

**Date:** 19/05/2025



**Stage 1 complaint reference:** COMLR19291

**Email:** Zoe.Dunn@camden.gov.uk

Zoe Dunn  
5 Pancras Square  
London  
N1C 4AG

Supporting Communities

020 7974 4444  
[www.camden.gov.uk](http://www.camden.gov.uk)

Via email: [bactontowersaction@gmail.com](mailto:bactontowersaction@gmail.com)

Dear Mr Lewenstein,

### **Stage one (Local Resolution) response**

Thank you for your complaint dated 29 April 2025 and for taking the time to outline your concerns regarding the redevelopment of Bacton Phase 2. I have now had the opportunity to review the issues raised and provide the following response under stage one of Camden's complaints procedure.

### **Your complaint**

Your complaint is about:

1. The Council's failure to properly consider the impacts on the community, including new residents of the homes in the Mount Anvil scheme.
2. The Council's failure to involve residents and businesses in the selection of the developer or the development concept (the three towers).
3. Lack of credibility in the claim to be addressing the housing crisis.

### **Outcome sought**

I understand that to resolve your complaint you are seeking:

- Acknowledge the harms that would result from the developer scheme and work hard to reduce them.
- Involve the community in any decision making that alters the previous planning permitted scheme.
- Ensure a better outcome in terms of housing affordability and tenure from this scheme.

### **My investigation**

The Community Investment Programme (CIP) is committed to delivering high-quality homes that meet the needs of Camden residents and ensuring ongoing engagement with communities as schemes evolve. We fully acknowledge the significant community input that

shaped Bacton Phase 1 (Cherry Court and 2 Vicars Road) and appreciate the strength of local feelings regarding Mount Anvil's current proposals for Bacton Phase 2.

In September 2022, Camden's Cabinet approved a revised delivery strategy for Bacton Phase 2, moving from a "Council as housebuilder" model to a Development Agreement with a development partner. The Cabinet report explains the reasons for this amended strategy, outlining the financial and non-financial implications, and clearly sets out the project objectives.

The process for selecting a development partner adhered to all requirements outlined in the Public Contracts Regulations 2015 and Camden's Contract Standing Orders. This included a competitive, two-stage procurement process with clear and published criteria. The selection process was designed to ensure fairness, transparency, and alignment with Camden's social value goals, with the development agreement being awarded to the most economically advantageous bid.

Although the Council did not directly involve residents in the procurement process for selecting a development partner, this was due to the specific rules surrounding the Competitive Dialogue procurement process, which required confidentiality and fairness. These requirements limited the scope for wider community involvement during this stage. However, following Mount Anvil's appointment, the Council has prioritised resident engagement throughout the design development process and will continue to do so.

Camden remains committed to meaningful engagement with residents. We value the contributions of residents on estates and within communities, and these voices help shape the design and priorities for council housebuilding. Since Mount Anvil's appointment, there have been multiple design events, weekly drop-ins, and 'Meet the Developer' sessions at Bacton. Consultation materials are also available on the GoVocal platform.

Mount Anvil's design proposals will undergo full planning scrutiny, including design consultation and a formal application process. Further engagement will take place in the coming months, providing residents and stakeholders with opportunities to review and provide input on the proposals. Mount Anvil has expanded its engagement programme, including a new series of pop-up events and local activities, alongside continued use of the GoVocal platform.

Feedback gathered to date, covering topics such as height, density, safety, and sustainability, will inform the next stage of design. The Council has requested that Mount Anvil provide clarity on how community input has shaped the proposals prior to planning submission. We are fully aware of residents' concerns regarding the current proposals and wish to reassure you that all plans must align with Camden's planning policies and will be subject to further consultation.

The planning process will also include technical assessments and coordination with infrastructure providers such as Thames Water, UK Power Networks, and BT Openreach. These assessments will consider important factors such as daylight and sunlight levels, sustainability, and the broader community impact.

More broadly, Camden Council is committed to doing everything it can to tackle the housing crisis in a very challenging economic climate. Developments like Bacton Phase 2 are vital for expanding council housing stock, and the scheme proposed by Mount Anvil aims to almost double the amount of affordable housing on site compared to the previously approved plans. This includes over 100 council-owned homes and ten additional affordable homes, along with

new energy-efficient housing, landscaped areas and improved public realm for local residents.

Despite the challenges faced by the construction industry, the Community Investment Programme (CIP) has continued to make significant progress and maintains a strong pipeline towards achieving its ambitious target of delivering 4,850 homes, including 1,800 social rented homes. To date, the programme has successfully delivered over 1,700 homes, 70% of which are affordable.

A key strength of the CIP is its adaptability in providing not only new homes but also community facilities for Camden residents. By employing a variety of delivery approaches, including partnerships with development partners such as the one at Bacton, the Council is able to mitigate risks and maximise housing delivery, all while maintaining a sound financial position.

Moreover, the CIP goes beyond housing and community facilities. Through the Council's robust procurement and social value programme, the initiative generates significant additional value in the form of apprenticeships, work experience opportunities, and financial contributions to local charities, among other benefits.

## **My decision**

Having taken the above investigation into account, I am unable to uphold your complaint because of the following reasons:

- 1. The Council's failure to properly consider the impacts on the community, including new residents of the homes in the Mount Anvil scheme.*

The scheme is still in development and subject to planning. The potential impacts on the community, including residents of the new homes, are being addressed as part of the ongoing design and planning process. Input from residents continues to influence how these concerns are managed.

- 2. The Council's failure to involve residents and businesses in the selection of the developer or the development concept (the three towers).*

The procurement process adhered to all legal and policy requirements. While residents and businesses were not directly involved in the procurement process, this was due to the specific rules surrounding the Competitive Dialogue process, which limited the scope for wider community involvement during this stage. Since Mount Anvil's appointment, Camden has prioritised engagement with residents, and further opportunities for input will take place before any planning submission.

- 3. Lack of credibility in the claim to be addressing the housing crisis*

The scheme proposed for Bacton Phase 2 aims to deliver a significantly greater number of affordable homes than the previously approved plans. The Bacton development is part of Camden's broader efforts to address the housing crisis. To date, the CIP has delivered over 1,700 homes, 70% of which have been affordable, and the programme continues to focus on increasing affordable housing stock.

## **Review stage appeal**

If you are dissatisfied with my decision, you can request a stage 2 review/appeal,

- within 20 working days after the date of the agreed actions in this stage 1 response are due to be completed

or

- within 20 working days of receipt of this stage 1 response, whichever is later.

We will not accept a complaint outside of these timescales except where exceptional reasons for the delay can be demonstrated.

If your complaint is accepted at review/appeal stage, you will receive a response within 20 working days. To request an appeal, the contact details for the complaints team are:

Complaints Team  
5 Pancras Square  
London  
N1C 4AG  
020 7974 5644  
[complaints@camden.gov.uk](mailto:complaints@camden.gov.uk)

### **Review of Adult Social Care Complaints**

If your complaint is about Adult Social Care Services, you can contact the Local Government and Social Care Ombudsman to investigate further at this stage. Their contact details are:

Website: [www.lgo.org.uk](http://www.lgo.org.uk)  
Telephone: 0300 061 0614

Yours sincerely,

Zoe Dunn  
Team Leader Regeneration  
[Zoe.Dunn@camden.gov.uk](mailto:Zoe.Dunn@camden.gov.uk)