

Appendix

Join the Docks

Engagement Report

Royal Docks

Royal Docks & Beckton Riverside Opportunity Area Planning Framework

Prepared by Fluid
November 2019





Royal Wharf area based workshop

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Shipman Youth Centre - pop-up

Acknowledgements

Fluid was appointed by the Royal Docks Delivery Team, the Greater London Authority (GLA), London Borough of Newham (LBN) and Transport for London (TfL) in May 2019 to deliver an extensive engagement program and to support local organisations to provide their own engagement.

The engagement programme combined three developing plans for the Royal Docks and included questions to inform the preliminary work on the Royal Docks and Beckton Riverside Opportunity Area Planning Framework (OAPF).

We would like to acknowledge the work undertaken by Palma Black Consulting before Fluid's appointment. Palma has been working in the area since February 2019 and has established valuable working relationships and trust with individuals, communities and stakeholders.

This engagement programme has brought together the GLA, LBN and TfL with various stakeholders, communities and businesses through a collaborative process. Comments and ideas captured in this report provide a starting point for a base, upon which a shared vision for the Royal Docks and their surrounding areas can be built, with the support of multiple agencies.



Canvass cards at Royal Wharf Workshop



Kids Summer Splash pop-up

Summary

1.1. Introduction

As London's only Enterprise Zone and one of London's Opportunity Areas, the Royal Docks is embarking on an exciting new chapter with thousands of new homes, workspaces and jobs being delivered over the next 20 years. The Opportunity Area includes Canning Town, Custom House, Beckton Riverside and the Royal Docks.

Several plans are in development to ensure growth in this area benefits local people, the economy and environment. It is important that local people's views sit at the heart of these plans.

Over the past few months, we have been engaging with as many people as possible who live, work, study, visit or run businesses locally, to make sure that these views inform the future of the Royal Docks and surrounding areas. The following report documents the findings of this extensive engagement programme and the opportunities identified by local people.

1.2. What are we engaging on?

The ideas received over the engagement process will inform the Royal Docks Enterprise Zone Strategies and plans for the Royal Docks and Beckton Riverside Opportunity Area. The engagement focused on four core areas of consideration:

- **The Royal Docks Economic Purpose**, a study to document the existing socio-economic condition of the area and identify likely future economic purposes for the Royal Docks.
- **The Royal Docks Cultural Placemaking Strategy**, to encourage the regeneration of the Royal Docks, including events, activities, and ideas that help put the area on regional, national, and global maps.
- **The Royal Docks Place Strategy**, a plan for new and improved public realm, including new connections, better and improved lighting, wayfinding, activating the water.
- **The Royal Docks and Beckton Riverside Opportunity Area Planning Framework (OAPF)**. The Mayor of London, in partnership with the Mayor of Newham and TfL, is preparing the Royal Docks and Beckton Riverside Opportunity Area Planning Framework. This framework will be a delivery-focused planning document that takes a long-term view to 2041 for how the area can effectively and sustainably contribute to London's strategic growth demands.



Shipman Youth pop-up

The Enterprise Zone (EZ) and Opportunity Areas are earmarked for significant growth, meaning that the area is embarking on an exciting new chapter with thousands of new homes and jobs being delivered over the next 20+ years.

- **Opportunity Area boundary**
Opportunity Areas have significant capacity for development and growth, including improvements to housing, industry and infrastructure.
- **Enterprise Zone boundary**
Enterprise Zones are designated areas that provide tax breaks and other business incentives. They are engines of the UK's economy, helping to attract substantial investment.

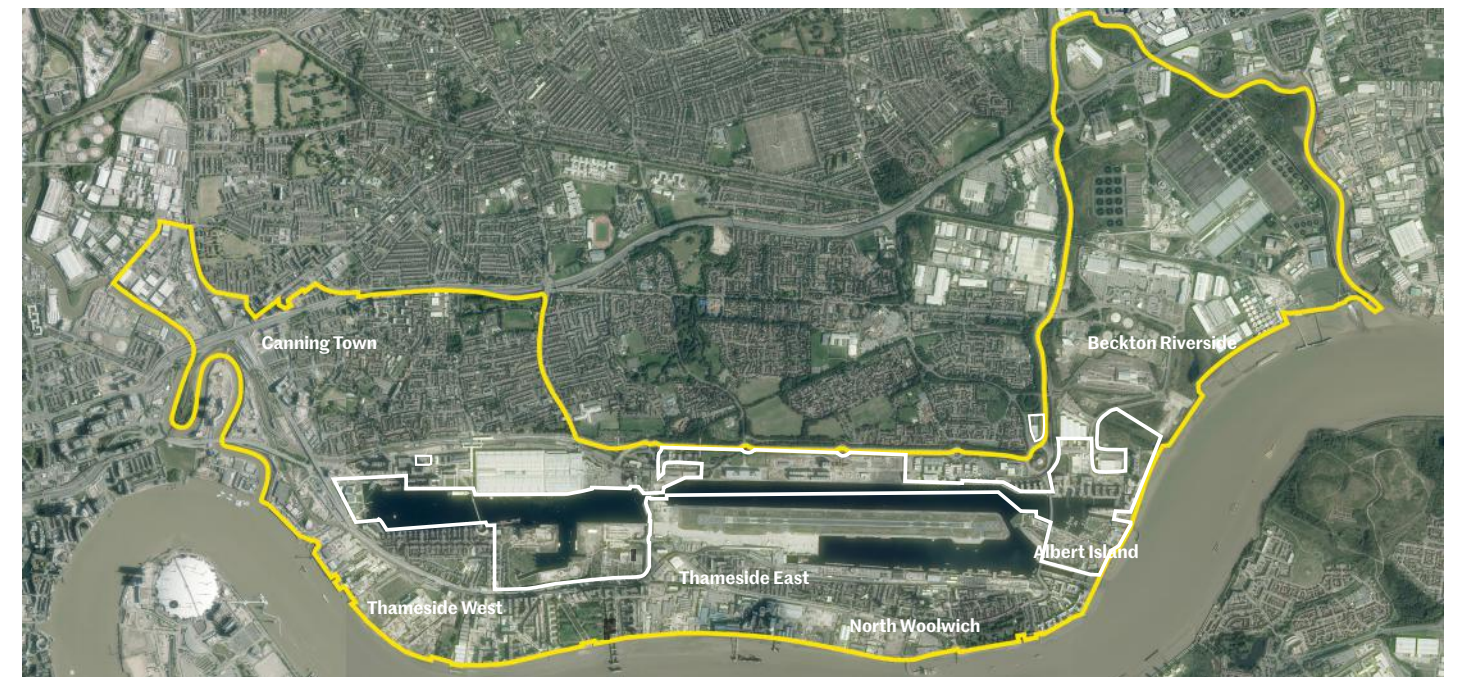
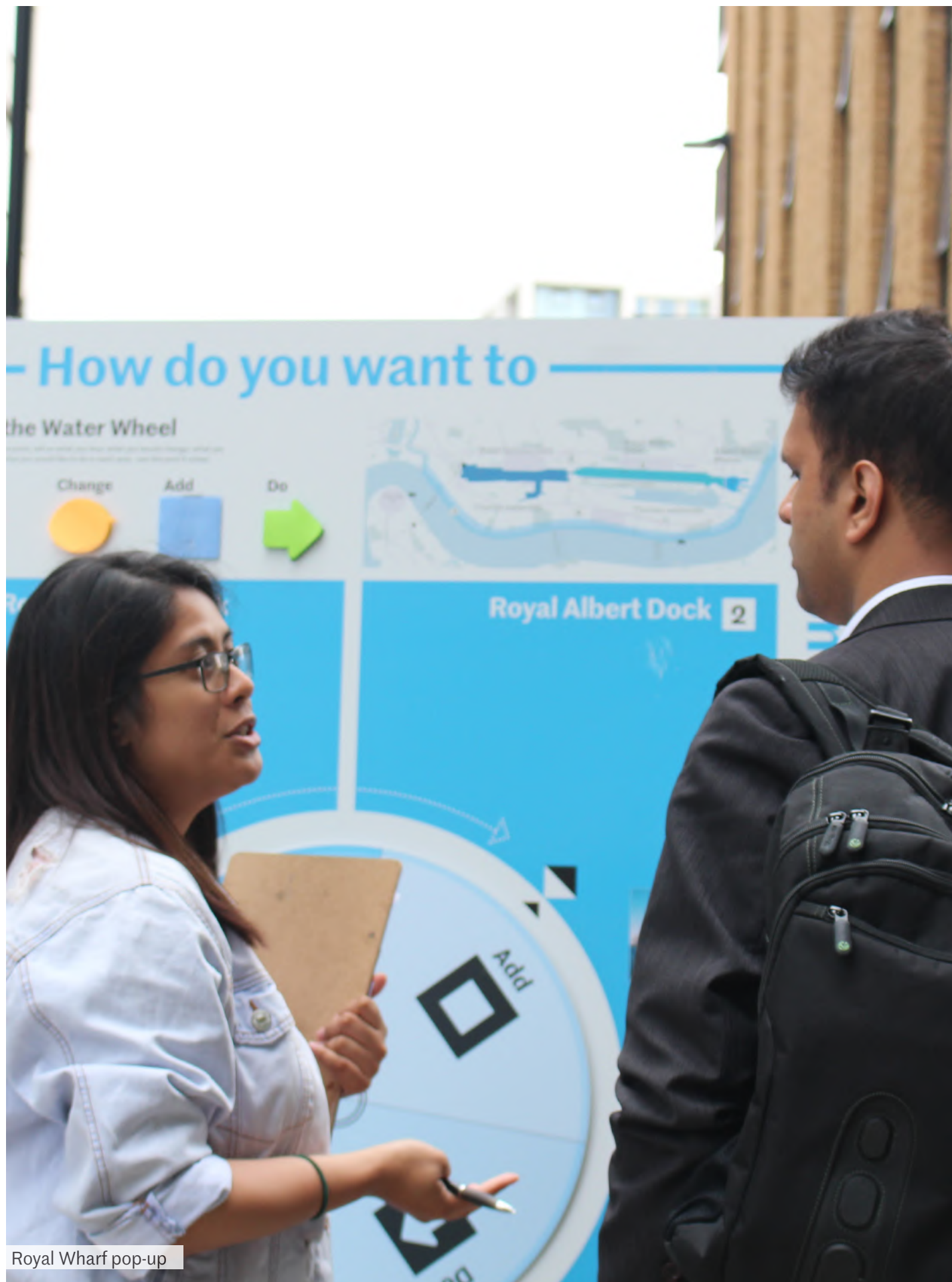


