## Appendix 3 - Final Proposals summary

This appendix sets out a summary of the final proposals in relation to the procurement objectives set by the Council in 2018 and in the context of the Initial Business Plan which was agreed in November 2019. The following table highlights how the final proposals scheme addresses both of these factors. Any changes in the scheme since the last Business Plan was approved in November 2019 will result in the new scheme being included in an amended Business Plan immediately upon approval of the final proposals.

| No | Procurement Objectives   | Assessment of bid proposal  | Position in the final proposals June 202   |
|----|--|---|--|
| 1  | The Council requires a mixed use integrated residential<br>and commercial use scheme on the site with mixed<br>tenure housing development of private sale, private<br>rent, and an increase on the 441 affordable units on the<br>site, as well as a scheme that is in accordance with the<br>Council's planning policies. | <ul> <li>The scheme developed for the procurement exercise met this objective by demonstrating a strong mix of these requirements. It delivered an increase on the 441 affordable units on site and demonstrated a strong planning approach. It included:</li> <li>Over 1600 homes</li> <li>Over 500 affordable homes split across tenures</li> <li>These affordable homes were demonstrated to be locally affordable e.g. rents at or below Local Housing Allowance levels</li> <li>Mixed use / tenure scheme</li> </ul> | The detail of the housing to be delivered<br>the hybrid planning application this July<br>Code will set much of the look and feel<br>applied for. The detail of the housing it<br>to future reserved matters planning app<br>relevant to the various phases of develor<br>continues to seek to maximise housing,<br>overall scheme and the need for financial<br>The Initial Business Plan set out a baseli<br>512 of which will be affordable (of differ<br>final proposals revises this to seek plann<br>and 1,760 homes through a parameter<br>Illustrative Masterplan is also to be sub<br>demonstrate how the lower of these par<br>delivered. This Indicative Masterplan in<br>that would be delivered in the first phase<br>results of the 2019/20 Housing Needs S<br>analysis of site and delivery constraints,<br>inform the first phase of housing which<br>planning application as a reserved matt<br>to ensure that suitable homes can be puresidents to move in line with the phasi<br>project.<br>Additionally the JV board and the two s<br>reached an agreement in principle to de<br>additional 100 social rented homes through<br>private sale units with gap funding / acc<br>by the Council. This accords with the Cor<br>reflected in the LLP business plan, to may<br>homes in the scheme. |
| 2  | The Council aspires to the expeditious delivery of the scheme as soon as reasonably practicable in accordance with a robust and realistic proposal whilst managing and minimising disruption.  | The programme plan developed in the bidder's concept for<br>the procurement process would see activities from both JV<br>partners commence as soon as Full Council approval is given<br>to expedite the process. This programme would see works in<br>the example scheme commence in 2021 (e.g. pre planning  | The timetable has moved to accommod<br>consultation and generation of options<br>feedback received. Therefore the targe<br>the construction element is now 2033.<br>pace, the first planning application, sum  |

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red will not form part of aly, however a Design el of the housing to be itself will be the subject applications (RMAs) elopment. The project ag, in the context of the ncial viability.

eline of 1,658 homes, ferent tenures). The anning for between 1,669 er plan approach. An ubmitted to planning to parameters can be includes 1669 homes hase of the housing. The s Survey, alongside ts, have been used to ch will follow the hybrid atters application. This is provided for the first asing strategy for the

shareholders have deliver a minimum of an rough the conversion of cquisition costs provided Council's commitment, maximise affordable

odate extended ns in relation to the get completion date for 3. In order to maintain ummarised in these final

