

# Statement of Community Involvement

Central Hall, National Railway Museum

City of York Council

**RAILWAY  
MUSEUM**

## 1. Introduction

This Statement of Community Involvement has been prepared by Royal Pilgrim Communications on behalf of the National Railway Museum. It forms part of a suite of documents in support of an application which seeks reserved matters planning permission for a new Central Hall building at the NRM site in York.

The applicant values robust public consultation and has held a public exhibition at the National Railway Museum and an online survey with consultation information. A stakeholder engagement strategy has been carried out to notify key stakeholders around the city and take on feedback ahead of planning submission, with work continuing until planning decision and beyond.

## 2. About Royal Pilgrim Communications

Royal Pilgrim Communications is a communications consultancy dedicated to delivering inclusive community and stakeholder consultation to support planning applications and development projects. RPC has a track record of public consultation and stakeholder engagement activity in York and has sought to engage with a variety of local stakeholders, groups and residents.

## 3. The proposals

The National Railway Museum (NRM) is proposing a new welcome space and gallery called Central Hall, located between the museum's Great Hall and Station Hall. Central Hall will be a world-class welcome, with a reception area, a gallery showcasing rail technology, a café overlooking the new museum square, shop, flexible event space and visitor amenities.

Central Hall will unite the museum buildings as never before and is a cornerstone of Vision 2025, the Museum's journey to transform its offer and become the World's Railway Museum.

Outline planning approval was granted in 2019 for the wider York Central proposals, that include the Central Hall vision. This application was also subject to public consultation. This public consultation is regarding the reserved matters proposals, based on the principles established from the outline planning permission.

## 4. Consultation is key

National and local government encourage developers to consult with local communities and stakeholders before submitting a planning application.

Consultation and communication with local communities is an important element of the planning process. It is important that local communities are made fully aware of proposals affecting their area and are provided with opportunities to view any plans and discuss issues with the developers or their professional team. This process should also enable the community to provide feedback.

As a responsible institution, The National Railway Museum are keen to engage with the community throughout the planning process. This consultation seeks to build on the previous work during the Outline planning application which was granted consent in 2019.

The public consultation took place during the COVID pandemic, but the NRM consulted both online and offline to ensure inclusivity, accessibility and awareness raising. A website with online feedback was supported by an in-person exhibition in Station Hall at the NRM. Members of the project team attended staffed drop-in events and answered questions from the public. This public consultation activity was supported by a detailed programme of stakeholder engagement.

## 5. National Planning Policy Framework (NPPF)

Paragraph 39 of the NPPF (revised 2021) places emphasis on improving communication and engagement at pre-application stage. It advises that:

*“Early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties. Good quality pre-application discussion enables better coordination between public and private resources and improved outcomes for the community.”*

Paragraph 40 states that:

*“Local planning authorities have a key role to play in encouraging other parties to take maximum advantage of the pre-application stage. They cannot require that a developer engages with them before submitting a planning application, but they should encourage take-up of any pre-application services they offer. They should also, where they think this would be beneficial, encourage any applicants who are not already required to do so by law to engage with the local community and, where relevant, with statutory and non-statutory consultees, before submitting their applications.”*

As paragraph 41 suggests, *“The more issues that can be resolved at pre-application stage, including the need to deliver improvements in infrastructure and affordable housing, the greater the benefit.”*

## 6. City of York Council’s Statement of Community Involvement (SCI)

City of York Council’s Statement of Community Involvement outlines expectations of itself and developers in engagement with communities on planning matters. Section 9.4 states that the council expects applicants to do the following:

- *Publicity: Notify local residents by letter or leaflet; place an advert in the local newspaper; and/or use local notice boards. Always say how people can find out more.*
- *A public event: Arrange an event such as an exhibition or "open house" at a time and place to attract as many people as possible; for example actually on the site or at a nearby meeting hall. Attend the event and have well presented display material.*
- *Making contacts: Contact Parish Councils; local community or amenity groups; and/or City Councillors for the Ward concerned. Applicants should ensure that: - adequate time is allowed for people to comment, at least 21 days from the date of the latest publicity or*

events; - material is presented factually and without bias; and - people know how their comments will be dealt with, and what the next stages are.

