



Policy Guidance

English Partnerships'  
Quality Standards  
Delivering Quality Places  
Revised: from November 2007



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# Quality of place and quality of life

The quality of the places in which we live and work is important to our quality of life. How places are designed, built and run affects our housing opportunities and choices; our access to public transport, education and jobs; where we shop and spend our free time; even whether we feel safe walking down the street.

English Partnerships has been a standard-bearer for quality for many years. We have taken the lead in promoting standards which have subsequently been adopted more widely across the public sector – such as Building for Life and Lifetime Homes. Through cutting-edge initiatives – including the Millennium Communities Programme, the Design for Manufacture Competition and the Carbon Challenge – we have pushed up the quality benchmarks.

English Partnerships' Quality Standards apply to all of English Partnerships' projects. These core common standards provide a level playing field, enabling potential partners to plan ahead and adopt policies, products and practices to achieve the quality required. Where possible, English Partnerships uses existing standards created by other bodies which are understood in the development industry. We prefer standards with independent specification and validation and avoid inventing our own measures of quality. Our unique contribution is to bring together a suite of the most relevant standards. Together, they define what high-quality places are all about.

Since their introduction in 2005, the Quality Standards have resulted in a marked increase in the quality of development being proposed and delivered on our land. This better quality has provided value for money for the public purse.

We have recently reviewed the standards to ensure that they remain challenging, viable, well adjusted to the market and deal adequately with new and emerging government policy priorities – especially the climate change agenda. The revised set of Quality Standards now incorporates the Code for Sustainable Homes; measures to prevent the overheating of homes in rising summer temperatures; a requirement to reduce noise penetration in new homes; environmental quality in civil engineering and minimum space requirements for new homes. We have also strengthened the requirements for community engagement and long-term management of developments and so have provided more guidance on this important issue. The revised standards also reinforce the need for a site-specific qualitative assessment to give an incentive to those partners who promote higher quality beyond the minimum standards and can demonstrate the ability to deliver the project or programme.



## The benefits of quality

Sustainable communities are places where people want to live and work, now and in the future. Places should be designed to be sensitive to their environment, and contribute to a high quality of life by ensuring they are: safe and inclusive; well planned, built and run; and offer equality of opportunity and good services for all.

English Partnerships tries to ensure that such issues are considered prior to sites being brought to the market and well before the formal planning process starts. We add value by doing site studies in advance before engaging development partners. Masterplans, planning briefs and site development briefs from English Partnerships promote the principles of sustainable places by outlining requirements for high-quality urban design, environmental standards, mixed communities and neighbourhood governance.

Good place-making and sustainable development go hand-in-hand. It is not just about changing the way places look, it is also about making places work better. The Royal Commission on Environmental Pollution report on the Urban Environment<sup>1</sup> recently highlighted the need for us to make connections between the quality of the urban environment and quality of life.

Approximately 47 per cent of carbon emissions come from the built environment and a further 25 per cent from transportation. Housing alone accounts for 27 per cent of emissions. The way we design places can help us minimise use of energy and other natural resources.

Climate change cannot be addressed exclusively through standards such as the Code for Sustainable Homes. Environmental impact is also affected by movement, connections, orientation and biodiversity. Much can be achieved at the neighbourhood and building scale. Developers should look to reduce their energy requirements by designing for an optimum micro-climate, designing for minimum energy use and maximising efficiency through supply of renewable energy.

<sup>1</sup> The Urban Environment 2007. Royal Commission on Environmental Pollution



## Adding value

As a public body English Partnerships is required to demonstrate financial efficiency. We must achieve best consideration in our investments and land disposals. Very often our sites are part of a wider public investment in enabling infrastructure – so it is right for us to require long-lasting sustainable development to result from this public outlay. Best consideration goes beyond price and includes a wider value for money assessment of the scale and nature of outputs and outcomes, timing of delivery and quality of the end product.

“Value for money in construction is about more than delivering a project to time and cost. A good building project must also contribute to the environment in which it is located, deliver a range of wider social and economic benefits and be adaptable to accommodate future uses.”<sup>2</sup>

Good design can also transform perceptions of an area and property market. Recent research by Savills for The Prince’s Foundation and English Partnerships<sup>3</sup> suggests that comprehensive place making can produce a more efficient built footprint by optimising the use of land.

A MORI poll for the Commission for Architecture and the Built Environment (CABE)<sup>4</sup> found:

“Of those interviewed 72 per cent said that they believe well-designed houses will increase in value quicker than average with less than one in ten (9 per cent) disagreeing with this statement. When asked to list two or three things which they considered important in the design of new houses over half the respondents (59 per cent) said security against crime was a key factor.”

2 Getting Value for Money from Construction Projects, NAO

3 Valuing Sustainable Urbanism, 2007, The Prince’s Foundation/English Partnerships

4 The Value of Good Design, 2002, CABE



Good design can increase the financial return that landowners and developers receive. International research has found that developments with recognised design principles can deliver 10-15 per cent increase in values<sup>5</sup>. In the UK, a study undertaken by NWDA/Renew<sup>6</sup> suggests that good urban design could lead to an increase of 15-20 per cent in capital value and accelerates lettings and sales rates.

The Design for Manufacture Competition and the Millennium Communities Programme before it, demonstrate that it is possible to marry construction efficiency and cost control with high-quality and flexible building design and technology. Our *Design for Manufacture Lessons Learnt*<sup>7</sup> publication revealed a new benchmark for good construction procurement in the housing sector – helping reduce construction cost inflation.

5 FPD Savills 2002

6 Economic Value of Urban design 2007. NWDA/Renew northwest

7 Design for Manufacture Lessons Learnt June 2006. English Partnerships (second edition due out Summer 2008)



## Managing quality places

English Partnerships expects to leave a long-term legacy in the places it creates and regenerates; places which foster community interaction and cohesion and that give residents, businesses and users influence in what happens within their environment.

There is evidence to suggest that projects which fail to take a long-term view and provide for continued management of the public realm and community infrastructure have a significant cost to society in the longer term. For this reason all projects proposed to English Partnerships must include a methodology for engaging the community and for maintaining facilities in future years after developers have disengaged.

The NWDA/Renew study finds that well-designed and managed neighbourhoods with a mix of uses and tenures and generous access to open space are more likely to display increased civic pride, improved social cohesion and reduced crime.

CABE's publication *The cost of bad design*<sup>8</sup> found that badly designed places impose costs on their occupiers and neighbours, and on society. These also undermine amenities and potentially turn them into liabilities; physical disconnection making it hard for the less mobile to get about; poor public transport connections causing staff recruitment and retention problems and social value diminished by poorly designed public spaces.

8 The cost of bad design 2006. CABE

Oxley Park, Milton Keynes;  
Design for Manufacture,  
Taylor Wimpey/Rogers Stirk Harbour

# Quality

Standards Summary

# 2015



# Quality Standards Summary

The Quality Standards are grouped into four themes: Quality Places, Quality Homes and Buildings, Construction Quality, Rewarding Quality and Delivering Locally.

