

Liveable Streets Shadwell

Appendix C – Consultation and Engagement Delivery

17/09/2021



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Background

This document outlines the consultation and engagement process for the Liveable Streets programme in the Shadwell area.

The council has developed proposals based on feedback from residents and businesses in the area. This approach meets the aims and objectives of the Liveable Streets programme (to improve the look, feel and safety of the area for the Shadwell community). An eight-step plan to deliver the Liveable Streets project in Shadwell is followed, as shown in the table below, Phase 1 – Phase 5 has been carried out to date.

Our proposals

Five schemes have been developed to improve walking and cycling, create better public spaces, discourage through-traffic and improve air quality. Our scheme details include:

- School Street on Bigland Street to improve road safety for students and families.
- Creating more space for pedestrians to improve access on Watney Street.
- Enhancing the neighbourhood with improved accessibility, lighting, planting, public art, and traffic calming measures.
- Reducing cut-through traffic in the area during morning peak periods.
- Improving the pavements on Cannon Street Road for pedestrians.

Design process

Phase 1	Early Engagement – Perception survey to understand the issues in the area during summer 2019
Phase 2	Concept Design – Development of the concepts based on early engagement feedback
Phase 3	Workshop – Co-design workshops with residents, businesses and key stakeholders
Phase 4	Preliminary Design – Development of design based on workshop feedback and all feedback to date
Phase 5	Public Consultation – Consultation of the proposed design
Phase 6	Detailed Design – Design of chosen scheme based on consultation feedback and all feedback to date
Phase 7	Construction – Build on-site with consideration to construction impacts
Phase 8	Review – 3-year review of implemented schemes

Phase 1 – Early Engagement

Phase 1 - Early Engagement took place from **Monday 3 February 2020** to **Sunday 1 March 2020**. The full Early Engagement report can be found online at the Talk Tower Hamlets webpage:

- talk.towerhamlets.gov.uk/lsshadwell

By using an online survey, interactive map, drop-in sessions, and stakeholder meetings with community groups, the Early Engagement phase heard the views of over 177 people. The deadline for Early Engagement feedback via the online survey was **Sunday 1 March 2020**, although where practical, feedback received after this deadline was considered.

Using online engagement and printed promotional materials across a range of methods such as:

- Posters
- Flyers
- Social media; and
- TH e-newsletter

This has ensured that an extended spread of the community had access to the Liveable Streets Shadwell early engagement campaign and key messages circulated by the project team.

Phase 2 – Concept Design

Following the early engagement community feedback, traffic and pedestrian counts, parking stress surveys, collision studies and air quality monitoring, a concept design was developed to meet the Liveable Streets programme objectives.

Phase 3 – Workshops

Co-design workshops were held with residents, stakeholders, and businesses of the Shadwell community on the following dates:

- Thursday 17 September 2020, 6pm – 7:30pm – 14 attendees
- Saturday 19 September 2020, 6pm – 7:30pm – 7 attendees
- Wednesday 23 September 2020, 6pm – 7:30pm – 18 attendees

The workshops were designed to:

- Raise public awareness of the programme
- Provide feedback on the early engagement and survey work undertaken
- Better understand the issues and concerns in the area
- Discuss potential proposals and receive feedback
- Discuss aspirations for the area

Due to COVID-19 government guidance at the time of planning and the workshops taking place, all workshops were held in an online format.

The presentation was followed by two exercises in which suggestions for improvements were presented and residents and businesses were able to provide their thoughts in a smaller group workshop. Issues and opportunities were actively debated between groups and suggestions on improving the scheme and the overall area were recorded. The presentations were hosted over Microsoft Teams and after the presentation of the background, the links for were sent in each groups call chat, as well as emailed to each participant.

The feedback received during the workshop exercises was collated and used to inform the development of Phase 4 - Preliminary Design.

Phase 4 – Preliminary Design

Taking details and feedback gathered from the previous phases, the traffic layout proposals were developed further in preparation for Phase 5 - Public Consultation.

Phase 5 – Public Consultation

The Shadwell consultation ran from **Friday 30 July 2021** to **Sunday 5 September 2021**. Hard copy responses received up to 7 days after this date were also included in the analysis.

Before the consultation launched, pre-consultation engagement meetings with key stakeholders, including equalities stakeholders, were held between **February 2021** and **July 2021**.

Consultation pack distribution

Consultation packs, containing an information booklet (including a link to online survey) hard copy survey and freepost return envelope, were delivered to the **5,613** residential and business properties within the consultation area.

There were **264** hard copy surveys received by return post.

Translated materials

There was an opportunity for those within the community who did not have English as a first language to request translated documents. Through local knowledge of the area, it was identified that Shadwell has a high population of Bengali speakers, therefore, the consultation document and survey were available in this language to download from the website. The English version of consultation document also included a sentence in Bengali advising residents, visitors, and businesses on how to request a full Bengali copy of the consultation document.

Postcard distribution

Postcards were delivered to the **5,613**, residential and business properties within the Shadwell consultation area on **Monday 23 August 2021** to serve as further awareness and a reminder of the public consultation date closing date.

