

Christie Neighbourhood Forum
Tuesday 5 March 2024
The Paterson, Ground Floor Rooms 54-00-104 & 54-00-105, The Christie & Microsoft Teams
DRAFT Minutes

Members	Representing	Present / Apologies
Alex Beedle	The Christie	Present
Andy McDougall	Resident	Present
Bill Ibrahim	Resident	Apologies
Cllr. Andrew Simcock (Chair)	Didsbury East Councillor	Present
Cllr. Angela Gartside	Withington Councillor	Present
Cllr. Chris Wills	Withington Councillor	Apologies
Cllr. Debbie Hilal	Didsbury West Councillor	Present (MST)
Cllr. Gavin White	Old Moat Councillor	Present
Cllr. John Leech	Didsbury West Councillor	Present (MST)
Cllr. Linda Foley	Didsbury East Councillor	Apologies
Cllr. James Wilson	Didsbury East Councillor	Apologies
Cllr. Richard Kilpatrick	Didsbury West Councillor	Present
Dave Roscoe	MCC Planning	Present
Doug Edwards	Resident	Present
Gavin Edwards	MCC South Neighbourhood team	Present (MST)
Helen Denham	Resident	Present
Alan Denham	Resident	Present
Jennifer Chatfield	Deloitte	Present
Karen Bullen	Resident	Present
Mandy Salmon	Neighbourhood Manager MCC	Present (MST)
Margaret Booth	Resident	Present (MST)
Marjorie McSweeney	Resident	Present
Matthew O'Connell	Resident	Present (MST)
Mhorag Goff	Resident	Apologies
Patricia Wilkinson	Parking Services Manager MCC	Apologies
Rachel Barker	Local Dialogue	Present (MST)
Peter Walch	Resident	Present (MST)
Rob King	Resident	Apologies
Rosie Gill	The Christie	Present
Sally Parkinson	The Christie	Present
Simon Cook	MCC Highways	Apologies
Stuart Bracewell	Resident	Present (MST)

Stuart Keen	The Christie	Present
Will Blair	The Christie	Present
Fi Fitton (minutes)	The Christie	Present <i>part</i> (MST)

01/24	Standard business	Action
a	Chair's welcome and Introductions	
	The Chair welcomed members to the meeting and introductions were made for attendees in person and those on MS Teams.	
b	Apologies for absence	
	Noted above.	
c	Minutes and actions of the last meeting held on 5 December 2023	
	<p>The minutes of the last meeting were accepted as a true record following the amendments below:</p> <p>Action: Patricia Wilkinson (PW), Head of Parking Services at MCC to share the data on the car parking scheme.</p> <p>Update: AS apologised that PW wasn't at the meeting to be able to update on CPZ and would ensure that in future another person from the team attends.</p>	
d	Matters arising	
	<p>AS received an email from MG which AS read out in the meeting for transparency on behalf of MG who sent apologies. <i>Details separately at the end of the minutes.</i></p> <p>SP stated that she has met MG to discuss the concerns raised in 2023 and this year. Items raised in the meetings are captured in the minutes and actions. SP was happy to meet MG again to explore the concerns raised.</p> <p>Action: SP to meet with MG to discuss the concerns raised.</p> <p>AMc queried whether benches were going to be put in the car park to make a social area. SK stated that to his knowledge there were no plans to put benches in that part of the estate. The planning application and landscaping design which was approved did not include any benching in that area and there are no plans to do this.</p> <p>A couple of years ago, AMc was told that the mature trees that were felled were diseased and asked if there was any evidence for this. SK advised that an annual survey is carried out and the trust manages the trees in accordance with any recommendations. There are times when trees are diseased and must be felled. DR asked if the trust had a replacement strategy that the Council were planning as a 2 for 1 or 3 for 1 replacement strategy. SK advised that through planning applications we will have a multiplier in terms of the number we plant. If they're taken down through normal maintenance, we replant on at least a 1 for 1 ratio depending upon the specific circumstances, improving ratios where we can. Replacement trees were ordered to replace a diseased tree in the eastern strip but the delivery has been delayed through our supplies.</p> <p>Action: SK to review whether there is any evidence that the mature trees that were felled were diseased and update at the next meeting.</p>	<p>SP</p> <p>SK</p>

