

Statement of Community Engagement

The Oracle, Reading

December 2022

Turley

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1. Introduction

- 1.1 This Statement of Community Engagement (SCE) has been prepared by Turley on behalf of Hammerson (the Applicant).
- 1.2 This SCE forms part of two detailed planning applications to deliver a mixed-use quarter providing high quality, managed, residential rental homes, commercial, retail and leisure uses along with enhanced public realm at The Oracle, Reading.
- 1.3 Further details are provided in the accompanying technical reports submitted as part of the planning application. This SCE should be read alongside these other technical documents.

Consultation overview

- 1.4 The engagement undertaken has enabled the project team to build an understanding of the local context, along with raising awareness of the Applicant's vision for The Oracle shopping centre and emerging proposals for the eastern end of the centre and gathering feedback.
- 1.5 To ensure all groups had the opportunity to view and comment on the plans, a number of engagement methods were used. Engagement activities included: pre-application awareness raising with key stakeholders; distribution of a leaflet; social media advertising; hosting a project website; hosting a public drop-in event and static exhibition at The Oracle; holding a live webinar and providing a recording of the event on the project website.
- 1.6 The pre-application consultation period took place between 25 July and 26 August 2022.
- 1.7 Throughout the consultation period, the project website received a total of 5,396 page views by 2,048 unique users.
- 1.8 A total of 101 forms of feedback have been received via email, digital feedback forms via the website and at the event, Freepost comments cards from the static exhibition, enquiries via telephone and questions asked / comments shared during the live webinar.
- 1.9 All of the feedback received as part of the consultation has been considered during the evolution of the plans.
- 1.10 In summary, the Applicant considers that the pre-application engagement undertaken with the local community and stakeholders has been timely, meaningful and effective.

2. Policy Context

- 2.1 The Applicant recognises that National Planning Policy places an emphasis on community involvement as an important part of the planning application process. To ensure the approach taken in the pre-application stages of this application is consistent with national and local guidelines; relevant policy was reviewed in full.
- 2.2 The Government's policy on community involvement is set out in a number of statutory and non-statutory documents, including the National Planning Policy Framework (2019) and the Planning and Compulsory Purchase Act (2004). Reading Borough Council provides guidance on pre-application consultation in their Statement of Community Involvement (2014).

National Planning Policy Framework (2021)

- 2.3 The revised National Planning Policy Framework (July 2021) ("the Framework") sets out that the planning system should be a collective enterprise with the purpose of helping deliver sustainable development.
- 2.4 Paragraph 39 specifically promotes early pre-application engagement and the front-loading of consultation and explains that applications that can demonstrate effective pre-application engagement should be favoured over those that cannot. The purpose is to better coordinate public and private resources and help identify issues that can be resolved at the pre-application stage. In addition, paragraph 41 states that as a result, the outcomes for the community are improved and the planning system is able to function more effectively and efficiently.
- 2.5 As set out in this Statement, comprehensive community engagement has taken place prior to the submission of the planning application, in full accordance with guidance set out within the Framework.

Reading Borough Council Statement of Community Involvement (2014)

- 2.6 The Planning and Compulsory Purchase Act (2004) requires Local Planning Authorities to produce policy documents, called Statements of Community Involvement. Reading Borough Council sets out its expectations for pre-application engagement in their Statement of Community Involvement (SCI) 2014 document¹.
- 2.7 In their SCI document Reading Borough Council affirm their agreement with the approach to community engagement set out in the Framework, stating that early engagement can *"result in an improved scheme which takes the needs of the existing community into account, and a better relationship between the developer and the community that carries through the application process and beyond."*

¹[Statement of Community Involvement \(March 2014\)](#)

- 2.8 The project team have fully reviewed both national and local guidelines on pre-application engagement before creating a bespoke engagement strategy as detailed in Chapter 3.

3. Stakeholder Engagement

- 3.1 Information regarding the proposals and the community consultation process was shared with key stakeholders through the pre-application consultation process.
- 3.2 A summary of the stakeholder engagement is outlined below.

Reading Borough Council

- 3.3 The Applicant has engaged with Reading Borough Council (RBC) on the application proposals since Summer 2022. Following initial discussions in September 2021, the applicant entered into a Planning Performance Agreement with RBC in February 2022. As part of this agreement, a series of pre-application meetings and workshops with Officers at the local authority has been undertaken during the period March – September 2022 with representation from Executive Officers and Planning Officers. Themes covered in these meetings include:

- The Oracle – the Applicant’s vision and current challenges and opportunities
- Principle of development – proposed uses and introduction of BTR residential
- Scale and massing – including heritage and townscape considerations
- Design
- Public realm, connectivity and permeability
- Accessibility and transportation considerations

Design South East

- 3.4 As part of the pre-application process, the Applicant has engaged with Design South East (DSE) including two panels which were held in May and August 2022.

Reading Corporate Management Team

- 3.5 Meetings were held with Reading Corporate Management Team (CMT) on 17 May and 5 July 2022.
- 3.6 CMT members include:
 - Peter Sloman, Chief Executive
 - Jackie Yates, Deputy Chief Executive
 - Frances Martin, Executive Director for Economic Growth & Neighbourhood Services
 - Darren Carter, Director of Finance
 - Seona Douglas, Executive Director for Social Care & Health

- Michael Graham, Assistant Director of Legal & Democratic Services
- Deborah Glassbrook, Director of Children’s Services, Brighter Futures for Children

Key political stakeholders

Future Developments of Reading Forum

- 3.7 A meeting was held with the Future Developments of Reading group on 21 July 2022 to introduce the vision for the eastern end of The Oracle.
- 3.8 The meeting was attended by key political stakeholders from Reading Borough Council, including Leader of the Council Councillor Jason Brock, along with planning officers.
- 3.9 Themes discussed during councillors’ questions included those around building heights, timescales and public realm improvements.

Councillor Tony Page

- 3.10 The Applicant met with Councillor Tony Page, Deputy Leader of the Council & Lead Councillor for Climate Strategy & Transport, on 19 July 2021, 17 March 2022 and 24 July 2022.
- 3.11 Themes discussed during the meeting included the design inspiration for the vision, the residential element of the proposals along with the focus on retail and leisure.

Key community stakeholders

- 3.12 An email introducing the vision and providing an invitation to a briefing was issued via email on 26 July to the following stakeholders:
 - Reading UK Community Interest Company (CIC)
 - Thames Valley Berkshire Local Enterprise Partnership (LEP)
 - Thames Valley Chamber
 - Reading Civic Society
 - History of Reading Society
- 3.13 A meeting with Reading & Wokingham Local Chamber Advisory Group (LCAG) was held on 3 August.
- 3.14 No further stakeholders accepted the invitation for a meeting but were kept up to date through the pre-application consultation stage.

4. Community Engagement

- 4.1 Engagement with the community was focused on the distribution of a leaflet, placing of posters, a social media advertising campaign, hosting a project website, hosting an in-person event and static exhibition, and holding a live webinar. Further details on these activities are summarised below.
- 4.2 The pre-application consultation period was held for one month between 25 July and 26 August 2022.

Media

- 4.3 The proposals received coverage in a number of media outlets, including The Business Magazine², UK Property Forums³, The Reading Chronicle⁴, RDG.Today⁵, and Reading-On-Thames⁶.

Leaflet

- 4.4 A leaflet was sent to residents and neighbouring businesses on 22 July 2022 to introduce the Applicant, summarise proposals, invite residents to attend the in-person event on Friday 12 August, and encourage residents to register for the webinar on Tuesday 23 August.
- 4.5 The leaflet also directed individuals to the consultation website or to use alternative contact methods to provide feedback.
- 4.6 Leaflets were sent to 1,323 addresses. The distribution area can be seen in **Figure 4.1** overleaf.
- 4.7 A copy of the leaflet is included at **Appendix 1**.

² [The Business Magazine](#)

³ [UK Property Forums](#)

⁴ [The Reading Chronicle](#)

⁵ [RDG.Today](#)

⁶ [Reading on Thames](#)

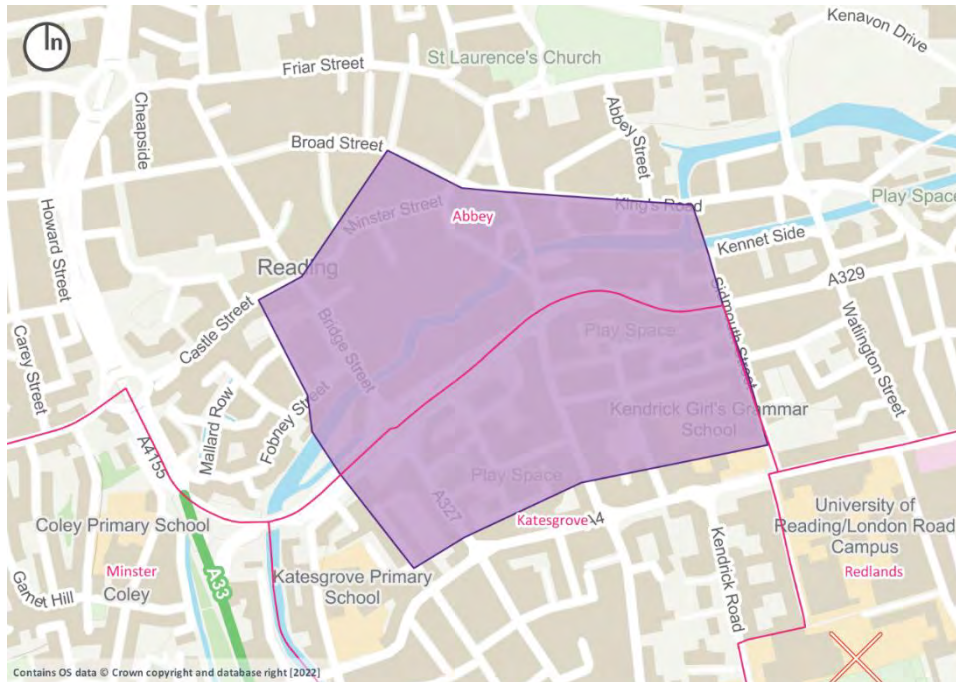


Figure 4.1 – Leaflet distribution area

Social media advertising

- 4.8 A social media advertising campaign was undertaken to raise awareness of the proposals and the consultation events.
- 4.9 Three adverts were launched on Facebook across as outlined below:
- Advertisement launched to raise awareness of the proposals, reaching 6,323 people and generated 340 link clicks to the consultation website.
 - Advertisement launched to encourage people to sign up for the webinar event, reaching 5,720 people and generated 96 link clicks to the consultation website.
 - Advertisement launched to encourage people to attend the consultation event, reaching 6,841 people and generated 144 link clicks to the consultation website.

Project website

- 4.10 A project website was launched at www.theoracleconsultation.co.uk on 22 July 2022.
- 4.11 The website included:
- An introduction to the Applicant
 - Information on the history of the site
 - Detailed proposals, including illustrative design sketches, precedent imagery and plans highlighting proposed improvements to the public realm

- Details regarding the consultation process and events, including times and locations for the events
- A recording of the webinar event (added following the event on 24 August)
- Feedback facility
- Alternative contact methods (Freephone telephone number and email address)

4.12 The website included the ability for residents to subscribe to receive email updates regarding the project. 40 residents registered to receive updates.

4.13 The website received 5,396 views by 2,408 unique users.

4.14 Screenshots of the website are included at **Appendix 2**.

Event and static exhibition

4.15 A drop-in event was held on Friday 12 August between 11am and 4pm. It was located on level 1 Holybrook mall directly opposite Hugo Boss. A photograph of the event is included at Figure 4.2.

4.16 The material displayed at the in-person event was left in place as a static exhibition from 13 – 26 August for those unable to attend the 12 August event. Freepost comment cards were also left with the event material for those who wanted to share their feedback with the project team.

4.17 A photograph of the static exhibition is included at Figure 4.3. A copy of the event material is included at **Appendix 3**.



Figure 4.2 – Photograph of the event



Figure 4.3 – Photograph of the static exhibition

- 4.18 A copy of the feedback form and comments card are included at **Appendix 4.**

Webinar

- 4.19 A live webinar was held on Friday 12 August 2022 between 6 – 7pm, where the technical project team presented the proposals and responded to questions during a Q&A session.
- 4.20 A recording of the webinar was added to the project website on 24 August 2022 for those who were unable to attend the event.
- 4.21 A copy of the presentation is included at **Appendix 5.**
- 4.22 A total of 40 people registered to attend the webinar, with 11 attending, and 24 questions were asked during the event. The questions and comments made during the webinar have been included in Chapter 5.

5. Consultation Feedback

- 5.1 Feedback has been received via the project website, freepost forms (returned both at and following the in-person event), email, telephone and during the live webinar. All the feedback has been reviewed and analysed by the project team.
- 5.2 To date, 101 forms of feedback have been received, including 44 feedback forms, 26 comments cards, 24 webinar questions, 6 emails and one telephone call.
- 5.3 A summary of the feedback received has been outlined by question below.

Question 1

- 5.4 Question 1 asked respondents to what extent they agreed with the statement 'The vision will diversify The Oracle's offer and support changing ways in which we are living, working and socialising.'
- 5.5 Respondents were given the options: Strongly agree; Agree; Undecided; Disagree; and Strongly disagree.
- 5.6 46% of respondents either strongly agreed (18%) or agreed (28%) with the statement, whilst 28% were undecided. 26% of respondents either disagreed (7%) or strongly disagreed (19%) with the statement.
- 5.7 The response is illustrated in **Figure 5.1** below.

