

## **Consultation Statement: South Norwood Conservation Area Appraisal and Management Plan**

Consultation statement prepared in accordance with Regulation 12 of the Town and Country Planning (Local Development) (England) Regulations 2012.

### **1. Introduction**

1.1 Regulation 12 of the Town and Country Planning (Local Development) (England) Regulations 2012 requires that prior to the adoption of an SPD, the Council shall publish a Consultation Statement which includes; (i) the persons the local planning authority consulted when preparing the supplementary planning document; (ii) a summary of the main issues raised by those persons; and (iii) how those issues have been addressed in the supplementary planning document.

1.2 Public consultation has occurred in line with the Council's Statement of Community Involvement (SCI). Croydon Council went beyond the requirements of the SCI as detailed below.

### **2. Persons/groups/bodies consulted in connection with the preparation of SPD and how they were engaged.**

2.1 Prior to formal public consultation, informal consultation was undertaken by the Council and Place Services who were commissioned to write the SPD.

2.2 This early engagement had input from Historic England working on the High Street Heritage Action Zone (HSHAZ) project and key stakeholders in the area, including

- • People for Portland Road
  - Stanley Arts - Venue Director
- • Holmesdale Residents Association
- • The Norwood Society
- • Croydon Natural History & Scientific Society
- • The Norwood Society
- • Brutalist Library SE25

2.3 . The early engagement with the key stakeholders took place from July to September 2021 and has included targeted emails and phone calls to introduce the work that was being conducted; an online survey and virtual drop-in session to gain feedback, as well as introduce the recommended boundary changes with requests for any further suggestions; and meeting with a member of The Norwood Society. Much of this engagement was done virtually as Covid rates at the time presented difficulties for meetings in person. This early engagement was also an opportunity to raise awareness of the High Street Heritage Action Zone Programmes and the wider Good Growth Funded South Norwood Regeneration Programme which will improve both the physical and social infrastructure of the area.

2.3 Public engagement also took place at a community festival in July 2021, members of the public were asked a number of questions regarding the conservation area and what changes they would like to see, including conservation area boundary changes. A number of observations were put forward during this early engagement process that were considered further, such as the extension to Portland Road.

### **2.3 Key Stakeholder Feedback from early stage engagement**

**Below are questions asked of attendees at the Community Fair event and via an online questionnaire**

#### **What makes South Norwood's buildings and spaces special to you?**

- Local history - overall area is a good example of a Victorian / Edwardian high street
- Diversity of interesting buildings

#### **Have you noticed any changes in the area, particularly since the year 2007 (the year that the last appraisal and management plan was completed)?**

- Covid impacts and threat to the High Street
- Unsympathetic shop conversions
- Inappropriate advertisement
- Encroachment into the Conservation Area with dense new development
- Intensification in the Conservation Area

#### **Are there any changes you would like to see in the future?**

- More public realm improvement on the High Street, including Station Road being made into a more pedestrian-friendly space
- More sympathetic alterations and conversions to historic buildings

#### **What potential threats (if any) do you think the Conservation Area faces? Typical threats to Conservation Areas include poor maintenance of buildings and spaces, inappropriate alterations to historic buildings**

- Economic pressure on small businesses on the High Street
- Absent or disengaged landlords
- Lack of funds from Croydon Council due to their Section 114 status
- Increased traffic levels
- Loss of important buildings, features and structures
- Lack of awareness of Conservation Area status and local history/importance

2.4 In addition, before the formal consultation process, the draft SPD went through a process of internal engagement with the Sustainable Communities, Regeneration and Economic Recovery Department and relevant council teams including Regeneration, Parks, Highways, Assets and Croydon Museums & Archives Service.

2.5 The formal consultation process for the draft SPD adhered to the Council's adopted Statement of Community Involvement (2019) and also the statutory requirements of the Town and Country Planning (Local Planning) (England)

Regulations 2012 and Planning (Listed Buildings and Conservation Areas) Act 1990. Formal Consultation took place for six weeks between 6 January 2022 and 17 February 2022. Those consulted (as set out further below) were informed in a statement of representation

of how they may access the document, the date and location of consultation events, along with the date by which representations must be made and where they should be sent.

2.6 Publicity for consultation was undertaken via the following activities:

- Letters were sent to all addresses within the conservation area and affected by the proposed boundary amendments.
- Statutory Consultees ( see section 2.8)
- Emails/letters were sent to persons on the Local Development Framework database (in line with General Data Protection Regulations<sup>1</sup>), including Statutory Consultees, to inform stakeholders about the consultation process.
- Croydon Council Conservation webpages and Croydon Council *Get Involved* websites were updated to reflect the consultation period and inform persons about the consultation events and how to make a representation.
- A press release.
- An advertisement in The Croydon Guardian was published on 6 January 2022 as a statutory notice.
- Posters advertising the consultation, consultation events and where to find more information were displayed in approximately 20 locations in the area, and all Borough libraries.
- *We Love SE25* community group assisted with publicity via their network.
- Emails were sent to ward councillors, councillors and to relevant council teams including Development Management, Spatial Planning, Transport, Highways, Trees, Parks, Enforcement, Regeneration, the Museums & Archives Service and Asset Management & Estates.
- Emails were sent to the North Croydon Conservation Area Advisory Panel and Croydon Natural History and Scientific Society.
- 
- Social Media posts from the Croydon Council were posted before, during and up to the closing date to inform readers of deadlines and events.

2.7 Consultation comprised of the following:

- Information was made available via the conservation webpages on the Council's website, from where an electronic version of the draft South Norwood Conservation Area Appraisal and Management Plan SPD was made available for download. The document and a questionnaire was also available digitally via Croydon Council's *Get Involved* webpage.
- Hard copies of the draft SPD were available in all libraries across the Borough and approximately 20 businesses in South Norwood.
- A consultation event was held on Tuesday 25 January from 5pm – 8pm at:

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<sup>1</sup> General Data Protection Regulation (GDPR) came into force on 25<sup>th</sup> May 2018. Contacts on the LDF database prior to the GDPR were contacted and required to respond to confirm they wish to stay on the database, following which those who did not respond were removed from the LDF database.

*No.241 Norwood*, 241 Selhurst Road, London, SE25 6XP. Display Boards containing information on the consultation, copies of the draft SPD. Members of the Council's Planning Department and Place Services were also on hand to answer questions. Over 100 people attended the event.

- Representations were invited via the Croydon Get Involved website, by email to the LDF inbox or through hard copy versions of the Representation Form available at the consultation events and at each of the Borough's libraries.

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### **Statutory Consultees**

2.8 As part of the consultation, statutory consultees and key stakeholders were invited to make a representation on the review proposals including the draft SPD.

These included:

Highways England

Thames Water

National Grid

Environment Agency

Highways England Company Limited

Historic England

Sutton and East Surrey Water plc

Historic England

Surrey County Council

Surrey County Council

Natural England

Network Rail

London Borough of Lambeth

Transport for London

Thames Water Utilities Ltd

NHS Croydon CCG

London Borough of Bromley

Reigate & Banstead Borough Council

Transport for London

London Borough of Sutton

Network Rail Infrastructure Limited

GLA

Greater London Authority

National Grid

National Grid

Environment Agency

Highways England

Historic England

London Borough of Merton

Bromley Council

National Grid Gas

Department for Education.

2.9 Comments received from Statutory Consultees have been detailed in Section 3 of this statement, along with Council's response.

2.10 The neighbouring London Borough of Bromley was also consulted.

### **Representations received**

2.11 A total of **74** representations were received.

2.12 Of the Statutory consultees just 2 responses were received. Natural England stated they had no comments to make and Historic England submitted the following comment below :



Spatial Planning Team  
Place Department  
Floor 6th, Zone B  
Bernard Weatherill House  
8 Mint Walk  
Croydon CR0 1EA

By email: [LDF@Croydon.gov.uk](mailto:LDF@Croydon.gov.uk)

Our ref: PL00761782  
:  
Telephone 0207 973 3727

20 January 2022

Dear Spatial Planning Team

**South Norwood Conservation Area Appraisal and Management Plan, London Borough of Croydon**

Thank you for consulting Historic England on the above documents.

As the Government's Statutory Adviser on the Historic Environment we have reviewed your consultation in light of the *National Planning Policy Framework* (NPPF) which identifies three dimensions to sustainable development, these being economic, social and environmental (NPPF paragraph 8). One of the core principles of the NPPF is that heritage assets be conserved in a manner appropriate to their significance, so that they can be enjoyed for their contribution to the quality of life of this and future generations. The NPPF includes a requirement for local planning authorities to set out in their Local Plan a positive strategy for the conservation and enjoyment of the historic environment, including those heritage assets most at risk from neglect, decay or other threats. Policy 186 sets out a requirement that local authorities ensure conservation areas demonstrate appropriate special architectural or historic interest.

Section 72 of the Planning (Listed Buildings and Conservation Areas) Act 1990 (as amended) sets out the obligation on local planning authorities to pay special regard to preserving or enhancing the character or appearance of conservation areas and to preserving the settings of listed buildings.

Historic England publishes extensive advice on managing and designating conservation areas which you may find helpful in developing guidance.



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<https://historicengland.org.uk/images-books/publications/conservation-area-appraisal-designation-management-advice-note-1/heag-268-conservation-area-appraisal-designation-management/>

<https://historicengland.org.uk/advice/your-home/owning-historic-property/conservation-area/>

### Historic England's Advice

The production of the South Norwood Conservation Area Appraisal and Management Plan is supported through the South Norwood High Street Heritage Action Zone. As a "conservation area at risk" the CAAMP has been identified as a key tool for the future management of the conservation area and for actively preserving or enhancing the areas special character and appearance. Historic England therefore strongly supports the production of the guidance and associated boundary review. We consider the proposed document to conform to national policy and the requirement to review conservation areas on a regular basis.

The document is highly detailed and sets out a clear methodology for managing future change within the conservation area. We do however have a number of recommendations and observations which we consider would improve the usefulness and legibility of the document.

We have set out our main recommendations and observations below, these are described in greater detail in the general observations which follow. We have also included an annex of minor revisions on the text to assist with the final editing (these are not comprehensive, and the document would benefit from a rigorous final edit).

#### *Main considerations*

#### *Boundary changes.*

We consider the proposed boundary review changes to be justified and appropriate. NPPF Policy 186 sets out the need to ensure the conservation areas demonstrate sufficient architectural and historic character. The Draft CAAMP also identifies a number of streets and buildings of merit outside the designated area which were reviewed. It is noted that these cannot be incorporated within the conservation area without including significant areas of little or no merit and as such would be contrary to NPPF policy 186. We therefore agree with the consultant's assessment and would suggest those areas of merit outside of the designated area are more appropriately recognised through local townscape merit/character area policies. Additionally, we consider the removal of Chalfont Road from the conservation area is clearly justified by virtue of its redevelopment as modern housing.

There is potential to streamline the document. While the structure is effective and conforms to Croydon's existing suite of conservation area guidance there is potential to simplify and clarify the document in the following areas:



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The analysis of setting. While the wider physical context of the conservation area is important to an understanding of its character the potential impact of development within its setting needs to be judged in terms of its impact on the significance of the heritage asset/s itself (the conservation area). The relationship of those areas outside of the conservation area could be usefully simplified to summarise the social, historic, and architectural relationship to the designated area rather than their own merit. The individual interest of assets which form part of the setting can be simplified through reference to NPPF policies for undesignated heritage assets and local plan policies (see general observations for more details). There is potential for certain sections to be combined with the view analysis.