Figure 1. Aerial view showing the EZ and OAPF



Royal Wharf pop-up

What are we engaging on?

The feedback and ideas collected were focused around **four key themes**. These themes aligned with the Royal Docks Strategic Objectives and OAPF themes that come from the Newham Local Plan, the London Plan and the Mayor's Transport Strategy. The themes also inform three strategies which are currently being developed for the Royal Docks which cover public realm, economy and culture.

Much of the reporting throughout this document is carried out under **four key themes**, enabling consistency and informing work streams directly. However, conversations have not been 'siloed' by themes and major issues such as heritage and safety and access have cut across themes.

Connecting People & Places

Improving access to destinations as well as social, green and blue infrastructure, services and utilities.

Living, Playing, Creating

A sustainable mix of uses, balancing retention of industry with new residential, employment, community and cultural uses.

Making Great Places

Creating attractive, successful places that acknowledge heritage and where people can enjoy, meet and spend time.

Local Community, Economy & Work

Retaining, increasing and diversifying jobs and industry; broadening access and opportunities.

Figure 2. Four key themes

1.3. Engagement strategy

Our Principles:

- Be transparent and clear.
- Make engagement meaningful, rewarding and fun.
- Work with local groups to empower and strengthen the community.
- Feed back findings to show people their views count

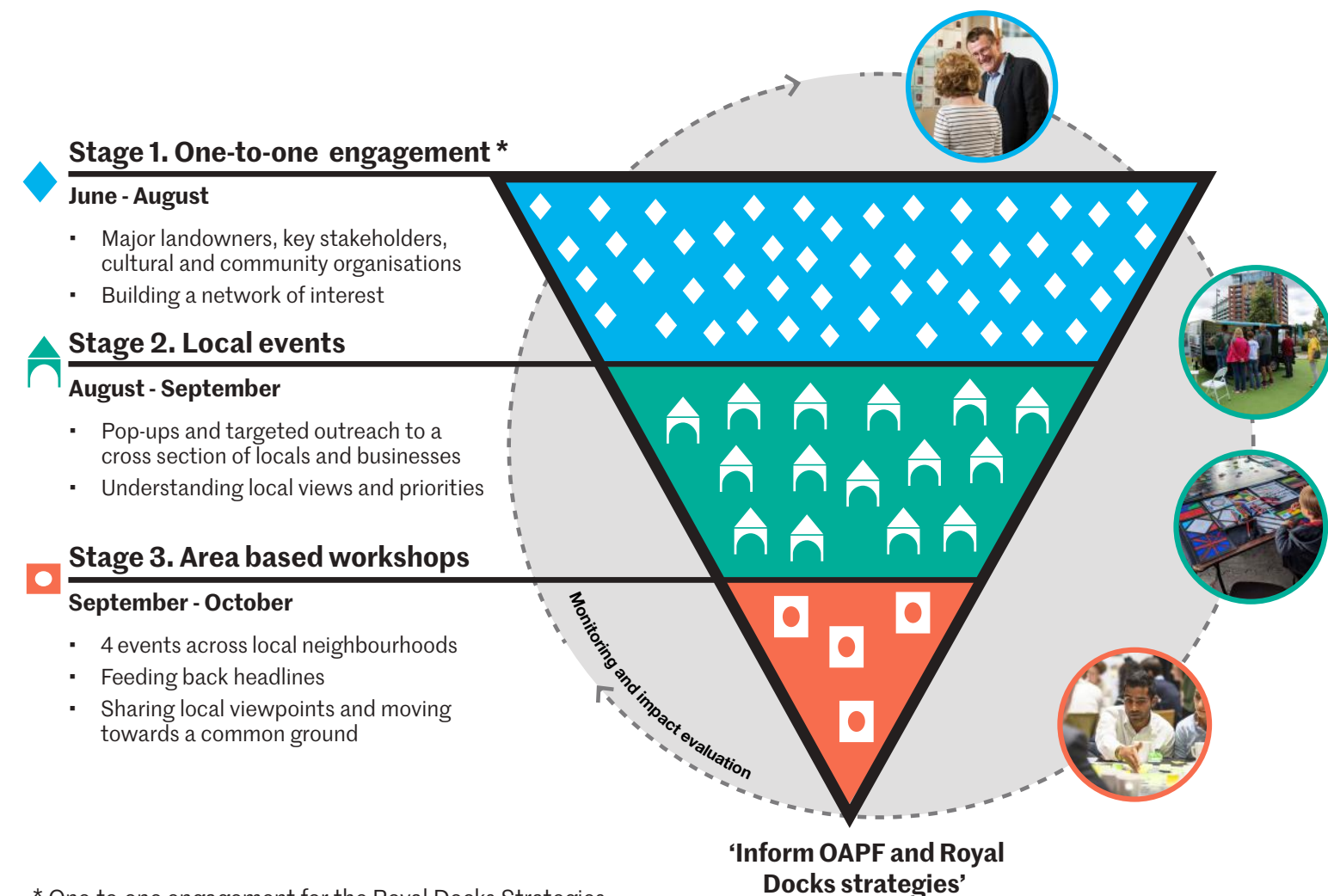
Our Objectives:

- Ensure that we hear from a wide range of people.
- Use targeted outreach to engage particular groups, including young people and youth groups.
- Reach those seldom heard.
- Set up a community fund to support local organisations to carry out engagement.
- Provide on-line engagement opportunities.



A staged approach to engagement was developed to create a robust process and to:

- Ensure that a cross section of the community was reached, including key stakeholders and community groups, as well as hearing from residents and workers within the area.
- Allow people to feed their thoughts and ideas into the engagement process in order to fully understand local views and priorities.
- Feedback the key headlines from the engagement and facilitate deeper discussions to help reach consensus.



* One-to-one engagement for the Royal Docks Strategies were separate from the OAPF. GLA Planning completed one-to-one meetings individually for the OAPF project around September.