| No | Procurement Objectives   | Assessment of bid proposal   | Position in the final proposals June 2020   |
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|    |  | <ul> <li>work) and anticipated completion of the site in 2032. Priority is demonstrably been given to the rehousing of the current BQ residents. It included:</li> <li>Highways works proposed to commence 2021 – 5 year programme with possibility to be negotiated down</li> <li>Proposed completion of site 2032</li> </ul>   | <ul> <li>proposals, will now be a hybrid application consisting of outline for the whole site through parameter plans, a Design Code and detail for the highway. This will be followed by a reserved matters application for the first phase of the housing for a minimum of 267homes in line with the Initial Business Plan.</li> <li>There have been significant changes to the phasing of the scheme which has led to all but one phase being delayed in the programme and taking longer to complete. This has been on t he back of further analysis of the development programme and potential market absorption of units. These changes are offset in the whole programme by bring forward in the programme a later phase. As a result the overall scheme is completed in 2033 one year later than the previous scheme.</li> <li>In relation to the highways works early contractor</li> </ul> |
|    |  |  | involvement has begun to identify the optimum phasing and<br>delivery timescale. The highway design is assessed as being<br>the only option which allows the Queensway to remain open<br>during the whole development period, therefore seeking to<br>minimise disruption.  |
| 3  | The Council is seeking the establishment of a safe,<br>vibrant, sustainable community through the Better<br>Queensway scheme that will impact positively on the<br>economic and social well-being of the Community. This<br>should include the establishment and operation of an<br>on-going Community Fund. | <ul> <li>This objective has been met through a demonstration of their design concept and the establishment and operation of a community fund. The overall concept included significant elements of community safety. It included:</li> <li>CCTV</li> <li>Community concierge – Staffed facility to provide local residents with onsite services and support</li> <li>Activated green spaces</li> <li>SuDs provisions</li> <li>Energy Centre on site</li> <li>Opportunities for start-up businesses</li> <li>Community Fund and Community Liaison Role established</li> </ul> | <ul> <li>While information relating to security is too detailed for this stage in the planning process, secure entrances, CCTV and concierge services have all featured as part of the recent consultation and are included within the lobbies.</li> <li>There has been a reconfiguration of the green space to reflect constraints identified in plot delivery. A park is at the heart of the development has been changed in shape and reduced in size with the green space being distributed throughout the site. The key public spaces are all as per the original bid scheme with the distribution of the same amount of green space with the introduction of a new green link connecting Porters Park through to Southchurch Road, reflecting anticipated pedestrian desire lines.</li> </ul>   |
|    |  |  | In regards to the energy provision, the building and energy<br>regulations have changed and CHP systems are no longer<br>compliant with current regulations. As a result, a revised a<br>revised energy strategy has been prepared that will be<br>submitted to planning which sets out different ways the  |

| No | Procurement Objectives   | Assessment of bid proposal  | Position in the final proposals June 2020  |
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|    |  |   | <ul> <li>scheme could address the new regulations on a phase by phase basis. This will likely include air source heat pumps which are recognised as a low carbon technology. This change in strategy has required additional plant and equipment to be located on the roofs of the blocks causing an increase in height of one storey.</li> <li>The Queensway design has been developed with a coordinated sustainable urban drainage strategy in mind, this is</li> </ul>   |
|    |  |   | considered with the selection of trees and planting, the<br>proposed paving and detailing and the inter-relationship<br>between this and the green spaces throughout the rest of the<br>scheme.  |
|    |  |   | As a secondary feature the benefits of infilling the Queensway<br>allow for water attenuation tanks to be placed in the current<br>underpass, making use of that space to the benefit of the<br>development and the wider town, particularly the seafront<br>which can suffer from flooding in heavy rain events.<br>Community Liaison Officer is already in post.   |
| 4  | The Council requires the delivery of a revised highways<br>scheme serving the Better Queensway site in line with<br>the requirements as set out in the Descriptive<br>Document with all adopted roads continuing to be<br>maintained by the Council. | <ul> <li>The scheme developed for the procurement meets the requirements set out in the descriptive document and Highways Design and Principles document. It included:</li> <li>Four lanes from town centre to seafront retained</li> <li>Raises the Queensway underpass to ground level throughout</li> <li>Recognises traffic flow requirements whilst seeking to improve permeability across the site</li> </ul> | The highway will be submitted in detail as part of the hybrid<br>planning application. Extensive options development has<br>been undertaken in response to consultation feedback<br>regarding the highway and the optimum highways design<br>presented for the final proposals presents the highway at<br>grade (street level and filling in the underpass) and retains<br>four lanes from the town centre to the seafront. This design<br>now remains within the existing highway boundary, with the<br>overall amount of highways land being reduced and returned<br>to public realm or developable area.<br>Additional work is still being undertaken on this scheme with<br>traffic modelling ongoing, provided this supports the highways<br>scheme this will be one submitted to planning. If this<br>modelling requires any changes these will be reviewed, non-<br>material changes can be approved through the delegation in<br>place whilst if more significant changes are required the<br>scheme will be represented through the final proposals<br>process for approval |
| 5  | The Council requires the scheme to provide enhanced pedestrian and cycling permeability across the site and links to the town centre.  | <ul> <li>The scheme developed for the procurement meets these requirements through:</li> <li>Makes appropriate provision for cycle lanes throughout the site</li> </ul>   | Cycle lanes and pedestrian permeability are demonstrated<br>through the drawings in the design drawings in the appendix.<br>New off street cycle lanes connecting from Victoria Gateway<br>down the Queensway and linking in with other existing cycle   |

