic interest in complementing the building stock in materiality and design. The two historic boundary treatments within Character Area 1 which are of historical and architectural interest are as follows:

- Within the residential areas in the west and north-eastern parts of the character area, the prevailing boundary treatment of this character area is ironwork rising from masonry bases, surrounding basement areas in front of historic townhouses and other terraced housing. These are cast and/or wrought iron and come in a number of different traditional patterns.
- The commercial buildings along the north side of the harbour are generally built hard up to the pavement. This is of historic interest in illustrating the pressure for space in this prominent location.

There are many surviving elements of the streetscape within the character area:

- Royal Parade is perhaps Ramsgate's finest example of municipal infrastructure. It comprises a three-tiered carriageway and footpath leading from West Cliff down to the harbour front, with retaining walls comprising balustraded redbrick arches topped with cast iron lampposts, originally lit with gas but now electrically powered. The brick arcading in the middle tier is filled with Pulhamite artificial rock formations, planted with flowers.
- This highly significant piece of late-Victorian civil engineering is of great architectural, artistic and historical interest as an iconic element of views of the town and a testament to the civic pride and confidence of Ramsgate at the turn of the twentieth century.
- Most streets retain granite kerbs while the footpath on the seaward side of Harbour Parade is paved with large stone flags.
- There are small areas of retained York stone paving on Sion Hill.
- A series of cast iron lampposts survive along Sion Hill, Prospect Terrace and Nelson Crescent.
- Cast iron coal chute covers survive in front of most of the townhouses in the residential areas in the western part of the character area, some set within retained York stone slabs.
- Ornate cast iron lanterns have been retained and placed on modern steel lampposts around the car park in front of the clock house.
- There are cast iron/mild steel balustrades, captured in photos of c.1900, along most of the footpaths alongside the harbour.
- Around most of the perimeter of the harbour are a series of concrete bollards which were (and continue to be) used for securing vessels to the harbour.
- There are various other historic and modern structures related to the operation of the harbour, such as capstans, a powder magazine, sluice gate mechanisms and iron ladders.
- There are several public artworks, memorials and historic artefacts in the area,



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such as the Channel Dash Memorial and the Obelisk commemorating the harbour's designation as a Royal Harbour.

- Most streets retain cast iron street signs, which are painted blue and white or black and white and usually attached to the flank elevation of buildings.



***Historic street furniture and paving materials on the Royal Harbour***



***Historic balustrade lining the harbour***



*Stone flags in the Royal Harbour*

### 3.8 Building forms, styles and details

There is a range of historic building forms, styles and details within Character Area 1 due to the progressive waves of change in the area due to commercial pressures and the historic need to regularly update the harbour infrastructure. In this context, the following elements contribute to the special character of the conservation area due to their historic interest in illustrating the changing economic activities around the harbour and changing architectural tastes over time, and their architectural interest in creating a diverse townscape with a wealth of finely-grained architectural detailing:

- Residential buildings are arranged in terraces of townhouses and lodging houses, of three to four storeys in height plus basements, and with street frontages of two to three bays wide.
  - The design of houses employs Classical proportions and detailing, with a vertical emphasis and a high proportion of void to solid on street elevations. Most window heads are flat and most door heads are round-arched.
  - There is a range of ornate, historic elevation treatments to townhouses, *with a wide range of high-quality traditional masonry, joinery, bay window styles, balconies and architectural metal work in the balconies and railings*, providing a richly-detailed and *informal* townscape.
  - This is largely due to the development of individual or small groups of plots rather than long unified terraces like elsewhere in the conservation area, but there is a richly mixed palette of decoration and detailing even among larger speculative developments.
  - Common details include intricate cast and wrought iron first-floor balconies with lead roofs, canted bay or bow windows rising through the basement and ground floors or as full-height features, plaster mouldings to windows, parapets and ground floors, and large windows to basement areas, which are indicative of a building's historic use as a lodging house.
  - There is a high degree of survival of historic windows (six-over-six sashes if pre-1850s, two-over-two or single pane sashes with horns if 1850s or later).
- The building stock immediately fronting the harbour is more varied in form, style and material. The prevailing building use is commercial, although there are several prominent buildings which have historic institutional/functional uses directly related to the operation of the harbour.
- Outside the harbour, buildings are two to four storeys in height, very few with visible basements, and are generally two to four bays wide on their street frontage, although prominent public buildings are often wider.
- Stylistically, the Classical idiom prevails. Many buildings share the characteristics of the residential buildings in the character area listed above, although there is a greater range in the employment of these forms and details, particularly among later-nineteenth century and twentieth century buildings such as the Royal Sailors Rest and Custom House.
- Prominent public buildings and larger commercial buildings like the Custom House and Clock House employ more elaborate architectural forms, more non-local and expensive materials, and often conform to the conventions of a particular 'style' in contrast to the freer use of Classical details in the housing stock.
- In addition, there are many Gothic Revival or English Renaissance buildings in the



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character area, including the Sailors' Church, Home for Smack Boys and Nos. 2-10 West Cliff Mansions. These buildings have shaped or pointed, street-facing gables, pointed-arch windows and some Classical details used in a freer or 'mannerist' form.

- Within the harbour itself (along the harbour arms, cross walls etc) are a series of buildings and structures, generally of more modest architectural form or utilitarian design, whose function is or was historically related to the harbour. These are more sparsely laid out, generally rise to one or two storeys and are often of a utilitarian or modest architectural design. These buildings may harm views of and from the harbour due to their positioning, plain design and materiality, but in some cases they may contribute to our appreciation of the ongoing use of the harbour as a marina.



*A diverse array of historic buildings on Harbour Parade*



*Diversity within narrow stylistic boundaries creates a textured and lively streetscape on The Paragon*



*Smack Boys and Sailors' Home*



### 3.9 Characteristic building materials

The following materials contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating the traditionally used materials in Ramsgate and their architectural and/or artistic interest in creating the colour, tone and texture of the conservation area. The following characteristic building materials are commonly found in Character Area 1 and contribute to the special character of the conservation area:

- The two prevailing characteristic building materials in this character area are brick and render, sometimes used in combination.
- Render (historically lime-based but increasingly cement-based during the twentieth century) is the primary facing material of most buildings in the character area, either applied to the entire façade or to one or two lower floors with exposed brick above.
- Elevational details such as window and door surrounds, pilasters, cornices and rustication are also commonly executed in render.
- Buff brick laid in Flemish bond is also common. It is typically a locally-sourced yellow-brown/buff brick in earlier buildings and an orange-red brick in later (nineteenth century and twentieth century) buildings and structures.
- Brick is also used to create details such as corbelling, elaborate gables, embellished window heads, quoins and pilasters, such as at West Cliff Mansions.
- Red or beige terracotta is used to create architectural details on later-nineteenth century buildings and structures, its use in the conservation area being fairly constrained to this character area.
- Cast and wrought iron is used for boundary railings and first-floor balconies throughout the character area.
- Timber is used for shopfronts, sash windows, canted bays, window surrounds, doors, doorcases and other architectural details, often carved with Classical detailing.
- Stone is used as the primary facing material of prominent municipal and commercial buildings such as at 52 Harbour Parade (former NatWest bank) and the Clock House, and elsewhere as a dressing material such as at the Sailors' Church and 2 West Cliff Mansions. The type of stone varies, but is generally a pale grey or cream limestone or sandstone. The harbour lighthouse and harbour arms are constructed of granite, which is atypical of the conservation area but a positive feature in being chosen for its durable (as well as aesthetic) qualities to cope with its exposed location – part of a national tradition of eighteenth and nineteenth-century marine engineering.
- Pulhamite artificial rock is used within the brick arches of Royal Parade as part of the hard landscaping of the route.
- Natural slate is the prevailing roofing material. Where alternative materials are employed, such as concrete tiles, it is almost always a later intervention to an historic building and is often not in keeping with the character and appearance of the conservation area.



*Iron balconies and bow windows on The Paragon*



*Flint used as a walling material*



*Early-nineteenth-century hotels and lodging houses with stuccoed facades on Harbour Parade*



### 3.10 Heritage assets

The character area contains both ‘designated heritage assets’ and other buildings or places that contribute to its character and appearance.

- **Listed buildings (designated heritage assets).** These are buildings or structures that have been designated by national government as having special historic or architectural interest at a national level, and which are subject to listed building consent. These are shown on the ***Conservation Area map***.
  - A very high proportion of the buildings and structures within the character area are listed, including many of Ramsgate’s most recognisable buildings.
  - All are listed at Grade II, apart from the Clock House which is listed at Grade II\*.
- **Positive contributors (non-designated heritage assets).** These are unlisted buildings that contribute positively to the character and appearance of the conservation area. Some may have suffered from superficially unsympathetic alteration such as modern windows or shopfronts, but nevertheless make a positive contribution because of the underlying integrity of the historic building or place.
- Positive contributors can be thought of as ‘non-designated heritage assets’, as defined in the National Planning Policy Framework. ***Part 4, Section 2 of this Appraisal provides more details of the methodology used to identify these.***
  - The majority of the non-listed buildings within the character area contribute positively to the character and appearance of the conservation area by virtue of their design, materiality, form and layout, as well as their value as part of a wider group of designated and non-designated heritage assets.



***The Royal Victoria Pavilion and Obelisk***



*John Shaw Jr's lighthouse of 1838*



*The Custom House of 1894-95*



*Nineteenth-century slipways viewed from the eastern harbour arm*



### 3.11 Opportunities for enhancement

Opportunities for enhancement are locations within the conservation area where its character and appearance and/or its economic, social and cultural vitality can be enhanced by enhanced management, sensitive redevelopment and/or refurbishment/preservation, depending on the precise circumstances of the site. The Character Area Assessment map on page **XXX (to be inserted following public consultation)** illustrates the location of opportunities for enhancement within the character area.

- Clock House. This Grade II\* listed building requires sensitive refurbishment and reopening to the public in an optimum viable use.
- Royal Victoria Pavilion, ground floor. The eastern part of the ground floor of this listed building would benefit from sensitive refurbishment and reopening in an optimum viable use.
- The ice house. This structure is of historic interest as part of the industrial heritage of the port and provides evidence of the harbour's role as home to an important inshore fishing fleet. The building would benefit from sensitive reuse and refurbishment.
- The gunpowder store. To ensure this building is valued and cared for, it is suggested that it needs a sensitive new use. This could be related to harbour activity or tourism, for example, as a wet-fish stall or boat-trip booking office.
- Military Road and Royal Parade arches. The condition of the brick arcading and Pulhamite structures along Military Road and Royal Parade should be closely monitored to prevent further degradation of this highly significant piece of Ramsgate's townscape.
- Tide ball. Options for the repair of the tide ball should be considered, to bring this significant heritage asset back into working order, which would better reveal its historic interest.
- Harbour pier masonry. The historic masonry of the harbour pier has degraded in places. Its ongoing condition should be monitored, while opportunities for its restoration should be explored.
- Harbour Parade, Military Road and Royal Parade. Car parking in these key locations should be removed or drastically improved to improve the pedestrian experience of these key historic sites and the setting of surrounding heritage assets.





*Military Road and Royal Parade arches*



*The Ice House*



*The drydock of 1808-09*

### 3.12 Management considerations

The management of the conservation area is discussed in Part 2: Management Plan. Some key considerations relating to this character area are:

- Vehicular traffic has a particularly negative impact upon the special character of the conservation area within character Area 1. The introduction of traffic calming measures, increased pedestrian crossings, and the potential for partial or full pedestrianisation of parts of Harbour Parade should be explored.
- Car and bus parking have a negative impact upon the special character of the conservation area within Character Area 1, in particular the bus/coach bays in front of Nos. 48-51 Harbour Parade, through inhibiting significant views of and from the harbour. Alternative methods and locations of parking provision should be explored.
- The design and location of modern street signage and furniture should be reviewed, to achieve a more positive relationship to the setting of adjacent heritage assets.
- The design and materiality of street surfaces within the public realm should be reviewed to better respond to the character and appearance of the conservation area.
- Opportunities to increase and improve the existing wayfinding and heritage information signage should be explored, such as working with the Town Council and community organisations such as the Ramsgate Society.
- Opportunities to restore historically appropriate doors, windows and other elevational detailing should be encouraged, as should the removal or relocation of modern features which cause harm to the significance of heritage assets such as buzzer doorbells and satellite dishes.
- The condition of the sluice gates between the inner harbour and eastern gully should be investigated and a strategy explored for its refurbishment.



***Traffic and idling buses on Harbour Parade***





***Community artwork at Kent Steps inspired by AWN Pugin's artistic and architectural impact on the town***

## 4.0 Character Area 2: Historic Commercial Core

### 4.1 Summary

Character Area 2: Historic Commercial Core encompasses the town centre of Ramsgate, which is arranged along four principal streets: High Street, Harbour Street, Queen Street and King Street – which meet at a crossroads a short distance inland from the harbour. Leading onto these streets are narrower secondary roads and passages, preserving the historic street pattern. Most buildings have a commercial function, often with flats or offices on the upper floors. Development is very dense and built hard up to the pavement, with a prevailing building height of three to four storeys.

The character area comprises the greater part of the settlement prior to its development as a resort town. Consequently, the area retains several of Ramsgate's earliest surviving buildings. However, twentieth century redevelopment in the form of large-footprint retail units which made little attempt to respond to their built heritage context has had a significant effect on the character of the area. Today, the building stock is extremely varied in form, style and detailing, with a wide range of buildings which are of historic and architectural interest, and more recent buildings which do not contribute to, or negatively impact, the special character of the conservation area. There is a high vacancy rate throughout the character area which also detracts from its special interest and could have negative consequences for its preservation.

Nevertheless, the survival of the historic street pattern, including narrow passages and courtyards, and of positive buildings from a wide historic date range, allow appreciation of the historic and architectural interest of the town centre.

### 4.2 Location and boundaries

Character Area 2 principally comprises the four main streets within the town centre of Ramsgate, namely: Harbour Street, High Street, King Street and Queen Street. To the south is the Royal Harbour, to the east and west are the neighbourhoods of Georgian and Victorian housing on East and West Cliffs, and to the north are the outskirts of the town centre and the boundary of the conservation area beyond. Being located in the centre of the conservation area, the character area borders 8 other character areas.

The location of the character area is shown on the Character Area Boundaries map on page 63.

***CHARACTER AREA 2 ASSESSMENT AND VIEWS MAPS TO BE INSERTED AFTER CONSULTATION - PLEASE SEE SEPARATE PDF***

### 4.3 Historical introduction

See Section 1.0 for a longer history of the conservation area.

- Ramsgate's earliest settlement as a fishing village was concentrated around the harbour and to the west of what is now Harbour Street.
- The Hovelling Boat Inn on York Street, 1-2 Queen's Court and 15 Harbour Street

- are early survivors of seventeenth-century origin.
- The town centre, arranged around four principal streets inland from the seafront, was established by 1736. Buildings were arranged on long plots with narrow street frontages.
- The crossroads of Queen Street/King Street and High Street/Harbour Street was historically known as The Sole, and from 1785 was the site of a market house (replaced in 1839 with a town hall and vegetable market, itself demolished in 1955).
- York Street and Leopold Street (then Longley's Place) were also developed by this time.
- By 1822, Broad Street had been laid out parallel to the High Street and Cliff Street ran between Queen Street and Rose Hill but both remained largely undeveloped.
- The economic prosperity of nineteenth century Ramsgate saw many of the earlier narrow building plots combined and the existing buildings replaced with larger commercial and civic buildings designed with elaborate street frontages to attract shoppers and advertise their business.
- A programme of road widening commenced in c.1866, affecting High Street, King Street and Queen Street, necessitating the reconstruction of many earlier buildings.
- Some parts of the character area were redeveloped during the twentieth century with large footprint retail buildings and car parking facilities, through the infilling of courtyards and the clearance of wartime bomb sites.

#### 4.4 Townscape character

The townscape character of the historic commercial core of Ramsgate is characterised by two key elements: the strong urban plan of the four principal commercial streets arranged around a crossroads, with narrow passages and side streets feeding off them; and the diversity of the historic building stock resulting from the near-constant redevelopment of individual plots or groups of plots over several centuries.

This townscape character contributes to the character and appearance of the conservation area due to the historic interest in preserving the historic street pattern of pre-resort Ramsgate, and architectural interest in the range of building ages, forms and styles which creates a rich texture to the townscape. The key elements which contribute to this positive townscape character are listed below:

- The underlying topography rises very gently from the harbour and then the crossroads and streets follow a more 'organic' route than the formally-planned, straight roads of the resort areas. This adds texture and dynamism to the townscape, and contributes to one's appreciation of the age of the street pattern.
- Narrow passages and alleyways lead to courtyards which preserve some degree of the earlier urban form of the town centre.
- The urban grain is coarser than much of the rest of the conservation area due to the comprehensive development of many of the building plots, which creates large, fully built-up urban blocks.
- Development is very dense, with buildings built hard up to the pavement and almost no gaps between buildings except at road junctions and passages.

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- The combination of dense development, narrow streets (even of the four principal roads), and the character area's location within a valley creates a strong sense of enclosure in which one's proximity to the sea is strikingly imperceptible.
- Common elements are an average building height of two to four storeys and a consistent building line.
- The characteristic building usage is commercial often with accommodation above.
- The streets are busy with pedestrian activity in this character area – it is a place where people congregate socially as well as to attend street markets and travel between shops. This hive of activity provides a vibrancy and energy which is a significant part of the area's character and appearance.



*View looking east along Queen Street*





*View south along Kings Place*



*Deflected view south along Harbour Street*

### 4.5 Views and focal points

Views within Character Area 2 are strongly urban in character, and defined by a highly diverse streetscape. They capture the historical and architectural interest of the range of historic buildings found within the town centre, and the historic network of curvilinear streets whose layout was strongly determined by geography and topography. One's proximity to the sea is strikingly absent from one's experience of the character area through views and focal points, due to the densely developed urban form. The views can be grouped into two of the overarching categories described in Section 2.2:

- Historic street vistas:
  - Channelled views along the four principal streets, as well as wider secondary streets like York Street.
- Unexpected views:
  - The view south along the narrow lane of King's Place from King Street.
  - Views along Charlotte Court from York Street, Albert Court and Harbour Street.
  - Glimpsed views of the lantern of St George's Church from many places within the character area, but particularly looking north from Harbour Street.
  - The view south up the steps between King Street and Abbot's Hill.

The dense urban plan of the historic commercial core does not lend itself to creating clear focal points in views, with most buildings being visible from a fairly narrow area, mostly as oblique views of the street frontage. However, there are several buildings which are more prominent by virtue of their location on corner/end plots, size and architectural embellishment (or a combination of these):

- 51 Queen Street
- Sunrise Fish & Chips (22 Queen Street)
- Lloyds Bank (3 Queen Street)
- Timpson (2 Harbour Street)
- HSBC Bank (1 High Street)
- Halifax Bank (2 Queen Street)
- 52-56 High Street
- NatWest Bank (53 High Street)
- 113-117 High Street
- 1-7 Chatham Street with 99-107a High Street



*View south along the steps between King Street and Abbot's Hill*



*This nineteenth-century building on Queen Street is a focal point of views due to its prominent corner location and fine architectural detailing.*





*Views north along Harbour Street are characterised by the prominence of St George's Church in the distance*

#### 4.6 Open space

Character Area 2 does not contain any significant areas of green public open space, but does contain some areas of hard-landscaped open space which contribute to the character and appearance of the conservation area:

- Within the urban block between York Street and Harbour Street is a series of interlinked public open spaces, Charlotte Court and Albert Court. These spaces are hard-surfaced but contain some trees and planted beds, and are provided with children's play equipment and benches.
- This space is of historical interest in preserving the once more common street pattern of courtyards set behind the commercial streets, albeit as a result of some clearance of courtyard housing within the space. It also allows views of the rear elevations of properties which are often of historic and architectural interest.
- It further contributes to the character of the conservation area in providing a tranquil space for quiet enjoyment within the busy town centre.
- There are also a number of street trees within the character area which make a positive contribution to the character and appearance of the conservation area by virtue of their intrinsic aesthetic qualities and role in softening the townscape.



*Charlotte Court, looking towards Albert Court*

### 4.7 Boundaries and streetscape

Historic boundary treatments, street furniture and flooring materials make a positive contribution to the character and appearance of the conservation area due to their historic interest in illustrating the historic management and upkeep of the public realm, and often also due to their architectural or artistic interest in complementing the building stock in materials and design.

The following historic boundary treatments are characteristic of Character Area 2 which make a positive contribution to the character and appearance of the conservation area:

- The vast majority of buildings in the character area are built hard up to the pavement. This imparts a distinctive, dense urban quality. It is also of historic interest in illustrating the pressure for space in this prominent and desirable town-centre location, and the desire to maximise commercial floor space both historically and currently.
- In isolated cases, some historic houses have modest front areas bounded by ironwork rising from masonry bases. These are cast and/or wrought iron and come in a number of different traditional patterns.
- Examples can be found at the upper end of the High Street and on Cliff Street.

The public realm within Character Area 2 has been extensively renewed on many occasions, and the area around the central crossroads, where the streets are pedestrianised, retains very little in terms of historic streetscape elements. However, looking more widely within the character area, there are some elements of the streetscape which contribute to the character and appearance of the conservation area:

- Granite kerbs survive in some areas, such as the upper part of the High Street, Turner Street, York Street and Broad Street.
- Cleaver Lane, running from Turner Street north to Union Street, is paved in stone setts along almost its entire length.
- Most streets retain cast iron street signs, which are painted blue and white or black and white and usually attached to the flank elevation of buildings.
- There are several historic pillar post boxes, probably of cast iron.
- Historic shop signs hung from iron brackets over the pavement can have artistic interest in their own right, and provide further texture to the townscape.





*View of the eastern side of York Street, with buildings hard up to the pavement*



*Historic stone paving slabs along an alleyway leading off of Queen Street*



### 4.8 Building forms, styles and details

The range of historic building forms, styles and details within Character Area 2 reflect the constant piecemeal redevelopment of the built environment since the seventeenth century, with particularly extensive renewal during the nineteenth and twentieth centuries when Ramsgate was at the peak of its commercial success as a seaside resort.

The following common elements have been identified as contributing to the special character of the conservation area due to their historical interest in illustrating changing fashions for commercial buildings and economic fortunes within Ramsgate, and their architectural and artistic interest in creating a diverse streetscape with a wealth of finely-grained architectural detailing.

- The principal building use is commercial, commonly with dwellings above the ground floor within older (nineteenth century and earlier) properties. This pattern has developed over time, with some properties being purpose-built with ground-floor commercial uses and accommodation above, while many others were townhouses, inns or other earlier building types that were later converted to mixed commercial and residential use. There is a range of commercial activities, including retail, pubs, cafes and professional services such as medical practices. This positively contributes to the intangible experience of the conservation area in illustrating the mix of facilities aimed at visitors and residents.
- There are some residential buildings in outer-lying or tucked-away parts of the character area, such as the northern end of high street.
- The common building height is two to four storeys, and there is a wide range of historic roof forms including pitched, hipped, M-shaped and flat roofs.
- In terms of form, style and details, buildings that make a positive contribution to the character or appearance of the area can be grouped into two categories: earlier buildings (up to the mid- to late-nineteenth century) and later buildings (late-nineteenth century and twentieth century).
- Of the earlier buildings within the character area (up to the later-nineteenth century), the following elements are common:
  - Building plots are long and narrow, generally of two or three bays wide,
  - The design of most buildings employs Classical proportions and detailing, with a vertical emphasis to front elevations and regular fenestration pattern with a high proportion of void to solid.
  - Buildings at junctions or next to passages often have curved corners executed in brickwork, such as at 19 and 21 Queen Street.
  - Shopfronts are of timber or iron and glass with simple classical detailing, and often consist of stall risers, fixed shop windows and a fascia board, flanked by pilasters and console brackets.
  - A common detail is canted bays or bow windows above the ground floor.
  - There is a high rate of survival of historic architectural elements above the ground floor, such as windows, and stucco or stone mouldings.
  - The name or function of the shop is often carved into stone or incised in stucco dressings above the ground floor. Examples of this are found at 92 High Street and 23 Queen Street.

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- Of the later buildings within the character area (late-nineteenth century and twentieth century), the following are common elements which may contribute to the special interest of the conservation area:
  - There is much greater range of architectural styles among later positive buildings, particularly purpose-built commercial buildings, including various interpretations of Classical architecture, alongside Gothic Revival and Tudorbethan, and even some Art Deco or Modernist frontages such as at 21-25 High Street.
  - Buildings are often larger in scale, combining two or more earlier plots
  - A wider palette of materials, including non-local materials are employed, such as various types of limestone or sandstone, terracotta, non-local brick varieties, concrete, and steel window frames. Non-local materials such as these can be of architectural and historic interest where they are employed in well-executed examples of past architectural styles which contribute positively to the townscape.



*Early shops and houses on Queen Street*



*Art deco frontage of 21-25 High Street*



*First floor bay windows on York Street*



*Clues to the historic function of buildings are found in surviving inscriptions on their façade*



### 4.9 Characteristic building materials

The following materials contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating the traditionally used materials in Ramsgate and their architectural or artistic in creating the colour, tone and texture of the conservation area.

- The two prevailing characteristic building materials in this character area are brick and render, often used in combination
- Brick, laid in Flemish bond, is the primary building material of many of the buildings within the character area. Earlier (eighteenth- and nineteenth-century) buildings tend to be of a locally-sourced buff-coloured brick, often whitewashed at the first and second floors, whereas later (late-nineteenth and twentieth-century) buildings of heritage interest are commonly of red or brown brick.
- Brick is also used to create details such as corbelling, elaborate gables, embellished window heads, quoins and pilasters.
- Render (historically lime-based but concrete-based during the twentieth century) is employed in three ways:
  - On many buildings, it is used at ground and basement level with a smooth finish.
  - Elsewhere, it covers the entirety of the principal – and sometimes side – elevations of buildings.
  - On other buildings, architectural details such as parapets and door and window surrounds are created from stucco render on brick facades.
- Knapped or unknapped flint is a secondary building material, used as a walling material on flank and rear elevations of earlier buildings within the character area. 1-2 Queen’s Court is a building of great historic and architectural interest as one of the few surviving seventeenth-century buildings in the conservation area, and is faced in knapped flint with brick detailing.
- Timber is used for ground-floor shopfronts, sash windows, canted bays, window surrounds, doors, doorcases and cornices, often carved with Classical detailing.
- Stone is more common than in other character areas, used as the primary facing material or for architectural details on prominent, larger nineteenth century and early twentieth century buildings such as the banks overlooking the central crossroads, and the ‘Wrennaissance’ style post office on High Street and Nos. 50-56 (evens) that stand adjacent.
- The stone is mostly a pale limestone or cream-coloured sandstone.
- Cast and wrought iron is used sparingly within the character area for boundary railings and architectural details to the upper floors, such as first-floor balconies and window guards.
- Natural slate is the prevailing roofing material. Where alternative materials are employed, such as concrete tiles, it is almost always a later intervention to an historic building and is often not in keeping with the character and appearance of the conservation area.



*Buff brickwork and simple Classical detailing on early-nineteenth-century buildings on Queen Street*



*Historic shopfronts on the High Street*





***Stone-fronted No.3 Queen Street***



***Flint used in the flank wall of a building on York Street***



### 4.10 Heritage assets

The character area contains both ‘designated heritage assets’ and other buildings or places that contribute to its character and appearance.

- **Listed buildings (designated heritage assets).** These are buildings or structures that have been designated by national government as having special historic or architectural interest at a national level, and which are subject to listed building consent. These are shown on the ***Conservation Area map***.
  - There are comparatively few listed buildings within the character area.
  - These are scattered fairly evenly throughout the character area, although there is a small concentration around the southern ends of Harbour Street and York Street.
  - The building type is similarly varied and includes dwellings, public houses, banks and shops.
- **Positive contributors.** These are unlisted buildings that contribute positively to the character and appearance of the conservation area. Some may have suffered from superficially unsympathetic alteration such as modern windows or shopfronts, but nevertheless make a positive contribution because of the underlying integrity of the historic building or place.
- Positive contributors can be thought of as ‘non-designated heritage assets’, as defined in the National Planning Policy Framework. Part 4, Section 2 of this Appraisal provides more details of the methodology used to identify these.
  - There are many buildings within the character area which make a positive contribution to the special character of the conservation area.
  - Many of these are eighteenth- and nineteenth-century properties with commercial units on the ground floor and flats or offices above.
  - There are also residential properties ranging from modest workers’ cottages to larger townhouses.



**No. 31 Queen Street**



*The Deal Cutter Pub on King Street*



*Diverse historic streetscape on King Street*

### 4.11 Opportunities for enhancement

Opportunities for enhancement are locations within the conservation area where its character and appearance and/or its economic, social and cultural vitality can be enhanced by enhanced management, sensitive redevelopment and/or refurbishment/preservation, depending on the precise circumstances of the site. The Character Area Assessment map on page **XXX (to be inserted following public consultation)** illustrates the location of opportunities for enhancement within the character area.

The town centre experienced extensive redevelopment during the twentieth century, and especially after the Second World War. Many of the new buildings were large-footprint commercial units which broke from the historic character of commercial buildings in the town centre in terms of materiality, design and scale. Consequently, there is a high number of buildings within the character area which are considered opportunities for enhancement. These sites would benefit from enhancement, redevelopment or regeneration using design and materials that better complement the character of earlier buildings and the special character of the conservation area in terms of materiality (brick, stucco and flint), form and scale (tripartite elevations with a vertical emphasis and subdivided into narrow frontages):

- Boots pharmacy (7-13 High Street).
- 8-10 High Street.
- 18-24 High Street (with the exception of its partially-retained interwar façade)
- 21-23 High Street.
- 30-32 High Street
- 29-31 High Street
- 33-37 High Street
- 60-70 High Street with 1-11 George Street
- 41-45 High Street (with the exception of its interwar façade)
- 3 Broad Street
- 4-10 King Street
- 12 King Street
- 20 King Street
- 22-30 King Street
- 74 King Street
- 75 King Street
- 13 Queen Street

In addition to the above, 79 High Street and the adjacent vacant plot to the north are an opportunity for enhancement. The historic building (79 High Street) would benefit from sensitive refurbishment and reuse, while infill development of the adjacent plot should respond to the special character of the conservation area in terms of design, materiality, height, massing, form and scale.





*Unsympathetic twentieth-century commercial units on High Street*



*Incongruous twentieth-century frontage among historic buildings on the High Street*

### 4.12 Management considerations

The management of the conservation area is discussed in Part 2: Management Plan. Some key considerations relating to this character area are:

- There is a high degree of vacancy within the town centre, including both larger, modern retail units and smaller historic shops. A strategy for maintaining these buildings in an optimum viable use should be considered, along with a strategy for determining appropriate erstwhile uses for such buildings.
- The provision of shopfront guidance should be explored as many modern shopfronts detract from the special character of the conservation area by way of their form, design and materiality.
- Opportunities to restore historically appropriate doors, windows and other elevational detailing should be encouraged, as should the removal or relocation of modern features which cause harm to the significance of heritage assets such as buzzer doorbells and satellite dishes.
- The design and location of modern street signage and furniture should be reviewed, in order to achieve a palette that better responds to the special character of the conservation area and the setting of heritage assets therein.
- The permanent installation of festive lighting along the four principal streets should be reviewed in collaboration with Kent County Council and Ramsgate Town Council, and alternative solutions involving temporary lighting installations explored.
- The design and materials of street surfaces within the public realm should be reviewed in order to achieve a standard design that is in keeping with the special character of the conservation area and the setting of heritage assets therein.
- Opportunities to increase and improve the existing wayfinding and heritage information signage should be explored.



***Vacant commercial unit on High Street***



*Festive lights left hanging year-round in the town centre*



## 5.0 Character Area 3: East Cliff

### 5.1 Summary

Character Area 3: East Cliff is a large character area comprising the wide clifftop promenade and prominent clifftop buildings facing the sea from Winterstoke Gardens in the north to Albion Place and Gardens in the south. The promenade was developed in stages between the 1820s and 1920s. The building stock is of a similar date range, with some later-twentieth century infill alongside, and includes some of Ramsgate's most iconic and prominent buildings.

The character area makes a very strong positive contribution to the special interest of the conservation area through possessing many elements of considerable architectural and historic interest, and containing extensive, highly-valued public open space which is well-used for recreation and leisure, and from which remarkable coastal panoramas are gained.

**Volunteer assessor:** This is a beautiful and life-affirming coastal landscape with a huge welcome for local people and visitors alike. It hosts some of the grandest and most beautiful buildings in Ramsgate from across a range of historical periods. There are breath-taking views out to sea across the English Channel and the Calais lighthouse can be seen at night. The whole area has huge community potential waiting to be realised.

Further quotes from volunteer assessors are presented in *italics*.

### 5.2 Location and boundaries

Character Area 3 is located immediately to the north-east of the Royal Harbour and town centre, and runs the length of East Cliff from Albion Place Gardens in the south to Winterstoke Gardens in the north. It borders Character Area 1: Royal Harbour to the south, Character Area 5: Mount Albion Estate to the west, and forms the conservation area boundary to the north and east. The character area also includes a section of Marina Esplanade at the foot of East Cliff.

The location of the character area is shown on the Character Area Boundaries map on page 63.

**CHARACTER AREA 3 ASSESSMENT AND VIEWS MAPS TO BE INSERTED AFTER CONSULTATION - PLEASE SEE SEPARATE PDF**

### 5.3 Historical introduction

See Section 1.0 for a longer history of the conservation area.

- Albion Place was erected during the 1780s-90s as the first major development on East Cliff.
- Wellington Crescent was completed in 1825, followed by East Cliff House in around 1844.
- Further set-piece buildings were constructed along the clifftop during the second half of the nineteenth century, including the Coastguard station (1865), Granville Hotel (1868), East Court (1890) and Hotel St Cloud (1892).



- In 1877, an inclined drive was built linking the East Cliff promenade with the seafront, now known as Granville Marina. A series of shops and houses were built up against the cliff face (and even into it).
- Madeira Walk was created in 1892-93 to improve access from east cliff to the harbour. It is a spectacular, canyon-like roadway and footpath incorporating picturesque rock gardens created from artificial stone called Pulhamite, overlooked by the formal terraces of Albion Place.
- Seafront improvements during the twentieth century included the construction of the East Cliff Lift (1908), creation of Winterstoke Gardens and cliff stairs (1923 and 1935-36), East Cliff bandstand and open-air dance floor (1939), Granville Theatre (1947), the Augusta Steps (c.1950s).
- The later-twentieth century saw the remaining vacant clifftop plots infilled and some earlier villas or terraces replaced with seafront apartments.
- The continuous promenade seen today was gradually created in stages during the 1820s, late 1830s, 1860s and 1920s. The gardens of Albion Place, Wellington Crescent and the promenade were municipalised during the late-nineteenth century.
- The entrance to Ramsgate Tunnels is adjacent to Augusta Steps. They incorporate a railway tunnel of the 1860s, parts of a 'scenic railway' of 1936, and the unique air raid tunnels created by Ramsgate Borough Council in 1939.
- The Granville Hotel was badly damaged in 1940 by wartime bombing and in 1985 by a fire which destroyed the teak main staircase. The building was restored and converted to flats during the 1990s and early 2000s.

### 5.4 Townscape character

The townscape character of East Cliff is characterised by the juxtaposition of a series of large, set-piece buildings set within generous grounds overlooking a wide expanse of open space created by the pedestrian promenade and vehicular route. It makes a major contribution to the character and appearance of the conservation area through its historical interest of illustrating the confidence and civic pride in Ramsgate during its heyday as a resort town, the architectural and artistic interest of attractive, set-piece buildings, landscaped public gardens and panoramic views out to sea, and the continued importance of the promenade as a highly popular destination for visitors and locals for recreation and leisure. The area can be broken into three This special townscape character can be broken down into the following elements:

- The underlying topography rises steeply at the south-western end of the character area, before plateauing at the clifftop and at a constant level up to the north-eastern tip of the conservation area. The steep slope to the south west is integrated into the landscape design of Madeira Walk and Albion Place Gardens, with the Pulhamite rock formations creating the illusion that the winding road was carved into the cliff.
- The street plan comprises a main vehicular thoroughfare running from the town centre to the north-eastern edge of the conservation area, following the route of the coastline. Secondary residential streets run inland at regular intervals, while on the seaward side of the road is a very wide, continuous pedestrian and cycle route hugging the clifftop. This street layout facilitates long views of the coastline

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and the large, set-piece buildings on the clifftop, and contributes to our appreciation of the large open area provided for relaxation and recreation in the clean, sea air during the nineteenth and twentieth centuries. There is significant distance between the carriageway and the pedestrian promenade, which makes the promenade a pleasant and relaxing place to be for pedestrians and cyclists.

- The north-western side of the carriageway is lined with large buildings set within generous grounds. Each building, or unified complex of buildings, occupies an urban block between two secondary streets running inland, which contributes to their landmark quality.
- Building heights gradually decrease from four to five storeys at the southern end of the area to two to three storeys at the northern end, while the distance of buildings from the street increases in the same way. This creates a more densely-developed, urban townscape at the southern end of the character area and a more open, suburban townscape at the northern end, before giving way to the open space of the George V park.
- On the south-eastern side of the carriageway is a succession of public open spaces containing public artworks, memorials, seafront shelters, landscaped gardens and venues for open air entertainment, as well as an unbroken pedestrian and cycle path along the clifftop. There are staircases at either end of the path down to the seafront below. The only building within the open space is the Granville Theatre, which is very low in height to preserve sea views from the other clifftop buildings.
- The punctuation of the public open spaces with artworks or other landmarks adds further variety and interest to the pedestrian experience of the character area. This includes the Albion Gardens War Memorial, semaphore pole, East Cliff Bandstand, Festival of Britain Fountain, the bust of E. W. Pugin, and the various stone structures associated with Winterstoke Gardens, in which the Sun Palace and its flanking rockeries provide a dramatic terminus to the promenade.

At the bottom of East Cliff is Granville Marina, whose character is distinct from that of the clifftop area. While containing elements which make a positive contribution to the special character of the conservation area, it is generally of lesser heritage value and visual amenity than the clifftop part of Character Area 3:

- The Marina comprises an inclined roadway set against East Cliff and running along the seafront, terminating at the entrance to Ramsgate Tunnels.
- A series of houses and commercial buildings of two to three storeys and on very shallow plots are built up against the inclined roadway, overlooking Marina Esplanade and the sea.
- It is a car-centric environment which is dominated by car parks (which are often underused) and the carriageway. Although the seafront footpath is fairly wide, the pedestrian experience is influenced by one's proximity to moving traffic and parked cars, making it less amenable than the clifftop promenade.
- Some of the buildings in this area are of historic and architectural interest as part of the original development of Granville Marina during the 1870s, or as later additions in the style of the original.
- Other buildings are more recent, post-war additions of minimal architectural merit, which do not contribute to the special character of the conservation area.



*View north along East Cliff promenade near to Wellington Crescent*



*Albion Place and the rock gardens of Madeira Walk*



*View south along East Cliff clifftop promenade*



*View north along Granville Marina*



### 5.5 Views and focal points

The character area offers some of the finest coastal views within Ramsgate. Views from this character area make a major contribution to the character and appearance of the conservation area through capturing the architectural and historic interest of particular elements or parts of the conservation area. Views from the clifftop path are of primary importance, but there is also a great variety of shorter-range, more intimate views which highlight the fine-grained architectural detailing that characterises much of Ramsgate. The views can be grouped into four of the overarching categories described in Section 2.2:

- Coastal views:
  - *The entire length of the promenade offers unbroken and astonishing panoramic views out to sea, extending from Pegwell Bay and Deal in the west and Broadstairs and the London Array in the east. On a clear day the French coast can be seen across the English Channel to Dunkirk and sometimes it is possible to make out Goodwin Sands.*
- Set-piece views:
  - Direct, unimpeded vistas of large clifftop hotels, villas, lodging houses and terraces, such as Wellington Crescent
  - Direct views of landmarks which have a formal or designed relationship with other townscape elements, such as the axial symmetry between Wellington Crescent and the 1930s bandstand and dance floor, or the bust of E W Pugin and Granville Hotel.
- Unexpected views, such as:
  - Short-range views of the fissures, waterfalls and pools built into the rock formations of Madeira Walk which contain staircases, passageways, benches and a water feature, with planting adding vibrant splashes of colour as well as softening greenery.
  - The interrupted views of Ramsgate War Memorial in Albion Place Gardens on Madeira Walk which are partially screened by mature trees along the garden's border.
  - Concealed views of the harbour, Madeira Walk and the Harbour Street roofscape from Albion Place Gardens.
  - The channelled view along Abbot's Hill from Albion Place.
- Street vistas terminated by the sea:
  - Axial vistas along the secondary residential streets leading onto the clifftop road, flanked with historic townhouses, such as along Albion Place, Plains of Waterloo or Augusta Road.

There are many focal points which catch the eye, enrich or characterise particularly attractive views within the character area, with many buildings having been designed as set-pieces that celebrate their prominent clifftop location. This includes:

- Winterstoke Gardens
- East Court
- Coast Guard Cottages
- Former San Clu Hotel (Comfort Inn)
- Former Granville Hotel, in particular Granville Tower

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- Wellington Crescent
- East Cliff Bandstand
- Festival of Britain fountain
- Nos. 1-15 Albion Place
- Albion House
- Toll Gate Kiosk
- Pulhamite formations on Madeira Walk
- Nos. 1-4 Granville Marina
- East Cliff Lift



*Wide, open views out to sea and across the harbour from East Cliff promenade*





*The evocative roofscape views gained from the top of Madeira Walk*



*Set-piece view of Wellington Crescent and the East Cliff Bandstand*

### 5.6 Open space

Open space comprises a very large proportion of Character Area 3, and makes a very strong contribution to the character and appearance of the conservation area as attractive, pedestrian-focussed spaces which have been consistently used by both visitors and townspeople for 200 years as a place for recreation and relaxation. They provide *valuable open spaces next to a dramatic coastal seascape*. The nature of public open space within this character area is greatly varied. The key characteristics of this open space which are of historic and architectural or artistic interest can be summarised as follows:

- Albion Place Gardens, including the Pulhamite rock formations along Madeira Walk, is a Grade II registered garden – the only one in Ramsgate. *It is triangular-shaped and laid out as open lawns surrounded by a perimeter path...with rock edging. Planting is protected on the south side by a bow-top metal fence, which is in good condition.*
  - The gardens are of exceptional historical interest in a local context as part of the original designed layout of Albion Place, one of the first developments in Ramsgate to be specifically designed to maximise views out to sea and providing an amenity for Regency period lodging houses and hotels.
  - The gardens are of great aesthetic value, being well maintained and lined with mature trees and sub-tropical plants.
  - The Pulhamite rock gardens along the snaking route of Madeira Walk was created in 1892-93 by the Borough Engineer, W A McIntosh Valon, with the company of James Pulham and Son, using Pulham's patent artificial rock.
  - Madeira Walk is of exceptional local historic interest as part of a group of Pulhamite structures which characterise Ramsgate's seafront, and as a unique example of a late-Victorian coastal landscaped public garden.
  - The registered garden derives further aesthetic value from the well-maintained planting beds and water cascade which enliven the rocky Pulhamite formations, and the interaction of these planted gardens with the steep underlying topography. There is great value in the evolving views gained travelling along the road.
- The clifftop pedestrian promenade runs almost unimpeded from the top of Madeira Walk as far as the conservation area boundary at the north-eastern tip of Winterstoke Gardens, almost three quarters of a mile in length.
  - It generally comprises two halves: on the seaward side it is a very wide, hard-surfaced foot and cycle path; on the landward side there is a succession of manicured lawns and landscaped gardens.
  - The wide pedestrian and cycle path is very well-used throughout the year and offers very fine views out to sea and back inland towards the set-piece buildings lining East Cliff.
  - It is of historic interest in preserving the route of the clifftop promenade developed in stages between the 1820s to the 1920s.
  - Half is manicured lawns containing formally planted beds and public sculptures such as the Festival of Britain fountain. Artwork and planting

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often has a designed aesthetic relationship with the set-piece buildings along Victoria Parade.

- Wellington Crescent Gardens lies in front of Wellington Crescent and comprises a symmetrical arrange of a large, paved dance floor with a central bandstand, flanked by grass lawns completing the crescent-shaped garden.
  - The open-air dance floor and bandstand are of architectural and historic interest as evidence of the provision of clifftop entertainment during the early twentieth century, with a strong symmetrically-designed relationship with the early-nineteenth century Wellington Crescent.
  - Much of its original fabric is preserved, and the site benefitted from a thorough restoration in recent years. However, it is currently an underused and largely empty space and is site of great community potential.
- Winterstoke Gardens is a municipal park containing a series of Grade II listed structures at the northernmost end of the promenade, built in 1920-23 to the designs of Sir John Burnet and Partners with Pulham and Sons. It comprises a symmetrically-designed series of Pulhamite rock gardens, lawns, benches, staircases and a central pool and sun shelter (the 'Sun Palace') of a Classical design. Immediately in front of the sun shelter is a pathway down to the seafront of a similar design incorporating Pulhamite rock gardens.
  - It is of great historical interest as an example of early-twentieth century civic improvement funded by a local resident, Dame Janet Stancomb-Wills, which extended the promenade up to the boundary of what was then the grounds of East Cliff Lodge, now the King George VI Memorial Park.
  - It is of architectural and artistic interest as an attractive public garden by an important architectural practice which blends formal, Classical architecture with informal, artificial rock gardens and grass lawns offering stunning views out to sea.
  - The central sun shelter has suffered badly from vandalism and is currently very little used, while the fountain above does not appear to be in working order.

In addition to the public spaces within the character area, there are many private open spaces visible from the public realm. Some of these are particularly attractive and verdant, and contribute to the special character of the conservation area in contributing to views from East Cliff and enhancing the setting of several listed buildings, such as the courtyard lawn of the Coastguard Cottages. In recent years dedicated teams of volunteers have worked hard to improve the maintenance of Albion Place and Winterstoke Gardens, undertaking planting, weeding and litter collections, as well as seeking to ensure graffiti is removed as quickly as possible. In 2019 they undertook many hours of work assisting a comprehensive condition survey of the Pulhamite rock features.





*The well-maintained lawn and borders of Albion Place Gardens*



*Pulhamite rock gardens at Winterstoke Gardens*





*Pulhamite rock gardens on Madeira Walk with recessed seating areas*



*View south along the promenade towards Wellington Crescent*

### 5.7 Boundaries and streetscape

Historic boundary treatments, street furniture and flooring materials make a positive contribution to the character and appearance of the conservation area due to their historic interest in illustrating the historic management and upkeep of the public realm, and the changing fashions for separating public and private space. They are often also of architectural and artistic interest in complementing the building stock in materiality and design. The following historic boundary treatments and streetscape elements found within Character Area 3 contribute to the special character of the conservation area:

- The prevailing boundary treatment of this character area is ironwork rising from masonry bases, surrounding basement areas in front of historic townhouses and other terraced housing. These are cast and/or wrought iron and come in a number of different traditional patterns.
- At Wellington Crescent, the iron railings are combined with a colonnade of rendered columns which is of great architectural interest and illustrates the high status of the crescent.
- Some historic buildings have lost iron railings but retain small dwarf walls or front areas with a different finish to the pavement. This can be of historic interest in providing evidence of the original boundary treatment, and in creating a distinction between the public and private realm.
- East Court and the former Coastguard Cottages have boundary walls of red brick and knapped flint. The repurposing of this local vernacular walling style relates to the buildings' Jacobethan/Domestic Revival architecture, but also provides a visual connection with other buildings of high architectural interest in the town including the complex of buildings by A. W. N Pugin at Grange Road.
- Most streets retain granite kerbs.
- Cast iron coal chute covers survive on Wellington Crescent and Albion Place, occasionally within a surviving York stone paving slab.
- There are intermittent areas of York stone paving within the colonnaded front areas of Wellington Crescent.
- There is a long succession of historic cast iron street lights on the clifftop promenade and along the carriageway.
- Some of these have been replaced with modern, unadorned lamp posts, but are topped with lanterns replicating the historic style, preserving the unity of the group.
- Winterstoke Gardens retains several historic cast iron and timber benches.
- Cast iron street signs painted blue and white are retained throughout the character area.





*Iron railings and colonnade at Wellington Crescent*



*Coal chute cover on Albion Place*



*Historic lampposts lining Victoria Parade*



*Restored Victorian seafront shelter on East Cliff*

### 5.8 Building forms, styles and details

Character Area 3 contains a series of large buildings with richly detailed principal elevations which celebrate their prominent location overlooking the expansive promenade. The following elements contribute to the character and appearance of the conservation area because of their historic interest in illustrating changing architectural fashions and economic trends within Ramsgate, and their architectural and artistic interest in presenting a series of buildings whose architecture was designed to enrich the experience and impress the users of the cliff-top promenade:

- The principal building use is residential. This varies from large private villas, historic townhouses or lodging houses (many of which are now subdivided into flats or HMOs), and hotel accommodation. This building use represents a change in some cases from hotels or seasonal lodging houses, but is perhaps a more permanent use of buildings originally intended as housing for the summer season only.
- Most buildings occupy large plots, filling an urban block between two secondary streets.
- The common building typology is long terraces of townhouses (or hotels designed in the style of townhouses) of three to five storeys across two or three bays.
- In the northern half of the character area, the prevailing building height and scale reduces to two to three storeys and the building scale is similarly reduced.
- There is a range of historic roof forms, including pitched, hipped and M-shaped roofs, and while some are concealed behind parapets, in many cases the roof form is visible from the street or incorporated into the architectural expression of the building.
- Most buildings designed using Classical proportions and detailing:
  - Windows and doors are arranged in an ordered and regular pattern and there is a vertical emphasis in the design of the principal elevations. Most windows are multi-paned timber sashes.
  - First floor covered balconies with ironwork detailing and lead roofs are a common feature.
  - Later-nineteenth-century buildings, such as the Granville Hotel, incorporate Gothic details such as pointed arches and steeply-pitched roofs with prominent gables.
- In the northern half of the character area, the former Coastguard Cottages, Florence Terrace on Albert Road, and East Court represent fine examples of Gothic Revival and Arts and Crafts architecture, with complex roof structures, mullion windows and sculptural details created from stone or timber.
- Along the pedestrian promenade are five recently-restored Victorian seafront shelters of ornate timber and cast iron design.
- There is a high rate of survival of historic elements, such as windows, doors and stucco or stone mouldings. Architectural details are usually executed in stucco or stone, and comprise moulded door and window surrounds, pilasters and columns, quoins, doorcases, cornices and other elements of Neoclassical or Gothic Revival design.
- Twentieth-century buildings within the character area generally do not contribute to the special character of the conservation area due to their form, materiality



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and/or design. However, most respect the prevailing building heights and scale of their historic neighbours.



*Set-piece design of the former Granville Hotel on Victoria Parade*



*Townhouses on Albion Place with historic timber sashes and iron verandas*



*Listed nineteenth-century shops and houses at Granville Marina*

### 5.9 Characteristic building materials

The following materials contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating the traditionally used materials in Ramsgate and their aesthetic interest in creating the colour, tone and texture of the conservation area.

- The two prevailing characteristic building materials in this character area are brick and stucco render, often used in combination.
- Brickwork is generally of locally-sourced yellow stock brick laid in Flemish Bond.
- Brick is also used to create details such as corbelling, elaborate gables and embellished window heads.
- Stucco render (originally lime, but cement-based during the twentieth century) is employed in three ways:
  - On many buildings, it is used at ground and basement level with a smooth finish.
  - Elsewhere, it covers the entirety of the principal – and sometimes side – elevations of buildings.
  - On other buildings, generally those of the early-Victorian period, Classical details such as doors and window surrounds are created from stucco on brick facades.
- Knapped flint is used as a walling material for flank or rear elevations in some townhouses, as seen on 26 Albion Hill, although this is often concealed behind render.
- Timber is used for sash windows, canted bays, window surrounds, doors, doorcases and cornices. It is often carved with Classical detailing, although at Granville Marina and East Court it is used to create Gothic Revival and Arts and Crafts details.
- Cast and wrought iron is used for boundary railings and decorative first-floor balconies throughout much the character area.
- Stone is sparingly used for steps and occasionally for window and door surrounds.
- Natural slate is the prevailing roofing material.





*Brick detailing, iron balconies and canted bays onto the former Granville Hotel*



*Stucco render used as a primary facing material and for embellishment*

### 5.10 Heritage assets

The character area contains both 'designated heritage assets' and other buildings or places that contribute to its character and appearance.

- **Listed buildings (designated heritage assets).** These are buildings or structures that have been designated by national government as having special historic or architectural interest at a national level, and which are subject to listed building consent. These are shown on the ***Conservation Area map***.
  - There are many listed buildings in Character Area 3. This includes the majority of the building stock, alongside many other structures such as public artworks, staircases and landscaped gardens.
  - All are listed at Grade II apart from East Court on Brockenhurst Road, which is listed at Grade II\*. East Court derives additional historic interest from its association with its former resident, Dame Janet Stancomb-Wills, Ramsgate's first woman mayor, who funded the creation of Winterstoke Gardens.
  - The character area contains Ramsgate's only registered park and garden – Albion Place Gardens (including Madeira Walk), which is registered at Grade II.
- **Positive contributors (non-designated heritage assets).** These are unlisted buildings that contribute positively to the character and appearance of the conservation area. Some may have suffered from superficially unsympathetic alteration such as modern windows or shopfronts, but nevertheless make a positive contribution because of the underlying integrity of the historic building or place.
- Positive contributors can be thought of as 'non-designated heritage assets', as defined in the National Planning Policy Framework. Part 4, Section 2 of this Appraisal provides more details of the methodology used to identify these.
  - The majority of the non-listed buildings in the character area are more recent developments which do not contribute to the character and appearance of the conservation area. There are, however, a few buildings or structures which are considered positive contributors, including:
    - Five Victorian clifftop shelters
    - Nos. 10-12a Granville Marina





*Nineteenth-century former toll kiosk on the East Cliff promenade*



*Nos. 1-6 Albion Place*



*Former Coastguard station*



*View south down the Winterstoke Chine*

### 5.11 Opportunities for enhancement

Opportunities for enhancement are locations within the conservation area where its character and appearance and/or its economic, social and cultural vitality can be enhanced by enhanced management, sensitive redevelopment and/or refurbishment/preservation, depending on the precise circumstances of the site. The Character Area Assessment map on page **XXX (to be inserted following public consultation)** illustrates the location of opportunities for enhancement within the character area.

- Winterstoke Gardens. This landscaped public garden and sun shelter has suffered from vandalism and the poor condition of some of the Pulhamite rock gardens is of concern. The site would benefit from sensitive refurbishment of the sun shelter, restoration of the Pulhamite rocks and repair of the disused pool over the shelter.
- Land attached to Granville Court. The listed former Granville Hotel was partially demolished in the early 1980s and converted to flats in the 2000s. The site of the demolished element remains vacant and its derelict condition harms the character and appearance of the conservation area due to its overgrown, unmaintained state. The site would benefit from sensitive redevelopment as a residents' garden, or as a new extension to Granville Court which positively responds to the height, massing, materiality and design of the surrounding historic built environment.
- East Cliff promenade. The distance from the town centre and harbour to much of the East Cliff promenade deters visitors and encourages the misuse of historic and characterful spaces. The promenade would benefit from a greatly improved provision of sensitively-located and designed facilities for visitors such as improved lighting, opportunities for occasional food and drink stalls/outlets, public conveniences, bins and wayfinding aids, particularly at the northernmost end. Nevertheless, retaining the quality of the views, sense of openness and freedom of access for the community should be priorities.
- Homefleet House (north range). The north range of this late-twentieth century apartment block, fronting Augusta Road, is not in keeping with the special character of the conservation area by virtue of its coarse-grained architectural detailing, materiality and unrelieved massing. The site would benefit from redevelopment which better responds to the fine-grained architectural detailing and use of traditional materials of the adjacent, listed Regency terraces.
- Dundee House, Albion Place. This office building contains the structure of several nineteenth century townhouses, but has been externally *defaced...to create a bland, minimalist and entirely inappropriate frontage*. The site would benefit from the restoration of external architectural detailing and features such as windows, as well as visual if not physical subdivision into separate townhouses.
- East Cliff Bandstand. The bandstand and open-air dance floor are very little used and represent a key source of untapped potential for the town. *Its boundaries and the dance floor are in poor condition*. The site would benefit from greatly increased use for public events such as live performances, markets, meetings etc.
- Granville Theatre. Although recently repainted, there are *outstanding repairs to several parts of this building, including the roof and foyer*. The theatre is a



# Agenda Item 9

## Annex 1

*valuable community amenity, and would benefit from sensitive refurbishment and the establishment of a long-term strategy for management and funding.*



***Homefleet House, at the junction of Victoria Parade and Augusta Road***



***Vacant site behind the former Granville Hotel***



### 5.12 Management considerations

The management of the conservation area is discussed in Part 2: Management Plan. Some key considerations relating to this character area are:

- The character area contains a focus of Ramsgate's renowned Pulhamite artificial rock formations, at Madeira Walk and Winterstoke Gardens. The condition of this historic material is degraded in areas. The ongoing condition should be monitored and a plan for its restoration should be created, alongside promoting its importance to the promenades
- The main carriageway through the character area (B2054/Victoria Parade) *is particularly busy at peak hours and it is used as a rat run* by some drivers. The introduction of traffic calming measures and improved pedestrian crossings should be explored.
- The road alongside the promenade is *heavily parked all year round...including coaches and lorries*, and can detract from the setting of important clifftop buildings. Options for improved parking provision and management should be explored.
- *The continuity of the Regency architecture* [particularly Wellington Crescent] *can be blighted by poor waste management: uncollected litter, with seagull-proof bags left hanging on railings*. Options for improving the location of waste disposal items and increasing the frequency of collections in areas where waste accumulation is pronounced should be explored.
- Many of the townhouses at Wellington Crescent have been subdivided into flats. There is a proliferation of unsympathetic additions to the principal façade, such as satellite dishes, door buzzers and carriage lights. The addition of such features should be monitored and prevented wherever possible.
- The soffit immediately above the colonnade on Wellington Crescent is in a poor state of repair. The colonnade makes a positive contribution to the special character of the conservation area and its condition should be monitored and improved at the earliest opportunity. The Council may be best placed to support a co-ordinated repair programme with building owners.
- The quality and placement of street signage and other modern street furniture is not always in keeping with the design and layout of the historic spaces along East Cliff.
- The continued operation of East Cliff Lift is not only of considerable historic interest as a rare surviving example of this type of seaside structure, but also provides an important amenity for visitors and residents during the summer months. Its continued maintenance and operation should be monitored.