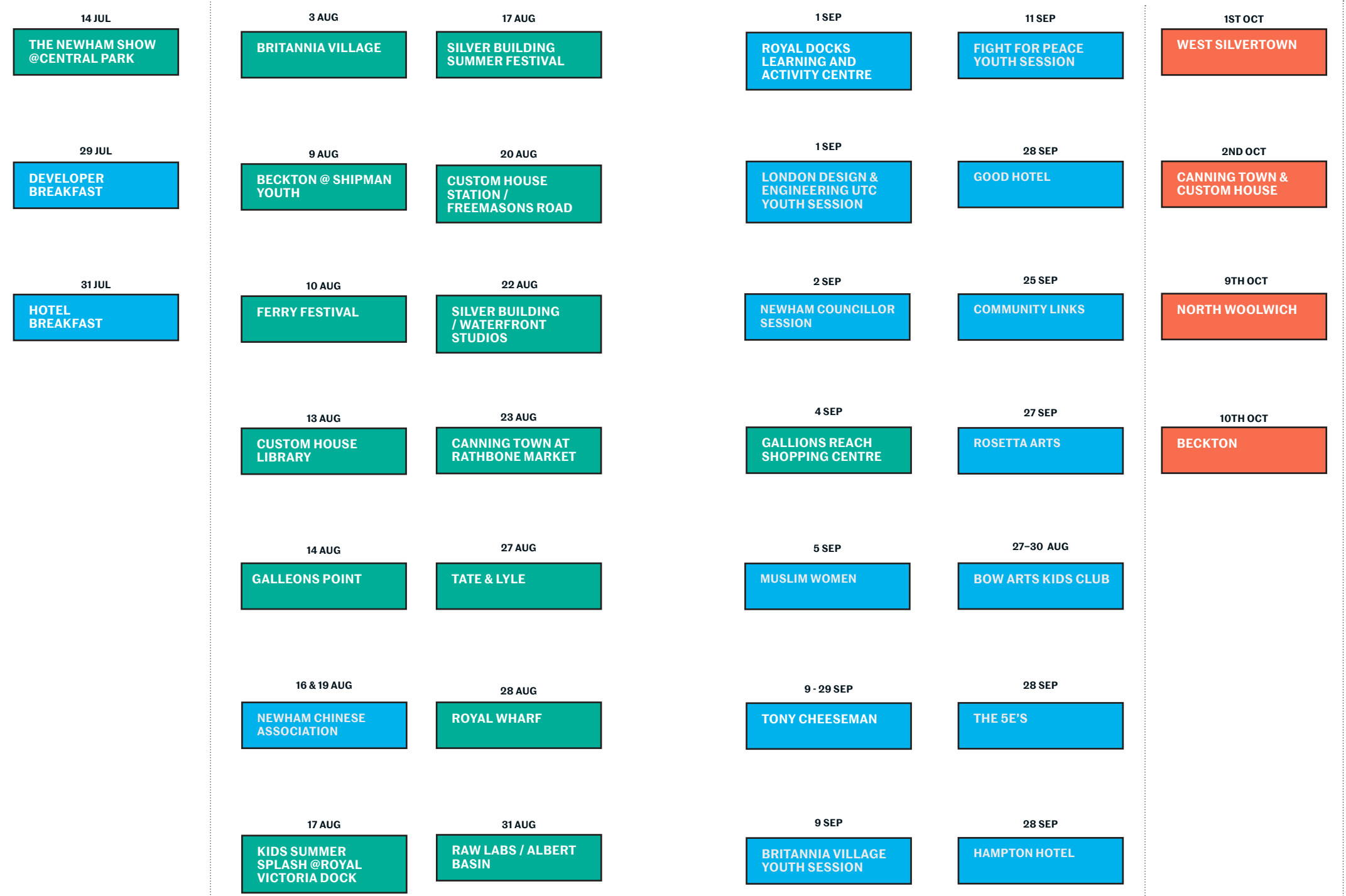
Figure 3. Three stage engagement process diagram

JULY AUGUST SEPTEMBER OCTOBER

ONE TO ONE MEETINGS: OVER 60 MEETINGS

COMMONPLACE ONLINE PLATFORM: 384 ATTENDEES, 74 CANVASS CARDS, 107 BIG IDEAS

1.4. Timeline of engagement



15
Pop-Up Events

8
Community Fund & Focus Sessions

+60
Stakeholder Meetings / One to One's

4
Youth Sessions

1738
*People Engaged

*People who attended an event, engaged online or left feedback

791
People Left Feedback

People who left feedback via canvass card, big ideas map or online

■ ONE TO ONE MEETING
 ■ POP-UP
 ■ COMMUNITY FUND & FOCUS SESSIONS
 ■ AREA-BASED WORKSHOP

1.5. Engagement methods

A wide variety of tools were used to capture the voices of people and communities across the Royal Docks.

Canvass Card: A detailed questionnaire across the four key themes.

Youth Canvass Card: A condensed questionnaire developed with young people from the area.

Big Ideas Map: Aerial views of the Royal Docks calling for ideas, destinations and improvements.

Comment Cards: If respondents had limited time these allowed single comments to be recorded.

Heritage Cards: Calling for local histories and what heritage is important to respondents.

Interactive Boards: Information boards regarding the future of the Royal Docks.

Online Feedback: Commonplace. Online canvass card questions and 'big ideas map'.

Community Fund Pack: key questions from the canvass card and 'big ideas map'.



Britannia Village Youth session



Newham Chinese Association Community Fund event



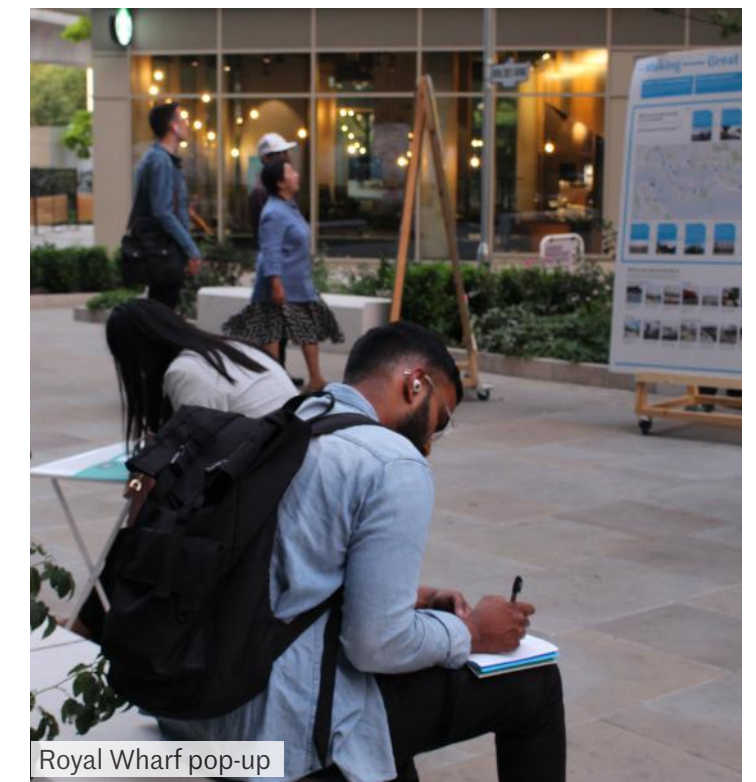
Commonplace online platform



Britannia Village pop-up



Custom House Library pop-up



Royal Wharf pop-up

1.6. Who joined the conversation?

Demographic Analysis

We asked participants to complete an optional demographic form and 348 were completed (Figure.4). Using this information to identify gaps in representation, Community Fund activities were selected to improve the balance of views, particularly in the black and minority ethnic (BAME) and special needs groups. In addition, focus sessions targeted groups such as the elderly and youth.

Post Code Mapping

The map (Figure.5) shows the reach across all forms of engagement (excluding online), showing postcodes of attendees as well as the location of stakeholder one-to-ones, community fund events, focus group sessions and area workshops. Apparent gaps mostly indicate areas where people do not live, such as Beckton Riverside, London City Airport, and other industrial areas.



Newham Chinese Association, community fund event



Britannia Village, youth focus session

* This data represented in the table above has been analysed against the 2011 Census unless stated. Data has been averaged across the area wards of Custom House, Royal Docks, Beckton & Canning Town South. Figures are rounded to the nearest whole number.

** This data has been analysed against the more recent Newham Household Survey 2017. Figures are rounded to the nearest whole number.

COMMUNITY DEMOGRAPHICS *			
	Event Responses	Independent Data Sources	Average comparison
Gender			
Male	44%	60%	-8%
Female	56%	48%	+8%
Age			
Under 16	3%	22%	-19%
16-17	5%	3%	+2%
18-24	14%	13%	-1%
25-44	41%	41%	0%
45-64	20%	17%	+3%
65-74	11%	3%	+8%
75-84	6%	2%	+4%
85+	0%	1%	-1%
Ethnicity**			
White	44%	39%	+5%
Mixed / multiple ethnic groups	4%	3%	+1%
Asian / Asian British	32%	39%	-7%
Black / African / Caribbean / Black British	14%	17%	-3%
Other ethnic group(s)	6%	2%	+4%
Disability			
Yes	4%	4% Economically inactive: Long-term sick or disabled	0%
No	89%		
Prefer not to say	7%		

Figure 4. Demographics table (348 completed forms)