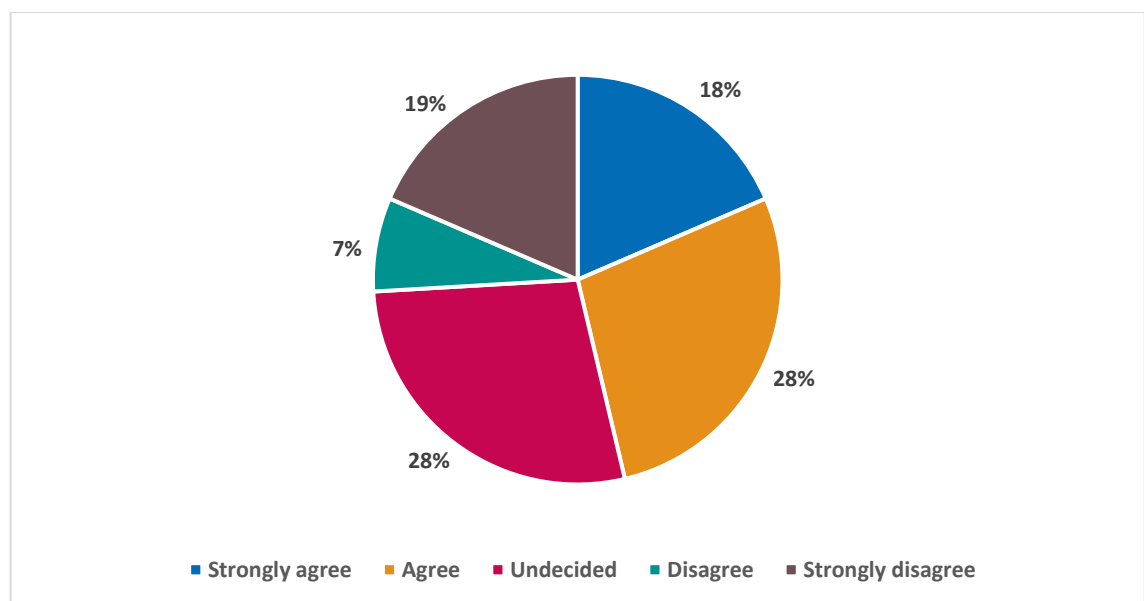


Figure 5.1 – Question 1

Question 2

- 5.8 Question 2 asked respondents to what extent they agreed with the statement 'New contemporary town centre homes will help increase footfall and bring new vitality to The Oracle.'

5.9 41% of respondents either strongly agreed (23%) or agreed (18%) with the statement, whilst 17% were undecided. 42% of respondents either disagreed (17%) or strongly disagreed (25%) with the statement.

5.10 The response is illustrated in **Figure 5.2** below.

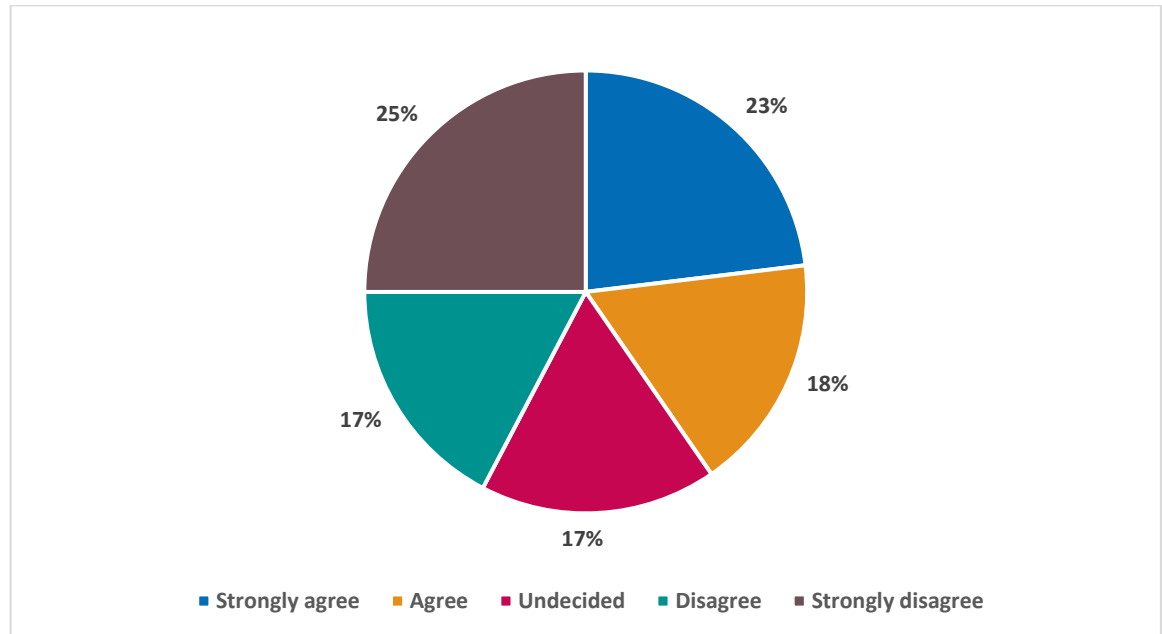


Figure 5.2 – Question 2

Question 3

5.11 Question 3 asked respondents ‘Do you have any suggestions on potential improvements to the public realm? (for instance, would you like to see additional planting or more seating along the riverfront).’

5.12 The key themes for public realm improvements included improved cycle provision (both paths and parking), a preference for soft landscaping, outdoor community spaces with seating, and improvements to the frontage along the River Kennet.

5.13 Responses to this question also included suggestions for the proposed commercial and leisure offering including incorporation of independent shops, support for an improved cinema, and recreational sports facilities.

Question 4

5.14 Question 4 asked ‘Are there any existing buildings that you feel are important to the character and heritage of Reading Town Centre that could inform the design of the new buildings?’

5.15 Respondents named several buildings including:

- Reading Town Hall
- The Old Tram Station

- The Great Expectations
- Waterstones
- Forbury Place offices
- The Hexagon
- The Blade
- Verto

5.16 Several respondents referenced the demolition of heritage sites in the 1990s.

5.17 A number of respondents expressed their preference towards modern architecture and a move away from the traditional red brick buildings within Reading. Forbury Place offices were named as a successful example of this style in the local context.

Question 5

5.18 Question 5 asked respondents if they had any further feedback to share and provided an open comments box for freeform responses.

5.19 The below summary includes all the feedback received to question 5, along with any general feedback shared via email, telephone conversation, freepost comments card and during the webinar event. The summary is outlined by theme.

Table 5.1 – Summary of feedback

Theme	Summary of feedback
Access	Access to the rear of The Oracle was considered to be potentially dangerous for pedestrians due to the flow of traffic.
Affordable homes	The number affordable units was queried by respondents.
Commercial and leisure uses	One respondent suggested that additional leisure facilities could be incorporated such as a climbing facility and a gym. One respondent proposed that a co-gaming space tailored towards teenagers could prove popular. One respondent suggested a rooftop bar could be included to allow visitors enjoyment of the view over the Thames Valley Basin. One respondent suggested that if the proposals reduced the number of shops this could reduce footfall at The Oracle. Gravity Wandsworth was cited by one respondent as an example of space that caters for both children and adults by offering activities such as mini golf. Some respondents felt that an innovative approach to the leisure offering could attract more visitors than traditional leisure facilities.

	There was an interest in having a theatre / more creative cinema experience, similar to that at Reading Biscuit Factory. Clarification was sought on what the future cinema would look like and how many screens would be included.
Car parking	It was questioned whether any, and how many, vehicle parking spaces would be provided as part of the development.
Construction	It was suggested that construction could reduce footfall, adversely impact the river front and lead to issues on public transport routes.
Consultation	Respondents asked if the Applicant had consulted with the local community. It was questioned whether any further engagement would be undertaken following submission of a planning application.
Co-working space	It was questioned whether this would be the right location for a co-working facility. Attendees at the in-person event felt that co-working spaces could be popular, noting that there were limited locations in the town centre for this. One respondent suggested that co-working spaces could be more accessible if they were available to rent by the hour. It was suggested that gigabit broadband might be considered for professional use within The Oracle.
Cycle connectivity	One respondent noted that cycle connections to the north are poor due to the Inner Distribution Road and suggested the incorporation of cycle infrastructure for easier access. Respondents felt that the existing cycle route along the south bank of the Kennet was poorly adapted and dangerous when used in conjunction by cyclists and pedestrians. . One respondent suggested that the proposals could include cycle parking facilities, charging points for electric bikes and dedicated cycle lane access. Secure cycle parking was suggested by one respondent who felt that the current provision posed a risk regarding theft.
Design	Respondents felt that the existing frontage of the building was dated and recognised that the proposals would improve the overall appearance of the site. One respondent asked whether art would be included as part of the designs. The proximity of the fire evacuation point in relation to the main road was queried. One respondent queried whether there would be cladding incorporated into the designs and what measures would be taken to ensure this would be safe.

Existing uses	Respondents questioned whether there was any more detail on the plans for the existing cinema and other facilities within The Oracle, including restaurants. Attendees at the in-person event noted the importance of the active ground floor uses along the riverfront and the preference for this atmosphere to be retained and enhanced. One respondent expressed a preference towards retaining the existing HMV store. A respondent questioned whether the Next Beauty Store would be removed in the future. Respondents were interested in the future of the House of Frazer store. There was concern about the loss of the Vue cinema and questions regarding what the future cinema would look like and how many screens would be included. One respondent suggested that the current cinema experience at the Vue was poor compared to other venues e.g. Winnersh and Wokingham.
Residential	Respondents questioned whether there was a housing need in the town centre in addition to existing and proposed development. One respondent felt that larger flats could be incorporated to include space for families. Respondents were interested to know more about the Build-to-Rent model and if there were examples of this elsewhere. One respondent suggested that the incorporation of high-density housing would detract from the character of Reading.
Local benefits	It was suggested that the scheme might not provide any benefits to local people.
Local businesses	It was suggested that priority could be given to small local businesses in the new development, with provision allocated for pop-up shops, an artisan market, and sites for local food vendors. Respondents were interested to see more independent food and retail businesses in The Oracle.
Local infrastructure	It was suggested that the proposals could have an adverse impact on local infrastructure including local schools, healthcare, police, and fire services.
Noise impact	One respondent queried whether any noise assessments would be undertaken to consider any possible impacts of the proposed new leisure and commercial facilities on new and existing site neighbours.
Pedestrian routes	One respondent suggested the pedestrianised routes across the Inner Distribution Road could be considered, with ideas including a new bridge to allow for easy access.

	The importance of opening The Oracle up and better connecting it to the wider town would be beneficial for visitors. One respondent suggested that a pedestrian entrance be included at the rear of the site to promote active travel.
Principle of development	There was support for the vision put forward. Others suggested that The Oracle should remain as it is and is important to the character of the town.
Public realm	There was support for public realm improvements. Respondents noted that works could be undertaken to improve the riverfront to support new and existing wildlife. Respondents suggested that the space between the site and Duke street could be integrated into the proposals, and that Yield Hall Place should be improved. One respondent noted that the original Oracle development made a significant public art contribution and suggested that this should be considered. It was questioned whether lighting would be improved in Yield Hall Place. Respondents felt that green landscaping could be more important than hard-surface landscaping in the public spaces. One respondent suggested that planting could be an important feature of the development, noting that the site currently lacks vegetation. Respondents highlighted the importance of including planting that would be resilient in public areas where there would be potential for anti-social behaviour in the evenings and on the weekends. Respondents felt that the existing trees should be retained and supplemented with new planting, rather than replaced. One respondent asked whether the provision of shade was being considered in the landscaping process.
Scale	The height of the development was questioned.
Sustainability	Respondents suggested that the development could have an impact on the carbon footprint of the local area. It was questioned whether sustainability measures other than solar panels were being explored. One respondent enquired about how low energy cooling would be achieved throughout the Oracle. Respondents questioned whether water conservation measures would be put in place. It was questioned whether innovative ventilation systems would be incorporated into the designs.

Traffic	One respondent believed that the development could have an impact on traffic flow within Reading.
University	It was suggested that the development make provision for integration with the university.

6. Applicant's Response

- 6.1 All of the feedback received as part of the consultation has been considered during the evolution of the plans.
- 6.2 The Applicant's Response to the key comments raised and outlined in Chapter 5 is summarised below in Table 6.1.

Table 6.1 – Applicant's response

Theme	Applicant's response
Access	Detailed consultation has been undertaken with a number of partner organisations in relation to access. The site will be accessible with dedicated drop-off bays provided and secure cycle parking facilities.
Affordable homes	The intention would be to provide 'Discounted Market Rent' (DMR) units as part of the Build-To-Rent scheme.
Car parking	No additional car parking spaces will be provided other than for blue badge holders, in line with RBC policy guidelines. The site is well connected in close proximity to bus stops and Reading train station. The proposals would also seek to improve pedestrian and cycle connectivity to the site and into the town centre through public realm improvements to encourage active travel.
Commercial and leisure uses	The investment will upgrade the existing retail and leisure offer, by repurposing the former Debenhams department store. It will provide modern retail and entertainment amenities to ensure The Oracle remains at the destination's heart, such as a bowling alley to ensure a contemporary leisure offer that both engages and excites visitors along the riverside. The proposals would also reconfigure the existing Vue Cinema to ensure it provides an up to date, high-quality film experience for its customers.

Construction	Subject to planning permission, it is expected that construction would commence in 2023 and the process is anticipated to take approximately two years. Subject to planning and construction timelines, the first homes could be available for occupancy in 2025. Before construction works begin a detailed Construction Environmental Management Plan which will ensure the construction activities are managed in a way which will cause the minimum disruption to the town centre. We will provide more information on this as we continue to develop our plans.
Consultation	To raise awareness of the consultation, the Applicant distributed an information leaflet to c.1300 site neighbours, alongside a social media campaign to promote the consultation. A dedicated project website with information about the proposals was hosted at www.theoracleconsultation.co.uk. The Applicant held a public drop-in event at The Oracle on 12 August. Display material was available to view at The Oracle following the event until 26 August for those unable to attend on 12 August. A live public webinar was also held on 23 August for members of the public to ask questions. A recording of the webinar was added to the project website on 24 August. A series of discussions have been held with officers and councillors at Reading Borough Council through the pre-application phase to seek their thoughts on the emerging ideas and ambitions for the redevelopment of this key town centre asset. This included meetings with RBC Design Review Panel and the Future Developments of Reading Forum.
Co-working space	Flexible co-working space is proposed and will be accessible to those who want to work from the town centre, including future residents of the new homes. The proposals have been designed to enhance the current offer by responding to new ways, post-covid, in how we work, socialise and live in our town centres, ensuring that The Oracle and town centre thrive for generations to come.
Cycling	In accordance with local authority requirements, secure and covered cycle parking will be provided in each block for both residents and visitors. The Applicant does not intend to alter the cycle route along the south bank of the river.