*Inappropriate later developments and car-focussed environment at Granville Marina*



*The wide carriageway at Wellington Crescent is often busy with traffic*

## 6.0 Character Area 4: Spencer Square and Addington Street

### 6.1 Summary

Character Area 4: Spencer Square and Addington Street is a primarily residential area on West Cliff to the south-west of the town centre which was laid out and developed during the early- to mid-nineteenth century. The bulk of the building stock dates from this time, and consists of terraces of townhouses exhibiting Classical architectural detailing. These are most uniform around Spencer Square and Royal Road, while development was more incremental to the north and east of the square. This character area contains one of the highest concentrations of listed buildings in the conservation area, reflecting the age, quality and rate of survival of the building stock. Spencer Square is a notable landscape feature within Ramsgate due to its historic interest as part of Ramsgate's largest formally-planned square and in the significant role it plays in defining the setting of many surrounding historic buildings, as well as its important role as the barracks and place of embarkation for troops during the Napoleonic Wars. Most of the unlisted buildings positively contribute to the character of the conservation area.

A significant characteristic of this character area is that it still displays a full cross-section of nineteenth-century resort development – not just boarding houses and other 'polite' residential terraces, but also mews, secondary housing streets and local shopping streets, which have a different character and scale. Addington Street is a particularly successful secondary shopping street beyond the town centre containing many elements that contribute to the character of the conservation area.

**Volunteer assessor:** The buildings add immensely to the heritage and historical feel of the...whole area. The 'jewel in the crown' are the Georgian terraces...but other buildings and key features add to the interest and appeal... The large open space of the Spencer Square gardens, tennis court and café is a real asset and access is open and free. It provides a fabulous spot to relax and is steeped in history.

Further quotes from volunteer assessors are presented in *italics*.

### 6.2 Location and boundaries

Character Area 4 is located to the south-west of the town centre, immediately behind the seafront promenade on West Cliff. It borders Character Area 8: West Cliff Road to the north, Character Area 1: Royal Harbour to the south, and Character Area 7: Grange Road to the west, while to the east it partially borders Character Area 6: Liverpool Lawn as well as an area of the town outside of the conservation area.

The location of the character area is shown on the Character Area Boundaries map on page 63.

**CHARACTER AREA 4 ASSESSMENT AND VIEWS MAPS TO BE INSERTED AFTER CONSULTATION - PLEASE SEE SEPARATE PDF**

### 6.3 Historical introduction

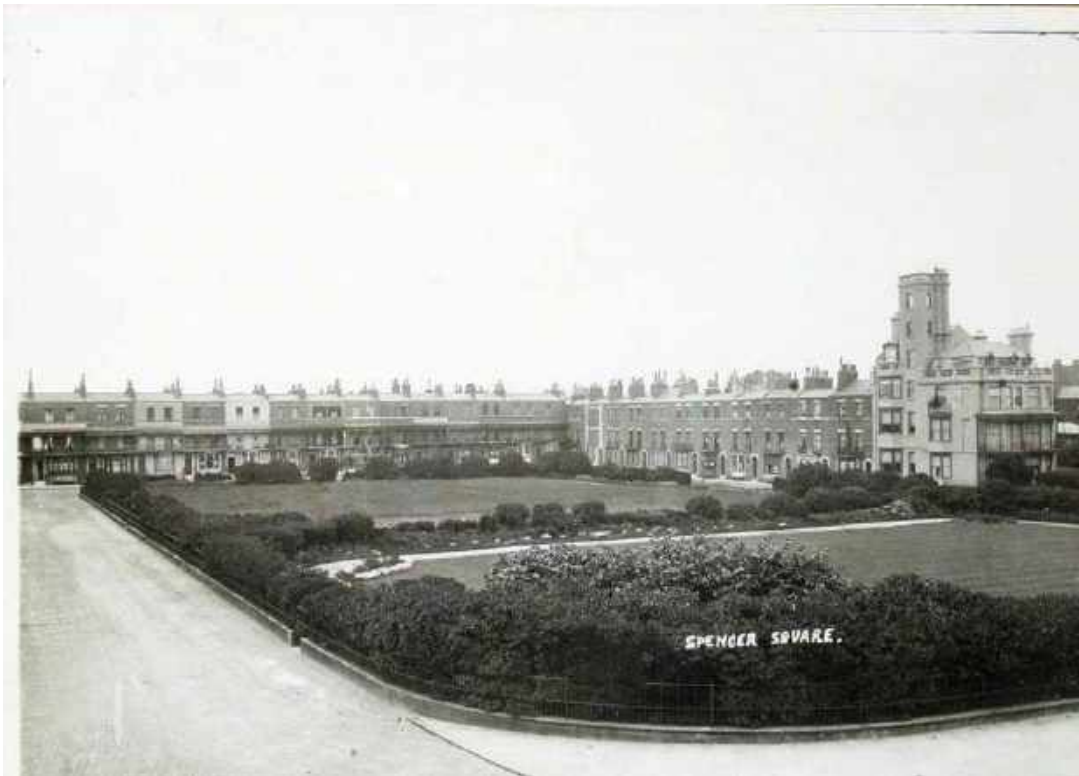
See Section 1.0 for a longer history of the conservation area.

- First development was a temporary barracks, in 1800
- 35-42 Spencer Square and 1-3 Royal Road (c.1804) are believed to have been built as officers' quarters, facing onto a parade ground and exercise yard whose footprint is the basis of Spencer Square
- Taverns, stores, stables followed in Townley Street and Addington Street
- Spencer Square was completed as a residential development from 1836.
- The former parade ground and exercise yard was landscaped as a pleasure garden, retaining its two-part form. In the early twentieth century it was progressively remodelled for sport (bowls and then tennis, with a pavilion)
- Smaller, two-storey, artisan development reached the north end of Royal Road between 1849 and 1873.
- Piecemeal development of generally more modest house took place north of Townley Street and along Rodney Street between the 1830s and 1890s.
- A notable resident of the area during the nineteenth century was Vincent Van Gogh, who stayed at 11 Spencer Square in 1876 while working at nearby Stokes School on Royal Road.
- Pockets of undeveloped land were infilled with workshops and warehouses during the late-nineteenth and early-twentieth centuries, some of which survive today although usually in a vacant or derelict state.
- In recent decades, there has been redevelopment in the vicinity of Townley Street and Rodney Street, mainly of industrial workshops or short residential terraces.



***Extract from Collard and Hurst's 1822 Map of Ramsgate, showing the extent of development around the former barracks in present-day Spencer Square***





*View of Spencer Square, c.1800s (Historic England Archive)*

### 6.4 Townscape character

Character Area 4 comprises an irregular, formally planned grid of streets on an area of flat land behind the seafront promenade on West Cliff. The primary streets are the north-south roads of Royal Road to the west and Addington Street to the east. The southern half of Royal Road forms the western side of Spencer Square, which is the centrepiece of the area. The following elements are key aspects of this townscape character which make a positive contribution to the character and appearance of the conservation area:

- The fine urban grain of the character area is characterised by very dense development. Front gardens, where they exist, tend to be very small but add value by softening the harder urban surroundings, while on many streets the buildings are built hard up to the footpath.
- Building plots are small and narrow, and there is a strong vertical emphasis to the proportions of the buildings which is accentuated by the pervasive Classical architectural detailing and proportions. Most buildings are considerably taller than they are wide, with a standard building height of three to four storeys plus basement along the principal streets and two to three storeys along the secondary streets like Townley and Rodney Streets. The vertical emphasis and dense development gives most streets in the area an intimate feel, where the built environment dominates one's experience without seeming overwhelming.
- Some streets are characterised by a continuous parapet line. Where this is the case, it is significant as it contributes to the aesthetic interest of the streetscape. In other areas, the building heights vary as a result of piecemeal development. This variation in building height can be significant where it illustrates incremental development and has its own picturesque qualities.
- In contrast to the intimate nature of the streets elsewhere, Spencer Square has a very open character. This derives from its dimensions, the relatively modest scale of the buildings around it relative to the size of the square, and the large gap on the square's south-west corner which gives the feeling of the open space bleeding out onto the seafront promenade. This open spatial character has historic interest in illustrating the formal planning of the resort areas during the early- to mid-nineteenth century.





*Wide primary street with formal terraces on either side*



*Big skies and openness within Spencer Square*



***Densely developed secondary street***



***Varied building heights and plots, and incremental growth***



## 6.5 Views and focal points

Character Area 4 exhibits many significant views which positively contribute to the character and appearance of the conservation area. This is due to its proximity to the sea, and its inclusion of both formally planned, polite terraces alongside more intimate streets of less homogenous architecture. In spite of this diversity, most views within the character area can be grouped into three of the view typologies outlined in Section 2.2:

- Street vistas terminated by the sea, such as:
  - The view south along Royal Road
  - The view south along Addington Street
- Unexpected views, such as:
  - The dynamic views as one emerges from Spencer Street onto Spencer Square
  - Views from Addington Street down Spencer Street
- Set-piece views:
  - The wide vistas of Spencer Square gained from the surrounding streets or from within the square itself. These have no fixed viewing location – they are experienced dynamically.

The following are considered key focal points of views within the character area:

- Spencer Square is the principal focal point both in terms of town planning and as a longstanding community asset, which imbues it with significant historic interest.
- The other significant focal points are the listed terraces of polite townhouses on the four sides of the square, which are prominently visible in views across the square and more widely within the vicinity.



***Views of formal terraces overlooking Spencer Square***



*Street vista terminated by sea on Addington Street*

### 6.6 Open space

The character area is densely developed in general but contains one of Ramsgate's principal inland public open spaces: Spencer Square.

- Spencer Square is a large, almost rectangular public garden and recreational space enclosed by modern railings and hedges. It makes a strong positive contribution to the character and appearance of the conservation area.
- Its heritage significance primarily relates to its overall form and dimensions rather than to the current layout or landscaping. The overall form of the square is of historic interest in preserving as open space the former parade ground of the barracks complex that once existed here, as well as in preserving the overall dimensions of the public square laid out during the main phase of residential development of the area in the mid-1830s. The square also has architectural interest due to its role in the urban planning of the character area.
- The railings on the south-west corner of the square are not intrinsically significant, but do follow the historic alignment and the form and materials are broadly in keeping with their nineteenth century predecessors.
- The current layout of the open space is a creation of the mid- to late-twentieth century. While the current layout is not intrinsically significant and breaks from the original landscape design and division of the square, it nevertheless provides much-needed sporting and amenity facilities for people living in Ramsgate.
- The eastern half of the square contains a series of community planters and bug houses which enliven the space and recall the historic green character of the square. One of the few pieces of public art in the vicinity is a bust of Vincent Van Gogh located in the centre of the ring of planters, which was installed in 2018. Van Gogh was once a resident of No. 11 Spencer Square whilst teaching at a school at No. 6 Royal Road. The bust, which was donated by the artist, Anthony D Padgett and installed by the Friends of Spencer Square and Ramsgate Society in 2019, contributes to the character of the conservation area in providing historic context to visitors.
- The only building within the square is an interwar pavilion, now in use as a café. Whilst it is not part of the nineteenth century landscape design and is stylistically at odds with the nineteenth-century Classical architecture of the terraces overlooking the square, it is nevertheless significant in illustrating the importance of organised sport to the attractiveness of twentieth century Ramsgate as a resort town.



*View across Spencer Square from the west, with the tennis courts in the foreground*



## 6.7 Boundaries and streetscape

Historical boundary treatments and street furniture contribute positively to the character and appearance of the conservation area due to their historic interest in illustrating historic forms of townscape improvement and their architectural or artistic interest complementing the architecture of buildings and being of high-quality design.

- The characteristic boundary treatment of this character area is ironwork surrounding basement areas in front of historic townhouses and other terraced housing. These are cast and/or wrought iron and come in a number of different traditional patterns.
- Such railings are not just found around the larger townhouses, but also around more modest nineteenth-century terraced houses. Examples can be found on Royal Road, Spencer Square, Townley Street and Addington Street.
- In other streets, such as Addington Street and Rodney Street, the streetscape is characterised by buildings built hard up to the boundary.
- This is historically significant as it denotes that the buildings were constructed without inhabited basements. This may have been because they were more modestly-sized dwellings, or because they were intended for commercial use, such as public houses or shops.
- Some late-nineteenth century and twentieth century housing was built with dwarf walls rather than railings. These boundary walls perform the same function as iron railings elsewhere in delineating the edge of the building plot and creating breathing space between footpaths and buildings.
- In some cases, dwarf walls may have replaced earlier iron railings. Nevertheless, where these dwarf walls are in keeping with the overall special character of the street, they will be of value despite being later additions.
- There is little street furniture within the character area that contributes to the character and appearance of the conservation area.
- Most streets have granite kerbs, and granite sett margins can be found in some areas, such as on Addington Street.
- Addington Street is also the only area where a significant amount of historic paving materials survives, in the form of red setts along both footpaths.
- There are cast iron coal chute covers on Addington Street, Royal Road and Spencer Square.
- There is a series of historic street lamps along Addington Street which are of historic interest in illustrating historic methods of street lighting and architectural interest in their carefully-detailed, ornate design.



***Iron railings around front basement areas***



***Buildings with no front boundary treatment. Street lamps contribute to character of the streetscape on Addington Street***

### 6.8 Building forms, styles and details

The following historic building forms, styles and details contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating changing architectural fashions and economic trends within Ramsgate, and their architectural or artistic interest in defining the subtle variations within the harmonious architecture of the built heritage within the conservation area.

- The primary residential streets (Spencer Square and Royal Road in particular) contain long rows of Classical townhouses of three (or occasionally two) storeys plus basements and dormers and predominantly two bays wide, sometimes of uniform runs and elsewhere of varying construction and design.
  - These may include canted or bowed bays, first-floor balconies or verandahs, and dual pitch or M-shaped roofs hidden behind parapets.
  - Most have large basement windows, which are characteristic of historic boarding houses.
  - Positive rear elevations exhibit a high rate of survival of historic windows, a regular, Classically-ordered arrangement of windows and doors, and modestly-sized extensions which are in keeping with the materiality, design and scale of the host building.
- On Addington Street, buildings were generally built individually or in small groups rather than in regular terraces, which differentiates the street from the wider character area and provides historical interest in reflecting the rapid, piecemeal development which was accelerated by the establishment of the barracks at Spencer Square to the west.
  - Buildings are generally of two to three storeys across two bays, and either fully rendered or of exposed brickwork with brick detailing, with timber canted bays at ground, first and second-floor height.
- Secondary streets generally comprise more modest terraced housing of two- to three-storeys across two bays.
  - These are characterised by prominent canted bay windows on the ground floor, brick detailing such as dentil parapets or gauged brickwork window heads, and blind first- or second-floor windows.
  - In the vicinity of Rodney Street, there are several nineteenth century workshops and warehouses. Many of these are in a poor state of repair, but they contribute to the character and appearance of the conservation area by demonstrating that other economic activities occurred in Ramsgate alongside those associated with the port and resort during the nineteenth century.
- Throughout the character area, there is a high rate of survival of historic windows and doors. The typical window form in earlier (pre-1850s) buildings is a six-over-six timber sash, while later nineteenth century buildings have timber sashes with fewer panes (single-pane or two-over-two) and 'horns' to strengthen the sash boxes.
- The larger the house, the greater the level of embellishment with Classical details, including pilaster mullions to bay windows, channelled stucco ground floors, and stucco string courses and cornice parapets.





***Three-storey terrace with Classical detailing***



***Fully rendered terrace with timber canted bays to all floors and iron verandahs***

### 6.9 Characteristic building materials

The following materials contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating the traditionally used materials in Ramsgate and their architectural and artistic interest in creating the colour, tone and texture of the conservation area.

- The predominant building material is locally-sourced stock brick laid in Flemish bond (alternating headers and stretchers). In some areas, this brickwork is painted, either as part of the original design or as a later intervention.
- Render (originally lime, but cement-based during the twentieth century) is the secondary material, characteristic of the street elevations, particularly on the ground floor. In later years, render was applied to exposed brick elevations in a freer manner, and often covered the entirety of the elevation. Historic render, applied as a smooth, painted finish and/or with decorative mouldings, is of historic and architectural interest in representing a very common way of finishing buildings externally, often concealing a structure of lesser quality beneath, while later render (predominantly cement-based) can be harmful to the conservation area's character and appearance where it conceals good-quality masonry beneath, or has been applied in an overly simplistic or poor-quality manner which is not in keeping with the historic use of the material.
- Ironwork is used extensively for boundary railings, window balconies, verandahs etc. and the extent and quality of this ironwork contributes to the special character of the conservation area.
- Timber is used for sash windows, doors, canted bays and other architectural details, often moulded with Classical ornament.
- Stone is used very sparingly for dressing and for steps.
- The roofing material is predominantly Natural slate, although a small number of buildings have clay plain tiles.
- Flint (coursed and/or knapped) is characteristically used for boundary walls but also as a walling material in some secondary elevations. It was not used historically on principal, front facades, with 20 Paragon Street (circa 1820s-30s) as an isolated example within the character area.





*Brick, render, ironwork, timber sash windows and bays, natural slate roofs*



*Iron verandah with lead roof, stucco details, brick in Flemish bond*





*Flint is used sparingly as a walling material*

### 6.10 Heritage assets

The character area contains both 'designated heritage assets' and other buildings or places that contribute to its character and appearance.

- **Listed buildings (designated heritage assets).** These are buildings or structures that have been designated by national government as having special historic or architectural interest at a national level, and which are subject to listed building consent. These are shown on the *Conservation Area map*.
- For further details of listing, see <https://www.historicengland.org.uk/listing/what-is-designation/> and to find individual list descriptions, search the National Heritage List for England at <https://historicengland.org.uk/listing/the-list/>
  - A notably high proportion of the building stock of this character area is listed. Most of these are early- to mid-nineteenth century townhouses, while others are contemporary shophouses and public houses on Addington Street.
- **Positive contributors (non-designated heritage assets).** These are unlisted buildings that contribute positively to the character and appearance of the conservation area. Some may have suffered from superficially unsympathetic alteration such as modern windows or shopfronts, but nevertheless make a positive contribution because of the underlying integrity of the historic building or place.
- Positive contributors can be thought of as 'non-designated heritage assets', as defined in the National Planning Policy Framework. Part 4, Section 2 of this Appraisal provides more details of the methodology used to identify these.
  - The great proportion of the unlisted building stock within the character area makes a positive contribution to the character and appearance of the conservation area due to its historic and architectural interest.
  - Many of these are examples of more modest nineteenth century residential developments.
  - There are also examples of nineteenth century, commercial and industrial buildings that illustrate the diverse economic and social interactions existing side by side even within the more 'polite' parts of nineteenth century Ramsgate.
  - Addington Street in particular contains many nineteenth century commercial buildings which make a positive contribution to the conservation area, such as pubs and shop houses. Many have retained their historic shopfronts.

### 6.11 Opportunities for enhancement

Opportunities for enhancement are locations within the conservation area where its character and appearance and/or its economic, social and cultural vitality can be enhanced by enhanced management, sensitive redevelopment and/or refurbishment/preservation, depending on the precise circumstances of the site. The Character Area Assessment map on page **XXX (to be inserted following public consultation)** illustrates the location of opportunities for enhancement within the character area.

On-site analysis of the current condition of the conservation area has led to the identification of the following parts of Character Area 4 as opportunities for enhancement, based on the definition outlined above:

- Industrial premises between Rodney Street and West Cliff Road. The surviving nineteenth century industrial building is of historic interest, while the adjacent twentieth century industrial buildings are not in keeping with the character and appearance of the conservation area by virtue of their form and materiality. This site would benefit from a refurbishment of the historic industrial building alongside sensitive redevelopment of the adjacent twentieth century industrial buildings, which are of no special interest.



***Former industrial workshops north of Townley Street***

### 6.12 Management considerations

The management of the conservation area is discussed in Part 2: Management Plan. Some key considerations relating to this character area are:

- The future management and design of Spencer Square will play an important role in preserving and potentially enhancing the special character of the conservation area. Options could include the removal of the pebble covered bank on the south side of the open space to improve accessibility; using green planting to soften the appearance of the chain-linked fence around the tennis court; and opportunities for integrating green landscaping into the junction between St Augustine's Road, Royal Road and Spencer Square.
- The high degree of survival of historic fabric (doors, windows, balconies etc) should be carefully monitored, particularly as many of the historic buildings containing such features appear to require major refurbishments. This may merit serving an article 4 direction back up with guidance for applicants to carefully manage this process.
- *There is a general lack of off-street parking and so the road is continuously full of parked cars which detract from the beauty of the buildings.* The impact of car use and parking within the character area should be monitored. An option could be the introduction of residents-only parking.
- The street surfaces and signage are in a poor condition throughout much of the character area, including on Royal Road and Spencer Square. Options for the enhancement of the public realm to improve its relationship with the historic built environment should be explored.
- Efforts should be made to protect the vibrancy and success of the diverse economic activities along Addington Street through any opportunity to enhance the character and appearance of the conservation area. Options for the Council could include supporting community organisations who run events in the local area, continuing support for occasional road closures, bunting, lights or other positive temporary installations, and resisting any further loss of ground-floor commercial (Class E) uses.
- A strategy for the retention, refurbishment and future management of the nineteenth century workshops and warehouses within the character area would play an important part in the preservation and enhancement of the character and appearance of the character area and the conservation area as a whole.





***A lack of off-street parking impacts the appearance of the conservation area***



***Poorly-maintained historic fabric on houses around Spencer Square***

## 7.0 Character Area 5: Mount Albion Estate

### 7.1 Summary

Character Area 5: Mount Albion Estate is a primarily residential area on East Cliff which was developed piecemeal during the early- to mid-nineteenth century. The bulk of the building stock dates from this time and consists of terraces of townhouses designed using Classical proportions and detailing.

The character area makes a strong positive contribution to the character and appearance of the conservation area by representing a full cross section of nineteenth-century resort development – not just boarding houses and other ‘polite’ residential terraces, but also mews, secondary housing streets and a collection of local shops, all of which have a different character and scale. Also significant are the eclectic street names which provide a very strong historical context for the development of the area, in particular relating to the town’s important role during the Napoleonic Wars.

### 7.2 Location and boundaries

Character Area 5 is located to the east of the town centre, inland from East Cliff. It borders Character Area 3: East Cliff to the southeast, Character Areas 2: Historic Commercial Core and 11: Upper King Street to the west, and forms the conservation area boundary to the north.

The location of the character area is shown on the Character Area Boundaries map on page 63.

***CHARACTER AREA 5 ASSESSMENT AND VIEWS MAPS TO BE INSERTED AFTER CONSULTATION - PLEASE SEE SEPARATE PDF***

### 7.3 Historical introduction

See Section 1.0 for a longer history of the conservation area.

- The hinterland of East Cliff remained as farmland and landed estates until the early nineteenth century.
- In 1807, Lady Augusta Murray bought 16 acres of land on East Cliff containing two adjoining houses (22-24 Victoria Road), developing it as the Mount Albion Estate.
- By 1822, piecemeal resort development had spread into the area, with Plains of Waterloo, Bellevue Road and Abbots Hill having been laid out and partially developed.
- Camden Square, Camden Place and La Belle Alliance Square were laid out and developed after 1833 with lower-middle-class housing. Layouts were dictated by field boundaries.
- Lady Augusta’s daughter, Augusta Emma d’Este, divided the estate into building plots and put them up for auction in 1838, with Thomas Allason (1790-1852) creating a layout.
- Augusta Road and the south side of Arklow Square were developed first, during the early 1840s. Holy Trinity Church was built in 1844-45 to designs by Stevens & Alexander.
- In between the streets of polite terraces were built neighbourhoods of more



modest terraced housing.

- The area was affected by bombing during the Second World War.
- During the 1970s and 1980s, Camden and La Belle Alliance Squares were partially cleared and low-rise flats were built.
- Further twentieth- and twenty-first century redevelopment occurred on infill/back-land sites or replacing earlier terraced housing.

### 7.4 Townscape character

The townscape character of Character Area 5 is derived from the extensive survival of late-Georgian and Victorian housing aimed at a wide range of residents, arranged in a series of loosely connecting and occasionally overlying formal grids and squares squeezed onto the slopes behind the clifftop seafront to the south-east and the town centre streets in the valley to the north-west. This special townscape character can be broken down into the following elements:

- The underlying topography rises gently from west to east throughout the Character Area, adding movement and shape to the townscape.
- The street plan comprises a network of formally-developed grids and squares following historic field boundaries and the outline of the Mount Albion Estate. These grids and squares occasionally overlap with each other, giving evidence of the area's sporadic development by a number of different parties.
- There is a clear hierarchy of primary, secondary and tertiary streets, as well as a network of narrow passages and alleyways giving rear access to the terraces.
- The area is densely developed with long terraces, either built in a single phase or in piecemeal fashion, set on narrow and often fairly shallow plots, and commonly backing onto an alleyway or passage.
- Streets connected most directly with the seafront tend to have more formal plans and architecture that reflects a higher status. The squares provide secondary areas of more prestigious housing, while the secondary streets and spaces in between are characterised by more modest housing types, which nevertheless employ Classical architectural proportions and detailing and a consistent palette of materials (primarily brick and stucco render).
- The prevailing building use is residential, although there is a small group of ground-floor commercial units on and around the junction of Bellevue Road and Plains of Waterloo, creating a neighbourhood commercial centre.
- The prevailing building height is two to three storeys with basements and occasionally dormers. Most terraces have a continuous parapet line, even where the row was developed in several phases.
- The dense development is relieved by two public open spaces: Arklow Square and La Belle Alliance Square, the proportions of which largely follow their original, early-nineteenth century form. These spaces provide a strong sense of enclosure with the squares providing quiet green spaces with little or low-speed vehicle traffic just behind the more grandiose frontages of the primary streets.
- Eclectic street names like La Belle Alliance Square and Plains of Waterloo play an important role in defining the character of this character area, and enhance one's appreciation of the historical context of the area's development.



***Elegant townhouses on Augusta Road***



***Narrow passages and alleyways create a fine urban grain***



*Camden Square*



*Two-storey, nineteenth-century terrace*



### 7.5 Views and focal points

There are many views within Character Area 5 which highlight the historic and architectural or artistic interest of buildings or elements within the conservation area, due to the high rate of survival of historic townhouses and coherent, contemporary street pattern. The views can be grouped into three of the overarching categories described in Section 2.2:

- Historic street vistas:
  - Unterminated axial vistas along the character area's principal streets, such as the view north along Bellevue Road from the junction with Plains of Waterloo.
- Street vistas terminated by the sea:
  - Axial vistas along streets lined with polite townhouses, looking towards the East Cliff promenade, such as along Augusta Road.
- Unexpected views, such as:
  - Glimpsed views of the characterful terraces on the north side of La Belle Alliance Square, emerging onto the square from the passage.
  - Multiple deflected views along winding streets and passages from the junction of Camden Road and Abbot's Hill.

The dense development and grid-like street layout of this character area does not lend itself to the creation of prominent focal points, although there are a few buildings which stand out within the streetscape by virtue of their striking architecture and prominent location. This includes:

- Holy Trinity Church, particularly views from the south across Arklow Square, which can be considered a designed view, with the church designed to use the square as an open foreground in views.
- 2-9 La Belle Alliance Square, when viewed from the south-eastern side of the square.
- 38-42 Bellevue Road, when viewed from the south-east along Augusta Road.



*Enclosed views along narrow alleyways*



*View across Arklow Square to Holy Trinity Church*



*View north along Artillery Road*



### 7.6 Open space

Character Area 5 contains areas of open space which contribute to the special character of the conservation area due to their historic interest, their positive contribution to the setting of other heritage assets, and in some cases, their intrinsic aesthetic qualities.

- Arklow Square is a rectangular lawn raised up from street level and bounded by a brick and flint dwarf wall. What appears to be the remains of a stone water trough is built into the eastern side of the wall.
  - The square had been laid out by 1849 as a pleasure gardens for the residents of the surrounding townhouses and villas.
  - The square was more extensively planted and contained a curvilinear path.
  - The square is of historic interest as part of the original urban design for the resort development of the Mount Albion Estate, and contributes to the setting of surrounding heritage assets by allowing clear views across the square, including of Holy Trinity Church.
  - It also contains several large, mature trees which positively contribute to the special character of the conservation area by virtue of their intrinsic aesthetic value.
  - It is of community value in providing a place for recreation and relaxation for local residents for over 150 years. However, it appears underused and offers significant community potential.
- La Belle Alliance Square is a public garden on a square plan, crossed by paved footpaths and containing a children's playground at the centre.
  - The square was created during the late 1830s as a communal garden for the residents of the surrounding townhouses.
  - While the current landscaping and facilities differ from the historic character of the square, it is nevertheless of historic interest in largely preserving the overall dimensions of the original square, and contributes to the setting of surrounding heritage assets by allowing clear, longer-range views of these buildings.
  - There is additional interest in its role as a place for recreation and relaxation for local residents for over 150 years.
- The character area benefits from a large number of attractive street trees which make a positive contribution to the special character of the conservation area in softening the hard, urban townscape and being of intrinsic aesthetic value.



***Attractive street trees***



***La Belle Alliance Square***



*Arklow Square*



### 7.7 Boundaries and streetscape

Historic boundary treatments, street furniture and flooring materials make a positive contribution to the character and appearance of the conservation area due to their historic interest in illustrating the historic management and upkeep of the public realm, and the changing fashions for separating public and private space, and often also due to their architectural or artistic in complementing the building stock in materiality and design. The following historic boundary treatments and streetscape elements found within Character Area 5 contribute to the special character of the conservation area:

- The prevailing boundary treatment of this character area is ironwork rising from masonry bases, surrounding basement areas in front of historic townhouses and other terraced housing. These are cast and/or wrought iron and come in a number of different traditional patterns.
- Such railings are not just found around the larger townhouses, but also around more modest nineteenth-century terraced houses. Examples can be found on all of the streets in the character area, but there is a particularly high degree of survival on Augusta Road and Plains of Waterloo.
- In some areas, such as on Artillery Road, buildings are built hard up to the boundary.
- This is of historic interest as it denotes that such buildings, being built for more modest households, were not built with inhabited basements.
- Most streets retain granite kerbs, and in some areas, granite street margins (as slabs or setts) also survive.
- Cast iron coal chute covers survive in piecemeal fashion throughout the area, occasionally set within a surviving York stone paving slab.
- Historic cast iron lampposts survive along Augusta Road.
- Cast iron street signs painted blue and white or black and white are retained throughout the character area.



*Cast iron coal chute cover*



*Historic and modern railings*



*Historic streetscape elements (kerbs, bollards, coal chute covers) on Abbot's Hill*

## 7.8 Building forms, styles and details

The architecture of the building stock within Character Area 5 has a high degree of regularity due to the relatively short time frame within which much of it was developed, but with subtle variations in execution which enriches and enhances the overall character and appearance. The following historic building forms, styles and details are important elements of Character Area 5 which help to define the special character of the conservation area:

- Buildings on the principal streets are arranged in terraces of two to three storeys with basements, under a range of historic roof forms, including pitched and hipped roofs concealed behind parapets.
- The design of most buildings employs Classical proportions and details. The larger the house, the greater the level of embellishment with Classical details, including pilaster mullions to bay windows, channelled stucco ground floors, and stucco string courses and cornice parapets.
- Windows and doors are arranged in an ordered and regular pattern, with most window heads being flat and most door heads being round with iron or timber fanlights.
- Canted bays are a common detail, often found on the ground floor only but in some instances rising through two or more storeys to include the basement and/or first floor.
- Bow windows are also common in the character area, most notably along Augusta Road.
- The terrace at 1-12 La Belle Alliance Square, of c.1835, has unusual recessed first-floor balconies under very wide segmental brick arches. These are of historic and architectural interest as unique examples of their type in Ramsgate and possibly nationally. Houses added to the square in the 1970s honoured the style of these first-floor balconies, imbuing them with historic and architectural interest as a sympathetic response to the existing townscape at a time when such an approach was less common.
- More modest houses on secondary streets are often characterised by prominent canted bay windows on the ground floor or are built hard up to the pavement with no basement area. Many have brick detailing such as dentil parapets or gauged brickwork window heads.
- Throughout the character area, there is a high rate of survival of historic windows and doors. The typical window form in earlier (pre-1850s) buildings is a six-over-six timber sash, while later nineteenth-century buildings have timber sashes with fewer panes (single-pane or two-over-two) and 'horns' to strengthen the sash boxes.
- Positive rear elevations exhibit a high rate of survival of historic windows, a regular, Classically-ordered arrangement of windows and doors, and modestly-sized extensions which are in keeping with the materiality, design and scale of the host building.
- Twentieth-century buildings within the character area generally do not contribute to the special character of the conservation area due to their form, materiality or design (often in combination). However, most respect the prevailing building heights and scale of their historic neighbours.





*Typical housing in Character Area 5*



*Bow windows with historic timber sashes*



*Iron veranda and bay windows*

### 7.9 Characteristic building materials

The following materials contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating the traditionally used materials in Ramsgate and their architectural or aesthetic interest in creating the colour, tone and texture of the conservation area.

- The two prevailing characteristic building materials in this character area are brick and stucco render, often used in combination.
- Brickwork is the primary building material, and is generally of locally-sourced yellow stock brick laid in Flemish Bond.
- Brick is also used to create details such as corbelling and embellished window and door surrounds.
- Stucco render (originally lime, but cement-based during the twentieth century) is employed in three ways:
  - On many buildings, it is used at ground and basement level with a smooth finish.
  - Elsewhere, it covers the entirety of the principal – and sometimes side – elevations of buildings.
  - On other buildings, generally those of the early-Victorian period, Classical details such as doors and window surrounds are created from stucco on brick facades.
- Knapped or unknapped flint is a secondary building material, generally used in rear or side boundary walls. It is used as a walling material on flank and rear elevations, with brick chimney stacks and window surrounds. In addition, flint flushwork is the primary facing material of Holy Trinity Church.
- Some building appear to be partially constructed of rounded pebbles, roughly coursed or uncoursed in lime mortar, representing a simple and cheap traditional building method. It is generally considered a very poor-quality material due to its poor water resistance, and is prone to structural failure. This material/method is of great historic interest, but its poor structural quality means that replacement may, occasionally, be the most appropriate option.
- Timber is used for sash windows, canted and bowed bays, window surrounds, doors, doorcases and cornices, often carved with Classical detailing. In addition, there are several surviving historic timber and glazed shopfronts on Bellevue Road.
- Cast and wrought iron is used for boundary railings and decorative first-floor balconies throughout much the character area.
- Stone is sparingly used for steps and occasionally for window and door surrounds, notably at Holy Trinity Church.
- Natural slate is the prevailing roofing material.





***Pebble walling***



***Brickwork with stucco window surrounds***

### 7.10 Heritage assets

The character area contains both ‘designated heritage assets’ and other buildings or places that contribute to its character and appearance.

- **Listed buildings (designated heritage assets).** These are buildings or structures that have been designated by national government as having special historic or architectural interest at a national level, and which are subject to listed building consent. These are shown on the ***Conservation Area map***.
  - There are many listed buildings within Character Area 5. Most of these are concentrated on Augusta Road, Plains of Waterloo and Abbot’s Hill, and consist of the earliest and most ornate resort developments on East Cliff.
- **Positive contributors (non-designated heritage assets).** These are unlisted buildings that contribute positively to the character and appearance of the conservation area. Some may have suffered from superficially unsympathetic alteration such as modern windows or shopfronts, but nevertheless make a positive contribution because of the underlying integrity of the historic building or place.
- Positive contributors can be thought of as ‘non-designated heritage assets’, as defined in the National Planning Policy Framework. Part 4, Section 2 of this Appraisal provides more details of the methodology used to identify these.
  - There are many positive contributors within Character Area 5. The vast majority of these are nineteenth-century townhouses, lodging houses and other, more modest forms of terraced housing.



***Listed terrace on Augusta Road***





*'Good ordinary' nineteenth-century terraced housing*



### 7.11 Opportunities for enhancement

Opportunities for enhancement are locations within the conservation area where its character and appearance and/or its economic, social and cultural vitality can be enhanced by enhanced management, sensitive redevelopment and/or refurbishment/preservation, depending on the precise circumstances of the site. The Character Area Assessment map on page **XXX (to be inserted following public consultation)** illustrates the location of opportunities for enhancement within the character area.

- Vacant plot at north end of Bellevue Avenue. This plot has been vacant since the demolition of the former building there in 2012. The site would benefit from sensitive redevelopment which positively responds to the character and appearance of the conservation area, and the prevailing form, scale, design and materiality of the surrounding listed buildings and positive contributors.
- Bellevue Heights (apartments on Arklow Square). This low-rise apartment block was constructed in c.2010-12. Its form, massing, design and materiality are not in keeping with its historic built environment context, and the site would benefit from sensitive redevelopment which better responds to the character and appearance of the conservation area, and the prevailing form, scale, design and materiality of the surrounding listed buildings and positive contributors.
- East Cliff Garage and adjoining garages, and garages on Elizabeth Road. Although these garages provide an important amenity for local residents, their utilitarian form, design and materiality is not in keeping with the character and appearance of the conservation area. The site would benefit from their replacement with new garages of a more efficient layout and a design and materiality that is more in keeping with the special character of the conservation area.



***Vacant plot on Bellevue Avenue***

### 7.12 Management considerations

The management of the conservation area is discussed in Part 2: Management Plan. Some key considerations relating to this character area are:

- There is a severe lack of parking within the character area and most roads are lined with parked vehicles, often partly mounted on the pavement. Car use and the provision of parking spaces in the area should be monitored.
- The character area contains a number of local shops and businesses, while many former commercial units have been converted to residential use. Remaining commercial properties should be retained wherever possible, while conversions of shops to dwellings should retain historic shopfront elements as far as possible.
- Many townhouses and lodging houses have been subdivided into flats. There is a proliferation of unsympathetic additions to the principal façade, such as satellite dishes, door buzzers and carriage lights. The addition of such features should be monitored and reversed wherever possible.
- Poor external maintenance is a general issue affecting much of the character area. The provision of guidance for homeowners concerning the maintenance of historic buildings within the conservation area should be explored.
- The quality and placement of street signage and other modern street furniture is not always in keeping with the design and layout of the historic spaces.
- Options for the long-term management and upkeep of La Belle Alliance and Arklow Squares should be explored. Both spaces would benefit from tree planting and enhanced maintenance, as well as the sensitive laying out of new paths which replicate the historic landscaping. There is a significant opportunity for community involvement such as through volunteer gardening initiatives.
- Arklow Square is underused. Options for invigorating and improving the landscape of this space, potentially including working with community organisations to harness volunteering opportunities and access funding sources such as the National Lottery Heritage Fund, should be explored.
- Fuel poverty is a significant issue in the character area due to the extensive subdivision into flats of the townhouses and lodging houses. Opportunities for encouraging and helping landlords with advice and funding (where available) to bring their properties up to an appropriate standard should be investigated. As well as reducing fuel poverty, tackling this issue would help to ensure the long-term future of heritage assets, as well as helping to combat climate change.



*Retained historic shopfronts*



*Loss of original features*

## 8.0 Character Area 6: Liverpool Lawn

### 8.1 Summary

Character Area 6: Liverpool Lawn is a residential neighbourhood immediately to the south-west of the town centre. The principal streets were laid out in two stages: Rose Hill and Adelaide Gardens to the east were developed in the 1800s or 1810s, followed by Liverpool Lawn between 1827 and 1836. The vast majority of the building stock dates from this short period, imbuing the character area with an overriding harmony in urban form and architecture, which makes a very positive contribution to the character and appearance of the conservation area as an attractive and well-preserved example of Ramsgate's early resort development.

Liverpool Lawn in particular is a fine example of late-Georgian town planning and a significant townscape element which makes a very positive contribution to the character and appearance of the conservation area. The tall, repetitive buildings and wooded central square provides a tranquil and enclosed space within a hard, urban landscape close to the town centre.

The southern part of the character area contains later-twentieth century garages and workshops of a form and materiality that are not in keeping with the special character of the conservation area and represents an opportunity for sensitive redevelopment, retaining existing uses where viable.

### 8.2 Location and boundaries

Character Area 6 is located immediately to the south-west of the town centre. It borders Character Area 1: The Royal Harbour to the south and partially border Character Area 4: Spencer Square/Addington Street and Character Area 2: Historic Commercial Core to the north, but the majority of its eastern, northern and western borders are to areas outside of the conservation area boundary.

The location of the character area is shown on the Character Area Boundaries map on page 63.

***CHARACTER AREA 6 ASSESSMENT AND VIEWS MAPS TO BE INSERTED AFTER CONSULTATION - PLEASE SEE SEPARATE PDF***

### 8.3 Historical introduction

See Section 1.0 for a longer history of the conservation area.

- The first development in the character area was a series of townhouses on Rose Hill and Sion Row to the east of Liverpool Lawn, which were built between the 1790s and 1822.
- At this time Liverpool Lawn and the surrounding streets remained as undeveloped land between the town centre to the east and the developing area along Addington Street to the west.
- Liverpool Lawn was a planned development laid out around a central green, built between 1827 and 1836 by the local builder-developers James Crisford and D B Jarman.



- The later-nineteenth century saw the construction of more modest terraced housing along Albert Street.
- By 1900, development lined all the roads in the character area.
- The mid- to late-twentieth century saw the piecemeal infilling of plots with flats or workshops, or the replacement of individual houses.
- In 2010-13, Numbers 37-40 Liverpool Lawn and 1-4 Adelaide Gardens were constructed at the junction of the two roads, carefully replicating the design and materiality of the nearby Regency terraces.

### 8.4 Townscape character

The townscape character of Character Area 6 is strongly defined by the formal Georgian and early-Victorian urban planning of Liverpool Lawn, Adelaide Gardens and Rose Hill. The preservation of this historic street pattern, which complements the architecture of the building stock, contributes to the special character of the conservation area in its historic and architectural interest, most clearly illustrated by the relationship between the elegant late-Georgian townhouses and verdant gardens at Liverpool Lawn. This townscape character can be broken down into a number of key elements:

- The topography of the character area very gently rises to the east, towards the promenade.
- The character area is densely developed and has a very fine urban grain which creates an intimate and enclosed character.
- The primary streets are fairly narrow, while secondary streets are very narrow – often simple passages too narrow for vehicles. There are several narrow alleyways running between terraces which offer quiet, pedestrian routes through the built environment.
- Most streets are axial, with the notable exception is the sweeping curve of Liverpool Lawn, which creates deflected vistas of particular aesthetic quality.
- Building plots are narrow, and most buildings only have small front areas or are built hard up to the boundary, while rear gardens are similarly limited in most cases. In many cases, this is of historic interest as evidence of the construction of these buildings as lodging houses that were taken for limited periods and where residents were provided with a communal garden square in which to mix with neighbours, rather than being provided with individual gardens.
- Rose Hill and Adelaide Gardens, the earlier phase in the character area's development, differ somewhat in having more generous private gardens, but maintain the generally narrow width of the building plots.
- There is an area of garages and light-industrial buildings in the southern part of the character area along Addington Place and Hertford Street, which breaks from the prevailing character of the character area by virtue of the building forms, utilitarian design and materials and larger footprints.
- This area was always historically a back-land site containing outbuildings and yards, so while the existing buildings are not in keeping with the character and appearance of the conservation area, the coarser urban grain and ancillary/light-industrial use of the area follows historical precedent and does not in itself harm the conservation area.





*The sweeping crescent and continuous parapet of Liverpool Lawn, viewed from the north*



*View north along Adelaide Gardens*



***Nos. 24-33 Liverpool Lawn***



### 8.5 Views and focal points

Character Area 6 exhibits many significant views which contribute positively to the character and appearance of the conservation area due to its formally planned layout, the intimate scale of the streets, and its proximity to the sea. Most views can be grouped into two of the view typologies outlined in Section 2.2:

- Unexpected views, such as:
  - The view east along Adelaide Gardens from Liverpool Lawn
- Street vistas terminated by the sea such as:
  - The view south-east along Liverpool Lawn and the view south along Rose Hill
- The two most significant focal points in this character area are:
  - The sweeping terrace of Nos.1-19 Liverpool Lawn, with its central pediment, is the focal point of dynamic views that tell us much about the urban planning of nineteenth-century Ramsgate and are of great architectural interest. The stone pediment containing the crest of Lord Liverpool is a key feature of this focal point.
  - The green space of Liverpool Lawn, which is similarly important in terms of illustrating the urban planning of Ramsgate's speculative developments, but is also an intimate and tranquil green space in an otherwise densely-developed part of the town.
- The nineteenth-century tidal ball lies outside of the Character Area, but is a focal point within the conservation area more widely which positively contributes to views within the character area, in particular the view east along Liverpool Lawn.



*View south along Rose Hill, terminated by the clifftop promenade*



*View east along the very narrow north side of Liverpool Lawn*



*The crescent of Nos.1-19 Liverpool Lawn is one of the finest in Ramsgate*



## 8.6 Open space

The character area is densely developed in general but contains the formal garden of Liverpool Lawn, a segment-shaped garden enclosed by a short, close-clipped hedge, lined with mature trees. It is an integral part of the formal urban plan of the neighbourhood, and makes a strong positive contribution to the character and appearance of the conservation area due to its aesthetic and historic relationship with the surrounding buildings. Its key positive features are listed below:

- It maintains its original proportions, which complements the architecture of the late-Georgian and early-Victorian terraces overlooking it to the east, north and west.
- It offers a prime location from which to view and appreciate the fine listed buildings surrounding the square in a traffic-free environment.
- It provides a tranquil space within an otherwise densely-developed part of Ramsgate, and is significant as a private garden enjoyed by the residents of Liverpool Lawn and other townspeople for almost 200 years.
- The square is very well-maintained, which greatly enhances its contribution to the setting of the surrounding listed buildings as well as the character and appearance of the conservation area.



***Liverpool Lawn Gardens, a tranquil, enclosed space of great historic interest and aesthetic value***





*Houses on Adelaide Gardens set back behind large front gardens*

### 8.7 Boundaries and streetscape

Historic boundary treatment, street furniture and flooring materials make a positive contribution to the character and appearance of the conservation area due to their historic interest in illustrating the historic management and upkeep of the public realm, and often also due to their architectural and artistic interest in complementing the building stock in materiality and design. The following elements of Character Area 6 are important in this regard:

- There is a particularly high rate of survival of iron railings within this character area, which is of historic and architectural interest due to the important role they play in defining front boundaries and creating a harmonious frontage that emphasises the strong architectural uniformity of the area. These are cast and/or wrought iron and come in a number of different traditional patterns.
- Such railings are not just found around the larger townhouses, but also around more modest nineteenth-century terraced houses. Examples can be found on all of the streets in the character area, but there is a particularly high degree of survival on Liverpool Lawn.
- Alongside historic railings, there are examples of carefully-chosen replacement railings which contribute to the overall impression of uniformity and harmony within the townscape.
- In some areas, notably on Adelaide Gardens, buildings are built hard up to the boundary.
- This is historically significant as it denotes that such buildings, being more modestly-sized, were not built with inhabited basements.
- Numbers 25-32 Adelaide Gardens break the general pattern of the character area in having very generous front gardens. Although most of these have now lost their historic boundary treatments and have been partially or fully paved for use as car parking, the layout of these gardens is of historic interest as it is part of the originally planned layout of the terrace.
- Most streets retain granite kerbs, while the pavement in front of 1-19 Liverpool Lawn contains a series of cast iron coal chute covers, which are of historic interest in illustrating nineteenth-century residential heating infrastructure.
- The alleyway between Nos. 35 and 36 Liverpool Lawn contains stone paving flags along its entire length.
- Many historic street signs survive. Most of these are metal, probably cast iron or mild steel, and painted blue and white. There is also a stone street sign on the face of 1 Liverpool Lawn, and rendered street signs on Nos. 34 and 35.



*Iron railings on Adelaide Gardens*



*Flint used as a boundary wall material on Albert Street*





*Retained stone flags along an alleyway in Character Area 6*

### 8.8 Building forms, styles and details

The architecture of the building stock within Character Area 6 has a high degree of regularity due to the relatively short time frame within which it was developed, but with subtle variations in execution which enhances the overall character and appearance. The following historic building forms, styles and details are important elements of Character Area 6 which help to define the special character of the conservation area:

- The vast majority of buildings are arranged in terraces of two to three storeys with basements, under a range of historic roof forms, including pitched and hipped roofs concealed behind parapets.
- The design of most buildings employs Classical proportions and details, generally executed in a more elaborate and detailed form as the size and/or status of the house increases.
- Windows and doors are arranged in an ordered and regular pattern, with most window heads behind flat and most door heads being round.
- Canted bays are a common detail, often found on the ground floor only but in some instances rising through two or more storeys to include the basement and/or first floor.
- Bow windows also feature, such as along Adelaide Gardens, and the bowed frontages of 1, 34 and 35 Liverpool Lawn are significant elements of the 'gateway' feel as one enters Liverpool Lawn from the east.
- There is a high rate of survival of historic doors, doorcases, windows and window surrounds, particularly along Adelaide Gardens and Liverpool Lawn.
- At the junction of Liverpool Lawn and Adelaide Gardens, there is an infill development of townhouses built in 2010-13 which replicate the style of the historic, bow-fronted houses at the southern end of Liverpool Lawn, with an additional building designed in a loosely 'Gothick' style. These buildings are in keeping with the character and appearance of the conservation area by virtue of their design, materiality, height and massing, which draws on the adjacent listed buildings. The crenelated parapet and window detailing of the Gothick style building (No. 32) echoes that of the early-nineteenth century Grace Cottage on the north side of Liverpool Lawn.



***Varied use of a standard set of architectural forms and materials on Rose Hill***





*Stuccoed ground floors with canted bays, and many surviving historic timber sashes*



*More modest, later-nineteenth-century terraced housing on Albert Street*

### 8.9 Characteristic building materials

The following materials contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating the traditionally used materials in Ramsgate and their architectural and artistic interest in creating the colour, tone and texture of the conservation area.

- The two prevailing characteristic building materials in this character area are brick and stucco render, often used in combination.
- Locally-sourced buff-coloured brick, laid in Flemish bond, is the primary building material of most buildings within the character area. It is often whitewashed or rendered at the ground floor, and generally left exposed above. In some cases, the whitewash may cover one or more upper floors as well.
- Stucco render is employed in three principal ways:
  - On many buildings, including 1-19 Liverpool Lawn, it is used at ground and basement level with a smooth finish.
  - Elsewhere, it covers the entirety of the principal – and sometimes side – elevations of buildings, such as at 20-22 Liverpool Lawn.
  - Many flat-arched window heads are also rendered, often masking lower-quality brickwork beneath.
- Knapped or unknapped flint is a secondary building material, generally used in boundary walls, such as along Hertford Street. In some isolated cases, it is used as a walling material on flank and rear elevations, while in one instance, at 23 Adelaide Gardens (Grace Cottage), it is used as the principal facing material.
- Cast and wrought iron is used for boundary railings throughout the character area. It is also employed in decorative first-floor balconies and verandas.
- Timber is used for windows, canted bays, window surrounds, doors, doorcases and cornices, often carved with Classical detailing.
- Stone is used for steps to raised-ground-floor front doors, and is notably used for the crest of Lord Liverpool within the pediment of 1-19 Liverpool Lawn.
- Natural slate is the prevailing roofing material. Where alternative materials are employed, such as the concrete tiles at 21-37 Albert Road, this is almost always a later intervention and is often not in keeping with the character and appearance of the conservation area.





*Flint, rubble and brick used as walling materials on Liverpool Lawn*



*Iron verandahs, canted bays and Classical detailing on Rose Hill*

### 8.10 Heritage assets

The character area contains both ‘designated heritage assets’ and other buildings or places that contribute to its character and appearance.

- **Listed buildings (designated heritage assets).** These are buildings or structures that have been designated by national government as having special historic or architectural interest at a national level, and which are subject to listed building consent. These are shown on the ***Conservation Area map***.
  - A high proportion of the buildings within the character area are listed, including all of the houses overlooking Liverpool Lawn.

All but one listed building in the character area are dwellings (18 Albert Street is a shop and house).

- **Positive contributors (non-designated heritage assets).** These are unlisted buildings that contribute positively to the character and appearance of the conservation area. Some may have suffered from superficially unsympathetic alteration such as modern windows or shopfronts, but nevertheless make a positive contribution because of the underlying integrity of the historic building or place.
- Positive contributors can be thought of as ‘non-designated heritage assets’, as defined in the National Planning Policy Framework. Part 4, Section 2 of this Appraisal provides more details of the methodology used to identify these.
  - Of the historic buildings that are not listed, most make a positive contribution to the character and appearance of the conservation area as examples of more modest nineteenth-century residential development in Ramsgate with a reasonable degree of surviving historic fabric.



***The sweeping view west along Liverpool Lawn, framed by historic townhouses and appropriately scaled later infill development***





*Listed and unlisted townhouses on Adelaide Gardens*



### 8.11 Opportunities for enhancement

Opportunities for enhancement are locations within the conservation area where its character and appearance and/or its economic, social and cultural vitality can be enhanced by enhanced management, sensitive redevelopment and/or refurbishment/preservation, depending on the precise circumstances of the site. The Character Area Assessment map on page **XXX (to be inserted following public consultation)** illustrates the location of opportunities for enhancement within the character area.

- The garages at the eastern end of Liverpool Lawn are not in keeping with the character and appearance of the conservation area by virtue of their form and materiality. The site would benefit from retention of its current use, but redevelopment on a more efficient layout and using a design and materiality that is more in keeping with the special character of the conservation area and surrounding listed buildings.
- Prospect Court, at the eastern end of Liverpool Lawn, is not in keeping with the character and appearance of the conservation area by virtue of its form, massing and materiality. It also appears to suffer from a lack of external maintenance. The building would benefit from sensitive refurbishment or development which positively responds to its prominent location and the many adjacent listed buildings.
- The garages and workshops on Addington Place are not in keeping with the character and appearance of the conservation area by virtue of their form and materiality, although some historic fabric, such as flint walls, are integrated into later buildings. The site could accommodate sensitive redevelopment of a scale which responds to the nearby listed buildings, but which preserves the coarser urban grain and land use which has historically characterised this area.



***Prospect Court, a twentieth-century addition which detracts from the character and appearance of the conservation area***

### 8.12 Management considerations

The management of the conservation area is discussed in Part 2: Management Plan. Some key considerations relating to this character area are:

- The future management of Liverpool Lawn Gardens will play an important role in preserving the character and appearance of the conservation area.
- Opportunities for development are largely confined to the southern section of the character area. These sites lie adjacent to important historic buildings and development proposals should demonstrate a positive response to the surrounding heritage context.
- The narrowness of the streets exacerbates the wider issue of car parking within the conservation area. The impact of car use within the character area should be monitored.
- The loss of historic doors and windows degrades the special character of the conservation area should be prevented, while restoration of historic features should be encouraged.
- Options for improving the street signage and surfaces, which are generally in poor condition, should be explored.
- Whilst most buildings are listed it would nevertheless be helpful to consider how a unified, sensitive approach to enhancing the energy efficiency of buildings could be carried out. Maintaining the uniformity of frontages in the area will be important in the future to ensure the preservation of its architectural and historic interest.
- What shops and pubs there used to be in the character area have now all been lost, but opportunities should be taken to restore such units where viable and appropriate, and where historic shopfronts survive such as at 18 Albert Street.



***Harmful later interventions on Albert Street***



*Historic shopfront incorporated into a dwelling at 18 Albert Street*

## 9.0 Character Area 7: Grange Road

### 9.1 Summary

Character Area 7: Grange Road is a primarily residential area on West Cliff to the south west of the town centre which was laid out and mostly developed during the mid-nineteenth century. It has a diverse character with a range of building types, architectural styles and urban layouts. Despite this great diversity, the area derives a distinct character from the extent of open space, both public and private, which creates wide, unimpeded coastal views, and a coarser urban grain than elsewhere in the conservation area.

The southern half of the Character Area is defined by a series of set-piece buildings fronting the West Cliff Promenade, set behind deep, garden lawns. The West Cliff Promenade offers some of the finest views out to sea, across the Royal Harbour and the working port, of anywhere in the town. The northern half is more varied, consisting of the 1860s St Augustine's Abbey (now a Christian retreat), a 1980s housing estate and a collection of mid- to late-nineteenth-century terraced houses.

The collection of Gothic Revival buildings designed by A W N Pugin and his son, E W Pugin, define the western half of the character area, and are a nationally-important collection of heritage assets which make a major contribution to the special character of the conservation area due to their consistent form, high-quality design and historical interest as evidence of the rise of the Gothic Revival movement in the mid-nineteenth century, which Pugin subsequently exported from Ramsgate across the country.

**Volunteer assessor:** This area is about quiet enjoyment and the views out to sea.

Note: Further quotes from volunteer assessors are presented in *italics*.

### 9.2 Location and boundaries

Character Area 7 is located to the south-west of the town centre and includes part of the seafront promenade and hinterland of West Cliff. It borders Character Area 8: West Cliff Road to the north, and Character Areas 1: Royal Harbour and 4: Spencer Square and Addington Street to the east. It is the westernmost part of the promenade within the conservation area

The location of the character area is shown on the Character Area Boundaries map on page 63.

**CHARACTER AREA 7 ASSESSMENT AND VIEWS MAPS TO BE INSERTED AFTER CONSULTATION - PLEASE SEE SEPARATE PDF**

### 9.3 Historical introduction

See Section 1.0 for a longer history of the conservation area.

- West Cliff Lodge (built in the early nineteenth century) was the first development within the character area.
- Royal Crescent (1826-36) was developed by Mary and Robert Townley but initially



- only the eastern half was completed.
- Between 1843 and 1850, the architect A W N Pugin designed and built his home, The Grange, and St Augustine's Church alongside with an adjoining school, sacristy and cloister.
- Its eastern neighbour, Chartham Terrace, was built in 1850 by Matthew Habershon.
- In 1856, after Pugin's death, the church was handed over to the Benedictine order.
- In 1860-61, E W Pugin (A W N's son) designed and built St Augustine's Abbey for the Benedictine order now established at Ramsgate.
- The western half of Royal Crescent was completed to the original design in 1863.
- The terrace of Clifton Lawn was erected between 1849 and 1872.
- The West Cliff Concert Hall opened in 1914 at the eastern end of West Cliff Promenade, dug into the cliff with an external bandstand within a sunken garden.
- The eastern portion of the gardens of St Augustine's Abbey was developed with a new, private housing estate in the 1980s (St Benedict's Lawn and The Cloisters).