(Full checklist on page 25)

## Quality Places

**Design statements** – creating well-laid out and distinct communities

**Building for Life Silver (or Gold)** – the CABE quality standard

**Inclusive design** – design of homes for people with a range of physical abilities

**Secured by Design** – safe and overlooked streets and public spaces

**Integration of tenure** – creating mixed communities

**Car parking** – accommodating the car but not letting it dominate

## Quality Homes and Buildings

**Code for Sustainable Homes Level 3 minimum** – tackling climate change and improving environmental quality

**BREEAM** – Very Good minimum environmental standard for non-residential buildings

**Lifetime Homes** – flexible, adaptable homes for people of all ages and physical abilities

**Noise** – reducing noise impact between and within homes

**Building specifications** – using more environmentally friendly building products – only Category A, B or C products in BRE's *Green Guide to Building Specifications*

**Overheating** – designs, technology and landscaping to reduce overheating of homes due to rising temperatures

**Space standards** – minimum space standards for various house-types to make them more likely to appeal to a wider population and sustainable in future housing markets

**Fire safety** – reducing deaths from fire in the home

## Construction Quality

**Construction efficiency** – better cost efficient buildings that will be supported by lenders and insurers and offer good consumer warranties

**Re-use of resources** – remediation and demolition plans, controlling site waste and reusing buildings

**Civil Engineering Environmental Quality (CEEQUAL)** – improving the environmental performance of civil engineering

**Health and safety** – better construction management to reduce accidents

## Rewarding Quality and Delivering Locally

**Site-specific issues** – addressing local and planning concerns

**Deliverability and long-term management** – how likely the ideas will be turned into reality with a long-term stewardship of the place and public realm

**Community engagement** – involving and engaging local people in the process before and after development

**Delivery and financial capacity of developers** – the capacity of the developer's team and partners and suppliers to deliver the project and act commercially

Sheppard  
Robson

Quality Places

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## Design statements

A design statement must be developed at the inception of all projects. The development of the design statement shall identify the opportunities for good design in a specific context at the earliest possible stage, and in turn help deliver quality places more economically and efficiently.

The design statement should be used to demonstrate an understanding of site briefs, codes or frameworks and the bidder's interpretation and response to project objectives.

Good design is at the heart of the planning system. The Government's Planning Policy Statement 1 states that 'high-quality and inclusive design should be the aim of all those involved in the development process'. Planning Policy Statement 3 on housing has put design at the top of the design agenda. Support for delivering quality places now exists at the highest level.

In August 2006, the Government introduced changes to the planning application process, which formally requires the submission of a design and access statement with all planning applications. Guidance on how to compile a design and access statement is included in the circular *Guidance on changes to the development control system* or in CABE's publication *design and access statements, how to write, read and use them*.

English Partnerships encourages all bids for sites or partnerships to gear up for this planning process by adopting distinct design principles. We require that bidders use the design principles and processes outlined in the *Urban Design Compendium and Urban Design Compendium 2; Delivering Quality Places* (UDC and UDC2) published by English Partnerships and the Housing Corporation. As a minimum, the resulting design statement should include the following sections from UDC:

- Appreciating the context
- Creating the urban structure
- Making the connections
- Detailing the place
- Implementation and delivery

And the following sections from UDC2:

- Delivering quality places
- Integrated design
- Managing quality places

The design statement should also reflect local and national guidance specifically Planning Policy Statements, an approach to achieving Building for Life, an understanding of *Manual for Streets* and *Car parking; what works where, By Design*, Community and Local Government's guides to safer places, design coding and design and access statements, Secured by Design and any site-specific requirements of the brief. All proposals should state what measures will be taken to mitigate against flooding.

The design statement submitted for the project should explain design principles in terms of layout, density, scale, landscape and visual appearance; how these principles have evolved from the policy context, and how they are relevant within the specific site context. Full specifications for the public realm must be included in the design statement in order that a true comparative assessment can be carried out for each project. The level of detail required will depend on the scale and sensitivity of the development.

Urban Design Compendiums 1 and 2, English Partnerships and the Housing Corporation [www.urbandesigncompendium.co.uk](http://www.urbandesigncompendium.co.uk)

By Design – Urban design in the planning system: towards better practice, ODPM [www.cabe.org.uk/publications](http://www.cabe.org.uk/publications)

Design and access statements: how to write, read and use them, CABE [www.cabe.org.uk/publications](http://www.cabe.org.uk/publications)

## Building for Life

English Partnerships seeks to ensure that all of our developments are constructed to a quality which would be likely to achieve a Silver or Gold award in the Building for Life assessment. The Building for Life standard represents the national standard for housing and neighbourhoods. It is awarded to new and refurbished housing projects and mixed-use communities that demonstrate a commitment to high design standards and place-making.

Despite strong support for design in planning policy, CABE's National Housing Audit found only 5 per cent of developments could be classed as having achieved 'very good' quality urban design and only 13 per cent were 'good'. More worryingly, 29 per cent were so poor they should not have been given planning permission. Poor, average and good are simply not acceptable. To deliver places we can be proud of, places which will last, we need all developments to be at least 'very good'.

The minimum Silver standard within Building for Life represents the minimum acceptable quality of development for housing and neighbourhoods as recommended by the Building for Life partners, who include Communities and Local Government, CABE, the Home Builders Federation, the Civic Trust, Design for Homes, the Housing Corporation and English Partnerships.

In order to achieve the Silver standard, projects are submitted for assessment and judged against 20 defined criteria. Projects that achieve 14 of the 20 criteria are deemed as having achieved the acceptable standard. Projects achieving 16 or more receive a Gold standard. A Platinum standard may be awarded to projects of exceptional quality.

The aim of the standard is to reward developers of high-quality new developments and increase awareness of the importance and value of good design, architecture and landscaping to the general public when buying homes. English Partnerships requires all developers to consider how they will achieve this standard from the inception of the project.

Proposals to English Partnerships must outline in the design statement how bidders believe they have addressed each of the 20 criteria, and how they intend to achieve the award upon completion. All projects shall be submitted for the award when 50 per cent of homes have been completed. Developers and their consultants are encouraged to visit existing award-winning schemes on both English Partnerships and non-English Partnerships sites to get a greater understanding of the quality expected. Sites which have achieved the minimum standard on English Partnerships' land include Butts Green in Warrington, Upton in Northampton, Allerton Bywater Millennium Community (near Leeds) and Greenwich Millennium Village.

Building for Life website including Delivering great places to live: 20 questions you need to answer guidance [www.buildingforlife.org](http://www.buildingforlife.org)

# Inclusive design

An access statement is required to illustrate how proposals will promote the design and implementation of environments that will achieve social inclusion through the use of inclusive design principles. The objective is to serve the widest range of users and customers of the built environment on the scale of the neighbourhood and the individual home.

If they are to be truly sustainable, communities must be planned, designed, managed and maintained to enable everyone to live, work, learn and participate in the activities they choose without being confronted by physical barriers that prevent them from doing so.

Too often the access needs of people are not fully considered until too late in the design process and as an afterthought. By this time, many fundamental decisions that impact upon a development's accessibility may have already been taken. Not only will this compromise the quality of access achievable, it is also likely to result in the developer incurring additional costs through having to employ more expensive design or planning gain solutions later on.

English Partnerships places considerable emphasis on considering inclusive design at a strategic level, as far upstream as possible in the development process; delivering environments that are usable by everyone regardless of age, ability or circumstance. We have produced an inclusive design guidance note in consultation with SURFACE Research Centre at the University of Salford. The note offers advice on the development of environments that will promote social inclusion through the use of inclusive design principles and so serve the widest range of users and customers of the built environment. Through the application of inclusive design principles, liability under the Disability Discrimination Act 1995 (DDA) as a service provider will be minimised and an audit trail provided to defend the design methodology adopted on particular projects.