Design	The design process has been informed by the setting and history of the site, drawing inspiration from the local context of Reading Town Centre. The Applicant has developed the design of the proposals through feedback received at the Design Review Panels, stakeholder meetings and consultation events. The design has been subject to rigorous assessment on safety, in particular in relation to fire. Two escape stairs, and dedicated fire lifts are provided in each wing of each block where higher than 18m (all except for one low rise block). Each home and commercial space will have smoke detectors and sprinklers. The buildings are predominantly clad with brick and with non-flammable materials.
Existing uses	The existing retail and leisure offer would be upgraded as part of the proposals. Retail, alongside new commercial and leisure uses, will remain the focus of the shopping centre. The cinema will be re-provided to provide an up to date, high-quality film experience for its customers.
Residential	The proposals include 449 Build to Rent homes ranging in size from studios to three-bedroom homes, as well as an extensive amenity offering for residents. The Applicant is committed to enhancing the current offer of The Oracle by responding to new ways, post-covid, in how we work, socialise and live in our town centres. New residents living in, and enjoying the amenities of, the town centre will help to ensure that The Oracle and town centre thrive for generations to come. New town centre homes will also help to free up HMOs that can be converted back into family housing, as well as attract young professionals and graduates who will benefit from having a variety of amenities on their doorstep. All of the homes will be Build-to-Rent (BTR) featuring a mix of apartment sizes.
Local benefits	The proposals will reinvigorate the eastern end of The Oracle and the riverfront and deliver new high quality contemporary homes in the heart of the town. This will enhance the offer of the centre as a whole and ensure that The Oracle remains a forward-looking destination for residents and visitors by creating an active community within the town centre and encouraging spending in the local economy.

	The addition of new and modernised leisure uses will ensure Reading town centre can maintain its role in the retail hierarchy and enable it to effectively compete with other locations and increase the overall attractiveness of the town centre. The ground floor uses include restaurant space, co-working space, maker spaces and a cinema. Improvements to the public realm will help to open up the eastern end of The Oracle, improving connectivity with shops and services on London Street. The following enhancements will be implemented: • Reopening the entrance at the corner of Minster Street and Yield Hall Place • Improving the experience at the junction of Minster Street and Yield Hall Place by improving the visual experience of passing through the archway • Improving the environment along Yield Hall Place from the north through to London Street • Creating an improved public realm at the junction of London Street and the Inner Distribution Road, with interventions to improve the pedestrian experience and to enhance visual permeability from south towards the town centre
Local businesses	Our vision would reinforce The Oracle as a vibrant destination and ‘place to be’ throughout the day and night. The retailer mix at The Oracle has transformed in the last few years, with household brands complementing new experiential stores, independent restaurants, and vibrant pop-ups, ensuring the centre remains relevant and attractive to customers and the wider community.
Local infrastructure	The proposals would deliver a number of benefits to the local area, in particular the improvements to the public realm. Discussions with RBC are ongoing and financial contributions towards local services would be agreed through statutory s106 agreements and CIL payments.
Noise impact	The Applicant has commissioned a Noise Report prepared by Hydrock that accompanies this submission and confirms that appropriate acoustic conditions can be achieved within proposed shared outdoor amenity areas, and habitable rooms, with the implementation of relatively standard acoustic mitigation measures.

Pedestrian routes	The proposals include improvement to pedestrian connections to the south of the site. This will be delivered through improvements to London Street and the town centre in addition to working alongside Reading Borough Council to enhance pedestrian crossing across the Inner Distribution Road. The public realm at the junction of Minister Street and Yield Hall Place will be reopened and improvements will be made to the environment along Yield Hall Place from the north though to London Street. Pedestrians will benefit from improvements to the junction of London Street and the Inner Distribution Road.
Principle of development	The Applicant creates vibrant, continually evolving spaces, in and around thriving towns and cities, where people and brands want to be. The proposals will help the Oracle to continue to perform its vital role in Reading Town Centre, future proofing the centre The site and Reading have a rich and fascinating history, which has informed the design decisions and influenced the look and feel of the proposed buildings. The scheme seeks to integrate into Reading's townscape and give the new buildings a strong and attractive identity that respects of Reading's past and is optimistic about its future.
Public realm	Improvements to the public realm will help to open up the eastern end of The Oracle, improving connectivity with shops and services on London Street. The following enhancements will be implemented: •Reopening the entrance at the corner of Minster Street and Yield Hall Place •Improving the experience at the junction of Minster Street and Yield Hall Place by improving the visual experience of passing through the archway •Improving the environment along Yield Hall Place from the north though to London Street •Creating an improved public realm at the junction of London Street and the Inner Distribution Road, with interventions to improve the pedestrian experience and to enhance visual permeability from south towards the town centre

Scale	The Applicant has carefully considered the scale of the proposed buildings and are confident that there is potential for between 15 and 20 storeys built in a considered manner. A heritage and townscape visual impact assessment will be provided with the planning application, which will consider the proposed building heights in relation to the surrounding townscape and heritage assets. Further detail is included in the accompanying Design and Access Statement.
Sustainability	The proposals would seek to implement the Applicant's Net Zero approach, which goes above and beyond regulatory requirements. Renewable energy features such as water source heat pumps and solar panelling will be considered. The scheme will target BREEAM excellence rating by creating sustainable future-proof buildings from the construction process through into the long-term use. Recycled and reused materials will be used where possible through the design and construction process to reduce the carbon footprint of the development.
Traffic	Technical assessments indicate that additional car trips would be kept to a minimum because the proposals do not provide new spaces for parking. The Applicant is investigating the delivery process for each block and providing dedicated drop off bays to avoid traffic congestion. Further detail is included in the accompanying Transport Assessment.
University	The Applicant is committed to working with local partners to best enhance the offering of The Oracle.

7. Conclusion

- 7.1 The Applicant has undertaken a comprehensive strategy for pre-application consultation with key stakeholders and the local community. This engagement has enabled the project team to build an understanding of the local context and raise awareness of the proposals.
- 7.2 The Applicant has engaged with the community through a range of activities including pre-application awareness raising with key stakeholders; distribution of a leaflet; social media advertising; hosting a project website; hosting a public drop-in event and static exhibition at The Oracle; holding a live webinar and providing a recording of the event on the project website.
- 7.3 All of the feedback received as part of the consultation has been considered during the evolution of the plans.
- 7.4 In summary, the Applicant considers that the pre-application engagement undertaken with the local community and stakeholders has been timely, meaningful and effective.

Appendix 1: Leaflet and Poster



Creating a vibrant future for The Oracle

Hammerson would like to hear your feedback on proposals to revitalise The Oracle. We would like to share our long-term aspirations and introduce our vision to regenerate the eastern end of the centre which includes:



A reconfigured retail offer to meet the changing demands of retailers



High-quality, purpose-built homes for rent, professionally managed at the heart of the town centre



A modernised entertainment and leisure offer that reinforces The Oracle as the place to be, throughout the day and night



Enhanced pedestrian connectivity and improved public spaces along the riverfront

Scan to find out more

Further details regarding consultation events are also included overleaf



How can I find out more?

Attend our consultation events as detailed below:



In-person event at The Oracle on Friday 12th August

Drop-in anytime between **11am-4pm** to the former Crew unit (located on level 1 in Holybrook mall, directly opposite Hugo Boss). If you're unable to attend, the information will also be available to view at this location from **12 - 26 August**.



Live webinar on Tuesday 23rd August

The online event will run between **6-7pm** and includes a presentation and Q&A session. Register to attend via our website at **www.theoracleconsultation.co.uk**.

Have your say

Your views are important to us. We invite you to share your feedback with us by **26 August 2022**, before we finalise the proposals and submit a planning application to Reading Borough Council. You can share your feedback by:



Visiting our website **www.theoracleconsultation.co.uk**



Emailing us at **contact@theoracleconsultation.co.uk**



Calling our Freephone number on **0808 1688 296** and a member of the team will call you back



Attend one of our consultation events detailed above

2
||| |||





Creating a vibrant future for The Oracle

Hammerson would like to hear your feedback on proposals to revitalise The Oracle. We would like to share our long-term aspirations to ensure that it remains a thriving destination in Reading Town Centre. The proposals would regenerate the eastern end of The Oracle to include a reconfigured retail, entertainment and leisure offer along with high-quality, purpose-built homes for rent and enhanced public spaces along the riverfront.

Find out more and share your feedback at our consultation events



In-person event at The Oracle on Friday 12th August

Drop-in anytime between **11am-4pm** to the former Crew unit (located on level 1 in Holybrook mall, directly opposite Hugo Boss). If you're unable to attend, the information will also be available to view at this location from **12 - 26 August**.



Live webinar on Tuesday 23rd August

The online event will run between **6-7pm** and includes a presentation and Q&A session with members of the project team. Register to attend via our website at **www.theoracleconsultation.co.uk**.

For further information please visit:

www.theoracleconsultation.co.uk

@ contact@theoracleconsultation.co.uk

☎ **0808 1688 296**

Scan to find
out more



Appendix 2: Website

Creating a vibrant future for The Oracle

[Welcome](#) [The site](#) [The vision](#) [Public space](#) [Have your say](#)



Welcome to our consultation website on our vision to revitalise The Oracle

Hammerson is working to enhance the current offer of The Oracle and would like to understand what changes may be necessary to continue to benefit visitors, businesses, Reading Town Centre and the surrounding area. We'd like to hear your thoughts on one of the areas we're exploring to ensure it remains a vibrant thriving destination.

This website provides you with the details of **our vision** for the site and invites you to be involved in **shaping the plans**.

Public consultation

Thank you to those who attended our drop-in event at The Oracle on Friday 12th August. The information remains available to view in the former Crew Unit (located on level 1 in Holybrook mall, directly opposite Hugo Boss) until Friday 26th August.

We also hosted a live webinar on Tuesday 23rd August. The event included a presentation followed by a Q&A session with members of the project team. You can watch a recording of the event below.



You can also email the team [here](#) or call Freephone 0808 168 8296, leave a message and a member of the team will call you back.

About Hammerson

Hammerson create vibrant, continually evolving spaces, in and around thriving towns and cities, where people and brands want to be

Hammerson owns and manages The Oracle, a major retail and leisure destination in Reading and key contributor to the town's economy. The retailer mix at The Oracle has transformed in the last few years, with household brands complementing new experiential stores, independent restaurants and vibrant pop-ups, ensuring the centre remains relevant and attractive to customers and the wider community.

Our ambition now is to reimagine The Oracle for the future to ensure that it remains a thriving destination in Reading Town Centre. We are committed to enhancing the current offer by responding to new ways, post-covid, in how we work, socialise and live in our town centres, ensuring that The Oracle and town centre thrive for generations to come. Further detail on our vision can be seen [here](#).

You can find out more about Hammerson by visiting www.hammerson.com



Contact us



0808 1688 296



contact@theoracleconsultation.co.uk

Creating a vibrant future for The Oracle

[Welcome](#) [The site](#) [The vision](#) [Public space](#) [Have your say](#)

The site

We would like to share our long-term aspirations for The Oracle and introduce our vision to regenerate the eastern end of the centre, which includes the former Debenhams unit, located north of the River Kennet, and the Vue Cinema and restaurants to the south of the river. Both are bounded to the west by existing shops in the Oracle and to the east by Yield Hall Place.



Site layout - click to enlarge

The evolution of the site

The site has evolved over time and has a long history as a place of work and industry. It previously housed a tannery and watermill, as well as one of the country's first workhouses in the 17th century, and most recently the Simonds Brewery and the Reading Transport bus depot. The bus depot was demolished in the late 20th century to make way for The Oracle.

The site and Reading have a rich and fascinating history, which will inform the design decisions and influence the look and feel of the buildings. The scheme will seek to integrate into Reading's townscape and give the new buildings a strong and attractive identity that respects of Reading's past and is optimistic about its future.



19th Century - click to enlarge



20th Century - click to enlarge



The Oracle today - click to enlarge

Our plans will help the Oracle to continue to perform its vital role in Reading Town Centre – enhancing the current offer by responding to new ways of working, socialising and living in our town centres. This will be achieved by providing:



A revitalised and reconfigured retail offer to meet the changing demands of retailers



High-quality, purpose-built homes for rent, professionally managed at the heart of the town centre



A modernised entertainment and leisure offer that reinforces The Oracle as, the place to be, throughout the day and night



Enhanced pedestrian connectivity in and around The Oracle and improved public spaces along the riverfront

Click [here](#) to view more about our vision for the site.

Contact us

 0808 1688 296

 contact@theoracleconsultation.co.uk

Creating a vibrant future for The Oracle

[Welcome](#) [The site](#) [The vision](#) [Public space](#) [Have your say](#)

The vision

Our vision is to create a genuine mixed-use quarter complementing the retail and leisure offer, providing high quality, managed, residential rental homes, and co-working environment in the heart of the town centre.

An early illustrative sketch to show how the eastern end of the centre could be regenerated is shown within the red line boundary.



Shop and play

This investment would upgrade the existing retail and leisure offer, by replacing the former Debenhams department store and providing modern retail and entertainment amenities to ensure that The Oracle remains relevant with a new diversified offer.

Retail will remain at the destination's heart, alongside new commercial and entertainment uses, such as a bowling alley to ensure a contemporary leisure offer that both engages and excites visitors along the riverside. The proposals would reconfigure the existing Vue Cinema to ensure it provides a high-quality film experience for its customers.