### 9.4 Townscape character

The townscape character of Character Area 7 is greatly varied, but can be generally described as comprising an area of flat land atop West Cliff containing development within larger plots than elsewhere in Ramsgate, arranged along the principal routes of Grange Road/St Augustine's Road (a busy vehicular route) and the West Cliff Promenade (pedestrian/cycle route). There is considerable open space and greenery (a mixture of public and private). This breaks down into sub-areas with their own distinct character:

- The southern half of the character area comprises the wide, pedestrianised promenade along the clifftop above the harbour, with a series of large, architecturally varied and highly embellished buildings to the north set back behind extensive lawns. The townscape of this area contributes very positively to the special character of the conservation area through possessing intrinsic aesthetic qualities and historic interest in illustrating the set-piece design of nineteenth-century seafront buildings. The group is *imposing and very grand – well balanced by the spaces* in between the buildings.
- The northern half of the character area has a less unified character. To the west is St Augustine's Abbey, a nineteenth-century religious complex set within generous, verdant grounds. The low-density layout of the 1980s housing estate to the east (St Benedict's Lawn), generously planted with street trees, maintains this sense of greenery and openness. Tucked into the south-east corner of the housing estate is a short terrace of mid-nineteenth-century lodging houses.
- Grange Road/St Augustine's Road divides the northern and southern halves of the Character Area. It is a wide, busy vehicular route into Ramsgate, leading down to the harbour. It has a *defensive and unwelcoming* feel, with the road being hemmed in on both sides by high boundary walls (albeit mostly attractive, historic, flint walls), with most buildings turning their back to the road. For both cars and pedestrians, *the emphasis is on passing through*. The townscape here makes a lesser contribution to the special character of the conservation area.





*View west along West Cliff Promenade*



*View west along St Augustine's Road*

### 9.5 Views and focal points

Character Area 7 exhibits many significant views which positively contribute to the character and appearance of the conservation area, primarily due to its location overlooking the sea and harbour. Significant views largely come in two forms:

- Seafront views:
  - Some of Ramsgate's finest seafront panoramas are gained from West Cliff Promenade, from where one can view the Royal Harbour, the working port, and the Kent coastline stretching south to Deal. These can be appreciated both dynamically or from fixed viewpoints.
- Set-piece views.
  - Looking north from the promenade, one gains significant, axial views of Royal Crescent, Chartham Terrace and Pugin's Grange and church. These can be appreciated both dynamically or from fixed viewpoints.
  - Government Acre and the junction of Royal Esplanade and Grange Road, just to the west of the conservation area (both lying in the Royal Esplanade Conservation Area), provide some of the best opportunities to view the collection of buildings designed by A. W. N Pugin and E. W. Pugin.

The progression of historic buildings overlooking the sea create a series of focal points for views as one travels along the promenade.

- Royal Crescent is particularly significant as a focal point given its symmetrical design, monumental scale and visibility from the promenade, framing the space of the gardens in front of it. It is the westernmost of the three great crescents set along the seafront and is the most monumental in scale and appearance due to the uniform white painted stucco façade, raised central and end sections (rising to four and a half storeys) and paired, heroic-scale pilasters bearing the parapet and creating a strong rhythm along the frontage.
- Chartham Terrace, The Grange and St Augustine's Church are also significant focal points, but somewhat less so due to the screening effect of boundary walls and vegetation, and their more modest scale.



*Views out across the Port of Ramsgate and Royal Harbour from West Cliff promenade*



*Spectacular views out to sea from West Cliff promenade*





*Set-piece view of Royal Crescent*



*Narrow alleyway running north from St Augustine's Road*

### 9.6 Open space

A large proportion of the character area comprises open space which makes a positive contribution to the character and appearance of the conservation area.

- West Cliff Promenade is a significant public open space in Ramsgate which was created between 1822 and 1849 overlooking what was then the town's west beach. It makes a strong positive contribution to the character and appearance of the conservation area in offering significant views out to sea and across the Royal Harbour, as well as inland towards the landmark heritage assets fronting the promenade. It is also of considerable historic interest as evidence of Ramsgate's early-nineteenth-century resort development. The space continues to be well-used and enjoyed by walkers and cyclists.
- The gardens in front of the Royal Crescent are of historic interest as part of the designed setting of Royal Crescent, but also an important community asset as a substantial public open space with a feeling of enclosure provided by the low, close-clipped hedge. The gardens are underused by the public, possibly because of a false perception that the space is for the sole use of the Royal Crescent residents.
- Much of the open space consists of private gardens which cannot be accessed by the public. They nevertheless contribute to the character of the conservation area in enhancing the setting and creating clear views of key heritage assets, while the trees and plants lining the private open spaces enhance the sense of tranquillity within the conservation area.
- The sunken bandstand of West Cliff Hall is of historic and architectural interest in illustrating the provision of clifftop entertainment for Edwardian visitors to Ramsgate. However, it is currently closed off with metal fencing and litter is accumulating in the sunken garden. This degradation of the site harms the character of the conservation area (see Section 9.11 – Opportunities for enhancement).
- There are a number of street trees within the 1980s housing estate which positively contribute to the character and appearance of the conservation area due to their intrinsic aesthetic qualities.





*Street tree on St Augustine's Road*



*The expansive lawns in front of Royal Crescent*

### 9.7 Boundaries and streetscape

Within Character Area 7, the following historical boundary treatments and elements of the streetscape contribute positively to the character and appearance of the conservation area due to their historic interest in illustrating historic forms of townscape improvement and their architectural and artistic interest in complementing the architecture of buildings and being of high-quality design.

- A defining characteristic of Character Area 7 is the abundance of tall boundary walls, mostly of brick and knapped flint, but rendered in some instances, which strongly define the thresholds of public and private space.
- These are found around the Pugin-designed buildings in the west of the character area and form an important element of the religious landscape by defining the spiritual boundaries of the complex of religious buildings, although they also extend into the 1980s housing estate, presumably as preserved garden walls.
- These positively contribute to the character and appearance of the conservation area in replicating a traditional walling style and materiality, while being of historical interest in illustrating the institutional nature of Pugin's enclave, and the desire for privacy among the residents of the properties overlooking the West Cliff Promenade.
- Some of these boundary walls, particularly those along the promenade, are degrading and in need of repair, which would enhance their contribution to the special character of the conservation area.
- The townhouses of Clifton Lawn have wrought iron railings with rendered piers around front basement areas, or later, low brick boundary walls.
- Housing at St Benedict's Lawn is more open, without defined front garden boundary walls or railings, although the front gardens are often planted with bushes or small trees as a concession to a boundary treatment.
- There is a low rate of survival of historic street furniture and paving materials in this character area, although there is a K6 telephone kiosk at the eastern end of St Augustine's Road. There are granite kerbs along Grange Road/St Augustine's Road, and an area of setts at the entrance to St Augustine's Abbey. There is also a low concrete balustrade along the clifftop in front of West Cliff Hall, which appears to be part of the Hall's original design.



***Iron railings in front of historic lodging houses on St Augustine's Road***





*Flint and brick walling on Grange Road*



*Historic street signage on Grange Road*

### 9.8 Building forms, styles and details

Historic building forms, styles and details contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating changing architectural fashions and economic trends within Ramsgate, and their architectural interest in defining the subtle variations within the harmonious architecture of the built heritage within the conservation area. There is a considerable architectural diversity within Character Area 7 in spite of its fairly small size. Most buildings can be put into three categories:

- The western half of the character area is defined by richly-detailed Gothic Revival buildings in institutional or residential use. The buildings are generally large, with big footprints and of three to four storeys in height, and are set within considerable grounds.
  - Key details include elaborate roof forms created with steep pitches and gabled dormers; stone window frames, either with Gothic tracery or simpler mullion and transom windows; and brick and knapped flint banding with stone dressings.
- In the eastern half of the character area, the buildings are two- to four-storey terraced houses which variously employ the proportions and detailing of Classical architecture.
  - Generally speaking, the larger the residences, the more elaborately embellished they are with Classical stucco details, with Royal Crescent representing the most highly embellished expression of the style in the character area.
  - Key details include canted bay windows rising through one or more floors; raised front doorways with fanlights; Classical details in stucco such as string courses and moulded window surrounds; and rendered or brick parapets concealing the roofs.
  - Positive rear elevations exhibit a high rate of survival of historic windows, a regular, Classically-ordered arrangement of windows and doors, and modestly-sized extensions which are in keeping with the materiality, design and scale of the host building.
- To the east of St Augustine's Abbey, the 1980s housing at St Benedict's Lawn is of a form and style distinct from the historic buildings surrounding them. They are uniformly of two storeys with pitched roofs and arranged in small groups with staggered footprints creating an informal layout.
  - While their form and style diverge from that of the nearby historic buildings, the estate's residential scale, prevailing use of brick and timber cladding, and the extensive planting demonstrates a measured response to the surrounding heritage context, and so the estate does not harm the character and appearance of the conservation area.





*St Augustine's Church and The Grange*



*The former Regency Hotel, St Augustine's Road*





*Mid-nineteenth-century lodging houses on St Augustine's Road*

### 9.9 Characteristic building materials

Characteristic building materials contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating the traditionally used materials in Ramsgate and their architectural and artistic interest in creating the colour, tone and texture of the conservation area. There are three prevailing building materials in Character Area 7: flint, brick and render, with stone and iron being important secondary materials.

- Knapped and unknapped flint is used as the primary walling material of the Gothic Revival buildings in the east of the character area, and represent a vernacular Kentish building material adapted to complement the Gothic Revival style of the buildings. It is also found in boundary walls both within the Pugin enclave, but also extending into the 1980s housing estate and along Priory Road. Priory Road also contains a house whose flank walls are constructed of unknapped flint.
- Brick is used in three ways: as a principal walling material in the later-nineteenth and twentieth-century buildings, but also Pugin's Grade I listed home, The Grange. It is also used as a detailing material within the flint walls of the Gothic Revival buildings, bringing flint walling to course at corners and openings. It is found in rear elevations and boundary walls, being particularly apparent along St Augustine's Road.
- Stucco render is the principal finish of the early- to mid-nineteenth century housing, such as Royal Crescent and Clifton Lawn. On finer properties, it is used to create Classical details, while on the more modest houses it is used more sparingly, and often applied as a smooth, unadorned finish.
- Stone is used for details on the Gothic Revival buildings in the western half of the character area, forming window and door surrounds, kneelers, finials and quoins, as well as more elaborately carved features like crests and statues.
- Ironwork verandas are found on Royal Crescent and West Cliff Lodge, while iron railings about the sunken garden of West Cliff Hall, the eastern end of Royal Crescent, and the basement areas of the townhouses on Clifton Lawn.
- Roofing materials are more diverse than elsewhere in the conservation area. Natural slate is used for the nineteenth-century residential buildings, while shaped clay tiles and lead are used on Pugin's complex of buildings. The 1980s housing is roofed in pantiles, which do not contribute to the special character of the conservation area.



*Stone, flint and brick at St Augustine's Abbey*



*Stucco facade and iron veranda at Royal Crescent*



### 9.10 Heritage assets

The character area contains both ‘designated heritage assets’ and other buildings or places that contribute to its character and appearance.

- **Listed buildings (designated heritage assets).** These are buildings or structures that have been designated by national government as having special historic or architectural interest at a national level, and which are subject to listed building consent. These are shown on the ***Conservation Area map***.
  - With the exception of West Cliff Hall, all of the historic buildings in the Character Area are listed, pointing to the richness and quality of the built environment within the area.
- **Positive contributors (non-designated heritage assets).** These are unlisted buildings that contribute positively to the character and appearance of the conservation area. Some may have suffered from superficially unsympathetic alteration such as modern windows or shopfronts, but nevertheless make a positive contribution because of the underlying integrity of the historic building or place.
- Positive contributors can be thought of as ‘non-designated heritage assets’, as defined in the National Planning Policy Framework. Part 4, Section 2 of this Appraisal provides more details of the methodology used to identify these.
  - West Cliff Hall is of historic and architectural interest for reasons outlined above, and therefore positively contributes to the character and appearance of the conservation area.
  - The 1980s houses on The Cloisters are not considered to positively contribute to the special character of the conservation area, although they are not considered to harm its special character due to the modest scale of buildings, the intimate scale of streets and the generously-planted public realm.



***Lift at the western end of West Cliff promenade***



*St Augustine's Abbey*



*The Grange*



### 9.11 Opportunities for enhancement

Opportunities for enhancement are locations within the conservation area where its character and appearance and/or its economic, social and cultural vitality can be enhanced by enhanced management, sensitive redevelopment and/or refurbishment/preservation, depending on the precise circumstances of the site. The Character Area Assessment map on page **XXX (to be inserted following public consultation)** illustrates the location of opportunities for enhancement within the character area.

- West Cliff Promenade – this large, open public space would benefit from the restoration of historic street furniture and flooring materials, including street lighting which is in keeping with the character and appearance of the conservation area. At present it is windswept and barren, failing to provide the high amenity value which, in combination with Royal Crescent gardens, it has the potential to offer.
- West Cliff Hall – This facility and its sunken bandstand and garden are currently closed off to the public and surrounded with metal temporary fencing. Refurbishing this space and reopening it to the public would enhance the character and appearance of the conservation area by better revealing its historic and architectural interest.
- Royal Crescent – The Royal Crescent’s primary frontage overlooking West Cliff Promenade is generally in a poor state of repair, which negatively impacts the significant views gained from the Promenade. In addition, the landscaping in front of the crescent is neglected and overgrown. Externally refurbishing the terrace would enhance the character and appearance of the conservation area.
- Royal Crescent Gardens – This space is, overall, a positive feature of the character area in enhancing the openness of the promenade, but is *underused*. It presents a significant opportunity for clifftop activity following refurbishment of the landscaping and steps. The space is large and could *accommodate activities that would enhance the area as well as the use of the residents*.



*Decaying boundary walls on West Cliff promenade*



*West Cliff Hall*

### 9.12 Management considerations

The management of the conservation area is discussed in Part 2: Management Plan. Some key considerations relating to this character area are:

- The future management and enhancement of West Cliff Promenade will be vital to the preservation of the special character of the conservation area.
- *St Augustine's Road is dominated by the traffic flow*, which detracts from one's experience of the historic built environment. Traffic along this road should be monitored and managed, potentially through traffic calming measures at either end of the road where it meets Spencer Square and Screaming Alley.
- The sunken garden and bandstand of West Cliff Hall are degrading, accumulating litter and attract antisocial behaviour. Solutions for the long-term renewal and reinstatement of this site as a community asset should be explored.
- Future changes to the design and materiality of street surfaces and furniture within the character area, particularly along West Cliff Promenade, should be carefully considered so as to achieve improvements to the public realm which are more in keeping with the setting of heritage assets and the character and appearance of the conservation area than the current arrangement.



***The fenced-off sunken gardens of West Cliff Hall***



*Late-twentieth century housing estate on St Augustine's Road*



## 10.0 Character Area 8: West Cliff Road

### 10.1 Summary

Character Area 8 encompasses the buildings lining West Cliff Road between Grange Road in the west and Hertford Street in the east, as well as the redeveloped site of the former Ramsgate General Hospital. The prevailing land use is residential: many fine townhouses and villas were constructed along the street during the nineteenth century. At the eastern end of the road, towards the town centre, there are also some shops and pubs. Most historic buildings are designed using Classical proportions and details, and constructed of buff brick and stucco, arranged in terraces with unified rooflines, or in pairs as villas. The area is urban and generally lacks open space, but the streetscape is softened by street trees and planting in front gardens.

The character area contributes to the special character of the conservation area by virtue of the interrelationship between its topography, the diverse building stock, and its historical importance as a principal road into Ramsgate. The interplay between these three factors paints a vivid picture to visitors of Ramsgate's history of development, with older, generally smaller buildings at the eastern end of the road and more recent, generally larger buildings at the western end. This pattern has been disrupted to some extent by recent redevelopment at the eastern end of the street, but the overall development pattern remains legible.

**Volunteer assessor:** *Overall, this stretch of West Cliff Road is one of contrasts: from the magnificent to the mediocre. It harbours many 19<sup>th</sup> century domestic architectural gems, however, their setting on a very busy road with narrow pavements compromises opportunities to appreciate them within the townscape. There has been a remarkable near 100% survival rate of pre-1849 properties from detached villas to terraced cottages.*

Note: Further quotes from volunteer assessors are presented in *italics*.

### 10.2 Location and boundaries

Character Area 8 is located immediately to the west of the town centre, forming the western end of Queen Street, with the name change occurring at the junction with Hertford Street. It borders Character Areas 6: Grange Road and 4: Spencer Square/Addington Street to the south, Character Area 9: Vale Square to the north and forms the boundary of the conservation area to the east, west and north-west.

The location of the character area is shown on the Character Area Boundaries map on page 63.

**CHARACTER AREA 8 ASSESSMENT AND VIEWS MAPS TO BE INSERTED AFTER CONSULTATION - PLEASE SEE SEPARATE PDF**



### 10.3 Historical introduction

See Section 1.0 for a longer history of the conservation area.

- West Cliff Road originally formed part of an east-west route between Sandwich to the south west and the coastal areas to the north east.
- Piecemeal development occurred at the eastern end of the street during the late-eighteenth century and early-nineteenth century, while land further west remained largely undeveloped farmland.
- Between 1800 and 1880, development gradually spread west along the street in the form of speculative terraces, lodging houses and larger villas with generous gardens.
- The Seaman's Infirmary was constructed on the north side of the road in 1849-50. It was superseded by the Ramsgate General Hospital, built in 1907-09, which sits nearly opposite.
- The remaining plots on the road were infilled during the early- to mid-twentieth century with short terraces, semi-detached houses and light industrial works.
- Ramsgate Hospital expanded eastward and westward over the twentieth century before closing in 1986.
- The late-twentieth and twenty-first-century brought redevelopment of both individual plots as well as larger sites including the former site of Ramsgate Hospital, generally in the form of low-rise flats.

### 10.4 Townscape character

Character Area 8 encompasses the historically significant route of West Cliff Road as it slopes downhill towards the town centre to the east. The topography and the historic prominence of the road as the primary route into Ramsgate from the west are the defining features of its townscape character, and contribute to the character and appearance of the conservation area in the following ways:

- The chronology of development is also a strong determinant of its townscape character, with the eastern end of the road, closer to the town centre, having a finer urban grain and the western end of the street, developed later, has a looser urban grain with buildings set within more generous plots.
- The building height, form and layout is varied along the street, and there is not a strongly-defined building line on either side of the road. This mixed character enriches the townscape and is of historic interest in illustrating the piecemeal and multi-phase development of West Cliff Road, which contrasts with the often-single-phase development of other parts of the conservation area, and contributes to the character and appearance of the conservation area.
- The building line is rigidly defined, with many buildings in the eastern half of the street built up to the pavement, or with very small front areas.
- The junctions of roads running north and south are often punctuated by institutional or commercial buildings, or dwellings which make the most of their prominent corner plot with embellished flank walls.

These positive elements of the townscape are harmed to a significant extent by the road's fundamental nature as a busy, two-way route for cars and buses into the centre of Ramsgate and the seafront.

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- *As a pedestrian the overall feeling is claustrophobic, of being hemmed in, due to the space given over to the road, the consequential narrowness of pavements in relation to the height of buildings and the limited front garden space.*



***View west along West Cliff Road***



***View east along West Cliff Road***

### 10.5 Views and focal points

Views within Character Area 8 fall into the overarching category of historic street vistas noted in Section 2.2.

- The linear, dynamic, evolving views moving both east (downhill) and west (uphill) along West Cliff Road are not characterised or defined by key focal points but are instead enriched by the great mix of historic building forms, designs and uses in most views.
- These varied, evolving views along West Cliff Road contribute to the special character of the conservation area in illustrating the gradual, piecemeal development of West Cliff Road during the nineteenth and twentieth centuries, in contrast to the often more homogenous, single-phase development of other parts of Ramsgate.
- These significant views are marred by *narrow pavements, traffic fumes and the noise of the road*, which discourages pedestrian use.

Some historic buildings, often those on corner plots, incorporate design features which accentuate their prominent location and are focal points in particular views, such as:

- The east elevation of Vale House on the junction of Vale Square, with its richly embellished gable bearing the word: VALE.
- The symmetrical west elevation of the Artillery Arms at the junction with Royal Road, with its painted timber shopfront and bow window.



***Historic street vista looking east along West Cliff Road***





*The prominent western elevation of the Artillery Arms*



*Glimpsed views of the spire of Christ Church*

### 10.6 Open space

Open space does not play a significant role in defining the special character of the conservation area in Character Area 8, and there is no public open space. However, hedges and mature trees in front gardens and street trees play an important role in softening the hard, urban streetscape. This is particularly true of the wider and generously-planted grounds of Ramsgate Hospital.

### 10.7 Boundaries and streetscape

Historic boundary treatments, street furniture and flooring materials make a positive contribution to the character and appearance of the conservation area due to their historic interest in illustrating the historic management and upkeep of the public realm, and often also due to their architectural or artistic interest in complementing the building stock in materiality and design.

- There are two principal boundary treatments within Character Area 8: rendered or exposed brick dwarf walls and iron railings.
- Dwarf walls terminated by piers with pyramidal capstones are the prevailing boundary treatment on the western half of the road, usually bounding more generous front gardens or basement areas in front of mid-nineteenth-century townhouses or villas. Some are enriched with balustrades in various patterns or brick diapering or corbelling, while others are plainly finished. Some appear to have lost earlier iron railings set between the piers.
- Further east along the street, iron railings prevail, surrounding basement areas in front of historic townhouses and other terraced housing, and abounding the grounds of the former hospital. These are cast and/or wrought iron and come in a number of traditional patterns.
- Boundary walls separating adjacent building plots are commonly built of unknapped flint with brick piers and/or capstones, which are a characteristic vernacular material of Ramsgate and are of architectural and historic interest.
- A small number of buildings are built hard up to the pavement, which is of historic interest in illustrating that the buildings were not built with inhabited basements.
- In general, there is a poor survival of historic street furniture and paving materials in the character area.
- Granite kerbs and street margins are retained along parts of the road but in a fragmentary state, often separated with sections of concrete kerb.
- Cast iron street signs, mostly painted blue and white, are found on the flank walls of buildings at junctions.
- There is an early-twentieth century wall-mounted post box at the junction of Cannonbury Road.





*Rendered boundary walls with terminating piers*



*Iron railings around front basement areas on West Cliff Road*



*Historic wall-mounted letter box, West Cliff Road, set into a flint boundary wall*

### 10.8 Building forms, styles and details

The following historic building forms, styles and details which are prominent in Character Area 8 contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating changing architectural fashions and economic trends within Ramsgate, and their architectural and artistic interest in defining the subtle variations within the harmonious architecture of the built heritage within the character area, and conservation area more widely.

- While the majority of buildings are in residential use, with many larger townhouses and lodging houses subdivided into flats, at the eastern end of the street there are also buildings in commercial use as shops, pubs or cafes, and a school on the junction with Cannonbury Road in the former Seaman's Infirmary. This illustrates how development priorities on the street changed over the nineteenth century, as development spread west along the street.
- The prevailing building height is between two and four storeys, often with basements and dormers, and there is a range of historic roof forms including pitched, hipped and M-shaped roofs, usually hidden behind brick parapets.
- There is a fairly even split of buildings arranged in pairs as villas (or later semi-detached houses) and in terraces of three or more dwellings. This mix contributes to the special character of the conservation area in illustrating the changing fashions and demands in housing for local residents and seasonal visitors.
- Most buildings are designed using Classical proportions and details. Windows and doors are arranged in an ordered and regular pattern, with most window heads behind flat and most door heads being round, and a vertical emphasis in the design of principal elevations.
- The execution of this style in this character area is primarily dependent on the age of the building. For example, the early-Victorian villas at the western end of the road are richly embellished with moulded stucco while the former Ramsgate Hospital is of an Edwardian Baroque style, with brick and stone detailing and little use of render.
- Other buildings employ a hybrid style, combining elements of Classical architecture with Gothic details, such as Cambridge Terrace and the Bedford Inn.
- Canted bays are a common detail, often found on the ground floor only but in some instances rising through two or more storeys to include the basement and/or first floor.
- Bow windows also appear on the ground floor of early-nineteenth century houses, and have been replicated on the C21 flats immediately west of Addington Streets.
- While the late-twentieth century and C21 redevelopments adjacent to the former Seaman's Infirmary and at the junction of Addington Street have generally responded to the historic built environment in terms of prevailing building height, use of traditional wall materials and historic detailing, they do not contribute to the special character of the conservation area.





***Nos. 37-67 West Cliff Road - The earliest speculative development on the street, much altered***



***Generous plot sizes and squarer building forms on West Cliff Road***



*Early-nineteenth-century terrace at the eastern end of West Cliff Road*



*Fine-grained architectural detailing on the villas at the western end of West Cliff Road*



### 10.9 Characteristic building materials

Characteristic building materials contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating the traditionally used materials in Ramsgate and their architectural and artistic interest in creating the colour, tone and texture of the conservation area. The following traditional materials are important in defining the special character in Character Area 8:

- The two prevailing characteristic building materials in this character area are brick and render, often used together.
- Buff or red brick, laid in Flemish bond, is the primary building material of most buildings within the character area. It is often whitewashed or rendered at the ground floor, and generally left exposed above. It is not uncommon for the whitewash to cover one or more upper floors as well.
- Brick is also used to create details such as corbelling, gables, embellished window heads, quoins and pilasters. This is particularly apparent in the Venetian Gothic style of Cambridge Terrace.
- Render (historically lime-based but increasingly cement-based in the twentieth century) is employed in three ways:
  - On many buildings, it is used at ground and basement level with a smooth finish.
  - Elsewhere, it covers the entirety of the principal elevations of buildings.
  - On other buildings, generally those of the early-Victorian period, Classical details such as doors and window surrounds are created from stucco on brick facades. Many flat-arched window heads are rendered, often masking lower-quality brickwork beneath.
- Knapped or unknapped flint is a secondary building material, generally used in boundary walls between building plots. In some isolated cases, it is used as a walling material on flank and rear elevations.
- Cast and wrought iron is used for boundary railings throughout the character area. It is also occasionally employed in decorative first-floor balconies.
- Timber is used for sash windows, canted bays, window surrounds, doors, doorcases and cornices, often carved with Classical detailing.
- Stone is used for steps to front doors on nineteenth century buildings.
- Natural slate is the prevailing roofing material. Where alternative materials are employed, such as concrete tiles, it is almost always a later intervention to an historic building and is often not in keeping with the character and appearance of the conservation area.



*Earlier housing at the eastern end of West Cliff Road*



*Brick bow windows and historic timber sashes on West Cliff Road*



*Coursed, unknapped flint used as a walling material on West Cliff Road*



### 10.10 Heritage assets

The character area contains both 'designated heritage assets' and other buildings or places that contribute to its character and appearance.

- **Listed buildings (designated heritage assets).** These are buildings or structures that have been designated by national government as having special historic or architectural interest at a national level, and which are subject to listed building consent. These are shown on the *map*.
  - The proportion of listed buildings in Character Area 8 is lower than elsewhere in the conservation area. The character area nevertheless contains many listed buildings of considerable local significance.

Most of the listed buildings in the character area were originally built as dwellings, although some commercial buildings are also listed, such as the Artillery Arms, while other buildings have been converted to other uses since construction, such as the Seaman's Infirmary (now a school) and the former Ramsgate Hospital (now flats).

- **Positive contributors (non-designated heritage assets).** These are unlisted buildings that contribute positively to the character and appearance of the conservation area. Some may have suffered from superficially unsympathetic alteration such as modern windows or shopfronts, but nevertheless make a positive contribution because of the underlying integrity of the historic building or place.
- Positive contributors can be thought of as 'non-designated heritage assets', as defined in the National Planning Policy Framework. Part 4, Section 2 of this Appraisal provides more details of the methodology used to identify these.
  - Many historic buildings within the character area are not listed, but make a positive contribution to the character and appearance of the conservation area by virtue of their form, design and materiality. A high proportion of the positive contributors in this Character Area have experienced harm to their character through the loss of original features such as doors and windows or unsympathetic later interventions such as the installation of satellite dishes on principal elevations.



*Former Ramsgate General Hospital, with trees within its grounds softening the hard townscape*



*Former Seaman's Infirmary, West Cliff Road*



### 10.11 Opportunities for enhancement

Opportunities for enhancement are locations within the conservation area where its character and appearance and/or its economic, social and cultural vitality can be enhanced by enhanced management, sensitive redevelopment and/or refurbishment/preservation, depending on the precise circumstances of the site. The Character Area Assessment map on page **XXX (to be inserted following public consultation)** illustrates the location of opportunities for enhancement within the character area.

- 25 and 27 West Cliff Road are a pair of small, single-storey shop units which are not in keeping with the character and appearance of the conservation area by virtue of their form, design, materiality, and their lack of a defined boundary. The site could benefit from redevelopment which better responds to the surrounding heritage context in terms of materiality (brick or render), height (no more than two storeys) and the reinstatement of a defined front boundary.
- 39-67 West Cliff Road are of historic interest as the first speculative terrace built on the street, but have suffered greatly from insensitive alteration and lack of maintenance. The terrace would benefit from sensitive refurbishment and restoration of original decorative elements, windows and doors.



**Nos. 25 and 27 West Cliff Road, unsympathetic later infill**

### 10.12 Management considerations

The management of the conservation area is discussed in Part 2: Management Plan. Some key considerations relating to this character area are:

- The further loss of historic features such as doors, windows, slate roofing, iron railings or brick boundary walls should be monitored, while opportunities should be taken to preserve and restore historically-appropriate features wherever possible.
- Pavements on either side of the road are narrow while the carriageway is often busy with vehicular traffic. This car-focussed environment *makes it difficult for the observer to appreciate the considerable merits of many of the nineteenth-century properties.*
- The impact of car use within the Character Area should be monitored and managed to enhance the pedestrian's experience of the historic built environment.
- Street surfaces and signage are in a poor condition throughout the character area.
- Opportunities should be taken to reinstate historic boundaries where they have been lost.
- High proportion of flatted development which has led to a proliferation of boiler vents, satellite dishes, door buzzers etc. The removal or repositioning of such elements in less prominent locations should be encouraged.



***Recent development West Cliff Road***



*A wide variety of surviving historic features and later harmful additions*

## 11.0 Character Area 9: Vale Square

### 11.1 Summary

Vale Square is a residential neighbourhood to the west of the town centre comprising a series of large villas and townhouses set around a long, rectangular garden space containing the church of Christ Church at its western end. The neighbourhood was largely developed in a single phase during the 1840s as a spaciouly-planned, prestigious development set away from the busier and more densely developed resort areas on east and west cliffs. Vacant plots on the western end of the square were developed during the first half of the twentieth century with semi-detached houses and a terrace of cottages.

The Character Area is one of the most coherent and significant in the conservation area in terms of the historical built environment. It derives much of its character and appearance from the planned relationship between the densely-tree-lined central square and the fine townhouses and villas that surround it, which are designed in a range of styles popular at the time but which all possess finely-grained architectural details. A high proportion of the buildings are listed, or are identified positive contributors to the architectural interest and character of the conservation area. Vale Square Gardens is protected in entirety by a tree preservation order and is carefully managed by the Vale Square Residents' Association. Very few elements cause any harm to the special character of the conservation area.

**Volunteer assessor:** With its variety of building styles, and well-proportioned houses, the square encapsulates the appeal of Ramsgate. It is a confident space with fewer signs of neglect than other parts of the town.

Note: Further quotes from volunteer assessors are presented in *italics*.

### 11.2 Location and boundaries

Character Area 9 is located to the west of the town centre, inland from the Westcliff Promenade to the north of West Cliff Road. It borders Character Area 8: West Cliff Road to the south, and forms the boundary of the conservation area to the north, east and west.

The location of the character area is shown on the Character Area Boundaries map on page 63.

**CHARACTER AREA 9 ASSESSMENT AND VIEWS MAPS TO BE INSERTED AFTER CONSULTATION - PLEASE SEE SEPARATE PDF**

### 11.3 Historical introduction

See Section 1.0 for a longer history of the conservation area.

- Vale Square was largely developed in a single phase between 1839 and 1846 by James Creed Eddels (1796-1857), as a prestigious, fashionable and secluded development of villas around a green, marketed at the time as Ramsgate Vale.
- The terrace at the east end of the square was probably built first, followed by the villas along the north and south sides of the square.
- To the north of the eastern terrace, the thatched cottage ornée at 12 Marlborough Road (The Hermitage) is believed to predate Vale Square's development, being of c.1818.
- Christ Church, by George Gilbert Scott (1811-1878) was added at the western end of the square in 1846-48.
- Development to the north and south of the church came later, in around 1900 (north side) and the 1930s (north and south sides).

### 11.4 Townscape character

Character Area 9 is a residential neighbourhood within the inner suburbs of the town. Its townscape character is defined by the planned interrelationship between the grid of roads, the central green space (Vale Square Gardens) and the surrounding villas and church, which are set within large plots. This differs from much of the rest of the conservation area, and makes a very strong positive contribution to the character and appearance of the conservation area in representing a well-preserved, formally-planned residential square of the early-Victorian era, incorporating plentiful, well-managed green space. The following elements are key in creating this positive townscape character:

- The street grid is simple, rational and generous, but streets are not so wide as to overwhelm one's experience of the place. Indeed, the roads are narrow enough to naturally limit vehicle speed, contributing to the tranquillity of the area.
- There is a high proportion of green space to built form, with the densely-wooded borders of Vale Square Gardens and the churchyard of Christ Church playing an important role in softening the streetscape and providing enclosure, reinforced by the comparatively generous and verdant gardens of the surrounding houses.
- The urban grain is courser than elsewhere in the conservation area due to the more diffuse development, but remains at a scale characteristic of a nineteenth century residential neighbourhood.
- There is a fairly consistent building line, although the gaps between buildings punctuates this building line and creates a rhythmic calmness.
- Most buildings are larger dwellings laid out within generous plots, with a prevailing building height of three storeys plus basements and attics. The height of the buildings and the mature trees makes an important contribution to the enclosure of the square as a separate and secluded space within the conservation area.
- In the western half of the Character Area, the buildings are of a more modest scale and more densely developed, most being 1930s semi-detached houses. However, these buildings conform to the overall townscape character of Vale Square in their layout and form, being arranged in pairs and set back from the



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- street behind planted front gardens.
- The east and west ends of Vale Square (east end of c.1839, west end, Church Avenue, of c.1900) break this pattern in comprising terraces of houses with fine architectural detailing on narrower plots set closer to the pavement. This makes its own contribution to the townscape character of the Character Area in creating symmetry within the square and ‘bookending’ the green space, increasing the sense of enclosure therein.



*View west along the north side of Vale Square*



*View south along the eastern side of Vale Square*



*Glimpsed views of Christ Church in Vale Square*

### 11.5 Views and focal points

Views within the character area make a positive contribution to the character and appearance of the conservation area due to the intrinsic aesthetic qualities and architectural interest of the fine-grained architecture of the villas, terraces and church set against the abundant greenery of the central gardens, but also due to the historic interest in one's appreciation of this relationship between buildings and green space as a designed feature of the townscape. The relationship between buildings and green space is expressed in different ways, but generally falls into two of the categories outlined in Section 2.2:

- Historic street vistas:
  - The densely-wooded nature of the central green space within Vale Square means that even during winter months, most views within the Character Area are channelled vistas along each side of the square, lined with elegant buildings and trees.
- Unexpected views:
  - There are also glimpsed views of the villas through the central gardens, which change character significantly throughout the year as tree coverage changes.
  - The density and size of trees within the green space mean that direct, axial views of Christ Church are not of primary importance, but the height of the church's tower and spire mean that it can be glimpsed against a backdrop of greenery and sky from within much of the character area, as well as the conservation area as a whole.
- The key focal point within the Character Area is Christ Church, whose tower and spire is visible from elevated and open locations throughout much of Ramsgate.





*Even in winter, direct views of Christ Church are partially screened by trees*



*Glimpsed views of villas seen through the densely-planted central gardens*



*View east along the north side of Vale*



### 11.6 Open space

The special character of Character Area 9 is strongly defined by its central green space, Vale Square Gardens. The buildings around the square are *distinctive but subordinate to trees*.

- The green space is divided into two parts by Crescent Road running north-south through the Character Area. The smaller, western half is the church yard of Christ Church.
- This space has intrinsic aesthetic qualities due to its lush, verdant character, and historic interest illustrating a form of nineteenth century resort development that differs from the more common dense layout of terraces typical of Ramsgate.
- It is also significant as a private garden that has been enjoyed by residents of Vale Square for 180 years, and as the churchyard of one of Ramsgate's principal churches.
- The density and size of the trees along the border of the square provides a very pleasant, shaded environment within the public realm which creates a sense of tranquillity and enclosure which are important factors in the contribution of the space to the special character of the conservation area.
- Most of the railings around the space are modern but maintain the historic alignment and overall black-painted metal aesthetic of their historic predecessors.
- Some historic railings and a gate remain on the south side of the garden. These are significant in providing evidence the garden's historic boundary treatment.
- The carefully-maintained lawn of the Christ Church's churchyard provides an attractive and peaceful setting to the church.
- *Front gardens supplement the central area by containing informal planting and some mature trees.*



***A sense of enclosure is created by overhanging trees and tall villas lining the south side of Vale Square***



*The well-maintained, lush gardens of Vale Square*

### 11.7 Boundaries and streetscape

Historic boundary treatments play an important role in defining the threshold between public and private spaces within Character Area 9. There is a range of historic boundary treatments in the character area which contribute to the special interest of the conservation area. More common types which are of historic and architectural interest include:

- Dwarf walls with iron railings, terminated by piers with pyramidal capstones abound the front gardens of many of the mid-nineteenth century townhouses or villas, as well as some of the later properties in the Character Area. Most dwarf walls are rendered, but the proportion of railing to wall varies greatly. The iron railings to these dwarf walls are often modern reproductions in historic styles, but can still positively contribute to the character and appearance of the conservation area where they carefully replicate historic precedents, in providing a clear distinction between public and private space.
- Metal railings, generally rising from a stone plinth, are also common. They bound the bow-windowed townhouses at the east end of the square, as well as Vale Square Gardens and the churchyard. These are cast and/or wrought iron, or latterly mild steel, and come in a number of different traditional patterns. The railings in front of Vale Square Gardens reflect an earlier form of boundary treatment which was being superseded by rendered brick walls by the time that Vale Square was developed in the 1840s.
- In several instances, the metal railings are enclosed within hedges, which positively contributes to the verdant character of the Character Area.
- In much of the Character Area, historic metal railings have been replaced with mild steel railings in the twentieth century and C21. Modern railings can be in keeping with the character and appearance of the conservation area if of an historical form, scale, colour (black) and alignment, including those around Vale Square Gardens.
- There is also a small section of historic iron railings and a gate on the south side of Vale Square Gardens, which are painted white. This is significant in demonstrating that iron railings were not uniformly painted black in the past, and other colours may be appropriate in certain cases.
- The interwar semis on the western half of the square have wooden picket fences. These maintain the overall townscape character of the conservation area in providing defined enclosure to front gardens but do not contribute to the special character of the conservation area.
- At the western end of the square, the terraced housing on Church Avenue is enclosed by a flint and brick retaining wall, which positively contributes to the special character of the conservation area due to its use of local vernacular walling materials and apparent contemporaneity with the adjacent housing.

Historic street furniture and paving materials contribute to the special character of the conservation area in providing a wider context to the well-preserved buildings and green space, and illustrate the historic management and upkeep of the public realm. This is true even where the extent of survival is low as in Character Area 9:

- Granite kerbs and street margins are retained, mostly at the eastern end of the square.



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- Two historic iron lamp posts also survive on the north and south sides of the square.
- There are several historic street signs generally attached to the flank walls of corner buildings. These are painted white and blue or white and black.



*Iron railings on Vale Square Gardens*



*Rendered boundary walls with railings and terminating piers*

### 11.8 Building forms, styles and details

In Character Area 9, the contribution made by buildings to the special character of the conservation area primarily relates to the general consistency in form and layout but great diversity in historic architectural style and detailing of the buildings overlooking Vale Square. This juxtaposition of general consistency of form with considerable stylistic diversity is of historic and architectural interest in illustrating the diverse architectural fashions that coexisted during relatively short period of construction of the square's buildings in the mid-nineteenth century. The nature of the building forms, styles and details in Character Area 9 can be broken down further into the following elements:

- The prevailing building height is two to three storeys, often with basements and dormers, and there is a range of historic roof forms including pitched, hipped and M-shaped roofs. In many cases, the roof form is visible and even expressed in the architecture of the building.
- Most of the buildings in the Character Area are arranged in pairs as villas, although houses at the east and west ends of the square are terraced houses. Those at the eastern end were built in c.1840 and those at the western end in c.1900. This range of types contributes to the special character of the conservation area in illustrating the changing trends and housing for local residents and seasonal visitors.
- The architectural style and detailing of each building are unique and expressive of the stylistic range in use during the 1840s in particular. There are examples of Neoclassical, Italianate, Gothick and Tudor Revival design, as well as hybridised versions of these styles e.g. 43-44 Vale Square.
- There is a high rate of survival of historic elements, such as windows, doors and stucco mouldings. *The generosity and variety of windows is an important feature of the older houses, particularly at the eastern end where building styles range from a Georgian terrace and thatched cottage to larger villas with Gothic Renaissance details, Venetian windows, sashes and casements.*
- Regardless of style, windows and doors are mostly arranged in an ordered and regular pattern, with most window heads being flat and most door heads being round, and there is a vertical emphasis in the design of the principal elevations.
- Architectural details are usually executed in stucco or stone, and relate to the overall style of the building, such as Classical pilasters and architraves or Gothic hood-moulds and tracery.
- Bay windows are found on many buildings. Canted bays are typically found on the ground floor only. There are also examples of bow windows, and the full-height bows at Numbers 1-9 Vale Square are a notable and eye-catching feature of the Character Area.
- Several villas have ironwork balconies, verandas or window guards on the first floor.
- The interwar semi-detached houses at the western end of the square perpetuate some aspects of the prevailing character of the character area, such as being arranged in pairs and set back behind planted front gardens. However, their design, materiality and denser layout set them apart from the older buildings in the Character Area, and they are not considered to contribute to the special



- character of the conservation area.
- Christ Church is a significant landmark building within the conservation area and stands apart from the prevailing character of building forms and styles in the character area. Franklin (2020, p.85) describes how the church was *conceived in an anti-Catholic climate* [and] *was intended to counter the local influence of A. W. N. Pugin*. The land was donated by William Saxby Sr (c.1787-1861) and designed by Sir George Gilbert Scott (1811-78).
  - The Gothic Revival style of Christ Church draws primarily on the architecture of Early English Gothic, which relies on simpler three-dimensional forms and decorative elements than later phases of Gothic architecture. This provides an interesting contrast to the more fine-grained architectural forms and detailing of the houses around the square, and emphasises the church's role as the 'set-piece' crowning the square.



***Diverse architectural styles on Vale Square***



*Fine-grained architectural detailing on the villas overlooking the central gardens*



*Elegant 1830s terrace at the eastern end of Vale Square*

### 11.9 Characteristic building materials

The following materials contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating the traditionally used materials in Ramsgate and their architectural or artistic interest in creating the colour, tone and texture of the conservation area.

- The two prevailing characteristic building materials in this character area are brick and stucco render. The two materials are often used together, and building age is generally not always a determining factor in how this combination varies.
- Buff or red brick, laid in Flemish bond, is the primary building material of most buildings within the character area. It is often whitewashed or rendered at the ground floor, and generally left exposed above. It is not uncommon for the whitewash to cover one or more upper floors as well.
- Brick is also used to create details such as corbelling, elaborate gables, embellished window heads, quoins and pilasters, with red brick used to add detail in some cases.
- Stucco render is employed in three ways:
  - On many buildings, it is used at ground and basement level with a smooth finish.
  - Elsewhere, it covers the entirety of the principal and side elevations.
  - On other buildings, generally those of the early-Victorian period, Classical details such as doors and window surrounds are created from stucco on brick facades. Many flat-arched window heads are also rendered, often masking lower-quality brickwork beneath.
- Knapped or unknapped flint is a secondary building material, generally used in boundary walls between building plots. In some isolated cases, it is used as a walling material on flank and rear elevations.
- Cast and wrought iron is used for boundary railings throughout the character area. It is also employed in decorative first-floor balconies and window guards, although less common in this Character Area.
- Timber is used for sash windows, canted bays, window surrounds, doors, doorcases and cornices, often carved with Classical detailing.
- Stone is largely confined to steps to raised-ground-floor front doors.
- Slate is the prevailing roofing material. Where alternative materials are employed, such as concrete tiles, it is almost always a later intervention to an historic building and is often not in keeping with the character and appearance of the conservation area.





*Iron balcony and brick pilasters on Vale Square*



*Uncoursed Kentish ragstone and ashlar details at Christ Church*

### 11.10 Heritage assets

The character area contains both ‘designated heritage assets’ and other buildings or places that contribute to its character and appearance.

- **Listed buildings (designated heritage assets).** These are buildings or structures that have been designated by national government as having special historic or architectural interest at a national level, and which are subject to listed building consent. These are shown on the ***Conservation Area map***.
- The great majority of buildings in Character Area 9 are listed, including almost all of the buildings constructed during the original development of Ramsgate Vale.
- **Positive contributors (non-designated heritage assets).** These are unlisted buildings that contribute positively to the character and appearance of the conservation area. Some may have suffered from superficially unsympathetic alteration such as modern windows or shopfronts, but nevertheless make a positive contribution because of the underlying integrity of the historic building or place.
- Positive contributors can be thought of as ‘non-designated heritage assets’, as defined in the National Planning Policy Framework. Part 4, Section 2 of this Appraisal provides more details of the methodology used to identify these.
- Some historic buildings within the character area are not listed, but make a positive contribution to the special character of the conservation area by virtue of their layout, form, design and materiality. This includes the c.1900 terraced housing on Church Avenue, and the Tudor Revival villa at 49 Vale Square (Albert Villa).



***Large paired villas on Vale Square***



### 11.11 Opportunities for enhancement

Opportunities for enhancement are locations within the conservation area where its character and appearance and/or its economic, social and cultural vitality can be enhanced by enhanced management, sensitive redevelopment and/or refurbishment/preservation, depending on the precise circumstances of the site. The Character Area Assessment map on page **XXX (to be inserted following public consultation)** illustrates the location of opportunities for enhancement within the character area.

- Character Area 9 is generally well-maintained and lacks sites for potential new development.

### 11.12 Management considerations

The management of the conservation area is discussed in Part 2: Management Plan. Some key considerations relating to this character area are:

- Parking appears to have reached capacity within the square and harms views within the character area. It should be managed to ensure additional demands for car parking do not further erode the special character of the area.
- The future management of Vale Square Gardens will play an important role in preserving the character and appearance of the conservation area.
- Options for improving the existing street furniture and flooring materials, which are generally in poor condition, should be explored, to achieve a more harmonious interaction with the historic streetscape than currently exists.
- Opportunities should be explored to improve the management of the churchyard of Christ Church, which is hidden away and underused, in particular to enhance or replace the unsightly chain-link fence surrounding the churchyard.



***On-street parking on Crescent Road***

## 12.0 Character Area 10: Effingham Street and Environs

### 12.1 Summary

Character Area 10: Effingham Street and Environs is a diverse neighbourhood on the edge of the historic core of Ramsgate, bounded by Queen Street to the south and the High Street to the east. It comprises some of the earliest streets in Ramsgate, including Effingham Street, which was home during the eighteenth century to wealthy townspeople and some of the first lodging houses for seasonal visitors. Other parts of the area were developed much later, as large private gardens and pockets of undeveloped land were infilled with more modest housing during the late-nineteenth and twentieth centuries.

The area's proximity to the town centre is felt in the street pattern and building uses. Almost all streets are 'secondary' in character, feeding onto primary routes like High Street, Queen Street and Elms Avenue. There are also many municipal or institutional buildings in the area, most of which remain in public use, alongside many phases of residential development.

The diversity of the building stock, including many important institutional buildings, the mixed urban grain and the network of minor roads and passages are the key elements of historic and architectural interest which cause Character Area 10 to make a significant contribution to the character and appearance of the conservation area.

### 12.2 Location and boundaries

Character Area 10 is located immediately to the north-west of the town centre. It borders Character Area 2 to the east and south, and forms the conservation area boundary along its western and northern limits.

The location of the character area is shown on the Character Area Boundaries map on page 63.

***CHARACTER AREA 10 ASSESSMENT AND VIEWS MAPS TO BE INSERTED AFTER CONSULTATION - PLEASE SEE SEPARATE PDF***

### 12.3 Historical introduction

See Section 1.0 for a longer history of the conservation area.

- The 1736 map of Ramsgate shows that Effingham Street, then named Brick Street, had been laid out and was mostly developed, while what became George Street was a rope walk.
- Nos. 22 and 24 Effingham Street are rare survivors from this early period of development.
- During the later-eighteenth century, early lodging houses were built on Effingham Street alongside the homes of wealthy townspeople.
- Piecemeal development during the eighteenth century left a patchwork of market gardens and backland spaces between formally laid-out streets.
- Chapel Place was built in c.1788-90, and was Ramsgate's first unified terrace. The

south side was left undeveloped, providing uninterrupted sea views.

- The earlier-nineteenth century saw further speculative development of high-status townhouses and lodging houses.
- Throughout the nineteenth century, the area was a focal point for the construction of institutional and municipal buildings such as chapels, schools, assembly rooms and the police station.
- Yards accessed from the High Street and Queen Street were used for light-industrial operations or ancillary spaces serving the commercial buildings in the town centre.
- The late-nineteenth century and twentieth century saw the gradual infilling of vacant plots, market gardens and the development of larger private gardens such as Guildford Lawn.

### 12.4 Townscape character

The townscape character of Character Area 10 is unlike any other part of the conservation area. Gradual, piecemeal development over 300 years has created a highly diverse streetscape that generally retains more of its historic appearance and character than the town centre, where redevelopment pressures have historically been higher. Diversity in terms of building use and design, street layout and plot size create a townscape of historic and architectural interest, illustrating several phases of development within central Ramsgate, often in both designed and serendipitously picturesque ways. This is balanced against a relatively high rate of vacant sites and historic buildings that have suffered a loss of character through inappropriate alteration or lack of maintenance. This highly varied townscape character can be broken down into the following elements:

- The underlying topography gently rises to the north, providing visual interest to the townscape.
- The street grid comprises a hierarchy of narrow, secondary vehicular routes; quiet residential closes, and a network of passages and alleyways. The area is generally little used by cars, which improves the pedestrian experience and allows a greater appreciation of the historic built environment.
- The urban fabric is fractured, with a combination of formally laid-out and developed streets with a fine urban grain, and larger plots containing larger buildings within private grounds, creating a coarser urban grain.
- The two principal building uses are residential and institutional or municipal:
  - The residential developments are highly varied in terms of form, scale, materiality and design. It includes cottages and substantial townhouses of the eighteenth century, Regency terraces of more modest scale, Victorian lodging houses and late-nineteenth century terraced housing. This range of historic building types and forms contributes to our understanding of the slower rate of development in this part of the conservation area.
  - The institutional or municipal buildings include chapels, Ramsgate library, the former police and fire stations, a school, and club buildings. These are generally larger in form and scale than residential buildings and feature more elaborate architectural forms.

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- Building plots vary considerably in size, from the generous grounds of Chatham and Clarendon Grammar School to the small and narrow plots on Guildford Lawn.
- A sizeable proportion of the character area is open space, although most of this is not publicly accessible or is developed as car parking. This adds to a feeling of fragmentation within the urban fabric.



***Early-nineteenth-century townhouses built hard up to the pavement in Cavendish Street***



***View south down Effingham Street***





*View west along George Street towards Guildford Lawn*



### 12.5 Views and focal points

The character area's multi-layered and irregular urban plan result in a wide variety of views which contribute to the special character of the conservation area through capturing the historic and architectural or artistic interest of particular elements of the character area. The views can be grouped into two of the overarching categories described in Section 2.2:

- Historic street vistas, such as:
  - Unterminated vistas north and south along Effingham Street, characterised by historic buildings of various forms, styles and dates on either side of the sloping street.
  - The vista west along George Street, terminated by 1 Guildford Lawn, where the street curves and narrows westward, and a diverse array of historic buildings are punctuated with open spaces and junctions.
  - Vistas east and west along Chapel Place, where the north side of the street is defined by the uniform, late-eighteenth-century terraces. Views east and enriched by the prominent tower of St George's Church, an important focal point.
- Unexpected views, such as:
  - The view down Cavendish Place to the rear entrance porch of the former Cavendish Baptist Church.
  - Many views of and from Guildford Lawn, such as south towards the frontage of Ramsgate Library, or north from George Street, where the bow-windowed houses of the lawn are seen alongside the south elevation of the former Congregational Church.
  - Views along narrow passages or alleyways terminated by attractive and finely-detailed historic buildings, such as north along the alleyway between Meeting Street and Chapel Place.
- Some buildings and structures make a particularly strong contribution to positive views within the character area, either as designed features of views or through serendipitous glimpses of architectural elements. This includes:
  - The front elevation of Ramsgate Library, viewed from the north along Guildford Lawn.
  - Nos. 18 and 19, and 5-9 Guildford Lawn, viewed from the south and east respectively.
  - The principal elevation of the former Congregational Church (Bright Start Nursery) viewed from the east along Meeting Street
  - The curved corner of 28 Cavendish Street, viewed from the east along George Street.
  - The stone gateway to Barber's Almshouses, seen in evolving views along Elms Avenue.
  - The lantern of St George's Church lies outside of the character area, but is glimpsed in many views from within the area, such as moving east along Chapel Place.



*View west along Chapel Place Lane*



*The lantern of St George's Church is prominently visible throughout the character area*



*View of the former Congregational chapel at the west end of Meeting Street*

### 12.6 Open space

Other than the streets, there is very little public open space within Character Area 10, and much of that which does exist is of modern materiality and design (notably car parks) that doesn't respond to special character of the conservation area. As a result, open space contributes only to a limited extent to the special character of the conservation area in Character Area 10. The positive open spaces and greenery which do contribute to the special character are listed below:

- The grounds of Ramsgate Public Library on Guildford Lawn consist of carefully managed lawns and benches set away from the street for the public to enjoy the tranquil, enclosed space. It contributes to the character and appearance of the conservation area through providing an attractive setting to the listed public library, and offering a tranquil spot near the town centre.
- There are street trees, for example around the Meeting Street and Cavendish Street Car Parks, some of which make a positive contribution to the character and appearance of the conservation area due to their role in softening the hard, dense urban landscape.
- The generous, private green spaces of some institutional buildings in the Character Area, such as the grounds of Chatham & Clarendon Grammar School on Clarendon Gardens, can be seen from the public realm and are often bordered with mature trees or bushes. These contribute to the character and appearance of the conservation area in softening and provide breaks in the dense, urban streetscape.

### 12.7 Boundaries and streetscape

Historic boundary treatments, street furniture and flooring materials make a positive contribution to the character and appearance of the conservation area due to their historic interest in illustrating the historic management and upkeep of the public realm, and often also due to their architectural or artistic interest in complementing the building stock in materiality and design. There is a range of historic boundary forms within Character Area 10. More common types which are of historic and architectural interest include the following:

- Iron railings are found around the front basement areas and the steps of early-nineteenth-century townhouses, such as on Guildford Lawn and Cavendish Villas on Cavendish Street. They are also found around the grounds of larger institutional buildings which are set back from the street within grounds, such as Ramsgate Public Library. These are cast and/or wrought iron and come in a number of different traditional patterns.
- A high proportion of buildings are built hard up to the pavement and consequently have no boundary treatment. This is particularly evident on Cavendish Street, Chapel Place and Effingham Street, and is of historic interest in illustrating earlier development patterns and the pressure for space within this neighbourhood situated adjacent to the town centre.
- Brick dwarf walls, usually left exposed and often incorporating iron railings with piers and capstones, are found in front of and between the front gardens of many later-nineteenth-century houses.



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- Flint walling with brick elements is found around the rear gardens and yards of late-eighteenth-century and early-nineteenth-century houses such as Guildford Lawn and Chapel Place.
- There is a proportionally higher survival of historic street furniture and paving materials in this character area.
- Most streets retain granite kerbs and street margins in the form of granite slabs or setts. Granite setts are also found in front of the former Ramsgate Fire Station.
- There are historic iron lampposts on several streets, namely Cavendish Street, Effingham Street and Guildford Lawn.
- Cast iron coal chute covers survive fairly intermittently within the character area, such as on Cavendish Street and Chapel Place.
- Guildford Lawn is of note within the conservation area for retaining a higher proportion of historic street furniture and flooring, including iron lampposts, York stone paving, coal chutes, granite kerbs and setts, polychrome tiled garden paths and an early-twentieth-century wall-mounted post box.
- By contrast, some parts of the character area are notably bereft of historic street furniture and paving materials. For instance, Chapel Place has even lost its granite kerbs along its entire length and many of the townhouses' coal chutes have been blocked up.



***Iron railings on Guildford Lawn***





*Coal chute cover within a retained stone slab on Chapel Place*

### 12.8 Building forms, styles and details

There is great diversity in the historic building forms, styles and details within Character Area 10 due to the progressive waves of change and more gradual development of the built environment. In this context, the following elements have been identified as contributing to the special character of the conservation area due to their historic interest in illustrating the mixed character of development in this area adjacent to the town centre, and their architectural interest in creating a diverse streetscape with a wealth of finely-grained architectural detailing.

- The two principal building uses are residential and institutional, with dwellings generally occupying smaller plots and of a tall, narrow form and institutional buildings occupying larger plots and of a longer, wider form.
- The interaction between these two building types positively contributes to the character and appearance of the conservation area in illustrating the nature and progression of development in this town-centre neighbourhood. These buildings range from one very large storey to three storeys with hipped or pitched roofs.
- Institutional buildings are generally of one open volume, or of two or more tall storeys, and most are wider than they are tall.
- Most are designed using Classical proportions and detailing, executed in ways dependent on the age of the building, such as the Edwardian Baroque public library and the Neoclassical detailing of the former St George's Hall.
- Two notable exceptions to the prevailing style are the former Congregational Chapel on Meeting Street and the former Baptist Chapel on Cavendish Street, which are in the Gothic Revival style with prominent cross-gables, buttresses and traceried windows.
- The prevailing building height for residential buildings is two to three storeys, often with basements and dormers. There is a range of historic roof forms, including pitched, hipped and M-shaped roofs, often concealed by parapets.
- On some streets, the dwellings are arranged on regularly-sized, narrow plots with a continuous parapet. This can be of historic interest in illustrating the standardised form of speculative development that characterised the growth of Ramsgate at the turn of the nineteenth century.
- Elsewhere, most notably on Effingham Street, the size of building plots is more varied and development comprises individual townhouses or short terraces, creating a more varied streetscape of historic interest, illustrating of the piecemeal development of earlier streets.
- Stylistically, the Classical idiom prevails, but is executed in different ways depending on the age, status and type of building.
- Windows and doors are mostly arranged in an ordered and regular pattern, with most window heads being flat and most door heads being round, and there is a vertical emphasis in the design of the principal elevations. There is a fairly high rate of survival of historic timber sash windows, particularly on Guildford Lawn and Effingham Street.
- Architectural details are usually executed in stucco or stone, and comprise moulded door and window surrounds, pilasters and columns, quoins, doorcases, cornices and other elements of Classical design.
- Canted bays and bow windows are very common features of residential buildings,

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regardless of age, either found on the ground floor only or rising through one or more upper floors. Full-height bow windows are showcased on Guildford Lawn, where the rippling elevations of the townhouses are of great architectural interest.