Our guidance note covers the following:

- A summary of inclusive design and accessibility
- Legal aspects relating to the DDA and the built environment
- Application of the revised Part M of the Building Regulations
- Relationship of inclusive design to project implementation
- Inclusive design strategies
- Access statements and inclusive design criteria
- The role of the inclusive design champion and access consultant
- Useful resources and information

English Partnerships encourages partners to consider the benefits of an inclusive design approach. An access statement must be submitted by bidders outlining measures taken to achieve an environment that is accessible and appealing to all, regardless of physical ability, age, gender or circumstance. The access statement will then form part of the design and access statement which should be submitted for planning approval.

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Inclusive design guidance note, English Partnerships  
[www.englishpartnerships.co.uk/inclusivedesign](http://www.englishpartnerships.co.uk/inclusivedesign)

The principles of inclusive design (They include you.), CABE  
[www.cabe.org.uk/publications](http://www.cabe.org.uk/publications)

# Secured by Design

English Partnerships requires that all developments must be designed in line with the principles of Secured by Design. Secured by Design accreditation is a police initiative that encourages the building industry to adopt minimum standards in designing safe and secure developments. This scheme gives equal weighting to the importance of environmental design and physical security. There is significant research to prove that schemes that meet these standards are considerably less likely to suffer from vandalism or criminal attack.

The Crime and Disorder Act 1998 and the Human Rights Act 2000 place a significant moral and legal obligation on authorities responsible for the design of the built environment to take adequate steps to ensure that they considered likely crime and security implications in their design decision making process.

Successive polls and studies have shown that crime and fear of crime is by far the most important factor considered by people in assessing their quality of life. English Partnerships places a similar heavy weighting on this issue in the briefing and assessment of schemes. Consultation with Architectural Liaison Officers or Crime Prevention Officers is advised from the embryonic stages of scheme conception, through to detailed design and construction.

Research by Huddersfield University has shown that designing places in line with Secured by Design principles can help achieve this and deliver significant reductions in crime and the fear of crime. Good urban design will help achieve the principles of well connected places, well-surveyed streets and clear defensible private space required by Secured by Design.

Putting in place well-designed urban spaces, which are designed to reduce crime and anti-social behaviour, not only achieves reductions in crime and anti-social behaviour but also reduces policing costs. The Huddersfield University research has shown that residents living on Secured by Design developments are half as likely to be burgled, two-and-a-half times less likely to suffer car crime and suffer 25 per cent less criminal damage.

English Partnerships requires Secured by Design accreditation by the local police service. At the design and planning stages of development the Architectural Liaison Officer must provide written evidence of the scheme's likelihood to achieve accreditation upon completion. Proposals should outline in their design statement how they have responded to the above principles and to the CLG guidance document *Safer Places: The Planning System and Crime Prevention*.

In achieving Secured by Design, the following principles should be considered and addressed:

- Natural surveillance
- Defensible space
- Community interaction
- CPTED (Crime Prevention Through Environmental Design)

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Secured by Design [www.securedbydesign.com](http://www.securedbydesign.com)

Safer Places: The Planning System and Crime Prevention, Home Office  
[www.crimereduction.homeoffice.gov.uk](http://www.crimereduction.homeoffice.gov.uk)

## Integration of tenure

All developments must provide an appropriate mix of uses, users and housing opportunities. A mixture of different tenures or forms of ownership (e.g. market for sale, affordable for rent or sale, etc.) shall be provided to reflect different needs and requirements of the community and individuals. Development and designs should be 'tenure-blind' in that the type of tenure can not be deduced from the design, quality, location within the site, timing of development or by significant difference in the access to services and amenities. No more than six social units should be grouped together in any development.

The Government has identified 'mixed tenure' as a key housing policy objective for several reasons. Mixed tenure can overcome problems of prejudice towards areas dominated by social housing.

The Mixed Income Communities programme of the Joseph Rowntree Foundation includes a number of key findings:

- Mixed-income communities studied were overwhelmingly judged successful; they were not characterised by the problems often linked with exclusively low-income areas.
- The mixed-tenure and mixed-income nature of the area were "non-issues" to residents – people saw their neighbours as "ordinary people".
- Mixed-income communities attract young families.

In order to create good places which are socially sustainable, we must ensure that they provide a variety of housing opportunities. The range of units provided and the mix of tenures are important. In all bids, the developer must pledge to abide by these objectives and should also give concrete proposals to show how they will be achieved. Developers should identify the Registered Social Landlord they will work with.

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In the Mix – A review of research on mixed income: mixed tenure and mixed communities, a joint publication from: Housing Corporation, Joseph Rowntree Foundation and English Partnerships  
[www.housingcorp.gov.uk](http://www.housingcorp.gov.uk)

More than tenure mix: developer and purchaser attitudes to new housing developments, Joseph Rowntree Foundation [www.jrf.org.uk](http://www.jrf.org.uk)

Messages from Three Mixed Tenure Communities, Joseph Rowntree Foundation [www.jrf.org.uk](http://www.jrf.org.uk)

## Car parking

English Partnerships requires that developments must provide an adequate amount of car parking to meet the reasonable expectations of users, but this should not exceed the minimum acceptable standard to the local authority. Whatever the appropriate level of provision identified, developers must ensure that parking is designed to be safe and secure, is convenient and enhances the appearance and function of the streetscape.

Research has indicated that the amount of, and approach to, car parking in developments is one of the key aspects of design that concern residents and users. Where cars are parked can determine whether a development has active and safe streets and whether or not social interaction is encouraged.

Well-designed and integrated on-street parking must be promoted to supplement on-plot provision in line with *Manual for Streets*. An appropriate solution to the provision of car parking within site layout should be developed in response to context and proposed use. Streets should be seen as places where opportunities for social interaction are fostered through an optimal relationship between the needs of car owners, and also through the creation of more positive streetscapes where pedestrians and cyclists are accommodated equally with the car.

Car parking spaces should be clearly defined using high-quality contrasting materials. Spaces must be well surveyed, well lit and their impact reduced by well-planned landscaping schemes. A variety of parking solutions should be used in each site. Rear parking courts should be used only when no other solution is possible. When necessary, rear parking courts should serve no more than six homes. The choice of surfacing materials should help prevent flooding.

English Partnerships and Design for Homes have developed a practical toolkit, *Car parking: what works where*, which provides an analysis of good practice case studies in relation to car parking in residential developments. The document highlights the most appropriate car parking approach according to density of development and housing typology. The toolkit must be used to guide development.

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Car parking: what works where, English Partnerships  
[www.englishpartnerships.co.uk/publications](http://www.englishpartnerships.co.uk/publications)

Manual for Streets, CLG  
[www.communities.gov.uk](http://www.communities.gov.uk)

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Quality Homes and Buildings

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# Code for Sustainable Homes and BREEAM

Since April 2007, English Partnerships requires that all new homes achieve a minimum of Level 3 of the Code for Sustainable Homes. Non-housing developments will need to meet a minimum BREEAM rating of Very Good.