Illustrative sketch of the view from the Oracle bridge looking west - [click to enlarge](#)

Work and live

The proposals would enhance The Oracle experience by providing a residential and working environment, alongside new leisure and entertainment facilities.

Across the two sites there is the potential to deliver c.475 homes with a variety of apartment types and sizes along with an extensive amenity offering for residents. Flexible co-working spaces are also proposed to respond to new ways, post-covid, in which we work and live in our town centres.

Hammerson is working alongside Packaged Living to deliver high quality, contemporary homes to rent which foster a sense of community. Packaged Living is a bespoke, Build-to-Rent operator and developer that has grown a pipeline of c.5,000 homes nationwide since its inception in 2018 with major developments spanning the UK. Imagery from other Packaged Living schemes is included on this website.



Illustrative sketch of the view from the curved bridge looking east - [click to enlarge](#)

What is Build-to-Rent?

Build to Rent developments provide high quality purpose built homes, designed for rent rather than sale. Homes are professionally managed by a single company, rather than individual landlords, and longer-tenancies can be provided which offer security in the private rented sector.

Packaged Living track record



Aubery Place, Milton Keynes



Heyrold Street, Manchester

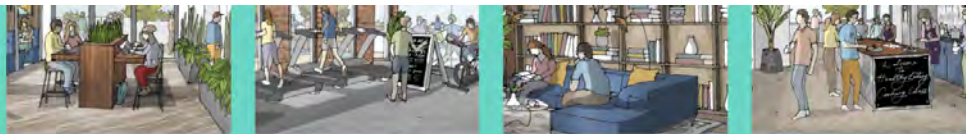


Quayside, Newcastle



Highercross, Leicester





Imagery to illustrate the flexible and communal spaces that could be provided in Build to Rent accommodation

Sustainability

Hammerson is committed to sustainability, having set industry-leading targets to be Net Zero by 2030 for:



Carbon



Water



Resource use



Social Impacts

The proposals would seek to implement this Net Zero approach, which goes above and beyond regulatory requirements. Renewable energy features such as water source heat pumps and solar panelling will be considered. The scheme will target BREEAM excellence rating by creating sustainable future-proof buildings from the construction process through into the long-term use.

Recycled and reused materials will be used where possible through the design and construction process to reduce the carbon footprint of the development.



Examples of renewable energy features - click to enlarge

Contact us



0808 1688 296



contact@theoracleconsultation.co.uk

Creating a vibrant future for The Oracle

[Welcome](#) [The site](#) [The vision](#) [Public space](#) [Have your say](#)

Public space improvements

Through improving connectivity and public spaces, the proposals will seek to optimise the riverside location of The Oracle and create a positive and welcoming gateway to Reading Town Centre.

Our ambition is to deliver significant improvements to publicly accessible spaces. We aspire to enhance The Oracle 'experience' and position the centre as a well-connected focal point for work, life and leisure within the town centre.

We are currently exploring ways of achieving this, including:

- Improving pedestrian links to the south of the site by connecting London Road to the town centre and improving pedestrian crossings across the Inner Distribution Road
- New landscaping along the riverfront to open up the centre and create a pleasant riverside environment for visitors and residents
- Improving the attractiveness of the area surrounding Yield Hall Lane
- Introducing new green spaces, trees and planting to increase biodiversity and optimise the surrounding environment



Image illustrating areas for potential public space improvements - click to enlarge

Landscape principles

Our vision has been inspired by creating positive public spaces at the heart of The Oracle, along the riverfront, for those visiting, working and living at the centre and in the town centre more widely. Click each sketch below to enlarge and see key landscape principles.



Enhance and activate ground floor uses which look onto public open spaces



Use of new planting and landscaping to create distinct green spaces through the site



Open-up onto and embrace river views



Utilise sunny spots



Establish sense of place, creating spaces with character that enhance The Oracle 'experience'

Contact us

 0808 1688 296

 contact@theoracleconsultation.co.uk

Have your say

Feedback

Thank you for taking the time to share your feedback with us and attend our events, including the drop-in event and static exhibition at The Oracle and our webinar event – which can be viewed [here](#).

We will consider your feedback as we finalise our plans before submitting a full planning application to Reading Borough Council later who will undertake their own consultation on the application.

Contact us

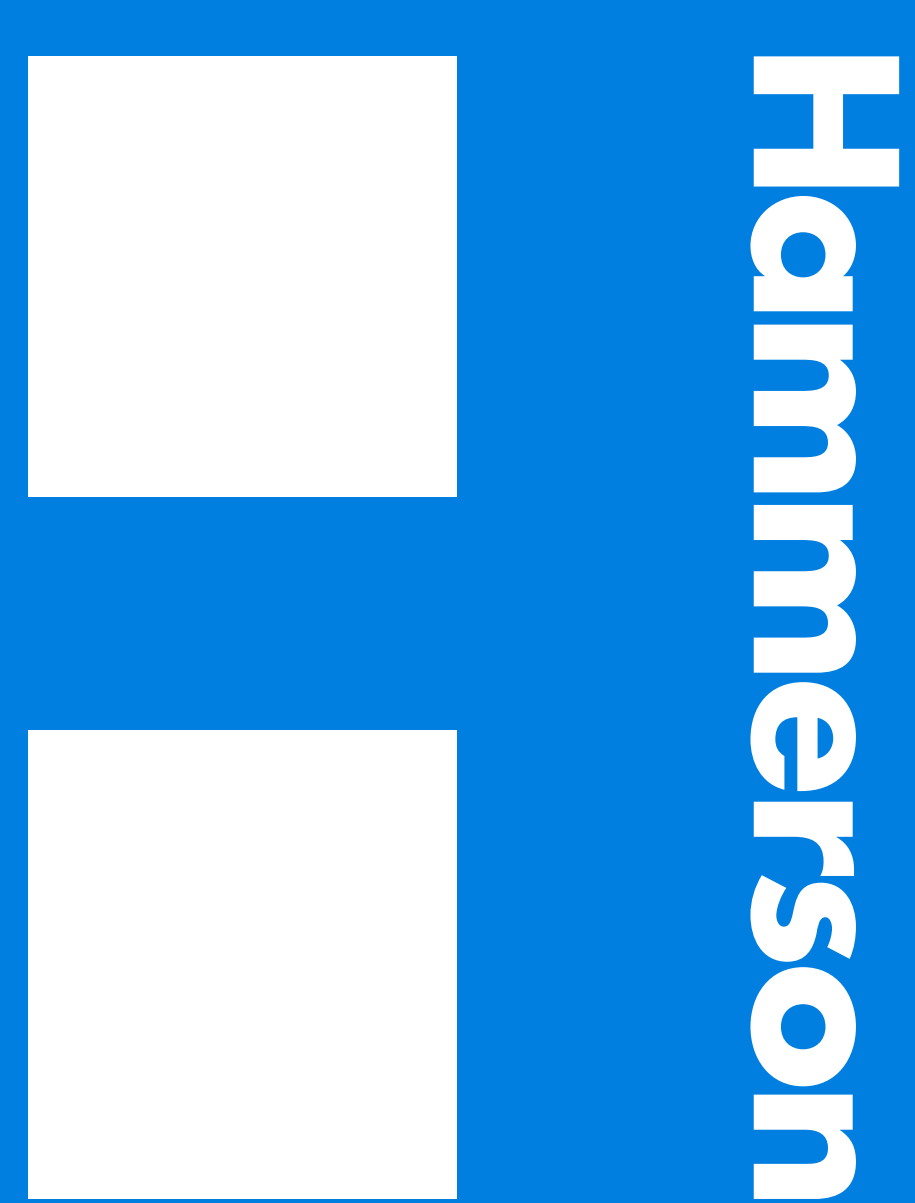


0808 1688 296



contact@theoracleconsultation.co.uk

Appendix 3: Event Material



Welcome



Welcome to our consultation event on our vision to revitalise The Oracle

Hammerson is working to enhance the current offer of The Oracle and would like to understand what changes may be necessary to continue to benefit visitors, businesses, Reading Town Centre and the surrounding area. We'd like to hear your thoughts on one of the areas we're exploring to ensure it remains a vibrant thriving destination.

This event provides you with the details of our vision for the site and invites you to be involved in shaping the plans.

About Hammerson

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Our ambition now is to reimagine The Oracle for the future to ensure that it remains a thriving destination in Reading Town Centre. We are committed to enhancing the current offer by responding to new ways, post-covid, in how we work, socialise and live in our town centres, ensuring that The Oracle and town centre thrive for generations to come.

You can find out more about Hammerson by visiting **www.hammerson.com**.

For further information please visit:

www.theoracleconsultation.co.uk

@ contact@theoracleconsultation.co.uk

☎ 0808 1688 296

Scan to
find out
more



The site

We would like to share our long-term aspirations for The Oracle and introduce our vision to regenerate the eastern end of the centre, which includes the former Debenhams unit, located north of the River Kennet, and the Vue Cinema and restaurants to the south of the river. Both are bounded to the west by existing shops in The Oracle and to the east by Yield Hall Place.

The evolution of the site

The site has evolved over time and has a long history as a place of work and industry. It previously housed a tannery and watermill, as well as one of the country's first workhouses in the 17th century, and most recently the Simonds Brewery and the Reading bus depot. The bus depot was demolished in the late 20th century to make way for The Oracle.

The site and Reading have a rich and fascinating history, which will inform the design decisions and influence the look and feel of the buildings. The scheme will respond to Reading's townscape and give the new buildings a strong and attractive identity that respects of Reading's past and is optimistic about its future.



Our vision is to regenerate the eastern end of the centre as shaded in red

What's next?

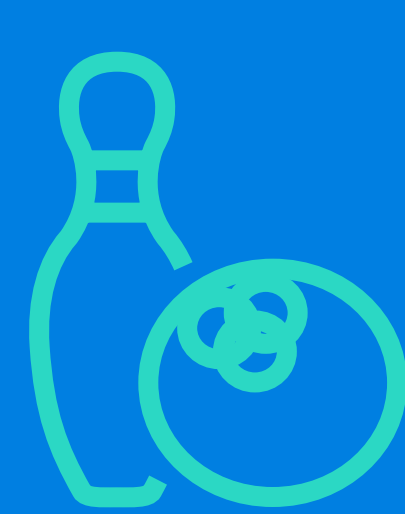
Our plans will help The Oracle to continue to perform its vital role in Reading Town Centre – enhancing the current offer by responding to new ways of working, socialising and living in our town centres. This will be achieved by providing:



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High-quality, purpose-built homes for rent, professionally managed at the heart of the town centre



A modernised entertainment and leisure offer that reinforces The Oracle as, the place to be, throughout the day and night



Enhanced pedestrian connectivity and improved public spaces in and around The Oracle

For further information please visit:

www.theoracleconsultation.co.uk

@ contact@theoracleconsultation.co.uk

☎ 0808 1688 296

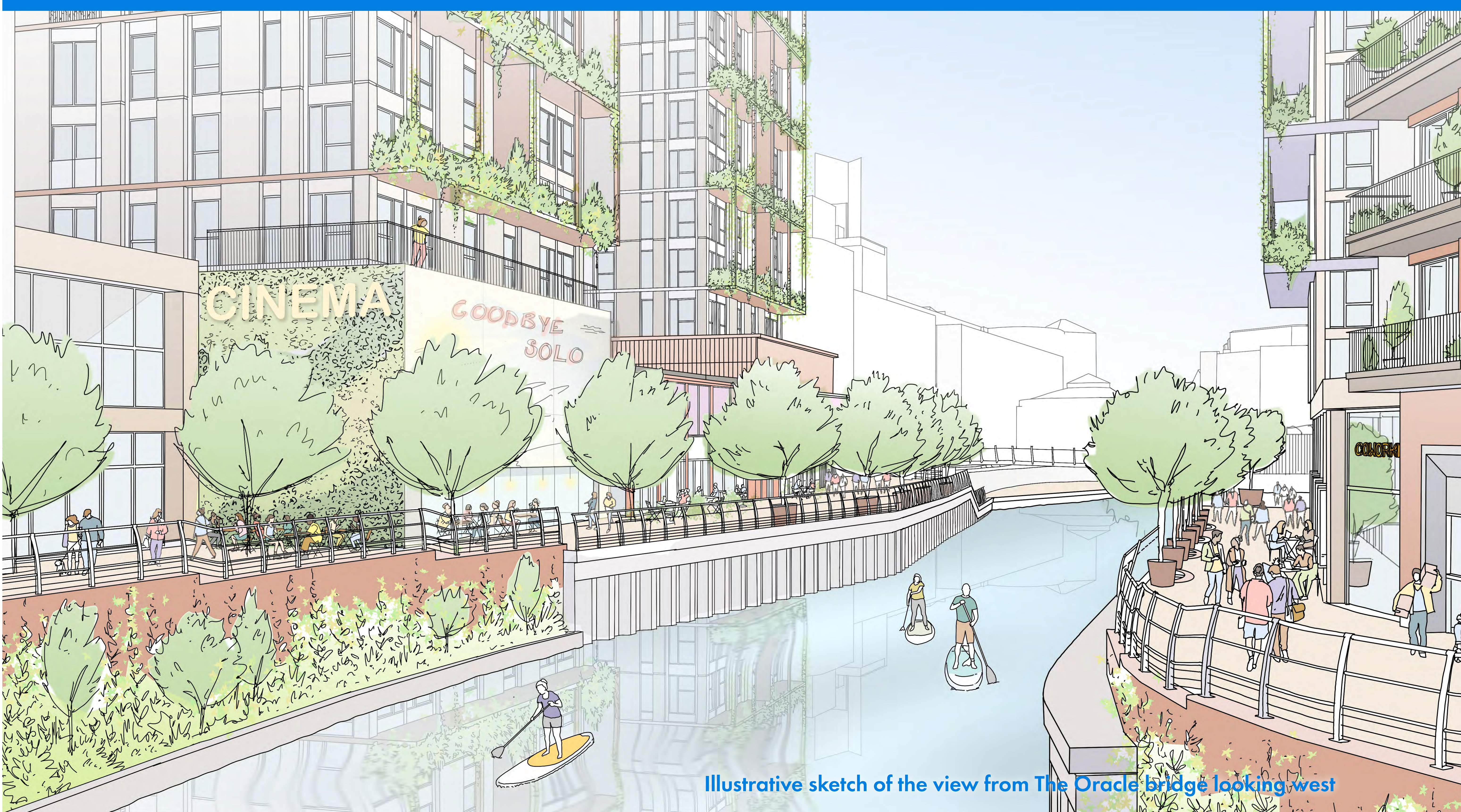
Scan to
find out
more





Hammerson

The vision



Illustrative sketch of the view from The Oracle bridge looking west

Our vision is to create a genuine mixed-use quarter complementing the retail and leisure offer, providing high quality, managed, residential rental homes, and co-working environment in the heart of the town centre.