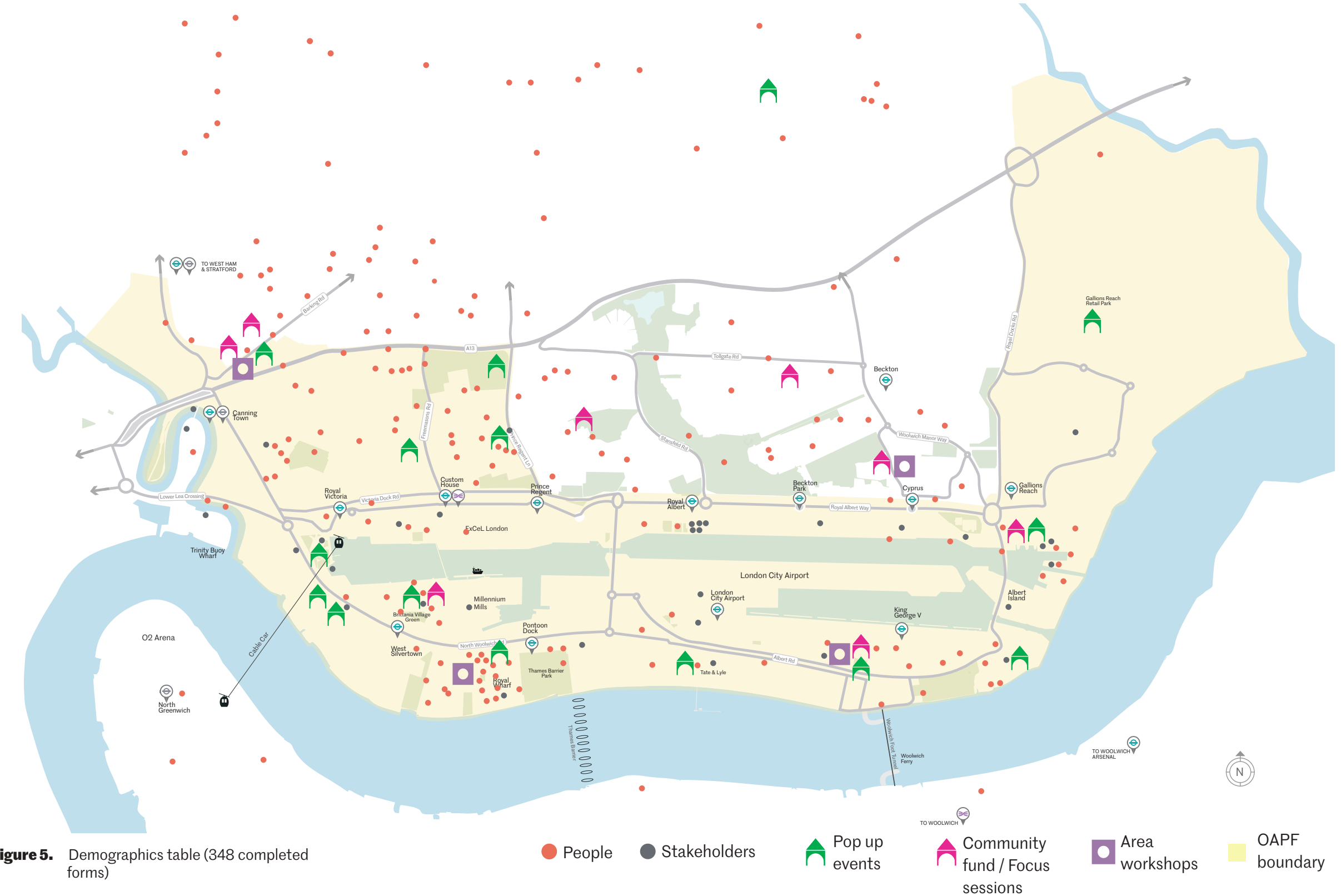


Figure 5. Demographics table (348 completed forms)

● People
 ● Stakeholders
 🏠 Pop up events
 🏠 Community fund / Focus sessions
 ■ Area workshops
 OAPF boundary



Newham Chinese Association community fund event



2.

Newham Chinese Association community fund event

Findings

2.1. Synopsis of findings

The following pages provide findings gathered from feedback collected at focus sessions, community fund events, youth engagement events, pop up events, and area based workshops.

They are presented by theme and by area.

The engagement tools used included:

- One-to-one Meeting Notes
- Canvass card
- Short canvass card
- Youth canvass card
- Comment card
- Extended questionnaire on economy
- Big ideas map
- Heritage board
- Area Workshop comments



Canning Town area workshop

2.2. Headline findings

Throughout the engagement process it was clear that people across the Royal Docks and OAPF area welcomed the idea of change. Feedback gathered will continue to inform the three strategies as well as feeding into the next steps of the OAPF.

All comments have been considered, each categorised by the theme it references. The following pages provide a high level qualitative synopsis of each of the four key themes as well as additional cross-cutting themes; further and more quantitative findings and analysis can be found in the appendices.

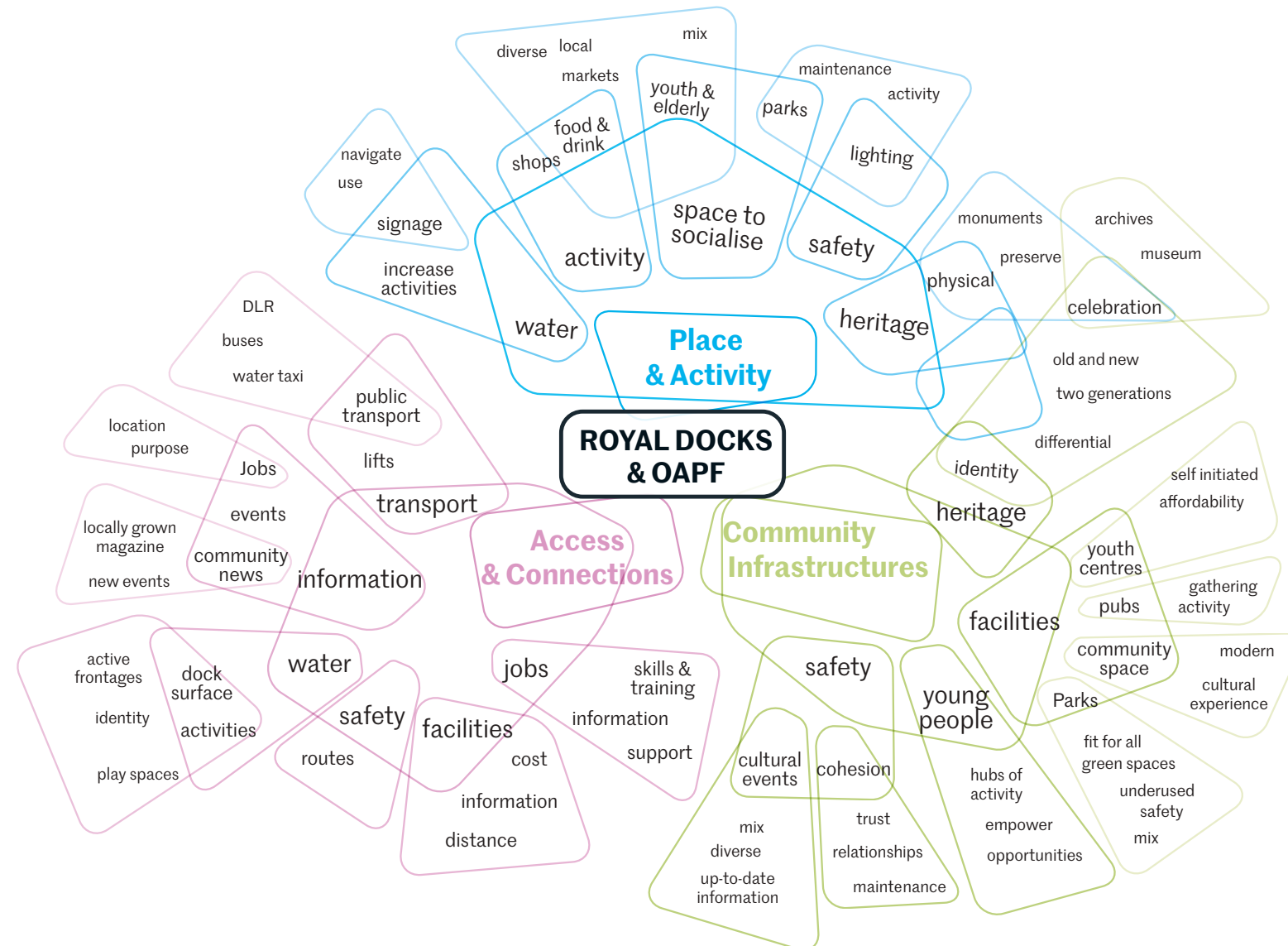


Figure 6. Diagram of cross cutting themes

Headline findings



Local Community, Economy & Work

1. Transport improvements

This is believed to be key to the success of the economy as is balancing the needs between industry and residential

2. Support for local businesses

Local businesses and start-ups should be a priority, to provide genuinely affordable workspace and lease agreements

3. New industry and innovation

Considered a good ambition, and a magnet for large scale production

4. Creative workspace

Demand in the area is considered high and investment is being sought.