We would recommend the Statement of Special Character is strengthened by focusing more closely on the significance of the conservation area i.e. its architectural, historic, evidential and social significance (see general observations).

The document would benefit from a review to reduce repetition (particularly in the description of character, architectural appearance, massing). There is potential to reduce the cross over in the sections on Townscape Character and Architectural Character.

Overall the management sections of the draft appraisal are well considered. Subject to the comments above the appraisal will make a very positive contribution to the future management of the conservation area.

#### General comments

There are lots of references throughout the document to the conservation area's 'special interest', this terminology usually refers to statutorily listed buildings and references should instead be to the conservation area's 'special character and appearance' or to its 'significance'.

Page 9 Statement of Special Character. 1.71 There is potential to strengthen this section by making the statement more focused. The Statement of Special Character describes elements of townscape character which are then repeated in Section 3 Townscape Character. We would suggest shortening the statement to focus on the "significance of the conservation area and the heritage and social values which make the place special". For example

*The significance of the South Norwood CA is drawn principally from its visible development as an early Victorian railway suburb. The railway was developed partially along the former Croydon Canal (the route of which can still be seen in the road layout of the former Frog Island (now known as Sunnybank). South Norwood displays an eclectic mix of attractive buildings in a wide variety of styles and material and which reflect changes in fashions and the growing availability of materials and architectural details made possible by the railways. The rapid growth of the population is reflected in the provision of social and religious buildings and shopping streets, including the grade II listed Stanley Halls and Kennedy's sausage shop, alongside St Chad's*



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*Church and the commemorative Clock Tower which marks the centre of the town.*

*The residential area is largely characterised by low-rise development in a variety of styles from grander detached properties in large gardens to compact terraces, reflecting the rapid growth throughout the 19<sup>th</sup> and early 20<sup>th</sup> century. Although in need of investment to address the condition of some buildings and the public realm South Norwood remains a popular busy suburb offering access to transport, shops, entertainment and other amenities.*

*The area is also notable for its historic associations with the composer, Samuel Coleridge Taylor, Sir Arthur Conan Doyle and the inventor and philanthropist William Ford Stanley who provided the town's technical college (now the Grade II listed, Stanley Halls art centre which is a key community asset).*

Page 12 Context 2.1.2 and 2.1.3. The complex topography could be potentially better understood through map illustrations or in terms of how the area is experienced, for example how does the location on the southern slope effect views to and from the conservation area. It would be useful to highlight if the topography results in certain landmarks being prominent in the townscape. A map showing the relationship of wider Local Heritage Areas and green spaces with the conservation area would also be helpful and would allow for some of the text in the 'Setting' section to be reduced and focussed on what affects the significance of the conservation area.

Page 13 2.2.3 and 2.2.4. It is important to identify those qualities which can make a positive contribution to the significance of the CA. The proximity of locally listed buildings or local character areas may have intrinsic historic qualities or contribute to an understanding of the areas historic development but do not automatically impact on the setting of the CA. It may therefore be helpful to identify potential issues or key views, for example:

*Development in these areas has the potential to impact on the significance of the conservation area through its impact on views or a loss of historic context. A number of these areas include locally listed buildings or have been designated local heritage areas. Of particular note are ... etc. (2.2.5 to 2.2.7).*

We would suggest moving the section on those elements making a negative impact (2.2.13 and 2.2.14) to follow immediately after 2.2.7 as the potential for development of a different scale within the setting is the factor most likely to impact on significance of the conservation area. It should be noted that the tall buildings in close proximity to the conservation area have a negative impact on its setting.

Page 14. Green Space. Parks and open spaces clearly make a great contribution to amenity and life in South Norwood and can also contribute to the understanding of the wider historic area. However, it is not made clear how these spaces directly relate physically to how the conservation area is experienced and the understanding or appreciation of its significance. Views towards the conservation area, open skylines, and glimpses of key landmarks may make a positive contribution, as will historic associations to important local figures (this is identified in respect of Birkbeck Cemetery). With this in mind Green Space might benefit from its own section as 2.3 rather than as a continuation of 2.2. It would also be possible to reduce



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overlap with the Parks and Recreation section 2.3.21 to 2.3.23. Where opportunities to improve access to green space exist these should be highlighted.

Page 21 to 24. Consider adding a separate heading for Historic Associations.

We would also suggest moving Section 2.3.26 or incorporating this with 2.3.30. This is out of place and sits in the middle of the historic association with famous residents.

Both Kennedy's and Stanley Halls are described in detail in a number of sections and there is an opportunity to simplify the text either here or in later paragraphs.

Page 27. Archaeological Significance. It would be beneficial to reference that the Greater London Archaeology Advisory Service reviewed Croydon's archaeological resource in 2016 and the borough has been divided into four levels of archaeological priority. Following the review South Norwood CA does not encompass any known areas of high archaeological potential and therefore falls within Tier IV. Further information about priority areas and the borough review are available at <https://historicengland.org.uk/content/docs/planning/apa-croydon-pdf/>

Page 42 5 Architectural Character. See main comments. There is potential to reduce overlap or combine with the Townscape Character section.

6.0 Character Area Descriptions. There is repetition in respect of the Townscape and Architectural Character Sections and key buildings and this would benefit from simplification. We would suggest providing one detailed description which can then be referenced elsewhere. It also doesn't feel necessary to break each character area down into separate areas with subheadings as this undermines the sense of it being a distinctive character area and makes the section very long and unwieldy, we would therefore suggest the text in this chapter is reduced and simplified.

Page 64 6.4.3 Norwood Station. Although no doubt providing improved functionality the current single story C20th entrance to the station is poorly designed and detracts from the building's handsome appearance. We would recommend highlighting this as a future potential enhancement.

Page 65. 6.5.2 Whitworth Road. It would be beneficial to state how the sense of status referred to is reflected, for example, through wider roads and substantial detached properties.

Page 68 6.5.18 Qualify why Becton Court and Stirling House make a negative contribution. For example, *Becton Court dates from the 1960's, and although relatively low rise its use of poor-quality materials, lack of architectural expression and box like appearance detract from the character of the conservation area.*

Page 72 Condition. This section feels too generalised for an at-risk conservation area. It does not reference the poor condition of the High Street and many of the shopfronts and their



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resultant impact on the quality of the townscape and public realm, one of the key issues that the current HSHAZ regeneration efforts are targeting. An additional section on the condition of the High Street should be included, with analysis of the problems (e.g. loss of shopfronts / hard roller shutters / internally illuminated box shutters) and the degree of impact this has on the conservation area's character and appearance. It would also be beneficial to identify buildings at risk. Reference could be made to section 5.2.14 regarding buildings on the national HAR register, however this is also an opportunity to highlight local buildings at risk and in poor physical condition.

#### Page 73 Threats.

The appraisal does not identify threats relating to traffic use or congestion (although this is referred to 10.6 Traffic and Access). We would recommend highlighting the impact of busy roads and the potential to improve traffic management, parking and encourage sustainable transport methods. As a busy suburban station are there improvement to encourage walking and cycling etc. This would support London Plan Policies for liveable neighbourhoods and sustainable transport hubs.

The area has undergone from economic and social changes. It would be beneficial to consider how economic activity changes between the day and evening? Events, restaurants etc help to maintain economic and social vibrancy and attract an evening economy. The aim of the current HAZ is to promote economic and social vibrancy through highlighting the areas architectural and historic qualities. A key aspect of this is promoting local business often characterised by independent outlets. Also highlighting the contribution of small business and challenges can help inform future initiatives to promote economic and social wellbeing.

Page 75 8.2 Locally listed buildings. Consider adding "NPPF Policy 203 sets out that where proposals directly or indirectly affect non-designated heritage assets, a balanced judgement will be required having regard to the scale of any harm or loss and the significance of the heritage asset. It is therefore important to clearly understand the significance of the asset and its setting".

The document refers to the High Street Heritage Action Zone on a number of occasions. As this is a time specific program it might be more appropriate to reference the document has been produced as part of the programme in Section 1.0 Introduction and in any covering announcement of publication rather than within the text.

## Conclusion

**Historic England considers the proposals to be well prepared and consistent with the NPPF and the requirement for local plan making to set out a positive strategy for the management of the historic environment**

We should stress that our advice is based on the information provided by you. To avoid any doubt, this does not affect our obligation to provide further advice and, potentially, object to specific proposals, where Historic England consider it appropriate to do so.



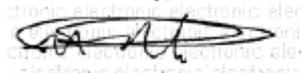
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We hope you find these comments useful. Please do not hesitate to contact me if you have any queries or require further clarification in respect of this advice.

Yours sincerely,



Richard Parish

Historic Buildings & Areas Advisor

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#### Annexe 1. Minor Editorial Suggestions.

Page 13 2.2.4 reference to 'locally listed areas' should state 'Local Heritage Areas' as this is the name of the designation. A context map showing the relationship of these to the conservation area would be helpful.

Page 18. 2.3.11 and 2.3.12 references to the Jolly Sailor are repeated in both paragraphs, it is not mentioned that the Jolly Sailor was located as a stopping point on the Croydon Canal

Page 20. Can the 1868 OS Map be bigger – it's hard to see the detail at this scale (also applies to later OS Maps)

Page 24 2.3.26 this paragraph sits uncomfortably between the ones about associations with notable historical individuals – suggest reordering.

Page 26-27 2.3.33 and 2.3.34 these paragraphs repeat some of the text in section 10 and could be combined.

Page 28 3.3.3 and 3.3.4 These sections would benefit from simplification.

Page 30 3.3.1 References to modern five storey development and the bulky supermarket should be clear that their height, form and massing detracts from the character and



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appearance, otherwise the following statement regarding the eclectic townscape could be used as an argument for further inappropriate development. The consistent elements of townscape that positively contribute to the conservation area's character should be emphasised.

Page 31 3.3.5 These buildings are described in detail in previous and subsequent sections and section 3.4.

Page 32 Page 3.4.1 Consider adding a short definition of landmark to include prominence in the townscape through scale, visibility or architectural interest. It should be made clear that these are local landmarks.

Page 33 3.4.5 While attractive locally significant buildings, it is questionable that 'the flint cottages at 1 and 3 Coventry Road' are local landmarks.

Page 34 Map 5 should also include local landmarks

Page 39. 4.2.3. This section would benefit from editing to make the meaning clearer, highlighting where open spaces and gardens contribute positively to the character of streets.

Page 40 4.3.4 remove "the traffic island here" (the railings contribute to the setting of the clock tower or give interest to an otherwise unattractive traffic island).

5.1.3 It would be beneficial to rephrase this to indicate some buildings rather than all have been altered and extended over time.

Page 43 5.2.2 Include "and detailed descriptions can be found on the Historic England website.

Page 46 5.2.13 reasons for why 'David House, High Street Becton Court, Holmesdale Road Aldi, Station Road' detract from the character of the conservation area should be included as they are for Grosvenor and Belgrave Towers and the tyre and automobile shop.

Page 47 5.2.14 add "*at the time of appraisal* there is a live case of unauthorised works to the building's front elevation.