	<p>RK commented that it should be easy to look at the expectation of what planting and landscaping was promised and subsequently what has happened. Until we understand this, it is hard to pass judgement on.</p> <p>Action: SK agreed to provide a summary at the next meeting of the planting in place now compared with the landscaping plan that was approved for the Tiered Car Park.</p> <p>AMc asked if there had been any monitoring of the quality of air so close to the back of their houses (Cotton Hill)? SK replied that to his knowledge there is no ongoing air quality monitoring in that area. The Trust does do air quality monitoring during the construction project in accordance with any Construction and Environmental Management Plans, which are submitted as part of the planning condition discharge. However, like most car parks, there is no routine ongoing air quality monitoring.</p> <p>JL commented that he believed that it would be useful for residents to know what the level of pollution is. JL added that when the last application was put forward he requested an appropriate condition would be to have a pollution monitor on Wilmslow Road. The response from the Christie was that if this was attached, we would agree to it, but it wasn't a condition that the council was prepared to insist upon. JL noted that in his view, having monitoring now in advance of any new applications would give a marker to see how much increase or decrease there is based on the positive attempts by the Christie to reduce traffic and the potential negative impacts of new developments on increasing traffic.</p> <p>SK added that regarding pollution monitoring, like most organisations, we wouldn't put normal background monitoring in place. If it was something that came up through negotiation of conditions then our contractors would do it as part of the condition discharge, but for day-to-day monitoring, this wouldn't be done unless the Highways asked for it to be done.</p> <p>DR noted that on major plan applications, the Council seek advice from the environmental health officers who specialise in this and would assess the air quality implications and the accumulative effects of the scheme. If they believed there was a need to monitor air quality, they would recommend this is provided through the planning application process which wasn't recommended for the Christie planning applications for the past 5 to 7 years.</p> <p>RK suggested keeping a record of actions for audit and accountability purposes as a standard agenda.</p> <p>Action: FF to provide an actions tracker to be included as a standard agenda item going forward.</p>	<p>SK</p> <p>FF</p>
<p>02/24</p>	<p>Car Parking Zone</p>	
	<p>AG stated that PW was to share the data on the car parking scheme.</p> <p>Action: AG to email AS to obtain a response from PW.</p> <p>AG has contacted PW regarding contractor parking following a resident's concern and has been looking into this with SK. The resident was concerned that there has only been 1 ticket issued on Parkville and has asked AG to follow this up.</p> <p>AD raised concern regarding an issue with queuing for the Golden Lion car park and</p>	<p>AG/AS</p>

obstructing the bus stop for pedestrians. AD suggested that on patient appointment letters it should state which car park the visitors should use. Due to queuing traffic, people are using the mouth of Wensley Drive and then parking at the junction which is causing obstruction. MB suggested moving the bus stop away from the car park so they don't block the car park entrance which might alleviate the problem. The trust's car park team actively discourage people not to queue there but are often receive verbal abuse from users.

AS asked SK why people preferred to use this car park rather than the Palatine Road multi-storey car park. SK replied that it is open and perceived as more spacious and easier to move around in. SK stated that in 2014 the trust secured a temporary consent for the use of the area as a car park for up to 5 years. In 2019 the trust applied to MCC for another temporary consent for 5 years, but this was paused due to the COVID-19 pandemic. SK noted that some feedback received from MCC regarding the proposal includes:

- Move the bus stop and provide tactile paving under a Section 278 agreement.
- The implementation of charging points for electric vehicles at a ratio of about 10%. SK noted that there may not be enough power on that site.
- Implement a traffic management plan. It could be some form of active display where it says that the car park is closed as opposed to suggesting to people if they wait there will be a space in 5 or 10 minutes, then the next person waits etc.
- The potential of moving the barrier further into the site to create a bit more space that vehicles could wait for a space and not on the road, possibly even having two lanes in with a separate exit.

JL suggested having an option for a barrier free car park and the use of cameras to check vehicle registrations. This might be a cheaper option than the above suggestions. Also, to have some signage to state which car park is closer to the various services on site. RK asked regarding the options in current discussion with the council, if there's a plan to consult with residents pre any major changes? Regarding having a barrier free car park, SK can see the benefits but also the issues of people waiting in the car park for spaces and causing blockages with cars coming out.

SK noted that he would look at mentioning specific car parks in patient letters and that the Trust will engage with MCC and internal stakeholders to develop a permanent solution via the planning process.

AG asked how many people used the multistorey car park permanently. Have any surveys been done and feedback? Could EV charge points be put in the multi-storey car park?

RK asked if there was a limit to the amount of investment that the Christie would put into the car park site, given that there is planning block? SP advised our capital spend is limited by Greater Manchester. SK will update in due course.

MO stated that there isn't indication of spaces available on Palatine Road until you turn into the car park. You can't see it coming from Withington village. HG asked whether a survey could be done on the use of the car park and suggested whether some spaces could be reserved for very poorly patients.

Action: SK progress the regularisation of the current planning position and traffic management feedback for the Golden Lion site, including engaging with MCC and Deloitte as part of the planning process.