Further suggestions for public consultations in ‘Table 1: Proposed methods of community involvement’ include:

- Email and website
- Local media
- Leaflets/brochures
- Newsletters/magazines

## 7. Informing residents, stakeholders and the public

### Stakeholders

Whilst the planning application for Central Hall specifically deals with planning matters around the scheme, the NRM is aware of its role as a major city stakeholder and therefore a programme of detailed stakeholder engagement was required.

A stakeholder session of the public exhibition was held on the Monday 25<sup>th</sup> October.

#### **Senior local politicians**

The offer of a briefing to explain the plans and the consultation was sent to Senior Members of City of York Council. The opportunity to meet and explain the plans in more detail was provided.

#### **Ward representatives – Holgate ward**

An offer of a meeting and dialogue about the plans and the consultation was held with the Ward Members covering the Museum, in the Holgate Ward.

#### **Members of Parliament**

Correspondence was sent to all nearby MPs to notify them of the scheme and upcoming public consultation. A meeting took place with Rachael Maskell MP as the representative for the area in which the site is located. Discussions took place about the plans, consultation and the impact they could have on the wider York area.

Position	Contact
<b>MP for York Central</b>	Rachael Maskell (Labour)
<b>MP for York Outer (Neighbouring constituency)</b>	Julian Sturdy (Conservative)

<b>MP for Thirsk and Malton (Neighbouring constituency)</b>	Kevin Hollinrake (Conservative)
<b>MP for Selby and Ainsty (Neighbouring constituency)</b>	Nigel Adams (Conservative)
<b>MP for Harrogate and Knaresborough (Neighbouring constituency)</b>	Andrew Jones (Conservative)

### City stakeholders

A wide range of city stakeholders (see below for full list) were notified of the scheme and the upcoming public consultation and invited to have briefings with the museum's senior leadership and Vision 2025 project teams. Several meetings and conversations were held online and in person with stakeholders interested in hearing about and commenting on the plans for Central Hall and Vision 2025. Stakeholders included:

- York Civic Trust
- York and North Yorkshire LEP
- York BID
- York Conservation Trust
- Make it York
- University of York
- York and North Yorkshire Chamber of Commerce
- Welcome to Yorkshire
- Northern Powerhouse Partnership
- York Central Design Review Panel
- Other members of the York Central Partnership
- York Cycle Campaign
- City of York Officers from various departments
- Conservation Area Advisory Panel
- Cultural Leaders Group

### Discussions with York Civic Trust

We have endeavoured to involve and include the York Civic Trust in the consultation as much as possible, because this group has a key role in the City of York. A series of meetings have taken place which has included the Planning Review Panel and a dedicated session of the consultation to the Civic Trust and University of York's 'Planning Club', to explain the proposals and consultation in more detail. Further meetings will be offered to the Civic Trust as the plans progress.

## Local community groups

Numerous local schools, community groups and other community stakeholders were invited to take part in the consultation and offered meetings to discuss the proposals. These included:

- St Barnabas Primary
- Poppleton Ousebank Primary School
- York Central Action Group
- Poppleton Road Primary School
- St Paul's Church
- St Barnabas Church
- St Peter's Quarter Residents Association

## Stakeholder preview event

Local politicians and city stakeholders were invited to a preview event which was attended by members of the project team and NRM staff. Various stakeholders attended and were able to discuss the plans and offer feedback as part of the consultation process.

## Residents

Residents and the wider community were invited to take part in the consultation via an information leaflet that was distributed to the closest approximately 7,000 properties surrounding the site during the week of 18<sup>th</sup> October 2021. The flyer included information about the proposals and details of the consultation website. The leaflet also included contact details for the team, including an 0800 freephone number and email address.

If residents did not have access to the internet, it was possible to ring the phone number, leave a message, and request the consultation materials be sent to them – several residents contacted the phone number and received information in the post. *See Appendix 1.*

## The wider public

The proposals and consultation website were shared with local media with coverage in local media. *See Appendix 2.* The proposals were also shared with the museum's e-newsletter subscribers and through its social media channels.