Community Engagement and Communications

Due to COVID-19 and associated government restrictions, the Liveable Streets team did not engage with community groups in a face-to-face setting. However, the team remained focussed on keeping everyone up to date and involved in the Liveable Streets Shadwell consultation. Digital communication methods were used to ensure an inclusive engagement approach with residents, businesses and targeted stakeholder groups.

Posters were displayed around the consultation area on **Monday 2 August 2021**, detailing the consultation dates and webpage.

Additional flyers were handed out in front of Bigland Primary School and Blue Gate Field Primary and Infant School on **Thursday 2 September 2021**.

Stakeholder meetings

Stakeholder meetings were held both in advance of and during the Public Consultation window to ensure major community groups and essential emergency services were aware of the programme and had time to provide their feedback. Prior and during the consultation, the Liveable Streets team also met with key stakeholders over Microsoft Teams, including but not limited to:

- St Hildas Sonali Gardens
- Create Day Centre
- Create Streets Foundation
- Emergency Services
- Tower Hamlets Wheelers
- Bigland Primary School

Virtual consultation Events

Due to COVID-19 and associated government restrictions, there were no face-to-face drop-in sessions held. Instead, the community could register for a 15-minute timeslot to “chat to the team” via the website or via email and could opt for a Teams call to discuss the proposals with a member of the project team. The times that were available to register for are listed below:

- Wednesday 11 August 2021 (6pm to 8.30pm)
- Saturday 21 August 2021 (11am to 1.30pm).

The need for virtual consultation sessions was lower than anticipated due to the school holidays and the low sign up of the initial sessions. Stakeholders had the ability to contact the team via phone/email if required.

Email distribution and enquiry

In advance of the consultation and throughout the consultation period, the Liveable Streets team communicated with the following groups:

- All schools within the consultation area (*Bigland Green Primary School and Blue Gate Fields Junior School*)
- Emergency Services (*London Ambulance Service, Cable Street Surgery, London Metropolitan Police, London Fire Brigade*)
- Tenants and Residents Associations and housing groups (*Tarling West Resident Association, KDL Resident Limited, Tower Hamlets Community Housing*)
- Places of worship (*Shadwell Jame Masjid*)
- Accessibility, inclusionary and key community groups and charities (*Create Streets Foundation, Sonali Gardens Day Centre*)
- Businesses within the consultation area.

A Tower Hamlets e-newsletter was sent out twice during the consultation period notifying all registered people in the community of the consultation and associated survey and drop-in sessions. These were sent on **Friday 30 July 2021** and **Thursday 27 August 2021**. An additional Bengali version was sent out on **25 August 2021**.

Comments and queries were directed to the dedicated e-mail address liveablestreets@towerhamlets.gov.uk. The email address was listed on the consultation pack, website, and all associated consultation communications.

Social Media

The consultation and virtual consultation events were also advertised via London Borough of Tower Hamlets social media channel (Twitter) throughout the consultation period, which linked to the consultation webpage. These posts were made on:

Twitter

- Friday 30 July 2021
- Monday 16 August 2021
- Wednesday 18 August 2021
- Monday 30 August 2021

Facebook

- Friday 30 July 2021
- Tuesday 10 August 2021
- Monday 16 August 2021
- Wednesday 18 August 2021
- Monday 30 August 2021

Let's Talk Tower Hamlets

The Shadwell area page received **2,630** page views throughout consultation period. The site featured various ways to feedback such as the online consultation survey, a Q&A tool and a registration form to talk to the team function.

The Q&A function received one query from the public during the consultation period. The Liveable Streets team addressed the question answering either publicly or privately based on the nature of the question.

The “Register your interest to talk to the team” survey received seven responses where meetings were held with the individuals.

There were **328** online surveys submitted via the Let’s Talk Tower Hamlets webpage.

School Engagement

While the programme team were not able to engage with school communities in a face-to-face setting, the team remained focused on keeping schools in the Shadwell area up to date and engaged in the consultation. All schools in the area were offered a meeting with the project team.

The Liveable Streets team held virtual meetings with Bigland Green Primary School prior to the consultation period, with ongoing communications taking place during the consultation to ensure the stakeholder was up to date with the scheme and was happy to discuss any additional requirements.

All other schools in the project area received a hard-copy consultation pack through the post as well as electronic material. Schools were encouraged to share this information via their internal channels and newsletters with parents, teachers, and students.

Business engagement

During the consultation, businesses received both the consultations packs and postcard flyers. Any queries from businesses were either received via email or phone, whereby they were also encouraged to have their say via the online survey tool.

We visited **54** businesses in the Shadwell project area to inform them of our proposal and encourage them to formally provide a response via our consultation. Businesses were visited on **Thursday 2 September 2021** in accordance with government guidelines for COVID-19 restrictions.

Liveable Streets phonenumber

A dedicated phonenumber was available for public queries on weekdays 9am - 5pm - excluding public holidays.

Phase 6 – Detailed Design

Once approved the proposals will be developed in more detail ready for Phase 7 - Construction.

Phase 7 – Construction

A construction timeline is currently being developed and will be available once a decision has been made. The implementation will be carried out using an experimental traffic order.

Phase 8 – Review

Should the project be constructed, traffic levels and feedback on the schemes will be monitored and a review will commence 6 - 18 months after completion of the full scheme.