SK

	SP advised that management of the car park is resource intensive.	
03/24	Withington Regeneration Group update	
	<p>AB presented slides updating on Rutherford Place and Copson Street and the guiding principles to create a square in front of the library and to improve Copson Street by making it more pedestrian friendly. Details of an on-line survey results are in the slides. We are awaiting results from a public consultation which was well attending and ended on 19 February 2024. Timescales and budgets are to be announced. WVRP future aspirations are the Electric Scala, Withington Safer Streets, Withington and Village Pocket parks.</p> <p>Golden Lion Car Park (D) Wilmslow Road</p> <ul style="list-style-type: none"> • Car park attendants in place • Robust traffic management • Reviewed layout to maximise space utilisation • Divert to tiered Car Park C • Reviewed entry / exit in past • Improving signage • Lobbying LA/TFGM for infrastructure investment • Notices / communications to patients and visitors • Managing behaviours <p>JL asked what calculations have been done on traffic flows and additional traffic through the Burton Road, Palatine, Wilmslow junction and the Mauldeth Road West and Wilmslow Junction and potential traffic on along Hill Street. JL was concerned about changes that close down streets and where the through traffic ends up going to.</p> <p>Action: AB to ask the WRG at their next meeting whether they can provide calculations on traffic flows and additional traffic through Burton Road, Palatine Road, Wilmslow junction and the Mauldeth Road West and Wilmslow junction.</p>	AB
04/24	Replacement of Derek Crowther building	
	<p>SK presented slides on the replacement of the Derek Crowther building for feedback.</p> <p>The existing pathology function at The Christie is on site and is in poor and not fit for purpose accommodation. The Trust is considering a potential scheme to replace the current Derek Crowther Building to the extreme north end of the Wilmslow Road frontage to provide new pathology accommodation.</p> <p>The planning framework for our site acknowledges this site and that it has development potential in the context of a standalone building up to three storeys as a step down from the main site to the houses and shops which are two storeys immediately to the north detailed in the slides.</p> <p>JL stated that the new building has a larger footprint than the previous building. What level of intensification of use would there be compared to the old building. There maybe concerns raised over the size of the building next to some of the close by properties.</p> <p>There was a query whether it was a 3 or 4 storey building. SK advised that the height of the building at 3 stories is the terminology used for occupied space. We wouldn't count a</p>	

	<p>plant room as occupied space because it just has plant in there. Our technicians would only go up there for maintenance purposes. The reason for separating it is to make it clear we've got 3 stories where you would expect to see staff, but it is higher than that because of the plant room. SK acknowledged that the overall height as shown exceeds 3 storeys and noted that as the site is close to Tatton Grove we might be able to step the building back down as it gets further back. Modular builds from the 1990 shouldn't be confused in modular builds from 2020's; they are completely different products.</p> <p>DR stated that the Simplified planning framework for the site is not a formal planning policy, so it's not part of the growth strategy but it has been a useful tool and guide and stated it was a 4 to 5 storey building. The immediate planning policy issues that apply are more generative because what's unusual about this scheme is the fact that it's next to conservation area, therefore the height will have an impact along with shops, businesses, and residents next to it. DR stressed that these will all need to be considered when considering the proposal.</p> <p>SK stated that when the planning framework was instigated it was common practice for plant rooms to have the air handling units directly on the roof. The current guidance is all plant rooms are to be enclosed and fully lit. Further the use of air source heat pumps means plant rooms are larger. Therefore, part of the pressure is because we have more plant to put in there and it has to be enclosed.</p> <p>JL asked to see a 3D image of the old building inside the new building to see how big it was in height and scale. Even if we can't all agree whether we would support a building of the indicated size, he hoped that all could agree that whatever replaces it should be called the Derek Crowther building as it was previously called. We need to be clear that what was should for comment was a 4-storey building including a plant room.</p> <p>SK thanked all for the constructive feedback and advised the comments would be reviewed and an update presented at the next meeting.</p>	
<p>05/24</p>	<p>The Christie Capital development update</p>	
	<p>SK presented an update and progress on the decant ward project including a video. They are looking to move in from June 2024 with a view to being operational in July.</p> <p>Progress is being made with the Art Room. There are no proposed changes to the Nursery. The Bridge Club is owned by the Charity and still used for car parking for contractors. The Grange has been empty since the 25 January 2024. There are no development plans currently.</p>	
<p>06/24</p>	<p>The Christie Wilmslow Road update</p>	
	<p>SK presented an update on the Wilmslow Road redevelopment. We received planning permission in December 2023 and have three years to commence that application, which means we must have made a meaningful start by December 2026. We currently anticipate completion in Q3/Q4 2027 but that was subject to available funding.</p> <p>MM asked if we were relocating wards 10, 11 and 12 to the new building. SK stated that we will build the ground floor and leave the other two floors shelled until we have funding. The design is predicated on 4No x 20 bed wards which would give 80 beds, allowing us to close 10, 11 and 12 and utilise that space as admin back-office areas.</p>	