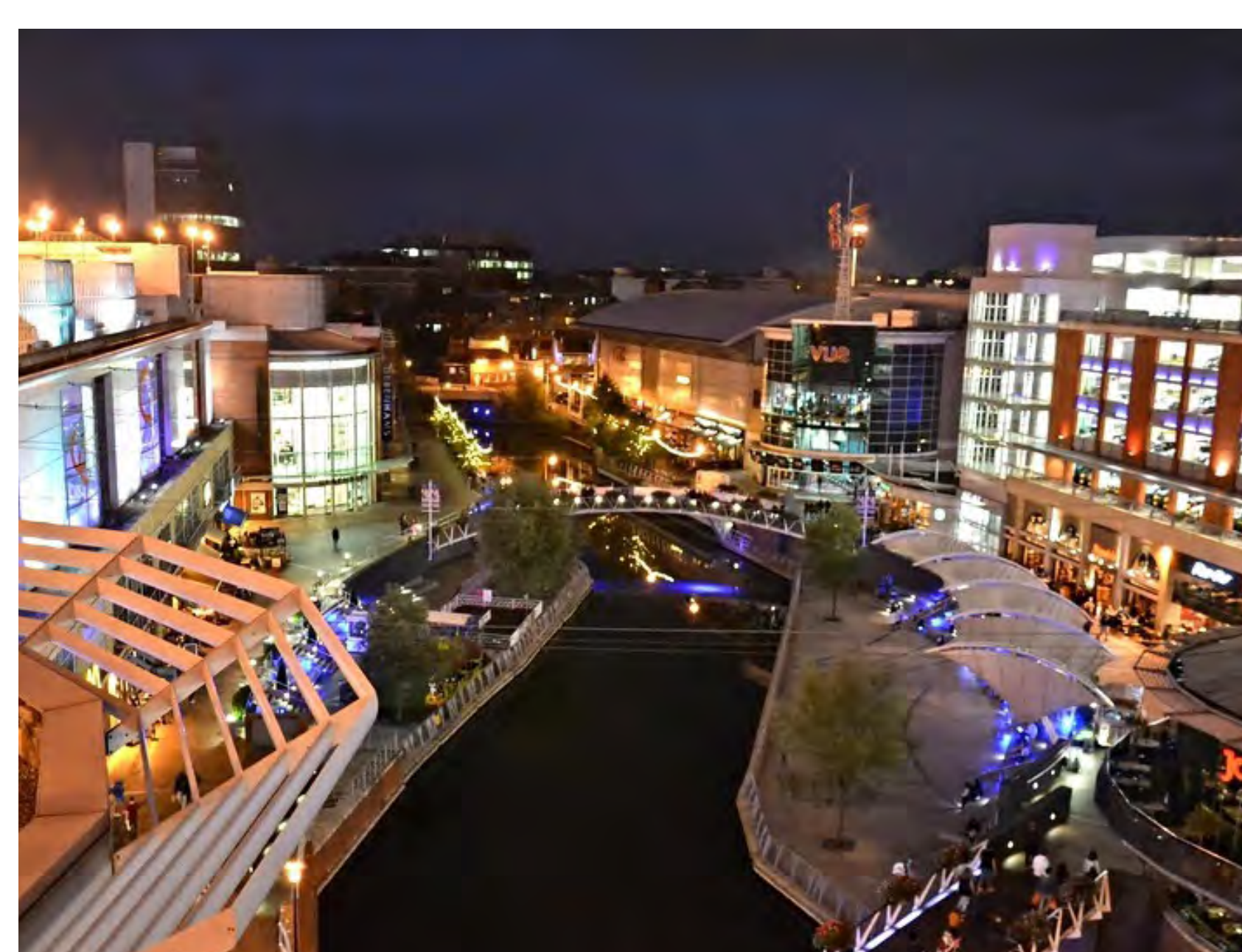
Shop and play

This investment would upgrade the existing retail and leisure offer, by redeveloping the former Debenhams department store and providing modern retail and entertainment amenities to ensure The Oracle remains relevant with a new diversified offer.

Retail will remain at the heart of The Oracle, alongside new commercial and entertainment uses, such as a bowling alley to ensure a contemporary leisure offer that both engages and excites visitors along the riverside. The proposals would reconfigure the existing Vue Cinema to ensure it provides a high-quality film experience for its customers.



Illustrative image of the entrance to the new commercial and entertainment uses



For further information please visit:

www.theoracleconsultation.co.uk

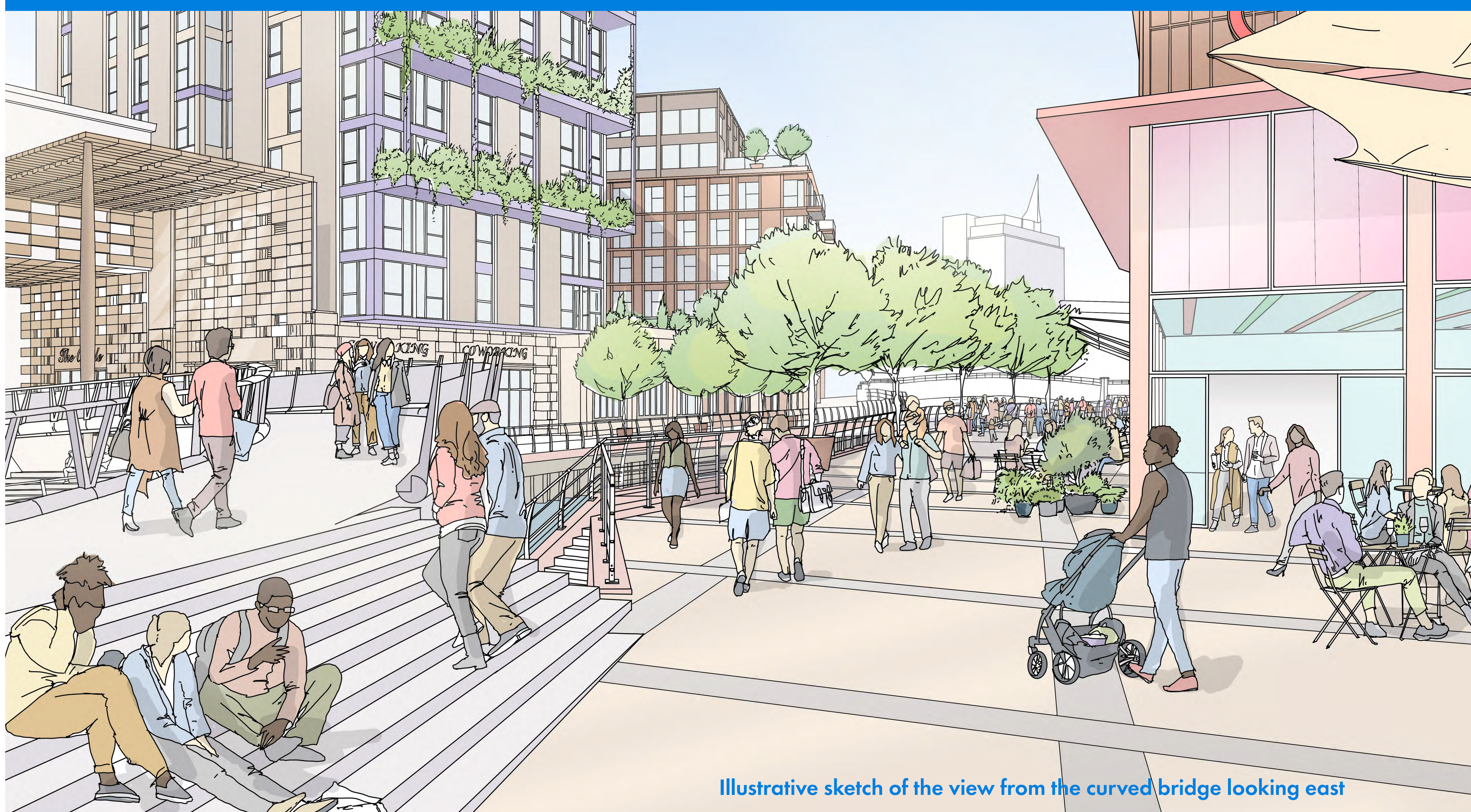
@ contact@theoracleconsultation.co.uk

☎ 0808 1688 296

Scan to
find out
more



The vision



Illustrative sketch of the view from the curved bridge looking east

Work and live

The proposals would enhance The Oracle experience by providing a residential and working environment, alongside new leisure and entertainment facilities.

Across the two sites there is the potential to deliver c.475 homes with a variety of apartment sizes along with an extensive amenity offering for residents. Flexible co-working spaces are also proposed to respond to new ways, post-covid, in which we work and live in our town centres.

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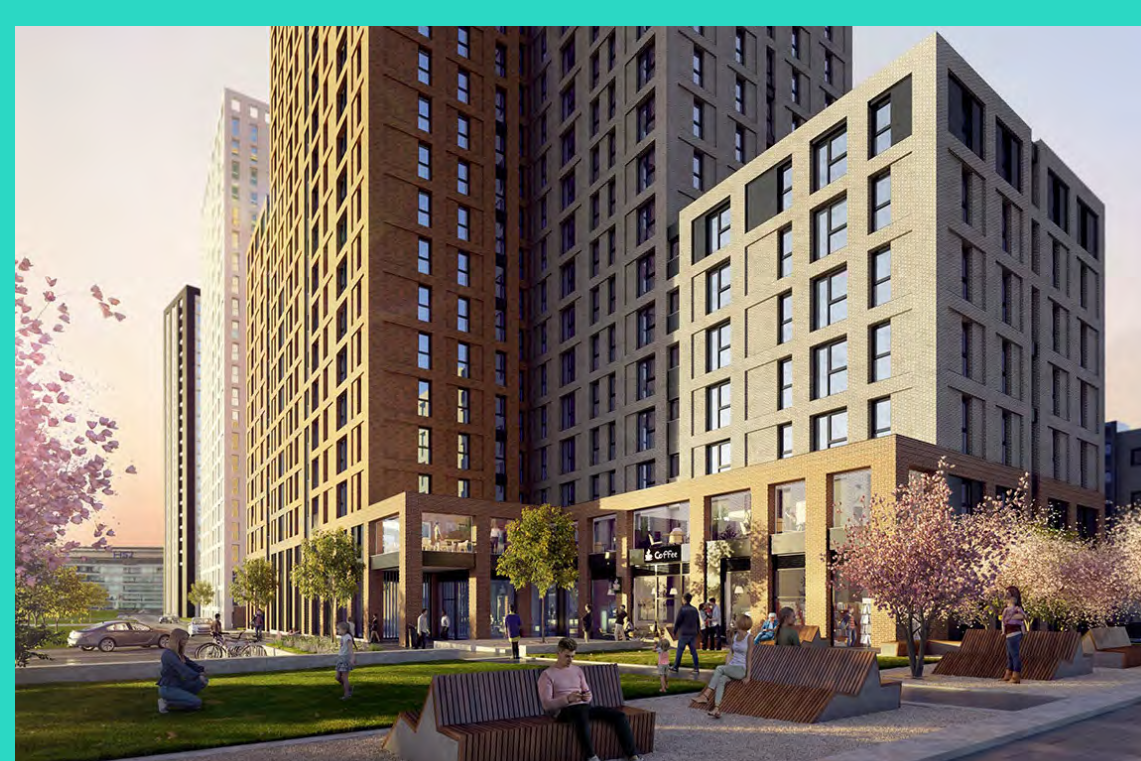
What is Build-to-Rent?

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Packaged Living track record



Aubery Place, Milton Keynes



Heyrod Street, Manchester



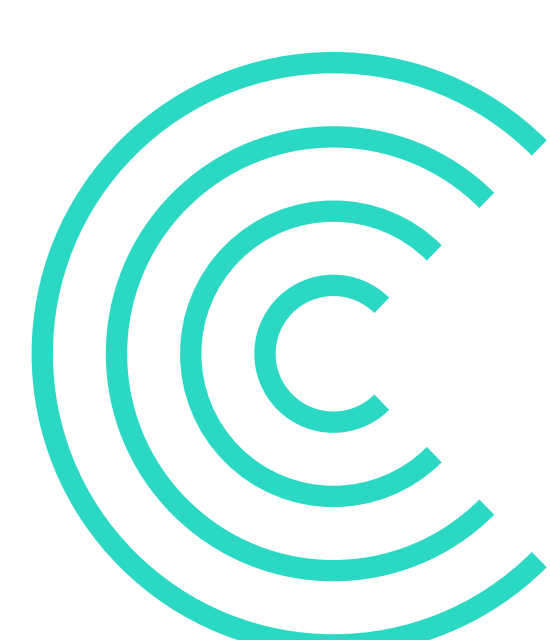
Quayside, Newcastle



Highcross, Leicester

Sustainability

Hammerson is committed to sustainability, having set industry-leading targets to be Net Zero by 2030 for:



Carbon



Water



Resource
use



Social
impacts

The proposals would seek to implement this Net Zero approach, which goes above and beyond regulatory requirements. Renewable energy features such as water source heat pumps and solar panelling will be considered. The scheme will target BREEAM excellence rating by creating sustainable future-proof buildings from the construction process through into the long-term use.