Page 61 6.3.3 It would be useful to clarify the current colour of the pipe in the context. Consider removing "of London's urban streetscape" as this is a local feature of historic interest.

Page 62 6.3.6 Is it possible to be more specific than twentieth century?

Page 63 6.4.1 There is lots of repetition with the historical development section regarding the development of the railway that could be combined/deleted.

Page 67 6.5.12 It is assumed that the rendering is a later modification, it would be helpful to clarify whether this detracts from local character?



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Page 68 6.5.16 remove “due mainly to their range in date” or clarify the range.

Page 6.5.30 Consider removing “of interest” or replace with “notable interest” (as locally listed buildings there is already an implication of interest and policy considerations).

Page 69 Figure 129. This refers to post-war development but illustrates interwar housing.

Page 70 6.5.24 The opening sentence needs clarification.

Page 71 6.5.26 Clarify “listed in this context”. Does this mean laid out? A “the” is missing between *slight curve reflect ...line of the old canal*.

Page 72 7.1

Page 100 The address for Historic England is out of date and should be changed to refer to our current address (see page footer)



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**3. Table of representations received and responses including changes to the CAAMP**

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 903862	CAAMP comments	Whilst it sets out the nice parts of South Norwood, it does little to explain why it is different to other similar suburbs that were developed around the same time as the railways to justify why it needs protection	Noted	no	Justification to the designation has been provided. See Section 1.7 of main report which explains the boundary
Online Survey - 903862	CAAMP comments	In an area that needs more housing, extending the area and making building flats more difficult is difficult to justify, especially as there is nothing that makes the area different from other similar suburbs	Noted	No	Justification to the designation has been provided . See Section 1.7 of main report which explains the boundary
Online Survey - 882477	CAAMP comments	I cannot see that any cosmetic changes to the conservation area will make South Norwood a more attractive place to live in. I have lived here for 30 years and it sucks the joy from my soul; it is just a dark, narrow and unappealing area.	Noted	No	The CAAMP will support the wider objective of the South Norwood Regeneration Plan which seeks to address these issues holistically
Online Survey - 876986	Boundary Changes	Can it be extended to include houses around Crowther Road, Stanger, Balfour and Werndee?	Noted	No	Justification to the designation has been provided . See Section 1.7 of main report which explains the boundary

London Borough of Croydon – Consultation Statement: South Norwood Conservation Area

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 878778	Character Appraisal - Part 2	Add a Lidl and Iceland to sign Norwood high street Add a Superdrug stores to Norwood high st with nhs services Add a works store so all the school children and locals can buy stationery and other art supplies	Noted	No	Additional signage would add clutter to streetscene and would not be in line with the CAAMP. Retail requests are beyond the scope of the CAAMP
Online Survey - 878778	Management Plan - Part 3	Weekly market	Noted	N/A	Beyond the scope of the CAAMP
Online Survey - 878804	Character Appraisal - Part 2	Preserve Current Library Building	Noted	N/A	The CAAMP identifies the building as a locally listed building.
Online Survey - 892879	Character Appraisal - Part 2	Extremely detailed and interesting	Noted	No	N/A
Online Survey - 892879	Management Plan - Part 3	The maintenance suggestion are very extensive and would cost a lot. I'm not sure how you will get residents to do what is required. the proposals are so extensive they are a bit daunting. The area would be considerably improved if there was more refuse collection especially within this area.	Noted	No	Management plans are long term planning and development aspirations. Waste management is beyond the scope of the CAAMP.
Online Survey - 892879	CAAMP comments	South Norwood has quite a transient population and many rented properties in which inhabitants do not have much of an investment.	Noted	N	Beyond the scope of the CAAMP
Online Survey - 879109	Character Appraisal - Part 2	What are you plans?	Noted	No	Management Plan provides detail

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 879109	Management Plan - Part 3	Need more detailed plans	Noted	No	Management plans are long term planning and development aspirations. they are a strategic guidance doc to guide and inform detailed proposals that come forward in and around the area
Online Survey - 881503	Boundary Changes	I would like to see that other areas, very close to the South Norwood Conservation Area, are also protected.	Noted	No	Beyond the scope of the CAAMP
Online Survey - 879731	Character Appraisal - Part 2	Norwood junction high street is sadly neglected and needs its appearance rejuvenated by restricting types of businesses i.e. less takeaways and hair dressing more variety as it was when I first came to live here over 40 years ago. There must be a total clean up of the area its filthiest part of the Borough.	Noted	No	Aims of the HSHAZ to focus on the High Street
Online Survey - 879731	Boundary Changes	Extend the boundary to include south norwood hill and whitehorse Lane	Noted		See main report section 3.7
Online Survey - 881119	Character Appraisal - Part 2	A more balanced view as to what can be considered positive and negative. The document reads as old fashioned and from a single perspective.	Noted	No	The identification of positive and negative is in line with Historic England Advice Note 1: Conservation Area Designation, Appraisal and Management (Historic

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
					England, 2019)
Online Survey - 881119	Management Plan - Part 3	A more balanced view as to what can be considered positive and negative. The document reads as old fashioned and from a single perspective.	Noted	No	The identification of positive and negative is in line with Historic England Advice Note 1: Conservation Area Designation, Appraisal and Management (Historic England, 2019)
Online Survey - 881142	CAAMP comments	I just want to know how you will improve the area. It really needs help, including Portland road before the whole area just sinks into sub standard housing, filth and knife crime	Noted	No	Management plans are long term planning and development guidelines and policies. The extension of Portland Road aims to preserve and enhance the area.
Online Survey - 881142	Boundary Changes	It's very important to improve Portland road, including area under the bridge so pleased to see more of it included.	Noted	No	Portland Road is included.
Online Survey - 881867	Management Plan - Part 3	Make street litter a priority to the area!	Noted	No	Outside direct scope of an SPD but will raise with Hygiene Team

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 883155	Management Plan - Part 3	A practical strategy for what you're going to do to protect the area. You have failed to protect the current conservation area, so I'm very keen to know how you will: 1. rectify the current destruction of historic buildings and shopfronts in the Conservation area 2. protect them in the future	Noted	No	Management plans are long term planning and development guidelines and policies. With the HSHAZ will bring enhancement to the shop fronts and historic buildings
Online Survey - 883155	CAAMP comments	You need to spend money on fixing the area, not on consultants who waste time and money producing grossly inflated documents and grossly inflated prices.	Noted	No	CAAMP funded by the HSHAZ project - Historic England. The document will also provide standing guidance that will save the Council from producing bespoke responses for similar type planning proposals in the future
Online Survey - 883155	Boundary Changes	Prove you can protect what we've got in the existing area, then you'll have my full support for extending it.	Noted	No	N/A
Online Survey - 888041	CAAMP comments	The Ship pub was converted by the owners without permission. The Council caved in on enforcement action and fudged it.	Noted	No	The issue has been reported to the Councils Planning Enforcement Team to check for

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
					any breaches
Online Survey - 888041	CAAMP comments	The clock is always breaking down. It should be a functioning item to make it useful.	Noted	No	Agree with aspiration and the clock is identified as an important asset
Online Survey - 889555	CAAMP comments	I'm just not sure this'll make any difference to the area. I mean, the initial one I think has been in place since 1990 (I think) and look at the state of the place. It seems a bit pointless. I'm not sure what exactly is being preserved on Portland Road. The whole urban form there is dysfunctional and outdated, this isn't going to help change that. Imagine if the area was redeveloped with the best bits kept and new homes, pedestrian routes, cycle paths, parks, green spaces created instead. Too much to wish for.	Noted	No	Management plans are long term planning and development guidelines and policies. The extension of Portland Road aims to preserve and enhance the area.
Online Survey - 891085	Character Appraisal - Part 2	More maps showing historical vs current layout	Noted	No	Historic maps are included
Online Survey - 953137	Character Appraisal - Part 2	-	Noted	No	# See commentary below on same survey response
Online Survey - 953137	Management Plan - Part 3	This is a fantastic opportunity to have an area specific focus on what it means to live in a Conservation Area. South Norwood has suffered from a lack of clear management which has left the area in a state of decline. What a fantastic opportunity if an area based Conservation Masterplan for South Norwood were produced setting out how landowners, businesses and residents can all contribute towards rebuilding	Noted	Some enhancement has been given to the guidelines - As recommended	Part 3 does focus on areas of neglect and section 7 of the CAAMP.  The management plans are long term planning and development

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>what could be a special area. It Could deal specifically with Buildings, improvements to facades and the public realm.</p> <p>Specifically, Part 3 could focus on the areas of neglect or detract. there could be more detailed design guidance to assist applicants who might seek to change. This could be added after each section heading. It is important that you assist in providing solutions than just stating the problem.</p> <p>We should be more ambitious, specifically within the historic Core. At present the information is too generic and similar to the Conservation Area SPD. If there were guidance on how we could seek to repair some of the damaged areas then it is important that this is acknowledged.</p> <p>There should be some acknowledgement that in this District Centre, there is a need for intensification to increase footfall and bring back this area to life. The Core Strategy has a Place Specific policy about intensification and it is important that the CAAMP acknowledges this about this level of change. The management measures could set out broad masterplanning guidelines to ensure we do not undermine the intrinsic character of the area.</p>		by Historic England	<p>guidelines and policies.</p> <p>In terms of the information being considered too generic it is noted that each case can be considered on its own merits</p> <p>Some Intensification can occur providing the overall character and appearance of the Conservation Area is protected. The CAAMP seeks to manage this change in a sustainable manner</p>
Online Survey - 953137	Management Plan - Part 3	Waste management is a huge problem in the area. Given the character, most of the refuse are either placed on the street or at the back of properties leading to detritus material and a generally ugly appearance to the streetscene. We need clarity for how this should be managed	Noted	No	Not a planning matter but issue will be raised with Hygiene Team

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		going forward. The council collect different types of refuse on 3 separate days, which leads to almost half the week with litter on the streets.			
Online Survey - 953137	Management Plan - Part 3	The council is the recipient of heritage funding - how will this be employed to create the action that the CAAMP seeks?	Noted	No	Detail provided in HSHAZ programme
Online Survey - 953137	Management Plan - Part 3	Article 4 Directions - We would urge the council to rethink this approach. imposing greater restraint when you need to encourage greater investment will only serve to cause greater reduction in the vitality and vibrancy of the area. This will then have a negative reaction to investment to the high street and buildings. You only need to observe what has happened to the high street over the past 30 years. Nearby new developments such as that of 40 Portland Road is a new development on the cusp of the conservation area that will bring 30 new families, increase footfall to high street shops and create the inward investment. The CAAMP should recognise this and use this as a tool for bringing about controlled positive change without the need for further restraint.	Noted	No	Article 4 Directions are not currently considered.
Online Survey - 953137	Management Plan - Part 3	We have an active presence and are a large stakeholder in South Norwood and want to see positive change without losing the intrinsic quality that makes South Norwood a Conservation Area. We seek more investment into the area to restore the years of damage and neglect the area has been subjected to. We would be keen to be part of a Council-led initiative to look into the detail and look for a positive actionable approach. We trust our comments will assist the	Noted	No	Management plans are long term planning and development aspirations. Ongoing engagement with is welcomed and such opportunities will be publicised via the

