

Bow Liveable Streets

Appendix C – Consultation and engagement delivery

17/11/2020



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Background

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

The council has developed proposals based on feedback from residents and businesses in Bow. This approach meets the aims and objectives of the Liveable Streets programme; to improve the look, feel and safety of the area for the Bow community. A nine-step plan to deliver the Liveable Streets programme in Bow is followed, as shown in the table below, Phase 1 – Phase 7 has been carried out to date.

Design process

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	Trial – Testing changes to the road layout
Phase 4	Workshop – Co-design workshops with residents and key stakeholders
Phase 5	Preliminary Design – Development of design based on workshop feedback
Phase 6	Public Consultation – Consultation of the proposed design
Phase 7	Detailed Design – Design of chosen scheme based on consultation feedback
Phase 8	Construction – Build on-site with consideration to construction impacts
Phase 9	Review – 3-year review of implemented schemes

Phase 1 – Early Engagement

Phase 1 - Early Engagement took place in April to May 2019. The full Early Engagement report can be found online at the council Liveable Streets and Talk Tower Hamlets webpage:

- towerhamlets.gov.uk/ignl/community_and_living/Liveable_Streets.aspx
- talk.towerhamlets.gov.uk/lbow

By using an online survey, interactive map, community drop-in sessions, and stakeholder meetings with community groups, the Early Engagement phase heard the views of over 400 people. The deadline for Early Engagement feedback via the online survey and interactive map was 21 May 2019, although where practical, feedback received after this deadline was considered. 306 responses to the online survey were recorded, with 294 leaving their postcode.

Using face to face engagement, online engagement and printed promotional materials across a range of channels, an extended spread of the community had access to the Bow Liveable Streets 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 – Trial

A trial of changes to the road layout in the centre of Bow was proposed to run from Saturday 13 July to Sunday 21 July 2019. A drop-in session to address community questions was held in advance on Tuesday 9 July 2019.

The purpose of the trial road changes was to investigate the impact of proposed closures on modes of transport and residential roads and to demonstrate the opportunities low traffic streets provides.

The trial ran for 11 hours from 7am – 6pm on Saturday 13 July. The decision to suspend the trial was for two reasons:

- The plan to re-route the traffic flow away from the road closures needed to be revised.
- The bus gate on Tredegar Road was opposed by some groups and residents. Some aggressive behaviour was experienced by staff on the site.

Despite the suspension, some aims of the trial were still achieved. Many people who were previously unaware of the scheme became aware and numerous residents also reported they enjoyed the benefits of a low-traffic environment on their street.

Phase 4 – Workshops

In November 2019, December 2019, and February 2020 co-design workshops were held with residents, stakeholders, businesses, and market traders from the Bow community. The workshops were designed 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

The results from the early engagement and the data analysis were presented to attendees. The presentation was followed by two exercises in which suggestions for improvements were presented and attendees were able to provide their thoughts. Issues and opportunities were actively debated between groups and suggestions on improving the scheme and the area overall were recorded.

The feedback received during the workshop exercises was collated and used to inform the development of Phase 5 - Preliminary Design.

Phase 5 – Preliminary Design

Taking details and feedback gathered from the previous phases, the traffic layout proposals were developed further in preparation for Phase 6 - Public Consultation.

Phase 6 – Public Consultation

The Bow consultation ran from Monday 29 June to Wednesday 29 July 2020. The deadline for feedback was Wednesday 29 July 2020.

Consultation pack distribution

Consultation packs, containing an information booklet, paper survey and freepost envelope, were delivered to the 14,480 properties within the consultation area.

Community Engagement

Due to COVID-19, 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 Bow Liveable Streets consultation. Digital communication methods were used to ensure an inclusive engagement approach with residents, businesses and targeted stakeholder groups. The engagement activities are listed in full below.