5. Create a destination

Build a reputation drawing on the area's history and future environmental initiatives.

6. Meanwhile use

Use vacant sites and buildings in the short term for the community to develop enterprise, test ideas and new models of community investment.



Connecting People & Places

1. Transport & Infrastructure

Improvements to transport including DLR capacity and frequency and bus networks was the highest priority.

Safer and more enjoyable pedestrian and cycle routes, and traffic calming.

2. Routes

Create cycle and pedestrian routes connecting neighbourhoods, the water, parks and green spaces, places of activity and along the river.

Create more / greater connections between north & south of dock water.

There was strong support for a continuous Thames path.

3. Social Connectivity

Increased social and physical links between communities.



Living, Playing, Creating

1. Area activities

People suggested information platforms as there is currently a small cultural offer and low promotion of events.

2. Active spaces

There is a desire for more social spaces and destinations. Markets and cafés were popular ideas to bring people together and activate the area.

3. Events

Large and local scale events in the area to bring people together.

Activities for young people - Sports, shops and community events were emphasised by and for young people.

4. Food

People wanted to see an increased offer in food and places to eat, with suggestions of international stores and restaurants that better represent and celebrate Newham's diverse community.



Making Great Places

1. Social spaces

Creating community and social spaces for all ages was desired. Community centres, cafés and bars were favoured in areas such as Custom House, North Woolwich and Beckton.

Open and green spaces are not well maintained or used, people suggested having social spaces and cafés in the green spaces

To increase safety, animate the public spaces and waterfronts. Introduce more activities in these areas.

2. Water

The water is valued but underused. Improved walking and cycling routes, and activities on the water were favoured as ways to increase use.



2.3. Local Community, Economy & Work

“I would like to see arts grants for local artists or film-makers.”

“There needs to be schemes which teach local kids a skill - such as how to pass the exams to get a job in a bank, how to fix a bike / car.”

“Turn empty shop units into spaces for young people to test business ideas.”

Opportunities for Local People

Many respondents described the economy of the Royal Docks as ‘developing’ or ‘changing’. People would like to benefit from and access jobs being created across the area, ensuring there are a **wide range of job types and skill levels available**. Young people especially would like to have opportunities to **test or enable business ideas and creative projects**. Many people suggested grants and funding.

Support for Local Businesses

Support for business and start-ups should be a priority. People would like genuinely **affordable workspace and flexible lease agreements** that can accommodate new business expansion.

Local Centres

People would like to see more shops and social spaces across the area. **Small clusters of shops do not stay open late** into the evening and do not provide a ‘social heart’ or support the local economy. There is a strong demand for **markets of all kinds to fulfil specialist and everyday needs** and to stimulate trading.

Demand for Creative Workspace

The Royal Docks could become a cultural hub for London. Many creative workspaces have a fixed term, there is an opportunity to embed **long-term creative workspace in the area**. Initiatives like the Silver Building are successful and people like the mix of creative and community uses.

Community

The majority of people participate in their communities across the docks. People had mixed feelings regarding their sense of community, there were small groups of **tight knit communities** but also many felt **isolated or disconnected from their neighbourhood**.

Meanwhile Use

Many people are **keen to see meanwhile uses** on development sites that can offer a range of uses from leisure to affordable workspaces. Suggestions included **offering vacant shop units, buildings or land** during construction works.

Create a Destination

Many people were supportive to seeing the Royal Docks become a place of **innovation with environmental and social sustainability** as key aspects. People would like to see the area’s history celebrated, most people know the Royal Docks for its water and heritage.



Figure 7. Map of findings for Local Community Economy & Work



2.4. Connecting People and Places

“DLR capacity and frequency needs to improve at peak times, I have to travel backwards to get a seat in the morning.”

“Santander bikes do not extend out to the Docks, there should be a cycle route in the area.”

“Create a dock loop for pedestrians and cyclists connecting the water, river and local green spaces.”

Transport & Infrastructure

DLR capacity and frequency is the greatest issue for people. Canning Town station is hard to navigate, and platforms are easily **overcrowded** due to people waiting for alternative branch trains. **Improve weatherproofing** at DLR stations, as many stations such as Royal Victoria are only partially covered.

Improve reliability of **bus network**, respondents mentioned **adding digital displays** for information and more services to lesser connected areas such as North Woolwich. Ensure night buses run across the area to enable people to travel safely when it is dark.

Reduce **traffic speeds** through traffic calming measures, to improve experiences and safety for pedestrians and cyclists. People mentioned roads in the area are too traffic heavy with large industrial vehicles, discouraging cycling because of safety concerns.

Routes

People would like greater connectivity across the water, both the docks and the Thames. Suggestions included creating more / greater **connections between north & south of dock water** that are focussed towards pedestrians and cyclists. People were supportive of the proposed bridge between Millennium Mills and ExCeL being at low level.

Create **cycle and pedestrian focussed** routes around the docks and its neighbourhoods, interconnecting the water side, parks and green spaces, places of activity and the river Thames.

Enable the vision and **creation of a Thames path** in the short to medium-term between the river Lea and river Roding.

Social Connectivity

Create more chances for **social integration between communities** and neighbourhoods through social and physical links. Ideas were considered around **walking or heritage trails across the docks**. Suggestions included **more community-based events** linking different audiences.

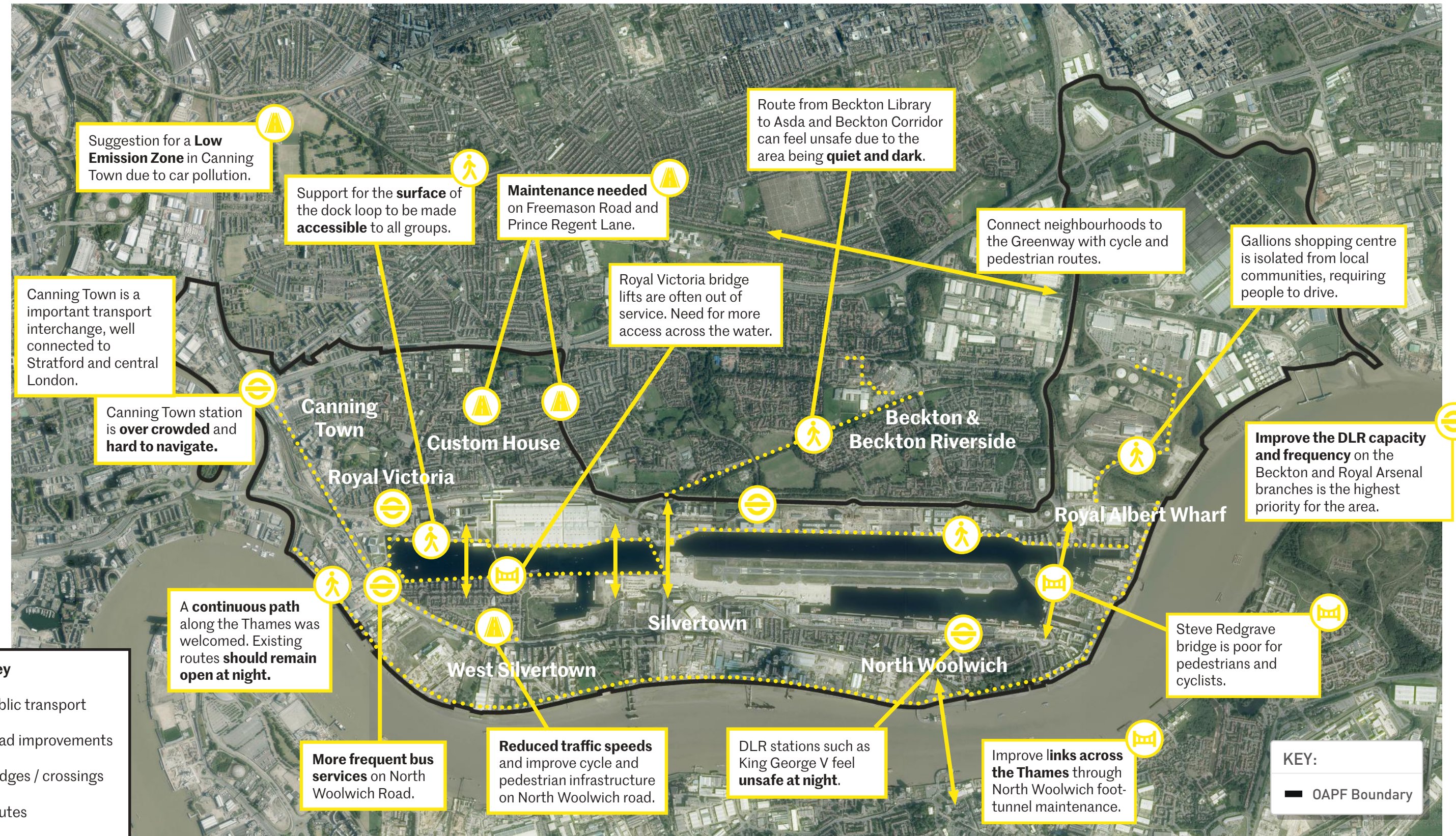


Figure 8. Map of findings for Connecting People and Places



2.5. Living, Playing, Creating

“There should be an ‘art Czar’ in Newham. Someone who is local? Danny Dyer?”