Recycled and reused materials will be used where possible through the design and construction process to reduce the carbon footprint of the development.

For further information please visit:

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Hammerson

Public space improvements

Through improving connectivity and public spaces, the proposals will seek to optimise the riverside location of The Oracle and create a positive and welcoming gateway to Reading Town Centre.

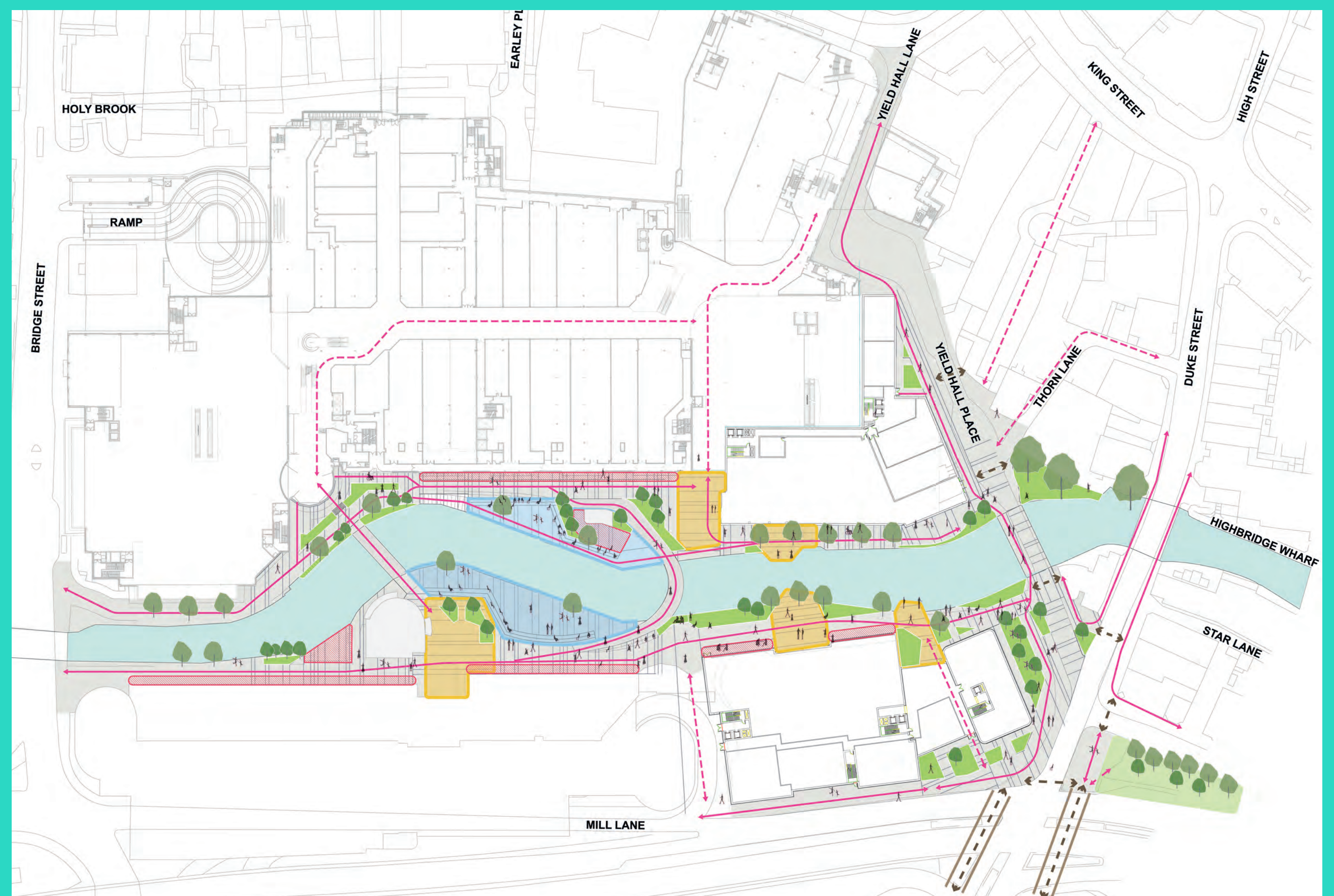


Image illustrating areas for potential public space improvements

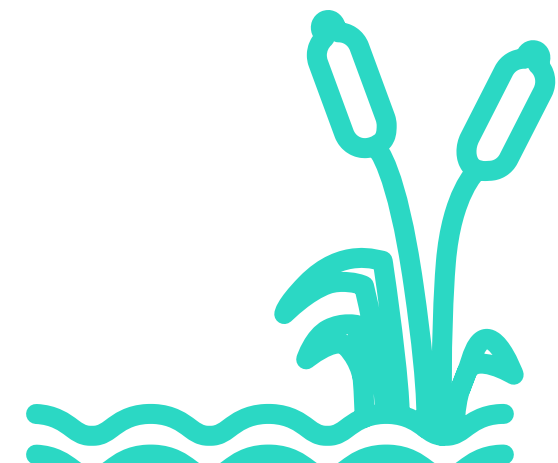
Our ambition is to deliver significant improvements to publicly accessible spaces. We aspire to enhance The Oracle 'experience' and position the centre as a well-connected focal point for work, life and leisure within the town centre. We are currently exploring ways of achieving this, including:



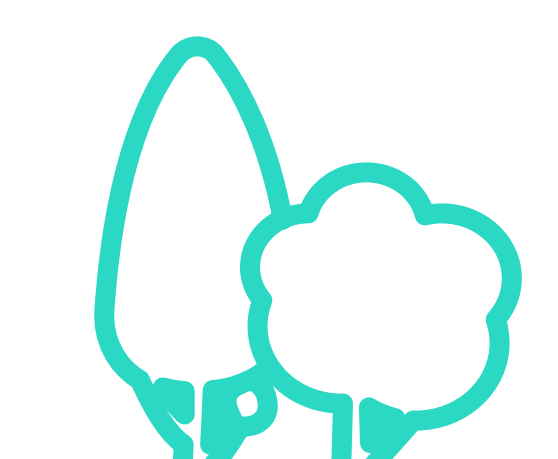
Improving pedestrian links to the south of the site by connecting London Road to the town centre and improving pedestrian crossings across the Inner Distribution Road



Improving the attractiveness of the area surrounding Yield Hall Lane



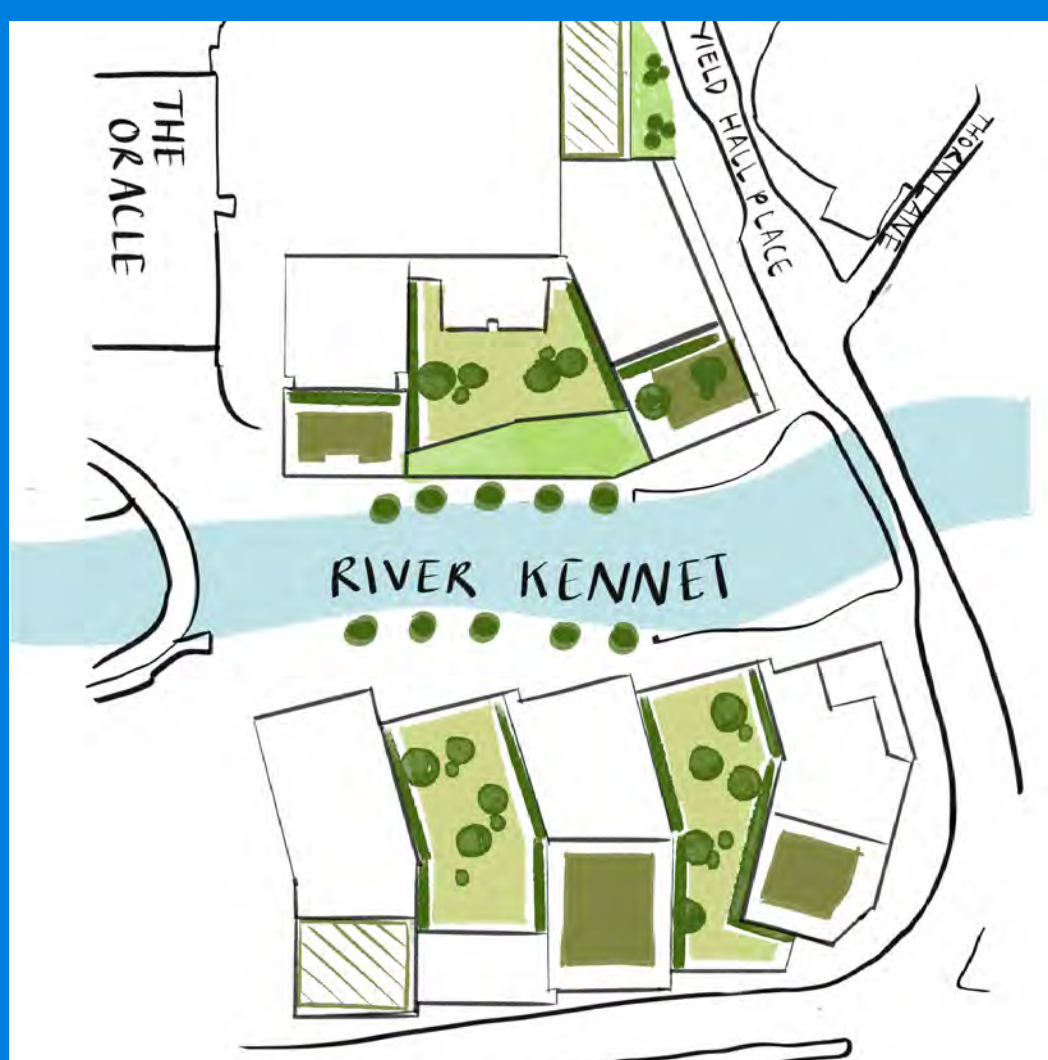
New landscaping along the riverfront to open up the centre and create a pleasant riverside environment for visitors and residents



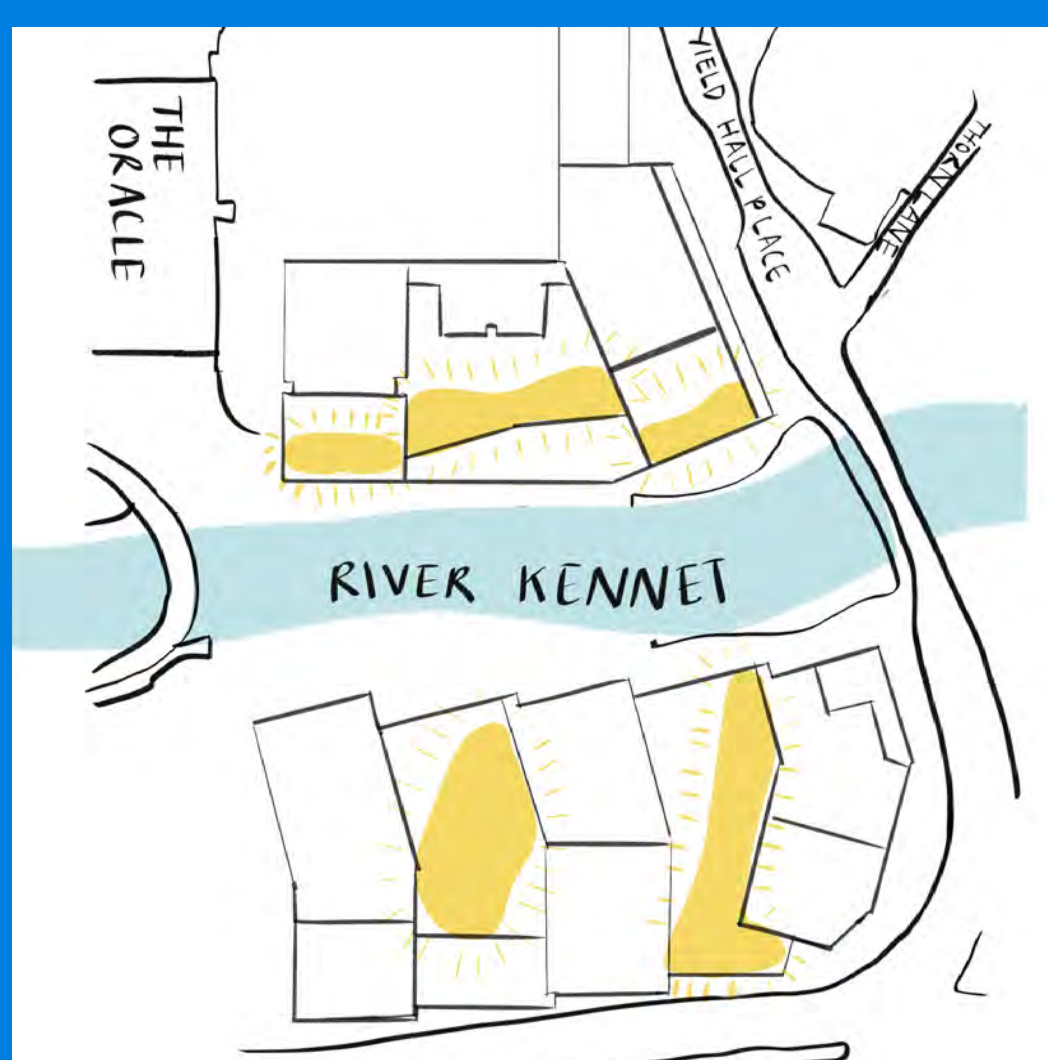
Introducing new green spaces, trees and planting to increase biodiversity and optimise the surrounding environment