# 8. Public exhibition

## Format

An exhibition was held at the National Railway Museum in Station Hall between Monday 25<sup>th</sup> October and Wednesday 3<sup>rd</sup> November 2021. Exhibition banners, a 3D model, building material

samples and feedback forms were on display throughout this period. Three ‘open sessions’ where members of the project team were on-hand to answer questions took place on the following dates:

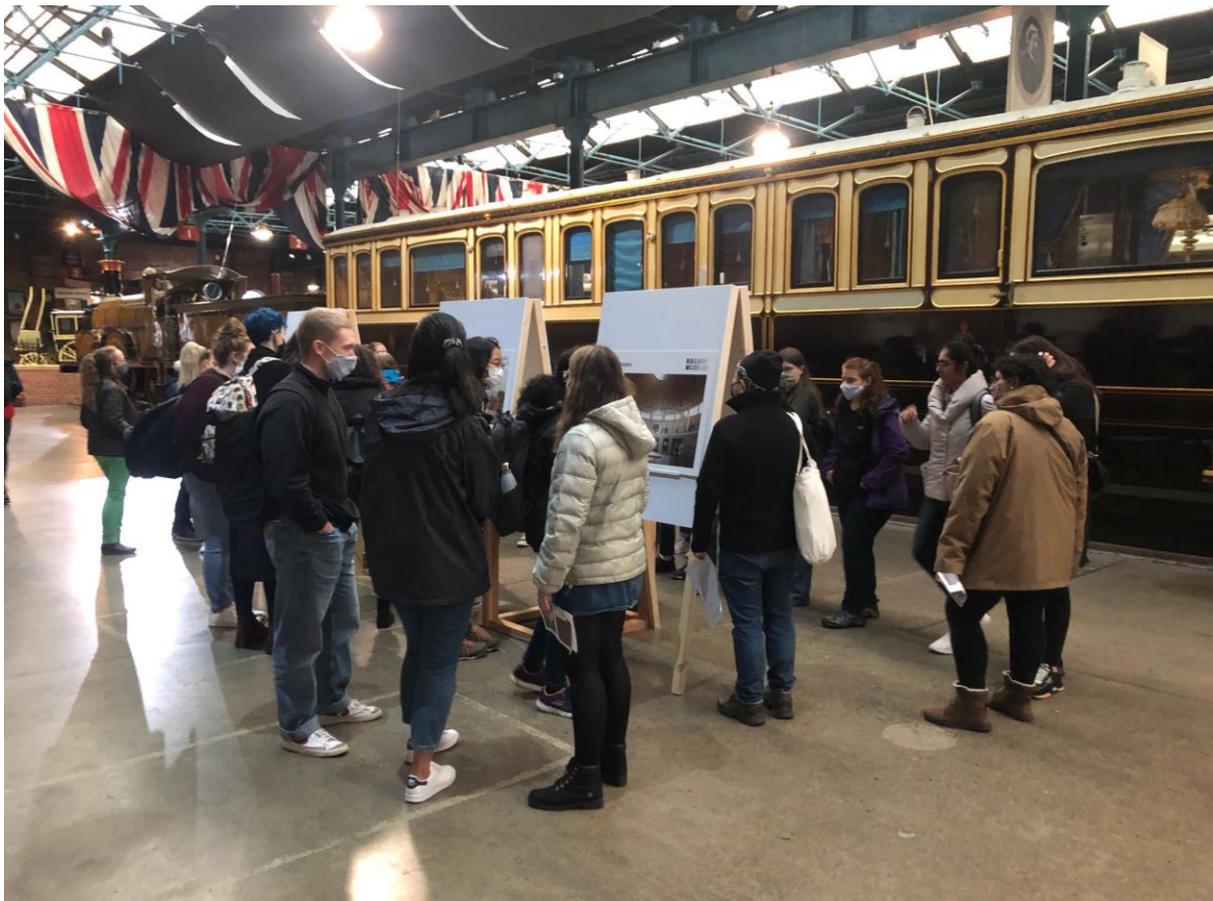
- Wednesday 27 October, 14.00–16.00
- Saturday 30 October, 10.00–14.00
- Tuesday 2 November, 17.00–19.00