“Hold more events / food festivals that are affordable.”

“There should be a reference to Royal Victoria Gardens as a pleasure garden in the Victorian era.”

What is happening in the area

The greatest barrier which stops respondents from participating in arts and culture in the area was lack of ‘knowledge/promotion’ followed by ‘accessibility and cost’. Using **digital platforms and a locally established newspaper** to advertise events in the area is a priority. Feedback revealed a general concern of the perceived lack of cultural experiences locally.

Heritage

Many people mentioned the heritage of the area, for a full analysis refer to page 40.

Animating public space

There is a perceived **lack of public spaces and places to meet or socialise**. Respondents would like to see **more community events & projects, pubs, restaurants and shops**. Ideas shared included improving parks and play spaces, introducing street markets and hosting events in public spaces.

Activities for young people

Respondents across the whole area emphasised **activities for young people as a priority**. People mentioned the value of local youth clubs and services but had concerns that a lack of activities for teenagers could lead to anti-social behaviour.

Events

People mentioned their most memorable ‘cultural’ experiences were community related and that the **diversity of Newham should be celebrated**. A large concern for respondents is sense that no events happen across the area and not knowing if events are happening.

Well-received cultural events included the Newham Show, Kid’s Summer Splash in Royal Victoria, Ferry Festival and Comicon.

Green spaces

Residents value community activities and green spaces and would like to see more of these in the area. People feel **public spaces are underused**, mentioning that quiet areas add to safety concerns.



Figure 9. Map of findings for Living, Playing, Creating



2.6. Making Great Places

“Create a special landmark square for Newham.”

“I would like to see more green spaces, a stronger sense of community and a more family friendly atmosphere.”

“We need connections between north and south of the docks.”

Safety

Many people mentioned safety in the area as a top priority, for a full analysis refer to page 38.

Social spaces

Custom House, West Silvertown and North Woolwich residents said the **areas can feel isolated** physically and socially, with requests for improved connections and social spaces for all demographics, namely **local pubs, community facilities and activities.**

The **existing green spaces** such as Beckton Park and Royal Victoria Gardens are valuable assets, but could be better maintained and used. Some people suggested a cafe in these spaces to attract people.

Many people requested more active and green spaces for young people.

Water

A lack of **connectivity and access** were the main reasons for not visiting the waterside. Improved, continuous and accessible **routes and signage** throughout both the docks and river would allow people to navigate and interact with the spaces more comfortably. **Active frontages** and access through industrial sites to the Thames would also increase use of these spaces.

Using the docks as an additional open space was received well by most, especially for events and social spaces. People collectively supported that **activities on the water** and using boats as venues for arts, green and social spaces.

History and heritage

Most positive experiences listed were related to the **heritage sites** around the docks. **Enhancing sites and physical features** through lights and art would positively impact the area visually, namely Royal Victoria and Albert Docks, Custom House Library and Millennium Mills. Creating heritage tours and recreational routes throughout the docks to help allow people to learn about and **access the heritage** of the area.

Where there are heritage assets in neighbourhoods, these should be retained and where possible, **repurposed for community use.**

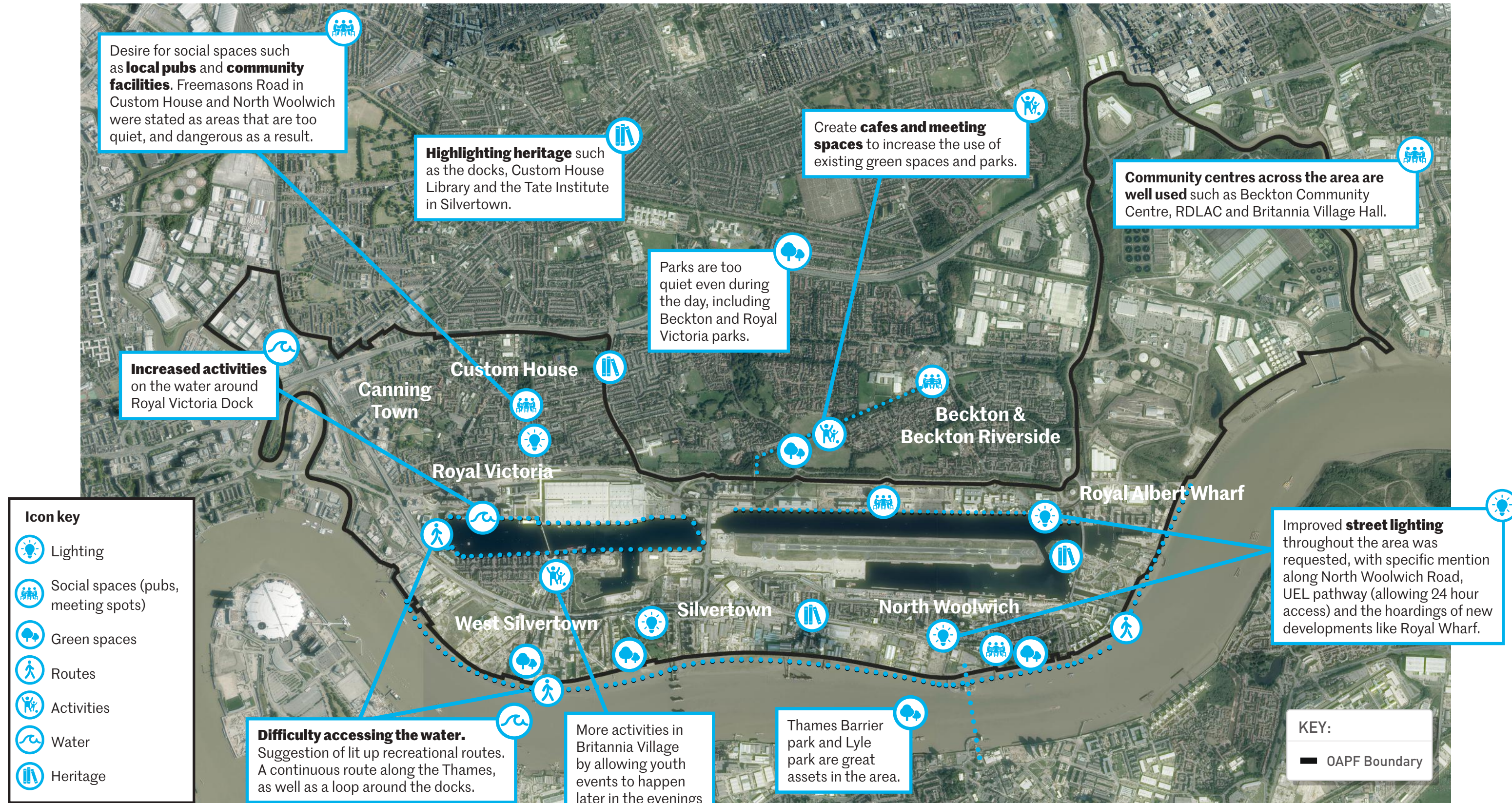


Figure 10. Map of findings for Making Great Places

2.7. Cross-cutting themes

The following pages expand on some of the themes which were raised during the engagement process that cut across the four key themes.

Safety

Safety was the top priority throughout the Royal Docks and surrounding areas. People mentioned **dark streets, underused green spaces and quiet public spaces** as a safety concern particularly in Beckton, Custom House and North Woolwich.

People felt that public spaces attracted unwanted loitering, which led to elderly groups feeling hesitant to leave the house after dark. Others mentioned that shops and services in neighbourhoods closed early, resulting in areas becoming **overly quiet**.

Lighting throughout the area was highlighted as an issue, with people requesting improvements that would make communities feel safer.

Bus re-routing has added to safety concerns, particularly in North Woolwich as night buses do not stop at all stops in the area, leading to people having to walk further distances in dark areas.

“Parks are too quiet, even in the day time.”

“Beckton park DLR - safety concerns at night”

“We need shared access to information in different formats.”

Access

Information

People expressed that a **lack of information** restricted people from **accessing services, jobs and events** across the area. When asked specifically about events in the area, many respondents mentioned not hearing about events and that it created a feeling that ‘nothing happens’ in the area. **A community newspaper** was widely supported.