| No | Procurement Objectives   | Assessment of bid proposal   | Position in the final proposals June 202  |
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|    |  | <ul> <li>Two large green areas contained within the site boundary</li> <li>Makes adequate provision for pedestrian permeability</li> </ul>   | routes are proposed.<br>Green space across the site creates a sa<br>link to the town centre and improved co<br>severance. Careful positioning of propos<br>frontages to key corners and walking ro<br>scheme will provide passive surveillance<br>in those areas.   |
| 6  | The partnership will offer existing Council tenants on<br>the site the chance to return via an Assured Tenancy.<br>Although this will not be a direct Council tenancy, it will<br>offer the same terms and conditions. The Council<br>recognises that those seeking a secure tenancy will be<br>offered Council housing elsewhere within the Borough<br>as available. Resident leaseholders will be offered a<br>shared equity unit, and the remainder of the affordable<br>units must be genuinely affordable with rents at or<br>below Local Housing Allowance levels on a continual<br>basis. These units must remain affordable on the exit of<br>the partnership. The <i>Better Queensway - Resident and<br/>Leaseholder Commitments</i> document must be adhered<br>to when delivering the scheme. | <ul> <li>This objective has been addressed in full throughout the submission in many sections. In addition to these requirements there is a significate amount of added value items that have been included as a result of partnering with a housing association. This includes access to their housing register and processes.</li> <li>Shared ownership offer affordable for local people with rental element at or below local housing allowance</li> <li>25% entry for shared ownership</li> </ul> | The final proposals scheme does not pre-<br>to the tenancy offer as it is not a matter<br>delivery. There has been no change in t<br>stage and all parties are committed to n<br>of affordable rented homes on the site<br>viable scheme.<br>An in principle agreement has been read<br>and its two shareholders to deliver at le<br>affordable rented homes at social rents<br>conversion of private sale units i.e. incre-<br>percentage of affordable homes in the o<br>The results of the Housing Needs Survey<br>inform and reconfigure the unit mix wit<br>first phase of housing so as to ensure th<br>residents who move first can be met.  |
| 7  | The Council is seeking a sustainable development based<br>on excellent design quality of homes, open spaces and<br>supporting infrastructure delivered in accordance with<br>the Better Queensway design policy and principles<br>document.  | <ul> <li>This objective has been addressed throughout the submission and adherence to the Design Policy and Principles document.</li> <li>Mixed tenure scheme</li> <li>Varying density in line with planning advice</li> <li>High quality public realm</li> <li>SUDS / Energy centre approach robust centre approach utilising Queensway underpass</li> <li>Met key requirements re. Sustainability / Aspect</li> </ul>  | The final proposals presented confirms<br>scheme with a range of building heights<br>of residential accommodation. Pre-app<br>been ongoing with stakeholders and the<br>proposals through development for accor<br>possible comments have been taken on<br>design team.<br>A park remains at the heart of the devel<br>public spaces as per the bid being provid<br>Porters Park and the new setting for All<br>addition, green space has been distribut<br>scheme with the introduction of enhance<br>Coleman Street, through the park and d<br>Road, reflecting key desire lines to estat<br>routes into and out of the town centre.<br>A Design Code is being submitted throug<br>process that builds on the Design Policy<br>document from the procurement and co |