Avoiding dangerous climate change and adapting to its inevitable impacts is a central part of achieving sustainable development. PPS1 (Delivering Sustainable Development) makes it clear that sustainable development is “the core principle underpinning planning”. Specific Planning Statements deal with issues such as climate change, flood risk, housing, waste management, renewable energy and pollution.

Houses account for 27 per cent of UK carbon dioxide emissions. Reducing domestic emissions is an important objective of the Government’s climate change policy. This sets out targets to reach the Government’s Kyoto commitment to cut greenhouse gas emissions by 20 per cent below 1990 levels by 2010 and the Government’s own longer term goal to reduce carbon dioxide emissions to 60 per cent of 1990 levels by 2050.

English Partnerships actively promotes high-quality, sustainable developments in support of government policies on the environment and construction. This involves an assessment and validation by certificate of a prescribed performance for each project, using the Building Research Establishment Environmental Assessment Method, known as BREEAM (Very Good minimum) for offices and industrial buildings and the Code for Sustainable Homes for residential properties.

Although not compulsory, we also encourage commercial property developers to take into account the long-term environmental management of property by considering the use by the eventual owners and tenants. The British Property Foundation’s LES-TER tool (Landlord’s Energy Statement – Tenant’s Energy Review) is one useful device to help owners manage the energy use of buildings.

The Code for Sustainable Homes is a national sustainability standard for new homes. The Code has six levels, with Level 6 being zero carbon. The Code includes standards on water, energy, materials, surface water run-off, waste, pollution, health and well-being, management and ecology.

All English Partnerships projects adopt Level 3 of the Code as a minimum. We shall be raising the required level of the Code to Level 4 from April 2010 and Code Level 6 from April 2013. All briefs which are issued from 1 April 2010 will specify homes to at least Level 4 of the Code for Sustainable Homes and those briefs issued from April 2013 will specify homes to be built to achieve Code Level 6.

For all phased developments of 200 homes or over (or with options to go above 200 homes) that are going to be constructed over a long time frame or will be built by more than one developer, special phasing terms will apply. These terms require that homes achieve the level of the Code being used by English Partnerships at the time construction starts.

The phasing plan should indicate the appropriate level of the Code to be achieved for each home in line with the delivery plan for the project. All homes starting construction after 30 April 2010 must achieve Code Level 4 and all those homes starting after 30 April 2013 should be built to Code Level 6.

Phasing plans will be continually monitored to ensure that delivery of homes will be in accordance with this policy, and where the delivery timetable has slipped beyond that agreed in contract, the homes must be re-specified to ensure they achieve a higher level of the Code appropriate to the re-scheduled date for completion. Bids should include an assessment by an approved Code assessor.

English Partnerships requires Code Post Completion Certificates for all projects to ensure that the standards are actually being achieved on site.

In addition, English Partnerships is trialling the Code Level 6 in the Carbon Challenge initiative for the Government – for which sites the same Quality Standards apply but are adapted to meet the Code Level 6.

When refurbishing existing buildings, developers should attempt to maximise the environmental performance. Developers can do this by using the Code for Sustainable Homes as a guide to performance, or by using the EcoHomes XB standard by BREEAM and Sustainable Homes for the Housing Corporation.

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Code for Sustainable Homes: Technical Guidance, CLG  
[www.communities.gov.uk](http://www.communities.gov.uk)

Building Research Establishment Environmental Assessment Method (BREEAM) [www.breeam.org/ecohomes](http://www.breeam.org/ecohomes)

British Property Federation’s LES-TER tool [www.les-ter.org.uk](http://www.les-ter.org.uk)

# Lifetime Homes

All homes must be designed to meet the Lifetime Homes standard. The Lifetime Homes standards go a little further than Building Regulations Part M (2006) in their requirements for adaptability and flexibility to be designed into the home. The 16 standards apply to both the interior and exterior of homes. Most of the additions have minimal or no cost if considered at a project's inception. We expect all homes to achieve all 16 standards.

For homes to be sustainable they need to be capable of adaptation to meet the changing needs of users during different periods in their lifetimes. Homes should be both accessible and flexible to maximise the potential for their use for everyone from young children through to frail older people and those with temporary or permanent disabilities.

In 1991 the Lifetime Homes concept was developed by a group of housing experts who came together as the Joseph Rowntree Foundation Lifetime Homes Group. Lifetime Homes have 16 design features that ensure a new house or flat will meet the needs of most households. This does not mean that every family is surrounded by things that they do not need. The accent is on accessibility and design features that make the home flexible enough to meet whatever comes along in life, e.g. a broken leg, a serious illness, or everyday challenges like carrying in heavy shopping and dealing with a pushchair.

Lifetime Homes features add to built-in flexibility that makes homes easy to adapt as people's lives change. Research suggests that not only will the occupiers of homes benefit from Lifetime Homes, but so too will tax payers – around £5.5bn over 60 years. These savings come from reduced expenditure on adaptations and reduced need to move people to residential care. There would be further savings in health care and re-housing costs.

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Lifetime Homes [www.lifetimehomes.org.uk](http://www.lifetimehomes.org.uk)

# Noise

Development must achieve higher levels of sound insulation than the minimum required in Approved Document Part E of the Building Regulations:

- Airborne sound insulation values must be at least 5dB higher than that required in the current Approved Document Part E.
- Impact sound insulation values must be at least 5dB lower than the performance standards set out in the current Approved Document Part E.

Inadequate sound insulation between homes is a constant source of complaint by residents, and can have a considerable impact on an individual's satisfaction with their home. Noise issues have become increasingly evident as densities have risen and a greater percentage of new homes are apartments. However, this need not be a problem if adequate noise insulation is employed and homes are constructed in accordance with defined requirements.

Homes which are not constructed well or which have inadequate sound insulation can result in serious disputes between neighbours, which in turn are not supportive of sustainable communities. Environmental Health Officers in England and Wales received nearly 6,000 noise complaints per million people in 2003/2004 from domestic premises. This accounts for 75 per cent of all noise complaints.

To ensure that the design intent for sound insulation is achieved on site, sound insulation testing is covered by Regulation 20A of the Building Regulations (2000) or Regulation 12A of the Approved Inspector Regulations (2000). The normal way of satisfying Regulation 20A or 12A is to follow the Robust Details route to compliance or implement a programme of sound insulation testing, called pre-completion testing, according to the guidance set out in *Section 1: Pre-completion testing, Approved Document E* (2003 Edition with amendments 2004). This guidance describes the normal programme of testing, based on at least one set of tests for every 10 houses, flats or rooms for residential purposes in a group or sub-group.

In order to provide an adequate approach to sound insulation on all English Partnerships sites, the developer must demonstrate it has achieved higher levels of sound insulation than the minimum required in Approved Document E, as outlined above. Demonstration can either be achieved by using post-completion testing (called pre-completion testing in Approved Document E) to 10 per cent of dwellings or by evidence of registration of dwellings under the Robust Details scheme, including details of which Robust Details are to be incorporated in each dwelling.

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Robust Details [www.robustdetails.com](http://www.robustdetails.com)



## Building specifications

All developments must be constructed using specifications classed between A\*-C only in the revised edition of the *Green Guide to Specification* published by BRE and the *Green Guide to Housing Specification*. We preclude the use of specifications rated as D or E, or specifications which have not been classified. Developers should seek to maximise points achieved under the materials section of the Code for Sustainable Homes so Category C materials should also be avoided where possible.