- There is a high rate of survival of historic elements, such as windows, doors and stucco or stone mouldings, although this survival is concentrated in certain streets, notably Chapel Place, Guildford Lawn, and parts of Effingham Street and Cavendish Street.



*Stucco-fronted buildings on Effingham Street*



*Elaborate Gothic Revival detailing on the former Cavendish Baptist Church*





*The names of buildings inscribed into stucco or stone facades enrich the streetscape*



*View east along Chapel Place*

### 12.9 Characteristic building materials

The following materials contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating the traditionally used materials in Ramsgate and their architectural and artistic interest in creating the colour, tone and texture of the conservation area.

- The two prevailing characteristic building materials in this character area are brick and stucco render, often used together.
- Buff or red brick, laid in Flemish bond, is the primary building material of most buildings within the character area. It is often whitewashed or rendered at the ground floor, and generally left exposed above. It is not uncommon for the whitewash to cover one or more upper floors as well.
- Brick is also used to create details such as corbelling, gables, embellished window heads, quoins and pilasters.
- Stucco render is employed in three ways:
  - On many buildings, it is used at ground and basement level with a smooth finish.
  - Elsewhere, it covers the entirety of the principal and side elevations of buildings.
  - On other buildings, generally those of the early-Victorian period, Classical details such as doors and window surrounds are created from stucco on brick facades. Many flat-arched window heads are also rendered, often masking lower-quality brickwork beneath.
- Knapped or unknapped flint is a secondary building material, generally used in boundary walls between building plots. It is also occasionally used as a walling material on flank and rear elevations.
- Cast and wrought iron is used for boundary railings throughout the character area, and for decorative first-floor balconies.
- Timber is used for sash windows, canted bays, window surrounds, doors, doorcases and cornices, often carved with Classical detailing.
- Stone is used in larger, institutional buildings as a dressing material to create elaborate door and window surrounds and sculptural architectural forms. The stone is typically a cream or pale grey limestone or sandstone.
- Natural slate is the prevailing roofing material. Where alternative materials are employed, such as concrete tiles, it is almost always a later intervention to an historic building and is often not in keeping with the character and appearance of the conservation area.





*Flint used as a walling material in this eighteenth-century house on Meeting Street*



*Brick and stucco render on buildings built 80 years apart at Guildford Lawn*

### 12.10 Heritage assets

The character area contains both ‘designated heritage assets’ and other buildings or places that contribute to its character and appearance.

- **Listed buildings (designated heritage assets).** These are buildings or structures that have been designated by national government as having special historic or architectural interest at a national level, and which are subject to listed building consent. These are shown on the ***Conservation Area map***.
  - A high proportion of the buildings within Character Area 10 are listed, most at Grade II. Most of these are houses, but most of the historic institutional or municipal buildings in the character area are also included.
- **Positive contributors (non-designated heritage assets).** These are unlisted buildings that contribute positively to the character and appearance of the conservation area. Some may have suffered from superficially unsympathetic alteration such as modern windows or shopfronts, but nevertheless make a positive contribution because of the underlying integrity of the historic building or place.
- Positive contributors can be thought of as ‘non-designated heritage assets’, as defined in the National Planning Policy Framework. Part 4, Section 2 of this Appraisal provides more details of the methodology used to identify these.
  - The majority of the non-listed buildings within the character area contribute positively to the character and appearance of the conservation area by virtue of their design, materiality, form and layout.
  - Most of these are semi-detached or terraced houses from a wide date range, including early-nineteenth-century lodging houses on George Street and interwar semi-detached houses on Chapel Place, but there are also institutional or public buildings such as the former Ramsgate Police Station and the warehouse/boathouse adjoining the Ramsgate Small Boat Owners Association fronting Effingham Street.
  - Many of these buildings present opportunities for enhancement through sensitive refurbishment.





*Eighteenth-century houses on Meeting Street*



*Attractive, well-maintained early-twentieth-century terraced housing on Guildford Lawn*

### 12.11 Opportunities for enhancement

Opportunities for enhancement are locations within the conservation area where its character and appearance and/or its economic, social and cultural vitality can be enhanced by enhanced management, sensitive redevelopment and/or refurbishment/preservation, depending on the precise circumstances of the site. The Character Area Assessment map on page **XXX (to be inserted following public consultation)** illustrates the location of opportunities for enhancement within the character area.

- Colette House, an apartment block on the corner of Meeting Street and George Street. This building is not in keeping with the character and appearance of the conservation area by virtue of its height, materiality and unrelieved massing. The site would benefit from sensitive redevelopment which more appropriately responds to the special character of the conservation area.
- Cleared site on the south side of the junction of Guildford Lawn and Effingham Street. This site could accommodate sensitive redevelopment which respects the prevailing building height (two storeys), form, design and materiality. The current building line should be maintained, while inspiration might equally be drawn from the adjacent industrial buildings and the surrounding townhouses.
- There are three large car parks in the character area, creating a coarser urban grain which is not in keeping with the general character and appearance of the conservation area. As Thanet moves towards net-zero, private car use may decline and may be discouraged, meaning that three car parks in this character area may be deemed an over-provision. One or more of these car parks could be repurposed (potentially as a public open space) or sensitively redeveloped, replicating the fine urban grain, architectural forms, details and materials of the surrounding historic built environment.
- Former industrial works on Chapel Place Lane/Monkton Place – derelict former light industrial building should be sensitively refurbished with potential for change of use.
- Garages on Monkton Place. Although these garages provide an important amenity for local residents, their utilitarian form, design and materiality is not in keeping with the character and appearance of the conservation area. The site would benefit from their replacement with new garages or public facilities of a more efficient layout and a design and materiality that is more in keeping with the special character of the conservation area.





*Vacant site on George Street*



*Dilapidated light industrial building on Chapel Place Lane*



### 12.12 Management considerations

The management of the conservation area is discussed in Part 2: Management Plan. Some key considerations relating to this character area are:

- The future use of the institutional buildings within the character area should be monitored and their retention in institutional use should be encouraged, to preserve this important element of the special character of the conservation area in Character Area 10.
- Opportunities to restore more appropriate doors, windows and architectural details should be encouraged, as should the removal or relocation of modern features which clutter historic elevations such as buzzer doorbells and satellite dishes.
- Poor external maintenance is a general issue affecting much of the character area. The provision of guidance for homeowners concerning the maintenance of historic buildings within the conservation area should be explored.
- The quality and placement of street signage and other modern street furniture is not always in keeping with the design and layout of the historic spaces., for example the modern lamp post at the north end of Effingham Street, which negatively impacts views of Guildford Lawn. The provision of design guidance relating to the treatment of the public realm and street furniture within the conservation area should be explored.



***Former Ramsgate Police Station is currently being refurbished as part of a new housing development***

## 13.0 Character Area 11: Upper King Street

### 13.1 Summary

Character Area 11: Upper King Street encompasses the eastern end of King Street beyond the junction with Plains of Waterloo. It is a mixed commercial and residential area, with a greater proportion of commercial properties at the western end nearer to the town centre. King Street is one of the three principal historic routes into Ramsgate, and development had spread along the street as far as the eastern conservation area boundary by the 1820s.

The area is characterised by buildings of a more modest scale and design than other parts of the conservation area. Almost all buildings are of two or three storeys and arranged in terraces built hard up to the pavement. Its contribution to the special character of the conservation area derives primarily from its historic and architectural interest as an area of more modest housing and in preserving the historic street pattern of pre-resort Ramsgate.

The character area has suffered from a gradual erosion of character through a combination of unsympathetic alteration, loss of original features, vacancy and an unwelcoming public realm characterised by narrow pavements alongside a busy vehicular route.

### 13.2 Location and boundaries

Character Area 11 is located immediately to the north-east of the town centre. It borders Character Area 2: Historic Commercial Core to the south-west and shares a small border with Character Area 5: Mount Albion Estate to the east, but for the most part it forms the boundary of the conservation area.

The location of the character area is shown on the Character Area Boundaries map on page 63.

***CHARACTER AREA 11 ASSESSMENT AND VIEWS MAPS TO BE INSERTED AFTER CONSULTATION - PLEASE SEE SEPARATE PDF***

### 13.3 Historical introduction

See Section 1.0 for a longer history of the conservation area.

- Original known as North End, King Street was part of a path linking Pegwell Bay to the south-west with villages to the north-east.
- The 1736 map indicates that development stretched along what became King Street for a considerable distance, perhaps as far as the present-day junction with Belmont Street.
- By 1822, development had spread further east along King Street, roughly as far as the edge of the current conservation area boundary at the junction with St Luke's Avenue.
- Relatively little additional development had occurred by 1849, but by 1900, the remaining undeveloped plots had been infilled.
- Post-war redevelopment was limited to the redevelopment of a few individual

plots, including the demolition of St Paul's Church (north side) and its replacement with a low-rise apartment block in c.1960s.

- More recently, a number of long-vacant sites or former light-industrial yards have been redeveloped with flats.

### 13.4 Townscape character

The townscape character of Character Area 11 is one of a busy vehicular route lined with modest nineteenth century commercial and residential buildings of consistent height, form and materiality. This contributes to the special character of the conservation area by virtue of its historic and architectural interest as evidence of the historic extent of the commercial core of Ramsgate and the nature of housing on the town's outskirts. This townscape character breaks down into the following elements:

- With the exception of a few mews and yards, all buildings are arranged along King Street, which is a principal route into the town centre.
- Building plots are small and narrow, with narrow passages running off King Street to the east and west. This creates a fine urban grain which is of historic interest in contributing to one's appreciation of the age and social history of the street.
- There are very few gaps between buildings and buildings are generally built hard up to the pavement. While this is illustrative of the historic commercial nature of the street, it also creates a sense of enclosure which is not necessarily of value in the context of this character area as, in combination with the narrowness of the pavements, it accentuates the proximity of pedestrians to traffic, disrupting the pedestrian experience of the conservation area.
- King Street slopes very gently uphill, and curves slightly, from west to east. This is of historic interest in illustrating the older age of the route, which follows natural geographic contours.



***View south-west along King Street***



***Narrow building plots and piecemeal development on King Street***



### 13.5 Views and focal points

The linear form and enclosed nature of the upper part of King Street, and the general lack of significant historic buildings or streetscape features therein, mean that views make only a very modest contribution to the character of the conservation area in the context of Character Area 11. Views fit into two of the overarching categories listed in Section 2.2.

- Historic street vistas:
  - The primary views within the character area are deflected street vistas east and west along King Street. These are of historic interest in being illustrative of the age of King Street as a route into the town centre and its social history, by virtue of the age and modest size of the buildings and its gently curving, 'unplanned' form.
- Unexpected views:
  - Junctions and passages leading off of King Street provide breaks in the urban plan and occasionally offer characterful views with positive aesthetic qualities and historic interest, such as the view west between 136 and 138 King Street.

The character area has no clear focal points of heritage significance due to the consistent nature of the building stock and urban form. Therefore, focal points do not contribute to the special character of the conservation area in the context of Character Area 11.



*Enclosed views down side passages and narrow streets*





*Historic street vista along King Street*

### 13.6 Open space

There is no public open space within Character Area 11, and there are very few street trees or planting. Consequently, open space does not contribute to the special character of the conservation area in the context of this character area.

### 13.7 Boundaries and streetscape

There are very few surviving historic boundary treatments, street furniture or paving materials in Character Area 11. This is partly due to the town-centre location which means that most buildings are built hard up to the pavement and lack front areas, but is also due to the gradual loss or replacement of historic fabric. Nevertheless, there are a few historic boundary treatments and elements of the public realm which contribute modestly to the character and appearance of the conservation area:

- Most buildings in Character Area 11 are built hard up to the pavement. This is of historic interest as it suggests that these buildings were not constructed with habitable basements, and contributes to our appreciation of their original commercial ground-floor use.
- A few buildings have iron railings surrounding small front areas or basements. These are cast and/or wrought iron and come in a number of different traditional patterns. In some cases, the railings are modern replacements but replicate the likely design and alignment of their historic predecessors.
- There is a particularly low survival of historic street furniture and paving materials in this character area. South of the junction with Boundary Road/Victoria Road, no historic streetscape elements appear to survive. North of the junction, the street retains granite kerbs and there are few cast iron coal chute covers in front of the terraced housing on the south side of the street.



***Iron railings in front of basement areas***





***Granite kerbs***



***Coal chute cover on King street***

### 13.8 Building forms, styles and details

The architecture of the building stock within Character Area 11 has a high degree of regularity, but with subtle variations in execution which enhances the overall character and appearance. The following historic building forms, styles and details are important elements of Character Area 11 which help to define the special character of the conservation area:

- The vast majority of buildings are arranged in terraces of two to three storeys under a range of historic pitched and hipped roofs, sometimes concealed behind parapets.
- Building plots are small and very narrow, with most properties being one or two bays wide.
- Many buildings have or had a commercial use on the ground floor and accommodation above. Historic shopfronts are generally timber with plain stall risers, fixed shop windows with timber glazing bars and a fascia flanked by console brackets. Some shopfronts integrate more elaborate architectural details, for example the Tudor arched window head to a cellar room at No. 93 King Street, and/or a wider range of materials such as glazed brick or stone, for example at No. 97 King Street.
- A high proportion of former shops have been converted to residential use, particularly nearer to the town centre. Some retain historic shopfronts that have been carefully adapted.
- The design of most buildings employs Classical proportions and details, albeit in a subtle way suited to the modest size of the building stock.
- Windows and doors are arranged in an ordered and regular pattern, with most window heads behind flat and most door heads being round.
- Canted bays are a common detail, often found on the ground floor only but in some instances rising through two or more storeys to include the basement and/or first floor.
- There is a low rate of survival of historic doors and windows, which is particularly noticeable in the context of this character area due to the fairly plain nature of most buildings' facades.
- The terraces at Hereson Road retain a higher proportion of their historic windows, which are generally six-over-six timber sashes, although the rate of survival remains low. No. 22 stands out for its double frontage with a pair of bow windows either side of the front door and retaining timber sash windows.





*Late-eighteenth or early-nineteenth century terrace on King Street*



*Historic shopfronts retained after residential conversion*





*Canted bays on the Elephant & Castle pub*

### 13.9 Characteristic building materials

The prevailing characteristic building materials used in Character Area 11 contribute to the character and appearance of the conservation area in illustrating the more modest nature of the building stock along upper King Street. This is of historic interest in providing evidence of the wider social spectrum of nineteenth-century Ramsgate than can be appreciated in the more elaborate resort areas closer to the sea. The palette of materials on display is fairly limited:

- The two prevailing characteristic building materials in this character area are brick and render, with flint as a significant secondary material used for flank and rear walls.
- Most buildings are fully rendered or rendered on the ground floor with exposed brickwork above.
- The remaining buildings are generally of buff brick, laid in Flemish bond. The principal elevation of many buildings is whitewashed, while side elevations are generally left exposed.
- Unknapped flint is a significant secondary building material, and appears to be used extensively in the flank and rear walls of earlier buildings within the character area. The extensive use of this vernacular material is of historic interest in illustrating the continuing use of this readily-available vernacular material into the nineteenth century.
- Cast and wrought iron is used for boundary railings in parts of the character area.
- Timber is used for historic windows, canted bays and shopfronts, often with simple Classical detailing.
- The use of stone is reserved to steps to raised front doors.
- Natural slate is the primary roofing material, although clay plain and pantiles are also found on historic buildings in the character area.



***Buff brick, often soot-blackened is the prevailing material in the character area***



*Knapped flint on the first floor and a timber and glazed shopfront on the ground floor*

### 13.10 Heritage assets

The character area contains both 'designated heritage assets' and other buildings or places that contribute to its character and appearance.

- **Listed buildings (designated heritage assets).** These are buildings or structures that have been designated by national government as having special historic or architectural interest at a national level, and which are subject to listed building consent. These are shown on the ***Conservation Area map***.
  - Very few of the buildings in the character area are listed.
  - South of the Boundary Road/Victoria Road junction, just three buildings are listed: 85 and 87 King Street, and the Earl St Vincent public house.
  - North of the junction, a higher proportion of the buildings are listed but still a comparatively low number in comparison to the rest of the conservation area. This includes the Elephant and Castle public house and numbers 23-29 Hereson Road, a terrace of early-nineteenth-century cottages on the south side of the street.
- **Positive contributors (non-designated heritage assets).** These are unlisted buildings that contribute positively to the character and appearance of the conservation area. Some may have suffered from superficially unsympathetic alteration such as modern windows or shopfronts, but nevertheless make a positive contribution because of the underlying integrity of the historic building or place.
- Positive contributors can be thought of as 'non-designated heritage assets', as defined in the National Planning Policy Framework. Part 4, Section 2 of this Appraisal provides more details of the methodology used to identify these.
  - Many buildings in Character Area 11 are considered positive contributors. Most of these are nineteenth century and early-twentieth century shops or houses of a modest scale and appearance which tell the story of the eastward development of King Street.

Many have suffered from an erosion of character through the loss of historic features, inappropriate alterations, vacancy, or a combination of these factors.





*Earl St Vincent pub and 85-87 King Street (all Grade II)*



### 13.11 Opportunities for enhancement

Opportunities for enhancement are locations within the conservation area where its character and appearance and/or its economic, social and cultural vitality can be enhanced by enhanced management, sensitive redevelopment and/or refurbishment/preservation, depending on the precise circumstances of the site. The Character Area Assessment map on page **XXX (to be inserted following public consultation)** illustrates the location of opportunities for enhancement within the character area.

- Vacant site at the junction of King Street and Portland Court. This site would benefit from development that responds to the prevailing height, massing, design and materiality of Character Area 11, which is defined by buildings of a more modest size and appearance than other parts of the conservation area.



***Vacant site on King Street***

### 13.12 Management considerations

The management of the conservation area is discussed in Part 2: Management Plan. Some key considerations relating to this character area are:

- Many of the historic buildings in Character Area 11 are in a degraded state and would benefit from sensitive refurbishment involving the removal of features not in keeping with the special character of the conservation area and the restoration of historic features such as timber shopfronts, window and door surrounds, and other historic details.
- The street surfaces and signage are in a poor condition throughout much of the character area. Options for the enhancement of the public realm to improve its relationship with the historic built environment should be explored.
- Options for stronger enforcement of unregulated parking, and the provision of alternative transport modes should be explored to reduce the impact of parked vehicles and traffic along this busy thoroughfare.
- Options for the creation of a low traffic zone at the western (town centre) end of the character area should be explored to create a vibrant shopping area and increase opportunities and incentives to properly maintain historic buildings.



***Vacant shop on King Street***



*The former Swiss Cottage pub (now demolished)*

## 14.0 Character Area 12: Chatham Street and upper High Street

### 14.1 Summary

Character Area 12: Chatham Street and upper High Street is a mixed commercial and residential part of Ramsgate which is closely linked to the town centre both physically and in terms of building uses. The principal street grid had been laid out by 1736 and many of the existing buildings were built by the early nineteenth century. The area contains many historic buildings of great significance in the town's history, including several brick-fronted houses with Dutch gables characteristic of pre-resort Ramsgate, Chatham House School, Townley House and several other large, eighteenth-century townhouses.

The character area contributes strongly to the special character of the conservation area due to the historic and architectural interest of its historic built environment. This interest is derived from the great diversity of historic building forms; the high concentration of buildings pre-dating Ramsgate's growth as a resort town; the elegant, grand architecture of set-piece buildings like Chatham House School; the wandering building line on the principal streets, which adds further visual interest to views along the High Street and Chatham Street; and the network of narrow passages which cross the area, which breaks down the fairly course urban grain.

Note: Quotes from volunteer assessors are presented in *italics*.

### 14.2 Location and boundaries

Character Area 12 is located at the north-western end of the town centre. It borders Character Areas 2: Historic Commercial Core, and 13: Broad Street and Hardres Road to the south-east, and forms the conservation area boundary to the west and north.

The location of the character area is shown on the Character Area Boundaries map on page 63.

**CHARACTER AREA 12 ASSESSMENT AND VIEWS MAPS TO BE INSERTED AFTER CONSULTATION - PLEASE SEE SEPARATE PDF**

### 14.3 Historical introduction

See Section 1.0 for a longer history of the conservation area.

- The upper part of the High Street and Chatham Street were laid out and substantially developed by 1736. The streets were named 'Westminster' and 'Love Lane' respectively, until the early-nineteenth century. Cannon Road was a rope walk at this time.
- Townley House was completed in 1792 on Chatham Street as the family home of the landowning Townley family.
- 1-5 Chatham Place were built as a speculative development in 1790-1802. The street was a cul-de-sac until 1889, then extended north to connect with Boundary Road.
- In 1796, a school was established in Chatham House on Love Lane. The school

gradually expanded and the present red-brick range was built in 1879-82 by Aaron Twyman.

- Between 1822 and 1849, the Cannon Brewery was established on Cannon Road. It remained in use until 1918, and much of the original brewery complex survives.
- The later nineteenth century and twentieth century saw the gradual conversion of many ground floors into shop units as the commercial core of Ramsgate expanded.
- Purpose-built shops were also added, including a parade attached to the north face of Townley House, although twentieth-century redevelopment was fairly limited in comparison to the core of the town centre.

### 14.4 Townscape character

The townscape character of Character Area 12 contributes strongly to the character and appearance of the conservation area due to the historic and architectural interest derived from its diversity of historic building forms, the wandering building line and its clear hierarchy of streets. These positive elements are broken down into the following key features:

- The underlying topography rises noticeably to the north, adding visual interest and animation to the townscape.
- The street pattern presents a clear hierarchy of streets:
  - The two primary streets are High Street and Chatham Street, which both rise uphill to the north/north-east. These are busy vehicular routes into the centre of Ramsgate, with wide carriageways and narrow footpaths.
  - Running off of these roads are primarily residential secondary streets, including Cannon Road, Paradise and Chatham Place. These streets are more pedestrian-focussed, with narrower carriageways.
- There is a network of alleyways, passages and very narrow streets with an enclosed and intimate character, running across the character area, such as Eagle Hill and Chatham Passage. These break down the fairly coarse urban grain and add interest in preserving historic routes through the town.
- Building heights and forms are greatly varied within the character area, ranging from very modest, two-storey terraced cottages to the grand mansion of Townley House, as well as large public and commercial buildings like Chatham House School.
- Most of the streets do not have a fixed building line, with some buildings built hard up to the pavement and others set back behind sizeable front gardens.
- The combination of the wide range of building forms and the wandering building line adds considerable visual interest to the character area.
- The Character Area has a strong character as a transitional area between the busy commercial core of Ramsgate to the residential neighbourhoods beyond, with the ratio of residential to commercial building uses gradually shifting towards residential as one travels north. This is an important part of the character area's contribution to the character and appearance of the conservation area, as it preserves the transitional nature of the area which has existed since the early-nineteenth century and even earlier (with some of Ramsgate's earliest houses located at the northern end of the High Street).





*View north towards the junction of High Street and Chatham Street*



*View south along High Street*



*View north-east along Eagle Hill*

### 14.5 Views and focal points

The character area contains a wide variety of views which contribute to the special character of the conservation area through capturing the architectural and historic interest of particular elements or parts of the conservation area. The views can be grouped into two of the overarching categories described in Section 2.2:

- Historic street vistas, such as:
  - Unterminated vistas north and south along High Street in which the diversity of the historic building stock in the upper part of the town centre is fully appreciated.
  - Vistas north and south along Chatham Street terminated by eighteenth-century townhouses on High Street and Chatham Place, in which two set-piece buildings, Townley House and Chatham House School, dominate the streetscape.
  - The vista south-west along Cannon Road in which the separation between properties, rhythm of bay windows and chimney stacks and street trees creates an attractive residential aesthetic.
- Unexpected views, such as:
  - The view of the lantern of St George's Church and Chatham House School seen through a gap on the north side of the High Street.
  - Views along narrow passages and alleyways with historic walling materials, mature trees and a curved route, such as north up Eagle Hill.
  - Long-distance of the roofscape of Vale Square and Nelson Crescent from the elevated north end of Chatham Street, giving a perspective on the layout of the town.
- There are a number of larger buildings within the character area which are natural focal points in views into and out of the area. These are:
  - Chatham House School *sits proud and tall on Chatham Street*, with its prominent redbrick façade and bell tower, and is prominent in views throughout the character area.
  - Chatham House is a focal point of views from Chatham Street, Chatham Place by virtue of its size, symmetrical design, prominent bowed frontage and set-back position from the pavement.
  - The former Cannon Brewery buildings are focal points of views from Paradise and Cannon Road due to their strong and simple architectural forms, and the interesting roof form of the oasts adjacent to Paradise.
  - Numbers 129-135 High Street are the focal point of views north-east along Cannon Road and south-east along the High Street due to their repeated form, fine-grained architectural detailing and end walls with Dutch gables. These details help them stand out as buildings of interest forming part of the pre-resort Ramsgate landscape. Their prominent position and domestic character helps to terminate the commercial core of the town centre.
  - Chatham Place is a focal point of views north along Chatham Street due to its size, elevated position, well-preserved/restored exterior and the large ghost sign of the southern end of the terrace.





*The elaborate forms of Chatham House School and St Georges Church animate the skyline in views within the character area*



*View south along Chatham Street*



*Nos.129-135 High Street are the focal point of views along Cannon Road*



### 14.6 Open space

There is almost no green public open space within this character area, but well-planted private gardens and grounds play an important role in softening the otherwise hard, urban streetscape. The following elements of open space within Character Area 12 contribute to the special character of the conservation area by virtue of their architectural and historic interest:

- The eastern side of Chatham Place and Chatham Street are the grounds of Chatham House School. This open space was historically split between the private gardens of Townley House and of Chatham House School, which imbues it with historic interest. The large, mature trees along the boundary are of great intrinsic aesthetic qualities and make a significant contribution to the character and appearance of the conservation area. After the monumental frontage of the school buildings and the narrow entrance to Chatham Street, the grounds provide a transition to a more open environment, suggestive of the edge of the town centre, whilst views from Townley House over open green space preserve some of the setting the building would have been built to face.
- There are several well maintained private gardens, such as at the southern end of Eagle Hill and on the High Street, which are of intrinsic aesthetic value and enhance the setting of the historic buildings – listed or otherwise – which they abound.
- There are several large, mature street trees which make a positive contribution to the special character of the conservation area due to their intrinsic aesthetic qualities.



***Street trees play an important role in softening the townscape***

### 14.7 Boundaries and streetscape

Historic boundary treatments, street furniture and flooring materials make a positive contribution to the character and appearance of the conservation area due to their historic interest in illustrating the historic management and upkeep of the public realm, and the changing fashions for separating public and private space, and often also due to their architectural or artistic in complementing the building stock in materiality and design.

There is range of historic boundary treatments within Character Area 12. More common types which are of historic and architectural interest include the following:

- Iron railings are found around the front basement areas and steps, or more simple front yards, of eighteenth- and early-nineteenth-century buildings. These are cast and/or wrought iron and come in a number of different traditional patterns.
- Modern railings, where they follow the overall historic aesthetic and alignment of historic predecessors, can be part of this cumulative contribution to the positive character of the conservation area in spite of their age.
- Brick dwarf walls, usually rendered and often incorporating iron railings with piers and capstones, are to be found in front of and between the front gardens of many buildings.
- Flint walling with brick or stone capping is occasionally found around rear gardens and yards. Chatham House School's boundary wall is an effective modern use on this vernacular walling material, being of knapped flint and brick with a precast concrete capping.
- A high proportion of buildings are built hard up to the pavement and consequently have no boundary treatment. This is of historic interest in illustrating earlier development patterns and the pressure for space along streets in close proximity and leading to the town centre.
- Some historic buildings have lost iron railings but retain small dwarf walls or front areas with a different finish to the pavement. This can be of historic interest in providing evidence of the original boundary treatment, and in creating a distinction between the public and private realm.

There is a poor rate of survival of historic street furniture and paving materials in this character area, with survival confined to the following elements which contribute positively to the special character of the conservation area:

- Most streets retain granite kerbs and in isolated cases, setted street margins also survive, such as at the southern end of Eagle Hill.
- There are stone cobbled carriageways at the entrances of Chatham House School.
- Cast iron coal chute covers survive fairly intermittently within the character area, such as on High Street and Chatham Place.



*Iron railings on Chatham Place*



*Houses built hard up to the pavement on High Street*





*The eighteenth-century Monkton House has lost its iron railings but retains the masonry base*

### 14.8 Building forms, styles and details

Character Area 12 contains *some of the most iconic pieces of architecture in Ramsgate*. The building stock is greatly varied from single-storey, post-war shop units to the imposing Gothic Revival range of Chatham House School. The following elements have been identified as positively contributing to the character and appearance to the conservation area, in the context of Character Area 12:

- The two principal building uses are residential and commercial. The interaction of these two building uses is of historic interest in illustrating the changing economic character and transitional character of this fringe part of the town centre.
- As most of the commercial properties are converted houses, the building stock is generally consistent in terms of form and scale.
  - The prevailing building height is two to three storeys, often with basements and dormers.
  - There is a range of historic pitched, hipped and M-shaped roofs, and while some are concealed behind parapets, in many cases the roof form is visible from the street or incorporated into the architectural expression of the building.
- The width of building plots is varied:
  - Unusually for the conservation area, many buildings are wider than they are deep, for example, the High Street contains several houses with five-bay frontages. This is of historic interest as it illustrates the past character of this part of town as the location of larger townhouses set within grounds.
  - More modest nineteenth-century housing is generally two bays wide on a long, narrow plot.
- Most buildings are designed using Classical proportions and detailing, but the execution of this varies depending on the age of the building.
  - Windows and doors are arranged in an ordered and regular pattern and there is a vertical emphasis in the design of the principal elevations. Most windows are multi-paned timber sashes.
  - *Stone window heads and gauged brick arches feature heavily along with some rustication to a series of properties at ground floor level.*
- Of particular significance are the early-eighteenth-century brick-fronted houses with Dutch gable end walls. They make a major contribution to the special character of the conservation area as a fairly well-preserved group of fine buildings from the town's period of growing wealth from sea trade.
- Chatham House can also be singled out as making a particularly strong positive contribution to the special character of the conservation area due to the historic interest in its association with the influential Townley family and its architectural interest as a well-proportioned and elegantly designed mansion.
- The redbrick west range of Chatham House School is a notable exception to many of the above elements by virtue of its much larger size and scale, Gothic Revival style (expressed through pointed arches, stone mullion windows and windows with tracery, and extensive brick detailing) and asymmetrical design. It makes a significant positive contribution to the special character of the conservation area by virtue of its architectural interest as a finely-detailed example of later Gothic Revival architecture and its historic interest in maintaining the site of the school



founded there in the late-eighteenth century.

- Numbers 2-20 Chatham Street are a range of single-storey shop units constructed in stages between the 1930s and 1950s on land previously forming part of the gardens of the houses fronting the east side of the High Street. Although they are of negligible architectural and historic interest in their own right (as plain, mid-twentieth-century shop units on an infill site), it is the established form of development on the street for at least 70 years and to some extent preserves the former character of the site as rear gardens, the buildings being little taller than a garden wall. Their, height, footprint and massing contribute to the special interest of the conservation area by accentuating the monumentality of the Grammar School opposite.
- There is a high rate of survival of historic elements, such as windows, doors and stucco or stone mouldings. Architectural details are usually executed in stucco or stone, and comprise moulded door and window surrounds, pilasters and columns, quoins, doorcases, cornices and other elements of Classical design.



***Chatham Place***



*Historic shopfront on the upper High Street*



*Classical proportions and detailing on High Street*

### 14.9 Characteristic building materials

The following materials contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating the traditionally used materials in Ramsgate and their architectural and artistic interest in creating the colour, tone and texture of the conservation area.

- The two prevailing characteristic building materials in this character area are brick and stucco render, often used in combination.
- *Brickwork is a popular material used on the townhouses at the upper floor levels with a smoked yellow stock brick used to the earlier properties...this particular brickwork was easily sourced in the area at the time and was commonly used in a Flemish Bond.*
- Brick is also used to create details such as corbelling, Dutch gables and embellished window heads.
- Stucco render is employed in three ways:
  - On many buildings, it is used at ground and basement level with a smooth finish.
  - Elsewhere, it covers the entirety of the principal – and sometimes side – elevations of buildings, such as at Townley House.
  - On other buildings, generally those of the early-Victorian period, Classical details such as doors and window surrounds are created from stucco on brick facades.
- Knapped or unknapped flint is a significant secondary building material, found in the side and rear elevations of many buildings. At the early-eighteenth-century 156 High Street (The Cottage), the principal elevation is of knapped flint with brick detailing.
- Timber is used for sash windows, canted bays, window surrounds, doors, doorcases and cornices, often carved with Classical detailing.
- Historic shopfronts are generally of timber with Classical detailing and plate glass windows.
- Cast and wrought iron are used for boundary railings throughout the character area, and for decorative first-floor balconies.
- Stone is used on some larger buildings such as Townley House and Chatham House School as a dressing material, used for window and door surrounds and architectural details. It is also used for steps up to the elevated front doors of many houses.
- Natural slate is the prevailing roofing material but is not as pervasive as in other parts of the conservation area. Many earlier houses and Chatham House School are roofed in clay plain tiles, which are often suggestive of earlier construction or the design of a building in a non-Classical ‘revival’ style, as this roofing material is a Kentish vernacular material unlike slate.





*Brick and stucco render used in a variety of combinations*



*No. 156 High Street (The Cottage), with knapped flint walling (Historic England)*



*Historic timber sashes and door surrounds on Chatham Place*



### 14.10 Heritage assets

The character area contains both ‘designated heritage assets’ and other buildings or places that contribute to its character and appearance.

- **Listed buildings (designated heritage assets).** These are buildings or structures that have been designated by national government as having special historic or architectural interest at a national level, and which are subject to listed building consent. These are shown on the ***Conservation Area map***.
  - A high proportion of the buildings within Character Area 12 are listed. This includes:
    - Several early-eighteenth-century houses with Dutch gables.
    - Townley House
    - The former Cannon Brewery buildings
    - Chatham House School
    - The eighteenth-century townhouses of Chatham Place
    - Several larger eighteenth- and nineteenth-century townhouses.
- **Positive contributors (non-designated heritage assets).** These are unlisted buildings that contribute positively to the character and appearance of the conservation area. Some may have suffered from superficially unsympathetic alteration such as modern windows or shopfronts, but nevertheless make a positive contribution because of the underlying integrity of the historic building or place.
- Positive contributors can be thought of as ‘non-designated heritage assets’, as defined in the National Planning Policy Framework. Part 4, Section 2 of this Appraisal provides more details of the methodology used to identify these.
  - Many of the non-listed buildings within the character area contribute positively to the character and appearance of the conservation area by virtue of their design, materiality, form and layout.
  - Most of these are nineteenth-century houses arranged in terraces, often with later ground-floor shop units.
  - Many of these buildings present opportunities for enhancement through sensitive refurbishment.



*Eighteenth-century townhouses predating the growth of the resort town are characteristic of the character area*



*Good ordinary nineteenth-century houses with ground floor shopfronts*

### 14.11 Opportunities for enhancement

Opportunities for enhancement are locations within the conservation area where its character and appearance and/or its economic, social and cultural vitality can be enhanced by enhanced management, sensitive redevelopment and/or refurbishment/preservation, depending on the precise circumstances of the site. The Character Area Assessment map on page **XXX (to be inserted following public consultation)** illustrates the location of opportunities for enhancement within the character area.

- Former Cannon Brewery Site, Cannon Road and Paradise. The twentieth century industrial buildings on this site are of a utilitarian design and materiality (asbestos roofs and painted blockwork walls) which are not in keeping with the special character of the conservation area. The conservation area would benefit from the retention, careful refurbishment and inventive reuse of the Grade II listed water tower and attached nineteenth century buildings, and the redevelopment of the site with new buildings which respond more successfully to the special character of the conservation area in their design and materiality.
- Former site of 139 and 141 High Street. The buildings on this site were demolished in 2016. The conservation area would benefit from the redevelopment of this site with new buildings which positively respond to the prevailing height (two to three storeys) and materiality (brick with rendered details) of the surrounding historic environment.
- The Eagle Inn, High Street. This historic public house has long been vacant and *there is damage to windows and the lead work*. The conservation area would benefit from the sensitive refurbishment and reopening of this building in its original use.



***The Eagle Inn***



### 14.12 Management considerations

The management of the conservation area is discussed in Part 2: Management Plan. Some key considerations relating to this character area are:

- There is a high vacancy rate among the commercial buildings, including several significant historic buildings such as the eighteenth-century Eagle Inn. The loss of purpose-built commercial buildings should be avoided, while the conversion of buildings back into residential use should be undertaken in a way that preserves or enhances the character and appearance of the conservation area, and the significance of listed buildings.
- Many of the historic buildings in Character Area 12 are in a degraded state and would benefit from sensitive refurbishment involving the removal of features not in keeping with the special character of the conservation area (such as uPVC windows) and the restoration of historic features such as timber shopfronts, window and door surrounds, and other historic details.
- The street surfaces and signage are in a poor condition throughout much of the character area. Options for the enhancement of the public realm to improve its relationship with the historic built environment should be explored.
- Options for stronger enforcement of unregulated parking, and the encouragement of alternative transport modes should be explored to reduce the impact of parked vehicles and traffic along the busy thoroughfares.
- The retention of back-land plots in ancillary or light-industrial use should be encouraged, due to the historic interest in illustrating the cheek-by-jowl nature of polite living and industrial work within Ramsgate.



***Townley House is currently undergoing a refurbishment as part of a new housing development***



*Vacant shop unit within nineteenth-century buildings on High Street*



*The rear elevations of larger townhouses are often of historic interest where well-preserved*



## 15.0 Character Area 13: Hardres Street and Broad Street

### 15.1 Summary

Character Area 13: Hardres Street and Broad Street is a primarily residential neighbourhood on the outskirts of the town centre, forming part of the northern boundary of the conservation area. It was developed in piecemeal phases during the first half of the nineteenth century, and is characterised by terraces of tall, narrow townhouses and lodging houses, interspersed with several municipal and religious buildings. It makes a positive contribution to the character and appearance of the conservation area due to the high degree of preservation of early-nineteenth century buildings, the mix of residential, public and parochial buildings which is of historic interest and indicative of its proximity to the town centre, and the enclosed, peaceful character of many of its streets.

St George's Church and its churchyard are a key townscape feature of the conservation area. The church is of high architectural and historic interest as a refined, early example of Gothic Revival architecture, whose lantern is a prominent landmark visible throughout much of Ramsgate, while the churchyard is an enclosed and tranquil space which greatly enhanced the setting of the Grade I listed church.

### 15.2 Location and boundaries

Character Area 13 is located immediately to the north of the town centre, to the east of the High Street. It borders Character Area 2: Historic Commercial Core to the south and south-west, Character Area 12: Upper High Street and Chatham Street to the west, and forms the conservation area boundary to the north and east.

The location of the character area is shown on the Character Area Boundaries map on page 63.

***CHARACTER AREA 13 ASSESSMENT AND VIEWS MAPS TO BE INSERTED AFTER CONSULTATION - PLEASE SEE SEPARATE PDF***

### 15.3 Historical introduction

See Section 1.0 for a longer history of the conservation area.

- The character area was developed in piecemeal stages during the early nineteenth century.
- Hardres Street, Church Road (originally Sydney Place) and Broad Street had been laid out and partially developed with townhouses and lodging houses by 1822. By 1849, these streets have been largely developed.
- St George's Church was built in 1824-27, designed by Henry Hemsley (1793-1825).
- A Wesleyan chapel was built on Hardres Street in 1810. It was replaced by the current building in 1957, following wartime damage. In 1911, a Sunday school and hall were added nearby, further north along Hardres Street.
- A single-storey soup kitchen was erected in 1849 on Church Road. It was incorporated into a church hall (St George's Hall) and institute in 1872.

- A medical dispensary for was built facing St George's Hall in Broad Street in 1877, designed by G M Hinds, creating a cluster of buildings intended to serve the spiritual, intellectual and physical needs of the community.
- The Victoria Restaurant (formerly the Victoria Hotel) on the eastern side of the junction of Hardres Street and Broad Street, occupies the former site of a recital room built in 1813, which became the Zion Chapel in 1818 and subsequently the Royal Alexandra Theatre in 1869. The present building was constructed in the 1880s-90s, possibly coinciding with one of Queen Victoria's jubilees.
- Ramsgate Telephone Exchange was built in the 1930s. The extension fronting Hardres Street was added in the late 1960s or early 1970s.

### 15.4 Townscape character

The townscape character of Character Area 13 is derived from the survival of many fine late-Georgian and Victorian houses and religious/parochial buildings which are of architectural and historic interest, arranged within a formally-planned street grid. This special townscape character can be broken down into the following elements:

- The underlying topography rises gently to the north and north-east, climbing from King Street to the northern end of Broad Street, which adds to the visual interest of historic street vistas along Hardres Street, Church Hill and Church Road.
- The street plan comprises an irregular, formally-planned grid laid out during the early nineteenth century
- All of the streets in the area are narrower secondary streets with an enclosed and intimate character. One's proximity to the busy High Street is not immediately apparent.
- The urban grain of the character area is characterised by very dense development combined with a network of narrow streets and alleys. Front gardens, where they exist, tend to be very small, while on many streets the buildings are built hard up to the footpath.
- The prevailing building use is residential, although there are also churches and parochial buildings which enrich the streetscape and illustrate the area's historic development and proximity to the town centre.
- Building plots are small and narrow, and most buildings are considerably taller than they are wide, with a standard building height of two to three storeys plus basements. The vertical emphasis and dense development give most streets in the area an intimate feel, where the built environment dominates one's experience without seeming overwhelming.
- Some streets are characterised by a continuous parapet line. Where this is the case, it is significant as it contributes to the architectural interest of the streetscape. In other areas, the building heights vary as a result of piecemeal development. This variation in building height can be significant where it illustrates incremental development and has its own picturesque qualities.
- Parochial buildings differ in character, generally occupying larger plots and being built on a larger scale than the surrounding houses.
- St George's Church is a prominent townscape feature in being visible from throughout most of the character area. It is set within a generous churchyard, which has a more open and verdant character than the rest of the character area,

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by virtue of its dimensions, extensive planting with mature trees and the lack of development to the north, where it borders the playing fields of Chatham House School.



*View north along Church Road*



*View south along Broad Street*





*View north along Broad Street*

### 15.5 Views and focal points

The character area contains a wide variety of views which contribute to the special character of the conservation area through capturing the architectural and historic interest of particular elements or parts of the conservation area. The views can be grouped into two of the overarching categories described in Section 2.2:

- Historic street vistas, such as:
  - Vistas north and south along Broad Street, in which the range of historic building forms and types can be appreciated.
  - Vistas along Church Road, in which the narrowness of the street, consistent architecture of the buildings and overhanging boughs of the trees in St George's churchyard create an intimate streetscape.
- Unexpected views, such as:
  - Glimpsed views of the lantern and tower of St George's Church, which can be seen from many parts of the character area as well as the conservation area more widely.
- Set-piece views:
  - The view of the west elevation of St George's Church, looking east along Church Hill is of historic and architectural interest due to the designed, symmetrical relationship between the church, the gate and the street approaching from the west.
- St George's Church is a key focal point within the conservation area. Its tower and lantern can be glimpsed from many places within Ramsgate and is a key feature of the skyline in views from the harbour.
- 19 Hardres Street is a detached townhouse on a prominent corner site. It is particularly eye-catching due to its substantial size and icy-clad exterior.
- The Victoria Restaurant (former Victoria Hotel) on the junction of Hardres Street and Broad Street is a focal point due to its prominent corner location and large gables which add vertical emphasis.
- 29 Hardres Street occupies a prominent corner plot on the junction of Hardres Street and Brunswick Street. Its curved brickwork corner and preserved historic ground-floor shopfront are a focal point of views south along Hardres Street.





*Channelled view north along School Lane*



*The lantern of St George's Church is a key feature of Ramsgate's skyline*



***Ivy-clad 19 Hardres Street***

### 15.6 Open space

The character area is densely developed and fundamentally urban in character, but contains a public open space of notable historic and architectural interest: the churchyard of St George's Church.

- The churchyard is laid out on the rectangular plan, abounding Broad Street to the west and Church Road to the south.
- The primary entrance on Broad Street comprises a set of highly ornate wrought iron gates with stone piers, positioned on axis with the west tower of the church. The gates (listed at Grade II) are of considerable historic and artistic interest as an original element of the church's designed setting of exceptional quality.
- The churchyard is bounded by a high wall of brick and unknapped flint. The long boundary wall is a prominent feature of Church Road and is particularly picturesque during summer months when the boughs of the large trees in the churchyard overhanging the wall add greenery and shade in the street.
- The churchyard itself is mostly lawn and contains a variety of historic and modern gravestones, mostly arranged along the boundary wall. Large, mature trees are scattered throughout the churchyard and have considerable aesthetic qualities. The churchyard is a quiet, tucked away space that provides an enclosed and calming environment, which is particularly special given its proximity to the High Street.
- Immediately in front of the church's west door is Ramsgate's War Memorial, a stone cross on a stepped octagonal plinth and base, designed by Sir Herbert Baker FRIBA RA (1862-1946). It was listed at Grade II in 2016 due to its special historic and architectural interest, and its value as part of the group including St George's Church and the churchyard gates and railings.



*Positive trees in the churchyard of St George's*





*Ornate gates and piers of St George's Church*



### 15.7 Boundaries and streetscape

Historic boundary treatments, street furniture and flooring materials make a positive contribution to the character and appearance of the conservation area due to their historic interest in illustrating the historic management and upkeep of the public realm, and the changing fashions for separating public and private space, and often also due to their architectural and artistic in complementing the building stock in materiality and design. The following historic boundary treatments and streetscape elements which contribute to the special character of the conservation area are found in Character Area 13:

- The characteristic boundary treatment of this character area is ironwork rising from masonry bases, surrounding basement areas in front of historic townhouses and other terraced housing. These are cast and/or wrought iron and come in a number of different traditional patterns.
- Some historic buildings have lost iron railings but retain small dwarf walls or front areas with a different finish to the pavement. This can be of historic interest in providing evidence of the original boundary treatment, and in creating a distinction between the public and private realm.
- Elsewhere, notably on Broad Street and Church Hill, buildings are built hard up to the pavement and consequently have no boundary treatment. This is of historic interest in illustrating earlier development patterns and the pressure for space along streets in close proximity and leading to the town centre.
- Most streets retain granite kerbs and in some areas granite street margins also survive, such as along the south side of Hardres Street.
- Cast iron coal chute covers survive in many areas, including in front of the telephone exchange extension on Hardres Street, contributing positively to the street's historic character. Some covers sit within stone paving slabs, which is significant in providing evidence of the historic paving materials.
- Cast iron street signs painted black and white or blue and white, survive on most streets attached to the flank walls of corner buildings.



*Mixture of historic and iron railings on Broad Street*



*Buildings hard up to the pavement on Church Road*

### 15.8 Building forms, styles and details

The following historic building forms, styles and details found in Character Area 13 contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating changing architectural fashions and economic trends within Ramsgate, and their architectural or artistic in defining the subtle variations within the harmonious architecture of the built heritage within the conservation area:

- The prevailing building form is terraced housing of two to three storeys in height with raised ground floors over basements, under a range of historic hipped and pitched roofs concealed behind parapets.
- The design of most buildings employs Classical proportions and details. The larger the house, the greater the level of embellishment with Classical details. Generally, this is in the more restrained Neoclassical style common in the late-eighteenth and early-nineteenth century, but occasionally with greater embellishments in the early-nineteenth-century Regency fashion, including pilaster mullions to bay windows, channelled stucco ground floors, and stucco string courses and cornice parapets.
- Windows and doors are arranged in an ordered and regular pattern, with most window heads being flat and most door heads being round with iron or timber fanlights.
- Canted bay windows are a common detail, often found on the ground floor only but in some instances rising through two or more storeys to include the basement and/or first floor. Those at Nos. 5-11 Church Road stand out, suspended over the basement areas nearly to the back of the pavement and bringing frontages almost to the street. They are also notable for the quality of their joinery.
- Ground-floor bow windows are another common feature in the character area, with examples on Broad Street and Hardres Street.
- More modest houses on secondary streets are generally built hard up to the pavement with no basement area. Many have brick detailing such as dentil parapets or gauged brickwork window heads.
- Parochial and municipal buildings differ in form and appearance from the terraced housing, generally being of a larger scale and employing a more varied palette of materials. These buildings are more architecturally diverse than the housing stock, and include the Modernist Hardres Street United Church, the early Gothic Revival St George's Church, the hybrid Venetian Gothic of St George's Church Hall and the Dispensary, and the Neo-Georgian of the Broad Street frontage of the former telephone exchange.
- These public buildings often employ more elaborate architectural details and higher value materials which provide a richness and complexity to the systematic design of the housing stock. This is particularly true of St George's Church, which is of great historic and architectural interest both in the local context of Ramsgate but also nationally as a particularly accomplished and early example of Gothic Revival architecture.
- On Broad Street, Church Hill and parts of Hardres Street, there is a high rate of survival of historic timber windows and doors. The typical window form in earlier (pre-1850s) buildings is a six-over-six timber sash, while later nineteenth century

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buildings have timber sashes with fewer panes (single-pane or two-over-two) and 'horns' to strengthen the sash frames.

- Along School Lane are a series of small, two-storey brick mews houses mostly built in the late twentieth century and C21, although a few nineteenth century buildings also survive. The low scale of the buildings is generally of an appropriate scale, form and materiality to reflect their subsidiary nature to the townhouses on Hardres Street.



*Historic shopfront and curved corner on Hardres Street*





*Historic terrace on Broad Street*



*Canted bays and Classical proportions on Church Road*

### 15.9 Characteristic building materials

The following materials contribute positively to the character and appearance of the conservation area because of their historic interest in illustrating the traditionally used materials in Ramsgate and their architectural interest in creating the colour, tone and texture of the conservation area.

- The two prevailing characteristic building materials in this character area are brick and render (originally lime render but cement-based during the twentieth century).
- Buff brick, laid in Flemish bond, is the primary building material of most buildings within the character area.
- Brick is also used to create details such as corbelling, gables and embellished window heads.
- Render is employed in three principal ways:
  - On many buildings, it is used at ground and/or basement level with a smooth finish.
  - Elsewhere, it covers the entirety of the principal – and sometimes side – elevations of buildings.
  - Many flat-arched window heads are also rendered, often masking lower-quality brickwork beneath.
- Knapped or unknapped flint is a secondary building material, generally used in side and rear boundary walls.
- Flint is also used in rear and side boundary walls in combination with brick.
- Cast and wrought iron is used for boundary railings throughout the character area.
- Timber is used for windows, canted bays, window surrounds, doors, doorcases and cornices, often carved with Classical detailing.
- Stone is generally reserved for steps, but is used more extensively for window and door surrounds and other decorative elements on the public buildings.
- Natural slate is the prevailing roofing material. Where alternative materials are employed, this is almost always a later intervention and is often not in keeping with the character and appearance of the conservation area.



*Buff brick and rendered window and door heads*



*Fine brick detailing on Broad Street*





*Victoria Restaurant on Hardres Street (not listed)*



### 15.10 Heritage assets

The character area contains both ‘designated heritage assets’ and other buildings or places that contribute to its character and appearance.

**Listed buildings (designated heritage assets).** These are buildings or structures that have been designated by national government as having special historic or architectural interest at a national level, and which are subject to listed building consent. These are shown on the ***Conservation Area map***.

- Many of the buildings within the character area are listed.
- Most of these are early-nineteenth century terraced houses.
- St George’s Church is Grade I listed, while the ornate iron gates, war memorial and several tombs within its graveyard are separately listed at Grade II.
- **Positive contributors (non-designated heritage assets).** These are unlisted buildings that contribute positively to the character and appearance of the conservation area. Some may have suffered from superficially unsympathetic alteration such as modern windows or shopfronts, but nevertheless make a positive contribution because of the underlying integrity of the historic building or place.
- Positive contributors can be thought of as ‘non-designated heritage assets’, as defined in the National Planning Policy Framework. Part 4, Section 2 of this Appraisal provides more details of the methodology used to identify these.
- The majority of the buildings within the character area that are not listed make a positive contribution to the character and appearance of the conservation area. Broad Street and Hardres Street contain a particularly high proportion of listed buildings and positive contributors.



*St George's Church (Grade I listed)*

### 15.11 Opportunities for enhancement

Opportunities for enhancement are locations within the conservation area where its character and appearance and/or its economic, social and cultural vitality can be enhanced by enhanced management, sensitive redevelopment and/or refurbishment/preservation, depending on the precise circumstances of the site. The Character Area Assessment map on page **XXX (to be inserted following public consultation)** illustrates the location of opportunities for enhancement within the character area.

- The post-war extension of the telephone exchange, fronting Hardres Street, detracts from the character and appearance of the conservation area by virtue of its unrelieved massing, design and materiality. The site would benefit from sensitive redevelopment in a form which better responds to the prevailing and consistent heights, massing, and architectural details of the surrounding historic buildings.
- The Victoria Restaurant (formerly the Victoria Hotel), of c.1880-1896 occupies a prominent corner site at the junction of Hardres Street and Broad Street. Its greater height and more elaborate detailing than many of the surrounding early-nineteenth-century terraces makes it a clear focal point in views south along Broad Street and east along Hardres Street. It is of historic and architectural interest as a prominent and richly-designed later addition to the streetscape of Character Area 13. There is a significant opportunity to enhance its contribution to the Character Area through sensitive refurbishment which might include the replacement of the existing uPVC doors and windows with more traditional window forms (originally probably two- or four-pane sashes), the removal of elevation clutter such as satellite dishes, and the restoration of architectural details.
- There is a significant opportunity to greatly enhance the corner site on the north side of the Broad Street-Hardres Street junction, which is currently occupied by a bench and concrete and wooden bollards, through the creation of a pocket park integrating greenery to soften the hard, urban streetscape. This could be an opportunity for local community involvement. Preserving the site's lack of development will be important in preserving southerly views of the Victoria Restaurant and beyond from Broad Street, as well as keeping the coursed-pebble flank wall of 6 Hardres Street.



*East elevation of the telephone exchange on Hardres Street*



### 15.12 Management considerations

The management of the conservation area is discussed in Part 2: Management Plan. Some key considerations relating to this character area are:

- Many of the historic buildings in Character Area 13 are in a degraded state and would benefit from sensitive refurbishment involving the removal of features not in keeping with the special character of the conservation area (such as upgrading uPVC windows to timber framed windows with low profile double glazing) and the restoration of historic features such as timber shopfronts, window and door surrounds, and other historic details.
- The street surfaces and signage are in a poor condition throughout much of the character area. Options for the enhancement of the public realm to improve its relationship with the historic built environment should be explored.
- Options for stronger enforcement of unregulated parking, and the provision of alternative transport modes should be explored to reduce the impact of parked vehicles and traffic along this busy thoroughfare.



*uPVC windows in historic townhouses*



## Part 2: Conservation Area Management Plan

# 1.0 Introduction

## Management Guidance

Thanet District Council has a statutory duty to review the management of conservation areas from time to time as resources allow.

This Management Plan contains considerations, overarching principles and recommendations which have emerged from the assessment of the Ramsgate Conservation Area in the preparation of this appraisal, to help manage change across the area. It is presented in 14 sections:

- 1.0 Issues and condition
- 2.0 Conservation Area Action Plan
- 3.0 Heritage assets, positive contributors and opportunities for enhancement
- 4.0 Design guidance
- 5.0 Enforcement
- 6.0 Article 4 directions
- 7.0 Additional development management controls
- 8.0 Managing vacancy
- 9.0 Public realm
- 10.0 Open space
- 11.0 Lighting
- 12.0 Parking
- 13.0 Funding
- 14.0 Climate change adaptation and mitigation in the public realm
- 15.0 The community
- 16.0 Boundary changes



## 2.0 Conservation Area Action Plan

### 2.1 Introduction

This section provides a summary of the recommended actions to be undertaken by the Council in conjunction with key stakeholders such as Kent County Council, Ramsgate Town Council and the community in order to preserve and enhance the special interest of Ramsgate Conservation Area.

As with other strategies and action plans it should be noted these can often only be achieved when time and funding allow. There are aims that may be achieved within the current climate including opportunities available through the Heritage Action Zone (HAZ) and the High Street Heritage Action Zone (HSHAZ). There are those which will require additional collaborative working such as community partnerships and initiatives (often with the additional support of community workshops and consultation) and including additional funding streams. Finally, there are those which are more long term and aspirational.

### 2.2 Conservation Area Action Plan

This highlights the key management recommendations for the conservation area with additional detail found within each of the relevant sections of the management plan. Produced to aid the discussion around potential project leaders, the allocation of resources and involvement with key stakeholders including future funding applications. It has the potential to support future management strategies including a potential overarching Heritage Strategy / Action Plan for Thanet.

It is recommended that the conservation management plan is reviewed within 5 years to remain relevant; the focus of the action plan sits within this time frame.