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		council in the finalisation of this SPD.			normal channels
Online Survey - 891661	CAAMP comments	<p>I like the idea of more consistency in the high street signage but many of the modern businesses with some of the more unsympathetic signage are used and owned by those who are most at risk of gentrification in the area. No change should be made to make existing residents feel unwelcome.</p> <p>I was not able to see if existing businesses will be required to change shop fronts and if so, would they be given financial support to do so where appropriate?</p>	Noted	No	<p>Management plans are long term planning and development aspirations.</p> <p>Shops will not be obliged to make changes but will be encouraged to do so and where appropriate financial assistance may be available</p>
Online Survey - 893146	Character Appraisal - Part 2	this is all a bit late with the loss of buildings in this area and did the council do anything NO	Noted	No	It is believed that the essential character and appearance of the area is still in existence and worthy of future protection
Online Survey - 893146	Management Plan - Part 3	we have lost many old buildings over the years in this area this all a bit late	Noted	No	N/A
Online Survey - 893146	CAAMP comments	the council have not stopped the loss of buildings in south norwood so why now	Noted	No	N/A
Online Survey - 893146	Boundary Changes	it's a shame this did not happen years ago with the loss of two william stanley houses the ship	Noted	No	N/A

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 893275	Character Appraisal - Part 2	A Public Library would be useful to the locals.( activities for children on a voluntary basis or at a very low cost could be suggested - activities for adults such as reading, chess, learning another language, or else...)	Noted	No	There is a library
Online Survey - 893275	CAAMP comments	On the letter recently received from Spatial Planning Service, it says "the council has greater control over demolition of buildings", should I be worried that the building where I live (Hudson Court) could be at risk of demolition?	Noted	No	Miscommunication over the notion of control of demolition
Online Survey - 893275	CAAMP comments	I am in favour of improving the area - as long as the building where I live is not at risk of demolition.	Noted	No	N/A
Online Survey - 893292	Character Appraisal - Part 2	The post war buildings on holmesdale Road are ugly and should not be included in the conservation area boundary. They need to be demolished and semi detached houses should be built to make the street more attractive. The properties as well as the gardens are currently poorly maintained	Noted	No	Justification to the inclusion has been provided
Online Survey - 893292	Management Plan - Part 3	Enforcement if properties and grounds and not maintained to high standards and force business owners of compulsory removal of all graffiti on their shop fronts	Noted	No	Planning Enforcement can issue untidy notices where applicable
Online Survey - 898923	Management Plan - Part 3	I like the suggestions but I find it very unclear what will be done and by when. I would be looking for some certainty. Where we know shop fronts are not complying to the 'new standards' what happens here? Is the Landlord of the shop enforced to improve their frontage to comply. While I understand there needs to be new rules for planning, we also must deal with the existing shops which brings down the appearance of the high street	Noted	No	Management plans are long term planning and development guidelines and policies. HSHAZ seeks to enhance and encourage change to the High

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
					Street/shopfronts
Online Survey - 898923	Management Plan - Part 3	?????	Noted	No	Traffic management noted in Management Plan
Online Survey - 931894	Character Appraisal - Part 2	Nothing to add, the section is very thorough & interesting.	Noted	No	N/A
Online Survey - 931894	Management Plan - Part 3	Nothing to add, seems complete & interesting again.	Noted	N/A	N/A
Online Survey - 902084	Character Appraisal - Part 2	Preserve lower graded building now , 1800 1850 London soft red brick automatically listed !	Noted	N/A	Listing is a function of Historic England but assets worthy of protection are noted in the CAAMP
Online Survey - 902084	Management Plan - Part 3	<p>Many historic building have been torn down , railway embankment light rail gone Fire station gone preserve what's left Norwood has enough TESCO's</p> <p>Keep public houses intact as a community hub .... they don't have to sell beer to remain ...</p>	Noted		Buildings that contribute to the area are noted in the CAAMP and local plan policies can seek to preserve community uses
Online Survey - 902084	CAAMP comments	Clear the roads. Of plant pots causing chaos , charge for Diesel engines or other polluting V-8 engines .... add charging stations where shops used to be car parks used to be and waste ground is now .	Noted	N/A	Beyond scope of CAAMP

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 902084	CAAMP comments	Woodside green , Anerley , penge , Addiscombe should all have the same laws ... as too Crystal Palace and upper Norwood ... continuity across the borough of Croydon .	Noted	No	Justification to the designation has been provided
Online Survey - 906442	Management Plan - Part 3	How will the guidelines for maintaining buildings be upheld? What happens if the landlords/ owners of the buildings refuse to regenerate.. we are missing accountability here. Portland road needs a significant refresh, there is so much rubbish and graffiti and I don't see in the proposal how that plus fly tipping will be dealt with.	Noted	No	CAAMP is for the planning process rather than enforcing development
Online Survey - 907706	CAAMP comments	Traffic was mentioned in the CAAMP, but it's importance can't be underestimated. The more that can be done to deter people from using the high street, though not pushing them onto residential roads would be great. More pedestrian crossings and thinking about the pollution from buses (Putney high street went to electric buses and it really helped).	Noted	No	Traffic management noted in Management Plan
Online Survey - 907706	Boundary Changes	Just get it done, and do it quickly. Capitalise on all the people who have been working from home and get them to use new shops etc, it will drive up investment.	Noted	No	Council welcomes this response
Online Survey - 910012	Management Plan - Part 3	Some more information on shop front design. It would be good to see even more prescriptive information like a "Design Code" to give South Norwood a distinctive character and it would be great to invest money into upgrading the shopfronts along High Street/Portland Road to be more consistent, like what was done in South End. Also, if there are opportunities to widen the pavement and plant trees or create seating this would make a better setting for the locally listed buildings. There are problems	Noted	No	All included in Management Plans in section whichAn addresses in section y which ....

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		with commercial bins along Portland Road which detract from the character of the area; is there some way of addressing servicing issues to make the streets better for pedestrians.			
Online Survey - 916458	Character Appraisal - Part 2	Disappointing as my husband and I often take walks in the local area and are aware of historical features.	Noted	No	N/A
Online Survey - 916458	Management Plan - Part 3	We were led to believe that this exercise would include improving the area especially the High Street but it didn't.	Noted	No	Management plans are long term planning and development guidelines and policies. It is anticipated therefore that positive change will occur overtime once the document is adopted
Online Survey - 916458	CAAMP comments	No explanation of how any of the suggestions would be enforced	Noted	No	Management plans are long term planning and development guidelines and policies.
Online Survey - 916458	Boundary Changes	As above. Lots of background given but nothing concrete on implementation and enforcement	Noted	No	Management plans are long term planning and development guidelines and policies.
Online Survey - 920796	Management Plan - Part 3	I know a lot about South Norwood's history. I want to know how improvements can be made.	Noted	No	Management plans are long term planning and development guidelines and policies.

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<b>Source</b>	<b>Topic</b>	<b>Submission</b>	<b>LBC Response</b>	<b>Change to document</b>	<b>If no action, justification</b>
Online Survey - 920796	CAAMP comments	It's not really a plan.	Noted	No	Management plans are long term planning and development guidelines and policies.
Online Survey - 919751	Management Plan - Part 3	Detailed guidelines are one thing but how are these going to be enforced and funded?	Noted	No	Management plans are long term planning and development guidelines and policies.
Online Survey - 926111	Management Plan - Part 3	Restoration should be considered to house that have been destroyed by splitting the house into flats	Noted	Only references to change of use had been noted - the resistance to the subdivision of houses has been included in the Management Plans	N/A
Online Survey - 926111	CAAMP comments	New building should be removed e.g. glass building	Noted	N/A	Unclear which building this refers to but buildings that detract from the area can be demolished

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
					subject to a suitable replacement
Online Survey - 927297	Management Plan - Part 3	- Preservation of the Brutalist Library Building on Lawrence road as this has been found to be of Architectural significance - Replanting of removed trees - Preservation and improvement of Selhurst Park Stadium'- Replanting of trees on portland Road - The new developments on Portland road maintain a commercial area on the ground floor	Noted	No	All included in Management Plans – See page 27 of CAAMP and section 10 regarding public realm improvements
Online Survey - 927297	CAAMP comments	The current shops/buildings within the current boundary are not being maintained	Noted	No	Management plans are long term planning and development guidelines and policies.
Online Survey - 931347	Character Appraisal - Part 2	More trees	Noted	No	Upgrades to public realm included in Management Plans
Online Survey - 931347	Management Plan - Part 3	Seats in the sunshine areas	Noted	No	Upgrades to public realm included in Management Plans
Online Survey - 931633	Character Appraisal - Part 2	just the parks and historic buildings preserved	Noted	No	N/A
Online Survey - 931633	Management Plan - Part 3	more trees planted	Noted	No	Upgrades to public realm included in Management Plans
Online Survey - 934750	Boundary Changes	Including Holmesdale Close and not Hambledon Gardens is a big mistake	Noted	No	See Section 3.7 of main report regarding boundary
Online Survey	Boundary	I would have liked to have seen Doyle Road, Farley Place, Crowther Road and Clifford	Noted	No	See Section 3.7 of main report

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
- 939912	Changes	Road included in the conservation area.			regarding boundary
Online Survey - 950082	Character Appraisal - Part 2	Really interesting document with lots of good history and explanations	Noted	N/A	N/A
Online Survey - 950741	Management Plan - Part 3	Barriers in roads removed so that traffic does not build up on the main roads through the area.	Noted	No	Traffic management noted in Management Plan
Online Survey - 950741	Management Plan - Part 3	All far too late to implement- shop fronts have destroyed the original buildings. Replacing all windows in the residential areas with timber would be contra to the current insulation needs of homes.	Noted	No	Replacing all windows is not encouraged. This has been clarified in the Management Plans
Online Survey - 950741	CAAMP comments	The last 30 years of planning approvals have changed the area beyond recognition, why try to go back in history. There is no need to add the residential areas to the conservation area it would be better to try and clean up the core area which although it has been a conservation area has not been conserved at all.	Noted	No	Management plans are long term planning and development guidelines and policies to preserve and enhance the area.
Online Survey - 950741	CAAMP comments	Making rules on the houses and fronts/gardens of houses will deter people from moving to the area. Trying to remove all satellite dishes and other street furniture will make no difference to the overall look of the area while the core historic area is still allowed to have neon lights and muddled planning. The closed pubs and shops need to be sorted out in High Street and Portland Road and this would be a better way of spending money	Noted	No	Justification to the management plans have been provided

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 950885	Management Plan - Part 3	<p>In Many cases your restrictions on alterations are counter productive to energy conservation. UPVC doors and windows have excellent insulation and personal safety. They need minimal maintenance and have a long life. maintaining the face style of a house is preferable and alterations are good at the rear and side, a roof extension should be able to run from back to front.</p> <p>Many of your specifications are deterrents to people buying homes in the area. Building regulations must be adhered to. We live in the 21 century not the 18 or 19 century.. I not agree with your proposals. Remove the residential homes from your and stay with the Core historic area.</p>	Noted	No	uPVC is not sustainable. Energy efficiency measures are in line with Historic England guidance for traditional buildings. Buildings can be upgraded in line with building regulations without using uPVC. This guidance will apply to all areas in the CA but each case can be considered on its own individual merits
Online Survey - 951770	Character Appraisal - Part 2	Image 104 is incorrectly labelled	Noted	Number changed	
Online Survey - 951770	Management Plan - Part 3	Guidance on what alterations are within permitted development - for example removal of unsympathetic additions, size of shop signage and advertising.	Noted	No	Permitted development rights are not unique to South Norwood
Online Survey - 951770	Boundary Changes	The boundaries should be extended further to include the Oliver avenue where it meets Dixon road to include a row of large Victorian houses many of which still have original features. The boundaries should also be extended past the petrol station on South Norwood Hill to include Balmoral Court which is a prime example of art deco housing.	Noted	No	See Section 3.7 of main report regarding boundary