Landscape principles

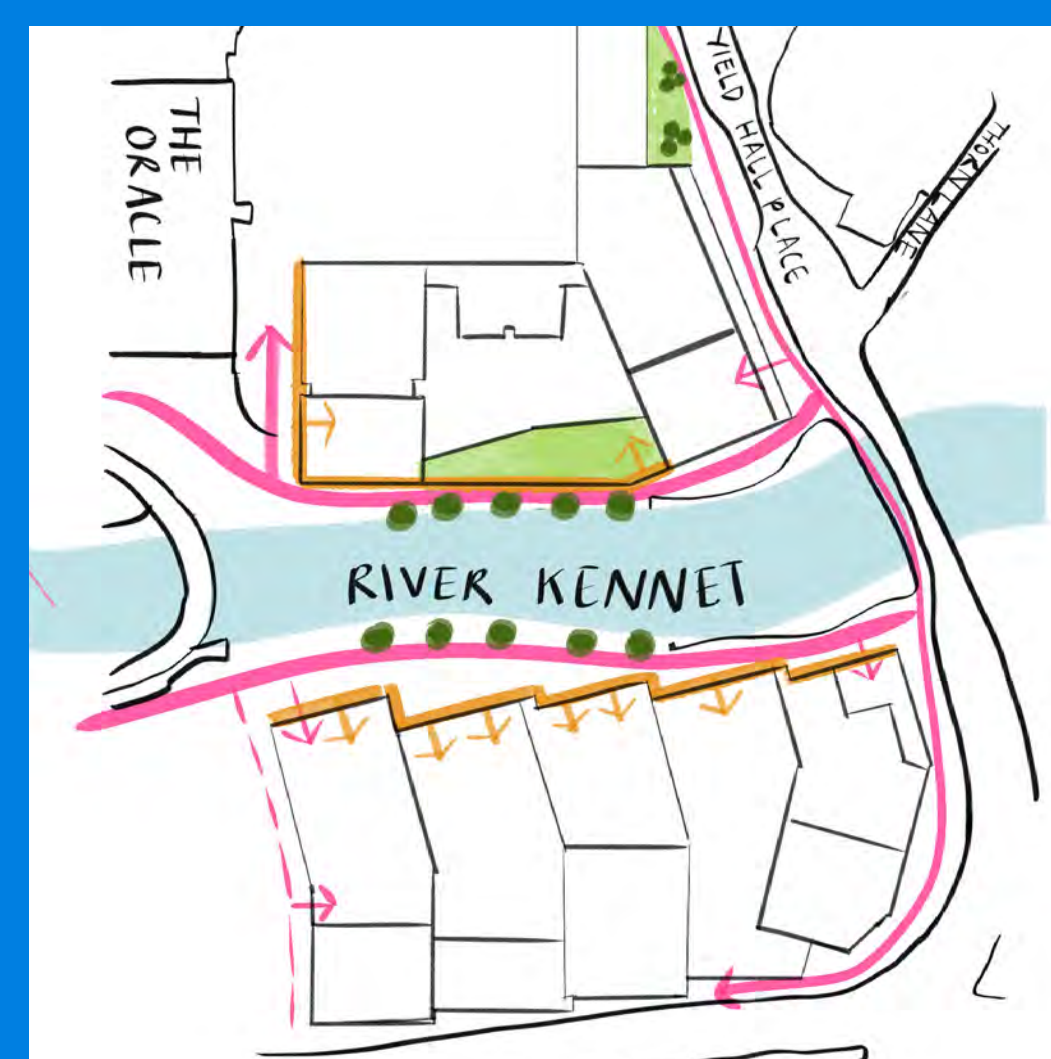
Our vision has been inspired by creating positive public spaces at the heart of The Oracle, along the riverfront, for those visiting, working and living at the centre and in the town centre more widely. The landscaping principles include:



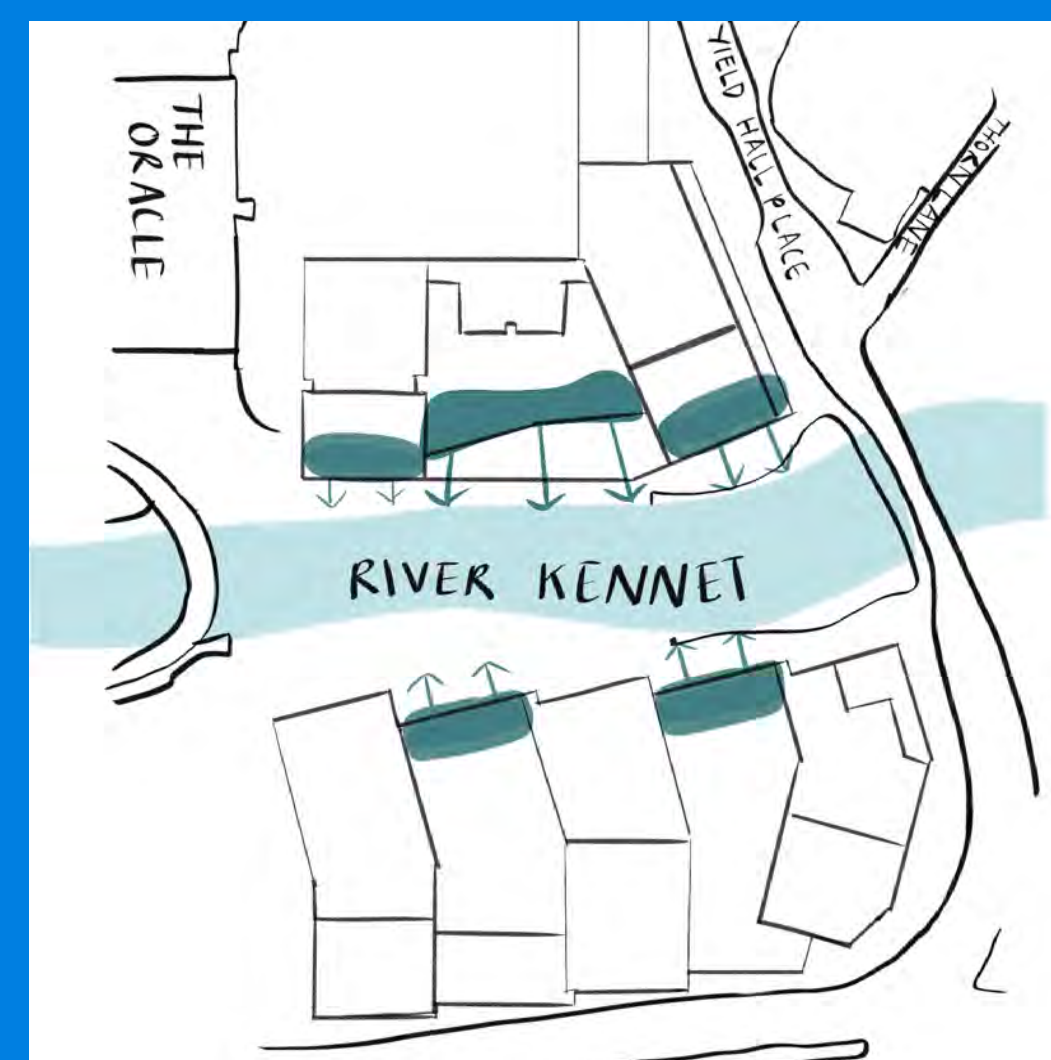
Use of new planting and landscaping to create distinct, green spaces through the site



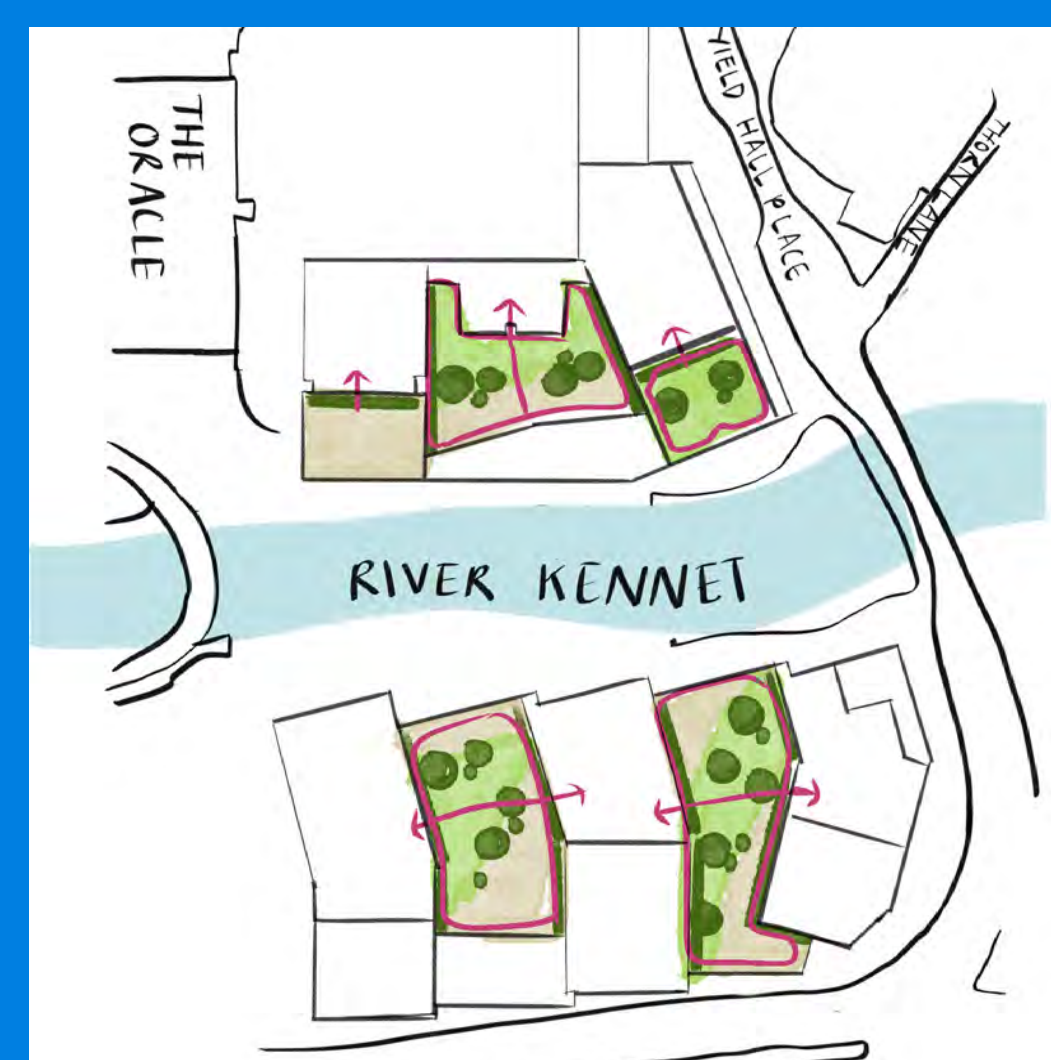
Utilise sunny spots



Enhance and activate ground floor uses which look onto public open spaces



Open-up onto and embrace river views



Establish sense of place, creating spaces with character that enhance The Oracle 'experience'

For further information please visit:

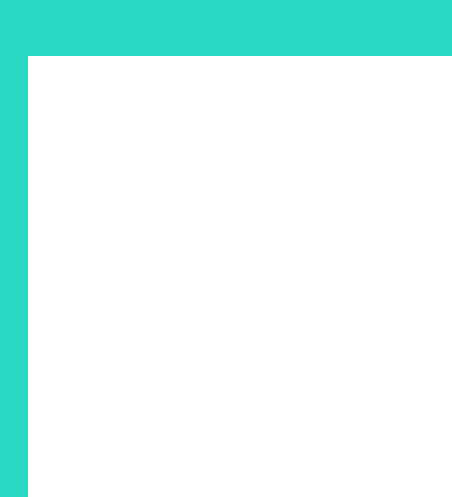
www.theoracleconsultation.co.uk

@ contact@theoracleconsultation.co.uk

☎ 0808 1688 296

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more





Hammerson

Have your say

Find out more and share your feedback

Find out more about the proposals by attending one of our consultation events as detailed below:



Drop-in event

We will also be hosting a drop-in event between **11am and 4pm** at The Oracle on **Friday 12th August**. If you're unable to attend, the information will also be available to view at this location from **12th - 26th August**.



Webinar

We will be hosting a live webinar to provide further information on **Tuesday 23rd August** between **6pm and 7pm**. Members of the project team will be on hand to answer your questions. You can register for the webinar on our website at **www.theoracleconsultation.co.uk**.