Short term – 6 months to 1 year

Medium term – 1 to 3 years

Long term – 3 to 5 years

Potential Project Lead	Recommendation	Timeframe
<b>General</b>		
TDC	Improve awareness and availability of the available national and local guidance highlighted on all the relevant sections of the TDC website.	6 months to 5 years
<b>Heritage assets, positive contributors and opportunities for enhancement</b>		
TDC	TDC supported by Local Plan Policy continue to work collaboratively to find innovative ways of improving the condition and promoting the sustainable use of Buildings at Risk to warrant their removal from the national register.	1 to 3 years 3 to 5 years
TDC	Explore the potential for Urgent Works Notices underpinned by potential Compulsory Purchase Orders on vacant (or vacant parts) of listed buildings.	1 to 3 years 3 to 5 years
TDC/Community initiative	Using the information provided by the appraisal, supported by an additional community led photographic audit, explore the potential for inclusion of relevant properties on the national Heritage at Risk register and put forward to Historic England for assessment, to be undertaken as and when officer time and funding allow.	6 months to 1 year
TDC/Community	Using the information provided by the appraisal, and with potential community partnership,	1 to 3 years

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initiative	explore and promote the creation of a Local Heritage at Risk register including locally significant buildings, structures, and open space.	
<b>Local designation</b>		
TDC/Community initiative/HSHAZ	Using the information from the appraisal regarding positive contributors, and an additional photographic audit, explore and promote the production of a publicly available list of non designated heritage assets including assessment criteria.	6 months to 1 year
TDC/Community initiative/HSHAZ	Using the information from the appraisal, and an additional photographic audit, explore and promote the production of:  Local List of Designated Heritage Assets including assessment criteria.  Include positive open spaces on the current Thanet List of Local Green Spaces	1 to 3 years
TDC	Additional GIS data to be available on the TDC website relating to local and national heritage designations.	1 to 3 years
<b>Design guidance</b>		
TDC	Explore the preparation of specific Thanet Design Guidance and sites specific design guidance including hoardings, change of use etc. to be adopted as SPD. Current Design SPDs are reviewed and any required updates undertaken.	1 to 3 years
TDC/Community initiative/Council members	Explore and produce a strategy for early community led decision making/charettes to form part of the development management process for significant sites within the conservation area.  Explore the potential creation of a Heritage Champion and a Design Champion within TDC.	1 to 3 years
<b>Shopfront guidance</b>		
TDC/Community initiative/HSHAZ	In partnership with the community undertake a simple photographic shop and shopfront audit.	6 months to 1 year

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TDC/Community initiative/HSHAZ	Prepare guidance on contemporary shopfront design.	1 to 3 years
TDC/Community initiative/HSHAZ	Update and enhance existing shopfront guidance.	1 to 3 years
<b>Enforcement</b>		
TDC/Community initiative/HSHAZ	Monitor changes in the appearance and condition of the conservation area through the production of a simple dated photographic record.	1 to 3 years
TDC	TDC continue to use their statutory powers for listed buildings and include unlisted buildings that contribute positively to the special interest of a conservation area that are falling into disrepair or decay.	6 months to 5 years
TDC	Explore the production of an Enforcement and Remediation Strategy in the conservation area.	1 to 3 years
TDC/HSHAZ	Explore within specific areas whether restricting deemed consent is feasible through the establishment of an Area of Advertising and Shopfront Control.	1 to 3 years
<b>Article 4 directions</b>		
TDC	Produce a new GIS layer to show the position of current Article 4 Directions in the district.	6 months to 1 year
TDC/Community initiative	Produce a dated photographic record of the properties currently affected for the purposes of tracking any change and aid regular monitoring for compliance and appropriate enforcement.	1 to 3 years
TDC/Community initiative	Prepare guidance for homeowners on how the present Article 4 directions affect them with advice on appropriate repair and alteration.	1 to 3 years
TDC/Community initiative/HSHAZ	Identify areas and including positive contributors where removal of permitted development rights would prevent the loss of characteristic architectural detailing or gradual erosion of the character and appearance of the conservation area through inappropriate development	1 to 3 years
TDC/HSHAZ	Explore the introduction of Article 4 directions to manage certain areas of change of use and to	1 to 3 years



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	support properties included to the potential emerging Local List of Designated Heritage Assets.	
<b>Managing vacancy</b>		
TDC/HSHAZ	Explore the preparation of a time-specific Vacancy Management Action Plan to target resources to specific areas such as Harbour Street.	1 to 5 years
TDC/HSHAZ/Community initiative	Engage with the community to explore alternative sustainable uses for vacant buildings.	1 to 3 years
TDC	<p>Explore the potential to produce guidance relating to the sustainable use or sensitive conversion of workshops, public buildings, institutions.</p> <p>Explore the potential to produce site-specific design briefs for more complex sites highlighted within the appraisal.</p>	1 to 5 years
<b>Public realm</b>		
TDC/KCC	In partnership with KCC, explore the production and adoption of a Public Realm strategy for the conservation area.	1 to 3 years
TDC/KCC	In partnership with KCC, explore the production and adoption of a Strategic Palette established to guide the intervention in the Ramsgate public realm.	1 to 5 years
TDC/HSHAZ/Community initiative	<p>In partnership with the local community, carry out a series of simple photographic audits to gather relevant data to inform the Public Realm strategy or specific action plans.</p> <p>Explore the production of an advertising and signage strategy for the conservation area which can be tailored to reflect the different character areas to some degree.</p>	1 to 3 years
TDC	Explore the production of Guidance for the Management of Waste both commercial and domestic within areas of constraint.	1 to 3 years
<b>Open space</b>		

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TDC	Produce mapping to show existing open space, available via TDC website.	6 months to 1 year
TDC	Continue to pursue innovative methods of funding protection of and improvements to open space.	1 to 5 years
TDC/Community initiative partnership	Explore strategies for site specific intervention: Arklow Square  Charlotte Court  Land to the front of Royal Crescent  Victoria Parade.	1 to 5 years
TDC/Community initiative	Working in partnership with the community, explore options for the long-term management and upkeep of Ramsgate's planned squares both public and private.	1 to 5 years
TDC/HSHAZ/Community initiative	In partnership with the community instigate a series of photographic audits to inform open space strategy, tree planting plans and site specific interventions.	1 to 3 years
<b>Lighting</b>		
TDC/HSHAZ/Community initiative	Prepare an audit of existing lighting including colour ratio of luminaires within each character area, to inform maintenance issues, asset management and de-cluttering as well as a potential lighting strategy for the conservation area.	1 to 3 years
TDC/KCC/Ramsgate Town Council	Working in partnership with KCC explore the potential for a zoned lighting design strategy.	1 to 5 years
<b>Parking</b>		
TDC/Ramsgate Town Council	Continue to support the enforcement of controlled and uncontrolled parking.	6 months to 5 years
TDC/Community initiative	Explore the potential for a community photographic audit of existing areas of uncontrolled parking or potential for parking enhancement schemes.	1 to 3 years
TDC/KCC/Ramsgate	Explore and trial a zoned parking strategy for the Ramsgate Conservation Area to help reduce the	1 to 5 years

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Town Council	impact of on street parking.	
<b>Funding</b>		
TDC/Community initiative	Continue to build on the momentum of the successful grant applications through new applications.	6 months to 5 years
TDC	Consider the potential for other means to assist in arresting negative change in the conservation area through the Community Infrastructure Levy (CIL), s106 Planning Agreements and the Local Transport Plan.	1 to 5 years
TDC/HSHAZ/Community initiative	Working in partnership with the community pursue relevant applications and innovative methods such as crowdfunding to fund the provision of grant aid.	6 months to 5 years
TDC/HSHAZ/Community initiative	Explore additional support through local specific training initiatives focussed on the future sustainable management of the historic environment.	3 to 5 years
<b>The community</b>		
TDC/community initiative	Carry out a series of photographic audits to bring forward the recommendations of the appraisal and management plan including regular monitoring (every 3 years) and aiding in the production of new guidance.	6 months to 1 year 1 to 3 years
TDC/community initiative/HSHAZ	Explore funding initiatives to help bring forward the recommendations of management plan including partnership working with TDC.	1 to 3 years 3 to 5 years
<b>Boundary changes</b>		
TDC	Adopt the recommended Conservation Area boundary changes.	1 to 3 years
TDC/Community initiative	Include buildings identified as of local heritage interest in a strategy for refreshing the Local List.	1 to 3 years
TDC/Community initiative	Identify areas adjacent to the conservation area that are potentially worthy of separate conservation area designation. The precise boundaries of these areas would require further detailed review.	3 to 5 years

## 3.0 Heritage assets, positive contributors and opportunities for enhancement

### 3.1 Introduction

The buildings and structures within the conservation area contribute in different ways to its overall character and appearance, some positively and others negatively.

As outlined in the Character Appraisal, the conservation area contains many heritage assets, both designated and non-designated, all of which add to the architectural and historic interest of the conservation area.

The extent of a building's contribution to the character and appearance of the area is not limited to its street elevations but also depends on its integrity as an historic structure and the impact it has in three dimensions. Rear elevations can be important, as can side views from alleys and yards. In some instances, the building's roof may also contribute to a characterful roofscape which defines important elevated views within the conservation area.

#### 3.1.1 Listed buildings (designated heritage assets).

These are buildings or structures that have been designated by national government as having special historic or architectural interest at a national level.

For further details, see <https://www.historicengland.org.uk/listing/what-is-designation/>

#### 3.1.2 Non-designated Heritage Assets

Highlighted in the National Planning Policy Framework, Non-Designated Heritage Assets are singular buildings, structures and monuments or landscapes that are believed to have a degree of heritage significance worthy of material consideration within the planning process. They are often identified as part of the planning application process.

#### 3.1.3 Positive contributors

These are unlisted buildings that help to shape the character and appearance of the conservation area. Ramsgate Conservation Area has a large quantity of historic buildings, structures and public open spaces which are currently un-designated throughout the conservation area. These may be thought of as non-designated heritage assets in national planning policy terms.

Some buildings and landscaping may have suffered from unsympathetic alteration but could be restored to their original appearance relatively easily through appropriate guidance and repairs.

#### 3.1.4 Opportunities for enhancement

Some elements of a conservation area may be out of character due to their scale, use of materials or the way they relate to neighbouring buildings, while some significant individual buildings or groups may suffer from long term neglect or appropriate



sustainable use.

These are often described as detractors but can also be identified as opportunities for enhancement for improvement. These are identified as such within the appraisal mapping.

### 3.2 Heritage at Risk

Every year Historic England updates the [Heritage at Risk Register](#). The result is a dynamic picture of the designated sites (listed buildings, scheduled ancient monuments, conservation areas etc.) most at risk and in need of safeguarding for the future.

Each Local Authority is given the opportunity by Historic England to annually up-date information on existing entries and propose assessment for additions.

An entry on the register can highlight the need for specific interventions such as:

- Site specific design briefs.
- Evidence to support future funding.
- A potential enforcement strategy: Urgent Works Notice/ Compulsory Purchase Order supported by a potential sustainable use/ development strategy, on vacant (or vacant parts of a listed building where works are urgently necessary for its preservation.

#### 3.2.1 Ramsgate Entries on the National Register

- Church of St Augustine of England, St Augustine's Road, Ramsgate
- The Clock House, Royal Harbour, Ramsgate

### 3.3 Local Designation

Set out in the NPPF there is an opportunity for Local Designation of Heritage Assets through the assessment and adoption of a Local List of Adopted Heritage Assets.

#### 3.3.1 Local List of Designated Heritage Assets

Local lists play an essential role in building and reinforcing a sense of local character and distinctiveness in the historic environment. Local lists can be used to identify significant local heritage assets to support the development of Local Plans.

Encouraging the use of local lists strengthens the role of local heritage assets as a material consideration in the planning process.

Historic England provide guidance on the development of a Local List through [Local Listing Advice Note 7 \(2nd Edition\)](#).

Entries on an adopted Local List of Designated Heritage Assets within the conservation area have the potential to be underpinned by an Article 4 Direction (see Section 6.0) to add an additional layer of management to help safeguard their future.

#### 3.3.2 Local Green Space

Local Green Spaces can be designated by communities through the neighbourhood planning processes.

Once designated, a Local Green Space will be afforded the same protection as Green Belts and new development will not be permitted other than in special circumstances. TDC has currently designated 19 Local Green Spaces through the Local Plan process and supported them through *Policy SP33 - Local Green Space*.

The NPPF sets out the circumstances under which Local Green Spaces can be designated:

- In reasonably close proximity to the community, it serves.
- Demonstrably special to a local community and holds a particular local significance.
- Local in character and is not an extensive tract of land.

### 3.4 Current Situation within the Ramsgate Conservation Area

Currently, Ramsgate Conservation Area, as part of Thanet District, has:

- No adopted Local List of Designated Heritage Assets.
- No Local Green Space.
- No publicly available list of non-designated heritage assets.

### 3.5 Recommendations

#### 3.5.1 Heritage at Risk

- Improved awareness of the available national and local guidance highlighted on all the relevant sections of the TDC website
- TDC supported by Local Plan Policy continue to work collaborative to find innovative ways of improving the condition and promoting the sustainable use of these significant sites to warrant removal from the national register.
- Explore the potential use of Local Development Orders as a means of streamlining the planning process. This form of prior consent designed to give confidence and flexibility to the development sector in taking on difficult sites. LDOs can teamed with a Local Listed Building Consent Order (LLBCO) to give prior consent for the conversion of complex historic buildings into a variety of uses.
- Explore the potential for Urgent Works Notices underpinned by potential Compulsory Purchase Orders on vacant (or vacant parts) of listed buildings.
- Using the information provided by the appraisal supported by an additional photographic audit explore the potential for inclusion of relevant properties on the national register and put forward to Historic England for assessment.
- Using the information provided by the appraisal explore and promote the creation of a Local Heritage at Risk register including locally significant buildings, structures, and open space

#### 3.5.2 Local designation

- Using the information from the appraisal / positive contributors and an additional

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photographic audit explore and promote the production of a publicly available list of Non-designated heritage assets including assessment criteria.

- Using the information from the appraisal and an additional photographic audit explore and promote the production of:
  - Local List of Designated Heritage Assets including assessment criteria.
  - Explore potential of relevant open space to be included on the current Thanet List of Local Green Spaces
  
- Additional GIS data to be available on the TDC website including:
  - Heritage at Risk, National and Local
  - Non-designated heritage assets
  - Potential Local List of Designated Heritage Assets

## 4.0 Design guidance

### 4.1 Introduction

This section introduces the purpose and sources of design advice relevant to the design of new development and existing retail units, shopfronts and signage in the conservation area.

### 4.2 Design of new development

Conservation area designation recognises the importance of the quality of the area *as a whole*. They are not created to stop future development; they are to help preserve and enhance the special features and ensure that new buildings, green spaces, and public realm fit in with the existing special character of the area.

There is a wealth of well-presented historic buildings and structures, both public and private, as well as pockets of sensitive re-use, conversion, and well-designed new development within the Ramsgate Conservation Area.

Successful, responsive new development within conservation areas can either sympathetically incorporate period style designs, or may have a more contemporary design with cues and references to its context. In either case, the key is achieving design of the highest quality that preserves and enhances the character and appearance of the conservation area.

However, through the Appraisal assessment process there is also strong evidence of issues relating to the built environment throughout (see Section 1.0 - Issues and Condition).

- Over-scaled new buildings and those lacking sympathetic contextual referencing within and just outside the boundary of the conservation area detract from the character and appearance of the area, especially those in views from key vantage points.
- Unsympathetic infill redevelopment, especially where it delivers poor quality materials/detailing, breaks up the uniform scale, rhythm and detail of terraces or nearby groups.
- Poor-quality and out-of-keeping alterations and additions, especially to roofs, attics, and front elevations to many un-designated historic houses; some of a poor design or out of character for the host building, and others which disrupt the unity of a roofscape, terrace or other grouping.
- **Volunteer assessor:** *The much later four-storey Cannon Gate Court flats (1990s?) at the corner of Addington Street is bland and unsympathetic in design...A single ornate balcony to the front at first floor is a vain incongruous add-on.*

As with all conservation area management strategies, a holistic approach to high quality design and execution is required, informed, and managed through:

- National and local policy.
- Specific guidance in the form of Supplementary Planning Documents (SPDs).
- Production and assessment of relevant high-quality evidence provided to support

applications.

- Strong evidence of the local distinctive context and current issues within the conservation area, such as the Conservation Area Appraisal provides.
- Peer review
- Key stakeholder involvement

### 4.2.1 National Policy and Guidance

The National Planning Policy Framework (NPPF) places great importance on good design, stating that pursuing sustainable development involves seeking positive improvements in the quality of the built, natural, and historic environment, as well as in people's quality of life.

Planning should seek to secure high quality design and a good standard of amenity for all existing and future occupants of land and buildings.

Permission should be refused for development of poor design that fails to take the opportunity to improve the character and quality of an area.

### 4.2.2 Local Policy and Guidance

The Thanet Local Plan (adopted in 2020) contains policies and guidance to help guide the design process within the conservation area.

#### **Policy SP35 - Quality Development**

*New development will be required to be of a high quality and inclusive design ...*

*Developers may be required to seek an independent Design Review for all major development proposals, and any proposals regardless of size in prominent locations or which are likely to have a significant visual impact.*

#### **Policy SP36 - Conservation and Enhancement of Thanet's Historic Environment**

*protecting the historic environment from inappropriate development, supporting development that is of high-quality design and supports sustainable development.*

*offering help, advice, and information about the historic environment by providing guidance to stakeholders, producing new guidance leaflets, reviewing existing guidance leaflets, and promoting events which make the historic environment accessible to all.*

#### **Policy HE02 - Development in Conservation Areas**

*Within conservation areas, development proposals which preserve or enhance the character or appearance of the area, and accord with other relevant policies of this Plan, will be permitted, provided that:*

*Proposals for New Buildings*

*1) They respond sympathetically to the historic settlement pattern, plot sizes and plot widths, open spaces, streetscape, trees, and landscape features*

*2) they respond sympathetically to their setting, context, and the wider townscape, including views into and out of conservation areas*



3) the proportions of features and design details should relate well to each other and to adjoining buildings

4) walls, gates, and fences are, as far as possible, of a kind traditionally used in the locality

5) conserve or enhance the significance of all heritage assets, their setting, and the wider townscape, including views into and out of conservation areas

6) demonstrate a clear understanding of the significance of heritage assets and of their wider context.

*Proposals for Extensions*

7) The character, scale and plan form of the original building are respected, and the extension is subordinate to it and does not dominate principal elevations,

8) Appropriate materials and detailing are proposed, and the extension would not result in the loss of features that contribute to the character or appearance of the conservation area.

New development which would detract from the immediate or wider landscape setting of any part of a conservation area will not be permitted.

**Policy HE03 - Heritage Assets**

*The Council supports the retention of local heritage assets, including buildings, structures, features and gardens of local interest. Local heritage assets will be identified in a local list as part of the Heritage Strategy. Proposals that affect both designated and non-designated heritage assets, will be assessed by reference to the scale of harm, both direct and indirect, or loss to, the significance of the heritage asset in accordance with the criteria in the National Planning Policy Framework.*

**Policy HE05 - Works to a Heritage Asset to Address Climate Change**

*Proposals to enhance the environmental performance of heritage assets will be supported where a sensitive and hierarchical approach to design and specification ensures that the significance of the asset is not compromised by inappropriate interventions. Any works should be undertaken based on a thorough understanding of the building's performance. [N.B. New guidance has been produced as part of the Ramsgate Conservation Area Appraisal process.]*

**Other Relevant Local Plan Policies**

*Policy SP11 – Ramsgate*

*Policy QD06 – Advertisements*

*Policy QD07 – Telecommunications*

*Policy SP26 - Landscape Character Areas*

*Policy E03 - Digital Infrastructure*

### *Policy E04 - Primary and Secondary Frontages*

#### 4.2.3 High Quality Advice - The Role of Development Management

Thanet District Council will advise and exercise its powers through the planning system to ensure that such changes preserve or enhance the character and appearance of the conservation area.

Through the Development Management process regard is to be given to ensuring all proposed interventions demonstrate a clear and informed understanding of the wider context and special character of the conservation area.

The council offers a pre-application advice service, help regarding a specific development proposal and also the type of information needed to support it. Whatever the scale of development proposed, pre-application advice adds value to the design quality of the scheme, helps give certainty and reduce delays by identifying any issues at an early stage.

#### 4.2.4 High Quality information - Design and Access Statement/ Heritage Statements

A Design and Access Statement is a report which accompanies applications for planning permission. It allows applicants to describe how the proposed development is suitable for the site and its surrounding setting/local character as well as stating how the design principles will be applied to achieve ensure a high-quality design. It can also include information in the form of a Heritage Statement to support applications for Listed Building Consent, although a separate Heritage Statement can give the opportunity for more detail.

A Heritage Statement is a written statement that includes a schedule of works to the listed building(s), an analysis of the significance of archaeology, history and character of the building/structure, the principles of and justification for the proposed works and their impact on the special character of the listed building or structure and its setting. Its impact upon the setting of adjacent listed buildings may be required.

These are important aids in the decision-making process, allowing for a greater understanding of the analysis behind a development, describing the significance of any heritage asset affected and the impact of the proposed development on this significance.

Guidance in the preparation of these is available:

- Historic England's [Statements of Heritage Significance: Analysing Significance in Heritage Assets](#) [Historic England Advice Note 12](#)
- The Design Council's [Design and Access Statements: How to write, read and use them](#)

### 4.2.5 The Importance of Design Guides

Design guides are helpful resources to aid decision making. To be effective they should be widely used and communicated.

#### **National Design Guide**

Produced in 2019 by the Ministry of Housing Communities and Local Government, the [National Design Guide](#) illustrates how well-designed places that are beautiful, enduring, and successful can be achieved in practice.

#### **Kent Design Guide**

The [Kent Design Guide \(KCC\)](#) was adopted as a Supplementary Planning Document by Thanet District Council on 14th December 2006 and forms part of the Development Plan for Thanet.

#### **Local design guides**

These set out the general design principles and expectations for development proposals in the area and are produced by the local planning authority and/or neighbourhood planning groups. They are vital to communicate the local design requirements and are stated by the National Planning Policy Framework as a necessary visual tool. They should be informed by the 10 important characteristics of good places stated within the National Design Guide and are most effective when used alongside additional relevant design tools.

The Council have Supplementary Planning Documents (SPDs) in place which provide more detailed advice on design in the area.

- Shopfront design 2002
- Shopfront security shutters 2002
- Conversion of shops to residential accommodation 2002

### 4.2.6 The importance of peer review

#### **Design Review**

Good design can help improve and enhance areas by ensuring high quality developments, encourage regeneration and can help reduce the opportunities for and the fear of crime. The NPPF re-iterates and reinforces the role of Design Review in ensuring high standards of design. Design Review is an independent and impartial evaluation process in which a panel of experts on the built environment assesses the design of a proposal.

A design review is recommended for developments in significant locations such as prominent seafront locations.

- The South East Regional Design Panel, (Design South East) can be contacted at [Kent Architecture Centre](#)
- National Design Review 69 with the CABE team at the [Design Council](#).

#### **Heritage Champion**

A Heritage Champion is normally a local councillor who has been nominated by their authority to:

- Promote heritage within the local authority, generating enthusiasm for and awareness of the importance of the local historic environment.
- Help ensure that commitment to the proper care of the historic environment is embedded in all relevant activities and plans of the local authority; for example, helping to ensure good quality planning decisions are made.

### **Community Involvement**

It is important to include key stakeholders throughout the process of evolution of the conservation area. This can be achieved through a variety of tools to secure strong community led decision making to aid high quality design, such as:

- community design workshops
- charettes
- conservation area advisory groups/or similar
- local community design awards

The key stakeholder groups can include:

- Residents
- Amenity groups
- Council officers
- Councillors
- Businesses

### **4.2.7 Design principles to help guide new development**

In addition to national and local policy and guidance a series of design principles are recommended to support the development management process across the whole of (including adjacent to) the Ramsgate Conservation Area.

### **Character Area Objectives**

The special character and key features of each of the 13 character areas are detailed in each of the relevant sections of this document to direct the important areas of focus for improvement and enhancement. Objectives should be established by the design team to ensure the proposed development is in keeping with the special character of the character area and conservation area more widely.

### **Context and setting**

The area's distinctive topography and important views are fully recognised and used to inform change.

Each street should be considered as a whole entity and any changes should take account of their effect on the whole street and the wider conservation area.

Any new development must enhance the existing character and quality of the street, considering:

- Position and orientation of each building on its plot
- Established building lines
- Spaces between buildings

- Height and massing of each building
- Vertical divisions between each unit and within each elevation
- The roof, parapet, eaves, and window lines
- Size and proportions of the windows and doors and the spaces between them.

To help determine whether the impact of proposed development is harmful to the character and appearance of the conservation area, applicants should undertake an assessment of the likely impact of their proposals on the built character of the area, on important views and on open space. Historic England's [Historic Environment Good Practice Advice Note 3 \(2nd edition 2017\)](#) provides advice on assessing impacts of development on the setting of heritage assets.

### **Change of use**

Character is influenced by the spread of uses across the conservation area; retail frontages lend a feeling of animation and activity, whilst a higher concentration of residential use often leads to a quieter and more domestic atmosphere.

There are pressures for change of use both commercial and residential throughout the conservation area. Regard should be given to the effect on the balance of uses in the character area.

Regard should be given to the effect on the local distinctiveness that stems from the continuation of a variety of traditional activities associated within the character areas, such as:

- sail lofts on the harbour
- traditional shops on Harbour Street
- small industrial workshops to many of the backstreets
- institutional buildings and municipal buildings throughout the conservation area

### **Areas of Concern**

The formation of balconies, roof terraces or gardens provides valuable amenity and can have a positive effect. However, care should be given to locating terraces so that they are not unduly prominent within the roofscape.

Roof extensions, terraces and balconies have the potential to be detrimental to the character appearance of the conservation area where:

- They detract from the form and character of the existing building
- The property forms part of a group or terrace with a unified, designed roofscape or relevant elevation
- The roof or relevant elevation is prominent in the townscape or in long views.

Varied design of roofs in the conservation area requires proposals to be assessed on an individual basis, taking account of the:

- Design of the building
- Nature of the roof type
- Adjoining properties



- The overall streetscape

### 4.3 Recommendations

- Improved awareness of the available national and local guidance to be highlighted on all the relevant sections of the TDC website, including:
  - The role of pre-application advice
  - Design and Access Statements
  - Heritage Statements
  - Design Review
  - List of Local Key Stakeholders focussed on design
- Current Design SPDs are reviewed, and any updates required undertaken. These include:
  - Shopfront design (2002)
  - Shopfront security shutters (2002)
  - Conversion of shops to residential accommodation (2002)
- Explore the preparation of specific Thanet Design Guidance to be adopted as SPD for new development and alterations in conservation areas, to include:
  - New buildings
  - Change of use
  - Extensions including roof extensions and roof terraces
  - Materials
  - External lighting
  - Windows and doors
  - Balconies
  - Roofscape
  - Chimneys
  - Bird protection
  - Boundary treatments
  - Aerials and satellite dishes
  - Improving thermal efficiency
- Explore the preparation of site-specific design guidance including change of use for opportunities for enhancement identified in the Character Appraisal to be adopted through the Neighbourhood Planning process or as SPD.
- Explore the preparation of guidance on improved security/ hoarding for development sites including potential for enhancement for adoption as SPD or through the neighbourhood planning process.
- Explore and produce a strategy for early community led decision making/charettes to form part of the development management process for significant sites within the conservation area.
- Explore and encourage the opportunity for a Heritage Champion and a Design Champion within TDC.

- Explore the production of guidance to improve and support design discussions between applicants, designers, planning officers, councillors, and communities by outlining design solutions and best practice.



***Roof extension and balcony***



***Unresponsive to locally distinctive historic context***

#### 4.4 Design of shops, shopfronts and signage

High quality shops and shopfront design set within a cohesive streetscape can have a huge impact on the retail and visitor experience, especially at a time where the role of the traditional high street is changing. It can:

- Celebrate local distinctiveness
- Support local retailers and regenerate poorly performing areas, encouraging future investment
- Create quality environments that people want to visit and stay, and that residents are proud of.

Various historic shops and shopfronts including many statutory listed throughout the conservation area; including Addington Street, Harbour Street, Chatham Street, the High Street and Queen Street have been successfully restored. Some are sensitively converted to residential; especially when retaining an active “shop window” such as in Addington Street. All add to the significant local character and appearance of the conservation area.

However poor-quality infill retail development where historic fabric has been lost, insensitively designed later shopfronts, inappropriate advertising /signage, and overly dominant security measures are negative factors.

When coupled with loss of historic features, poor maintenance / repairs/ colour schemes and significant areas of vacancy they present an image which significantly detracts from the character and appearance of their buildings, significant designated heritage assets and wider area (see Section 1.0 Issues and Condition).

Contemporary shopfronts and retail infill within the character area are very mixed. Many of them are of poor quality in terms of design, materials, scale, colour palette failing to relate to the historic context.

##### **Areas of concern**

- Historic Commercial Core
- Upper King Street
- Upper High Street
- Chatham Street

#### 4.4.1 Design and management principles to guide changes to retail premises

In addition to national and local policy and guidance a series of design principles for historic and contemporary shops, shopfronts and signage are recommended to support the development management process across the whole of (including adjacent to) the Ramsgate Conservation Area.

##### **Character Area Objectives**

The special character and key features of each of the 13 character areas are detailed in each of the relevant sections of this document to direct the important areas of focus for improvement and enhancement. Objectives should be established by the design

team to ensure the proposed development is in keeping with the special character of the character area and conservation area more widely.

Shopfronts of merit highlighted within the Character Appraisal as positive contributors should be retained or sensitively adapted; their loss should be strongly resisted.

Proposals for new shopfronts or alterations to existing shopfronts will be expected to preserve or enhance the historic character of the area and significance of buildings through:

- high quality design including contemporary
- respecting the proportions, plot width, rhythm, building line
- appropriate, high quality materials
- responding to the prevailing context including the architectural form of any nearby shopfronts of merit.

### **Historic fabric including statutory listed buildings and non-designated heritage assets**

Shopfront alterations should retain and enhance the original architectural features of a building rather than hide or detract from them.

- Historic architectural features should be restored or repaired rather than replaced.
- There are many opportunities to restore and revitalise historic buildings or reinstate architectural features such as chimneys.
- Materials and features characteristic of the conservation area should be retained and kept in good repair or replaced like-for-like when there is no alternative.
- Brickwork and stone should not be painted, rendered or clad unless this was their original treatment.
- Knapped or unknapped flint walling should be appropriately repaired.

### **Other considerations**

Shopfronts and signage including potential for illumination should respect the character of the host building in scale and design.

Residential conversions of shops should seek to retain original shopfront features and some form of *activity* where these are of historic interest and/ or contribute to the character of the area

Blinds and awnings should be carefully considered as an integral element of a shop front design:

- Retracting blinds into a recessed box are preferential, the colour complementing the character of the surroundings and the building.
- Existing historic blinds are encouraged to be retained and wherever possible brought back into working order.

There is an opportunity for night-time enhancement for historic shops through subtle lighting schemes that provide focussed 'accent' lighting and light washes to highlight and emphasise architectural features.

#### 4.5 Recommendations

- In partnership with the community undertake a simple photographic shop and shopfront audit highlighting:
  - Examples of features of note that should be retained.
    - Shopfronts of merit
    - Ghost advertisement signs
    - External plaques
    - Decorative features etched glass, signwriting, tiling, historic lighting
  - Areas of concern
    - Present use
    - Vacancy including potential for above shop use
    - Disrepair
    - Inappropriate security/lighting
    - Overly dominant colour scheme
  
- Improved awareness of the available national and local guidance highlighted on all the relevant sections of the TDC website.
  
- Prepare guidance on contemporary shopfront design.
  
- Updates and new guidance to include:
  - General maintenance/repairs including the potential requirement for Listed Building Consent for statutory listed structures
  - Management/siting of modern additions, security alarms, external wiring
  - Advertising/signage including temporary signage, street-cafe screens, and A-Boards retention of historic, such as ghost signs
  - Illumination, including opportunities to enhance and night-time economy
  - Suggested colour palette
  - Blinds and awnings
  - Innovative waste management for above shop conversion to residential
  - The implications of designation, statutory listing, conservation areas etc.
  - Security measures including temporary hoarding and the potential for enhancement
  - Improved access for all
  - How to minimise the visual impact of modern additions, flues extractors etc.
  - The role of Development Management, especially pre-application advice, Building Regulations and Environmental Services.





*Ghost signs*



*Residential conversion retaining active shopfront*



*Temporary hoarding*

## 5.0 Enforcement

### 5.1 Introduction

The effective operation of the planning system depends on the ability to ensure that development is carried out in accordance with planning permission and to enforce against development carried out without.

Enforcement by any Local Authority is discretionary and not a duty. The Council will always seek to inform and persuade owners to restore and put right any offending works.

When used appropriately, Planning Enforcement and other relevant forms of enforcement can help minimise negative impact of a variety of issues highlighted within the Ramsgate conservation area, taking enforcement action to achieve this aim where there is a demonstrable public interest. This includes remedying:

- planning breaches
- unauthorised adverts
- removal of /or inappropriate replacement of boundary treatment
- unsecure sites
- untidy land/properties

### 5.2 Planning Enforcement Procedure

Thanet District Council pays special attention to preserving or enhancing the special qualities of the conservation area, through adopted Planning enforcement procedure, setting out how it will respond to planning enforcement complaints. It can be downloaded from the Council's website: [Planning Enforcement](#)

TDC places a **high priority** on:

- Breaches that affect the significant character and appearance of the conservation area
- Cause significant irreparable damage to Listed Buildings,
- Harm to specially protected areas including conservation areas,
- Other visually prominent development and protected trees.

The Council uses its powers under Sections 48, 71 and 76 of the Planning (Listed Buildings and Conservation Areas) Act 1990, as necessary, to secure the repair of listed and unlisted buildings in the conservation area.

Where appropriate, it will also use its powers under S215 of the Town & Country Planning Act 1990 to address properties whose condition adversely affects the amenity of a neighbourhood.

TDC has had considerable success over several years in using enforcement to underpin complex Heritage at Risk issues as well as improving public amenity by addressing poorly maintained sites.

### 5.3 Other Relevant Forms of Enforcement

In addition to Planning Enforcement, other sections of the Local Authority and external parties such as Kent County Council and on occasion the police through their relevant strategies and statutory powers are essential for the successful management of the conservation area; successfully tackling issues which often relate to the general appearance and enjoyment of the street scene.

#### 5.3.1 Environmental Services

Environmental Services tackle issues such as:

- Fly-tipping
- Littering
- Graffiti
- Noise pollution
- Air quality

#### 5.3.2 Building Control

Building Control tackles issues such as:

- Building regulations infringements
- Dangerous structures
- Unsecure sites

#### 5.3.3 Kent Highways

Kent Highways tackle issues such as:

- Dangerous structures where affecting the highway
- Obstructions on highways/ pavements such as A-Boards

#### 5.3.4 Police

Kent Constabulary tackle issues such as:

- Heritage theft (Historic England offers guidance and advice on [unauthorised works and heritage crime.](#))

### 5.4 Recommendations

- Improved awareness of the holistic approach available within all areas of enforcement to underpin the management of the Conservation Area through additional input into existing TDC website to signpost to each relevant team or authority and promote existing and future guidance.
- Regular monitoring of changes in the appearance and condition of a conservation area allows prompt action to be taken to deal with problems as they arise; the production of simple dated photographic record of the area will help with any later enforcement action.
- It is advisable for TDC to continue to use their statutory powers for listed buildings and include unlisted buildings that contribute positively to the special interest of a conservation area that are falling into decay and where use of the powers would



be a positive step. Guidance for this process of managing neglect and enforcement is available in Historic England's [Stopping the Rot](#).

- Explore the production of an Enforcement and Remediation Strategy in the conservation area giving priorities for intended action to:
  - Heritage at Risk
  - Unlisted positive contributors/ candidates on emerging Local List of Designated Heritage Assets
  - Assess current condition
  - Secure repairs or a sustainable appropriate use
  - Assess the potential for sites which may benefit from more complex strategies such as Compulsory Purchase Orders
- Involve the community:
  - Create improved awareness of the role of all the elements of Enforcement relating to the management of the conservation area, through improved TDC website and highlighting any opportunities to report change.
  - Explore the potential for a joint photographic audit of streetscape and buildings within the conservation area to support Enforcement and remediation strategy.



**Graffiti**



## 6.0 Additional Development Management Controls

### 6.1 Introduction

Changes to shop fronts and commercial premises often occur when a new business has a corporate style or wants to make their business distinctive. The colour, finish or cladding of the shop front can be changed and new signage installed potentially without requiring planning permission or Advertisement Consent.

Under the deemed consent provisions of the Advertisement Regulations, commercial and retail premises with a shop window can display non-illuminated facias and projecting signs, subject to meeting certain criteria.

The conversion of upper floors of shops to residential is General Permitted Development. It provides little opportunity for guidance through the usual planning application and design process including guidance on dealing with household waste (see Section 6.0 - Article 4 Directions and 1.0 Issues and Condition).

### 6.2 Role of Enforcement

This is a holistic process involving a variety of departments both internally and externally (highlighted within Section 4.0 - Enforcement). It is advisable that where possible the appropriate action is taken to secure the removal of unauthorised advertisements and signage.

However, there are several commercial premises that have garish and poorly designed shopfronts as well as intrusive fascia, hanging signs and canopies. A number of these changes may be longstanding and may have acquired immunity from enforcement action.

It is recommended to undertake a photographic audit of existing Shopfronts and Advertising including temporary signage to help manage potential unauthorised works or dilapidation for the future.

### 6.3 Recommendations

To aid the management of specific areas:

- Explore whether restricting deemed consent, establishing an Area of Advertising and Shopfront Control would be helpful, which further reduces the 'deemed' consent provisions for fascia and hanging signs, including the size of lettering.
- Explore if specific Article 4s relating to change of use would be of value.
- Improved awareness of the available national and local guidance highlighted on all the relevant sections of the TDC website.



*Waste management issues*



*High levels of poorly detailed signage*



*High levels of poorly detailed signage*

## 7.0 Article 4 directions

### 7.1 Introduction

Section 14: Heritage of the Thanet District Council Adopted Local Plan (2020) states:

*Conservation areas are designated by the Council where there is a valued distinctive character which the Council considers deserve special protection. Key elements of a conservation area include the architectural design or historic interest of buildings; the materials, colour, and texture.*

Certain minor works and alterations to unlisted buildings in conservation areas such as domestic alterations and extensions to a single dwelling house can normally be carried out without planning permission under the provisions of the Town and Country Planning (General Permitted Development) (England) Order (GPDO).

Article 4 of the GPDO gives local planning authorities the power to limit these 'permitted development rights' if they believe that specific planning problems exist in an area, i.e., alterations to houses or their setting that harm the character of a conservation area.

It does not mean that the development will not be permitted but by bringing certain types of development back under the control of a local planning authority proposals can be considered on a case-by-case basis through a planning application (for which there is no fee)

Some generic issues highlighted within the Ramsgate Conservation Area provide evidence and identify the need for additional controls, particularly Article 4 directions:

- Heavy traffic / potential for additional sound pollution
  - **Volunteer assessor:** *Planes flying into the main London airports can drown out conversation in the central garden. Much, much worse when the former airport at Manston was in use.*
- A relatively low economic base resulting in vacancy and disrepair of buildings
- Loss of architectural detailing and inappropriate replacement

The Directions mean that planning permission is required for such minor developments as:

- New porches
- Replacement windows and doors
- Replacement roof coverings
- Cladding
- Painting of the exterior of a building
- Boundary treatments

### 7.2 Where do they apply?

They usually only apply to single dwelling houses. Stricter planning controls are already in place for flats and other types of building; although they could be applied to limit permitted development rights for certain change of use such as above shop accommodation.

Most directions relate to the facades of buildings that face onto a street, public footpath, or open space. Sometimes they can cover extensions and alterations at the rear of a building or back garden.

Current Article 4 Directions in the conservation area can be found on [thanet.gov.uk](http://thanet.gov.uk) - [Conservation areas locations information](#).

### 7.3 Advantages

Article 4 Directions in Ramsgate are used to protect the character of a conservation area or the visual amenities of other areas:

- They help prevent further erosion of the area's special interest and support its potential capacity for beneficial change.
- They can also be used to add an additional layer of management to properties designated through an adopted Local List of Designated Heritage Assets within Conservation Areas.
- Article 4 Directions can also be put in place to restrict permitted development for some areas of change of use such as above shop to residential.

### 7.4 Recommendations

- Production of new GIS layer to show position of current Article 4 Directions in the district.
- Produce a dated photographic record of the properties currently affected for the purposes of tracking any change and aid regular monitoring for compliance and appropriate enforcement.
- Preparation of guidance for homeowners on how the present Article 4 directions affect them with advice on appropriate repair and alteration.
- Using information gathered in the Appraisal, identify areas and including positive contributors where removal of permitted development rights would prevent the loss of characteristic architectural detailing or gradual erosion of the character and appearance of the conservation area through inappropriate development, such as replacement, doors, windows, cladding, loss of boundary treatment and painting.
- Explore the introduction of Article 4 directions to manage certain areas of change of use such as above shop accommodation to residential in specific target areas such as Harbour Street.



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- Explore the introduction of Article 4 directions to support properties included to the potential emerging Local List of Designated Heritage Assets.



*uPVC windows and door*

## 8.0 Managing Vacancy

### 8.1 Introduction

It is important to ensure that any historic buildings that fall into disrepair or sites that are abandoned are identified early so that the Council can work with the owners to find appropriate solutions. Where vacant, the Council should work with owners to bring the building or site into a viable and sustainable use. The Council and the owner have the main responsibility, but it is often helpful that the community also report matters of concern.

Economic challenges in the town have meant that some sites have laid empty for many years whilst in other locations workshops and shop-units are vacant and often stand out in their dilapidated, unsecure, and boarded-up state; a strongly negative impact on the character and appearance of the street-scene and the wider conservation area.

**Volunteer assessor:** *There are a...number of empty and overgrown plots, the largest and most significant is to the rear of the Granville.*

#### 8.1.1 Vacant Homes, Shops, Commercial Buildings, Workshops, Public Buildings and Institutions

Vacant homes, shops, commercial buildings, light industrial works, public buildings and institutions commonly pose the following issues:

- Unsightly, untidy, empty shopfronts and front areas.
- Dilapidation of the building, shopfront or signage.
- Graffiti.
- Variety of unsightly security measures including temporary hoarding.
- Lack of evidence of ownership or future use.
- Little evidence of erstwhile use.
- Above shop vacancy.

#### 8.1.2 Vacant Sites

Vacant sites often pose the following issues:

- Unsightly land encouraging fly-tipping.
- Unsightly, dilapidated, unsecure boundary treatment.
- Graffiti.
- Lack of evidence of ownership or future use.
- Little evidence of erstwhile use.

### 8.2 Recommendations

- Improved awareness of the available national and local guidance highlighted on all the relevant sections of the TDC website.
- Make Historic England guidance available through the current TDC web pages.

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- Monitor and review. Prepare a photographic audit (supported by GIS) of vacant commercial properties, shops, and sites in each of the character areas to be shared with relevant TDC departments to aid future management including funding bids.
- TDC will continue to work collaboratively to find innovative ways of improving the condition and promoting the sustainable use of these significant elements within the conservation area.
- It may consider exploring the potential extension of the successful TDC Empty Properties initiative focussed on residential to include vacant commercial/retail properties and sites, dependent on the Council's Empty Homes programme continuing.
- Explore the preparation of guidance on improved security/ hoarding including potential for enhancement for adoption as SPD or through the neighbourhood planning process.
- Explore the preparation of a time specific Vacancy Management Action plan to target resources to specific areas such as Harbour Street to bring forward:
  - Suitable erstwhile use
  - Temporary/ long term enhancement
  - Additional Development Management controls, Article 4s etc
  - Sustainable future use
  - Potential to engage with the community to explore alternative use, flexible office space (work-hubs) that can be hired to support home working, serviced or self-catering tourist accommodation.
- Linked to the above, the Vacancy Management Action Plan would include a spreadsheet on TDC's public website of empty shops with location and contact details.
- Explore the potential for TDC to provide officer support to community-led funding applications for refurbishing and letting vacant shops.
- Explore the potential to produce guidance relating to the sustainable use or sensitive conversion of workshops, public buildings, institutions etc. with the potential to be adopted through SPD or the neighbourhood planning process.
- Explore the potential to produce site-specific design briefs for more complex sites highlighted within the appraisal.
- The Council should carefully monitor the ratio of short let (usually holiday) properties and longer-term or permanent residences to ensure the vibrancy of the town does not become heavily seasonal.



***Land to the rear of the former Granville Hotel***



***Unightly hoarding***

## 9.0 Public Realm

### 9.1 Introduction

Historic England's [Places Strategy](#) states:

*Place making brings together diverse interests to improve a community's economic, social, and environmental wellbeing.*

Public realm has a key role in place making. It can encourage [wellbeing](#) and healthy living for residents and visitors, a pleasant route which encourages walking, a space where games and sports can be played or an area of seating where people can unwind.

Good public realm is essential to balance the requirements of traffic, volume, flow, connectivity, visual amenity, people, and activities. Detailed designs of public realm have the opportunity for enhancement, can reflect local materials, in terms of colour and texture, workmanship methods as well as opportunities for public art, imagery, or innovative wayfinding.

It includes memorable places, often something specific to the location, such as a view across the harbour or a unique building in a well-maintained setting. They could also be informed by the activities that take place, areas of seating to rest and relax or an opportunity to eat.

Streets are integral. They support the movement of vehicles, cycles, people on foot, those with disabilities and children, and all their differing requirements by day and by night. They are also a place, creating interest through a high-quality setting for historic buildings, where people linger, looking at shops and street markets.

Key features of good public realm include:

- Streets that are a pleasant place to be.
- Public spaces along the street.
- Good signage, landmarks, and sightlines.
- Smooth, clean, well-drained surfaces.
- Footways wide enough to accommodate all users.
- Dropped kerbs.
- Appropriate use of tactile paving and colour contrast.
- High-quality materials.
- High standards of maintenance.
- Potential obstructions placed out of the way.
- Good crossing points.
- Traffic volumes that are well-managed.
- Good lighting.
- Sense of security.
- No graffiti or litter.
- No signs of anti-social behaviour.



## 9.2 Considerations

### 9.2.1 Traffic

#### **Crossing provisions**

Helping people to cross the road safely and in comfort is a fundamental requirement of public realm; places to be skilfully designed and managed should be mindful of the preferences of local people.

#### **Traffic Calming**

Safer traffic speeds can be achieved by either legally enforced speed limits and/or traffic calming techniques. There are ways to adjust the nature of the road to help drivers take more care and drive safely. Bollards and road humps can be unsightly traffic calming techniques – alternative techniques can include landscaping or lighting that fits seamlessly into the street scene providing additional opportunities for enhancement.

**Volunteer assessor:** *St Augustine's Road is dominated by the traffic flow which considering it has two of the most prominent heritage buildings in the area situated on it, seems wildly insensitive to their importance (as well as their use.)*

**Volunteer assessor:** *Westcliff Road As a pedestrian the overall feeling is claustrophobic, of being hemmed in, due to the space given over to the road, the consequential narrowness of pavements in relation to the height of buildings and the limited front garden space. It has constant traffic throughout the day, including large HGVs delivering to shops in the town centre and can attract fast moving cars during the evenings and weekends. There are no traffic calming measures. This has inevitably had an impact on the tranquillity and gentility of West Cliff Road.*

### 9.2.2 Street clutter

Ramsgate has an amount of street clutter throughout:

- Waste receptacles, domestic and commercial.
- Signage; unnecessary, defaced or temporary.
- Redundant street lighting columns.
- Service boxes.
- Pedestrian railings.
- Umbrellas and café screens (in some locations these can be considered to add to the identity and vitality of the area, but there are several locations where they over-dominate the frontage and are visually distracting.)

**Volunteer assessor:** *Townley Street: There are some hideous bollards outside the new-build infill.*

### 9.2.3 Waste

The high density of the conservation area, together with development pressure, the number of businesses, a growing number of flats and the lack of off-street space, has resulted in difficulties for the storage of waste and refuse receptacles out of sight. This has resulted in a proliferation of domestic and commercial bins being left on the street, often overflowing and sometimes causing obstruction.

Reducing the amount of waste being accumulated for standard collection could be obtained through the provision of on-site waste management and encouragement of zero waste initiatives.

It can also be reduced by arranging for equipment that would normally be positioned on pavements, to be located under the ground. In addition to reducing visual clutter, it can free up areas of valuable pavement.

**Volunteer assessor:** *[The area] can be blighted by poor waste management: uncollected litter, with seagull proof bags left hanging all week on railings.*

### 9.2.4 Signage

As an issue throughout the conservation area, removal of redundant, unauthorised, defaced, or superfluous signage is encouraged.

Enhancement could be gained through maintenance and the various historic signs such as advertising ghost signs and cast-iron street plates and directional signs within the conservation area. In some cases, an appropriate re-siting to ensure that views of the signs are not blocked or obstructed should be considered.

### 9.2.5 Surfaces and surface protection

Safe, clean, comfortable pavements and shared surfaces encourage people to walk and enjoy the experience. Broken paving slabs can be unsightly trip hazards, collect litter and promote the feel of neglect, a common issue throughout the conservation area.

To protect paving slabs from vehicle loading, there is often a temptation to install bollards to prevent vehicle overrun. Apart from the visual clutter this can create, bollards reduce the width of a pavement available to pedestrians and present an additional obstruction. They are also likely to be damaged and therefore increase maintenance.

Less intrusive management can be provided by a service or delivery pad in the footway. This allows use of the footway by pedestrians at most times, yet it is strong enough for delivery and emergency vehicles. This is preferable to a lay-by as it is generally regarded as part of the footway rather than the vehicle area - except when it is needed by vehicles.

**Volunteer assessor:** *James Street, Hertford Place & Addington Place – Varies, some areas have no pavement and some areas are in very bad condition...Priory Road – All black tarmac in good condition despite not being heritage.*

### High Quality Materials

The use of high-quality paving materials, together with the layout and jointing detail, are key elements of the overall surface appearance.

In key zones an adopted palette of materials (through discussion with KCC regarding future maintenance implications) could be used as part of a considered approach to the location and the heritage context, consistency in the use of surface materials in individual streets and at junctions. The adoption of a strategic palette can:

- Maintain local distinctiveness where established.
- Unify the public realm without enforcing uniformity; being flexible in circumstances where the general range of techniques are not fit-for purpose.
- Reduce clutter including surface markings.
- Inform design decisions such as reducing the coursing module in smaller scale streets.
- Clearly communicate high standards for the public realm.

### **Maintaining Surface finishes and reducing visual clutter**

Good surface finishes are marred if excessive painted markings are added; the provisions in the Highway Regulations and advice in Manual for Streets can help reduce markings to the practical minimum, such as:

- Adopting 50 mm primrose markings used for parking and waiting restrictions as a norm.
- Subtle surfacing and area-based restrictions that are marked at the entry and apply to all bays.
- Adopting tactile warning strips in the same colour as the surrounding material in a band parallel to the kerb.

### **Existing Historic Features**

There are pockets of historic details such as granite kerbs, pavers and setts, cast iron drainage covers and coal chute covers highlighted throughout the appraisal, there is potential for these to be retained and in some cases re-instated as part of the paving scheme.

### **9.2.6 Trees**

Although there are some exceptions within specific character areas there are generally few street trees within the public realm, and often due to the narrowness or location of underground services. There may be limited opportunity for more on-street tree planting, some mature trees are sited within the private spaces but highly visible from the public viewpoint.

Where trees do exist, they make an important contribution to the character and appearance of the conservation area.

There is potential to increase the greening of the streetscape through public realm schemes and environmental improvements where streets offer the space to accommodate them, either planted directly into the ground or in suitably sized containers, planting in private land can be an alternative to awkward street locations as already

A positive drive to green the less attractive parts of the conservation area and achieve better practice is desirable.

### **9.2.7 Responsibility for on-going management and maintenance**

Public realm which suffers from poor maintenance, lack of co-ordination and care does little to foster wellbeing, human or economic. Existing management and maintenance systems within TDC should help to ensure that:

- Graffiti and fly-posters are removed.
- Bins are emptied.
- Benches, street lighting and surfaces, street pavements maintained.
- Anti-social behaviour addressed.

The right resources and funding allow public realm and open spaces that require upgrading or the provision of an element of redesign to be totally refurbished with new planting, paving, lighting and street furniture. Or they can simply be made more welcoming by improving maintenance, reducing street clutter, and creating better places for people to walk or linger. In either case the character and appearance of the conservation area is enhanced.

Maintaining the public realm and open space depends on public bodies (KCC and TDC) more than on the owners of private property.

### 9.3 Relevant guidance and strategies

#### 9.3.1 Historic England guidance

Historic England's guidance in [Streets for All](#) (latest edition 2018) gives guidance on public realm works.

#### 9.3.2 Thanet District Council Local Plan 2020

Key policies in the TDC Local Plan offering guidance and strategies relating to the public realm are:

- Policy SP27 - Green Infrastructure
- Policy SP36 - Conservation and Enhancement of Thanet's Historic Environment
- Policy SP38 - Healthy and Inclusive Communities
- Policy SP43 - Safe and Sustainable Travel

#### **Transport Strategy**

KCC and Thanet District Council are preparing a new Transport Strategy for the District. It includes proposals for new and improved roads and junctions; enhancements to bus and train services; and an expansion of the cycling/walking network. It aims to promote walking, cycling and use of public transport as well as improvements to the road network to facilitate sustainable choice and safe and convenient travel.

The emerging Transport Strategy identifies a range of issues to be addressed, and which may require traffic management-based solutions. Such issues include the need to address deficiencies in the highway network or junction capacity affecting efficient running of bus services, causing congestion, or affecting air quality and the need to improve connectivity and address barriers to walking and cycling.

### 9.4 Recommendations

- Improved awareness of the available national and local guidance highlighted on all the relevant sections of the TDC website.
- Public realm should be managed in a way that sustains their character and contribution to the conservation area. TDC and KCC will continue to pursue innovative methods of funding to achieve this (see Section 12 - Funding).

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- In partnership with KCC explore the production and adoption of a Public Realm strategy for the conservation area including the identification of specific sites for improvement including the reduction in antisocial behaviour, and the specification of outline proposals for their enhancement, to support future funding bids and aid the future management of the public realm within the conservation area. Where funding is restricted, a phased approach is important and ensuring that budgets for subsequent management and maintenance are in place.
- In partnership with KCC, explore the production and adoption of a Strategic Palette established to guide the nature of all intervention in the Ramsgate public realm, to include a strategy for an adopted sustainable strategic palette of surface materials supported by a zoning strategy (available on GIS) to highlight exceptional areas for enhanced conservation area paving expectation and including preferred surface signage palettes. A strategy and funding for future maintenance must be provided, key in terms of asset management.
- In many cases much of the assessment work can be organised and carried out within the community with the highway authority taking the role of enabler. Key advantages include the community is totally involved, and costs are contained.
- The Council in partnership with the local community carry out a series of simple photographic audits to gather relevant data to inform the Public Realm strategy or specific action plans relating to:
  - Reducing street clutter including redundant signage.
  - All existing signage including street name plates to inform a co-ordinated approach to signage.
  - Existing service provisions, to inform opportunities for innovative solutions, such as underground provisions service boxes, to waste management, electrical supply cabinets for street markets.
  - Highlighting maintenance issues such as surfaces and potential areas for improvement.
  - All existing street trees to inform opportunities for additional provision, plan the replacement of mature trees to maintain principal groups for the future and involve the community in the care of their street trees.
  - Identify significant trees in private ownership visible from the public viewpoint and provided evidence for potential additional Tree Preservation Orders.
  - Existing areas of uncontrolled parking or potential for parking enhancement schemes.
- Explore the production of Guidance for the Management of Waste within areas of constraint, with potential for additional underground recycling receptacles.
- Explore the production of an advertising and signage strategy for the conservation area which can be tailored to reflect the different character areas to some degree.



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- In partnership with KCC potential areas for additional survey to inform future management and potential for enhancement.
  - Traffic Flow audit (potential for improved provision of crossing, traffic calming or reduction of speed limit.)
  - Safety audit & monitoring including areas of anti-social 'rat run' events.



***Mature street trees***



***Multiple signage***



***Poor quality surfaces***

## 10.0 Open Space

### 10.1 Introduction

Ramsgate conservation area has a variety of public and private historic (and more recent) open spaces. The areas of tight historic urban grain are alleviated by the numerous historically significant planned squares, gardens and former courts often containing mature native trees. The sea creates a focus for the extensive cliff top walks punctuated by areas of planting, sculpture, water features and the innovative Pulhamite chimes.

### 10.2 Existing Open Space

- Parks/gardens: Albion Place Gardens
- Planned squares: Spencer Square, Vale Square, La Belle Alliance Square, Liverpool Lawn, Arklow Square
- Former Courts within the historic town core: now pleasant areas of hard landscaping and planting, and pétanque Albert Court, Charlotte Court
- Churchyards: St Georges, Christ Church, St Augustine
- Pulhamite Chine: East Cliff and Madeira Walk
- Harbour walls: Royal Harbour
- Cliff top promenades: Victoria Parade, Pulhamite West Cliff promenade
- Water features: Pulhamite Cascade Madeira Walk, Festival of Britain Fountain, Victoria Parade, Winterstoke Gardens fountain bowl
- Adopted children's play areas - La Belle Alliance Square, a planned containing a children's playground at the centre.
- Planned sports facilities: Tennis Courts Spencer Square,
- Pétanque Charlotte Court

These spaces provide opportunities for a wide variety of activities from simple contemplation to organised sport, to linger, eat, play, skate, walk and cycle.

They are also vital to help combat climate change providing opportunities for improved biodiversity and ecology improve health and quality of life and their visual significance contributes to the quality of the conservation area.

### 10.3 Significance

There is an opportunity for recognition of national significance of the quality of space and the items and structures which make them up as well through national assessment and designation. There is also potential for local assessment and designation Local Green Spaces and an adopted List of Locally Designated Heritage Assets (see Positive contributors and Opportunities)

#### 10.3.1 Existing Designations

- Madeira Walk Pulhamite and Cascade (Grade II listed)
- Albion Place Gardens (Grade II Registered Park and Garden)
- Winterstoke Gardens, Pulhamite and a series of planned structures, sun shelter, water bowl (Grade II listed)

- Pulhamite Chine/ East Cliff Stairs (Grade II listed)

### 10.4 Relevant Policy, Strategies and Guidance to aid the management of Public open space

Thanet District Council Local Plan 2020 Policy HE04 - Historic Parks and Gardens  
Proposals that affect historic parks and gardens will be assessed by reference to the scale of harm, both direct and indirect, or loss to and the significance of the park or garden.

Thanet District Council Open Space Strategy (2018) includes a more up to date assessment of the current provision of sports facilities and sets out the requirements for future provision.

Thanet District Council is also currently preparing a Tree Strategy which aims to increase tree cover and improve biodiversity in collaboration with a new Biodiversity Strategy, guided by the emerging KCC Tree Strategy and the England Tree Strategy.

Historic England's [Looking After Parks, Gardens and Landscapes](#) offers technical guidance on how to care for and manage historic parks, gardens, and landscapes.

Other sources of guidance include:

Historic England, [Designed Landscapes](#)

Historic England, [Registered Parks and Gardens](#)

Historic England, [Management of Historic Cemeteries](#)

Historic England, [How We Determine Whether a Historic Building or Site Should Be Protected](#)

### 10.5 General principles

- Protect all existing open spaces, natural and built heritage features and landscapes for their recreation, health, and quality of life value, and their contribution to the heritage and built and natural environment.
- Improve physical access to and between open spaces to maximise public access, ensure safe crossings, Equality Act compliance and more attractive walking routes.
- Seek to increase the amount of wildlife habitat and biodiversity within the town.
- Involve the community in the care of their street trees and designed landscapes and green spaces.