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		This would also include the 1930s detached house which is derelict and at risk. Furthermore including the petrol station would mean that if the petrol station shut down any building that replaced it would be in keeping with the area. Market Parade should be included in the boundary along Portland road which is at great risk.			
Online Survey - 953809	Character Appraisal - Part 2	The effect of historic transport on the area has been highlighted (canal and railways) but the increase in motor transport has also had an effect, driving the need for parking spaces (on and off-street). In places, a row of paved-over front gardens has resulted in the death of street trees from lack of water. The volume of traffic channelled through the High Street also produces a level of pollution that has a detrimental affect on the shop fronts.	Noted	No	Traffic management noted in Management Plan
Online Survey - 953809	Management Plan - Part 3	NB. Significant view south along Oliver Grove towards the clock tower with the station beyond.	Noted	No	Included in Character Appraisal
Online Survey - 953809	CAAMP comments	It would be helpful if there was an indication as to what extent the findings of the CAAMP are recommendations and to what extent the Council has the power to enforce them	Noted	No	The CAAMP will be used during the planning process - informing planning decisions

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online response - email 1 - Land & Development Manager Sterling Rose	CAAMP Comments	<p>We are currently in conversations with some of your planning colleagues in respect of 20-22 Portland Road and 3A Coventry Road we are also the developers of No.40 Portland Road. We also have a number of other sites which at this present time I cannot share but will also feature within the historic core. With those sites I have just mentioned and with a favourable wind we will deliver circa 50-100 new homes, repair and bring forward circa 20-30 metres of new commercial space. At the same time, we'll be re-building the frontages in the historic core and creating employment. We believe that the low density of the area is a contributing factor to the reason why there is a low order of shops and general lack of investment in what is a highly accessible location.</p> <p>As mentioned, we have additional parcels of land that we are still in discussion and there is potential to bring about some positive change, but we feel that more can be accomplished if we join forces. The public realm is tired, the facades of some of the buildings are shocking and detract from the character of this place and there is a distinct lack of new open spaces even though we have a great opportunity just next to the train station for a new open space. Upon reading and looking at all the old photos of South Norwood. We have our work cut out to really make this a District Centre we can all be proud of. We have made a recommendation for a Conservation-led masterplan as there seems to be a disconnect</p>	Noted	No	Management plans are long term planning and development guidelines and policies to preserve and enhance the area.

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>between protection and enhancement in a regeneration area. We think that this is such an opportune moment to create a management document that is considerate of these objectives.</p> <p>Both Croydon and the Mayor identify South Norwood as a Strategic area for Regeneration and therefore growth is encouraged. We'd like to explore if there are any synergies so that we are able to deliver homes in the area to bring about some positive change. We've noted some comments about the role of the Managing aspects of the SPD and how it could be more positively framed but also include bespoke design advice. We'd also like to see if there were any plans in the pipeline for the HAZ because perhaps there may be an opportunity to bolster the impact of the HAZ with our involvement.</p> <p>To this end, would it be worth a discussion to see what potential there is? We would be happy to take you through our current proposals and ambitions for the area and if possible learn more about the HAZ and whether our comments to the SPD could have any merit going forward.</p>			

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online response - email 2	CAAMP Comments	<p>I'd like to highlight that the Samuel Coleridge Taylor Centre, South Norwood Library, the Victory Club and the Holy Innocents Church have been neglected, but are nonetheless a wonderful gateway to South Norwood from the West and South Norwood Recreation Ground. They set the tone and welcome visitors to a historical yet innovative place. South Norwood Library is quite an eye-catching building and has been recognized by many people as one of the highlights of South Norwood. We really appreciate you taking the time to assess our library as part of your wonderful work in South Norwood, and would like to thank you on behalf of hundreds of people, locally and nationally, who would like to see this outstanding library kept as a library, and not forgotten due to the decision of a few.</p> <p>South Norwood Library is a modernist, brutalist gem, and needs to be protected at all costs. I was surprised to read (2.3.33) about some money from the Good Growth Fund apparently to be used to fit out the new-built retail unit on 24 Station Road so the library service is moved to an inferior, smaller unit - as it would be much better spent to preserve the locally listed, purpose-built, structurally sound but unfortunately neglected library. That said I strongly agree with your recommendation to include South Norwood Library as one of the landmarks and important (community) buildings of the CAAMP.</p> <p>Market Parade on Portland</p>	Noted	No	<p>Issues raised here are covered by the appraisal and management plan on page 66 of the CAAMP. Any future applications will be assessed on their own merits but it is noted that library is locally listed. The boundary of the conservation area is described in the main report in section 1.7 onwards , and which provides justification as to the location of the boundary .....</p>

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>Road and Ingatestone Road - I would urge you to consider including this area (possibly as a satellite addition) - rich in history, much of the original structure still present, and historically very important and very much in need to be protected and preserved. Businesses and residents, many of them living in Woodside, are very fond of Market Parade and need the support of the council to restore this area to its former glory, supporting new businesses to move in and not being left to rot by property developers.</p>			
Historic England	CAAMP Comments	<p>Historic England therefore strongly supports the production of the guidance and associated boundary review. We consider the proposed document to conform to national policy and the requirement to review conservation areas on a regular basis.</p>	Noted	N/A	N/A
Historic England	Boundary changes	<p>We consider the proposed boundary review changes to be justified and appropriate. NPPF Policy 186 sets out the need to ensure the conservation areas demonstrate sufficient architectural and historic character. The Draft CAAMP also identifies a number of streets and buildings of merit outside the designated area which were reviewed. It is noted that these cannot be incorporated within the conservation area without including significant areas of little or no merit and as such would be contrary to NPPF</p>	Noted	N/A	N/A

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		policy 186. We therefore agree with the consultant's assessment and would suggest those areas of merit outside of the designated area are more appropriately recognised through local townscape merit/character area policies. Additionally, we consider the removal of Chalfont Road from the conservation area is clearly justified by virtue of its redevelopment as modern housing.			
Historic England	Management Plan - Part 3	Overall the management sections of the draft appraisal are well considered. Subject to the comments above the appraisal will make a very positive contribution to the future management of the conservation area.	Noted	N/A	N/A
Historic England	CAAMP Comments	Historic England considers the proposals to be well prepared and consistent with the NPPF and the requirement for local plan making to set out a positive strategy for the management of the historic environment	Noted	N/A	N/A
The Norwood Society and North Croydon Conservation Area Advisory Panel	Boundary changes	Taking first the proposed reduction of the CA on page 8. i.e. Proposed Reductions. 9. 1.6.13. 'Part of Chalfont Road.' We agree that the new development is of no architectural or historic interest, and that the boundary of the CA be adjusted to remove the new estate – providing there is protection of the eight oak (Quercus spp.) trees forming a line on the north-eastern side; that is the trees on the land between the ending of the rear garden fences in Southern Avenue (even numbers) and the perimeter fence of the estate. Although possibly older, these	Noted	No	See Section 3.7 of main report regarding boundary.  Tree matters to be raised with Council Tree Officer

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		trees may have been planted when the Cumberlow grounds were laid out by William Stanley. They show the familiar characteristic 'stag-head' features of mature, elderly oak trees. It isn't presently known if these trees possess preservation order status.			
The Norwood Society and North Croydon Conservation Area Advisory Panel	Boundary changes	Page 8. 'Other areas considered page 8. 1.6.14. We welcome the proposed addition of Farley Place to be within the CA. Unlike the cottages behind Nos.41-63 Portland Road, Nos.1-7 Farley Place do not appear on Roberts map of 1847. They do, however share similar features including the number and layout of rooms, positioning of the staircase, roof construction etc., and it likely these cottages date to c.1850. (PHOTO ATTACHED IN DOCUMENT) Although built later, Nos.2-8 Farley Place make a sympathetic contribution to the road, as does the early 21st century continuation of even number viz. Nos.10-16.	Noted	No	See Section 3.7 of main report regarding boundary
The Norwood Society and North Croydon Conservation Area Advisory Panel	Boundary changes	With respect to 1.6.4. on page 6. We believe the addition of Holmesdale Road and Holmesdale Close as identified; together with the buildings outlined in sections 1.6.5 will make a valuable contribution to the CA.	Noted	No	See Section 3.7 of main report regarding boundary

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
The Norwood Society and North Croydon Conservation Area Advisory Panel	Boundary changes	<p>Page 6. 2. Lawrence Road 1.6.6. We are happy to see the incorporation of the south side of Lawrence Road into the CA. In addition to the inclusion of No.3 Cargreen Road, we request that consideration be given to the inclusion of Nos.14 and 16. If the CA boundary were to be extended from No.18 Lawrence Road around into the north-eastern part of Cargreen Road it would include Nos.14 and 16. The latter building being of local importance.</p> <p>(PHOTO ATTACHED IN DOCUMENT)</p> <p>Location of No.16 Cargreen Road</p> <p>(PHOTO ATTACHED IN DOCUMENT - Front elevation No.16 Cargreen Road)</p> <p>(PHOTO ATTACHED IN DOCUMENT - Front wall No.16 Cargreen Road.)</p> <p>Mr. J. J. Clapp who, besides being a manufacturer of tents, flags and sunblinds in works across the railway line in Carmichael Road, was for many years a member of the Croydon Board of Guardians, lived in Cargreen House, No.16 Cargreen Road. He is mentioned as being resident there in Warren's Directory 1865-1866. It is likely that it was one of Clapp's tents that was erected on the site of what is now Pembury Road while the London City Mission Hall was being built in 1888-89. Advertisements in Norwood News for services were headed as 'The Tent' Portland Road. In addition. the front wall of No.16 is constructed of local brickfield, vesicular slag with embedded bricks. Once commonly sold for the purposes of ornamental walling, it provides</p>	Noted	No	See Section 3.7 of main report regarding boundary

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>an ideal habitat for bryophytes and xerophytic flora, thereby contributing to the biodiversity of South Norwood. Much of the wall meets the CA requirement of being 1m. in height. Such material was also useful because it deterred all but the most bravehardy of children to walk upon it.</p> <p>It is in all likelihood that No.14 Cargreen Road was built during the summer of 1889 given J. J. Clapp wrote a letter of complaint to the Local Board of Health regarding the front windows of a house being built adjacent to his having windows overlooking his property (Norwood News 16 October 1869 5a).</p>			
The Norwood Society and North Croydon Conservation Area Advisory Panel	Boundary changes	<p>Page. 7.</p> <p>4. The Goods shed and Norwood Junction station platforms</p> <p>1.6.8. For clarification, if the present station buildings i.e. the offices and ticket hall as seen from Station Road, are included in the description, it usefully brings the entire station mass within the CA. There has been an attempt to alter the name of this station, but it is important through its remarkable history. Inclusion in the CA would likely deter further efforts to change the name. Like Purley Station, Norwood Junction Station deserves a plaque to be erected by the community.</p>	Noted	No	See Section 3.7 of main report regarding boundary
The Norwood Society and	Boundary changes	<p>5. Portland Road</p> <p>1.6.9. The Portland Road addition to Pembury Road on the north-eastern side is welcome as it will include the</p>	Noted	No	See Section 3.7 of main report

