

## Wapping Liveable Streets

### Appendix C – Consultation and engagement delivery

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

The Wapping project area consists of four schemes which aim to improve the look, feel and safety of the area for all users. These schemes compliment the Wapping Bus Gateway which aims to reduce 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**

Through our online survey, interactive map, drop-in sessions and meetings with groups in the community, we heard from over 130 local residents. Some of the key things people told us they wanted were improvements to public space, improved safety and street lighting, improved footways, as well as additional crossings, particularly around the station and schools.

- Online survey and interactive map – 30 April to 28 May 2019
- Drop-in sessions – 18 and 21 May 2019
- School engagement:
  - Hermitage Primary
  - St Peters London Docks
- Leaflets distributed to 7,023 homes and businesses
- Walkabout with ward Councillors on 20 May 2019

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

## **Phase 2 – Concept Design**

Following the early engagement, and undertaking a number of surveys including traffic counts, pedestrian counts, parking stress surveys, collision studies and air quality monitoring. We developed a concept design that would fit into the objectives of the Liveable Streets programme based on the feedback received from the early engagement.

## **Phase 3 – Workshops**

On 11 July, 16 July and 14 September the council ran co-design workshops with residents, stakeholders and businesses in Wapping.

The aims of the workshops were for residents to:

- Raise 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 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. The council gave a presentation on the results from the early engagement and the data analysis carried out so far. This was followed by two exercises in which suggestions for improvements were presented and residents were able to feed back their thoughts.

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Attitudes and opinions varied across the three workshops. All the information received through the exercises was collated and has fed into the development of the preliminary design.

#### **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 Wapping consultation began on Monday 18 November and ran until Monday 16 December 2019. Consultation packs, which consisted of an information booklet, paper survey and freepost envelope, were delivered to the 7,509 properties within consultation area. The deadline for feedback was 16 December 2019, although feedback received up to two days after this deadline was still considered, where possible. Additional packs were made available at St Peter's London Docks Primary School, Green Gables Nursery, Step-by-Step Nursery and John Orwell Sports Centre

During the consultation, the Liveable Streets team also 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:
  - Tuesday 3 December, 5pm-7pm, Step-by-Step Nursery, 2nd floor, 15 Chandler Street, E1W 2QL
  - Saturday 7 December, 10pm-12noon, St Peter's London Docks, CofE School, Garnet Street, E1W 3QT
- Emails were sent out via the Tower Hamlets Communications Team email distribution system on 18 November and 3 December 2019 to key stakeholders and project subscribers, inviting them to take part in the consultation.
- Comments and queries to the dedicated e-mail address [liveablestreets@towerhamlets.gov.uk](mailto:liveablestreets@towerhamlets.gov.uk) which was listed on the consultation packs, websites and business cards
- We also supplied written content for inclusion in school newsletters to the following schools:
  - Green Gables Montessori
  - St Peter's London Docks
- We visited Green Gables Montessori to hand out flyers in the afternoon during school pick-up.

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- We visited every business along Wapping Lane as well as the impacted area of Wapping High Street to speak to them about the proposals.
- Posters were given to businesses to display in their shops and were also put up in some resident foyers.
- We handed out business cards outside Wapping Station directing people to the consultation website.
- Meeting with the Wapping Police Boatyard on 16 December 2019.
- Several Tweets and Facebook posts were published by Tower Hamlets to encourage people to respond.
- 310 people completed the online survey. 332 paper surveys were returned via post of a total of 642 responses, of which 614 identified themselves as residents of the area. All the responses have been collated and analysed, the results are found in Appendix D.

#### **Phase 6 – Detailed Design**

Following the public consultation, the results and feedback will be considered. This will be taken to cabinet on 26 February 2020 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 July 2020 and run for approximately 12 months. The implementation will be conducted 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.