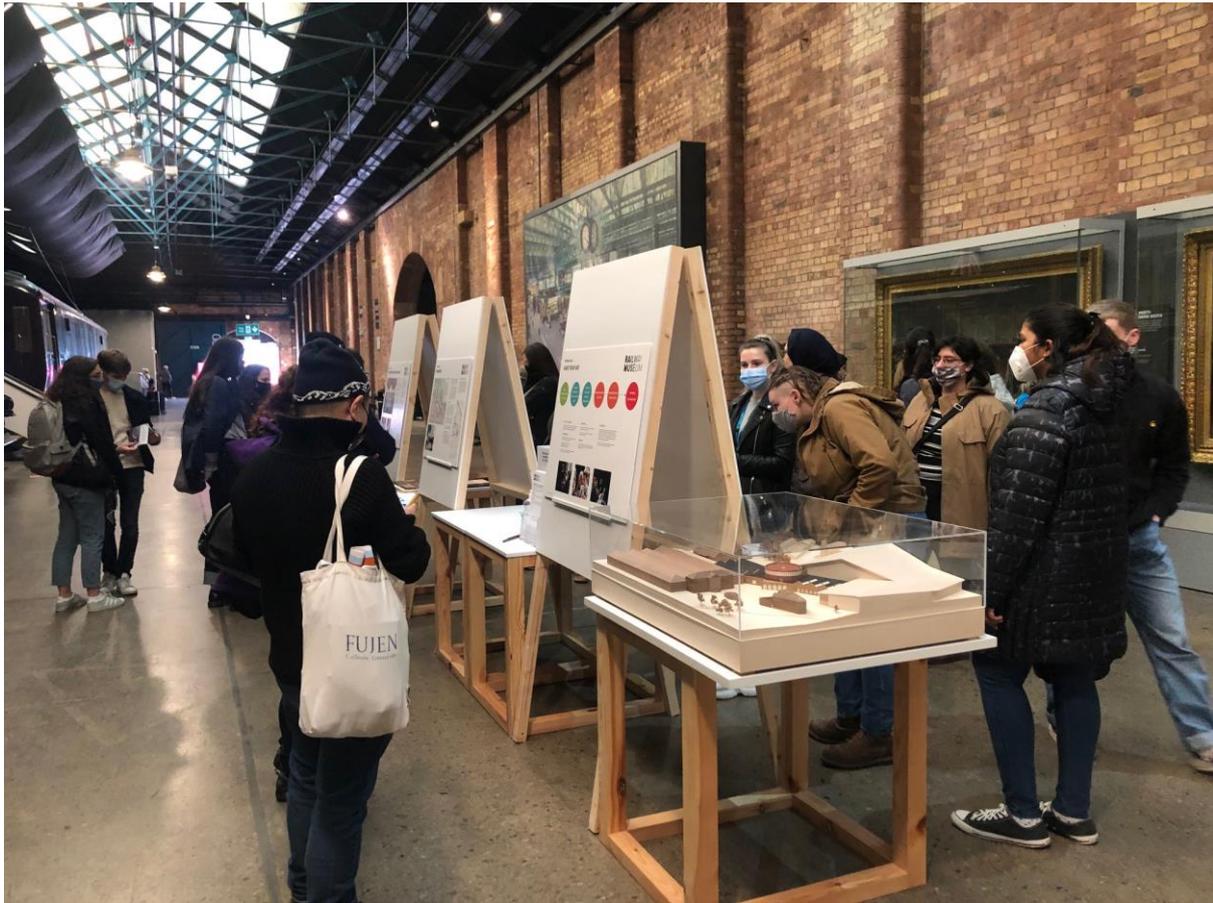
### Publicity

Details of the drop-in events were included on the flyer which was sent to the closest 7,000 properties to the NRM (*See Appendix 1*). Details of the events were also included in extensive local press coverage (*See Appendix 2*). City politicians and stakeholders were notified of the drop-in events during stakeholder engagement, and we notified key local groups and politicians to ensure they were aware of the opportunity to speak with the project team.

### Attendance

The exhibition was held in the busy Station Hall area of the NRM and we can expect that thousands of people viewed the exhibition over the time it was open. At the staffed open sessions, the project team spoke with hundreds of local residents, tourists and others about the scheme.





*Exhibition materials at Station Hall*

## 9. Consultation website

A dedicated section of the NRM's website included information about Central Hall and a feedback form ([railwaymuseum.org.uk/centralhall](http://railwaymuseum.org.uk/centralhall)). See *Appendix 3*.

As set out above, the website was widely publicised in correspondence to stakeholders, in local media and through information leaflets distributed.