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
North Croydon Conservation Area Advisory Panel		Azoff Place cottages of 1855 at Nos.93-97 and the former London City Mission building of 1889.			regarding boundary
The Norwood Society and North Croydon Conservation Area Advisory Panel	Boundary changes	<p>6. Albert Road</p> <p>1.6.10 Please note (line 14) ‘On the north is a group of large, twentieth-century semi-detached houses, which are of architectural merit,’ This refers to the houses shown in picture 11. ‘Semi-detached houses on Albert Road.’ These houses were built in 1898 (Ward’s Croydon Directory 1899, published November 1898). This then also refers to caption to picture 129 on page 69, where they are incorrectly labelled as ‘Postwar development on Albert Road.’ Please see below.(PHOTO ATTACHED IN DOCUMENT) (PHOTO ATTACHED IN DOCUMENT.) It would be welcomed if Nos. 69-85 Albert Road are included within the revised CA that consideration be given to the boundary being extended behind the gardens of these properties to include the south-eastern (i.e. the outer) circle of Sunny Bank. All the buildings i.e. Nos.12-24 (excepting Nos.22 and 23) comprise an important group present on the 1868 OS map. Although requiring further research, the building at No.13 may once have been a farmhouse.</p>	Noted	No	See Section 3.7 of main report regarding boundary

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
<p>The South Norwood Society and North Croydon Conservation Area Advisory Panel</p>	<p>Boundaries</p>	<p>Other Areas.</p> <p>We should like to go on record as requesting consideration be given to South Norwood Recreation Ground, along with Percy Road and Sidney Road being included in the conservation area.</p> <p>South Norwood Recreation Ground was opened in July 1889 with great ceremony; the community having previously agitated for a park for twenty years. It provided a space for recreation at a time when it was perceived in ‘South Norwood, houses like mushrooms, were appearing overnight.’ In addition, the recreation ground was promoted by temperance groups as providing a place where workers could spend time with their families. There is also some evidence of the park being a place of suffragette activity before WW I.</p> <p>Were South Norwood Recreation Ground to be embraced by the South Norwood CA boundary, then although on the opposite side of the railway line, it is but a small step to consider the inclusion of Percy Road and Sidney Road into the South Norwood CA. These terraces of cottages were built for railway employees during the latter part of the 19th century. There is reliable hearsay evidence that a stone plaque on a rear wall of one of the cottages attests to their construction. A beerhouse, The Sidney Arms occupied No.1 Sidney Road from c.1879 until WWII when it was closed. It became an off-licence during the early 1950’s, and was converted</p>	<p>Noted</p>	<p>No</p>	<p>See Section 3.7 of main report regarding boundary</p>

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<b>Source</b>	<b>Topic</b>	<b>Submission</b>	<b>LBC Resp onse</b>	<b>Chan ge to docu ment</b>	<b>If no action, justification</b>
		<p>into a dwelling during the 1960's. An iron church, a branch of St. Mark's church, once occupied a site in Merton Road, at the south-eastern end of Percy Road, serving the spiritual needs of those living in these roads (PHOTO ATTACHED IN DOCUMENT - Percy Road, South Norwood.)                      (PHOTO ATTACHED IN DOCUMENT - Sidney Road, South Norwood. The building on the extreme left formerly the Sidney Arm public house (beerhouse c.1879).)</p>			

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
North Croydon Conservation Area Advisory Panel	CAAMP Comments	<p>Historically Croydon Council instigated the establishment of Conservation Area Advisory Panels through the agency of Mr. L. Mawson (R.I.B.A.); a member of the North Croydon Panel. These panels comprised volunteers, especially those with local knowledge and interest in architecture. As we saw it, the role of the North Croydon Advisory Panel was to monitor planning applications occurring in their Conservation Area sent to them by Croydon Planning Department. These were hard copies delivered by post. The panel would give each application consideration and return to Croydon Planning Department an opinion on each. In addition, the panel could, at its discretion, request referral of an application to the Planning Committee. This entailed the appearance of a representative member of the panel speaking to the Planning Committee giving reasons as to why an application in the Conservation Area should be rejected. Unfortunately, the option of referral of an application to the Planning Committee has in the past been withdrawn, re-instated and again withdrawn. We have never been given a reason as to why this has happened. The privilege was certainly never abused, or indeed taken lightly.</p> <p>A difficulty with the procedure arose when we had to clearly specify and label 'OBJECTION' to have our responses outlining concerns of an application being given due recognition. Accepting we are an advisory panel, this was unhelpful; as were the occasions when our consultation responses were not</p>	Noted	N/A	Future protocols on representation and consultation on planning applications will be discussed with NCCAP directly

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>mentioned to on the Planning Department website or referred to later.</p> <p>With improved information technology Croydon Planning Department understandably no longer sent the North Croydon Conservation Area Panel hard copy applications by post. This, however required those giving voluntarily of their time to search through all planning applications to find those pertaining to their Conservation Area, consider each at their monthly meetings and submit, as an advisory panel, its view. Although we receive many applications, it would be helpful to have all those pertaining to the North Croydon Conservation Area. Further, it should then be that views of The Norwood Society and the North Croydon Conservation Area Advisory Panel should be referred to in officer reports; and that they are not commenting as individuals but on behalf of a group.</p> <p>We recommend that Croydon Planning Department give due consideration to the voluntary contribution made by the North Croydon Conservation Area Panel and The Norwood Society and seek to re-establish the working role of these group in terms of their engagement and representation of their views as expressed in thier submissions.</p>			

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
The Norwood Society and North Croydon Conservation Area Advisory Panel	Boundary changes	<p>6. Albert Road</p> <p>1.6.10 Please note (line 14) ‘On the north is a group of large, twentieth-century semi-detached houses, which are of architectural merit.’ This refers to the houses shown in picture 11. ‘Semi-detached houses on Albert Road.’ These houses were built in 1898 (Ward’s Croydon Directory 1899, published November 1898). This then also refers to caption to picture 129 on page 69, where they are incorrectly labelled as ‘Post-war development on Albert Road.’ Please see below.(PHOTO ATTACHED IN DOCUMENT) (PHOTO ATTACHED IN DOCUMENT.) It would be welcomed if Nos. 69-85 Albert Road are included within the revised CA that consideration be given to the boundary being extended behind the gardens of these properties to include the south-eastern (i.e. the outer) circle of Sunny Bank. All the buildings i.e. Nos.12-24 (excepting Nos.22 and 23) comprise an important group present on the 1868 OS map. Although requiring further research, the building at No.13 may once have been a farmhouse.</p>			
Local Councilor -Cllr Clive Fraser-South Norwood Ward Councilor til 5-5-22	Boundary changes	<p>To the most part I have confined my comments to my own ward of South Norwood, the exception being the 19th Century area of working class housing in Percy and Sidney Road in adjoining Woodside Ward. Historically and socially, I believe this area should and needs be recognised as part of the wider South Norwood’s conservation approach to fully record our social and housing history for our community.</p>	Noted	N/A	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>In making these comments on extension, I am aware that the key issues is the resources required to invest to maintain and enhance the appearance and function of buildings in the Conservation Area.</p> <p>I am aware in most cases this will be private investment by the owners of buildings owners, although in the next couple of years at least there will be resources available from Historic England Historic Action Zone funding, linked to other GLA investment under the Good Growth Fund.</p> <p>I recognise that these public resources by necessity will be focussed on the core High Street area of South Norwood, and would not want in supporting and suggesting further extensions to the Conversation Area, that this funding be diluted by being spread further.</p>			
<p>Local Council lor -Cllr Clive Fraser- South Norwo od Ward Council lor til 5- 5-22</p>	<p>Bound ary change s</p>	<p>Chalfont Road CA Reduction Support the reduction of the CA in this vicinity as clearly the re-development of site in recent years, has removed historically context of area justifying CA status</p> <p>However, there are tall and magnificent oak trees linked to the former standalone original 19th Cumberlow Lodge building and its grounds. They would have greater protection as part of the CA&lt; going forward would need re-assurance that Tree Preservation Orders are in place for historic and fully grown tree.</p> <p>Remaining element of Chalfont Road, leading up to the development is considerable character and support its retention in CA.</p>	<p>Noted</p>	<p>N/A</p>	<p>N/A</p>

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Local Council Cllr Clive Fraser-South Norwood Ward Council 5-22	Boundary changes	South Norwood Hill CA – suggested inclusion 27 South Norwood Hill, which is a good example of 1920 style art deco – as merit, and there are grounds for its inclusion in the CA, although there may be issues of continuity of CA boundaries to do so.	Noted		It is considered that the existing local listing is justified and the buildings between this building and the main CA are of insufficient quality to include in the boundary. See section 1.6 of CAAMP
Local Council Cllr Clive Fraser-South Norwood Ward Council 5-22	Boundary changes	Holmesdale Road Extension Support and Suggested Extension Support extension along the northern side of Holmesdale from South Norwood Hill to the Royal Mail Delivery Building <ul style="list-style-type: none"> <li>• Royal Mail building dating back to 1898 has historically context for South Norwood’s commercial and distribution network past.</li> <li>• The South Norwood Baptist Church is an interesting rebuild, on site associated with the Baptist movement from 19th Century, and has strong merit in terms of design and as an addition to the streetscape,</li> <li>• Inclusion of Holmesdale Close welcome in terms of an example of design, and layout. Although, I was under the impression it was earlier in the design than recorded in the Draft CAAMP, where it is noted that it was laid out in 1944 and build out by 1944. Possible it reflects a pre-war design? The similar Hambledon Gardens development to rear is of a lesser distinct quality and would be from an apparent later date,</li> </ul>	Noted		A detailed description of the proposed boundary changes and the justification is within the body of the main report in section 1.7 and section 1.6 of the CAAMP

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>justifying the inclusion of Holmesdale Close of this form of development in South Norwood CA only</p> <p>Suggest further consideration should be given to extension along the northern side of Holmesdale Road from Whitworth Road to Park Road, including a wrap round of 17/19 Upper Grove, and what I understand to be its interesting observation tower intergyral to the building. The northern side of Holmesdale road, although, originally built as individual dwelling, they have are have been almost entirely converted into flats, visually provides a uniform terrace of 3 storey house buildings with much the same appearance as when originally built. Unfortunately, the southern side of Southern Avenue uniformity, has been broken up by a later two storey development – lacking in visual impact</p> <p>Note, as a resident of Holmesdale Road in this section of the road referred to above, I raise the suggestion of extension, but I am not pushing for it as an elected Councillor, to avoid any conflict of interest.</p>			
<p>Local Councilor - Cllr Clive Fraser-South Norwood Ward Councilor til 5-5-22</p>	<p>Boundary changes</p>	<p>Cargreen/Lawerence Road Extension Support and Further Suggestion</p> <p>Support inclusion of 3 Cargreen Road, and for Lawerence Road to include to buildings on southern or western side of road, as residential buildings here have a good visual quality relating to the street.</p> <p>However, there is a case to go further and wrap the extension of the CA to include 16 Cargreen Road, which has a significant presence due to tower structure to the front, and local interesting</p>	<p>Noted</p>		<p>A detailed description of the proposed boundary changes and the justification is within the body of the main report in section 1.7 and section 1.6 of the CAAMP</p>