Stakeholder meetings

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 virtually or by phone on:
 - Wednesday 8 July 2020, 5pm – 8pm
 - Saturday 11 July 2020, 12noon – 3pm
 - Wednesday 15 July, 10am – 1pm
- Virtual meetings were hosted and attended by the Liveable Streets team:

- St Paul's Church, Thursday 9 July 2020
- Roman Road businesses, Tuesday 14 July 2020
- REAL/Local Voices Presentation to Active Members, Thursday 16 July 2020
- Mile End Old Town Residents' Association (MEOTRA). Thursday 16 July 2020
- AgeUK, Link Age Plus, Caxton Hall and Older People's Reference Group, Friday 17 July 2020
- Malmesbury Residents Association, Monday 27 July 2020
- Communities Driving Change group, Friday 24 July 2020
- Fairfield Road TRA, Wednesday 29 July 2020

Email distribution and enquiry

- Emails were distributed to all those signed up to the Bow Liveable Streets mailing list, to over 1600 email addresses/contacts, keeping them updated on the public consultation key issues and dates and inviting them to take part in the consultation.
 - Wednesday 1 July 2020 - Have your say on safer streets in Bow
 - Monday 24 August 2020 - Update on Skew Bridge and Bow Consultation
- Comments and queries were directed to the dedicated e-mail address liveablestreets@towerhamlets.gov.uk. The email address was listed on the consultation pack, e-newsletters and website.
- Emails were distributed to 70+ Market traders notifying them of the consultation and providing contact details.

Talk Tower Hamlets

- The Bow Talk Hamlets site received over 19,600-page views throughout the consultation period. The site featured various methods for the community to feedback and engage with the project team alongside the online survey.
- The Talk Tower Hamlets Q&A function received 40 queries from the public during the Public Consultation for Bow. The Liveable Streets team addressed each question, answering either publicly or privately based on the nature of the question.
- Alongside the Q&A function the Talk Tower Hamlets page also featured, the Bow Proposals Overview Map, a breakdown of each of the seven schemes within the proposal plans, project FAQs, School Street Ideas section and the project key dates and documents.

School Engagement

- While the programme team were not able to engage with school communities in a face-to-face setting, the team remained focussed on keeping schools in Bow up to date and engaged in the Bow Liveable Streets consultation. All schools in the area were offered a meeting.
- The Liveable Streets team held virtual meetings with the following schools:
 - Chisenhale Primary School

- Old Ford Primary School
- Olga Primary School
- Schools also 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 with parents, teachers, and students.
- The team was in regular email contact with Old Ford Primary School, Olga Primary School and Chisenhale Primary School throughout June, July and August 2020.
- Written informational and promotional content was provided for school newsletters to Chisenhale Primary School, Old Ford Primary School, Olga Primary School, Phoenix Primary and Secondary School, Malmesbury Primary School, and Central Foundation Girls School.
- Large promotional banners were hosted at Olga Primary School, Old Ford Road Primary Academy and Chisenhale Primary School.

Business engagement

- Businesses on Roman Road were visited by the project team multiple times leading up to and throughout the consultation window to raise awareness about the proposals and answer potential questions.
- Posters were displayed in prominent community locations throughout Bow, focusing on major thoroughfares including Roman Road, Old Ford Road, St Stephen's Road, Coborn Road, Tredegar Road, Parnell Road, Addington Road, Fairfield Road, Tredegar Square, Medway Road, Allen Road, Chisenhale Road and Tom Thumb's Arch.
- Social media posts were published on council channels to raise awareness of the consultation and encourage responses from the community.
- Emails were distributed to 70+ Market traders notifying them of the consultation and providing contact details. 20 traders had postal addresses only and were sent hard copies of the consultation pack.

Postcard distribution

- Postcards were distributed to 14,480 business and residential properties within the Bow project area on Monday 20 July 2020 to serve as further awareness and a reminder of the public consultation date closing date.



Liveable Streets phonenumber

- A dedicated phonenumber was available for public queries during business hours.

Consultation Response Rate

- There was a total of 3,814 respondents to the consultation. 2,599 people completed the online survey. 1,215 paper surveys were returned via post. 3,473 identified themselves as residents. 154 identified themselves as business owners.
- Responses have been collated and analysed, the results are found in Appendix D.

Phase 7 – Detailed Design

Following the public consultation, the results and feedback will be considered. This will be taken to cabinet on 25 November 2020 for a final decision. Once this decision is made the proposal will be developed in more detail ready for Phase 8 - Construction.

Phase 8 – Construction

If approved, construction will begin in March 2021 and run for approximately 12 months. The implementation will be carried out using an experimental traffic order.

Phase 9 – 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.