An online feedback form enabled visitors to comment on the proposals from the website and contact details, including an 0800 freephone number and email address were included should people have any queries or wish to discuss with the development team.

This virtual exhibition was online from the 25<sup>th</sup> October until 17<sup>th</sup> November, to give people as much opportunity as possible to comment on the plans and take part in the consultation. In all publicity material the website address was signposted to raise awareness of this element of the consultation.

The webpage remains live including the exhibition boards.

## 10. Feedback

To date, **93** feedback forms have been received either via the exhibition feedback forms and the online survey.

The survey included the following questions:

- 1) What do you like about the draft plans for Central Hall?
- 2) Is there anything we could improve about the draft plans for Central Hall?
- 3) The National Railway Museum wants to become more embedded in our neighbourhood and within our community in the future. Are there any specific ways you think we should do this?
- 4) Do you have any further comments about the draft plans for Central Hall?

### Key themes and responses

All feedback forms have been analysed and every submission considered as part of the public consultation. We have brought out the key themes and points raised in the public consultation and provided response.

Key issues were raised in ‘what areas do you like’/suggestions for improvements questions. We have identified some of the key themes from across the feedback.

Issue raised	Applicant response
<b>Sustainability</b> – many responses welcomed efforts to be sustainable and there was broad support for ensuring all efforts are made to make the most of sustainable building techniques.	There was a strong focus on this and the planning application will explain how a ‘fabric first’ sustainability policy will help to reduce the carbon impact of the new plans, along with the inclusion of sustainability features.
<b>Building materials</b> – Comments received welcoming and concerned about the use of copper and brickwork.	The project team have taken on board all comments about building materials. Further comment will be made in the Design and Access statement, which will form a key part of the planning submission.
<b>Welcoming the broad scheme aims</b> – support for joining the Museum buildings for the first time.	Many people were keen to see a more ‘joined up’ museum and experience, along with the additional space these plans will provide.
<b>Leeman Road</b> – the decision to ‘stop up’ a section of Leeman Road to traffic was mentioned with nearby residents concerned.	There were quite a few comments and discussion about the merits of closing Leeman Road and the alternative routes. This has been decided through the outline planning approval, along with the recent Secretary of State decision following the public Inquiry.
<b>Walkway Agreement</b> – the restricted opening hours which will allow people to use the	The principle of providing a route through the museum (known as the Walkway Agreement) during opening times only was established

walkway through the NRM estate only during opening hours was raised.	through the outline planning permission. This has been agreed by City of York Council.
<b>Flow of people through Central Hall</b> – it was mentioned that we may see bottlenecking of people in certain areas and suggested to include an exhibit in Central Hall to combat this.	This will be taken into account as the detail of the space is designed.
<b>Riverside Walkway</b> – Suggested that NRM push CYC to ensure the walkway is upgraded as soon as possible.	We will work with City of York Council regarding this route.
<b>Access</b> – Ensure there is wheelchair access and toilets across the Central Hall building	This will be included in the design.
<b>Roof structure</b> – Ensure there is significant natural light.	Getting as much natural light into Central Hall has been a key driver of the design.
<b>Traffic</b> – ensure that the new development does not create further strain on the local road network.	This has been assessed as part of the wider York Central proposals and planning approval.

Key issues raised in response to ‘what can the NRM do to become more embedded in the community and neighbourhood’.

Suggestions raised	Applicant response
<ul style="list-style-type: none"> <li>• Work with partners to host events and educational/outreach activities</li> <li>• Work with local primary schools and environmental groups</li> <li>• Digital engagement via social media</li> <li>• More advertisements in the city centre</li> <li>• Consider a gallery related to prominent figures in York’s railway past</li> <li>• Make young people ambassadors for the NRM</li> <li>• Ensure the Museum uses apprentices and placement opportunities with local schools/universities.</li> </ul>	The NRM appreciates all feedback and suggestions. All suggestions will be considered with the aim of increasing the NRM’s work in the local community both now and in the future.

All other issues raised in the feedback were recorded as part of the public consultation and will be considered throughout the planning process.

## 10. Conclusion

A thorough pre-application public consultation process, both online and in person, has taken place on the draft plans for Central Hall. A detailed stakeholder engagement programme has accompanied

the public consultation, ensuring that a range of city stakeholders and community groups were able to speak directly with the project team at individual meetings or at the exhibition events.

