

Bethnal Green Liveable Streets

Appendix C – Consultation and engagement delivery

This document outlines the consultation and engagement processes for the Liveable Streets programme in the Bethnal Green area. Through this approach the Council has developed proposals based on the feedback from residents and businesses of the Bethnal Green area, which also meet the aims and objectives of the Liveable Streets programme.

The Bethnal Green project area consists of five schemes which aim to improve the look, feel and safety of the area for all users, as well as reducing traffic travelling through the area on residential streets.

The Council has followed an eight stage approach to deliver the Liveable Streets programme, shown in the table below.

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

Phase 1 – Early Engagement

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Through our online survey, interactive map, drop-in sessions and meetings with groups in the community, we heard from over 663 local residents. Some of the key things people told us they wanted were improvements to public space, improved cycling conditions and traffic changes.

- Online survey and interactive map – 23 April - 21 May
- Drop-in sessions – 11 May & 14 May

The full report for the early engagement can be found on the Tower Hamlets Liveable Street webpage.

Phase 2 – Concept Design

Following the early engagement, and undertaking a number of surveys including traffic counts, collision studies and air quality monitoring we developed up a concept design that would fit into the objectives of the Liveable Streets Programme.

Phase 3 – Workshops

On the 27th June and 2nd July the Council held workshops with residents in Bethnal Green.

The aims of the workshops were for residents to:

- Raise awareness of the programme
- Provide feedback on the early engagement and survey work undertaken
- Understand further the issues and concerns in the area from residents
- Discuss potential proposals and receive feedback
- Discuss aspirations for the area that can be included in the programme.

The workshops were very productive and informative. Issues and opportunities were actively debated amongst the groups and the Council received many constructive suggestions on how to improve the scheme and the area overall. Attitudes and opinions varied across the two workshops. All the information received through the exercises was collated and has fed into the development of a scheme which was then put to consultation.

Phase 4 – Preliminary Design

Taking details from all the previous stages we further developed the traffic layout, and details ready for public consultation.

Phase 5 – Public Consultation

The Bethnal Green consultation began on Monday 28 October 2019 and ran until Monday 25 November. Consultation packs, which consisted of an information booklet, paper survey and freepost envelope, were delivered to the 10,561 properties within consultation area. The deadline for feedback was 25 November 2019, although feedback received up to two days after this deadline was still be considered, where possible. Additional packs were made available at the Bethnal Green Library.

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During the consultation, the Liveable Streets team carried out a number of activities, public events and met with key stakeholders. A summary of the activities for the project area are shown below.

- Drop-in events were held at the Professional Development Centre, 229 Bethnal Green Road on:
 - Saturday 9 November, 10am-12pm
 - Thursday 14 November, 10am-12pm
- Drop-in event was held at Shahporan Masjid, and additional consultation packs were provided.
- Emails were sent out via the Tower Hamlets Communications Team email distribution system on 29 October and 7 November to key stakeholders and project subscribers, inviting them to take part in the consultation.
- Meeting with the Columbia TRA
- Meeting with the Nags Head TRA
- Meeting with the Friends of Arnold Circus
- Meeting with the Rochelle site managers
- Meeting with the Hollybush TRA
- Meeting with residents of JHERA
- Comments and queries to the dedicated e-mail address liveablestreets@towerhamlets.gov.uk which was listed on the consultation packs, website and business cards
- Individual meetings were held with local representatives of the Fire, Police and ambulance service.

We met with the Police SNT on the 21st October, the Fire service on 24th October and with the LAS on 23rd October.

They are supportive of the proposals and wish to continue to engage in the process going forward.

- Consultation with the Tower Hamlets Refuse
- Consultation with the Tower Hamlets Markets team

Please note: A follow up consultation pack was delivered to the market traders of Columbia Road.

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- We visited several schools for coffee mornings and to hand out flyers in the morning and afternoon. We spoke to parents at pick-up and drop-off times and offered meetings to all schools in the area. In addition, we also supplied written content for inclusion in school newsletter including:
 - William Davis Primary School
 - Columbia Primary School
 - Virginia Primary School
 - Oaklands Secondary School
 - Elizabeth Selby Primary
 - Lawdale Junior School
 - Bethnal Green Monessori School
- The Tower Hamlets Liveable Streets landing page provided a link to the dedicated Bethnal Green webpage with online survey hosted on PCL Consult, www.pclconsult.co.uk/liveablestreetsbethanalgreen/consultation. 1,716 people completed the online survey.
- Several Tweets and Facebook posts were published by Tower Hamlets to encourage people to respond.

Phase 6 – Detailed Design

Following the public consultation, the results and feedback will be considered. This will be taken to the cabinet on the 29th January for final decision. Once this decision is made the proposal will be developed in more detail ready for build.

Phase 7 - Construction

If approval is awarded construction will begin in May 2020 and run for approximately 12 months. The implementation will be through an experimental traffic order.

Phase 8 - Review

Should the project be implemented, traffic levels and feedback on the schemes will be monitored in the area. A review will commence between six and 18 months after full implementation.