#### 10.5.1 Squares and Gardens

- Enhance the quality and attractiveness of squares and open spaces by ensuring that they are interesting, well maintained, renewed where necessary and provide tranquil, clean, and safe spaces including those providing play equipment.

- Moderate street tree planting in the environs to favour existing gardens/squares within the appropriate character areas of the conservation area
- Private planned squares/gardens work with the residents to encourage planting, planned replanting and tree management

### 10.5.2 Clifftop parades and chine

- Where appropriate seek to conserve or re-establish the designed landscape regime.
- Increase plant diversity, if appropriate, with more salt tolerant species and introduce environmentally sustainable management practices.
- Plan an on-going maintenance and management strategy of hard landscaping and structures which form part of the designed landscape.

### 10.5.3 Private open spaces

- In addition to the public spaces there are many private open spaces visible from the public realm. Some of these are particularly attractive and contribute to the special character of the conservation area in contributing to views such as:
  - The courtyard lawn of the Coastguard Cottages
  - Gardens to the rear of The Grange and other properties along St Augustine's Road when viewed from West Cliff Promenade
  - Gardens of East Court
  - Front areas of the properties on Vale Square
- Tree and planting initiatives to encourage sustainable amenity for the future should be explored.

### 10.5.4 Trees

- Plan the replacement of mature trees to maintain principal groups for the future.
- Refine the list of preferred species for street trees to best complement the character area and surrounding building types.
- Protect significant trees in private ownership by the appropriate use of Tree Preservation Orders and enforce breaches of control.
- (The TDC Planning department has created a [map of all the trees with tree protection orders within Thanet](#). This will greatly assist with the protection of special trees and will assist with future planning applications.

## 10.6 Recommendations

- Improved awareness of the available national and local guidance highlighted on all the relevant sections of the TDC website.



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- The responsibility for the management and maintenance of the public open space rests with Thanet District Council, with support from Climate Change, Biodiversity and the Parks and Open Spaces team responsible for ground's maintenance of the parks and designated open spaces in Thanet.
- Public open spaces should be managed in a way that sustains their character and contribution to the conservation area. TDC will continue to pursue innovative methods of funding to achieve this.
- Production of a simple map to show existing open space to help improve connectivity and use available, to be available to the community and visitors alike.
- Specific areas of intervention could include:
  - Arklow Square. Working in partnership with local residents explore a site-specific strategy for improved use. Several large, mature trees positively contribute to the special character of the conservation area are sited within however it would benefit from additional amenity.
  - Charlotte Court/ Albert Court. Working with the community/local residents explore a site-specific strategy support increased use of existing pentanque facilities, areas of relaxation and sensitive potential additional use, such as occasional café/market culture or events.
  - Land to the front of Royal Crescent. Working in partnership with local residents explore a site-specific strategy for sensitive improved use.
  - Victoria Parade. Working in partnership with local residents explore a site-specific strategy for improved use.
- Working in partnership with the community and local residents explore options for the long-term management and upkeep of Ramsgate's planned squares both public and private, including:
  - La Belle Alliance including play equipment.
  - Liverpool Lawn.
  - Vale Square.
  - Spencer Square.
- In partnership with the community instigate a series of photographic audits to inform open space strategy, tree planting plans and site-specific interventions, including:
  - Long term management of planned squares.
  - Identification of potential TPOs.
  - Preparing tree planting plans which include the number of trees that could be planted, the types of trees that would be suitable for the specific area.

### Areas of Concern

- **Pulhamite.** Building on work already achieved through the HAZ explore and introduce a time specific phased maintenance regime for Pulhamite including planting.
  - **Winterstoke Gardens.** This landscaped public garden and sun shelter has

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suffered from vandalism and the poor condition of some of the Pulhamite rock gardens is of concern. The site would benefit from sensitive refurbishment of the sun shelter, restoration of the Pulhamite rocks and repair of the disused pool over the shelter.

- **Pulhamite artificial rock formations, at Madeira Walk and Winterstoke Gardens.** The condition of this historic material is degraded in areas. The ongoing condition should be monitored and a plan for its restoration should be created.



*Winterstoke Gardens*



***Royal Crescent Gardens***



***Vale Square***

## 11.0 Lighting

### 11.1 Introduction

Well-designed holistic lighting is a key public realm and open space tool to improve the overall experience of the Ramsgate Conservation Area – especially the architectural quality of its buildings, the harbour including the water, cliff top parades and its streetscapes - during the hours of darkness.

This requires lighting to be examined in a holistic manner, recognising the complexity & diversity of the environment, and providing a balance between the following criteria:

- Ramsgate’s identity and that of the differing character areas.
- Opportunities to improve the image & impact of the conservation area including temporary events.
- Balance the needs commercial activity and opportunities to boost night-time economy.
- Improve safety and security without hampering surveillance such as CCTV.
- Promote sustainability / energy efficiency.
- Improve the physical condition / state of repair and asset management.

The impact of LED conversion to streetlights has highlighted the lack of, or lack of maintenance to ambient lighting enhancement schemes, giving an overly dominant highway impression to the street scene at night. Inappropriate (such as overly bright) luminaries can negatively affect the significance of historic lamp posts and the setting of nearby heritage assets.

There is little evidence of planned ambient lighting or maintenance of existing to key features, buildings, structures, landscaping, and public open space. This is a missed opportunity in terms of enhancement, improved wayfinding, support for night-time economy and reduction in anti-social behaviour.

Under-maintained, unsightly temporary public lighting also exists in places, especially within the town centre.

The removal of street lighting or lack of maintenance of broken lights can negatively impact the night-time experience of Ramsgate for visitors and residents, and can be a security and public safety issue.

**Volunteer assessor:** *Royal Road – Street lights out of keeping with its heritage despite being a period piece c.1970’s. Alternating lamp posts in three incompatible styles – heritage, metal overhang, high aggregate concrete posts with bowl fittings.*



### 11.2 Recommendations

- Improved awareness of the available national and local guidance highlighted on all the relevant sections of the TDC website.
- In residential areas there may be an opportunity to reinstate colour differences within the current LED white light scheme to give cooler colour temperature in green areas and warmer in the streets by tinting reflectors or enclosures as appropriate subject to sufficient resources and additional guidance from KCC. The Institution of Lighting Professionals' report on lighting for subsidiary roads is of help in considering schemes in residential areas.
- To inform maintenance issues, asset management and de-cluttering as well as a potential lighting strategy for the conservation area, working with the community explore and prepare an audit of existing lighting including colour ratio of luminaires within each character area. To include:
  - Historic lighting
  - Highway lighting
  - Ambient lighting within public open space including trees
  - Architectural lighting
  - Commercial lighting, shopfronts, cafes
  - Redundant columns
  - Potential areas for improvement
- Working in partnership with KCC explore the potential for a zoned lighting design strategy for the Ramsgate conservation area, taking consideration of:
  - using the most efficient light sources
  - using improved optics and lighting design to highlight:
    - principal gateways
    - define key streets by emphasising them together with others to improve wayfinding
    - strong landmark buildings
    - key structures
  - use of selected lighting units where these are appropriate to the character of the area or use identified within the appraisal.
  - Explore opportunities to develop sensitive site-specific lighting schemes such as harbourside, the clifftop promenades, significant landscaping, public art etc. This would provide a more sophisticated set of application guidance and extends it to situations managed by the council and its contractors where planning permission is not normally required.





***Historic lighting***



***Strong landmark building with opportunity for better lighting***

## 12.0 Parking

### 12.1 Introduction

Few properties within the conservation area have off-street parking. There are numerous pockets of private and municipal garages throughout although many appear underused, no longer fit for the dimensions of the modern car, and often used as storage.

Municipal car parks also appear underused by visitor and resident alike, either due to lack of wayfinding, sense of security for users or lack of incentives to use such as car charging points.

**Volunteer assessor:** The large beach car park at the end of Marina Road was for most of 20th century, a lido – the Ramsgate Marina Pool. It is pay and display and is not well used, even at the height of summer – it seems many visitors to the beach are happy to walk down to the beach from the free parking on the cliff top. Instead the car park attracts fly tipping and joyriding.

On-street parking, both controlled and un-controlled, is prevalent. It detracts from historic character of the streets, significant areas of public realm and important views in being visually intrusive. It places increased pressure on maintenance of footways; creates areas of obstruction or conflict over road crossing for pedestrians; and negatively affects the noise and air quality of many significant areas.

**Volunteer assessor:** *This is also a stretch of free parking, including that for coaches and lorries. It is the only section of cliff top highway between Ramsgate and Broadstairs that does not prohibit overnight parking. During the summer it is particularly densely parked with motorhomes, campervans, and caravans using the parking and grassed areas as camping pitches.*

### 12.2 Recommendations

- The Council will to continue to support the enforcement of controlled and uncontrolled parking.
- This could be supported by a potential community photographic audit of existing areas of uncontrolled parking or potential for parking enhancement schemes in liaison with the relevant public body; TDC, Kent Highways, Ramsgate Town Council.
- Explore and trial a zoned parking strategy for the Ramsgate Conservation Area to help reduce the impact of on street parking, which could include:
  - Re-direction of parking provision away from on-street at significant seafront locations such as Harbour Parade.
  - Potential redevelopment schemes of existing Council (and with negotiation private) garages to offer improved provision where appropriate more efficient layout and a design and materiality that is more in keeping with the special character of the conservation area and discourage the use of storage.

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- Potential to incentivise resident parking provision within existing municipal car parks.
- Improved sense of security, sensitive lighting/surveillance within car parks.
- Potential to encourage use of public transport.
- Potential to support car parks through sustainable transport provisions such as, cycle hire, secure cycle / scooter storage and electric charging points.
- Potential provision of parking outside the boundaries of the conservation area.



***Street parking***



***Uncontrolled parking***



***Existing garage provision***





## 13.0 Climate change adaptation and mitigation in the public realm

### 13.1 Introduction

There are many ways in which public and private open space can be harnessed to help reduce carbon emissions, improve biodiversity, and prepare our historic towns for our changing climate, including more frequent extreme weather events. The Landscape Institute have published helpful guidance on the problems faced by our open spaces and the measures that can be taken to mitigate and adapt to climate change: this advice can be found at [landscapeinstitute.org](https://www.landscapeinstitute.org).

Local, regional and national authorities have a major role to play in enhancing our open spaces to cope with and tackle climate change. This section provides a brief summary of some measures which could be implemented within Ramsgate Conservation Area which would improve the resilience of the public and private realm, while preserving and enhancing the character and appearance of the conservation area.

### 13.2 Recommendations

The Landscape Institute recommends a range of interventions at both a site-specific and area-wide scales. In the context of the conservation area, this could include the following:

- Design new public realm to be comfortable, resilient cool spaces in the face of increased rainfall, warm weather and sunshine, taking account of reflectivity, albedo, mass of materials and water features. Through understanding the heritage significance of spaces, including historic elements, topography and vegetation, the Council consider how these factors can be utilised to provide shelter from wind, rain and sunshine.
- Create urban carbon sinks via the provision of green space and trees which remove carbon from the atmosphere. The placement of new trees should be very carefully considered in its heritage context – inappropriate placement of new trees can not only harm the setting of heritage assets through obscuring principal elevations and architectural details, but can also lead to physical damage through the growth of roots and branches over time.
- Integrate and maximise local food production in open spaces to reduce food miles and more localised self-sufficiency. Such measures should be implemented with an understanding of the significance of the open space affected – historic landscape characteristics should not be harmed or lost.
- Incorporate sensitively-located, discrete and well-designed renewable energy sources into landscaping schemes, such as ground source heat pumps.
- Install green roofs and green walls, where this would not harm the significance of heritage assets or the character and appearance of the conservation area.
- Ensure the selection of heritage-appropriate materials from sustainable, low-carbon sources.
- Select plant species for public planting e.g. along East Cliff and Madeira Walk,

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that: are resilient to our changing weather conditions; encourage and enhance biodiversity of native flora and fauna; and are appropriate to the age and design of the historic landscape into which they would be introduced.

- Introduce sustainable urban drainage systems (SUDs) that can reduce the risk of flooding and pollution in a discrete manner that does not negatively impact the special interest of the conservation area.

## 14.0 Funding

### 14.1 Introduction

Thanet District Council has over several years been successful in a variety of funding bids focussed on the historic environment of Ramsgate.

A series of Townscape Heritage Initiative Grant Schemes and Heritage Lottery funding schemes as well as support from Historic England have had a positive impact on the conservation area. In 2017 Ramsgate was designated as Heritage Action Zone (HAZ) by Historic England, which helped provide necessary funding and investment to support the regeneration of the area.

Recently it was successful in funding through High Street Heritage Action Zone (HSHAZ) as well as Future High Streets Fund focussed on the town centre.

Highlighted in the current Local Plan adopted in 2020, TDC is committed to using the income generated from the growing local tourism economy to invest in the maintenance and upkeep of heritage assets.

There is also a great opportunity for future funding applications and initiatives to be instigated by the community /local groups working in partnership with the local authority (or other relevant bodies) as achieved by such projects as the restoration of Ramsgate's seafront shelters, to bring forward some of the recommendations within this management plan.

### 14.2 Recommendations

- The Council should continue to build on the momentum of the successful grant applications through new applications.
- It could also consider other means to assist in arresting and reversing the decline of the conservation area. This could include environmental improvements through the Community Infrastructure Levy (CIL) currently not applied in Thanet, s106 Planning Agreements and the Local Transport Plan.
- Working in partnership with the community pursue relevant applications and innovative methods such as crowdfunding to fund the provision of grant aid to support:
  - Site specific projects such as restoration of the Festival of Britain Fountain
  - Small scale maintenance initiatives such as clearing gutters
  - Additional funding for existing resident and community initiatives such as Friends of Winterstoke Gardens
- Explore additional support through local specific training initiatives focussed on the future sustainable management of the historic environment, to include:
  - Building conservation and restoration skills
  - Heritage interpretation, arts, and culture

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- Explore the possibility of setting up a Funding Board made up of relevant experts from across the heritage and urban design sectors, to coordinate and promote community-led funding applications.
- Pursue future funding opportunities for carbon reduction initiatives to help meet the local and national targets for net-zero.

## 15.0 The Community

### 15.1 Community engagement

The future improvement and management of the conservation area is a shared responsibility involving the various council services, the police, property owners, traders and retailers, residents, and interest groups.

Throughout the conservation area, and during the preparation of this document, there is strong evidence of community involvement and decision-making worthy of high recognition. It is shown in the large group of tireless volunteers who provided the crucial evidence to support this management plan and the key stakeholders: the Ramsgate Society, Ramsgate Town Council and other local community groups.

Many local residents support the community planter and biodiversity initiatives in Spencer Square, or site-specific Friends groups such as at Winterstoke Gardens, Friends of Harbour Street (to name but a few).

They are crucial for the success of future schemes such as building on work already achieved through the volunteers and HAZ to explore and introduce a time-specific, phased maintenance regime for Pulhamite planting.

Or the many cases of photographic assessment work which can be organised and carried out within the community with the relevant body, highway authority or council taking the role of enabler to provide relevant robust evidence to underpin new initiatives, guidance and strategies suggested in this plan.

As achieved in the past by such projects as the restoration of Ramsgate's seafront shelters or the Heritage plaque scheme there is also a great opportunity for future funding applications and initiatives to be brought forward by the community /local groups working in partnership with the local authority or other relevant bodies to achieve some of the recommendations within this management plan.

It is hoped that through this additional legacy work Ramsgate Conservation Area will retain its existing volunteers and encourage the new recruits to help bring about its sustainable management.





*Community planters in Spencer Square (Friends of Spencer Square)*



*Heritage plaque scheme*

## 16.0 Boundary Changes

### 16.1 Introduction

Conservation areas are designated by Thanet District Council where there is a valued distinctive character which the Council considers it deserves special protection.

Key elements of the conservation area include the architectural design or historic interest of buildings; the materials, colour, and texture; the contribution of green and open spaces; street patterns and spaces between buildings; and significant views of great aesthetic or historic quality.

### 16.2 Reviewing the conservation area

Section 69(2) of the Planning (Listed Buildings and Conservation Areas) Act 1990 stresses that *local planning authorities must review their conservation areas from time to time* as resources permit, such as during this current appraisal process.

#### 16.2.1 Re-drawing existing boundaries

An important aspect of the review is considering whether the boundaries of an existing conservation area should be re-drawn.

A clear unified approach is desirable to their management necessary for the smooth and consistent application of conservation area policies and inform development management decisions.

It will generally be defined by physical features and avoid running along the middle of a street and in almost all situations the conservation area boundary will run around a space or plot, rather than through.

#### 16.2.2 Inclusion or exclusion within the existing conservation area

The National Planning Policy Framework guides councils to ensure that an area justifies designation, so that the concept of conservation is not devalued through the designation of areas that lack special interest.

Therefore, regular reviews can also highlight areas where conservation area designation may no longer be justified through the decay of all or part of the conservation area as well as new areas which may warrant inclusion.

#### 16.2.3 Publicising Change

Under Section 70(8) of the Planning (Listed Buildings and Conservation Areas) Act 1990, in addition to notifying both the Secretary of State and Historic England, TDC as the planning authority it is required to publicise variations in the designation of a conservation area by a notice placed in the London Gazette and a local newspaper.

Involving the community at an early stage in order to have an awareness of the implications of such changes is highly recommended.

### 16.3 Potential boundary changes

The following section presents a series of buildings and areas in close proximity to Ramsgate Conservation Area which would benefit from a greater level of heritage protection within the local or national heritage framework. Two categories for suggested extensions of heritage protection are presented:

- **Conservation Area boundary changes.** These are areas of historic and architectural interest which would benefit from being included within the conservation area through an extension of the conservation area boundary.
- **Buildings of local heritage interest.** These are buildings which may be worthy of local designation as part of a future adopted Local List of Designated Heritage Assets, but where extension of the conservation area boundary may not be appropriate.

#### 16.3.1 Conservation Area boundary changes

1. **Location:** Urban block bounded by Queen Street, Hertford Street, Albert Street and St Michael's Alley. **Explanation:** A coherent group of buildings of historic and architectural interest fronting Queen Street. Cornhill is a narrow back lane characteristic of the wider conservation area.
2. **Location:** North side of West Cliff Road (Nos. 71-107 West Cliff Road and No. 9 Grange Road.) **Explanation:** Villas and terraces of architectural and historic interest which are in keeping with the prevailing character of Character Area 8: West Cliff Road (which they overlook to the south).
3. **Location:** Western side of Vale Square (Nos. 2-10 Church Avenue and No. 62 Cannonbury Road.) **Explanation:** Late-nineteenth-century terrace of modest housing, with a good survival of historic fabric, which complements the urban plan of Vale Square as a 'bookend' mirroring the effect of the eastern side of the square.
4. **Location:** South-east side of Cannon Road (Nos. 2-36 Cannon Road and named houses at northern end). **Explanation:** Architecturally cohesive and well-preserved group of late-nineteenth-century villas, forming part an urban block which is otherwise within the conservation area.
5. **Location:** Urban block bounded by York Street, Queen Street, Leopold Street and Royal Parade. **Explanation:** Part of the historic core of Ramsgate and a prominent urban block facing onto the harbourfront, the historic buildings on York Street and Queen Street. **Please note:** This extension is suggested due to the benefits of greater control over future redevelopment of this urban block, but it is understood that the NPPF may constrain the ability to make this inclusion, as the building stock and urban form may not be considered 'worthy' of conservation area designation.

#### 16.3.2 Buildings of local heritage interest

6. **Location:** Nos. 4-8 Truro Road. **Explanation:** An attractive pair of nineteenth-century villas with much surviving historic fabric.
7. **Location:** Nos. 22-24 Victoria Road (formerly Mount Albion House). **Explanation:** Although much altered, these nineteenth-century houses retain some architectural interest and are of historic interest as the original houses at the centre of the Mount Albion Estate.

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- 8. Location:** No. 167 High Street (Salvation Army). **Explanation:** An impressive nineteenth-century building of architectural and local historic interest.

*Please see the Conservation Area boundary changes map for more information.*

## Part 3: Guidance for Carbon Reduction and Climate Change Adaptation



## 17.0 Why we need to adapt Ramsgate's historic buildings to face climate change – and how it can be done

In 2019 Thanet District Council declared a climate emergency. This followed in the footsteps of the UK government's signature of the Paris Agreement, committing the country to reducing its carbon emissions to zero by 2050. In explaining the declaration of a climate emergency, the District Council said, 'The effects of global warming are a threat to us all and we have a responsibility to help tackle it while there is still time to make a difference'.

Buildings – including historic buildings and Conservation Areas – have big part to play in these efforts. The purpose of this section of the Appraisal is to set out how building and home owners can take practical steps to reduce carbon emissions and adapt buildings for changing weather, without harming those characteristics that make the Ramsgate Conservation Area a special and significant place.

Analysis undertaken for the Appraisal, informed by research and guidance from Historic England and others, identifies a pathway towards Net Zero, starting with measures that have the least impact on buildings. Every case will be unique and where permission or consent is required proposals will be considered on their own merits, but actions may include:

- More efficient heating and lighting controls
- Additional internal insulation, and in some circumstances external wall insulation
- Window improvements, and in some circumstances, replacements
- Use of air source heat pumps
- Installation of solar panels where circumstances allow

Works are also need to adapt buildings to our changing climate, such as more intense rainfall and heatwaves. Thanet District Council is conscious that many of those most affected by these issues are those least familiar with the planning system and historic environment controls. To this end, the advice that follows attempts to make straightforward what is a technical and sometimes complex field:

- Challenges and solutions
- Whole house thinking: a pathway to Net Zero
- Taking account of embodied carbon
- Fabric efficiency: lofts and roof insulation
- Fabric efficiency: window upgrades
- Fabric efficiency: wall insulation
- Electrifying heating
- Renewable energy: solar panels
- Adapting buildings to our changed climate

Changes will also be required in the streets of the Conservation Area, for example to

support increased bicycle use and electric car charging. Because these are actions for Thanet District Council and its partners, not home and building owners, they are addressed in the management section of the appraisal (see Part 2 Section 12.0).

### **A pathway to climate adaptation and carbon reduction**

#### **1 Adapt to our changing climate:**

For example:

- Changes to gutters and downpipes to cope with more intense rainfall
- Better shading, to prevent overheating during heatwaves

#### **2 Reduce your carbon emissions:**

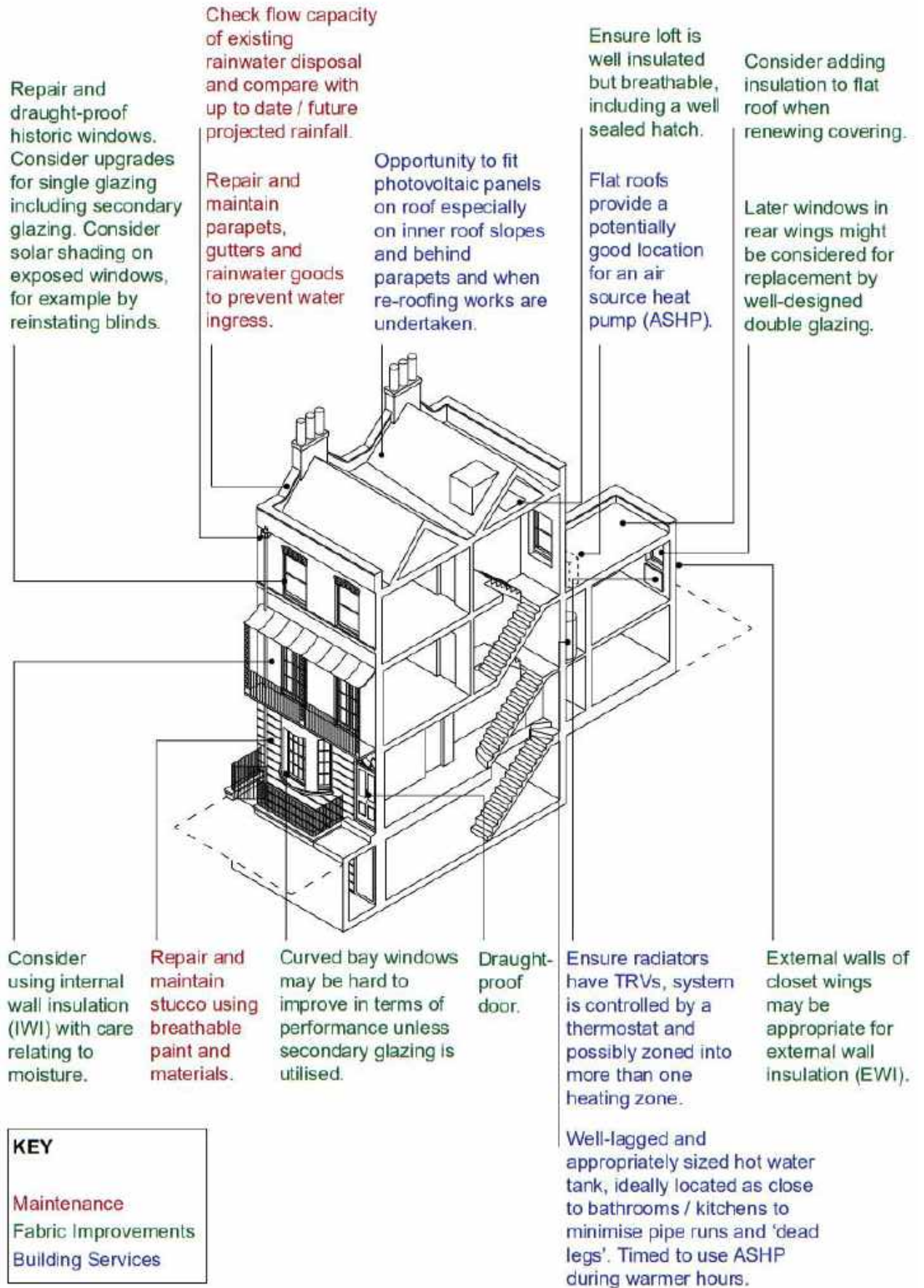
Typically, 80% of a home's carbon emissions are generated by heating rooms and water. Tackle this byL

- reducing the need: better controls, fewer drafts, improved insulation, window improvements
- switching from carbon emitting gas to renewable electricity, and generating your own energy with solar panels

#### **3. But remember: whole building thinking!**

- understand how your building 'works', and target improvements to maximise gains and minimise harm to its heritage importance ('significance')
- otherwise you may not be granted consent, and you might unintentionally create new problems, such as damp.

**The following pages are intended to help you on this pathway**



**KEY**

Maintenance

Fabric Improvements

Building Services



## 2.0 Introduction: why do we need to adapt Ramsgate’s historic buildings to face climate change?

### 2.1 A Climate Emergency

Thanet District Council is one of 250 councils in the UK that have so far declared a Climate Emergency.



**Map of local authorities who have declared a climate emergency**

The TDC website states that:

- ‘To achieve net-zero emissions fundamentally we need to reduce our fossil fuel use and swop to renewable sources of energy as quickly as possible.’
- ‘We are fully supportive of the campaign to push the climate emergency to the top of the agenda.’

Tackling climate change is essential not only for our futures and that of the planet, but because it directly affects the conservation of Ramsgate’s historic buildings and places.



Changes in weather patterns are the cause of risks ranging from the need to manage more intense rainfall (which overwhelms historic gutters and drains) to rising sea levels, which threaten more storm surge flooding.

### 2.2 Domestic energy consumption and the climate emergency: a pathway to reach zero carbon for homes

Powering UK homes accounts for almost 20% of the country's carbon emissions.

Of this, almost **80%** of home energy consumption is used to heat the home and create hot water. Typically, an average sized dwelling heated by a gas boiler is responsible for several tonnes of carbon every year.

For this reason, the priority for shrinking the carbon footprint of the home is to reduce the consumption of energy for heating, and switch it to sustainable sources.

To achieve this, there is a growing consensus that there are three main levers for reducing the carbon emissions of housing and moving towards a zero-carbon future. These are:

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#### **Lever 1: reduce energy consumption by improving the fabric efficiency of a building**

Thermal efficiency - that is, better insulation, double glazing, etc. - is the foundation stone because it reduces energy consumption. This in turn makes it feasible for homes to be heated economically by electrical means, which will also help support the move away from fossil fuels while avoiding pressure on the national grid.

##### **Challenges:**

- Planning constraints and complexity
- Technical details and risk
- Cost

---

#### **Lever 2: Electrification of heating: move from gas to electrical heating**

Phasing out gas boilers in favour of electrical heating is essential because whilst electricity can be produced from renewable sources, gas emits carbon. But electrical energy currently costs three times that of gas. This is why improving thermal efficiency (Lever 1) is necessary to make electrical heating feasible and affordable.

'Heat pumps', which take energy from the air or from ground water and produce considerably more energy than they consume, are emerging as a realistic means of converting homes away from gas boilers to electrical heating.

##### **Challenges:**

- Planning constraints
- May be harder to do for flats within converted street properties

---

### Lever 3: generate renewable electricity through solar panels

Installation of solar panels (photovoltaic panels, or 'PV') can further help to decarbonise the remaining energy use, and their cost is rapidly falling. They also help to support the national grid and may lead to local energy networks.

#### Challenges

- Planning constraints
- Cost

### 2.3 Moving forward: whole house thinking

Moving forward with only one or two of these levers is unlikely to provide the level of decarbonisation required. So, wherever possible all three levers should be pursued together.

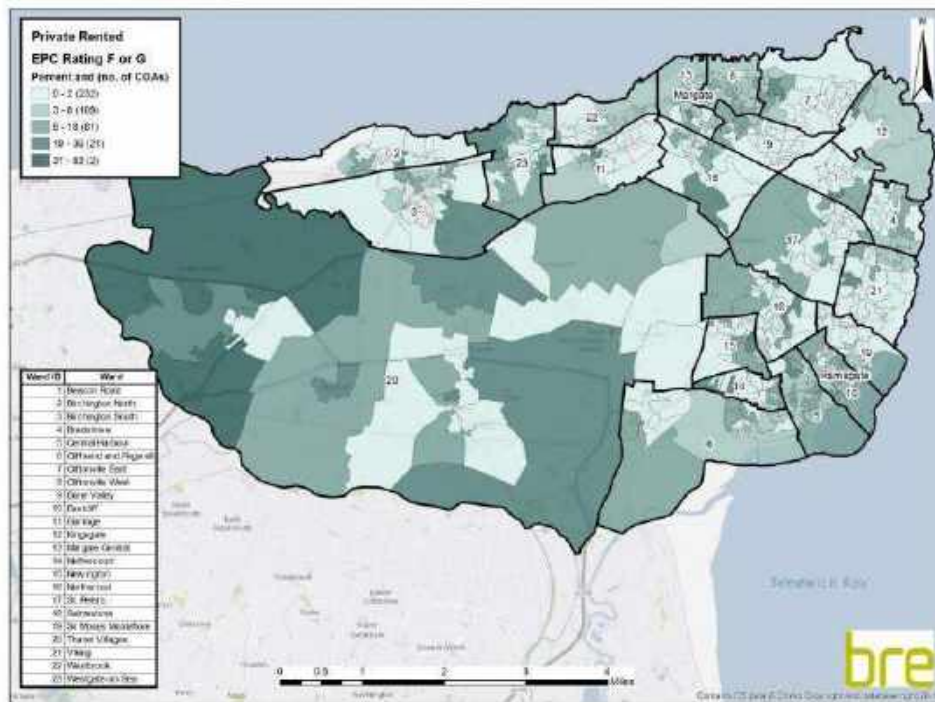
This is the guiding principle of **whole house thinking**, an approach that is essential to the retrofit of existing buildings, where careful thinking and planning is essential to maximising effectiveness and avoiding costly and harmful unintended consequences. This philosophy – explored further in section 3.0 below - underpins the advice that follows.

#### Info box: Grants

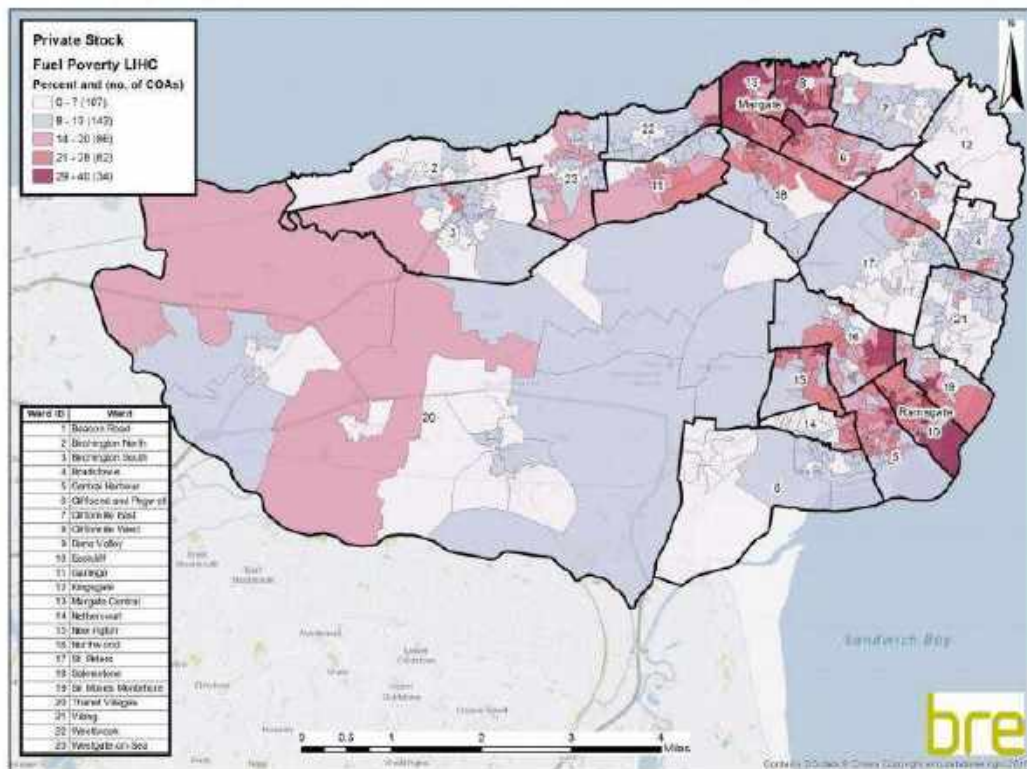
Central government has committed to providing grants to support carbon reduction retrofit measures such as insulation and heat pumps. At the time of preparing this appraisal, these programmes include the [Energy Company Obligation \(ECO\)](#), [Domestic Renewable Heat Incentive \(RHI\)](#) and the [Warm Homes Scheme](#). Further programmes will follow, including the Home Upgrade Grants.

Thanet District Council offers guidance to residents regarding saving money on their energy bills and reducing carbon emissions, including through local grant funding. Please visit their website [thanet.gov.uk](http://thanet.gov.uk).

2.4 Review of current building energy efficiency in the Conservation Area



Map showing distribution of dwellings with F or G EPC ratings in the private rented stock



Map showing percentage of private sector dwellings in Thanet occupied by households in fuel poverty

A review of the Conservation Area and its building stock has identified a number of considerations that help to identify how and where to target action:

- Thanet's Climate Change and Home Energy Officers report that the Conservation Area has a relatively high ranking for fuel poverty, poor EPC (Energy Performance Certificate) ratings, building disrepair, excess cold and low-income.

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**ACTION: Reducing energy consumption to address climate change will also help people struggling to afford to heat their homes. The council will promote a coordinated response**

- The majority of buildings in the Conservation Area are 2-5 storey terraced houses laid out as streets or sometimes around squares. Frequently, the fronts of these buildings are formally composed whereas the backs were often constructed in a more pragmatic fashion, and sometimes poorer materials. The ends of the terraces are rarely more than plainly built walls. External walls are mainly brick construction with some stucco detailing, typically one brick and a half thick following contemporary practice. Some walls are made using a local vernacular concrete known as 'bungaroosh'.

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**ACTION: These walls are not insulated. The council will encourage the installation of wall and roof insulation where this is possible, taking into consideration the significance of the Conservation Area and its listed and other historic buildings (see Part 1 of this Appraisal)**

- The late Georgian and Victorian character prevalent in many streets results in a relatively large proportion of glazing. This is especially true of front elevations. The vast majority of these windows are singled glazed, and a good proportion are of historic construction, though replacements are quite widespread and often of a poor quality.

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**ACTION: the council will encourage the thermal improvement of windows, taking into consideration the significance of the Conservation Area and its listed and other historic buildings (see Part 1 of this Appraisal).**

- Roofs are mainly pitched, with tiles or slates, at a similar height due to the mostly 3-4 storey building heights. The tight streets and the Georgian preference for parapets means that the roofs are partially hidden and not a dominant visual feature in many places.

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**ACTION: the council will encourage the fitting of photovoltaic panels to roofs in order to maximise 'free' solar renewable energy, taking into consideration the impact on the significance of the Conservation Area and its listed and other historic buildings (see Part 1 of this Appraisal).**

- The majority of homes are heated by gas. To support the aim of moving towards Net Zero it is likely that the move from natural gas towards electric heating will be

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the most realistic approach, meaning that the majority of households must be converted to electric heating. The challenge is massive as it means switching almost every home in the UK within the next 10-20 years.

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**ACTION: the council will support and promote the electrification of heat by the use of heat pumps, taking into consideration the impact on the significance of the Conservation Area and its listed and other historic buildings (see Part 1 of this Appraisal).**



## 3.0 Whole house thinking: a pathway to Net Zero

Before embarking on any works, the retrofit of historic buildings to significantly reduce carbon emissions needs to be carefully considered and planned, to ensure that:

1. Works are consistent with the heritage significance of the building
2. Unintended consequences such as moisture problems or reduced air quality are avoided
3. The most effective actions are prioritised
4. Works are properly integrated
5. Desired carbon reductions are actually achieved
6. Works are as cost effective as possible
7. The potential to reduce energy bills is fully realised

**Info box:**  
**Factors affecting energy use**

According to Historic England (*Energy Efficiency and Historic Buildings: How to Improve Energy Efficiency*, 2018) ‘The four most important factors affecting a building’s energy use in operation are:

- **Building location and orientation.** The performance of a building envelope will be affected by regional variations in climate and its exposure to wind, rain and sun.
- **Building fabric.** The form and design of the building envelope and the physical properties (and condition) of the construction materials and components also affect performance.
- **Building services and equipment.** Heating, cooling, lighting and ventilating a building all use energy. Energy is also consumed by equipment and appliances employed for business, cooking and entertainment.
- **People.** Occupants use their buildings in different ways. The amount of energy they use varies too. The number of people in a building, the levels of comfort they expect, and the technical services and equipment they require all have a significant effect on how much energy is consumed. To understand the energy performance in a building – and identify opportunities for improvements – it is important to view it holistically as an interactive system.

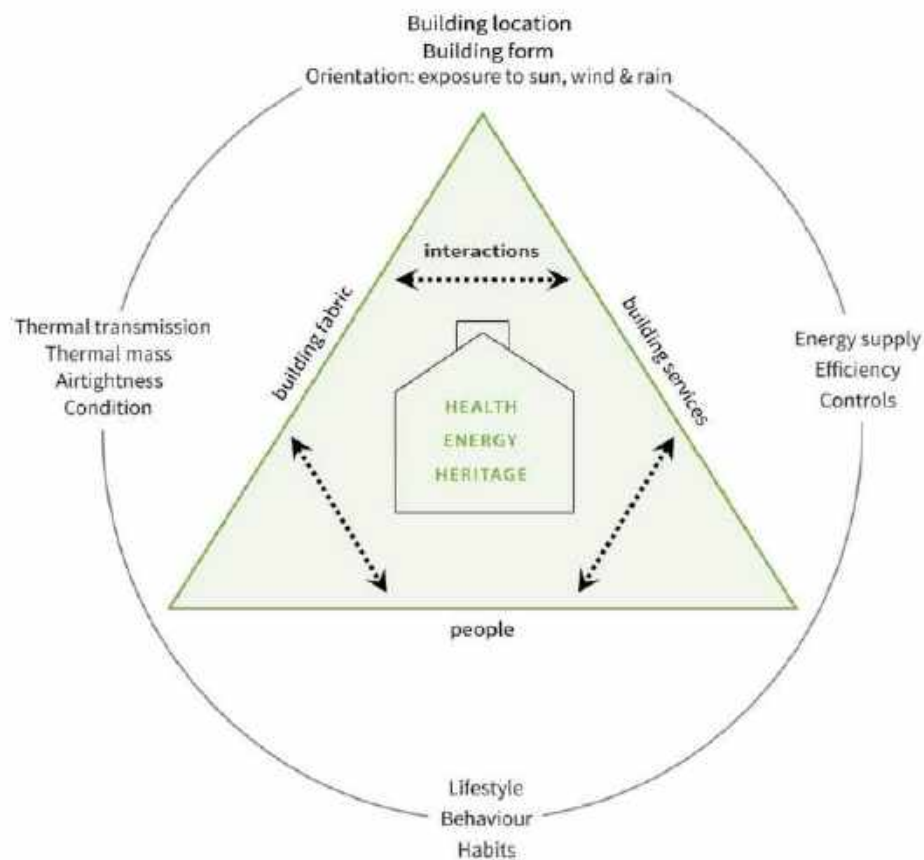


Figure 1  
Building performance triangle.

**Historic England Building Performance Triangle Diagram**

In particular, all works must take account of the fact that buildings constructed of traditional materials, and especially lime mortar and plaster (which is broadly everything prior to c.1920), must 'breathe' – that is allow moisture to pass through the fabric. Otherwise, damp will build up inside the building and in the materials. So, all new works should be planned to ensure that moisture is appropriately managed. The information box below explains this in more detail.

### Passing water – permeability, old building and retrofit

Moisture and ventilation are fundamental issues that are too frequently overlooked in retrofit plans. Be careful to avoid trapping moisture or creating condensation zones. Ensure that adequate ventilation is planned in, especially where there is a specific aim to reduce draughts and air leakage through walls, windows and roofs. For historic buildings, which are designed to 'breathe', this means using permeable materials, such as those made of lime, wool or wood). It might require the installation of controllable background ventilation devices and some form of powered extraction.

The UK Centre for Moisture in Buildings promotes the concept of the 4 Cs for moisture management. They are:

- **Context**  
Understand the physical and environmental factors that govern how the home works now and be aware of those when considering making changes.
- **Coherence**  
A whole house retrofit plan must pay attention to the interaction of all the parts new and old to ensure that systemic problems are avoided.
- **Capacity**  
Avoid over optimising systems. Leave some tolerance at the edges to allow for the unexpected and future change.
- **Caution**  
If considering a novel approach or one that is relatively untested take care to have a contingency plan in case it doesn't work out as planned.

So, homeowners should consider following a pathway such as the one mapped out in the following checklist. At certain stages it may be beneficial to seek professional help.

## Whole house retrofit check list

### STAGE 1: understand your home

Before embarking on making your home more energy efficient it is important to understand the building. You might find it helpful to seek the assistance of a building professional. Important issues to consider include:

✓	Action	Professional help required?
	Is it listed?	
	<p>What aspects of the building – if any – are of heritage significance, and what elements contribute to the character and appearance of the Conservation Area?</p> <p>The Conservation Area Appraisal and this Historic England advice note may help you answer these questions:</p> <p><a href="https://historicengland.org.uk/images-books/publications/statements-heritage-significance-advice-note-12/">https://historicengland.org.uk/images-books/publications/statements-heritage-significance-advice-note-12/</a></p>	
	What is it constructed of, does it have insulation?	
	What condition is it in?	
	Are there defects or evidence of previous poor-quality work?	
	What are the heating and ventilation systems, including their controls, annual energy consumption, the heating comfort levels within the home?	
	How is ventilation provided for?	

### STAGE 2: ensure your home is in good a state of repair and maintenance

A dry well-maintained home is a more energy efficient one, and keeping up with regular maintenance will help correct existing building defects and allow the home to work as effectively as possible.

It will also make the house 'retrofit ready' so that deeper measures such as installing insulation can be done properly, safely and without the risk of storing up unintended problems. You will not get the returns you expect, and you may even create new problems, unless your building is ready.

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So, before investing in energy efficiency improvements, first ensure that:		
	The roof is in a good state of repair and all gutters, downpipes and drains running freely without leaks	
	Chimney stacks are dry and adequately protected with pots, stacks, flashing and parapets, etc	
	External walls are free from cracks, defects and moisture problems, and have breathable pointing and render (so as not to trap moisture)	
	Windows are in working order and free from rot and draughts	
	Ground floor and basements are free from moisture problems and draughts	
	The heating system is serviced and in good working order and has appropriate controls to minimise energy consumption	
	Ventilation is effective: mould or damp can be indicators that better ventilation is needed	
<p><b>STAGE 3: maximise the efficiency of what you have before investing in new measures</b></p> <p>Before investing in more sophisticated and expensive measures, make sure that the building is working as efficiently as possible. Even simple and inexpensive actions like ensuring the heating is used properly and draft excluders are fitted will make a meaningful difference to energy consumption:</p>		
	Ensure the heating system has effective controls, including a thermostat and timer so that it can be used as efficiently as possible	
	Set thermostatic valves carefully	
	Use curtains – and shutters where they exist – to help create comfortable conditions, without relying entirely on heating systems	
	Fit draught strips to windows and doors and other draught proofing measures (such as ‘chimney balloons’)	
	Lay good levels of loft insulation	
Only then, consider additional works, many or all of which will require planning permission or listed building consent. See the following sections of this guidance for more details.		
	Roof insulation	



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	Thermally efficient glazing	
	Solid wall insulation	
	Heat pump installation	
	Ventilation with heat recovery	
	Solar panels	

### Further sources of advice and information

There is a growing body of information on the internet to help homeowners adapt their buildings for climate change, including advice aimed at the particular challenges of historic buildings. These are some of the most useful:

[Historic England advice](#)

[The Society for the Protection of Ancient Buildings \(SPAB\) advice](#)

[Building Conservation – Retrofit in Heritage Buildings](#)

[Sustainable Traditional Buildings Alliance \(STBA\) – Responsible Retrofit Knowledge Centre](#)

### Planning policy for retrofit

Legislation and national planning policy requires Thanet District Council and other planning authorities to place great weight on the conservation of the heritage significance of listed buildings and conservation areas.

In considering whether to grant permission, Thanet must balance any harm to significance (such as loss of historic fabric or some changes of appearance) against public benefits.

The [National Planning Policy Framework \(NPPF\)](#) explains what these public benefits might be. It opens with an explanation that the overarching purpose of the NPPF is to support ‘sustainable development’. This includes ‘mitigating and adapting to climate change, including moving to a low carbon economy’ (Paragraph 8C). Chapter 14 addresses climate change, and opens with a statement that provides further policy support for retrofit:

*The planning system should support the transition to a low carbon future in a changing climate, taking full account of flood risk and coastal change. It should help to: shape places in ways that contribute to radical reductions in greenhouse gas emissions, minimise vulnerability and improve resilience; encourage the reuse of existing resources, including the conversion of existing buildings; and support renewable and low carbon energy and associated infrastructure. (paragraph 148)*

As with all works to listed buildings and buildings in conservation areas, these public benefits must be balanced against any harm to significance that is required to achieve them. Following the advice in this chapter, and adopting a whole house approach beginning with low impact improvements, will help applicants to achieve this balance.

## 4.0 Taking account of embodied carbon

### 4.1 Two types of carbon

So far, we have discussed carbon in terms of what is produced by heating, lighting and so on. However, this is not the only form of carbon produced by buildings. There is also the carbon 'embodied' in materials and construction of the building itself.

#### Info box:

#### Embodied and operational carbon: the two ways buildings produce carbon

Carbon produced by buildings falls into two categories:

**embodied carbon** - carbon released due to construction and creation of the materials used to build - and,

**operational carbon** - carbon released by energy used to run the building, such as heating, hot water and electrical appliances.

### 4.2 Carbon embodied in construction and alteration

Existing homes in the Conservation Area embody a large carbon investment over many years, both as part of the original construction but also in subsequent adaptation, repair and maintenance. To rebuild an equivalent average sized house would expend tens of tonnes of embodied carbon. In this way, the continued use of historic buildings is inherently sustainable.

Significant alterations to existing buildings such as major extensions and structural alterations are likely to involve large amounts of materials such as steel and concrete and masonry, all of which have very large embodied carbon content. For example, major extensions and refurbishments of a typical house might have a carbon footprint of many tonnes of carbon.

Therefore, such alterations should be planned very carefully to be as economic as possible in terms of the embodied carbon they add, as well as to the impact they have on the heritage significance of the property. One should:

- Consider the impact of all planned works from the perspective of whole life carbon, especially new building works and significant intervention to original building fabric
- Simply re-using old buildings and valuing their embodied carbon is not enough. Reducing operational carbon is also required.

### 4.3 Embodied carbon of retrofit measures: thinking about 'payback time'

Retrofit measures such as the ones discussed within this document will have an embodied carbon impact and it is important to understand the impact of one measure on the other. This is measured in its 'payback period': the amount of time it takes for the carbon savings of a retrofit measure to exceed the carbon embedded in its construction.

As we need to take action to slow or halt climate change urgently, it is important that measures we choose don't take many years to have an effect. A sensible goal might be no more than 5 years.

For instance, the embodied carbon in a new double-glazed window might be around 80kg of CO<sub>2</sub>. But over one year it might save around 100kg of operational carbon. Further, different types of glazing affect the amount of embodied carbon. Thin double glazing using krypton gas will raise the embodied content significantly. New generation evacuated glass does not rely on such 'noble gases' and has a much lower carbon content and probably a longer service life too.

The installation of most insulating materials has a carbon payback time of months only. The exception to this is modern insulating plasters. These appear to have a little longer payback time, but because they are breathable they are appropriate for historic buildings.

## 5.0 Lever 1 improve energy efficiency: insulating lofts and roofs

### 5.1 Loft insulation

#### 5.1.1 Advantages

A high-level review of Energy Performance Certificate (EPC) ratings in the Conservation Area indicates that most roofs had been insulated but a significant number are not. EPC data does not distinguish between lofts and roofs.

Loft insulation is a quick and relatively easy way to improve insulation because of the ease of installation and the low cost of the materials. So, where loft insulation has not been installed, it is strongly recommended that this is done ahead of or alongside measures such as wall and window upgrades.

#### 5.1.2 Consents

Loft insulation does not require planning permission and unlikely to require listed building consent.

#### 5.1.3 Technical considerations

For homes with no insulation or only 100mm loft insulation it is worth considering topping this up or even replacing it with a new thicker later, especially where the original insulation has collapsed or has been poorly installed in the first place.

Before installing loft, insulation homeowners should:

1. Ensure that the loft space is in good condition and free of damp issues and leaks. This is important as insulation will tend to make the loft space above colder exacerbating any pre-existing problems.
2. Consider material choice. Natural materials like wood fibre and hemp are moisture open and may help regulate moisture levels within the space. They are also likely to have the lowest embodied carbon and will not persist in the environment at the end of their service life.
3. Mineral products like glass wool or mineral wool are not combustible and will tend to reduce fire spread should in the event of the worst happening.
4. As loft insulation normally has to fit between ceiling joists which may be spaced irregularly, it makes sense to use an insulation that can be easily cut and that has sufficient flex to be able to be fitted snugly between timbers.
5. Fire risk. Always consider the possible negative interaction between electrical conduits and appliances and insulation. Cables should be high enough grade to not overheat even if surrounded by insulation.
6. Recessed downlights within ceilings immediately below loft insulation should be avoided (it's possible to house them within special fire proof boxings but this tends to be very expensive) in order to avoid both fire risk and high heat loss from the house into the loft via the hole for light. The fitting of recessed lights into lath and plaster ceilings tends to damage such structures and should receive listed building consent for listed buildings anyway.
7. More insulation is good from a heat loss point of view but may create additional challenges. As more than 100mm of is fitted the insulation covers the ceiling joists



and may lead to the roof space becoming very difficult to cross for maintenance purpose. Thicker insulation should therefore have crawl boards fitted above the insulation with structure built of the ceiling joists. This can be done ad hoc with timber framing or using proprietary systems.

8. Thicker insulation also increases the risks of condensation forming on the underside of the tiles or sarking membrane. It is important therefore to minimise warm moist air from the house below entering the loft space. This can be done by ensuring that an insulated and air tight hatch is fitted and that any holes or large cracks in ceilings are filled. It is also important not to overfill with insulation below valley gutters and parapet gutters, the underside of which will occasionally 'sweat'.

## 5.2 Roof insulation

### 5.2.1 Possibilities

In instances where the roof forms the boundary between inside and out – for example because the loft is occupied or a ceiling has been removed to reveal the roof – insulation is generally less common unless the roof has been retiled within the last 30 years.

Roofs without insulation tends to lead to very high heat losses as there is very little material between the warm interior and the cold outside. Roof tends to be more exposed to strong winds which can lead to lots of cold air getting in. Similarly, in summer time rooms within uninsulated roof spaces can become unbearably hot as solar gain tends to be transmitted through the roof structure quite effectively.

Adding insulation to roofs generally requires the tiles/slates to be stripped back. This is because it is important to ensure:

1. any existing leaks are addressed
2. adequate ventilation is built into the roof
3. create enough space for an insulation (the existing rafters are usually only 4 inches thick)

As a result, roof insulation projects should in most cases take place when the existing roof fabric is nearing the end of its service life, or as part of more extensive whole house renovation projects.

### 5.2.2 Consents

Listed building consent will be required. Planning permission will be required if the external appearance changes or the roof is raised.

### 5.2.3 Technical considerations

Important factors to consider when carrying out this sort of work are:

1. Before embarking on major roof works, it is important to understand the condition of the roof elements and fabric nearby. Take care to identify any pre-existing moisture problems and possible rot. Inspect parapet walls coping and chimney stacks and associated flashings. These are often in worse condition than the timbers as they are typically only repaired when scaffold is in place which may

have been a long time before.

2. Ideally insulation would be fitted over the existing rafters as well as between them in order to be as effective as possible. Doing so will however raise the tile level slightly which may create detailing challenges at the edges.
3. If raising the tiling level is not possible, it is recommended to include insulation below the rafter level though this will require replacing the ceiling plaster. If that is original lath and plaster construction listed building consent will also be required. It will of course also reduce the room size slightly which may have other knock effects.
4. Natural insulants tend to provide very good levels of breathability, which is helpful in promoting moisture balance within buildings.
5. When making repairs to stacks and other masonry roof parts, use lime-based mortars and where possible remove cement pointing and renders which tends to cover up problems and promote long term moisture trapping.
6. When considering any major works to a roof, it is worth considering fitting PV panels or PV slates

## 6.0 Lever 1 improve energy efficiency: windows



***This house has received 3 different approaches to window upgrade: existing sliding sashes on the ground were replaced with double glazed sashes. The first-floor windows were repaired and fitted with secondary glazing. The top windows were badly decayed and replaced with entirely new double-glazed sash windows.***

***All the works were carried out within permitted development rights within the Conservation Area the house was situated.***

It is estimated that, on its own, upgrading windows might reduce CO2 emissions by the Conservation Area's building stock by as much as 40%. The following section discusses how this major opportunity to improve the fabric efficiency in the Conservation Area can be successfully balanced with the conservation of what makes the area and its constituent buildings significant.

- It begins with help selecting an upgrade approach that matches your particular circumstances.
- The section then moves on to discussing the resultant options in more detail

### 6.1 The opportunity and the considerations

The proportion of windows to wall area in the Conservation Area makes windows a focus for action. The prevalence of single glazed (mostly timber sash) is great opportunity for energy efficiency without major disruption to occupants or the building physics of the homes - but only once the contribution of windows to the significance of historic buildings and the Conservation Area is understood and considered.

### 6.2 The problem

Most of the Georgian and Victorian buildings in the Conservation Area have a high glazing to wall area, at about 20-30% windows. As the heat loss through single glazed sash windows is over three times of that through the solid wall, the heat loss from windows can equal or even surpass that of the walls within which they sit.

As well as such 'conductive' heat loss, windows often account for a large proportion of heat loss due to draughts.

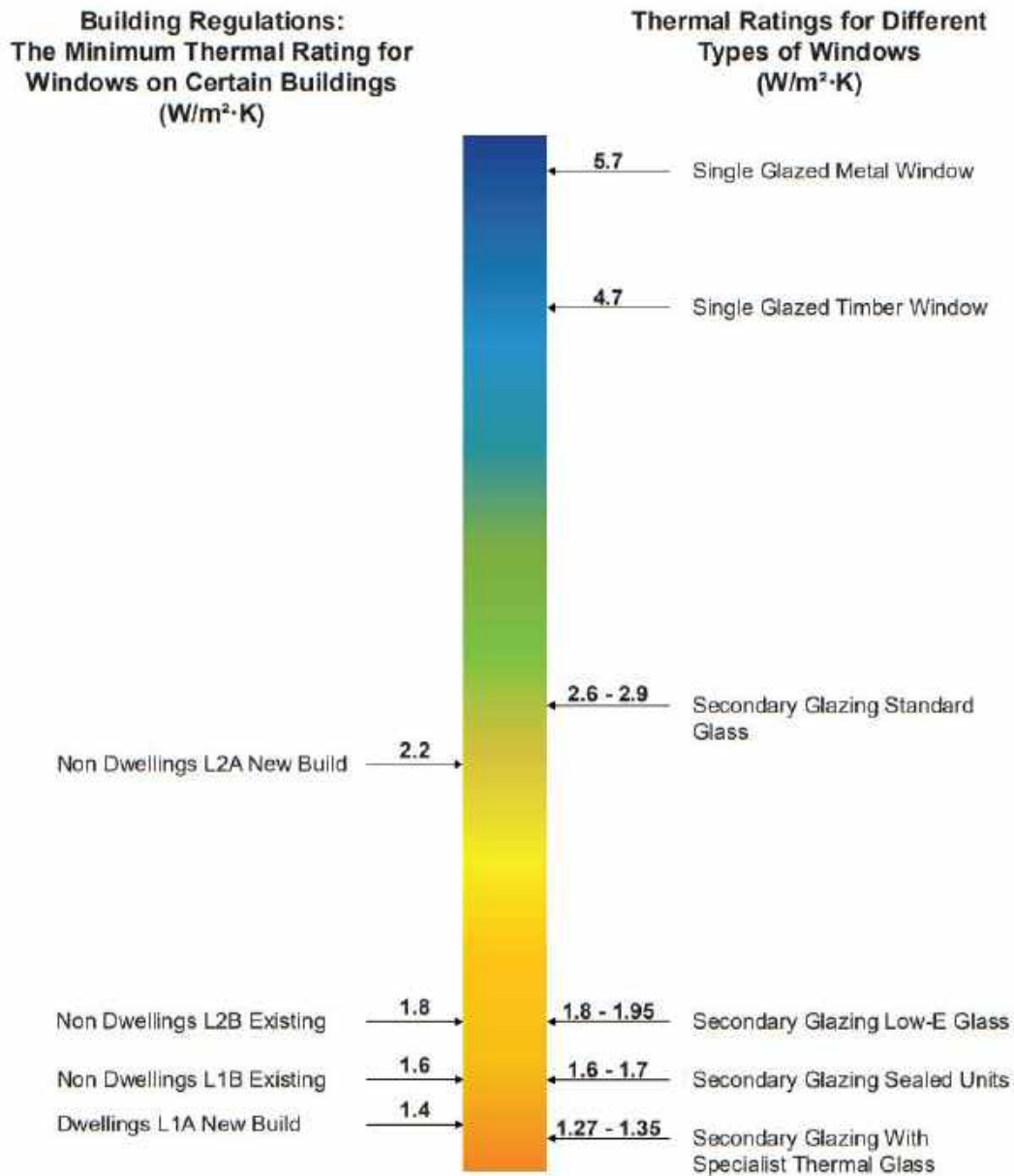
Taking these two factors together, then, single glazed windows that are poorly sealed are likely to be the dominant heat loss element in many homes. While this can be mitigated by measures to reduce draughts and through the use of shutters (where they exist) and heavy curtains, it is unlikely that these measures alone will allow an approach towards zero carbon.