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>historical detail in the construction of its front garden wall, as I have been informed by the Norwood Society, and the fact that it has historical context in terms of being an original residential habitation of a local figure of note J.J Clapp.</p>			
<p>Local Council Cllr Clive Fraser-South Norwood Ward Council 5-5-22</p>	<p>Boundary changes</p>	<p>Norwood Junction Goods Shed Inclusion The inclusion of the goods shed as part of Norwood Junction, and South Norwood's wider railway and industrial history is supported.</p>	<p>Noted</p>	<p>N/A</p>	<p>N/A</p>
<p>Local Council Cllr Clive Fraser-South Norwood Ward Council 5-5-22</p>	<p>Boundary changes</p>	<p>South Norwood Recreation Ground Inclusion Understand the Norwood Society will argue for the South Norwood Conservation Area to be included in the South Norwood Conservation Area The argument to do so lies in the development of South Norwood in the 19th Housing, where the development of the Recreation Ground was seen as a response to rapid residential growth for South Norwood as an area of urban development in London's expansion. The need for South Norwood to having its own formal recreational green area, reflecting social movements at the time, including the wide spread Temperance Movement of the late 19th Century, to provide the new middle class and working class of the area with laid out and preserved green space. Reflecting both local aspirations, and the rise of what would become key elements of the emerging Town Planning</p>	<p>Noted</p>		<p>South Norwood Rec is within the setting of the CA and covered in section 2.2 of the CAAMP. A detailed description of the proposed boundary changes and the justification is within the body of the main report in section 1.7 and section 1.6 of the CAAMP</p>

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>movement, linking new residential development to access to sustainable green park land on Health and wellbeing grounds</p>			
<p>Local Council Cllr Clive Fraser-South Norwood Ward Council 15-5-22</p>	<p>Boundary changes</p>	<p>Percy and Sidney Road Extension on Social History Grounds Linked to the case to extend the CA to fully cover the Recreation Grounds, on the basis of social movements and the growth of an understanding of what good Urban Development looks like, there is a strong case for including the substantial area of 19th Century working class settlement of Percy and Sidney Road area - directly opposite the Recreation Grounds to the south of the Railway. The simple but distinctive terraced accommodation, facing on to the street, originally built to accommodate Railway Employees, are socially and historically as part of South Norwood as the more originally affluent housing built north of the Railway Line.</p>	<p>Noted</p>		<p>A detailed description of the proposed boundary changes and the justification is within the body of the main report in section 1.7 and section 1.6 of the CAAMP</p>
<p>Local Council Cllr Clive Fraser-South Norwood Ward Council</p>	<p>Boundary changes</p>	<p>Albert Road Proposed Extension and scope to Link to southern end to Sunny Bank The proposal to extend the CA further along the curve of Albert Road is welcome. The development pattern here is reflective of the historic, if short lived Croydon to Deptford Canal 1809 to 1836. Directly north of Albert Road is</p>	<p>Noted</p>		<p>A detailed description of the proposed boundary changes and the justification is within the body of the main report</p>

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<b>Source</b>	<b>Topic</b>	<b>Submission</b>	<b>LBC Response</b>	<b>Change to document</b>	<b>If no action, justification</b>
lor til 5-5-22		Sunny Bank, whose circular development pattern was shaped by the canal looping around by what was then a peninsular accessed from the north, with original houses dating from that time or later, having their gardens running down to where the canal route.. Although, there is an argument that Sunny Bank has lost a lot of its original character, on it outer rim there are still fine buildings with an historical context, linked to the road pattern, that could be considered worthy of being joined to the extension of the CA to the south along Albert Road.			in section 1.7 and section 1.6 of the CAAMP
Local Council lor -Cllr Clive Fraser-South Norwood Ward Council lor til 5-5-22	Boundary changes	Warminster/Lancaster Road Extension Proposals to extend CA to include further some of the larger 3 storey buildings is supported and welcome. It should be noted that the move from original dwelling houses for affluent families to converted flats, often for social housing by Housing Associations in their original model of small scale landlords, is reflective of the history of social and residential change in South Norwood.	Noted	N/A	N/A
<b>Name</b>	<b>Topic</b>	<b>Response</b>	<b>PS Action</b>	<b>Change to document</b>	<b>If no action, justification</b>
Historic England	CAAMP Comments	There are lots of references throughout the document to the conservation area's 'special interest', this terminology usually refers to statutorily listed buildings and references should instead be to the conservation area's 'special character and appearance' or to its 'significance'.	Noted	N/A	The term special interest for conservation areas is considered correct - Planning (Listed Buildings and Conservation Areas) Act

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
					1990 Section 69 (1)Every local planning authority— (a)shall from time to time determine which parts of their area are areas of special architectural or historic interest the character or appearance of which it is desirable to preserve or enhance.
Historic England	CAAMP Comments	The document would benefit from a review to reduce repetition (particularly in the description of character, architectural appearance, massing. There is potential to reduce the cross over in the sections on Townscape Character and Architectural Character.	Noted	Have reviewed and cut down on repetition where appropriate	N/A
Historic England	CAAMP Comments	The document refers to the High Street Heritage Action Zone on a number of occasions. As this is a time specific program it might be more appropriate to reference the document has been produced as part of the programme in Section 1.0 Introduction and in any covering announcement of publication rather than within the text.	Noted	Reference to the HSH AZ has been restricted to the introduction only - important to note	N/A

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<b>Source</b>	<b>Topic</b>	<b>Submission</b>	<b>LBC Response</b>	<b>Change to document</b>	<b>If no action, justification</b>
				due to the funding of the CAA MP and will be an important part of its history but recognise that it has the potential to time limit/effect the longevity of the CAA MP	
<b>Name</b>	<b>Topic</b>	<b>Response</b>	<b>PS Action</b>	<b>Change to document</b>	<b>If no action, justification</b>
Online Survey - 888041	Page 57	The Ship pub picture is incorrectly labelled as Trued pub in station road.	Noted	Actioned	N/A
Online Survey - 888041	Page 68	The sign is not enamel but cast iron I think you will find.	Noted	Actioned	N/A

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 953137	Paragraph 10.7.6	MEG - RESOLVED NO CHANGE NEEDED is not helpful, practical or viable. The council must do better. There would need to be a clear positive rationale for home and land owners to change the material of window frames and the like. Consider that these materials are present and provide ways in which these elements can be enhanced or masked. There needs to be practical acknowledgement that for any of these changes to happen, new development must come forward to assist in forward financing elevational changes. We need practical workable solutions so that the changes we want to see become reality.	Noted	N/A	CAAMP is for the planning process rather than enforcing development . uPVC is not sustainable. Energy efficiency measures are in line with Historic England guidance for traditional buildings. Buildings can be upgraded in line with building regulations without using uPVC.
Online Survey - 953137	Paragraph 10.8.4	MEG - RESOLVED NO CHANGE NEEDED is unhelpful. The role of conservation is to protect and enhance. If done sensitively, these paragraphs could be a force for positive change. The CAAMP could be proactive to provide the bespoke advice applicants seek rather than a list of things you don't like to see. This is why so many other conservation areas have continued to fall into disrepair.	Noted	N/A	Management plans are long term planning and development guidelines and policies to preserve and enhance the area. List is also to direct planners and homeowners
Online Survey - 953137	Paragraph 10.8.6	It is disappointing to see that the Council 'Could' or 'Should' take part in trying to repair this historic centre. We want to see leadership in documents such as these and that the Council will take a primary role in bringing about change. Can we have some commitment?	Noted		

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 931894	page 45, image 76,	the plaque is not on NJ station, there are 2 plaques, one at each end of the underpass.	Noted	Actioned	N/A
Online Survey - 931894	page 57, image 104,	the image is The Ship not Trude (formerly the Alliance)	Noted	Actioned	N/A
Historic England		The analysis of setting. While the wider physical context of the conservation area is important to an understanding of its character the potential impact of development within its setting needs to be judged in terms of its impact on the significance of the heritage asset/s itself (the conservation area). The relationship of those areas outside of the conservation area could be usefully simplified to summarise the social, historic, and architectural relationship to the designated area rather than their own merit. The individual interest of assets which form part of the setting can simplified through reference to NPPF policies for undesignated heritage assets and local plan policies (see general observations for more details). There is potential for certain sections to be combined with the view analysis.	Noted	Have reviewed and clarified some areas with a cross over of views .	N/A
Historic England		We would recommend the Statement of Special Character is strengthened by focusing more closely on the significance of the conservation area i.e. its architectural, historic, evidential and social significance (see general observations).	Noted	Statement of Special Character has been enhanced.	N/A

<b>Source</b>	<b>Topic</b>	<b>Submission</b>	<b>LBC Response</b>	<b>Change to document</b>	<b>If no action, justification</b>
Historic England	Page 9 Statement of Special Character. 1.71	There is potential to strengthen this section by making the statement more focused. The Statement of Special Character describes elements of townscape character which are then repeated in Section 3 Townscape Character. We would suggest shortening the statement to focus on the "significance of the conservation area and the heritage and social values which make the place special". For example	Noted		N/A
Historic England	Page 12 Context 2.1.2 and 2.1.3.	The complex topography could be potentially better understood through map illustrations or in terms of how the area is experienced, for example how does the location on the southern slope effect views to and from the conservation area. It would be useful to highlight if the topography results in certain landmarks being prominent in the townscape. A map showing the relationship of wider Local Heritage Areas and green spaces with the conservation area would also be helpful and would allow for some of the text in the 'Setting' section to be reduced and focussed on what affects the significance of the conservation area.	Noted	Added link for local assets	Topography has been noted in the CAAMP. When proposals come forward this can then be considered as part of the overall assesment of the application. More commentary has been provided in section 2.2 and the contribution of the nearby Local Heritage Areas and Open spaces is fully acknowledged