	SK again noted that an update will be brought to the next meeting.	
07/24	Any other business	
	None.	
	Date and time of next meetings 2024: <ul style="list-style-type: none">• Tuesday 18 June• Tuesday 3 September• Tuesday 3 December <p>5.30pm to 7pm via Microsoft Teams & Meeting rooms 54-00-104 and 54-00-105 in the Paterson Building, The Christie Hospital.</p>	

Christie Neighbourhood Forum
Tuesday 5 March 2024 at 5.30pm to 7pm

Email from Mhorag Goff to Councillor Andrew Simcock read out in the meeting

Dear Andrew,

I mentioned wanting to raise a number of issues, including around accountability and I wonder whether you would be able to raise the following at the Neighbourhood forum as I will after all be unable to attend this evening:

- I have been told at my most recent meeting with Sally Parkinson, several years after my initial complaint that The Christie is unable (and/or unwilling) to restore my privacy by providing screening from the multi-storey car park and extended surface parking. The lack of privacy is due to the surface parking being extended and brought closer, the lack of green wall/landscaping at my end of the multi-storey and the felling of mature trees and removal of other shrubs. Deliberately misleading statements were made to me and other neighbours about the nature of planting and screening and the Trust knew the impact the development would have on my privacy (photos previously shared and no fewer than 7 Trust staff have visited my address and seen the privacy concern in person). Emails attached by way of evidence of commitments to provide screening. The Trust has indicated it appreciates the importance of privacy. Manchester City Council stated that the Trust would provide temporary screening while planting was immature and it has not. Lack of screening leaves my property entirely exposed to view into two bedrooms and my living room.
- Misleading communications included 1) inviting me to meet the landscaper in spite of already acknowledging that any landscaping would not address my privacy issues and landscaping concerned would not be visible from my address 2) telling me what species of hedging would be planted although the hedging stops before my property 3) proposing a green wall that stops before my property 4) proposing temporary screening that has not transpired 5) speculating that benches may be put in planted areas for the staff to enjoy, misrepresenting the character of the planting.
- The Christie lied in its planning application about to facilitate the felling of mature trees and has shown no respect for the environment. The latter was not incompatible with building the multi-storey car park and nor was ensuring effective screening and privacy.
- A complaint I made in 2022 that was dealt with by Prof Harrison promised a review of planting with a view to restoring privacy to happen in Sept 2022. This did not happen, I was not notified and there neither apology nor explanation.
- Part of the above complaint concerned disrespectful behaviour towards me. The response merely hinted at having dealt with the issue by noting that he had left the Trust (letter attached). This clearly needs to be fully addressed now that he has been re-employed and the disrespectful behaviour has continued. This is extremely concerning with regards to The Christie's attitude to its neighbours.
- Complaints about the behaviour and actions of the above individual and/or the estates/development team are directed to the same team, which presents a conflict of interests and precludes complaints from being handled independently. This needs to be remedied.

- Noise issues are not being recorded by The Christie or dealt with. On many occasions reporting out of hours noise The Christie has professed no knowledge of it, has not apparently recorded it, and has taken no action to address it.
- Traffic issues generated by The Christie's car parks are not being effectively addressed e.g. regular blocking of Cotton Lane and Wilmslow Road by queuing vehicles, and there appears to be no action to monitor these issues (given the absence of updates).
- Lack of respect for neighbours regularly demonstrated and verbally articulated in actions and in the neighbourhood forum are not addressed.
- Solely using the actions in the neighbourhood forum to address issues appears to be flawed, given that many issues are not translated into actions but passed over and unaccounted for by The Christie during the forum and equally given that there is apparently no other route through which to raise issues and have The Christie held accountable.
- There appears to be no recording of many issues/complaints raised during the Neighbourhood forums and outside of it, and no tracking of resolutions or attempted resolutions that would be expected of any standard complaints process.
- Conversations prior to the construction of the multi-storey car park and commitments related to those conversations have not been followed through. These include setting the kerb back at the rear of the Cotton Lane car park at the boundary with residents to enable further planting.
I'd be grateful for your help addressing the above issues and the following questions:
- What are The Christie's criteria for handling neighbourhood issues? Serious issues regarding the Trust's and its staff behaviours are not being taken seriously.
- Why is candour not a principle for engagement with residents given the Trusts duty to treat neighbours with respect?
- Given the Trust's responsibilities around public health, why is there no monitoring of noise and air pollution at the Trusts boundaries with residents given our increased exposure?

Best wishes,

Mhorag

Dr Mhorag Goff | Research Associate | Centre for Primary Care | The University of Manchester | Oxford Rd, Manchester, M13 9QQ