### 6.3 Selecting the appropriate solution

The performance of existing windows can be significantly improved simply by fitting decent draught proofing, and the use of heavy curtains and shutters can also improve the comfort of rooms in historic buildings. Useful practical information about the levels of improvement can be found at the [Historic England website](#) and the [Historic Environment Scotland website](#).

Info box

Thermal performance of different window types



**Secondary glazing** performance varies depending on the glass used. Single thickness secondary units can give the whole window a U value of between 2-3. If double glazing or evacuated glass is used, then the combined window can rival state-of-the-art triple glazed windows (see Historic Environment Scotland’s [Fabric Improvements for Energy Efficiency in Traditional Buildings](#)).

**Replacement windows** also have a performance range. Multi-pane sashes with individual panes using slim double glazing, achieve an overall U value of over 2. Simple single panes sashes using thicker double glazing normally meet Building Regulations at around 1.6. New evacuated glazing (which can be fitted within in single or multi-pane sashes) can get closer to a U value of 1.0, or just below.



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However, more significant reductions in heat loss requires changes to the glazing, either by adding secondary glazing or installing replacement double glazed sashes. The development of better performing and thinner insulating glass has improved the options for both these options in recent years.

The choice of which approach to pursue should be taken carefully and will be influenced by three key parameters

1. Whether the windows are historic and contribute to the heritage value of the building and Conservation Area
2. Number of panes within each sash
3. Condition/repairability

The following flow chart shows how the answers to these questions might lead to one of three different approaches:

- **Secondary glazing** (favoured for the most significant historic windows, where repair of the existing window is feasible)
- **Double glazing within multi-paned windows** (probably using individual double-glazed panes, see below)
- **Double glazing within single (or two) paned windows** (where the potential to use better performing glass is more practical)

Designation ->	Age and type of window ->	Options ->
<p><b>Building listed</b> *everything described here requires listed building consent. Seek advice from Thanet District Council before carrying out works. See information box for further information.</p>	<p>Georgian building, sash window</p>	<p>Grade I and II* buildings:</p> <ul style="list-style-type: none"> <li>• repair, draught proof, secondary glazing</li> </ul>
		<p>Grade II buildings, original timber + glass:</p> <ul style="list-style-type: none"> <li>• repair, draught proof, secondary glazing</li> </ul>
	<p>Grade II buildings, original timber + replacement glass:</p> <ul style="list-style-type: none"> <li>• repair, draught proof, secondary glazing or</li> <li>• multi-pane evacuated double glazing</li> </ul>	
	<p>Victorian / Edwardian building, sash window or casement</p>	<p>Grade I and II* buildings:</p> <ul style="list-style-type: none"> <li>• repair, draught proof, secondary glazing</li> </ul>

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		Grade II buildings, containing stained glass or other elaborate elements: <ul style="list-style-type: none"> <li>• repair, draught proof, secondary glazing</li> </ul>
		Grade II buildings, other windows: <ul style="list-style-type: none"> <li>• repair, draught proof, secondary glazing, or:</li> <li>• replace with accurately-detailed timber double glazing</li> </ul>
	C20 or C21 replacement window in a Victorian or earlier building	Reinstate original or earlier window type, incorporating accurately-detailed timber double-glazing
<b>Building not listed</b> (see information box for permissions and controls)	Georgian building, sash window	Original timber + glass: <ul style="list-style-type: none"> <li>• repair, draught proof, secondary glazing</li> </ul>
		Original timber + replacement glass: <ul style="list-style-type: none"> <li>• repair, draught proof, secondary glazing or</li> <li>• replace with accurately-detailed timber double glazing</li> </ul>
	Victorian / Edwardian building, sash window or casement	<ul style="list-style-type: none"> <li>• repair, draught proof, secondary glazing, or:</li> <li>• replace with accurately-detailed timber double glazing</li> </ul>
	C20 or C21 replacement window in a Victorian or earlier building	Reinstate original or earlier window type, incorporating accurately-detailed timber double-glazing
	C20 building, metal-framed window	Replace with double-glazed unit accurately replicating original design

Depending on the specific circumstances, which will vary considerably, there may not be much to choose between the thermal efficiency of these options (see information box below). Secondary glazing is generally more cost effective and less disruptive, and preserves historic windows unaltered.

### Info box

#### Planning and building controls

##### Listed building consent and planning permission

This table summarises where permission is required for secondary and replacement windows:

	<b>Listed building</b>	<b>Unlisted house in the Conservation Area</b>	<b>Unlisted flat in a Conservation Area</b>
<b><i>Addition of Secondary glazing</i></b>	Listed building consent required.	No permission required ('permitted development')	No permission or consent required ('permitted development')
<b><i>Replacement double glazing</i></b>	Listed building consent and planning permission required.	No permission required ('permitted development') unless 'Article 4 Directions' apply (see Part 2 of the Appraisal for details)	Planning permission required

##### Building control approval

Replacing windows falls within the scope of Building Regulations. Approval can be either granted directly by Building Control or by means of using a self-certifying installer such as one with FENSA accreditation.

If the glazing work is part of a 'change of use' or a wider project, there may be a greater imperative to comply with the most up to date regulation.

Particular attention should be paid with regard to Part B, F, L and K of Building Regulations. The window supplier should be able to help householders navigate their way through the Regulations.

## 6.4 Window retrofit step by step action plan

The following sections explain the options outline above in more detail:

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### Step 1: understanding the significance of windows

#### The significance of windows in the Conservation Area

This appraisal has identified that the survival of large numbers of original and historic windows is a significant and distinguishing aspect of the Conservation Area. Where they survive, historic windows are an integral part of the design and appearance of historic buildings. They can have great charm, and contain insights into their manufacture and use. Generally speaking the older the window, the more significant it is; old glass, that is hand blown glass, is especially significant because its fragility makes it vulnerable and rarer.

Because Victorian and later buildings survive in greater numbers, in general windows of these periods are less significant, but there are exceptions such as those in most Grade I and II\* buildings, or incorporating leaded stained glass, for example.

Therefore, where buildings are listed there is a strong presumption against the replacement of historic windows, especially those dating from before c.1850 and those in buildings of exceptional interest that are listed at Grade II\* or Grade I.

However, because of the considerable public benefit of energy efficiency retrofits in helping Thanet District Council to meet the policy challenges of the climate crisis, the Council will consider replacement in the circumstances identified in the flow chart, taking into account other advice set out here, relevant legislation and national and local policy.

Every case will be specific and, necessarily, will have to be decided by Thanet District Council on its merits.

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### Step 2: are the windows repairable?

If an assessment of significance concludes that windows are significant and should be retained, the next question to consider is their condition and repairability.

In many cases historic windows can be repaired and return to good working order, partly because of the quality of the timber they were made from. Excellent advice is available on how to do this, such as Historic England's guidance which can be found [here](#) and [here](#).

However, with unlisted buildings there may be a point where required repairs are so extensive that the cost for a installing a high-performance, accurately detailed, like-for-like replacement is less than that of repair and secondary glazing.

With both unlisted and listed buildings, the total appearance of a façade is an important consideration. If for example, three of six windows are beyond repair a judgement will be required as to whether the replacements should be single glazed to match the surviving historic windows (with secondary glazing) in order to maintain a uniform appearance, or better performing double glazing. A number of factors will need to be balanced and agreed on a case by case basis.

### Step 3: consider secondary glazing

#### Advantages

Secondary glazing has a mixed reputation and poor examples are sadly not uncommon. However, there is much in principle to recommend it as an approach to energy efficiency and in the right hands it can be fitted to buildings in a manner that sits comfortably in a historic interior.

Secondary glazing can itself be slimline double glazing, to deliver substantial carbon reductions.

Some of the advantages it offers are:

1. Facilitates the conservation of original windows
2. Relatively modest disruption to the householder
3. Potential to reduce heat loss by 40-80% depending on the glass specification
4. Can be more cost effective than installing new windows
5. Significant reduction in road noise
6. Potential to fit curved windows

#### Everyday use and cleaning

When choosing a secondary system, one should also consider how the windows will be used day to day. In particular:

##### 1. **Ventilation:**

For 'purging' ventilation, such as one might desire in the summer, both the original and the secondary windows need to be open wide. Sliding sash secondary works well here. Casement secondary can work as well but you need to consider how an inward swinging casement will affect the use of the room.

Background ventilation is achieved by fitting 'trickle vents' to the secondary frame.

##### 2. **Cleaning:**

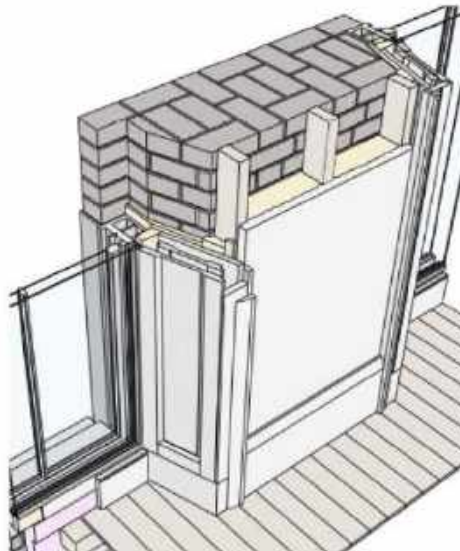
Casement secondary units allow full access to the original window and therefore tend to make cleaning the easiest. Secondary sashes can be cleaned from the inside by careful raising or dropping of sashes to allow for hand access to the various glass surfaces. For very large windows this becomes harder.



Info box

Examples of secondary glazing

The two examples shown below are examples of high-performance secondary glazing systems:



***Secondary sash using evacuated glass in a listed building. The secondary frame has been fitted between the sash and the shutter box. Heat loss through windows was reduced by 80%***



***Secondary casement with double glazing, in a building in a conservation area with original windows. Heat loss through windows reduced by 70%. The careful detailing of the frames so that the original is completely visible, reduces the impact on the room. The casement action allows for easy cleaning. The window can also be tilted in at the top to allow for night venting during the summer.***

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### Step 4: consider double glazing

If windows are beyond reasonable repair or secondary glazing is not appropriate (for example because of their historic significance or because of the impact on internal features such as shutters), there are two ways of integrating new timber double glazing:

1. with separating glazing bars between small panes of double glazing
2. using one sheet of double glazing and overlaying with false glazing bars.

The first approach can only be done successfully using slim-double glazing (usually around 12 mm thick). The performance of this approach is limited (to a U value of around or above 2 W/m<sup>2</sup>K). It is important to note that *secondary glazing may equal or outperform this approach.*

The second approach is possible with various glazing thicknesses (from 6mm thick evacuated to 32mm thick conventional double glazing). It produces windows which have a significantly higher performance. However, the thicker the glass the more apparent the artifice. Fortunately, 6mm thick evacuated glass is now available and allows a very convincing result.

The following examples illustrate the three different applications that are commonly encountered:

#### 1. *Conventional thickness double-glazed sashes*



***This approach might work with large pane Victorian or Edwardian windows. This example is an unlisted building in a Conservation Area. The sash windows were quite large with each sash having two large panes of glass. Conventional 24mm double glazing was used with glue on glazing bars.***

***This approach was economical and provided an approach that met building regulations. The limited number of glazing bars and their larger dimensions allowed the illusion to be maintained.***

**2. Slim double-glazed units**



***For small pane Georgian windows requiring authentic glazing bars, it is possible to create replica sash windows with narrow glazing bars where the only difference between original and new are the glazing panes. Special thin double-glazing panes are now commonly available.***



**3. Evacuated double glazed**



***Multi-pane sashes can also be recreated with ultra slim evacuated glass (only 6mm thick but performing better than double glazing).***



***Each sash consists of a single unit, with the glazing bars are applied, but because the glass is very thin it is hard to tell that the glazing bars are not real.***





## 7.0 Lever 1: improve energy efficiency: wall insulation

### 7.1 The opportunity

Almost all homes in the Conservation Area are part of terraces. Around 1/3 of the heat loss from terrace homes is likely to be via the walls, and probably more if they are in poor condition and damp. As heat loss from dwellings is proportional to the amount of surface area a dwelling has end of terrace homes have an especially high heat loss as they have more than double the wall area compared to their mid-terrace counter parts.

### 7.2 Conservation considerations

In considering the installation of wall insulation, there are broadly three ways in which it could harm historic buildings:

- 1. External appearance.** Only in rare circumstances would external wall insulation be permitted on front elevations, because of the effect of the material and its depth on the appearance of historic buildings and the Conservation Area. However, there is more scope for installation on rear and flank elevations, which are normally of considerably less architectural interest and often less visible from streets and public areas.
- 2. Historic interiors,** especially if the buildings is listed. Depending on the significance of interiors, and the degree of survival of historic fixtures, fittings and finishes, the application of internal installation could cause harm to the historical and architectural value of historic buildings. All such internal works to listed buildings are likely to require listed building consent, which will be required prior to commencement.
- 3. Breathing buildings.** Buildings constructed with traditional materials, roughly prior to 1920 using lime mortar and plaster, must 'breathe' – that is allow moisture to pass through the fabric, otherwise damp builds up inside the building and in the materials. So, any new insulation must allow moisture to pass through (be 'permeable').

Every case is unique, so seek advice from Thanet District Council's conservation team on what would be acceptable in you circumstances.

### 7.3 Existing construction

The vast majority of the external walls within the Conservation Area of solid masonry construction. Exceptions may be ad-hoc additions such as 'closet wing' extensions at the rear of houses.

But for the most part external walls appear to be made of solid brickwork, whose thickness typically diminishes toward the top of the building. Houses before c. 1850 will have been built by brick made locally; later, different bricks from further afield transported by rail would have been available, increasing the range of colours possible. Lower storeys and in some cases whole elevations are often covered with 'stucco' - plaster render that was intended to imitate stone.

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As well as brickwork, there is also a local vernacular known as *bungaroosh*. This is a kind of crude vernacular concrete where local aggregates such as pebbles are bonded in a matrix of lime, and the wall is placed by means of pouring the mixture between shuttering.



***The flank wall of this end of terrace represents a very large heat loss area. Fitting external wall insulation to such a wall could reduce the heating demand of the house by around 20% and make a hard to heat home much less so.***

***Frequently these walls have been rendered to protect the wall from driving rain. Rarely does the wall testament contribute positively to the character of the area.***

## 7.4 Internal and external wall insulation?

Solid walls can be insulated on the outside or the inside:

	Disruption	Effect on external appearance	Moisture risks	Planning
<b>External insulation</b>	Modest	Impact depends on circumstances and existing material but often significant.	Good detailing needed to exclude liquid water.	Planning permission: yes  listed building consent: yes
<b>Internal insulation</b>	High	Nil	Breathable construction and materials required to avoid trapping moisture.	Planning permission: no  listed building consent: yes

## 7.5 External insulation

### 7.5.1 Construction and materials

External wall insulation (EWI) consists of an insulation layer and a weatherproof finish. Usually, the insulation layer is a board fixed to the wall, though the recent development of insulating renders does allow insulation to be applied in manner similar to traditional plaster.

The most common and economical finish is weatherproof render (either lime or thin coat mineral type). Brick slips (or even mathematical tiles) can be used instead but the cost of fitting them usually make this uneconomic and obtaining a good match between existing and new brickwork is challenging.

In all cases, breathable insulation and weatherproofing must be applied to prevent moisture getting trapped.

### 7.5.2 Front elevations

Depending on the existing wall finish, external wall insulation has a significant impact on the external appearance and within Conservation Areas. As such it will rarely be acceptable on the front elevation buildings within the Conservation Area, save for one that have an entirely rendered finish that can be well matched and the additional depth to window reveals and the incorporation of architectural details is deemed acceptable.

Note that terraces that were designed to have a uniform appearance should be approached systematically; in these circumstances a proposal for a single house is unlikely to be appropriate because it will create or exacerbate a non-uniform appearance.

### 7.5.3 Rear and side elevations

Application of insulation to rear of buildings and side or end elevations can have a much less harmful impact on the special interest of historic buildings and the Conservation Area because of a combination of their reduced public visibility and less architectural interest (compare photographs in this report of the architectural formality and embellishment of frontages with the majority of rear and flank elevations). However, every case will be unique and should be discussed with Thanet District Council before an application is made.

### 7.5.4 Technical and planning considerations

External wall insulation can reduce heat loss from walls enormously and can be fitted in way that is less disruptive to householders. Key factors to consider are:

1. If the building is listed, consider professional advice and pre-application consultation with Thanet District Council, and if proceeding always secure necessary planning and listed building consent before commencing any works.
2. Assess the wall adequately before considering EWI. Ensure that any existing problems, particularly associated with moisture, are dealt with before adding insulation.
3. Always use materials that are breathable when applying to historic buildings. Wood fibre with lime render and a growing number of insulating limes renders make it increasingly possible to achieve this.
4. Good external wall insulation depends on good detailing at the junction edges and interfaces.
5. Pay particular attention to window details (cills and jambs). These should be made weatherproof and 'thermal bridges' should be carefully mitigated. Thermal bridges are where heat can escape because of a break in the insulation, such as where it meets a window frame. Thin insulants such as aerogel can help achieve good window reveal junctions.
6. Roof junctions such as parapets and eaves/verges may need extending to provide a neat and weather proof junction too that is consistent with the historic character of the building.
7. Carefully consider how existing building services such as pipes and cables may need to be moved or altered as part of the works.
8. If a 'board and render' approach is used, external wall insulation invariably generally relies on mechanical fixings (screws) to hold the board to the wall. Tests should be carried out prior to application to ensure that the fixings will be secure. For materials such as bungaroosh the nature of the material may throw up challenges.
9. Gaps between the insulation layer and the wall should be avoided as they tend to lead to additional heat loss and act as a moisture trap.

## 7.6 Internal wall insulation

### 7.6.1 Issues

Internal wall insulation (IWI) does not affect the external appearance of buildings and hence does not require planning permission or affect the character and appearance of the Conservation Area.

However, it can cause harm to the interior of historic buildings and will always require listed building consent. Note that it only needs to be applied to the external wall of a room, so in a typical terraced house that will be only one wall.

It will also cause a large amount of disruption for the occupants.

Like external wall insulation it is often installed as boards with a finish coat or layer fitted on top.

It is generally agreed that thick layers of insulation may lead to risks of moisture forming at the boundary with between the wall. This subject is covered in more detail at [historicenvironment.scot](http://historicenvironment.scot).

### 7.6.2 Technical and planning considerations

Internal wall insulation can greatly reduce heat loss from walls. There are a number of factors to consider in first working out whether it is compatible with the heritage significance, finishes and fittings of any given room and, second, ensuring that the insulation is effective and delivers the results the investment warrants:

1. If the building is listed, consider professional advice and pre-application consultation with Thanet District Council, and if proceeding always secure necessary listed building consent before commencing any works.
2. Consider the potential impact on historic finishes and fittings such as historic wall paper, skirting, dado, plaster cornices etc. How significant are these? Can they be carefully dismantled and refitted to the new wall surface? How will the depth of the IWI affect the proportions of the room, window reveals etc – which may be carefully balanced in the original design.
3. Always use materials that are breathable when applying to historic buildings. Wood fibre with lime render and a growing number of insulating limes renders make it increasingly possible to achieve this.
4. Assess the wall adequately. Pay particular attention to the condition of the pointing and brick work externally as well as the plaster internally. As with external wall insulation, ensure that any existing problems - particularly those associated with moisture - are dealt with before adding insulation.
5. To deliver the hoped for results, good internal wall insulation relies on good detailing at the junction edges and interfaces.
6. Pay particular attention to minimising 'thermal bridges' around window openings, which will substantially reduce the effectiveness of the insulation.
7. Carefully consider how existing building services such as pipes and cables may need to be moved or altered as part of the works. Electrical sockets are a common challenge.



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8. Heavy items such as mirrors cannot be fixed to boarding (it's not strong enough), so think about where you want to attach things and design in adequate (timber) fixing areas.
9. Gaps between the insulation layer and the wall should be avoided as they tend to lead to additional heat loss and risk of condensation building up. If loft and floor insulation are also being installed, this is another area for to look out for possible gaps. Wood fibre boards usually require a lime adhesive to be applied to eliminate air gaps and promote active moisture transfer.

## 8.0 Lever 2: Electrify heating

### 8.1 Renewable energy in your home

It is widely accepted that unless especially ambitious fabric retrofit is carried out, achieving zero carbon will also require renewable energy generation.

Examples of renewable generation are:

#### 8.1.1 Heat pumps

Heat pumps make heat for heating and hot water and are low carbon replacements for gas boilers which most homes use.

They can be divided into air source (ASHP) and ground source (GSHP) types though in urban locations air source are the more likely choice.

ASHPs usually require equipment outside (a large metal box that looks like an air conditioning unit). This is most easily mounted on the ground, on top of a solid (e.g. concrete) surface, or on a flat roof. On some occasions, it is more convenient to fasten them to a wall by means of metal bracketry. In all cases, adequate space should be left around the unit to ensure air flow and allow space for maintenance and annual checks. There is some modest fan noise so it's best to avoid locations near windows or other sensitive areas.

They work using the same principle as refrigerators but in reverse, removing heat from either the external air or the ground. This heat is fed in to the home as warm water, and then used in the normal way for radiators or underfloor heating systems and to heat water in a hot water tank.

The very 'clever' bit about heat pumps is that they create more energy as hot water than they consume from the electrical supply. Generally, it is expected that ASHPs produce between 2.5 and 4 times the heat energy that they consume.

#### 8.1.2 Solar panels

Solar panels, or photovoltaic (PV) panels generate electricity from the sun's energy. This can be used by the home instead of electricity from the grid, stored within a battery for use later or 'exported' to the grid (see section 9.0 below for details).

#### 8.1.3 Solar thermal water heaters

Like PV, solar thermal panels generate energy from the sun, but they warm water instead which is normally used for hot water.

#### 8.1.4 Heat recovery

Ventilation and hot water systems can also generate renewable energy from waste heat. Two increasingly popular forms are ventilation with 'heat recovery' and 'waste water heat recovery'. See section 9.0 below for details.

### 8.2 Carbon impact

Of the renewable options described above, heat pumps have the biggest capacity to reduce carbon emissions because of their efficiency and because they target the uses that consume most energy in the home: heating and hot water. Switching from gas to an air source heat pump can reduce carbon emissions from heating by up to 60%.

### 8.3 Heat pumps need to be installed in concert with fabric efficiency improvements

Compared to say gas boilers, ASHPs produce a low level of heat. Therefore, in order to produce comfortable temperatures on a cold winter's day, other measures are required to go hand in hand:

- Radiators that are much larger than with gas and 'top up' heating with fan heaters (although top-up heating should ideally be avoided)

OR

- improved fabric efficiency (insulation, windows, etc.)

It is most efficient and effective to adopt the latter and a combination of loft insulation, window upgrades, draught proofing and some wall insulation would be enough for most homes to become ASHP-ready.

### 8.4 The heat pump challenge

#### 8.4.1 Cost

There are two main challenges with fitting heat pumps: cost and location of the external plant.

To some extent cost is currently alleviated by the Renewable Heat Incentive (RHI) which runs till March 2022, and it is anticipated further support will be forthcoming in future iterations of the Green Homes Grants and similar central government schemes.

#### 8.4.2 Installation

The next and more fundamental challenge is where to locate the external box:

- Ideally this is fitted on the ground or within a roof location.
- If there is space to do that a metre away from the boundary and the equipment is not visible then it's likely this can fall within permitted development rights. In many cases this will not be possible though, and it will require planning permission.
- For flats situated on intermediate floors the challenge is likely to be harder still. It may be possible to use flat roofs over extensions below. However, care should be taken to ensure that flow and return pipework is not excessively long as that will likely reduce the efficiency of units.
- While air source heat pumps might fit on some balconies, this would reduce the amenity space of the residents, cause some noise nuisance and may have a harmful visual impact of the conservation area.
- Any installation on a listed building will require listed building consent.

Where planning permission or listed building consent is required, Thanet District

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Council will take into consideration the impact on the significance of the listed building and on the character and appearance of the Conservation Area. The wider public benefits of low carbon heating are recognised by the Council but it has a duty to balance these against impact on the historic environment.

For these reasons, ASHP at ground or upper levels on front or street elevations would not normally be permitted. It is likely therefore that in many cases gardens or rear elevations may be the best location, but in each case this will need to be discussed and agreed with the District Council.

Where ASHP's are not a viable option for reasons of heritage conservation, practicality or cost, electric storage heaters may be a viable alternative. They offer two key advantages: they are relatively inexpensive to install as no heat pump, boiler or radiator system is required; and they allow electricity to be bought off peak at cheaper rates and can therefore have comparable running costs to gas. However, in homes that have very high heat losses they may struggle to keep the home warm throughout the day. For this reason, they may work best in home that have already received some level of fabric upgrade.

## 9.0 Lever 3: Generate electricity

### 9.1 Solar Panels

#### 9.1.1 Opportunity

Solar panels (PVs) are an efficient means of generating electricity whose cost has fallen substantially and continues to do so. They require minimal maintenance and should last 20 years or more. Thanet District Council recognises that the widespread installation of photovoltaic panels and similar systems represents a significant opportunity for decarbonising energy and supporting local energy networks of the future that will help support the infrastructure of national grid in the coming decades.

#### 9.1.2 Considerations

To work efficiently at UK latitudes, they must generally face south (in some instances east or west-facing roofs may be suitable). This limits which roofs they can be attached to, and the extent to which they can be located to take account of impact on the significance of listed buildings and the Conservation Area. For example, if a listed terrace faces south, it is not possible to locate them on the roof slope facing the garden.

The simple pitched roof forms and regular building height common in the Conservation Area present very good opportunities for the addition of photovoltaic panels to many buildings. Solar panels are light and can be fixed with little change to a historic building and little impact on structural loads.

Two historic characteristics of Ramsgate's building stock assist in mitigating any impact of panels on the historic environment: parapets, which help to screen them from street level, and slates, against which the black colour of solar panels is less visible.

#### 9.1.3 Consents

Solar panels will require planning permission and listed building consent. For the reasons given above, Thanet District Council will look favourably on applications for photovoltaic cells on rear elevations and will consider applications for photovoltaic cells on listed and unlisted buildings on street frontages. Every case will be determined individually on its merits, having consideration for the significance of the location and elevation in question and the impact upon it, and pre-application advice is recommended.

### 9.2 Heat recovery

Heat recovery ventilation (HRV) and waste water heat recovery (WWHR) systems do not require planning permission but will need listed building consent.

Their installation tends to require some degree of invasive work to fit the equipment/ducts within existing internal fabric. As such they are measures which are most likely to be used on projects that involve significant levels of retrofit and refurbishment. Ductwork for HRV needs to be carefully planned and the HRV unit should be sited close to an external wall.



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HRV is especially worth consideration for:

- flats where the duct runs are likely to be small
- for properties on busy road where noise and traffic fumes tend to result in windows remaining closed for the majority of the time.

A whole house retrofit plan should consider the how these measures will be designed and installed at a detail level and consideration should be paid carefully as to how they may interact in a positive or less positive way.

## 10.0 Adapting buildings for our changing weather

### 10.1 Changing climate

Our climate is changing. This means we need to adapt buildings to more extreme weather. In particular, historic homes are at risk of overheating from hotter summers, and being damaged by more intense rainfall.

### 10.2 Preventing overheating

#### 10.2.1 The issue

The large windows found in Regency towns such as Ramsgate, combined with extended periods of hotter weather that we will experience in the future presents an increased risk of homes overheating in the summer.

Overheating causes discomfort to householders and extended periods can cause health problems and even fatalities. As contemporary society places an increasing expectation on comfort there is a tendency to install active cooling such as air conditioning in properties that are prone to overheating. However, energy use associated with cooling fosters yet more carbon emissions and should be kept to a minimum. The equipment associated with cooling systems is frequently difficult to install without harming the significance of historic buildings and the character and appearance of the Conservation Area.

#### 10.2.2 Reviving historic solutions: the awning in Ramsgate

Interestingly, previous generations were rather more familiar with this subject than we give them credit for. The historic photographs below show the generous use of awnings to provide solar protection to interiors of buildings in Ramsgate. Throughout the Conservation Area there is evidence of such awnings (also known as blinds) and other shading features, as these images illustrate. Thanet District Council encourage the reinstatement and operation of such historic cooling features.



*The Granville Hotel, c.1890-1910, using blinds and awnings to prevent rooms from overheating*



*Royal Crescent, c.1900-1910, using blinds and awnings to prevent overheating*



*The now fixed blind boxes on this southerly facing elevation invite the reinstatement of solar shading.*



*The verandah provides shading to the tall windows on the first floor of these fine town houses. The timber louvres that extend this shading are a common feature to the local vernacular.*



### 10.3 Intense downpours: improving gutters and downpipes

Whenever the roof covering of a house is replaced or renovated, particular attention should be paid to the rain water goods (that is, gutters and downpipes).

Climate change is causing more frequent and heavier downfalls and most historic rainwater goods are simply not large enough to cope with this, causing overflowing that wets walls and windows, causing damp and accelerating the rot of woodwork.

Listed building consent is required to replace rainwater goods with large diameter fittings, but providing the design and materials are sympathetic, consent is likely to be granted.

Internal gutters (that is, those you can't see from the ground) such as parapet and valley gutters should be checked for water tightness and capacity. 'Stepped' gutters frequently do not comply with modern standards and may be subject to leakage if they become blocked. Frequently, lead lined gutters will have been 'repaired' with all manner of materials and may need complete renewal.



## Part 4: Supporting Information

# 1.0 Technical terms

## 1.1 Technical terms and definitions

<b>HISTORIC ENVIRONMENT</b>	
<b>Term</b>	<b>Definition</b>
At risk:	an historic building, structure, landscape, site, place or archaeology, which is threatened with damage or destruction by vacancy, decay, neglect or inappropriate development
Designated heritage asset:	buildings, monuments, sites, places, areas, landscapes or archaeology that are protected by legislation: World Heritage Site, Scheduled Monument, Listed Building, Registered Park and Garden, Registered Battlefield and Conservation Area
Non-designated heritage asset:	a building, monument, site, place, area or landscape identified by Thanet District Council as having a degree of significance meriting consideration in planning decisions, but which does not have the degree of special interest that would merit designation at the national level, e.g. listing
Positive contributor:	an unlisted building, monument or place that contribute positively to the character and appearance of the conservation area. Some may have suffered from superficially unsympathetic alteration such as modern windows or shopfronts, but nevertheless make a positive contribution because of the underlying integrity of the historic building or place.
Setting:	the aspects of the surroundings of an historic building, structure, landscape, site, place, archaeology or conservation area that contribute (positively or negatively) to its significance
Significance:	the special historical, architectural, cultural, archaeological or social interest of a building, structure, landscape, site, place or archaeology – forming the reasons why it is valued
<b>STREETSCAPE/LANDSCAPE ELEMENTS AND WAYS OF DESCRIBING THEM</b>	
<b>Term</b>	<b>Definition</b>
Active frontage:	ground floor level frontages that are not blank, in order to encourage human interaction. For example, windows, active doors, shops, restaurants and cafes

<b>STREETSCAPE/LANDSCAPE ELEMENTS AND WAYS OF DESCRIBING THEM</b>	
<b>Term</b>	<b>Definition</b>
Amenity:	elements that contribute to people’s experience of overall character or enjoyment of an area. For example, open land, trees, historic buildings and the interrelationship between them, or less tangible factors such as tranquillity
Building line:	the position of buildings relative to the edge of a pavement or road. It might be hard against it, set back, regular or irregular, broken by gaps between buildings, or jump back and forth
Enclosure:	the sense in which a street feels contained by buildings, or trees
Historic plot:	for the purposes of this document, this means the land and building plot divisions shown on nineteenth-century Ordnance Survey maps
Focal point:	a prominent building or structure (or sometimes space). Its prominence is normally physical (such as a church spire) but may be social (a public house) or historical (a seafront shelter)
Legibility:	the ability to navigate through, or ‘read’, the urban environment. Can be improved by means such as good connections between places, landmarks and signage
Massing:	the arrangement, shape and scale of individual or combined built form
Movement:	how people and goods move around – on foot, by bike, car, bus, train or lorry
Public realm:	the publicly-accessible space between buildings – streets, squares, quaysides, paths, parks and gardens – and its components, such as pavement, signage, seating and planting
Roofscape:	the ‘landscape’ of roofs, chimneys, towers, spires etc.
Streetscape:	the ‘landscape’ of the streets – the interaction of buildings, spaces and topography (an element of the wider townscape, see below)
Townscape	the ‘landscape’ of towns and villages – the interaction of buildings, streets, spaces and topography
Urban grain:	the arrangement or pattern of the buildings and streets. It may be fine or coarse, formal or informal, linear, blocky, planned, structured or unstructured

<b>ARCHITECTURAL PERIODS/STYLES</b>	
<b>Term</b>	<b>Definition</b>
Edwardian:	correctly refers to the period from 1901 to 1910, the reign of King Edward VII, but often used in a more general way to refer to the whole period from 1900 to 1914.
Georgian:	dating to between 1714 and 1830, i.e. during the reign of one of the four Georges: King George I to King George IV
Vernacular:	traditional forms of building using local materials. In Selby this typically features pan tile roofs, sliding sash windows, handmade red bricks and Magnesian limestone
Victorian:	dating to between 1837 and 1901, i.e. during the reign of Queen Victoria

<b>BUILDING MATERIALS AND ELEMENTS</b>	
<b>Term</b>	<b>Definition</b>
English bond brickwork:	an arrangement of bricks with courses showing the short side (headers) separating courses showing the long side (stretchers)
Flemish bond brickwork:	an arrangement of bricks in which the short side (headers) and long side (stretchers) alternate in each course
Roughcast:	outer covering to a wall consisting of plaster mixed with gravel or other aggregate, giving a rough texture.
Rubble stone:	irregular blocks of stone used to make walls
Ashlar:	stone walling consisting of courses of finely jointed and finished blocks to give a smooth appearance
Flushwork:	decorative combination on the same flat plane of flint and ashlar stone
Knapped flint:	flint nodules split to reveal the shiny, dark inner part of the stone, used for aesthetic effect
Unknapped flint:	flint stones which haven't been split

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## Annex 1

<b>BUILDING MATERIALS AND ELEMENTS</b>	
<b>Term</b>	<b>Definition</b>
Bungaroosh:	a crude walling material comprising a mixture of brick, flint, sand, timber and lime, left to set in timber shuttering
Hipped roof:	a pitched roof with four slopes of equal pitch
Pitched roof:	a roof with sloping sides meeting at a ridge. Include m-shaped roofs, hipped roofs and semi-hipped



## 2.0 Methodology

### 2.1 Designation and management of conservation areas

#### What are conservation areas?

Conservation areas are areas of 'special architectural or historic interest, the character or appearance of which it is desirable to preserve or enhance' – in other words, they exist to protect the features and the characteristics that make a historic place unique and distinctive.

- They were introduced by the Civic Amenities Act 1967. They need to have a definite architectural quality or historic interest to merit designation.
- They are normally designated by the local planning authority, in this case Selby District Council.

#### Effects of conservation area designation

- The Council has a duty, in exercising its planning powers, to pay special attention to the desirability of preserving or enhancing the character or appearance of the area.
- Designation introduces some extra planning controls and considerations, which exist to protect the historical and architectural elements which make the areas special places.
- To find out how conservation areas are managed and how living in or owning a business in a conservation area might affect you, see Historic England's guidance pages on [Conservation Areas](#) and [Works in a Conservation Area](#).

### 2.2 Best practice

Two Historic England publications provided relevant and widely-recognised advice that informed the methodology employed to prepare the appraisal:

- [\*Conservation Area Designation, Appraisal and Management: Historic England Advice Note 1 \(Second edition\), English Heritage \(2019\)\*](#)
- [\*The Setting of Heritage Assets: Historic Environment Good Practice Advice in Planning Note 3 \(Second Edition\) 2017\*](#)

Other documents and sources that were consulted are listed in [section 7.4](#) below.

### 2.3 Process

The appraisal of the conservation area involved the following steps:

- A re-survey of the area and its boundaries;
- A review of the condition of the area since the last appraisal was undertaken to identify changes and trends;
- Identification of views which contribute to appreciation of the character of the conservation area;
- A description of the character of the area and the key elements that contribute to it;
- Where appropriate, the identification of character areas where differences in

spatial patterns and townscape are notable that have derived from the way the area developed, its architecture, social make-up, historical associations and past and present uses;

- An assessment of the contribution made by open space within and around the conservation area
- Identification of heritage assets and detracting elements; and,
- Recommendations for future management of the conservation area.

### 2.4 Heritage assets

The appraisal identifies buildings, structures, sites, places and archaeology which contribute to the character and appearance of the conservation area, and those that do not. These include:

- **Statutory listed buildings** are buildings and structures that have, individually or as groups, been recognised as being of national importance for their special architectural and historic interest. The high number of nationally listed building plays an important part in the heritage significance of many of district's conservation areas. Listed buildings are referred to as designated heritage assets. The location and grade of listed buildings in this conservation area are taken from GIS files from the National Heritage List for England, which is maintained by Historic England (<https://historicengland.org.uk/listing/the-list/>).
- **Scheduled monuments** are nationally important archaeological sites (and sometimes historic buildings and structures) that are given legal protection against unauthorised change. Scheduled monuments are designated heritage assets. The location and details of any scheduled monuments in this conservation area have been taken from GIS files from the National Heritage List for England, which is maintained by Historic England (<https://historicengland.org.uk/listing/the-list/>).
- There are many **unlisted buildings, structures, sites, places and archaeology** that contribute to the character and appearance of the area. These have been identified in the appraisal as 'heritage assets' by following the criteria in Historic England's [Conservation Area Designation, Appraisal and Management; Advice Note 1 \(2019\)](#), which include:
  - Does it have significant historic associations with features such as the historic road layout, burgage plots, a town park or a landscape feature?
  - Does it have historic associations with local people or past events?
  - Does it reflect the traditional functional character or former use in the area?
  - Does its use contribute to the character or appearance of the area?

Reference was also made advice contained in the Historic England publication [Local Heritage Listing: Historic England Advice Note 7 \(2016\)](#)

### 2.5 Opportunities for enhancement

Not every aspect of the conservation area will contribute to the characteristics that make it special. In this appraisal these are identified on the character area maps as 'opportunities for enhancement'. These might be buildings, structures, landscapes, sites or places. They may not contribute to the defined character and appearance of the conservation area by virtue of:

- inappropriate scale or massing
- poor quality materials or detailing
- extent and nature of alterations
- negative impact on the character and appearance of streetscape or landscape
- poor relationship to neighbouring buildings and spaces
- not reflecting historic plot boundaries and street patterns
- impact of poor-quality elements such as street clutter and furniture and hard landscaping

### 2.6 Views

The methodology applies best practice from Historic England's advice document [\*The Setting of Heritage Assets: Historic Environment Good Practice Advice in Planning Note 3 \(Second Edition\) 2017\*](#). Central to this is an analysis of the 'significance' of each view in terms of its historical, architectural, townscape, aesthetic and community interest, and of the key landmarks or heritage assets visible within it.

### 2.7 Statement of community engagement

Wording to be agreed once consultation is finalised.

## 3.0 Sources and further information

### 3.1 Legislation and policy

The Planning (Listed Buildings and Conservation Areas) Act 1990

National Planning Policy Framework (June 2019)

Thanet Local Plan (July 2020)

### 3.2 Supplementary planning documents

Landscape Character Assessment SPD

Kent Design Guide (Kent County Council) (adopted December 2006)

### 3.3 Guidance

Conservation Area Designation, Appraisal and Management; Historic England Advice Note 1 (Second edition), Historic England (2019)

Historic Environment Good Practice Advice in Planning Note 3: The Setting of Heritage Assets (Second edition), Historic England (2017)

### 3.4 References

National Heritage List for England, Historic England

Ordnance Survey mapping

Busson, Charles. 1985. *The Book of Ramsgate* (Buckingham: Barracuda Books)

Franklin, Geraint with Nick Dermott and Allan Brodie. 2020. *Ramsgate: The town and its seaside heritage* (Swindon: Liverpool University Press on behalf of Historic England)

Newman, John. 2013. *The Buildings of England: Kent: North East and East* (New Haven and London: YUP)

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# Cover

## Conservation Areas in Thanet Residents' and Owners' Guidance *CONSULTATION DRAFT*

August 2021



Alan Baxter



Historic England



Prepared by Alan Baxter Ltd on behalf of Thanet District Council

# Working on your home, garden or surroundings?

There are things that a resident, or an owner of a property, in a conservation area needs to know.

## What is a conservation area?

It is an area which is of special architectural character and historic interest. There are 27 conservation areas in Thanet.

In conservation areas, special care is taken in making development decisions and any changes should respect the existing character and preserve or improve that character.

Even small works such as external painting, cladding, altering doors or windows, paving front gardens, altering garden walls or works to trees may affect the character of a conservation area.

## What makes it special

The design of the historic buildings, the materials they are made of, promenades, parks, trees, and views, often including the sea, gives the district's conservation areas their special character.

## Does it increase the value of my house?

It could do! 2012 research by the London School of Economics and Historic England revealed that, on average, houses in conservation areas sell at a 9% premium when compared with properties not in conservation areas. Houses in conservation areas also showed greater retention in value, even during economic downturns.

## How do I find out if I live in a conservation area?

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The name and location of each conservation area can be found on the Thanet District Council website – [conservation area](#).



***Early nineteenth century terraced housing - a typical housing typology within Ramsgate Conservation Area***

### Who is this guidance for?

In a conservation area, there are some extra planning controls and considerations in place to protect the historic and architectural elements which make it special. This guidance is for homeowners, tenants and landlords with properties in conservation areas and provides information on:

- Planning factors that affect conservation areas
- How to get help
- How to get involved
- Where to find extra advice

### Can I change the outside of my property?

Thanet Conservation Areas Owners Guidance DRAFT 08/21

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## Annex 2

You can change the outside of your property, but there are restrictions on what you can do.

### What type of building do you live in? It makes a difference.

#### **Houses which are occupied by a single family**

Sometimes, certain works that would usually require planning permission can fall under a General Permitted Development Order (GPDO), meaning they do not need planning permission. This includes:

- Painting the outside
- Altering gutters and drainpipes

#### **Buildings in multiple occupation; shops and offices; other buildings in non-residential use**

These types of building are covered by separate legislation and have few 'permitted development' rights.



### Article 4 Directions

In some conservation areas, GPDOs can be removed by legislation called an Article 4 Direction, which allows the council to have greater control over building works in the area if they believe that specific planning problems exist in an area.

They can cover:

- Alterations to roofs (including chimneys and materials)
- Front elevations (including porches, extensions, windows and doors)
- Front gardens (including hardstanding for parking, walls, gates and fences)

### How to check if there is an Article 4 Direction on your property

All of the Article 4 Directions currently in place within the District can be found on the Thanet District Council website – [Article 4 Direction](#).

### What if my property is not affected by an Article 4 Direction? Even if your property isn't affected by an Article 4 Direction, you need to apply for planning permission to:

- Extend the building to the rear if the extension would have more than one storey.
- Extend the building to the side.
- Install external render or cladding such as weatherboarding, plastic, timber, tiles, stone or false stone.
- Install roof dormers or enlarge the roof.



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- Fix a satellite dish to a chimney, wall or roof that faces onto, and is visible from, a highway, or to a building over 15 metres high.
- Fix a solar panel to a wall that faces onto, and is visible from a highway.
- Install a standalone solar panel in the garden, if visible from a highway.
- Fix a heat pump to a wall that is visible from a highway.
- The total or substantial demolition of any building with a total cubic content in excess of 115 cubic metres in a conservation area.
- The construction alteration or demolition of a chimney when visible from the street



***Article 4 Directions help to prevent the loss of historic features which***

Thanet Conservation Areas Owners Guidance DRAFT 08/21

### *define the character and appearance of conservation areas*

## Do you want to change a garden or area of land attached to your building?

### **Sheds and garages**

You need to apply for planning permission if you want to do works within the property boundary. This includes erecting a building such as a garden shed or garage, if any part of it is between the side elevation of the house and the boundary.

### **Demolition of boundary walls and gates**

Planning permission is required for the total or substantial demolition of walls, gates and fences which are:

- One metre or above and next to a highway – including a public footpath or bridleway, waterway or open space.
- Two metres or above elsewhere.

### **Trees**

Trees form an important element of many conservation areas. Anyone proposing to fell or carry out work on trees in a conservation area must give the Local Planning Authority six weeks' notice of their intention. This enables the Authority to make a Tree Preservation Order (TPO) if the proposed work is considered not to be in the interest of the tree or of the amenity of the area in which it stands.

The Council is responsible for the administration and management of trees in conservation areas and TPOs. This involves the survey and inspection of trees for inclusion in new TPOs and the consideration of proposals by owners to fell or prune protected trees. Please follow the links below to find addition advice and application forms relating to trees:

[Tree Protection - Thanet](#)

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Check tree preservation order online - Thanet

## Annex 2



***The trees in this churchyard are protected by Tree Preservation Orders.***

### Helpful Hint

Pre-application advice is often the best way of exploring the implications of demolition and other forms of work that require planning permission. Guidance on how to access this advice can be found at – [Pre-application advice](#).

### How to get help with a problem

Sometimes things go wrong such as fly tipping, streetlights not working, potholes or issues with pavements.

There is a way to report this through [FixMyStreet](#), an independent website making it easier to report problems in your community. The information is sent to the various sections of Thanet District Council or Kent County Council that can help.

For more urgent problems, please contact the relevant department at Thanet District Council:

[Building Control](#) for dangerous structures and insecure sites.

[Planning Enforcement](#) for demolition or building works without consent.

[Environmental Services](#) for noise pollution or air quality.

[Ecology](#) for lost or dangerous trees.

[Kent County Council Highways](#) for highway obstruction or dangerous structures affecting the highways.

[Kent Police](#) for heritage theft.

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### Helping to improve together

You can have a say in how your conservation area is managed.

Local communities often work with the Council to draft Conservation Area Appraisals and management plans, as recently in Ramsgate and previously in Cliftonville.

Conservation Area Advisory Groups, which include local residents and business representatives, were set up in Thanet in 2017. Details can be found at – [Conservation areas](#).

There are also various local amenity groups or civic societies who are involved with the management of your conservation area. You can search for groups in your area through [Civic Voice](#) an organisation representing civic societies at national level.

Parish and Town Councils are also a point of contact.



## Annex 2



***Local volunteers are helping to reverse the fortunes of Winterstoke Gardens in Ramsgate***

### **Extra help**

Historic England has produced a wealth of useful guidance on living in conservation areas, which can be found on [historicengland.org.uk](https://www.historicengland.org.uk).

The national planning portal gives advice on planning and building a project, and advice on [50 common building projects](#).

Thanet District Council can advise on general [building regulations](#) as works to buildings may also need separate approval under building regulations.

Thanet District Council has specific web-based information on conservation areas and the special things within them such as listed buildings. This can be accessed at [Heritage & conservation](#).

Thanet District Council has also produced a variety of conservation area appraisal and management plans, which can be accessed at

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## Annex 2

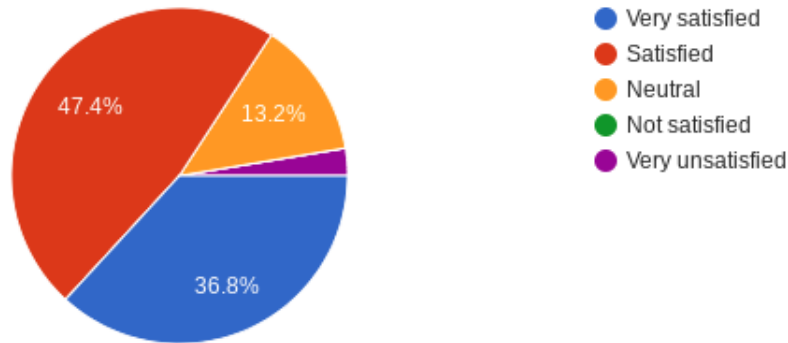
### Conservation areas.

The Building Conservation Directory brings together the latest expert advice and up-to-date information on craft skills, conservation products and specialist services, as well as course listings, useful contacts, and other essential information. This can be accessed at [buildingconservation.com](http://buildingconservation.com)



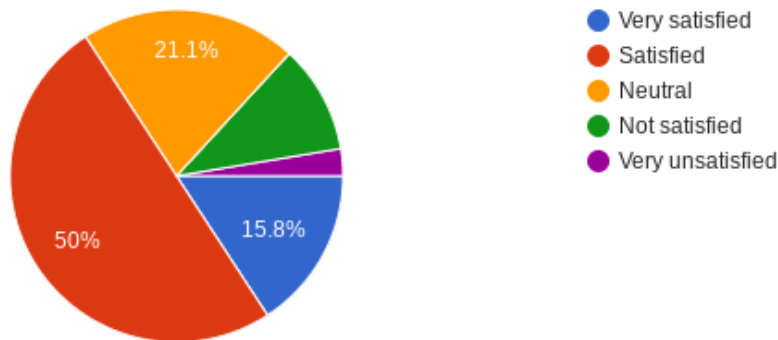
Part 1: Character Appraisal - This section provides an assessment of the special architectural and historic interest of the Ramsgate Conservation Area, and the contribution made by individual elements to its special character and appearance. To what extent are you satisfied overall with the information in this section?

38 responses



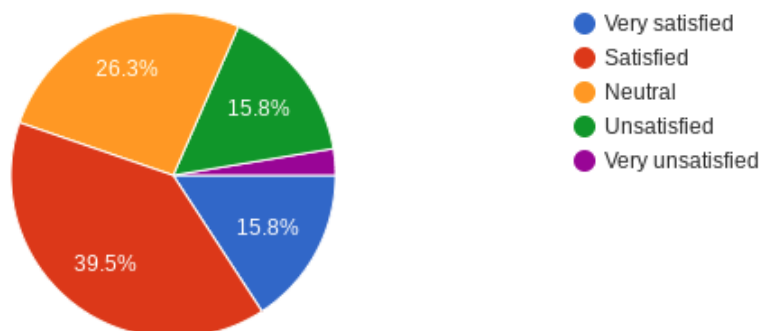
Part 2: Management Plan - This section provides principles and recommendations to manage change across the conservation area and help to preserve its character and appearance. To what extent are you satisfied overall with the information in this section?

38 responses



Part 3: Guidance for Climate Change Adaptation and Mitigation - This section offers practical guidance relating to the climate change adaptation of buildings within the conservation area. To what extent are you satisfied overall with the information in this section?

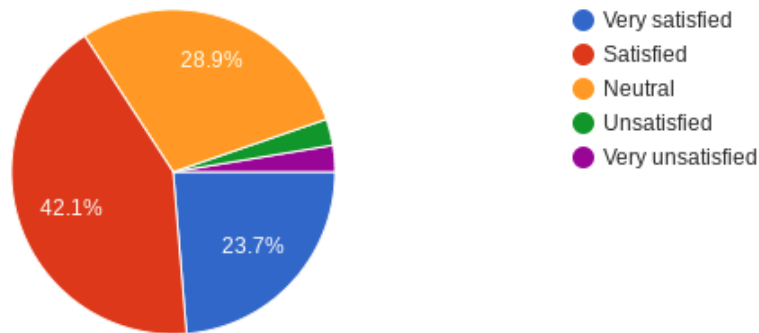
38 responses





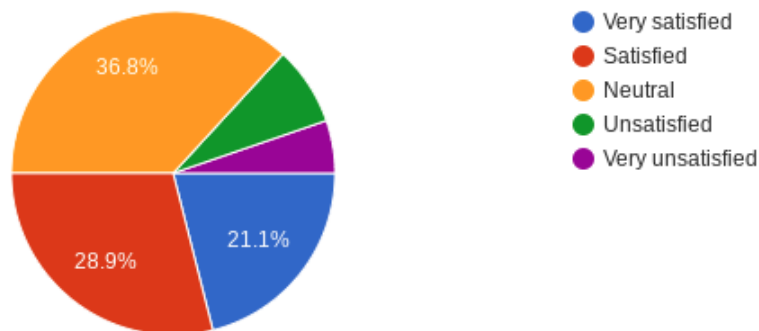
Part 4: Supporting Information - This section contains a list of useful sources; the methodology used to carry out this Appraisal; and a glossary of architectural or historic terms used. To what extent are you satisfied overall with the information in this section?

38 responses



Draft Conservation Area Owners' Guidance - This outlines practical advice for living in a conservation area, and explains what the conservation area protections cover. To what extent are you satisfied overall with the information in this guidance?