The BRE *Green Guide to Specification* catalogues potential materials that may be used in the construction of new housing. The guide rates each material in accordance with its effect on the environment in its construction use and its capacity to be recycled. Specifications have previously been rated between A and C, with C having the most detrimental effect on the environment. However, in line with the Code for Sustainable Homes this has been reclassified between A\*-E, with E having the most negative effect on the environment.

We exclude the use of all category D and E specifications in construction of new housing or other buildings in order to make a positive contribution to the reduction of carbon dioxide emissions. Such materials are less environmentally sustainable and have a low expected lifetime of use.

It is also necessary to exclude the use of materials and detailing that are not integral to the construction of each home, such as add-on Glass Reinforced Plastic (GRP) chimneys, dormers etc.

The *Green Guide to Specification* and the *Green Guide to Housing Specification* shall both be updated and published in an electronic format in late 2007 and an electronic tool and paper publication will be available from BRE.

Green Guide to Specifications, BRE [www.bre.co.uk/greenguide](http://www.bre.co.uk/greenguide)

UK Green Building Council [www.ukgbc.org](http://www.ukgbc.org)

## Overheating

In order to ensure homes shall not be susceptible to overheating in rising summer temperatures, English Partnerships adopts the CIBSE (Chartered Institute of Building Service Engineers) standard. CIBSE Vol A (2007) requires that:

- For living areas, less than 1 per cent of occupied hours are over an operative temperature of 28°C.
- For bedrooms, less than 1 per cent of occupied hours are over 26°C.

This must be proven using appropriate simulation software in the design process, and adequate measures must be introduced to ensure it is maintained within the completed dwelling.

Overheating in a home causes considerable discomfort to occupiers and can make rooms unusable at certain times of the day and year. When discomfort is persistent, occupiers are encouraged to install mechanical cooling to bring the home to a usable temperature. The installation of such appliances leads to considerable running costs and maintenance requirements, and leads to an overall increase in the energy use of properties. This in turn is likely to lead to higher carbon dioxide emissions, at a time when the Government's objective is to substantially reduce emissions.

The risk of overheating is increased because of efforts to reduce energy demand in the UK housing stock. This issue is not adequately dealt with currently in either the Code for Sustainable Homes or Building Regulations. High insulation levels have reduced the length of the heating season and so internal temperatures can often be maintained by heat gains from sources other than the heating system. Heat gain in a well-insulated property will have an exponentially greater effect and last much longer than in a traditionally constructed home with thick walls and less insulation. If heat gains are significantly greater than the losses, overheating occurs.

Issues affecting the likelihood of overheating include:

- Solar gain
- Internal heat gain from electrical sources and activity
- Thermal mass
- Ventilation

Problems associated with overheating are increasing with the use of more sustainable building techniques with higher insulation, fewer air circulations, and less thermal mass.

In the design and layout of homes and places, mitigation of overheating should be considered by:

- Using large areas of exposed thermal mass to external walls where possible.
- When lightweight construction is used, compensatory measures should be introduced, including increased thermal mass to floors and internal walls.
- Secure windows capable of being opened should be provided to all habitable rooms.
- Using energy efficient electrical appliances should be used together with low energy light bulbs.
- Using natural features such as trees and water features.
- Introducing devices such as external shades, balconies, overhangs and winter gardens to exposed elevations in order to avoid excessive solar gain.

Climate Change Adaptation by Design: a guide for sustainable communities, TCPA [www.tcpa.org.uk](http://www.tcpa.org.uk)

Chartered Institute of Building Service Engineers [www.cibse.org](http://www.cibse.org)

# Space standards

English Partnerships requires homes to be built with minimum internal floor areas in relation to bedrooms and occupancy as follows:

1 Bedroom/2 person homes	51 sq m
2 Bedroom/3 person homes	66 sq m
2 Bedroom/4 person homes	77 sq m
3 Bedroom/5 person homes	93 sq m
4 Bedroom/6 person homes	106 sq m

Floor areas shall be measured in line with the Royal Institution of Chartered Surveyors' Gross Internal Floor Area (RICS, GIFA).

New housing in England provides some of the poorest internal space standards in Europe and the smallest average room sizes. The size of a home is one of the key factors in defining who can live there and how they can use the property. Housing size often determines how comfortable you feel within a space and how much privacy is achieved within it. Good design and creative use of space can provide high-quality and appropriate densities.

English Partnerships believes that we have to give clear and consistent guidance on the minimum acceptable internal floor areas required in relation to occupancy:

- To control the proposals for unsustainable housing types such as micro-flats that the next generation will not want.
- To prevent smaller flats and houses which have limited scope for adaptability and flexibility and do not support the needs of growing families and wider choice.
- Because smaller properties offer less value for money per square metre than equivalent dwelling types built a decade ago and fail to attract the widest range of potential purchasers to new developments.
- Social cohesion issues that are raised by small homes which do not support the needs of the people living in them (e.g. children who have no space at home to study or play, hang around corridors and communal areas of flats and housing estates).
- Smaller homes have less room for environmental features and cannot meet other requirements like Lifetime Homes.

Evidence from the Republic of Ireland indicates that space standards can be achieved whilst radically increasing housing output. Ireland is delivering new homes faster than any other country in Europe; output has increased from 41,000 in 1998 to 94,000 (21 dwellings per 1,000 population) in 2006. During this period minimum space standards have been introduced for higher density development in Special Development Zones, which were later adopted by City and County Councils and are now being promoted nationally. In the period 1997-2007 the Dublin Docklands Development Agency alone provided 8,000 homes, to average sizes well in excess of their minimum standards.

To achieve homes of a good standard that are flexible and adaptable and fit for purpose, all homes must be built to the above minimum internal space standards. As these standards are the minimum acceptable, we would expect to see a range of homes in all developments with average sizes well in excess of the minimum. In addition, all homes must be designed to include:

- A significant variety of housing types and opportunities including a range of houses and apartments suitable for families.
- A range of houses and apartments with Gross Internal Floor Area (GIFA) greater than the specified minimum.
- No single person homes or studios.
- Access to a private outdoor space of sufficient size to enhance the use of the dwelling, including well proportioned gardens, terraces and balconies. Winter gardens/conservatories can be used in addition to GIFA and can count as outdoor space.
- Balconies should generally have a depth greater than 1.5m and provide space of 5-9 sq m to allow for a table and appropriate number of chairs depending on designed occupancy.
- An appropriate amount of storage space related to design occupancy. Storage of approximately 5 per cent of GIFA should be provided in or adjacent to the home.
- Rooms of a sufficient size to allow them to function in relation to their defined use. Where multi-functional rooms are proposed they should be designed to allow for the possibility of future sub-division. Living rooms should have a width greater than 3.3m.
- The use of volume in homes through increased floor to ceiling heights above building regulation requirements (3.0m is recommended for ground floor and 2.7m for upper floors). Roof voids should be designed for easy adaptation.
- Houses and apartments should be dual aspect where possible to facilitate cross-ventilation. Homes which only face North are not acceptable.
- All homes should be designed to accommodate the needs of families with children.

Space standards will not stringently apply to the refurbishment of existing buildings. However, reasonable provision should be made to ensure that dwellings can function adequately in response to occupancy and the opportunities of the existing building.