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| safe, at grade, natural<br>connectivity, reducing<br>osed commercial<br>routes through the<br>ce and increase footfall  |  |
| present detail in regards<br>er of design but service<br>in the offer made at bid<br>maximising the number<br>e within a financially  |  |
| ached between the JV<br>least an additional 100<br>ts through the<br>creasing the overall<br>e development.   |  |
| ey have been used to<br>ithin the plans for the<br>that the needs of  |  |
| s a mixed tenure<br>ts from 3 to 18 storeys<br>oplication meetings have<br>he LPA to assess the<br>cceptability. Where<br>on and addressed by the                                 |  |
| relopment, with 3 key<br>vided. Station Plaza,<br>Il Saints Church. In<br>uted throughout the<br>nced green links from<br>down into Southchurch<br>ablish safe and pleasant<br>e. |  |
| ough the final proposals<br>by and Principles<br>codifies many aspects of   |  |

| No | Procurement Objectives  | Assessment of bid proposal   | Position in the final proposals June 202   |
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|    |   |  | the development to come forward. Thi<br>developed by the JV, but it has committe<br>will comply with the Design Policy and F<br>from the procurement. In advance of it<br>be reviewed by the Council to ensure the<br>this basis it can be approved through the<br>process subject to this review. If upon<br>material changes to it this can be appro-<br>delegation. If there are material changes<br>second final proposals process.  |
| 8  | The Council requires the development to be<br>environmentally sustainably delivered both during<br>construction and its lifetime, taking into account the<br>impacts of climate change. | <ul> <li>This objective has been met through the responses in questions including:</li> <li>Sustainable Urban Drainage Systems / Robust Energy centre approach utilising Queensway underpass</li> <li>Green infrastructure</li> <li>Robust construction management plan</li> </ul>   | In regards to the energy provision, the bregulations are changing so the energy revisited in the final proposals process. been included within the planning submaddress energy provision on a phase by Environmental sustainability in design, of day life across the site continues to be a This was strongly supported during the continue to be explored across all aspect Greening of the area is a feature of the the heart, additional green space distributed and a net increase in the total number of for 1 trees proposed. |
| 9  | The Council requires the scheme to further and contribute to the Better Queensway Smart Cities aspirations.   | <ul> <li>This objective has been met through the responses in the Design and Master plan and Smart Communities sections in their submission.</li> <li>Future proofing of scheme with hard wired infrastructure</li> <li>Portal established for local residents</li> <li>Number of smart technologies included within the home and site e.g. CCTV / Waste / Smart metres / monitoring stations</li> </ul> | At this stage the detail of smart city infr<br>presented in relation to final proposals<br>as CCTV and secure entry systems have<br>during consultation.   |
| 10 | The Council's design aspirations are reflected in the<br>Design Policy and Principles document. The most<br>important aspirations are, in descending order of<br>priority:              | <ul> <li>The bidder has managed these aspirations in developing its solution and has endeavoured to most closely meet those possible within the challenges of both the financial and site constraints.</li> <li>In the example scheme developed for the procurement:</li> <li>Affordable Housing has been increased from 441 to 512 units</li> </ul>   | The car parking ratio for the scheme is p<br>(increase from 0.25:1 on the current sit<br>the scheme in the current Business Plar<br>development will deliver more parking<br>it is less parking is available measures to<br>that with interim parking elsewhere wil<br>final scheme is expected to deliver 0.7:2   |

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This is still being nitted that this document d Principles document f its submission this will that this is accurate. On the final proposals on review there are nonproved through the nges this will trigger a

e building and energy gy strategy has been ss. A new approach has bmission that will by phase basis.

n, construction and day to be a key consideration. he consultations and will pects of the Project.

he plans with a park at tributed across the site er of trees on site with 2

nfrastructure is not Ils however matters such ve been highlighted

is proposed to be 0.7:1 site) This is in line with lan. Some phases of ng than others and where s to mitigate and off-set will be available, but the 7:1 parking ratio.