An information leaflet was sent to residents which included several ways of providing feedback which increased accessibility for the consultation to those who may not have access to the internet.

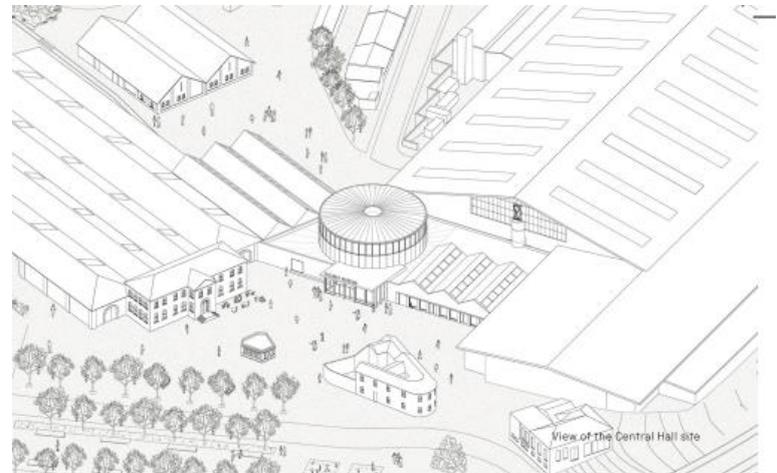
The in-person exhibition events helped raise the profile of the project and ensure people were able to submit feedback. The exhibition was regularly staffed which helped residents and visitors understand more about the scheme and ask questions.

This dialogue and consultation will continue throughout the planning and development process and will also encompass further elements of the Vision2025 programme.

The public consultation has met the requirements set out by the City of York Council's Statement of Community Involvement (SCI) and provided significant opportunity for local residents, tourists, visitors and stakeholders to have their say on the draft plans. This has taken place both on and offline to help increase accessibility for all.

Feedback from the public consultation was helpful in shaping the scheme with comments received on issues such as access, design and more. The NRM has considered all feedback as part of the planning application and will continue to do so as the scheme progresses.

## 11. APPENDIX 1: Information leaflet



### CENTRAL HALL PLANNING APPLICATION HAVE YOUR SAY

The National Railway Museum is proposing a new welcome space and gallery called Central Hall, located between the museum's Great Hall and Station Hall, and we would like your views on our plans at this early stage.

Central Hall will unite the museum buildings as never before and is a cornerstone of Vision 2025, the Museum's five-year journey to transform its offer and become the World's Railway Museum.

Central Hall will be a world-class welcome, with a reception area, a gallery showcasing rail technology, a café overlooking the new museum square, gift shop, flexible event space and visitor amenities.

You are invited to explore our plans at an exhibition at the National Railway Museum.

**Monday 25 October –  
Wednesday 3 November  
10.00–17.00**

To find out more visit:  
[railwaymuseum.org.uk/centralhall](http://railwaymuseum.org.uk/centralhall)

#### HAVE YOUR SAY

You can have your say on our Central Hall plans and help shape our future. We are launching a public consultation and there are several ways you can get involved.

#### EXHIBITION

Explore Central Hall plans and feedback at an exhibition at the National Railway Museum.  
Mon 25 Oct–Wed 3 Nov, 10.00–17.00.  
Book a free admission ticket at:  
[railwaymuseum.org.uk](http://railwaymuseum.org.uk).

#### VISIT ONLINE

You can also view the exhibition and have your say online at:  
[railwaymuseum.org.uk/centralhall](http://railwaymuseum.org.uk/centralhall).  
The exhibition will be online from  
Mon 25 Oct–Sun 14 Nov.

#### OPEN SESSIONS

Join an open session to explore our plans. Members of our team will be on hand to answer your questions.