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Swing a Cat website by Design for Homes for Gentoo Housing Group provides guidance on space standards [www.swingacat.info](http://www.swingacat.info)

## Fire safety

A statement of fire safety is required to be submitted detailing the measures to be taken to reduce the likelihood of deaths by fire in the home in support of Public Service Agreement (PSA) 3. Developers are required to develop a strategy that goes beyond statutory requirements to reduce the likelihood of death or injury in the home by fire or smoke related incidents. A number of measures are available to developers, including fire sprinkler systems. However, developers should take a comprehensive approach, combining passive and active measures, using the most appropriate technologies.

English Partnerships is committed to ensuring that new homes delivered are safe and secure. All developments should seek to design out hazards in homes and community spaces and commercial property and to provide innovative solutions in combating potential life-threatening incidents. In support of PSA 3 – Fire, English Partnerships specifically aims to take measures to help reduce the likelihood or incidence of deaths or injuries by fire in the home.

Evidence suggests that the use of automated fire suppression systems, such as sprinkler systems designed in accordance with BS9251, together with adequate alarm systems, can reduce the likelihood of deaths in the home by up to 85 per cent and injuries by 45 per cent. Such systems are particularly appropriate in homes of four storeys, apartment buildings and sheltered housing. However, they should be considered an option for all housing types.

The cost of installing the systems may be offset by savings achieved by reducing the need for fire compartmentation and additional means of escape. The use of such systems may allow for a more flexible layout, which would help accommodate changes in social and demographic trends.

Alternative approaches to fire safety are also promoted, and will be judged on their merits. Appropriate management arrangements should be put in place for any proposed approach to fire safety.

Any decision about what is required to meet the Building Regulations or what may be acceptable as a compensatory feature will be for Building Control to determine on a case-by-case basis.

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Public Service Agreement Target 3 – Fire, CLG [www.communities.gov.uk](http://www.communities.gov.uk)

Sustainable Urban Drainage System designed and funded  
by English Partnerships at Upton, Northampton



# constr

Construction Quality



# uction

# Construction efficiency

English Partnerships no longer requires Modern Methods of Construction. We have replaced the MMC target (25 per cent by number of homes started and completed) with a requirement for developers to submit a statement of construction efficiency, covering all English Partnerships projects. This statement outlines how developers have used the lessons of the Design for Manufacture Competition by using new technologies and supply chain processes to improve the quality, performance and deliverability of their schemes. The approach must be of an acceptable standard appropriate to each project. All buildings should be specified to attract lending and insurance and provide adequate consumer warranties.

English Partnerships is committed to finding efficient ways to deliver high-quality, well-designed homes quickly, efficiently and economically. To this end the Agency has been at the forefront of major innovations in the construction of homes – dating as far back as 1998 when we launched the Millennium Communities Programme, adopting the principles of the Egan Review of Construction. This has promoted improved quality in design, greater speed of delivery, reduced resource consumption – overcoming skills shortages and improving site safety.

The recent National Audit Office report *Homebuilding: Measuring Construction Performance* (June 2007), recommends that performance measures should be comprehensive covering business efficiency; quality of the building; environmental performance and customer satisfaction. This is a theme also emphasised by *The Callcutt Review of Housebuilding Delivery*.

The urgent need to address the challenge of climate change requires a step change in construction practice through innovation and new technologies. We believe that this can best be achieved through a more rigorous approach to the construction process.

Lessons learnt from the Design for Manufacture Competition show that the costs are managed down not by specifying cheaply but by rationalising the construction process. Incorporating integrated teams requires involvement from the manufacturing supply chain at an early stage to inform the design process. Construction process criteria assessed by the Design for Manufacture Competition included:

- Manufacturing, supply and construction programme
- Supply chain management
- Continuous improvement
- Innovation risk management
- Construction cost target

The statement of construction efficiency submitted to English Partnerships by developers should include detail covering the criteria listed above and defining the processes to be adopted, planning methodology and performance monitoring construction performance. Developers will be expected to adopt an open book approach with English Partnerships, including the collection and publication of data. Assessment at the first stage will review the scope of the statement in addressing the key issues. The quality and depth of the approach can then be judged as part of the proposed second level of assessment.

We encourage developers to adopt the Constructing Excellence/Housing Forum key performance indicators (KPIs) during the development of projects.

Developers should say what evidence they have that the buildings will be capable of attracting lending and insurance cover and will provide consumers with adequate post sale warranties. We ask developers to state how they monitor and seek to improve customer satisfaction.

Note: Some warranties are capped depending on total size of the scheme. In such situations developers should demonstrate that the implications for consumers/residents have been adequately considered.

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Design for Manufacture Competition [www.designformanufacture.info](http://www.designformanufacture.info)

Constructing Excellence/Housing Forum  
[www.constructingexcellence.org.uk](http://www.constructingexcellence.org.uk)

# Re-use of resources

All developments should seek to optimise the potential of existing resources on site and to reduce the amount of demolition, landfill or waste where possible in order to improve the long-term sustainability of the development.

Bids must include:

- A remediation and/or demolition statement
- A site waste management plan
- A presumption to retain existing buildings and reuse materials where possible

English Partnerships requires all development bids for sites requiring significant remediation or demolition elements to set out their remediation proposals that maximise the use of in-situ and other modern technologies, and the re-use and recycling of materials and to minimise land-fill dumping of remediate material and building rubble/waste. English Partnerships requires the use of the former Department for Trade and Industry (DTI)/CIRIA best practice guide *Managing the development of previously developed land (2002)* and all bidders will be given English Partnerships' own recent best practice guide on land remediation including the Brownfield Guide. A remediation and/or demolition statement is required of all bidders setting out how they will handle demolition (e.g. re-use of building materials, asbestos removal) and remediation methods. Any approach should first try to reuse, then recover and finally recycle all materials.

All demolition, refurbishment and construction works should also be in accordance with Water and Resources Action Programme (WRAP) guidance on site waste management planning and demolition. A site waste management plan (SWMP) must be developed from the pre-design stage and submitted with bids and implemented in all construction site activities in line with good practice published by WRAP.

WRAP provides guidance and practical support on quantifying and increasing recycled content. Resources include a free online toolkit for assessing and reporting on the percentage of recycled material in a project.

The site waste management plan should set targets for waste reduction and recovery based on an assessment of the likely composition and quantity of waste arising and identification of the most significant cost-effective options for improvement. This should be supplemented by information on how the targets will be achieved during construction activities and how the actual levels of waste reduction and recovery will be monitored for comparison with the targets set. Upon completion of the building works, the developer should summarise these records and submit a final report to English Partnerships in a format to be agreed by both parties.

Where commercially viable we seek procurement of products and materials with good practice levels of recycled content. Transport, especially road transport of heavy materials, should be avoided where possible.

Existing buildings and materials on site should be reused where possible and not just when required through legislation (e.g. listing). Where demolition is necessary, salvaged materials should be reused as appropriate or recycled on site in line with waste licensing legislation. Where possible existing materials should be reused on site in the construction of new buildings or repair of existing buildings for primary elements such as walls and roofs. There should always be a presumption to retain existing buildings – especially heritage buildings – and justification must be given where any demolition or redevelopment is preferred over retention.