| No | Procurement Objectives   | Assessment of bid proposal  | Position in the final proposals June 202  |
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|    | <ul> <li>Procurement Objectives</li> <li>Increased affordable housing provision;</li> <li>1:1 car parking provision; and</li> <li>Building heights not exceeding 12 storeys</li> </ul> | <ul> <li>Assessment of bid proposal</li> <li>These affordable homes were demonstrated to be locally<br/>affordable e.g. rents at or below Local Housing Allowance<br/>levels (amount claimable in housing benefit) / Shared<br/>Ownership entry at 25%).</li> <li>Parking is delivered at 0.7:1 (increase from 0.25:1<br/>currently)</li> <li>Three buildings above 12 storeys. However, all buildings<br/>are lower than current tower heights.</li> </ul> | <ul> <li>Position in the final proposals June 202</li> <li>The previous basement parking has larg this scheme, apart from a potential para some if required. The proposed solution majority of car parking in podium and m structures with the remainder distribute managed by permit arrangements.</li> <li>Building heights have increased in some This has been to: <ul> <li>Accommodate this parking;</li> <li>Address energy needs by locatin environmentally friendly heating on the roofs;</li> <li>To change ground floor uses to a community concierge rather that to improve the quality of the envincrease security; and</li> <li>To recover a reduction in viabilit changes by increasing private sa and 103 and charging a premium with sea views.</li> </ul> </li> <li>These changes result in a viable scheme appear taller than the corresponding tal end of Victoria Avenue (Alexandra Hous) In terms of massing, a reduction in heigh also evident in the drawings.</li> <li>Overall the scheme presented has there this objective as well due to the increase change in the other 2 factors of affordal parking. It was felt that increasing heigh these 2 factors was appropriate as they priority</li> <li>Outside, but in parallel with the final protection in private sale un funding from the Council i.e. a greater priority and the start of private sale un funding from the Council i.e. a greater priority and the start of private sale un funding provision.</li> </ul> |
|    |  |   |   |
| 11 | The partnership will obtain planning permission for the scheme and other consents as necessary   | <ul> <li>Pre-application advice sought on procurement concept.</li> <li>Appropriate approach put forward.</li> </ul>  | Submission of the information considered requirement in advance of making a place   |

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proposals, the JV and its principle agreement to rdable rented homes at units supported by gap r percentage of homes rther increases the

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|    |   | PPA approach proposed in concept.   | The first planning application (hybrid se<br>for the whole site through parameter pl<br>detailed for the highway) is expected in<br>this final proposals being agreed. The fi<br>for a minimum of 267 units will then fol<br>matters application. This is a change to<br>proposed in the bid submission but will<br>delivery to be maintained and the HIF d<br>It has been discussed with the Local Plan<br>through pre-planning and separately ag<br>There is no Planning Performance Agree<br>currently |
| 12 | The Council aspires to maximise all aspects of social<br>value through the Better Queensway scheme in line<br>with the Council's draft social value policy (policy to be<br>finalised during the procurement) | <ul> <li>Community Fund established and Community Liaison Role established</li> <li>Local employment proposals detailed including training</li> <li>Early engagement with local community, including residents / schools etc. addressing improving life opportunities / health &amp; wellbeing / affordability</li> </ul> | At this stage of the project the detail rel<br>outcomes is not presented however oth<br>to indicate the JV's commitment to it su<br>appointment of the Community Activati<br>connected with a wide range of local sta<br>Swan's support of the SECTA (South Ess<br>Training Academy) project etc.   |

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seeking outline consent plans, Design Code and in July 2020 subject to e first phase of housing follow as a reserved to the approach ill enable the pace of deadline to be reached. Planning Authority agreed at the JV Board.

reement (PPA) in place

relating to social value other activity continues such as the early ation Officer who has stakeholders already, ssex Construction

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|    | Approach Objectives  |   |   |
| 13 | The Council requires a long-term partner to work with it<br>to fund and develop the mixed use scheme identified<br>above on the Better Queensway site including<br>associated highways infrastructure and to fund, manage<br>and maintain all public realm and retained operational<br>units on the site.  | <ul> <li>The partnership agreement, Leases, management<br/>agreements and funding approach broadly reflect the<br/>Council's requirements.</li> <li>There are some departures from the Council's anticipated<br/>legal approach to the partnership but these are well<br/>understood and mitigated through the arrangements.</li> </ul> | The legal documents appointing Swan a<br>establishing Porters Place Southend-on-<br>venture vehicle to take forward the pro<br>April 2019. These underpin the way in v<br>work together over a 30 year period to<br>manage the site.  |
| 14 | <ul> <li>The Council requires an on-going role in the governance of Better Queensway including equal say on, at least, the following areas: <ul> <li>Community / Resident engagement;</li> <li>Changes to tenancy agreements;</li> <li>Rent levels;</li> <li>Tenure changes;</li> <li>Retaining the minimum number of affordable units;</li> <li>Operation of the Community Fund; and</li> <li>Management and maintenance of all affordable units</li> </ul> </li> <li>The Council requires a significant influence over, at least, the following areas: <ul> <li>Design of the scheme;</li> <li>Sales, operation and rental strategies of residential and commercial facilities;</li> <li>Management and maintenance of all retained operational units and public realm; and</li> </ul> </li> </ul> | <ul> <li>The lease agreement and partnership agreement<br/>details all of these requirements, and therefore has<br/>been addressed.</li> </ul>  | The final proposals does not relate to the<br>working and service delivery matters. He<br>noting that experience of working in the<br>arrangements demonstrate active parti<br>and its partner in a partnership approad   |
| 15 | Where the Council does not already own the freehold of<br>elements of the site at the point of entering the<br>partnership it will seek to obtain such freehold<br>ownership through the partnership. Any costs<br>associated with CPO will be funded by the partnership.  | <ul> <li>The approach includes suitable options for the CPO approach.</li> <li>All costs allowed for within the partnership</li> <li>Arrangements put in place to expedite the scheme</li> </ul>  | Outstanding land title matters are being<br>premises are being secured to enable fr<br>the site these costs will be met by the J<br>designation as a regeneration site will b<br>determination of the planning application<br>timeline for the application and grantin<br>Purchase Order (CPO) has been extended<br>tolerances of the overall programme. T<br>in place. |
| 16 | The Council will retain freehold ownership of the entire site throughout the development and operational periods.  |   | This continues to be the case.  |