38 responses



Please select which of the below statements best describes you as the respondent to this questionnaire.	Part 1: Character Appraisal - To what extent are you satisfied overall with the information in this section?	Please add your comments about Part 1: Character Appraisal.	Part 2: Management Plan - This section provides principles and recommendations to manage change across the conservation area and help to preserve its character and appearance. To what extent are you satisfied overall with the information in this section?	Please add your comments about Part 2: Management Plan.	Part 3: Guidance for Climate Change Adaptation and Mitigation - This section offers practical guidance relating to the climate change adaptation of buildings within the conservation area. To what extent are you satisfied overall with the information in this section?	Please add your comments about Part 3: Guidance for Climate Change Adaptation and Mitigation.	Part 4: Supporting Information - This section contains a list of useful sources; the methodology used to carry out this Appraisal; and a glossary of architectural or historic terms used. To what extent are you satisfied overall with the information in this section?	Please add your comments about Part 4: Supporting Information.	Draft Conservation Area Owners' Guidance - This outlines practical advice for living in a conservation area, and explains what the conservation area protections cover. To what extent are you satisfied overall with the information in this guidance?	Please add your comments about the Conservation Area Owners' Guidance.	Do you have any further comments on any other aspect of the appraisal documents?
A local resident	Satisfied		Satisfied		Satisfied			Very unsatisfied			
A local resident	Satisfied		Satisfied		Satisfied			Satisfied			
A representative of a local council	Very satisfied		Satisfied		Satisfied			Very satisfied			
A local resident	Satisfied		Satisfied	Who will enforce the plan?	Satisfied			Very satisfied			Without effective local government and funding Ramsgate will continue to deteriorate. Litter, graffiti, dog mess, detract from the town no matter what the buildings and HAZ offer.
A local resident	Satisfied		Satisfied		Satisfied			Satisfied			
A local resident	Satisfied		Satisfied		Satisfied			Satisfied			The sea lyeth on the east side of our liberties, and on the south side from the sea towards the west, away called Thomas Tarye's way, leading by a close called Nynne close, and so leadeth by a close called Beysants, and so down through Ellington, and so the way leadeth towards the south part of Ramsgate mill, and so down to a way that leadeth between Herstone and Ramsgate, and so on that way up the end of Jellyngam hill, and so on almost to the sea cliff, a way of six feet broad. (fn. 9)
A local resident	Satisfied		Satisfied		Satisfied			Satisfied			THE BOUNDS OF THIS VILLE AND JURISDICTION of the cinque ports, lies
A local resident	Satisfied		Satisfied	Doesn't cover St Lawrence. Historically more important than Ramsgate.	Neutral			Neutral		St Lawrence Church is a Heritage site and steeped in history.	
A local resident	Neutral		Neutral		Neutral			Neutral			
A local resident	Satisfied	Amazingly comprehensive, fair overview of the current situation.	Not satisfied		Unsatisfied	How are you going to reconcile your desire for Climate Change Adaptation and your strong desire for no changes to windows in listed buildings? On the one hand you want everyone to think about and adapt to the current mores on Climate Change, on the other hand you actively prohibit the replacement of single-glazed windows with double-glazed, regardless of whether the new double-glazed windows will be made of wood and identical to the existing ones, and regardless of whether the windows to be replaced have any historical value or are were in fact very poor 1970s copies of the originals.	Neutral		Your idea of installing heatpumps in a CONSERVATION AREA is ludicrous in the extreme: it will merely disfigure existing buildings. The idea of electrifying heating is just as ludicrous: the electricity network that currently exists cannot cope with such demands. The idea of solar panels in a CONSERVATION AREA is equally ridiculous, as it will ruin historic roofs. I find your "guidance" to be naive and unrealistic in the extreme - and I speak as someone who owns and has improved both Victorian and Edwardian properties.	Implementing controlled parking throughout the entire conservation area is one thing that will immediately improve the area.	
A local resident	Satisfied		Not satisfied	There should be more references to potential areas for development of conservation improvements. As a resident of Vale Square where residents have to comply with conservation and listed building requirements there doesn't seem to be reciprocity from the council. There is a comment about the remaining original lamppost at the top of the square. To preserve the character of the area the current lampposts should be replaced with modern reproductions of the old Victorian lampposts and with efficient lighting. Examples of this restoration of character features can be seen in Sandwich and in the central part of Ramsgate town. This would add hugely to the character of the square as well as improving safety.	Satisfied			Satisfied			
A local resident	Very satisfied		Very satisfied		Satisfied			Neutral			I would like to see published programmes of improvement of character street furniture and surfaces.
A local resident	Satisfied	Performed to an acceptable level.	Satisfied		Unsatisfied	ASHP are a terrible solution in the context of Georgian properties, small rooms cannot operate with radiators designed to work at such low temperatures. Complete renovation to underfloor heating would destroy the very fabric you are trying to preserve and fanastatic cost issues. The refusal to permit the replacement of non-historic windows (70s and 80s) in listed properties with double glazed timber sash windows is bone headed. In most cases the windows in place are not historic to any degree.	Satisfied	no comment		Neutral	
A local resident	Very unsatisfactory	Particularly addressing the appraisal of West Cliff Promenade, it seems in Nov 2021 already months out of date considering the Photo of View looking east along West Cliff Promenade on p 54 (and also on p 216) does not include the invasive cycle/shared space markings, which blight the promenade visually and seems incongruous for a conservation area. Equally the photo on p 218 of "spectacular views out to sea from West Cliff promenade" shows an empty port, whereas what has been the view for many months is a haphazard and slapdash authorised traveller's residential encampment inhumanely and indefinitely placed on a busy industrial worksite. There is also little point pontificating about spectacular views without going just a few graffitied steps down from the west cliff promenade towards the beach itself. The steps down from the promenade, which presumably are part of the conservation area as well as the broken lift (which is not mentioned in any depth) are absolutely blighted with graffiti, and this has only been on the increased. Why on earth would a conservation area be addressed without this pathway to/from the promenade being analysed? If the steps are not part of the conservation area, why not? It seems negligent to leave them out, when they are essentially at the foot of The Grange, a grade 1 listed property.	Very unsatisfied		Neutral	The comments on the gardens in front of Royal Crescent seem to not understand that while they could be more landscaped/cleaned up made more visually appealing, they are a quiet residential space of solace in an area where there is much unpoliced antisocial activity. Please do not encourage further activity and ingress so close to residences without first addressing the vandalism and general antisocial behaviour on the West Cliff Promenade, nor without a plan for the sunken space at the end of the promenade. As above, the Plan does not include the access from both sides of the West Cliff Promenade - surely the vandalised steps and lift to/from the promenade to the seafront are of conservation significance and should be addressed and cleaned up accordingly?	Neutral		Unsatisfied	Not much point in Owner's Guidance if the town itself is going to allow trash and vandalism to go unchecked in public spaces. Where is the Guidance (and accountability) for TDC?	
A local resident	Very satisfied	I think it is great that they have taken a lot of things into consideration.	Very satisfied	All looks good.	Very satisfied	Looks good.	Very satisfied	All seems good and well thought out.	Very satisfied	Very informative.	only that I do agree that all these places and buildings needs to be preserved
A local resident	Neutral	As with the whole appraisal, the information given is incredibly detailed - every paving stone, door, window, lamppost and railing seems to get a mention. The result is a document that runs to almost 500 pages. In my view, this is a significant deterrent to public consultation - the very people whose views you seek will be put off. No doubt the details are of interest to specialists such as planners, architects, historians etc but the average resident needs a much shorter summary document on which to base a response.	Neutral	Same problem, really: very interesting to specialists, too long for others. And rather vague in places - it effectively says "X and Y spoil the area; let's look at ways to make them better". Where is the practicality? There's lots of talk of developing strategies, monitoring, consulting etc etc. It'll be another 20 years before anything gets done if those responsible aren't careful.	Neutral	I only skim-read that section. It's not a subject I know much about at all. In principle, I would support every 'green' option available. Increasingly, companies are making products which are sensitive to both heritage and environmental issues, so there need not be a conflict.	Neutral	Didn't read.	Neutral	Didn't read.	I think my views are clear. I very much appreciate the work that has gone into writing the documents. They are enormously comprehensive and useful to specialist decision-makers. I just hope that residents and others with a genuine interest do contribute. I very much support any effort to conserve historical features. I think it's a great shame when beautiful architecture is ruined by horrible signs or modern additions. However, I worry about how long it will be before anything is actually done as a result of this consultation and I visualise huge documents gathering dust on shelves in Council offices.
A local resident	Very satisfied	Ramsgate is a hidden gem but needs cleaning up	Satisfied		Satisfied			Satisfied		Need to go back and read it!	No
A local resident	Very satisfied	An excellent & comprehensive assessment of Ramsgate's unique architectural heritage. It is good to read such a well written & easily accessible explanation of the history of the town, its architecture & development over the past few centuries. All the historic detail of the town has been duly noted including so many details that most people would rarely notice.	Very satisfied	Excellent & thorough. Again the attention & proposal to improve & enhance some of the most neglected parts of the town here is vital and must be done. Good suggestions on where to concentrate efforts to best improve both public & private spaces.	Satisfied	Vitaly important that this information is shared with local home owners (particularly of historic & Listed houses). Interesting to see the things that TDC are likely to look favourably on with regard to Listed Building climate improvements/insulation and it would be good to have more interaction from TDC on these issues as time is of the essence with regard to climate change. Already we have experienced stifling hot summer days & torrential downpours which some of our older buildings/town infrastructure (sewers) are failing to cope with properly. This is IMPORTANT information.	Very satisfied	Useful to help people understand the assessment.	Very satisfied	Again all excellent & useful/practical advice.	A well written assessment with useful information & advice. The use of photos to illustrate some of the good & bad buildings of our town is helpful in simply showing what needs to be done to make the right improvements. So good that someone has finally pointed out how historically important Ramsgate is as a town & how the good bones of the town can be saved & restored. I hope TDC will also read the report & work with the residents who love this town in helping save this place from further damage & neglect. Thank you.
A Parish / District or County	Very satisfied	Some interesting historical facts which I didn't know about the East Cliff.	Satisfied	The report doesn't say how TDC is going to fund (money and staff) to look after Ramsgate's Conservation Area going forward (and taking in to account the possibility of increasing the Conservation Area's geographical size). At the moment, the Council has one TDC Conservation Officer, one Planning Enforcement Officer and one Assistant Planning Enforcement Officer. This is not enough staff. For example, Dover DC has four Planning Enforcement Officers. Pleased to see inclusion of empty plots of land in East Cliff with photos eg. land behind Granville House which have been left derelict for over 20 years and need to be developed for housing.	Very satisfied	This is excellent and fits in with TDC's Climate Emergency work in Thanet headed up by the Climate Change Officer and the Climate Emergency CAG. Interesting suggestions to mitigate climate change such as putting external blinds over windows (as the Victorians used to do). As councillors we are already doing work with KCO/TDC to unblock street drains to aid water flows from downpours and remove weeds from guttering on TDC's council housing.	Very satisfied		Very satisfied		A very positive and forward thinking appraisal but where is the funding coming from to maintain the Conservation Area and retrofit listed buildings to mitigate climate change? Thank you.
A local resident	Satisfied	I'm surprised there isn't more about the Westcliff Hall and Project Motthouse	Neutral	There seems a long way to go with yet more strategies to consider/explore/consult. Isn't this a definitive report?	Neutral	No comment	Neutral	Seems fine	Neutral	Concentrate on rogue landlords and compulsory purchase orders	I hope there will be stronger outcomes and decisions to renovate buildings that are not listed such as St. George's Church Hall, the lift on the East Cliff; more focus on the High Street which is appalling as is King Street. Also to have outcomes of establishing proper lists of designated Green spaces; list of non-designated heritage assets and heritage assets. There should be a stronger commitment to tree planting in this barren Isle. Please don't spend all the money on putting in speed bumps. Replace the horrible multi-storey car park with anything - even an open-air car park. What better Heritage champion can you have than the Ramsgate Society rather than putting the focus on one individual councillor or even worse, appointing a paid TDC officer.
A representative of a local council	Very satisfied	The appraisal of our area was well considered and insightful. It is worth noting that the upper high street is the main thoroughfare from the station and where visitors get their first impression of the town. The appraisal recognised real issues like the Eagle pub being under threat and the number of vacant buildings on the high street. These are issues TDC urgently need to address if we are to attract more visitors to the town.	Very satisfied	The projection for TDC to take action is well overdue but they don't listen to residents groups. There is a toxic culture at TDC and Ramsgate Town Council are marginalised. For example there is a problem with speeding and parking in our conservation area most notably on Paradise itself which has become a rat run to Cannon Street car park. TDC, KCC and the police meanwhile just point the finger at each other. There is no enforcement and complaints about planning issues like satellite dishes, rubbish or noise are ignored. Let's hope these recommendations are not.	Very satisfied	Historic properties do require ventilation and are difficult to insulate but some guidance should be offered to encourage households to conserve gas, electricity and water. Traffic in the town causes not only air pollution but has severely damaged the historic infrastructure of the town and the quality of life for the residents.	Very satisfied	The appraisal was well researched and demonstrated a good understanding of the problems facing the conservation areas in Ramsgate.	Very satisfied	Really it's TDC and not the residents who need to be brought up to speed when it comes to understanding the necessary protections in our conservation areas. Their attitude is they don't have enough resources and they don't seem to have a real understanding of the issues. They regard the person complaining as the problem, they waste everyone's time as well as the council tax payers money and go through the motions of investigating complaints and then say they can do nothing.	Other than the reluctance of TDC to take the conservation areas in Ramsgate seriously the biggest problem by far is the volume of traffic. Many of our towns and cities are banning cars in the town centres but I get the impression that TDC and KCC will be the last to consider such a measure. They can't even bring in a 20 mph speed limit that was introduced in Iellington 50 years ago. The appraisal recommendation to assess parking does not go far enough. We need to look to the future when there will be fewer and not more personal vehicles in town centres.
On behalf of a charity, volunt	Satisfied	Very thorough appraisal from an heritage perspective but needs more context of Ramsgate's other aspirations and opportunities	Satisfied		Satisfied	I hope that the planning department will be appraised of this as negotiating listed buildings can be very challenging	Satisfied		Satisfied	See comments above re the heritage planning team	It was impressive to read just how much heritage there is in Ramsgate and we hope that this will be the start of a shared approach to preserving it for the whole community



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and a local resident	Very satisfied	<p>At 15.3.1 Conservation Area Boundary Changes</p> <p>I would respectfully suggest all of Avenue Road is included in the Character Area 5 of the Ramsgate Conservation Area.</p> <p>Explanation: Avenue Road is a very narrow street with a mix of houses of some architectural interest. A third of Avenue Road is included in Character Area 5 of the Ramsgate Conservation Area because of Holy Trinity Church. Without a boundary extension, the setting of this important church will continue to be at risk.</p>	Very satisfied	<p>Page 194 Crossing Provisions</p> <p>There are a number of homes for the elderly (Homefleet House) along Wellington Crescent and Victoria Parade.</p> <p>There are a number of visitor accommodation sites including Albion House hotel, Wellington Crescent, Coastguard Cottages and The Comfort Inn along Wellington Crescent and Victoria Parade.</p> <p>There are a number of social activities that take place on the East Cliff promenade, for example Ageless Thanet meets at the Tolgate Kiosk and many people of all ages from the very young to the elderly walk on the East Cliff Promenade.</p> <p>In addition, Granville Theatre is to be used as a community asset and the catchment area must be extended to buses, feet, train as well as by car. There is a bus stop on either side of the road but with no zebra crossing or traffic lights to assist safe crossing.</p> <p>The nearest train station is Dumpton Park with quite a short walk to the seafront again there is no zebra crossing or traffic lights to assist safe crossing.</p> <p>All of these socio-economic activities require crossing to and from the road.</p>	Very satisfied	Very satisfied	Very satisfied	Very satisfied	Very satisfied	<p>At 15.3.1 Conservation Area Boundary Changes</p> <p>I would respectfully suggest all of Avenue Road is included in the Character Area 5 of the Ramsgate Conservation Area.</p> <p>Explanation: Avenue Road is a very narrow street with a mix of houses of some architectural interest. A third of Avenue Road is included in Character Area 5 of the Ramsgate Conservation Area because of Holy Trinity Church. Without a boundary extension, the setting of this important church will continue to be at risk.</p> <p>Page 194 Crossing Provisions</p> <p>There are a number of homes for the elderly (Homefleet House) along Wellington Crescent and Victoria Parade.</p> <p>There are a number of visitor accommodation sites including Albion House hotel, Wellington Crescent, Coastguard Cottages and The Comfort Inn along Wellington Crescent and Victoria Parade.</p> <p>There are a number of social activities that take place on the East Cliff promenade, for example Ageless Thanet meets at the Tolgate Kiosk and many people of all ages from the very young to the elderly walk on the East Cliff Promenade.</p> <p>In addition, Granville Theatre is to be used as a community asset and the catchment area must be extended to buses, feet, train as well as by car. There is a bus stop on either side of the road but with no zebra crossing or traffic lights to assist safe crossing.</p> <p>The nearest train station is Dumpton Park with quite a short walk to the seafront again there is no zebra crossing or traffic lights to assist safe crossing.</p> <p>All of these socio-economic activities require crossing to and from the road.</p> <p>Proposals</p> <p>To extend the 20 mph zone to other parts of the East Cliff and wider town (namely Madeira Walk and Wellington Crescent and parts of Victoria Parade).</p> <p>To create a zebra crossing at or around the lower kerb part of Victoria Parade near Granville.</p>	
A local resident	Neutral	There is no explanation of why the Royal Esplanade conservation area is not referred to at all in this report.	Satisfied	Please see the lack of reference to the neighbouring Royal Esplanade conservation area and how this plan work in concert with the whole of Ramsgate including the Royal esplanade	Satisfied		Unsatisfied	Please explain how this draft works in connection with the Royal Esplanade conservation area.	Neutral	The TPO map on the Thanet website does not work. TPOs do not appear correctly on property searches.	see above
A local resident	Very satisfied	<p>An excellent survey. I have three points to make in support:</p> <p>1. Perhaps you are too ready to accept that the 'pedestrianisation' of the central area of the town is in keeping with the town's historic architectural character. The effect of pedestrianisation has been to shift traffic to residential streets without evidently increasing the commercial success of the central retail streets.</p> <p>2. This raises and exacerbates the problems of traffic control, of calming measures and of signage, all of which - if effectually implemented - would be highly relevant to your assessment of the character of the central area of Ramsgate. For instance, effective measures to control speeding might be visually very intrusive: so, is there another solution?</p> <p>3. You might further consider the visual importance of railed front areas. Introduction of electric car charging points will further increase the challenge which private cars bring to streets of town houses.</p>	Very satisfied		Very satisfied		Very satisfied		Very satisfied		
A local resident	Satisfied	This seems to be a fair and full appraisal of the area where I live. I don't have the knowledge to comment on the other postcodes.	Satisfied		Neutral		Satisfied	Helpful information.	Satisfied	I found this guidance informative and shall keep it on my computer in case I need to refer.	
A local resident	Very satisfied	Given that the conservation covers such a large area it was a good idea to identify different areas of character.	Satisfied	<p>More focus should be applied to noise pollution and emission pollution. As a volunteer has noted, the soundscape of traffic noise and speed impacts on the visual aesthetic and the enjoyment of the historic character of the town particularly in roads such as West Cliff, St. Augustine's and Effingham. Road speeds should be considered as affecting the historic aesthetic along with traffic volumes. Positive steps could include encouraging the use of electric vehicles by providing public charging points on the road and at petrol stations.</p> <p>These steps should be built into the management plan. This is referred to in the document but I may have missed it as an action point.</p>	Satisfied	<p>There is good focus here with detailed consideration of the issues for individual properties. Within this context, as discussed during the online consultation meeting, decisions will be made on a case by case basis. Private gardens are mentioned, but consideration could be given to surface run-off issues, as many gardens are paved or concreted over. A participant at the meeting did mention rainwater harvesting and this is something that could be considered as part of the plan.</p> <p>Again, there is not enough emphasis on public realm issues. As mentioned previously, suitably designed electric charging points for cars should be introduced. Slowing speeds for traffic goes along with reducing emissions pollution.</p> <p>A sense of 'entering an historic town centre' should be established in order to influence the behaviour of drivers. For example, at the top of West Cliff Road at the roundabout with Grange Road, town 'gates' could be installed - something to give the visual clue of an entrance (not actual gates of course, maybe a wrought iron sign saying 'welcome to Ramsgate historic conservation area'). This could be reinforced with an area of cobbles in the road. Further down the road it would be a good idea to protect the pavement area of the nursery at the corner of Cannonbury Road. This could be done with a 'bulb' added to the pavement, made of low greenery. Further down still, at the junction of Royal Road and Crescent Road, a pedestrian crossing could be made to cover all the area of the junction. A 20mph speed limit could be introduced. The road narrows here and drivers tend to charge at it to get through first. Speeds are high, particularly at quiet times, most likely in excess of 50mph.</p> <p>There are many relatively small changes that could be made to calm traffic and to reduce noise and emissions pollution and improve pedestrian safety. Effingham street is another example where cars dominate and often drive on the pavement in order to pass, endangering pedestrians (having witnessed several near misses). Effingham would benefit from wooden bollards halfway up to reduce traffic to local only, like the ones near the library.</p> <p>The Harbour front proposals if implemented will help in this respect and set a precedent for calmer traffic and reduced speeds.</p> <p>Gates have been erected at the entrance to Harbour street to protect pedestrians during the pedestrianised hours.</p> <p>Many other areas of the town centre would benefit from such measures. For example, Wellington Crescent, Victoria Parade, Victoria Road and Bellevue Road would all benefit from traffic calming measures.</p>	Satisfied	Satisfied	Very satisfied	Very satisfied	

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A local resident	Very satisfied		Satisfied		Unsatisfied	<p>First I would like to say how encouraging it is that Ramsgate's heritage is being recognised as worthy of protection to this extent.</p> <p>Ramsgate is, as the consultants have noted, a town with an exceptional heritage of great value and I believe it is vital that we find a way to protect this heritage whilst also working to ensure that the "lived experience" of owning and/or living in one of these beautiful properties is taken into account as the very basis of any conclusions drawn.</p> <p>I was very grateful and interested to attend the online Google Meet presentation for the HAZ and was impressed by the flexible, organic approach taken by the consultants.</p> <p>I remain, however, concerned that Historic England's need to protect appearances and the "carbon embodiment" of elements of these heritage properties elevates style over substance in this instance.</p> <p>My first concern is that, whilst this appraisal is ground-breaking in many ways, it does not go far enough.</p> <p>I am convinced that the carbon cost of new-build homes will make retro-fitting the new "go to" solution for our housing needs going forward and that the skills for cost effective and efficient retro-fitting need to (and will) catch up fast.</p> <p>There are two main areas where I believe this will come into play; firstly in regenerating our high streets to provide appropriate and climate resilient accommodation in place of redundant retail units and, secondly, in the regeneration of the many neglected, cold and damp properties currently in need of attention.</p> <p>Not all of these properties are the HMOs which we pass daily with rotten windows and draughty hallways.</p> <p>Many of them are in private hands where the expense of the day-to-day upkeep in line with current planning requirements for conservation areas and listed properties are punitive.</p> <p>An insistence on retention of original frames and glazing in these houses, on the grounds of their appearance and also their "carbon embodiment" is, I believe, misguided.</p> <p>I also believe it can be only temporary, as the requirements to lose gas and other high-heat forms of central heating will make these homes unlivable by modern standards.</p> <p>I would like to propose, therefore, that this appraisal takes a positive lead in researching, promoting and encouraging development of aesthetically appropriate and climate resilient glazing.</p> <p>I do not believe this requirement is met by secondary glazing: it comes with its own host of problems, it is not sufficiently efficient and, furthermore, it is very noticeable and quite ugly.</p> <p>As for the "carbon embodiment" of the original windows, I think we need to be very careful indeed before we rely on this argument.</p> <p>As agreed during the meeting, heat loss in homes is a massive contributor to a house's carbon emissions. At which point does the embodiment of carbon in original features become too costly?</p> <p>I believe that any homeowner, informed that they are unable to replace their draughty windows (and it's not just the glazing, the frames are all too often struckers, loose and ratty, with gaps plugged with unsightly sealant and foams) can simply point at absolutely everything else going on around them, from new-builds springing up like a rash without any thought given to passivhaus resilience standards, to offices with lights left burning and heating on all weekend.</p> <p>There are other issues which can also be addressed here. There is a problem with youth unemployment in areas such as Thanet; surely a building and craft industry based on the skills required to ensure our heritage housing stock is a superbly valuable asset going forward, with opportunities for training in valuable crafts and engineering for many years hence.</p> <p>I feel it must also be said that, to have public support and confidence going forward, the plans must be seen to be accessible to and for the benefit of all of us.</p> <p>Historic England, together with the RSPB and the National Trust, represent a protest group whose main beneficiaries are the wealthy upper and upper middle classes.</p> <p>A reliance on phrases such as "carbon embodiment" risks nothing more than an "eye-roll" from the vast majority of people for whom we are entering a period when simply being able to keep sufficiently warm is going to be a real issue.</p> <p>I must clarify at this point that I live in a home heated by an air-source heat-pump and know full well the shortcomings. We are lucky to live in a home outside a conservation area. The previous owners had installed double glazing and the house is draught free, but still nowhere near as warm as it was with our old gas boiler.</p> <p>My final point must be that, with all the will in the world, if we do not halt climate warming, the alteration of our heritage houses' front elevations will be the least of our worries.</p> <p>Increasingly, that is going to matter to people more than anything and, to be taken seriously, any forward planning must reflect and respect this.</p>	Satisfied		Neutral		
A local resident	Very satisfied		Neutral	What actually happens does not often reflect the written words sadly.	Neutral	A great deal more needs to be considered in relation to retro-fitting of historic buildings, not allowing wooden double glazing in listed buildings or solar panels which would not be seen from the ground is madness. Materials are advancing and are very much more sympathetic to historic buildings.	Satisfied		Neutral	Again the reality of owning a listed building is often difficult when it comes to planning permissions and decisions. Enforcement is also a real issue with many listed buildings and buildings in conservation zones having external "furniture" which negatively impacts on the area; satellite dishes are a particular problem as is other street furniture which is not in keeping. The recently replaced street lighting is a significant example of how the County has little regard for conservation areas of real historical significance, Spencer Square, Royal Road and Liverpool Lawn.	
A local resident	Neutral	As a resident of Brockenhurst Road, I wish to propose that the East Cliff Conservation Character Area is extended along the south side of Brockenhurst Road from East Court (Grade II* listed 1890) and East Court Annex (Grade II listed 1890) to include numbers 1-9 Brockenhurst Road. These houses form a fine example of a Victorian seaside terrace, directly following from the character of this section of Victoria Parade. There is a high rate of survival of historic elements, especially garden walls, doors and seawall balconies. The properties have strong links to links to the local Jewish community and, during what Nick Dermott has frequently referred to as Ramsgate's Golden Age between the wars, some became B&Bs supporting the vibrant leisure economy of the time along Marina Esplanade.	Neutral		Neutral		Neutral		Neutral		

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A local resident	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	This is an attractive and well set-out document which explains conservation areas straightforwardly in much simpler language than the technical reports. However, a very short, simple, easy to read version would be helpful for the casual reader or those with literacy challenges or whose first language is not English. For this you need not a conservation consultant but a literacy specialist - and happy at least two TDC Cllrs are such specialists. If approached, I'm sure they would be delighted to assist with this work at no additional cost to the Council!	This document is a fantastic resource containing a wealth of information - but its very length & complexity will make it inaccessible to many. It's as well as being maintained as a whole document, it can be broken down into sections on the TDC website, each with a short introductory summary and appropriate tagging for searches. Its future value will be greater. Very many thanks to everyone involved in the production of this document, which I know represents a huge amount of hard work, which is much appreciated.
A local resident	Satisfied	Neutral	Very unsatisfied	Satisfied	Unsatisfied	See my comments relating to Guidance for Climate Change	

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A local resident	Satisfied	Satisfied	<p>page 37: I am encouraged that the Granville Theatre's height was capped at 2.7m to preserve sea views from the cliff buildings. I hope that this has set a precedent for any future constructions on or around the clifftops</p> <p>page 52: "Seafront promenades. ... generally comprise a wide pedestrian and cycle path along the seafront and clifftop ... are accessible to people of all abilities and are a significant community asset for relaxation and recreation". Until summer 2021 I would have agreed fully with these statements, but the relaxation has been threatened by the new cycle lanes, which encourage higher cycling speeds and which have displaced and undermined pedestrians. A shared space is far more relaxing than a segregated space.</p> <p>page 73: Royal Harbour: I would like to see more emphasis on the fact that this is still a fully functional working harbour, which is vibrant 365 days a year, and much of the vibrancy centres around the boat movements and boat building, not just the cafe culture. This makes Ramsgate very special and it differentiates it from places like Folkestone and Broadstairs.</p> <p>page 75: Refurbishment of the Military Road arches: The opening up of the arches has been a really positive and successful initiative, but I hope that any further changes of use are being monitored to ensure that a certain percentage of them have retained a direct connection to the harbour (e.g. chandleries, boat repair workshops, storage of marine equipment).</p> <p>page 88: "...utilitarian buildings contribute to our appreciation of the ongoing use of the harbour as a marina". I prefer not to describe the harbour as a marina, because a marina has implications of exclusive luxury and leisure. I agree that the inner harbour is primarily a marina, but the outer harbour is highly active, with windfarm vessels, fishing fleets, lifeboats, patrol boats, etc.</p> <p>page 96: I support the reduction of car parking along the harbour front, but for this to be effective without harming the local businesses there must be drastic improvements to the nearby multi-storey car park. For example it should be staffed and policed and there must be a pedestrian-friendly route from the car park to the harbour.</p> <p>page 99: Partial or full pedestrianisation of parts of Harbour Parade: I agree with reducing traffic here, especially the antisocial joy riders. I would like to see a 10mph limit and I would like access to be restricted to taxis, blue badge holders, licensed anglers using the East Pier, permit-holding harbour users, delivery vehicles for the local businesses and customers of the Brasserie.</p> <p>page 122: Improving the wayfinding signage: Some of the maps are awkward to read and it would be very helpful to follow the example of the Legible London maps, which accurately match the scene and layout in front of the viewer.</p> <p>page 225: The photograph of the former Regency Hotel is slightly misleading. The street entrance to the hotel looked nothing like this. This new frontage was constructed about 15 years ago during the conversion from hotel to housing.</p> <p>page 229: I find it extraordinary that West Cliff Hall is not a listed building.</p> <p>page 231: Opportunities for activities in Royal Crescent gardens: As a resident of this building I would like to be involved in any discussions regarding these gardens, to ensure that a suitable buffer zone exists between residents' bedrooms and the public areas.</p> <p>page 232 - I fully agree with proposals for traffic calming along St Augustine's Road, especially on the blind bends at each end.</p> <p>page 233 - I fully agree with the statements "The sunken garden and bandstand of West Cliff Hall are degrading, accumulating litter and attract antisocial behaviour. Solutions for the long-term renewal and reinstatement of this site as a community asset should be explored". Under no circumstances should the council permit any redevelopment; this wonderful building must be restored not replaced.</p>	<p>page 395: I fully support the idea of zero waste initiatives; there is an urgent need to educate people to think twice before cluttering up dustbins. I am forever shocked by the volumes of household waste, where clean waste and recyclables are bundled in with wet waste.</p> <p>page 404: Land to the front of Royal Crescent: I support the idea of "Working in partnership with local residents to explore a site-specific strategy for sensitive improved use" and I would like to know how the council intends to identify and recruit these residents.</p> <p>page 410: Parking issues: I support the concept of a community photographic audit, but I need assurance that the council will protect the anonymity of any photographers.</p> <p>page 418: The community: I have lived in the conservation area since June 2019 but I was unaware of any community involvement in contributing to this management plan. If I had known about it then I would have volunteered my time.</p>	<p>page 452: Window retrofitting: I did not find any examples of patio doors in this section, it focused mainly on sash windows.</p> <p>page 453: I am encouraged that secondary glazing can lead to a significant reduction in road noise. If the Manston airfield ever reopens as a freight hub then the glazing will need to reduce aircraft noise too.</p>	Satisfied	<p>page 478: ARCHITECTURAL PERIODS: I note that the Georgian period ended in 1830 and the Victorian era started in 1837. Yet my home was constructed in the intervening years (1830-1836). Does this mean it is Georgian?</p> <p>page 482: 2.7 Statement of community engagement: I will be interested to see what appears in this section. I found out about this consultation by pure luck while visiting the council website and I was disappointed that I did not find out about it sooner, e.g. via a notice on a public noticeboard.</p>	Satisfied	<p>The document suggested that house prices might be around 9 percent higher in conservation areas. But I saw no mention of insurance costs. I have been told that listed buildings are harder to insure than non-listed buildings; if this is correct then I would appreciate some guidance on finding a decent insurance company.</p>	<p>General comment: I was hoping to see more emphasis on the historical slipway next to the obelisk. I think this is the oldest working slipway of its size in the UK. One of my greatest concerns for Ramsgate is that this slipway could one day be decommissioned to make way for new leaseholders or businesses that are incompatible with a semi-industrial environment.</p> <p>page 8: I fully agree that traffic volumes are high on St Augustine's and the pavements are narrow on West Cliff Road. I would add that traffic speeds are too high on these roads and they are no safe crossing points on St Augustine's Roads or the Paragon.</p> <p>page 11: I agree that the gardens in front of the Royal Crescent are underutilised, but I am not yet convinced that it is the best location for a playground, because this could attract antisocial behaviour after dusk. I would like the council to consider other options, such as allotments, community gardens, one-off events and I would like to be involved in any future discussions.</p> <p>page 11: I agree that the development of the Foy Boat Inn is insensitive. Firstly, it represents a loss of a perfectly located public amenity; secondly, to add insult to injury, its interesting facade has been ruined.</p>
A local resident	Very satisfied	Satisfied		Neutral	<p>Consideration needs to be given to the adaption of commercial properties/retail units for residential use. With an emphasis on climate change ready planning and infrastructure.</p> <p>The retention of existing frames and glazing is unrealistic and unaffordable for so many. Living in houses without modern glazing for the sake of appearance is pretty outdated, particularly with soaring gas and electricity bills. Surely there must be a more enlightened approach to this? For example, working towards climate resilient materials and glazing that look identical to what what is there already, possibly better!</p> <p>I fear that the existing window repairs will just become completely unaffordable and will end up rotting, which would be terribly sad and counter to what you are trying to achieve.</p> <p>With regard to carbon embodiment of existing windows. The cost to keep a Georgian house warm during winter months is not only financially crippling but also a disaster for the planet in terms of carbon emissions.</p> <p>Unlike my Georgian windows this argument doesn't really carry much water. At which point does the embodiment of carbon in original features become too expensive?</p>	Satisfied		Neutral		

Please select which of the below statements best describes you as the respondent to this questionnaire.	Part 1: Character Appraisal - To what extent are you satisfied overall with the information in this section?	Part 2: Management Plan - This section provides principles and recommendations to manage change across the conservation area and help to preserve its character and appearance. To what extent are you satisfied overall with the information in this section?	Please add your comments about Part 2: Management Plan.	Part 3: Guidance for Climate Change Adaptation and Mitigation - This section offers practical guidance relating to the climate change adaptation of buildings within the conservation area. To what extent are you satisfied overall with the information in this section?	Please add your comments about Part 3: Guidance for Climate Change Adaptation and Mitigation.	Part 4: Supporting Information - This section contains a list of useful sources; the methodology used to carry out this Appraisal; and a glossary of architectural or historic terms used. To what extent are you satisfied overall with the information in this section?	Please add your comments about Part 4: Supporting Information.	Draft Conservation Area Owners' Guidance - This outlines practical advice for living in a conservation area, and explains what the conservation area protection cover. To what extent are you satisfied overall with the information in this guidance?	Please add your comments about the Conservation Area Owners' Guidance.	Do you have any further comments on any other aspect of the appraisal documents?
	Satisfied	Neutral	THE IMPORTANCE OF ORDINARY BUILDING STOCK. There are some very well written sections that cover the extensive scope of Ramsgate history and heritage. This statement is particularly valuable. "The high quality of the 'ordinary' building stock in Ramsgate means that almost every street is rich in texture, detailing and historic interest."  THE IMPORTANCE OF ACTIVE COMMUNITY ENGAGEMENT. The way that volunteer assessors comments from the original CAA reports are used extensively in the document is very helpful. However, the criteria for the choice of comments to include are not stated or necessarily apparent.  SPECIFIC ISSUES NOT YET ADDRESSED. There may also be specific examples where community issues have not been addressed because they do not seem to align with higher-level themes. For example, sections 1.9.1 and 5.6 highlight Wintertown Gardens for specific examination, but does not address the issue that, although designed by Sir John Burnet and bounding several listed features, unlike Madera Gardens, it is not a Registered Heritage Park, which would facilitate improvement initiatives and funding applications. This is the source of considerable frustration to local community groups.  PROPOSALS FOR EXTENSIONS TO CHARACTER AREA 3: EAST CLIFF. The conservation area for the East Cliff is a thin border along the cliff top and for the most part does not penetrate inland more than 50 metres or so. Yet there are many fine examples of Victorian terraces in the area up to Dumpton Park Drive boundary and beyond that should be considered for an extension to the East Cliff Character Area. This is particularly important considering growing pressures for land for development. Ramsgate is now seen as a desirable remote working location for London workers and some of the aforementioned Victorian terraces now command prices of over half a million. There is the risk that the original features of high quality 'ordinary' buildings (especially those identified as 'positive contributors'), such as flint and other traditional walls, that have fallen into disrepair, are considered cheaper (in the short term) to replace. This is exacerbated by contemporary trend of the 'fast-casual' architectural style for both houses and low-rise blocks. Standalone this is not always inappropriate, but in an area of historic character even just one instance, especially where the features of other properties have survived, will immediately detract from the special interest of this area.  CA3 EXTENSION PROPOSAL A: SOUTH SIDE BROCKENHURST ROAD from East Court (Grade II* listed 1890) and East Court Annex (Grade II listed 1890) to include numbers 1-4 Brockenhurst Road. These houses form a fine example of a Victorian seaside terrace, directly following from the character of this section of Victoria Parade. There is a high rate of survival of historic elements, especially garden walls, doors and seawall balconies. The properties have strong links to the local Jewish community and, during what Nick Demott has frequently referred to as Ramsgate's Golden Age between the wars, some became B&Bs supporting the vibrant leisure economy of the time along Marina Esplanade from the now-demolished East Cliff Sands lit at the bottom of the road. Opposite the terrace, Brockenhurst Road also hosts at number 11 what appears to be a rare Ramsgate example of an Edgar Ranger designed, or design-inspire, house.  CA3 EXTENSION PROPOSAL B: WEST SIDE TRURO ROAD to include numbers 12-16. An 1890 speculative build of large double-fronted terraced houses with a very high level of historic survival, including doors and stained glass and highly distinctive wooden balconies.  CA3 EXTENSION PROPOSAL C: WEST SIDE PENHURST ROAD to include numbers 15-21. These houses form a line of double-fronted and ornamented Victorian terrace houses. There is a high rate of survival of historic elements, especially, garden walls, doors and balconies.  CA3 EXTENSION PROPOSAL D: NORTH SIDE ALBION ROAD to include numbers 1-15. These houses form a line of ornamented Victorian terrace houses. There is a high rate of survival of historic elements, especially, garden walls, doors and balconies.  CA3 PROPOSAL FOR REVIEW AS 'POSITIVE CONTRIBUTOR': 1861 D'ESTE ESTATE SINGLE GATE POST on the west side of Truro Road between The Lawns and Jubilee Court, believed to mark one of the entrances of the original D'Este estate created by Lady Augusta Murray ("the original Duchess of Sussex") on East Cliff early in the 19th century.	Very satisfied	Neutral	Helpful standard context and background.	Unsatisfied	This document needs to be either much simpler or much more detailed (possibly it could be both if developed as webpage or app). It feels like an add-on or after thought.	This is a much needed and long-overdue document set for such an important historic town. The conservation, use, and re-use of Ramsgate's precious heritage assets exemplify the fundamental principles of the circular economy, and are a significant and growing source of leisure and tourism income.  The RHDF has prepared an 11 page document in response to the consultation while unaware of the format you request in this survey. It does not seem feasible to include our response in this way. I am therefore sending that document as an email directly to Louisa Hrabowy at TDC, on the assumption that this is acceptable.  signed Chair RHDF	
A local resident	Satisfied	Neutral		Unsatisfied	More progressive thinking is needed. In practice it is very difficult to do this successfully in a listed building. Air source will not work in a draughty single glazed Georgian house. Grants and Subsidies to encourage home owners to trialling new approaches to inform best practice would be a positive step. Strongly in favour of drastically reducing car usage and creating pocket parks from public car parks. Narrow heritage streets such as Effingham are extremely dangerous for pedestrian as vehicles go too fast and regularly mount the pavement. A barrier as in Clarendon Gardens would be a sensible solution. How about a zip car scheme to reduce car ownership?	Very satisfied	Satisfied	Not too long	It was an incredibly lengthy document and difficult to go straight to sections of interest.	
A local resident	Satisfied	Satisfied	Some very sensible suggestions	Neutral					The south side of Brockenhurst Road, west of East Court, should be included in the conservation area. The substantial terraced houses were actually built in the Edwardian period, although they are of late Victorian design. They therefore represent a high point in Victorian architecture. They were well built to a good design, being subject to a condition that building costs were at least £300. Many original features remain and they would benefit from the additional protection afforded by being within a conservation area.	
A local resident	Satisfied	Satisfied	It is an interesting, informative, accurate and balanced description of the area.	Satisfied		Neutral	Satisfied			
A local resident	Very satisfied	Satisfied	The reporting of the visual aspects and elements of the discreet areas is very good, however there is little reference to the impact of street noise, car caused pollution and pedestrian safety other than that noted by one volunteer. Any enjoyment of the visual aesthetic is impaired by the disruption caused by speeding traffic on narrow roads flanked by narrow pavements.	Satisfied	There will need to be closer examination of possible routes and advice for climate change adaptations and mitigations so that homeowners and businesses in the conservation area wishing to do their bit have up to date advice and are guided appropriately in their choices. Bulk buy Elon Musk photovoltaic roof tiles???? Or indeed high end natural insulation materials suitable for Regency houses. Might there be a possibility of bulk buying in some way?  As a newcomer to Ramsgate I am thrilled that there is such a proactive emphasis on maintaining and enhancing its architectural and historic heritage. I love it here, and I love walking about as there is always a new detail or view to discover. The only thing that disrupts and sometimes downright spoils my wanderings is the traffic speed and noise. There are times when I simply do not feel safe as a pedestrian. This is especially the case on Effingham St, Queen St, West Cliff Rd, Crescent Rd, parts of Wellington Crescent and Madeira Walk, Victoria Rd and the pedestrianised section of the Town Centre when it is open to cars after 5pm. There is culture of car driver speeding in the town which needs to be addressed. This affects the air quality, causes noise pollution and often makes me feel on edge. Reducing the speed limit to 20mph would go a long way to ameliorate these issues, but this would not be effective unless enforced or encouraged by other speed curbing measures	Satisfied	Satisfied	Really useful info and links, but I feel there could be some specific recommendations or links for guidance and advice on climate change adaptations and mitigations for older houses.	It's fantastic that there are so many people dedicated to the preservation of the architecture and history of this fabulous town. Thank you.	
A local resident	Neutral	Not satisfied	There is not enough attention paid to Augusta Road which is one of the best Georgian terraces on the south coast	There is not enough provision grants to help protect the unique character of Augusta Road	Unsatisfied	Neutral	Neutral			



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### Cllr Comment from Ramsgate Town Council on the Appraisal

I think that it's a very good and thorough report. The final version should be bound and copies kept in the council and the library.

The recommendations are thorough too.

However, there is a problem with fulfilling the recommendations. The planning department would be the main player and they are so understaffed that they would not have the capacity.

Ramsgate Town Council has been almost completely ignored which is a shame because we have a lot to offer. For example, we could coordinate volunteers to take record photos – one of the report's recommendations.

The section on climate change is worrying. I am sure all the measures have been thought out by well qualified professionals BUT...

Unless there are substantial grants available, householders will not be able to afford period double glazing. As for heat source pumps – the whole existing heating systems would need to be replaced and redesigned. There are not qualified heating engineers. OK for new build, but that is limited in the conservation area.

One of the participants was talking about new housing developments having surface water collection systems. This is probably not of relevance to the conservation area as there is unlikely to be space for much new housing. Though it is something of importance for the local plan.



## Notes on Ramsgate Conservation Area Appraisal

### COMMENTARY

We congratulate HE and their consultants Alan Baxter Associates for a uniquely detailed and comprehensive document, that could be an invaluable resource in driving forward a programme to safeguard, retain and restore the uniquely important heritage assets, streetscape and townscape of Ramsgate.

### General Comments

#### Numbering:

The section numbering is very confusing with multiple duplicates (move to 4.1.0 for Part 4, 1.0)

#### Images

illustrating examples of bad practice vs best practice. This will make the content more engaging and accessible to residents.

#### Process:

The project would have benefitted with feed back from the HAZ after the volunteers/ stakeholders submitted their work and in the two years that followed. The document would have been enhanced if there had been discussion between the volunteer/ stakeholders and the consultant engaged to complete the Appraisal.

We draw your attention to BS:7913 *Guide to the conservation of historic buildings*, section 5.6 and is underlined below;

### ***5.6 Conservation and historic area appraisals and management plans***

***5.6.7 Management strategy; The proposed management strategy should be discussed with all stakeholders as an on going process.***

*The management strategy may include; sections a) to h)*

It summarises as follows:

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*Procedures should be in place for updating and monitoring the plan. This should include the monitoring of changes in the area, changes in government law and policy, with the provision for updating the management policies.*

### **Part 1 Character Appraisal**

(Section below uses the nomenclature in the Appraisal report)

#### Character Area 4. Historic Town Centre and Core

Pages 121-126. The captions to the images are confusing and also seem to suggest that contemporary = bad, Victorian = good. The captions also need to indicate what elements of the building are of merit and which are detracting.

Page 121. Whilst agreed to Pilgrims Hospice shop is unsightly and of poor quality, the 'Incongruous twentieth century frontage' shop front to Bedz (former Superdrug) is an excellent example of high quality materials and hung Ketley/Dreadnaught Tiles (Robert Paine and Partners?). The shop front below is unsightly aluminium.

Page 122. The caption notes the vacant unit but does not differentiate between an unsightly shop front and a well designed 1930-40's façade above.

#### Character Area 14. Chatham Street

The appraisal excludes the excellent 20<sup>th</sup> Century gymnasium (by Kent County Architects Department?) and a building of merit. It is without doubt a positive contribution to the area and shows post-war development of the school at its finest.

#### Specifics

##### 1, 3.11 Royal Harbour

Opportunity: There need to be wholesale changes to car parking. Vehicular access to Military Road, Harbour Parade and Pier Yard need to be primarily pedestrian zones, apart from emergency vehicles, vehicular access to be restricted to commercial loading, unloading within specified times early in the day, maximum 5mph speed limit. Pier Yard to become a traffic free Town Square (as included in the current Levelling Up grant award) to public urban realm with trees, planting, appropriate hard landscaping. Access to businesses, emergency services.

The Leopold Street car park is grossly underused while on street parking is unsightly and congested. Should the opportunity arise, the car park needs to be made much more attractive and inviting through a mix of décor, lighting, pricing and external 'green wall' planting.

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The service bus pull-in stops together with their shelters, adjacent to the north wall of the Harbour create a visual, noise and air polluting barrier to potentially one of the very best vistas overlooking the Harbour. Those stops must be removed to Leopold Street. We are highly disappointed that a current proposed KCC highway scheme retains those stops in their current location.

1, 6.11 Opportunities for improvement: Former school has been redeveloped / completed.

1, 13.11 Opportunity to create vibrant shopping area / café area with LTZ at Western End / Town Centre End?

### **Part 2 Conservation Area Management Plan**

The RHDF has no doubts that the Conservation Area Action Plan (Chaper 2.2) will overload an already over stretched local authority and conservation officer. To have any chance for recommendations to lead to achievements on the ground then there will have to be additional dedicated resources financed from outside existing local authority budgets.

#### Resources

There are a great many recommendations that call upon TDC to commit additional manpower and financial resources – resources that TDC simply does not have, given the total withdrawal of the Rate Support Grant by central government. The Conservation Area needs to be seen in the context of Thanet as a whole: it covers a part of one of the three towns and many villages that make up Thanet. Amid all the many competing claims on resources in a cash-strapped authority there is a distinct risk that TDC will see these obligations as far too onerous and as a result it may not be adopted. That would be an enormous waste of effort so far and of a golden opportunity going forward. There are many excellent recommendations in the report , however there will need to be some very smart thinking about feasibility, priorities, governance , funding sources and an appropriate delivery vehicle or vehicles to achieve those desirable outcomes.

It is vital that this report is not left to gather dust on a shelf (like many others before it). It must be turned into a realistic action plan and fit within a longer term strategy to regenerate the town. The Appraisal needs to be integrated alongside other current initiatives , specifically The Ramsgate Investment Plan, alongside future bids to the ‘Levelling Up Fund’ and bids for other regeneration funding. It constitutes a valuable evidence base from which to launch funding bids.

We firmly believe that to achieve the necessary focus and commitment there needs to be a dedicated resource based in the town working closely with TDC and RTC to deliver a Conservation Action Plan. A key component of that plan should be the setting up of an action orientated Task Force with heritage, fund raising, enforcement, and skills training capacity. The Hastings model and outcomes serve as a very instructive comparator. We would like to see Ramsgate as a test bed for conservation area and heritage

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asset management, targeting on practical lessons and guidance for less prosperous, but heritage-rich communities.

Funding is a key issue. We envisage that the Ramsgate based set up would not make any additional calls on TDC resources over-and-above the normal allocation to the town. We would look to central government or agency funding for setting up with a guarantee for say, the first 5 years to give time to achieve some measurable outcomes, with options to continue.

We firmly believe that the Task Force must be based in Ramsgate. The Task Force would report to a steering group made up of stakeholder representatives. The planning powers needed to deliver the Conservation Action Plan are vested in TDC. It would enter into partnership with RTC, KCC and Historic England together with local community groups including for example The Ramsgate Society, The Ramsgate Regeneration Alliance, The Ramsgate Heritage and Design Forum and others.

The Task Force should include a newly recruited conservation professional fully funded for not less than 5 years, to spearhead enforcement, co-ordinate reports, act as a gateway for grants and assisting community organisations and advising individuals. That person would need to be funded from outside. A budget would need to be externally funded (ie from outside TDC), by Historic England, or via another grant source such as Levelling Up Phase 2.

An example that worked extremely well locally, several years ago, was the Margate Arts Creativity Heritage partnership programme/ MACH with an LPA liaison officer, business consultants offering advice and catchup / review sessions with members as well as match funding of grants.

### Visibility and Awareness

The Appraisal document includes photographs of examples of the successful thermal glazing treatment of different styles of period window. There is a pressing need to raise awareness of such options, their availability, suppliers and costs. We need to make it easy for property owners to make better informed choices. The path of least resistance is lined with uPVC. It is time to change that vista.

Our perception is that there is a widespread lack of awareness of 'the right way to do things' and of the more acceptable design or product solutions to the refurbishment or alteration of period property.

There is need and opportunity. We see two routes to this :

- A virtual presence via the internet; a website as a source of reliable information and guidelines.
- A physical shopfront
  - Current heritage programmes have had no visible presence in the town. This should not be the case going forward. The programme leading from the Appraisal must have a public profile to garner support and curiosity and engagement. We advocate a permanent 'shop window, in the shape of a prominent (currently vacant) retail unit 'on the High Street'. It



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would act as the base for the task Force , be an advice centre, information resource, display examples of products , exhibit successful projects. It should have a 'user-friendly' name eg 'The Heritage Home Hub'.

### Specific references

**2.0 Timeframe** – RHDF has major concerns that the LPA / TDC is being asked to undertake too much additional work with an overstretched conservation team. We advocate the setting up of a Task Force (see *Commentary* section above)

**4.0 Design Guidance.** Development of a Design Code via a Neighbourhood plan could be included in the table. The RHDF seeks to promote and encourage design quality throughout the town and especially in the conservation areas. We suggest that it be made clear that either sympathetic period style designs or contemporary designs with cues and references to its context may be acceptable. The Forum was developing a design code as part of a neighborhood plan, however this was halted when design codes were made defunct from the NP. This links to a draft of the design code as it was in development: [https://www.dropbox.com/s/is0ibj346t9tmon/RHDF-DesignCode\\_Small.pdf?dl=0](https://www.dropbox.com/s/is0ibj346t9tmon/RHDF-DesignCode_Small.pdf?dl=0).

**8.0 Managing Vacancy** – This section could be expanded to include some provision for careful management / balance of 'Airbnb' vs housing with risks that areas can become too popular with tourists and result in further shortages of housing stock for locals / key workers, eg St Ives, Whitstable. This can have a negative affect on the vibrancy of the town. Perhaps a recommendation of an acceptable ratio of short let to residential. Often measures are put in place when it is too late.

### **16.0 Boundary Changes**

RHDF believe that a new conservation area should be designated to include Ellington Road, Ellington Park and Park Road (see Figure1).

Marlborough Road should be extended into Ramsgate CA (see Figure 2).

### **Part 3 Guidance for Carbon Reduction and Climate Change**

The conservation movement has something of an image problem in popular culture. It is seen as elitist, middle class, pandering to aesthetic sensibilities and a nostalgia for days gone by. While to an extent this is true, it needs and warrants better public image.

Thanet District Council, alongside many other local authorities has declared a climate emergency and seeks to be carbon neutral by 2050. That declaration must be turned into practical policies and actions to stem carbon emissions. Conservation is wholly consistent with sustainability goals and tackling climate

change. Conservation preserves the investments in energy and materials that were made decades or even centuries ago; and seeks to keep buildings fit for purpose. with targeted, cost effective interventions to sustain them in beneficial use. That makes it wholly consistent with the measures to combat both climate change and the plundering of global resources. It may, in isolation, contribute only marginal gains within the big picture but in combination with the raft of many other measures accumulate to significant mitigation.

We advocate the design and application of programmes downstream from this Appraisal to very publicly promote conservation of heritage as a key activity in tackling climate change.

The RHDF fully supports the inclusion of *Part 3 Guidance for Carbon Reduction and Climate Change* and recognises this as a potential prototype for more universal guidance. We are, however, highly critical of the detailed but generic guidance the Draft contains. In our view, much of it is inappropriate for older buildings. We note that the consultants have relied on a single source for much of the content of Part 3. In doing so they have failed to include established authoritative sources of reliable information and guidance already in the public domain. These are not referenced. What is more, much of their content is at odds with that in the Appraisal draft.

There are incorrect assumptions and errors in the document that have wide ranging implications beyond the scope of this submission. However, we suggest that they need to be considered before Part 3 of the Appraisal document is finalised. The Forum would be willing to collaborate more fully with HE on this matter.

The key omission is that it does not reference BS 7913 which is particularly pertinent in relation to energy efficiency/climate change matters.

(PAS 2035 steering group...BSI recognises that traditional buildings are different and it has covered this with the requirement to follow BS 7913: 2013: Guide to the Conservation of Historic Buildings.

Ref; [https://www.designingbuildings.co.uk/wiki/PAS\\_2035](https://www.designingbuildings.co.uk/wiki/PAS_2035)).

Part 3 needs to be expanded to reference the research reported in, but not limited to, the following documents:

1.) *Solid wall heat losses and the potential for energy saving*

*Consequences for consideration to maximise SWI benefits:*

*A route-map for change*

<https://www.gov.uk/government/publications/solid-wall-heat-losses-and-the-potential-for-energy-saving>

2) Historic England - Energy Efficiency and Historic Buildings

<https://historicengland.org.uk/advice/technical-advice/energy-efficiency-and-historic-buildings/>

3). IHBC Retrofitting of Traditional buildings; GN2021/2, February 2021

[https://ihbconline.co.uk/toolbox/guidance\\_notes/retrofit.html](https://ihbconline.co.uk/toolbox/guidance_notes/retrofit.html)

4). SPAB – Society for the Protection of Ancient Buildings

<https://www.spab.org.uk/advice/energy-efficiency-old-buildings>

5). STBA – Sustainable Traditional Buildings Alliance – Supported by Historic England  
CITB & Historic (Environment) Scotland

<https://historicengland.org.uk/images-books/publications/planning-responsible-retrofit-of-traditional-buildings/responsible-retrofit-trad-bldgs/>

In relation to the refurbishment of existing housing stock, we have serious concerns that double glazing is being promoted on Grade II listed properties. After draft proofing existing windows secondary glazing is far more effective in reducing thermal loss and improving acoustic performance.

Green Home Grants etc have been a complete disaster. As things stand, the majority of low carbon initiatives will probably have to be self funded. Provide further information regarding payback periods. National policy will have to change to encourage uptake at a scale that will be needed to meet zero carbon targets.

An example that worked extremely well locally, several years ago, was the Margate Arts Creativity Heritage partnership programme/ MACH with an LPA liaison officer, business consultants offering advice and catchup / review sessions with members as well as match funding of grants.

### Visibility and Awareness

The Appraisal document includes photographs of examples of the successful thermal glazing treatment of different styles of period window. There is a pressing need to raise awareness of such options, their availability, suppliers and costs. We need to make it easy for property owners to make better informed choices. The path of least resistance is lined with uPVC. It is time to change that vista.

Our perception is that there is a widespread lack of awareness of ‘the right way to do things’ and of the more acceptable design or product solutions to the refurbishment or alteration of period property. There is need and opportunity. We see two routes to this :

- A virtual presence via the internet; a website as a source of reliable information and guidelines.
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- Current heritage programmes have had no visible presence in the town. This should not be the case going forward. The programme leading from the Appraisal must have a public profile to garner support and curiosity and engagement. We advocate a permanent 'shop window, in the shape of a prominent (currently vacant) retail unit 'on the High Street'. It would act as the base for the task Force, be an advice centre, information resource, display examples of products, exhibit successful projects. It should have a 'user-friendly' name eg 'The Heritage Home Hub'.

### **Part 4 Design Guidance**

Generally – concerned that the presentation alluded to high quality design = pastiche copies of buildings. Contemporary High Quality design can be achieved and enhance the conservation area.

#### 4.2.5

Kent Design Guidance – this is incredibly old and outdated in terms of building design with precedents from Canterbury / West Kent (extensive weatherboarding, gable roofs etc) that are wholly inappropriate to Ramsgate. The 10 important characteristics and road layouts are still relevant.

### **OVERALL**

#### **Highways & Street Scene:**

Perhaps emphasise loss of historic pavers / kerbstones and sets in pavements and roads rather than parking necessitating ad hoc repairs? Often it has been statutory undertakers (e.g. utilities) removing them. It is vital

- Infill / loss of coal holes, pavement lights and historic cast iron drainage .
- Loss / removal of trees and significant bushes to driveway access.

#### **Buildings Structures and Development Sites:**

- Roofscape: Emphasise loss of chimney stacks, pots and the inappropriate use of concrete tiles / fibreglass / cheap slate replacing Kent Peg, Welsh Slate and lead roofs.
- Poor state of balcony structures and canopies in dangerous state or repair.
- Later additional rain water pipes to front elevations (where parapet / hidden gutters were used).
- Painting over masonry facades.

### **Suggested Additional Sections:**

In the light of climate change, adapting public realm to enable comfortable resilient cool spaces e.g. reflectivity / albedo / mass of materials, water features, tree planting (shade & evapotranspiration), planting.

Low Traffic Zone. A holistic approach across entire conservation area rather than Character Areas. in removing much of traffic to town centre including rerouting traffic, and traffic calming measures, and introducing an urban 20 mph speed limit, with 5 mph in mixed pedestrian/traffic zones.

Disabled access. Making historic buildings accessible is important with an ageing population. It can be achieved very discreetly (e.g. Scott Polar Research Institute Museum Cambridge, V&A main entrance steps) or badly (never-ending disabled ramps).

## **ANNEX**

### **Manston Airport**

The prospect and actuality of Manston reopening as a cargo hub airport is the single biggest local threat to the sustainability of the Conservation Area. The Conservation Area is directly aligned with the runway such that every flight approach or departure to the east will overfly Ramsgate and the CA in particular. Seventy percent of landings will be over Ramsgate (source RSP) descending at altitude of 900 feet over the Royal Harbour to 300 feet at Nethercourt. Constant noise and air pollution over the CA and beyond would be a major threat to tourism and the visitor economy. It would blight the property market; risk an exodus of residents. As a consequence property investment would decline properties would fall into disrepair. Very many heritage assets would be put at risk. This was acknowledged and endorsed by the Planning Inspectorate at the EIP and in their 2019 report.

Manston airport is the spectre hovering over any vision for the future of the Conservation Area. The Secretary of State is now legally required to re-determine his decision following a Judicial review.





Figure 1 Suggested new Conservation Area

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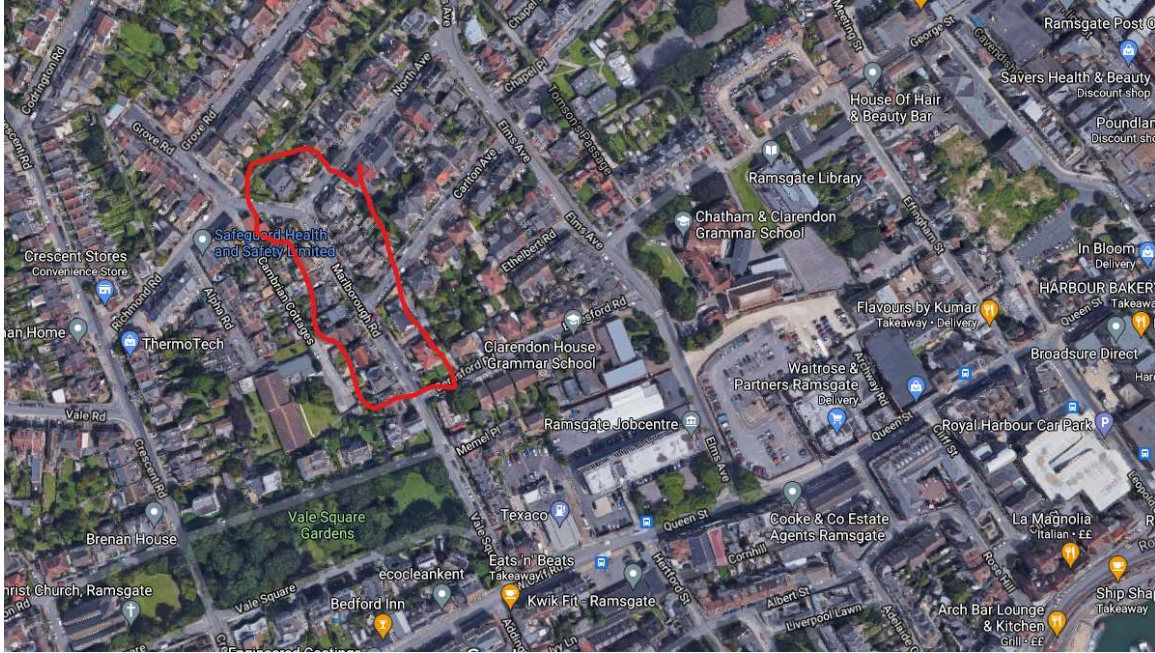


Figure 2. Marlborough Road should be extended into Ramsgate CA