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Managing the development of previously developed land, DTI/CIRIA  
[www.ciria.org.uk](http://www.ciria.org.uk)

The Brownfield Guide, English Partnerships  
[www.englishpartnerships.co.uk/publications](http://www.englishpartnerships.co.uk/publications)

Water and resources action programme [www.wrap.org.uk](http://www.wrap.org.uk)

## CEEQUAL

Civil Engineering Environmental Quality Assessment and Award Scheme run by the construction industry body, CIRIA

All projects on English Partnerships' land, or where English Partnerships is the contracting authority, that involve civil engineering works must achieve a CEEQUAL Award to a Very Good standard. Verification is required from an approved CEEQUAL assessor.

A significant percentage of construction works on each site relates to enabling works and infrastructure. However, this area of construction is often overlooked with other standards which look at the quality of homes and buildings created and their related carbon footprint, and do not always take account of wider site construction issues. To achieve a more holistic approach to sustainable construction on all sites, English Partnerships uses the CEEQUAL Award criteria to achieve an acceptable construction quality on site.

The CEEQUAL Award assesses the environmental quality of civil engineering projects in a similar way to the BREEAM standard for buildings. CEEQUAL:

- Promotes improved environmental performance in project specification, design and construction.
- Demonstrates the commitment of the civil engineering industry to environmental quality.
- Assesses performance against 180 questions in 12 areas of environmental concern.
- Will provide a benchmark for environmental performance.
- Provides a checklist of appropriate action for project teams.
- Celebrates the achievement of high environmental standards in civil engineering projects.

CEEQUAL assesses the extent to which each project has exceeded the statutory and regulatory minima. The Very Good standard requires an improvement of 60 per cent above the statutory minima. CEEQUAL is based on an assessment by a trained CEEQUAL assessor and is validated by CEEQUAL. The cost of verification is generally between 0.005 per cent and 0.1 per cent of the civil engineering value of the project.

CEEQUAL is currently being promoted and/or adopted by a number of English Partnerships' partners including the Olympic Delivery Agency and One NorthEast.

CEEQUAL is required for projects on English Partnerships' land or where English Partnerships is the contracting authority. We will also seek to apply it where other landowner partners are the contracting authority, subject to agreement on a case-by-case basis with the partner.

Civil Engineering Environmental Quality Assessment and Award Scheme  
[www.ceequal.com](http://www.ceequal.com)

## Health and safety

### Construction Design and Management (CDM)

A health and safety plan for every site development must be considered at the earliest opportunity. The developer's proposed approach and CDM policies and practices must be included at bid stage to show how safety has been evaluated for the design of the project.

All projects should be designed and constructed in a manner which helps to reduce the likelihood of injury to, or death of, workers or users of sites and developments. English Partnerships publishes firm policy guidance on Construction Design and Management in order to comply with the law and health and safety regulations and to promote best practice on construction sites. The Construction Design and Management regulation 2007, CDM2007, came into force in April 2007 and applies to all construction projects.

As a general policy, health and safety must be considered from the earliest stages of a project, including for activities such as masterplanning. All contractors, including suppliers of services, must be assessed for health and safety compliance before undertaking any work on behalf of English Partnerships. Contractors must be registered with the Contractor Health and Safety Assessment Scheme (CHAS) or an affiliated scheme and maintain 'compliant' status.

The client is responsible for ensuring that all those appointed in a construction project are competent to carry out the work and have the necessary resources available to them. The client must also appoint a CDM Co-ordinator.

Health and safety plans must take account of existing good practice such as:

- Managing health and safety in construction. Construction (Design and Management) Regulations 2007. Approved Code of Practice L144. Published by HSE Books.
- Fire Prevention on Construction Sites (Sixth Edition). Published by The Fire Protection Association.

Managing Health and Safety in Construction. Construction (Design and Management) Regulations 2007, HSE [www.hse.gov.uk](http://www.hse.gov.uk)

Fire prevention on construction sites, Fire Protection Association  
[www.brebookshop.com](http://www.brebookshop.com)

WATERPARK

Rewarding Quality and Delivering Locally

WATERPARK



# Rewarding Quality and Delivering Locally

English Partnerships' evaluation can only be carried out on those bids that have adequately demonstrated that they have met the entire objective Quality Standards.

There shall be no trading between standards (excelling in one category will not excuse failing in another).

To encourage innovation and improved quality, and to create unique, identifiable and sustainable places, a further level of consideration is undertaken, specifically aimed at optimising the potential of the development with due consideration to the constraints and opportunities of each site.

Schemes which pass *all* the minimum requirements for all of the objective standards as listed previously in this document are then judged qualitatively by English Partnerships against the following four criteria related to the specific context of each project or site:

- Site-specific issues
- Community engagement
- Long-term management
- Delivery and financial capability of the developer and partners/suppliers and the market and business proposed is deliverable

Each site shall have a site-specific brief and (where appropriate) related design code, which shall clearly outline the aspirations for the site and the areas of priority to be addressed in all bids.

The English Partnerships brief shall clearly indicate the specific approach to assessment to be taken and the relative importance for each section. Depending on the scale of development, the project objectives and the number of phases being followed in procurement, the emphasis on the four key areas may vary.

Bids need to pass a minimum defined threshold for all of these qualitative areas, as well as pass all of the core national English Partnerships standards. Flexibility between projects can be given by adjusting the relative importance of each qualitative assessment area in terms of thresholds for each project. All bidders must clearly indicate in their bid documents how they have addressed the above four local quality and delivery areas, and how they will ensure that the quality proposed will be delivered on the site.

English Partnerships ensures that all briefs and assessments are managed consistently and professionally by suitably trained and resourced teams, either in-house or from one of our approved consultants. Where appropriate, guidance notes shall be produced or promoted to assist bidders in responding to our requirements.

All English Partnerships standards will be included in Heads of Terms and will form a material part of contract documents with partners and purchasers. English Partnerships uses consultants to check the delivery of Quality Standards on live projects after the contract has been signed.

## Site-specific issues

For each project the English Partnerships delivery team will add additional objective and subjective criteria specific to the site context. Additional requirements may be in the form of a site-specific design code or other guidance.

Site-specific requirements will help define unique and identifiable places of the highest quality. The extent of site-specific requirements will depend on the site opportunities and planning requirements. Site-specific issues may include Section 106 requirements, clear policies of the local authority (that are compatible with English Partnerships' Quality Standards), heritage concerns and adoption of roads and public realm.

English Partnerships sees the national standards outlined in this document as the starting point for defining quality places. The site-specific requirements will help define exemplar projects and to continually improve on the standards of housing and mixed use development delivered throughout our portfolio.

Site-specific briefs issued by English Partnerships and its partners may also outline specific innovations appropriate to each site by defining objective targets, such as reducing carbon dioxide, using renewable energy or encouraging a balance of housing and employment.

All site-specific assessments also consider the appropriateness of the developers' proposed housing mix and pricing in relation to local markets and needs.

## Long-term management

Successful places are safe, well maintained and well managed. To achieve this, there needs to be effective and appropriate management of physical assets. Quality depends on appropriate management structures in order for people who live and use the place to influence what happens there.

The governance and management of plans for areas should start by giving an opportunity to engage local people in the early planning and delivery of developments. People may wish to be further involved in the later management, governance and service provision, once the regeneration and development processes are complete. English Partnerships' requirement supports government policies including the drive to re-engage citizens in the democratic process and local community capacity building, set out in the Local Government White Paper *Strong and Prosperous Communities* and the Local Government and Public Involvement in Health Act, 2007.