To share your feedback with us, please:



Email **contact@theoracleconsultation.co.uk**



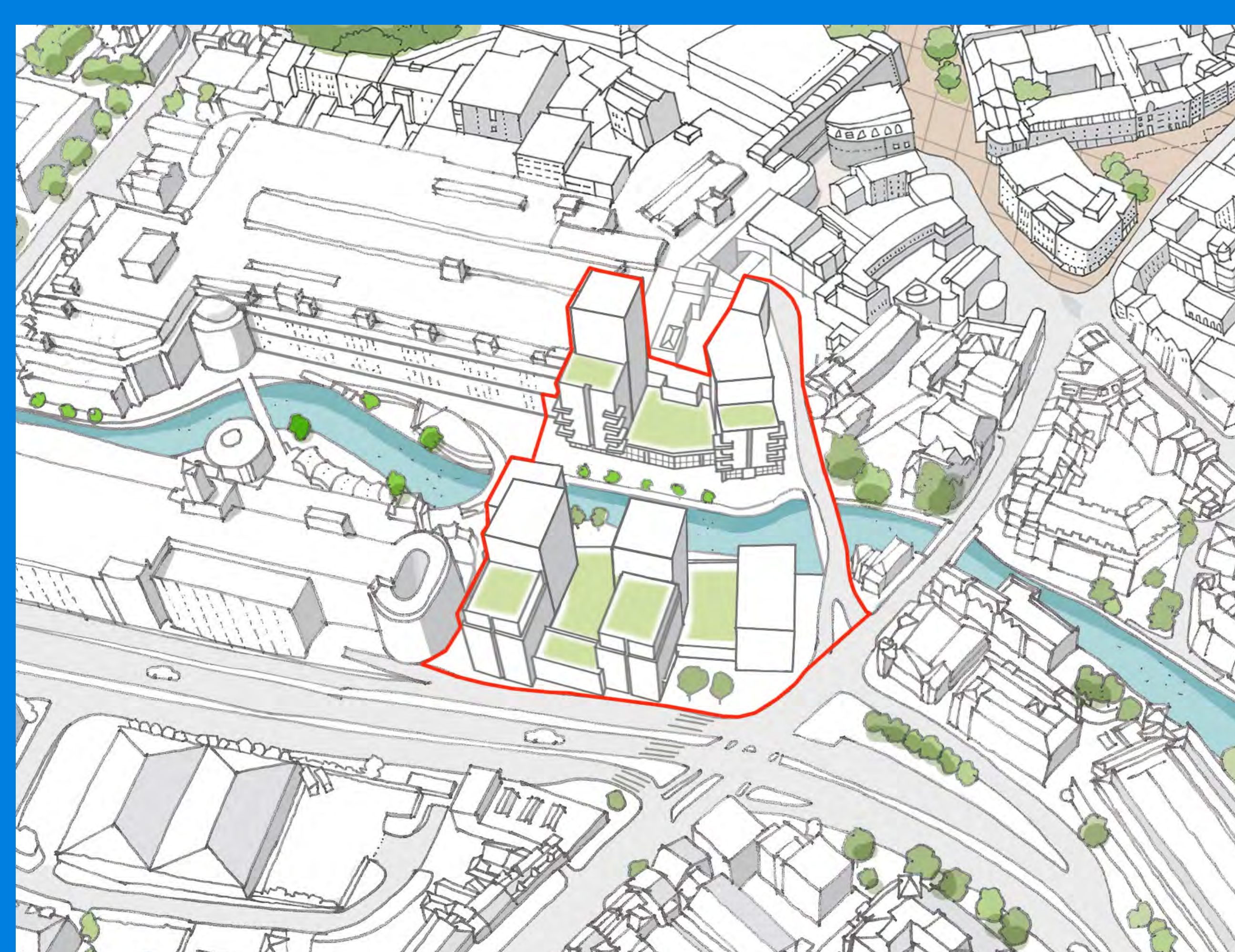
Phone our Freephone number **0808 168 8296** and leave a message for a member of the team to call you back



Complete a **feedback form** either at the in-person event or on our website (detailed below)



View the information on display and share your feedback with us online at **www.theoracleconsultation.co.uk** (scan the QR code to be directed to the website)



What happens next?

Following the consultation deadline, we will collate all feedback received. We will then finalise our plans for the site, which will be submitted to Reading Borough Council, who will undertake their own consultation on the planning application.

For further information please visit:

www.theoracleconsultation.co.uk



contact@theoracleconsultation.co.uk



0808 1688 296

Scan to
find out
more



Appendix 4: Feedback Form and Comments Card



Creating a vibrant future for The Oracle

Your views are important to us and we would be grateful if you could give us your feedback by filling out the form below:

1. The vision will diversify The Oracle's offer and support changing ways in which we are living, working and socialising



2. New contemporary town centre homes will help to increase footfall and bring new vitality to The Oracle



3. Do you have any suggestions on potential improvements to the public realm? (for instance, would you like to see additional planting or more seating along the riverfront)

4. Are there any existing buildings that you feel are important to the character and heritage of Reading Town Centre that could inform the design of the new buildings?

5. Do you have any further comments?

Please provide your contact details so we can keep in touch regarding the plans:

Name:

Email:

Postcode:

The information you provide will be used only for the purposes of keeping you informed about this project and for understanding public opinion on the project. It will be stored securely until completion of the project, after which this information will be deleted. Your information will only be shared with third parties for the express purpose of keeping you informed of the proposals, and with Hammerson and/or the relevant local authority where there is a legal obligation to do so. It will not be forwarded on to any other third parties. You can contact us at any time to request the deletion of your information. Please contact us at contact@theoracleconsultation.co.uk



Hammerson



Creating a vibrant future for The Oracle

Your views are important to us and we would be grateful if you could give us your feedback by providing your comments below:

Please provide your contact details so we can keep in touch regarding the plans:

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Email:

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Freepost Plus RUAX-RCJS-ZARG
40 Queen Square
Bristol
BS1 4QP



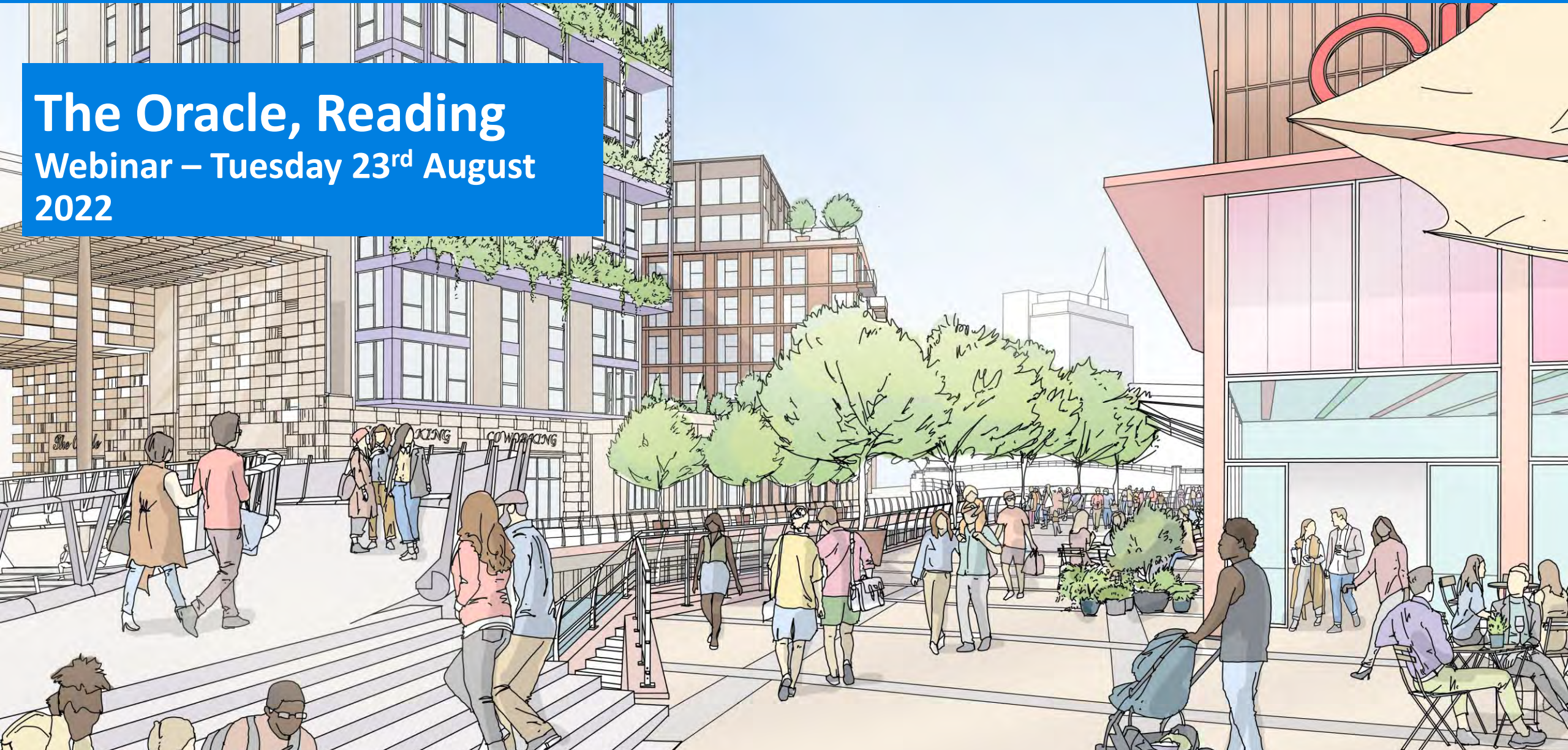
Appendix 5: Presentation



Hammerson

The Oracle, Reading

Webinar – Tuesday 23rd August
2022



Joining the webinar today:

Daniel Petto – Hammerson



Hope Harrison – Packaged Living



Michael Dillon – CRTKL



Hannah Knowles – Turley Planning



Emily Bell & Alice Jones – Turley Strategic Communications

Agenda

- The Site
- The Vision
- Shop and Play
- Work and Live
- Build-To-Rent
- Public Space Improvements
- Consultation & Next Steps





The Site



To enhance to current offer by responding to new ways of working, socialising and living in our town centres by providing:



A revitalised and reconfigured retail offer to meet the changing demands of retailers



A modernised entertainment and leisure offer that reinforces The Oracle, as the place to be, throughout the day and night



High-quality purpose built homes for rent, professionally managed at the heart of the town centre



Enhanced pedestrian connectivity in and around The Oracle and improved public spaces along the riverfront

Shop and Play

- Replace the former Debenhams store and upgrade the existing retail and entertainment amenities
- Provide new commercial and leisure facilities such as a bowling alley
- Reconfigure the existing Vue Cinema to ensure it provides a high-quality film experience



Work and Live

- Provide a residential and working environment, alongside leisure and entertainment facilities
- Potential to deliver c.475 apartments in a variety of sizes
- Flexible co-working spaces are proposed
- Working alongside Packaged Living to deliver contemporary Build-to-Rent homes



Build-To-Rent

Build to Rent developments provide high quality purpose-built homes, designed for rent rather than sale. Homes are professionally managed by a single company, rather than individual landlords, and longer-tenancies can be provided which offer security in the private rented sector.



Examples of Build to Rent developments from Packaged Living

Hammerson is committed to sustainability, having set industry-leading targets to be Net Zero by 2030 for:



Carbon



Water



**Resource
use**

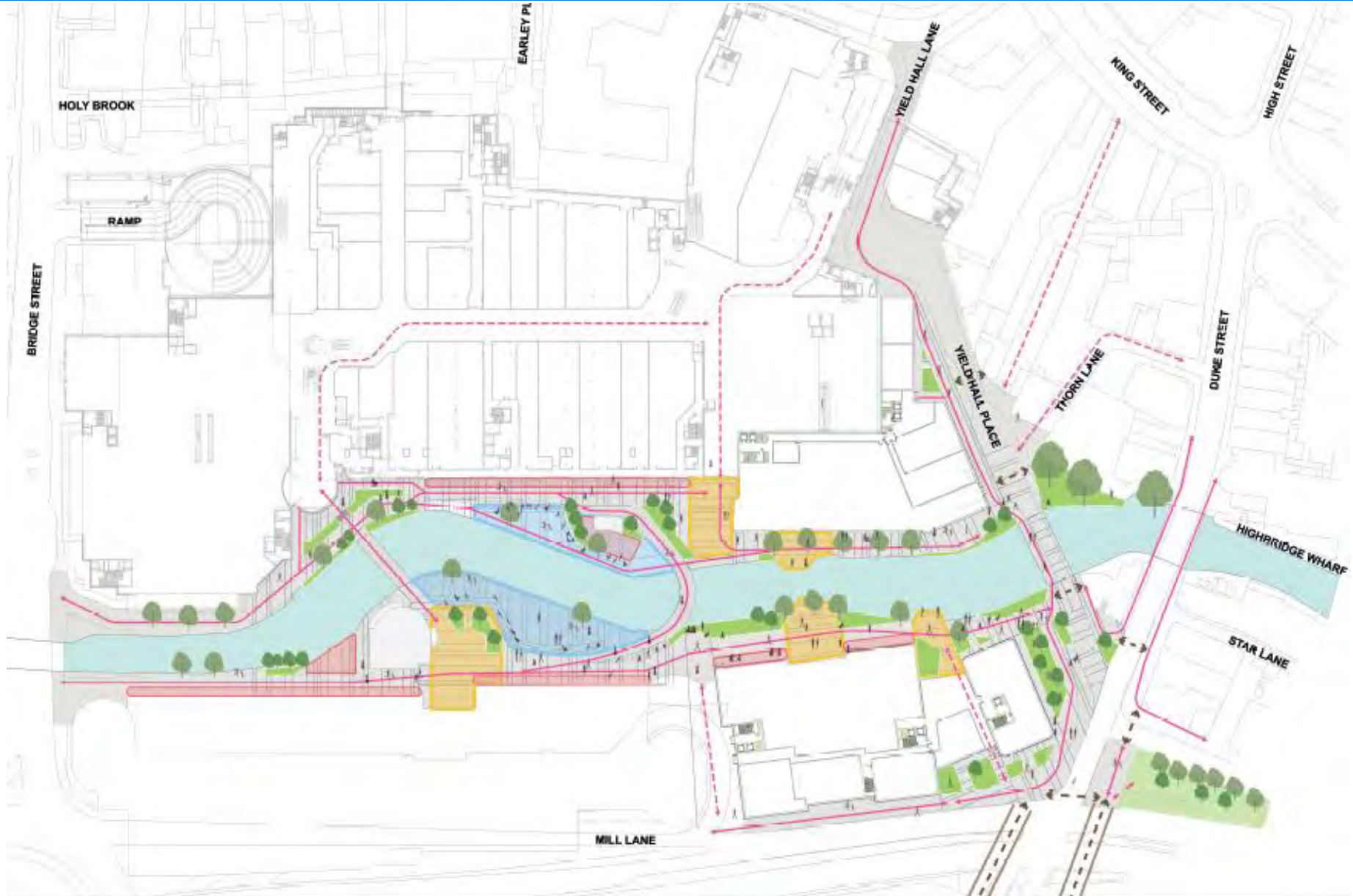


**Social
impacts**



Hammerson

Public Space Improvements



Consultation and Next Steps

- Pre-application consultation closes – **26th August 2022**
- Target submission – **Autumn 2022**
- Reading Borough Council will consult on the application

To share your feedback with us, please:

- Email **contact@theoracleconsultation.co.uk**
- Phone our Freephone number **0808 168 8296** and leave a message for a member of the team to call you back
- Complete a **feedback form** on our website
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