Jobs

New jobs being created in the region at sites such as ABP were favoured, but raised concerns that they were not for local people. People would like to see **investment in skills and training** to the local population, **a wide diversity of jobs, and access to information regarding job vacancies**.

Scale

Although welcoming the idea of change and development, people wanted to see smaller scale and more granular development. Some attendees felt that the area lacked a **human and local scale**.

“Retain local identity - small scale and street grain”

“Library needs to be open for longer - used for job searching”

Cross-cutting themes

Heritage and history

The heritage and history of the docks was widely discussed, people felt as though the history of the docks **was not celebrated enough and is at risk**. Both physical and social heritage were areas that people wanted to see enhanced. Physical historical assets such as Royal Albert and Victoria Docks, Custom House Library and Victoria Gardens needed to be highlighted and better utilised.

People in North Woolwich felt most strongly about the heritage assets in the area, mentioning the loss of historic buildings and pubs. **The Tate Institute** was the heritage asset most often mentioned that people valued.

Rich social and natural physical heritage in the area should also be harnessed and celebrated, respondents were keen to promote the area as a destination for its history. People were supportive of **highlighting the industrial, wild and natural aspects** of the area. A **leisure route along the Thames** was suggested to celebrate the industrial and natural heritage.

“ Tate Institute, Silvertown. This has been at the heart of the community. This needs to be renovated and put back to the heart of the community.”

“ [the area is] losing its culture because focus is on the present. We are losing heritage - should be more positivity of past - should keep historic buildings. ”

Cohesion

Variety of communities

Although the majority of people welcomed change, there were concerns around who the developments were for and how the existing communities could feel part of the newer, more affluent communities who are moving within the Royal Docks and OAPF areas.

Creating cohesion was also raised in regards to the wide variety of ethnic groups throughout the area.

Ownership

Many people felt that spaces which have become underused and fallen into disrepair have done so due to the lack of ownership and stewardship. Locals would like to see increased responsibility given to the community, allowing them flexibility to maintain and improve public spaces.

Food

Increased and improved spaces to buy and eat food was raised as a theme that would add to the local cultural offer and enhance the area.

Young people were particularly interested in food, mentioning that their **favourite social spaces involved food**. Young people would often travel to Stratford or Canning Town specifically for food.

People are currently dissatisfied with the range of food options in the area, this ranges from a lack of cafes and restaurants to the lack of a nearby supermarket for weekly shopping.

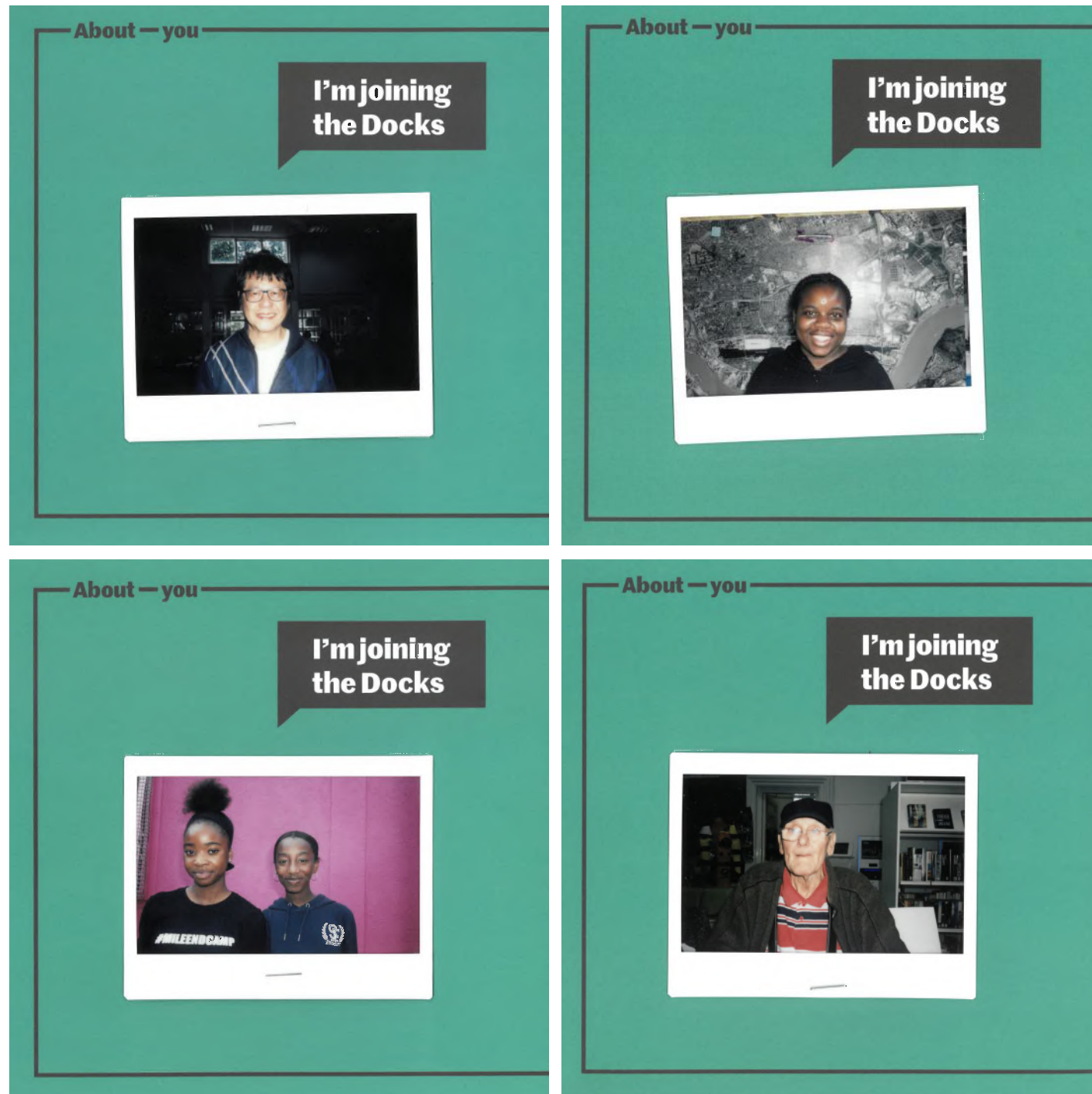
Newham’s population is very diverse and people would like to be able to **access specialist food products** found in Asian or Eastern European diets. People currently have to travel to Stratford for specialist foods.

“The Chinese supermarket on Factory Road closed, now I travel to Stratford.”

“We need more local restaurants and pubs.”

2.8. Community Profile

In the canvass cards we provided a space to gather insights into the people who were sharing feedback. Below are some of the responses and polaroids gathered over the engagement process.



Three words to describe me

We asked people to share three words that describe them. A word cloud shows the results below:



Figure 11. Three words to describe me

2.9. Young People



These pages highlight the key areas of discussion that took place with young people across the area.

Local Community, Economy & Work

Young people's highest priorities are access to **good education and training opportunities, affordable homes and good jobs**. Young people really value their **environment** and their second highest priority is to ensure **clean air and quality green spaces**.

Young people's sense of community varied across the area with some mentioning the sense of community was 'small, boring, not well integrated'. Others mentioned the community was 'friendly and welcoming, open, helpful'. Overall **young people** would like to have a **greater sense of community** but this is challenging due to a **lack of activity and things to do**, and the need to **travel outside of the area to socialise**.



Connecting People & Places

Young people in the Royal Docks tend to travel outside of the area and favour **going to Stratford as a place to socialise**, due to Westfield shopping centre and the high levels of activity. Young people tend to avoid Canning Town because of safety concerns. Young people are very mobile in the area, travelling to destinations after school with friends, they highlighted the importance of the bus routes in the area. Young people would like to **see young persons oyster cards be extended to 18 years of age**, commenting that the DLR or tube network was too expensive, hence taking the bus more often.



Britannia Village Youth session,



Living, Playing, Creating

Young people in the area mentioned sporting activities as enjoyable cultural experiences. Young people are very passionate about **music and dance, taking advantage of facilities in youth centres. Showcase events occur once a year, but could grow**.

Sports was the single highest activity young people would like to see more of. Many young people chose experiences they take part in such as boxing at Fight for Peace. Local youth and sports facilities are highly valued and are often a means of experiencing cultural activities.

Young people would also like to see a cinema as many people travel to Stratford to watch films. Many mentioned that they had to travel outside of the area to enjoy cultural experiences



Making Great Places

Safety for young people is the single largest priority for young people. There is a **high perception of crime** and knife crime across the Royal Docks, particularly in Custom House, North Woolwich & Canning Town. Young people enjoy spending time in public places that are **active** and are close to food outlets, and would like to **see more events happening and spaces to showcase talents and passions**. Young people also mentioned the benefits of calm spaces and the dock water.