There are many different management structures that can be established to take forward the long-term management, governance and maintenance of new and regenerated communities and neighbourhoods. The exact choice of management structure will depend on the strength of demand, the ownership of the land and interests of the stakeholders.

In order to decide the most appropriate structure, partnerships should consider the issues identified below in conjunction with legal and financial advice.

- **Community profile/social infrastructure**  
The profile and potential requirements of the current or future residents.
- **Project objectives/scope**  
What the management structure is intended to achieve, such as physical aspects, services, engagement/cohesion, behaviour.
- **Stakeholders**  
There will be a variety of stakeholders in any area including both existing and future residents, such as developers, residents, the Registered Social Landlord (RSL), community organisations, local authority, businesses or service providers.
- **Involvement**  
Details of those to be involved in the management structure and what level of involvement is expected of the different parties.
- **Governance/decision making**  
Details of the decision making processes and how they would operate. How accountability would be managed, monitored and scrutinised.
- **Land ownership**  
Details of who would own the land, any proposals for transfer.
- **Liabilities**  
What liabilities the management structure would need to take into account.
- **Funding**  
How management activities would be funded such as service charges, ground rents, revenue from sources such as letting out community facilities, endowment funding.
- **Enforcement**  
How the proposed structure seeks to enforce its commitments, what actions will be taken against partners or stakeholders who do not comply with this.

The Parks Trust [www.theparkstrust.com](http://www.theparkstrust.com)

Development Trusts Association [www.dta.org.uk](http://www.dta.org.uk)

People and Participation [www.peopleandparticipation.net](http://www.peopleandparticipation.net)

## Community engagement

The Rewarding Quality and Delivering Locally brief will also outline any specific community engagement and management requirements.

English Partnerships' approach advocates ten main guiding principles to community engagement that are defined below. These have been developed on the basis of our own and our partners' experience in working with local people on the regeneration and development of their areas.

- Get started early to get the best effect.
- Be clear about our aims and objectives including recognition of whether any community engagement has already taken place in the area and what community capacity already exists.
- Involve the right people by profiling the communities where we are considering investment.
- Develop and involve partners who can work alongside our investment activities to help broaden the outcomes.
- Set effective ground rules with the community and partners including defining boundaries and agreeing lead agencies for strands of activity.
- Have a robust delivery plan with realistic timescales and adequate funding but also effective risk management.
- Consider different models of community engagement learning from our experiences elsewhere and depending on the capacity of the local groups.
- Have a clear communication strategy with partners for the project and publicise channels of communication.
- Be flexible about our exit strategy in helping to create a sustainable community.
- Measure our success and learn from this for future projects.

### Terminology:

MORI and others have defined community involvement activity as follows:

<i>Inform</i>	Provide the public with balanced and objective information to assist them in understanding the problem, alternatives or solutions.
<i>Consult</i>	Obtain public feedback on analysis, alternatives or decisions.
<i>Involve</i>	Work directly with the public throughout the process to ensure concerns are consistently understood and considered.
<i>Collaborate</i>	Partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.
<i>Empower</i>	To place final decision-making in the hands of the public.

There is no single model for community engagement. Community engagement strategies and processes should be developed on the basis of the profile of the community concerned, including its past history and issues, its needs and opportunities, the ability to engage and the role of other local partners and stakeholders. Where a new community is proposed, the views of the actual and potential stakeholders should be fed into the process as well as consideration as to the profiles of those likely to live in the area in the future.

English Partnerships expects all potential development partners to develop a community engagement strategy to include:

- Aims, objectives and scope of engagement activity.
- Timings of community involvement, from starting point onwards then through project processes.
- Community profile – to be undertaken by English Partnerships or partners or jointly.
- Details of the tools/mechanisms to be used for community engagement.
- Details of allocation of staff resources and budget.
- Monitoring and evaluation – how the community engagement will be monitored – what success looks like.
- The exit strategy for English Partnerships and/or the development partner.
- What community engagement is required after English Partnerships and/or the development partner's role in the project is completed.
- How the community engagement strategy feeds into proposals for the involvement of local people in the long-term management and governance of the area/neighbourhood.

Community Planning [www.communityplanning.net](http://www.communityplanning.net)

English Partnerships' Approach to Community Engagement, English Partnerships [www.englishpartnerships.co.uk/publications](http://www.englishpartnerships.co.uk/publications)

People and Participation [www.peopleandparticipation.net](http://www.peopleandparticipation.net)

## Delivery and financial capacity of developers

All bids must demonstrate that the company or consortia is able to deliver the project and the team has had suitable experience in delivering similar projects to the quality expected. Lead organisations for consortia should be specified and the nature and strength of parent company endorsement or support should be clear. All bids will be expected to pass English Partnerships' financial and company vetting process.

The quality of the bidders' delivery and management team and their experience of dealing in similar projects are important to English Partnerships. Proposals should outline partnership arrangements and evidence of previous experience in working with proposed RSLs, suppliers, manufacturers and contracting companies in delivering successful and sustainable places.

Proposals should include outline business and market proposals and how the project will be delivered, including phasing and disengagement strategies. If English Partnerships believes the business and financial proposals are undeliverable or unviable, this will affect the scoring of this section of the evaluation.

# Quality Standards Checklist

Quality Places	Design statements	Design statement adhering to the principles of UDC and UDC2
	Building for Life	Building for Life Silver (or Gold)
	Inclusive design	Access statement, taking an inclusive approach to design and adhering to the principles of inclusive design guidance note
	Secured by Design	Developments designed by Secured by Design principles and accredited by the local constabulary
	Integration of tenure	Tenure-blind development (maximum 6 social units together)
	Car parking	Local authority minimum is English Partnerships' maximum Design in accordance with <i>Manual for Streets</i> and <i>Car parking: what works where</i> guides

Quality Homes and Buildings	Code for Sustainable Homes and BREEAM	Code for Sustainable Homes Level 3 minimum for housing (later phases may be higher) and BREEAM Very Good for commercial or other building types															
	Lifetime Homes	All 16 standards for Lifetime Homes must be achieved															
	Noise	Airborne sound attenuation 5dB higher than Approved Document Part E Impact sound attenuation 5dB lower than Approved Document Part E															
	Building specifications	Specifications between A*-C only from BRE <i>Green Guide to Specification</i> and <i>Green Guide to Housing Specification</i>															
	Overheating	Testing required on overheating – for living areas <1 per cent of occupied hours are over an operative temperature of 28°C. Bedrooms <1 per cent of occupied hours are over 26°C															
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Fire safety	Statement of fire safety																

Construction Quality	Construction efficiency	Construction efficiency statement outlining how developers have used lessons of the Design for Manufacture Competition and how new technologies improve the quality and deliverability of the scheme – detail on lending, insurance and consumer warranties
	Re-use of resources	Land remediation and demolition statements (where relevant) Site waste management plan Re-use of existing buildings and materials where possible
	CEEQUAL	Very Good for construction quality
	Health and safety	Health and safety plan and Construction Design and Management (CDM) co-ordinator appointed

Rewarding Quality and Delivering Locally	Site-specific issues	Project delivery team to identify site-specific requirements
	Long-term management	Proposals for a long-term management strategy
	Community engagement	Community engagement strategy
	Delivery and financial capacity	Development team, finance and market proposals are deliverable

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