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| 17 | The Council's only guaranteed investment into any partnership arrangement will consist of the value of the long lease of the land.   | <ul> <li>The bid demonstrates a residual value appraisal of the land<br/>is negative based on the Council's voluntary requirements<br/>for the site (objectives / minimum requirements)</li> <li>Arrangement put in place to meet s123 obligations</li> </ul> | The financial arrangements are subject to review by the JV and its two shareholde money.  |
|----|--|---|---|
| 18 | The Council has some appetite for risk. This could<br>extend to investment beyond the land value and<br>operation of the site. Any such investment must be<br>balanced by commensurate reward. Any investment by<br>the Council must be balanced by private investment. In<br>addition, the Council may provide senior debt funding<br>for the initial development of the scheme | <ul> <li>Council invest equity of £1.5m</li> <li>Council Junior loan of £13.5m</li> <li>Reward paid through interest and profit share</li> <li>Interest expressed in Council being senior lender – no commitment made.</li> </ul>                             | A change in the make-up of the financia<br>reported through the Shareholder Board<br>October 2019 (minute 16 refers). This s<br>equity of £1.00 and junior loan of £14,9<br>are ongoing between the Council and th<br>Council being the senior lender.  |
| 19 | The Council expects to receive meaningful financial returns which are to be delivered throughout the development and the life of the operation of the scheme.  | <ul> <li>Conceptual approach and indicative scheme reflects a<br/>good financial return, which was judged as commensurate<br/>with the risk being taken.</li> </ul>   | A small contradiction ion viability calcula<br>identified through the final proposals pr<br>addressed through an agreement in prir<br>inconsistency. On the basis of this agree<br>remains viable and the Council will rece<br>of the scheme as well as an appropriate  |
| 20 | The Council requires the partnership to keep all relevant<br>stakeholders engaged and informed in an open honest<br>timely and appropriate way.  | <ul> <li>Included in number of ways (statutory &amp; non-statutory)</li> <li>Early engagement with all stakeholders</li> <li>Planning engagement with stakeholders</li> <li>Ongoing engagement through tenancy management</li> </ul>                          | The JV, working with the Communicatio<br>shareholders, and its appointed consulta<br>Hearn, have undertaken two rounds of<br>over autumn 2019 and winter 2019/20.<br>dedicated sessions for residents, busine<br>the Youth Council as well as general put<br>and an on-line presence.<br>The JV has also appointed its Communit<br>who is regularly on-site and engaging wi<br>stakeholders.<br>A Housing Needs Survey has been under<br>with South Essex Homes to better under<br>aspirations of existing residents. |

ct to ongoing testing and ders to ensure value for

cial arrangements was ard report of 16<sup>th</sup> s shows Council investing 1,999,999.00. Discussions the JV regarding the

culation approaches was process. This has been principle to address this reement the scheme ceive 50% of the profits ate return on its lending. . tions teams of both its ultation specialists GL of public consultation 20. This has included nesses, Councillors and public engagement events

nity Activation Officer with a range of

dertaken in partnership derstand the needs and