**Wednesday 27 October, 14.00–16.00  
Saturday 30 October, 10.00–14.00  
Tuesday 2 November, 17.00–19.00**

Please book a ticket to join an Open Session at:  
[railwaymuseum.org.uk/centralhall](http://railwaymuseum.org.uk/centralhall)  
or call on 033 0058 0058

#### NEED HELP?

For any questions about our plans or to request a hard copy of the consultation material please contact:  
[ben@royalpilgrim.com](mailto:ben@royalpilgrim.com)  
or call 0800 089 0362

## 12. APPENDIX 2: Media coverage

<https://yorkmix.com/revealed-plans-for-the-national-railway-museums-new-central-hall/>

<https://www.yorkpress.co.uk/news/19663127.first-look-new-building-national-railway-museum-york/>

<https://www.yorkshirepost.co.uk/heritage-and-retro/heritage/national-railway-museum-public-asked-for-opinions-on-plans-for-new-central-hall-3428859>

<https://www.railadvent.co.uk/2021/10/national-railway-museum-launches-consultation-on-plans-for-a-new-central-hall.html>

<https://railinsider.co.uk/2021/10/21/rail-museum-holds-consultation-on-major-plans/>

*First look at new building at popular museum*

---

NEWS  
21st October

### First look at new building at National Railway Museum, York

*By Joe Cooper*



📷 (3)





 14 comments

**CHAPMANS OF NORTON**  
*THE AFFORDABLE PROFESSIONALS*

Wide Range of Quality  
Used Cars Available!  
Click Here For Full Listing & Images!

CALL TODAY! SALES 01653 691199  
MOT & SERVICE 01653 693303

**NOW OPEN!**

**MOST READ**

- 1  Crash close to fast food restaurant
- 2  Police hunt man wanted on suspicion of violent offences
- 3  Workman found dealer's £15,000 drug cache
- 4  Plot in York goes on sale for £900K - with Grand Design-style plans for luxury

**COMMENTED**

ADVERTISEMENT

DELIVERED BY **next** Sparkle a little brighter with Ted Baker



**NEW images of Central Hall – a building which will unite the two halves of the National Railway Museum (NRM) in York – have been released.**

Museum bosses hope the new welcome space and gallery will help improve exhibits and attract more visitors from around the world, making the NRM the “world’s railway museum”.

A consultation is being launched to gather the views of York residents and museum visitors, with a planning application set to be submitted in the coming months.

More details have been released after Transport Secretary Grant Shapps granted proposals by the York Central Partnership to close Leeman Road, which passed through the middle of the two NRM sites.



Central Hall, part of the wider York Central development, will feature a gallery showcasing the latest innovations in rail technology, a cafe overlooking the new museum square, a shop, an event space and new visitor facilities.

It will also include a new ‘Wonderlab’, aimed at inspiring children to think like engineers

using interactive exhibits and games.

The environmentally-friendly design will feature electric vehicle charging points and cycle racks.

NRM director Judith McNicol said: “Central Hall is just one aspect of our journey to embed our museum in the heart of our community.

“We are excited to share the latest plans for the new building, which

## APPENDIX 3: Consultation website

[www.railwaymuseum.org.uk/centralhall](http://www.railwaymuseum.org.uk/centralhall)



[HOME](#) → [VISION 2025: THE WORLD'S RAILWAY MUSEUM](#)

# CENTRAL HALL

Central Hall will sit at the heart of the redesigned National Railway Museum site, the gateway to our transformed museum.

Providing level access throughout the site, it will span the road which bisects the museum and unify the site like never before. The new gallery space will highlight innovative technologies and the impact of the railways on our lives.

Sensitively and sustainably designed by UK-based architects Feilden Fowles, the building will reference historic locomotive 'roundhouses'. Clad in recycled copper and with high, glazed ceilings with timber radials, the building will be spectacular inside and out, creating a world-class welcome.

Header image: Feilden Fowles

## ONLINE EXHIBITION

In October 2021 we held an exhibition at the museum and online to share the latest developments about Central Hall and gather feedback from visitors.

The window for providing feedback has now closed, but you can still [browse the exhibition online](#).

## PROJECT TIMELINE

2020: DESIGN COMPETITION	▼
2021: EXHIBITION	▼

## LATEST UPDATES



### IN THIS PAGE

[Explore our exhibition](#)

[Project timeline](#)

[Latest updates](#)

[Design concepts](#)

### RELATED LINKS

[Vision 2025: The World's Railway Museum](#)

[Explore our exhibition](#)

[Project timeline](#)

[Latest updates](#)

[Design concepts](#)

### RELATED LINKS

[Vision 2025: The World's Railway Museum](#)