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Historic England	Page 13 2.2.3 and 2.2.4.	<p>It is important to identify those qualities which can make a positive contribution to the significance of the CA. The proximity of locally listed buildings or local character areas may have intrinsic historic qualities or contribute to an understanding of the areas historic development but do not automatically impact on the setting of the CA. It may therefore be helpful to identify potential issues or key views, for example:</p> <p><i>Development in these areas has the potential to impact on the significance of the conservation area through its impact on views or a loss of historic context. A number of these areas include locally listed buildings or have been designated local heritage areas. Of particular note are .... etc. (2.2.5 to 2.2.7).</i></p> <p>We would suggest moving the section on those elements making a negative impact (2.2.13 and 2.2.14) to follow immediately after 2.2.7 as the potential for development of a different scale within the setting is the factor most likely to impact on significance of the conservation area. It should be noted that the tall buildings in close proximity to the conservation area have a negative impact on its setting.</p>	Noted	Actioned	
Historic England	Page 14. Green Space.	<p>Parks and open spaces clearly make a great contribution to amenity and life in South Norwood and can also contribute to the understanding of the wider historic area. However, it is not made clear how these spaces directly relate physically to how the conservation area is experienced and the</p>	Noted	Section is left, but made more apparent that it is in relation	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>understanding or appreciation of its significance. Views towards the conservation area, open skylines, and glimpses of key landmarks may make a positive contribution, as will historic associations to important local figures (this is identified in respect of Birkbeck Cemetery). With this in mind Green Space might benefit from its own section as 2.3 rather than as a continuation of 2.2. It would also be possible to reduce overlap with the Parks and Recreation section 2.3.21 to 2.3.23. Where opportunities to improve access to green space exist these should be highlighted.</p>		<p>n to 'setting' with a separate subheading, to avoid confusion. Green space which contributes within the CA is discussed separately within the document</p>	
Historic England	Page 21 to 24.	<p>Consider adding a separate heading for Historic Associations.</p> <p>We would also suggest moving Section 2.3.26 or incorporating this with 2.3.30. This is out of place and sits in the middle of the historic association with famous residents.</p> <p>Both Kennedy's and Stanley Halls are described in detail in a number of sections and there is an opportunity to simplify the text either here or in later paragraphs.</p>	Noted	Cross references have been added to wayfind to the history section of these buildings where needed	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Historic England	Page 27.	Archaeological Significance. It would be beneficial to reference that the Greater London Archaeology Advisory Service reviewed Croydon's archaeological resource in 2016 and the borough has been divided into four levels of archaeological priority. Following the review South Norwood CA does not encompass any known areas of high archaeological potential and therefore falls within Tier IV. Further information about priority areas and the borough review are available at <a href="https://historicengland.org.uk/content/docs/planning/apa-Croydon-pdf/">https://historicengland.org.uk/content/docs/planning/apa-Croydon-pdf/</a>	Notes	Text added to section	N/A
Historic England	Page 42 5	Architectural Character. See main comments. There is potential to reduce overlap or combine with the Townscape Character section.	Noted	Have reviewed and cut down on repetition where appropriate	N/A
Historic England	6.0 Character Area Descriptions.	There is repetition in respect of the Townscape and Architectural Character Sections and key buildings and this would benefit from simplification. We would suggest providing one detailed description which can then be referenced elsewhere. It also doesn't feel necessary to break each character area down into separate areas with subheadings as this undermines the sense of it being a distinctive character area and makes the section very long and unwieldy, we would therefore suggest the text in this chapter is reduced and simplified.	Noted	This is in line with the format discussed and agreed with the Council, so that it is in keeping	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
				with their suite of documents . Some areas have been condensed where possible, but format has been retained.	
Historic England	Page 64 6.4.3	Norwood Station. Although no doubt providing improved functionality the current single story (20th entrance to the station is poorly designed and detracts from the building's handsome appearance. We would recommend highlighting this as a future potential enhancement.	Noted	Have noted the potential for enhancement	Norwood junction is overall noted as making a positive contribution it is acknowledged that there is scope for change and this can be handled through the planning process which will require a heritage statement.
Historic England	Page 65. 6.5.2	Whitworth Road. It would be beneficial to state how the sense of status referred to is reflected, for example, through wider roads and substantial detached properties.	Noted	Added text - <i>the sense of status is reflected</i>	

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Source	Topic	Submission	LBC Response	Change to document	If no action, justification
				<i>through the wider roads and substantial detached properties.</i>	
Historic England	Page 68 6.5.18	Qualify why Becton Court and Stirling House make a negative contribution. For example, <i>Becton Court dates from the 1960's, and although relatively low rise its use of poor quality materials, lack of architectural expression and box like appearance detract from the character of the conservation area.</i>	Noted	Change made - <i>Becton Court dates from the 1960's, and although relatively low rise its use of poor quality materials, lack of architectural expression and box like appearance detract</i>	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
				<i>ct from the character of the conservation area.</i>	
Historic England	Page 72 Condition	<p>This section feels too generalised for an at-risk conservation area. It does not reference the poor condition of the High Street and many of the shopfronts and their resultant impact on the quality of the townscape and public realm, one of the key issues that the current HSHAZ regeneration efforts are targeting. An additional section on the condition of the High Street should be included, with analysis of the problems (e.g. loss of shopfronts / hard roller shutters/ internally illuminated box shutters) and the degree of impact this has on the conservation area's character and appearance. It would also be beneficial to identify buildings at risk. Reference could be made to section 5.2.14 regarding buildings on the national HAR register, however this is also an opportunity to highlight local buildings at risk and in poor physical condition.</p>	Noted	<p>Change made - <i>Becton Court dates from the 1960's, and although relatively low rise its use of poor quality materials, lack of architectural expression and box like appearance detract from</i></p>	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
				<i>the character of the conservation area.</i>	
Historic England	Page 73 Threats	The appraisal does not identify threats relating to traffic use or congestion (although this is referred to 10.6 Traffic and Access). We would recommend highlighting the impact of busy roads and the potential to improve traffic management, parking and encourage sustainable transport methods. As a busy suburban station are there improvement to encourage walking and cycling etc. This would support London Plan Policies for liveable neighbourhoods and sustainable transport hubs.	Noted	N/A	Traffic management noted in Management Plan
Historic England	Page 73 Threats	The area has undergone from economic and social changes. It would be beneficial to consider how economic activity changes between the day and evening? Events, restaurants etc help to maintain economic and social vibrancy and attract an evening economy. The aim of the current HAZ is to promote economic and social vibrancy through highlighting the areas architectural and historic qualities. A key aspect of this is promoting local business often characterised by independent outlets. Also highlighting the contribution of small business and challenges can help inform future initiatives to promote economic and social wellbeing.	Noted	N/A	Agreed that the success of the area will depend on a vibrant business community, this will be achieved by acknowledging the threats to the area as per 2.2 and positive guidance in relation to shopfronts for example section 9.4.
Historic England	Page 75 8.2 Locally listed	Consider adding "NPPF Policy 203 sets out that where proposals directly or indirectly affect non-designated heritage	Noted	Added	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
	buildings.	assets, a balanced judgement will be required having regard to the scale of any harm or loss and the significance of the heritage asset. It is therefore important to clearly understand the significance of the asset and its setting".			
Historic England	Page 13 2.2.4	reference to 'locally listed areas' should state 'Local Heritage Areas' as this is the name of the designation. A context map showing the relationship of these to the conservation area would be helpful.	Noted	Reference to the council's website for Local Heritage Assets has been added	N/A
Historic England	Page 18. 2.3.11 and 2.3.12	references to the Jolly Sailor are repeated in both paragraphs, it is not mentioned that the Jolly Sailor was located as a stopping point on the Croydon Canal	Noted	References have been condensed and text added that this was a stopping point of the canal	N/A
Historic England	Page 20.	Can the 1868 OS Map be bigger- it's hard to see the detail at this scale (also applies to later OS Maps)	Noted	Actioned	N/A
Historic England	Page 24 2.3.26	this paragraph sits uncomfortably between the ones about associations with notable historical individuals - suggest reordering.	Noted	Actioned	N/A

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<b>Source</b>	<b>Topic</b>	<b>Submission</b>	<b>LBC Response</b>	<b>Change to document</b>	<b>If no action, justification</b>
Historic England	Page 26-27 2.3.33 and 2.3.34	these paragraphs repeat some of the text in section 10 and could be combined.	Noted	Actioned	N/A
Historic England	Page 28 3.3.3 and 3.3.4	These sections would benefit from simplification.	Noted	Actioned	N/A
Historic England	Page 30 3.3.1	References to modern five storey development and the bulky supermarket should be clear that their height, form and massing detracts from the character and appearance, otherwise the following statement regarding the eclectic townscape could be used as an argument for further inappropriate development. The consistent elements of townscape that positively contribute to the conservation area's character should be emphasised.	Noted	Text enhanced on tall buildings to note their impact	N/A
Historic England	Page 31 3.3.5	These buildings are described in detail in previous and subsequent sections and section 3.4.	Noted	Description of buildings is cross referenced within the document	N/A
Historic England	Page 32 Page 3.4.1	Consider adding a short definition of landmark to include prominence in the townscape through scale, visibility or architectural interest. It should be made clear that these are local landmarks.	Noted	Actioned	N/A
Historic England	Page 33 3.4.5	While attractive locally significant buildings, it is questionable that 'the flint cottages at 1 and 3 Coventry Road' are local landmarks.	Noted	Removed	N/A

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Historic England	Page 34	Map 5 should also include local landmarks	Noted	Actioned	N/A
Historic England	Page 39. 4.2.3.	This section would benefit from editing to make the meaning clearer, highlighting where open spaces and gardens contribute positively to the character of streets.	Noted	Some rewording for clarity	N/A
Historic England	Page 40 4.3.4	remove "the traffic island here" (the railings contribute to the setting of the clock tower or give interest to an otherwise unattractive traffic island).	Noted	Actioned	N/A
Historic England	5.1.3	It would be beneficial to rephrase this to indicate some buildings rather than all have been altered and extended over time.	Noted	Actioned	N/A
Historic England	Page 43 5.2.2	Include "and detailed descriptions can be found on the Historic England website.	Noted	Actioned	N/A
Historic England	Page 46 5.2.13	reasons for why 'David House, High Street Becton Court, Holmesdale Road Aldi, Station Road' detract from the character of the conservation area should be included as they are for Grosvenor and Belgrave Towers and the tyre and automobile shop.	Noted	Actioned	N/A
Historic England	Page 47 5.2.14	add "at the time of appraisal there is a live case of unauthorised works to the building's front elevation.	Noted	N/A	Have not included for the same reason as HE wanting the removal to reference of HSHAZ - particular point in time. Also as the case is ongoing, inappropriate to highlight it here.
Historic England	Page 616.3.3	It would be useful to clarify the current colour of the pipe in the context. Consider removing "of London's urban streetscape" as	Noted	Actioned	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		this is a local feature of historic interest.			
Historic England	Page 62 6.3.6	Is it possible to be more specific than twentieth century?	Noted	Actioned	N/A
Historic England	Page 63 6.4.1	There is lots of repetition with the historical development section regarding the development of the railway that could be combined/deleted.	Noted	Cross references have been added to wayfind to the detail of these buildings where needed	N/A
Historic England	Page 67 6.5.12	It is assumed that the rendering is a later modification, it would be helpful to clarify whether this detracts from local character?	Noted	Actioned	N/A
Historic England	Page 68 6.5.16	remove "due mainly to their range in date" or clarify the range.	Noted	Actioned	N/A
Historic England	Page 6.5.30	Consider removing "of interest" or replace with "notable interest" (as locally listed buildings there is already an implication of interest and policy considerations).	Noted	Actioned	N/A
Historic England	Page 69 Figure 129.	This refers to post-war development but illustrates interwar housing.	Noted	Actioned	N/A
Historic England	Page 70 6.5.24	The opening sentence needs clarification.	Noted	Actioned	N/A
Historic England	Page 716.5.26	Clarify "listed in this context". Does this mean laid out? A "the" is missing between slight curve reflect ... line of the old canal.	Noted	Actioned	N/A
Historic England	Page 72 7.1	(NO COMMENT)			

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<b>Source</b>	<b>Topic</b>	<b>Submission</b>	<b>LBC Response</b>	<b>Change to document</b>	<b>If no action, justification</b>
Historic England	Page 100	The address for Historic England is out of date and should be changed to refer to our current address - Historic England, 4th Floor, Cannon Bridge House, 25 Dowgate Hill, London EC4R 2YA	Noted	Actioned	N/A