The need for youth facilities was highlighted, but suggestions were made for **alternative spaces which would be more youth led and allow young people to practice hobbies and talents**.

In North Woolwich, West Silvertown and Custom House young people stated that the quality of **wifi and broadband was too slow** and requested improvements going forward.



Shipman Youth pop-up



Royal Wharf area based workshop

Next Steps



Royal Wharf pop-up

3.1. Next steps

The Royal Docks Delivery Team

This process has enabled the Royal Docks Team to commence engagement with local residents, workers, voluntary sector organizations, businesses and other stakeholders. It has identified their priorities for future development and verified these against the development of the Economic, Public Realm and Cultural Placemaking Strategies informing the Delivery Plan. This initial process will transform into an ongoing Community Engagement strategy led by the Royal Docks Team providing options for participating throughout the life of the Delivery Plan, to enable people to have a say in the development and to ensure that in the long-term the area's regeneration delivers maximum benefit locally.

Drop us a line with any questions on royaldocks@london.gov.uk

Or visit our website: www.royaldocks.london



Royal Wharf area workshop

Next steps

Next steps OAPF:

This initial phase of engagement was a vital first step in the OAPF process and will help shape its vision and objectives. We hope that conversations started with local people, businesses and stakeholders will grow as the OAPF develops.

In the new year, there will be follow-up engagement to share how this initial phase has shaped the key principles and vision for the OAPF.

Following this, we will continue the conversation as the OAPF process progresses over the next year.

To keep in touch, please follow our updates on Commonplace:

www.royaldocksandriversideframework.commonplace.is

or here

www.london.gov.uk/royal-docks-beckton-riverside-opportunity-area.



Engagement Vehicle - 'Floating Ideas'

Glossary

4.1. Glossary

Enterprise Zone:

Enterprise Zones are part of the government's industrial strategy. These zones are designated areas that provide tax breaks and other business incentives. Business rates generated by the Enterprise Zone are retained and reinvested in the area to support local economic growth.

Local Plan:

The Local Plan sets out a vision for development in the borough. It addresses needs and opportunities across a number of themes, including housing, the economy, community facilities, infrastructure, and the environment. The Local Plan is the starting point for considering whether planning applications can be approved.

London Plan:

The Mayor's London plan is a strategy for how London evolves and develops, it covers housing and many other topics. The London Plan identifies housing capacities and policies for London as a whole, as well as for each council.

Opportunity Area:

The Mayor of London has identified a number of 'Opportunity Areas' across London. These are strategic locations that have significant capacity for development and growth, including improvements to housing, industry and infrastructure.

Opportunity Area Planning Framework (OAPF):

Opportunity Area Planning Frameworks are planning documents that are used to specify how an Opportunity Area can be developed. The Mayor works closely with the boroughs and other stakeholders, providing support and leadership in preparing and implementing Planning Frameworks.

GLA = Greater London Authority

LBN = London Borough of Newham

OAPF = Opportunity Area Planning Framework

TfL = Transport for London

EZ = Enterprise Zone

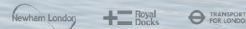
MAYOR OF LONDON

ROYAL DOCKS AND BECKTON RIVERSIDE

OPPORTUNITY AREA PLANNING FRAMEWORK

VISION AND PRINCIPLES: ENGAGEMENT

OCTOBER 2020



MARCH 2021

ENGAGEMENT AND CONSULTATION SUMMARY

ENGAGEMENT AND CONSULTATION SUMMARY

1. Introduction
2. Engagement methods & materials
3. Respondent numbers
4. Engagement response summary
5. Conclusions and next steps

INTRODUCTION

- The **Opportunity Area Planning Framework (OAPF)**, will guide long-term change in this area up to 2041.
- This includes new **homes and jobs**, and everything from **parks** play space, places to **shop, safe streets** and more.
- **Connecting** these places with paths, cycleways and public transport is a key part of this framework too.
- The OAPF is being prepared jointly by the **Mayor of London** (Greater London Authority and Royal Docks Team), **Transport for London** and the London Borough of **Newham**

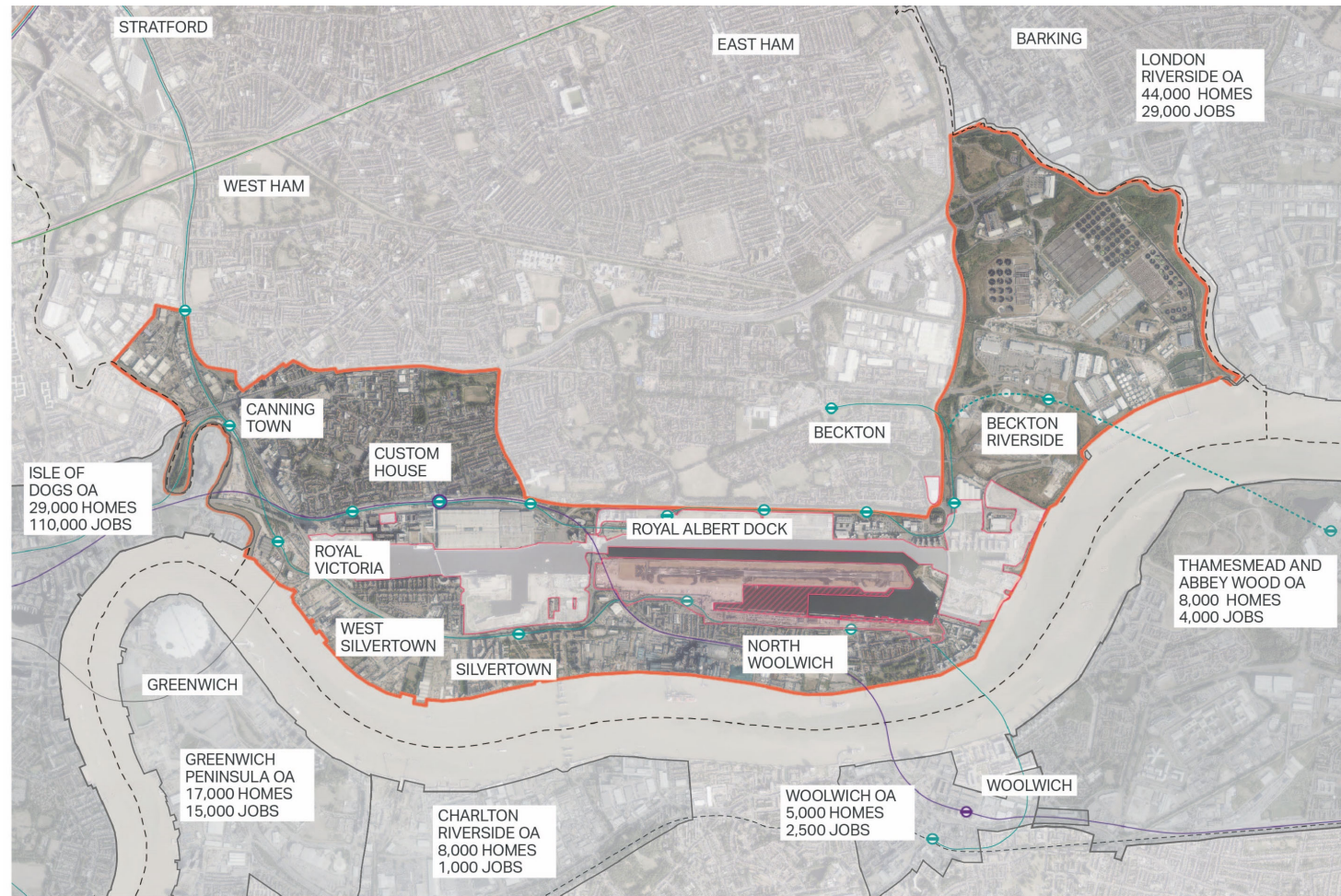


FIG 1.1 The Royal Docks and Beckton Riverside Opportunity Area
 *OA figures are indicative numbers as per the draft London Plan

- OA boundary
- - - Borough boundary
- Enterprise Zone boundary
- DLR
- Elizabeth line
- London City Airport Boundary
- ▨ London City Airport Expansion

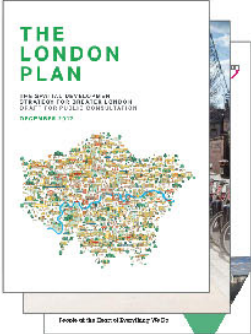


OAPF AND OTHER STRATEGIES



OPPORTUNITY AREA PLANNING FRAMEWORK PROCESS

WHAT HAS HAPPENED SO FAR?



Initial engagement

Feedback from 2019 engagement shaped these Vision and Principles



NOW



VISION AND PRINCIPLES

WHAT HAPPENS NEXT?



Consultation draft OAPF



OAPF ADOPTED



Delivery

2019

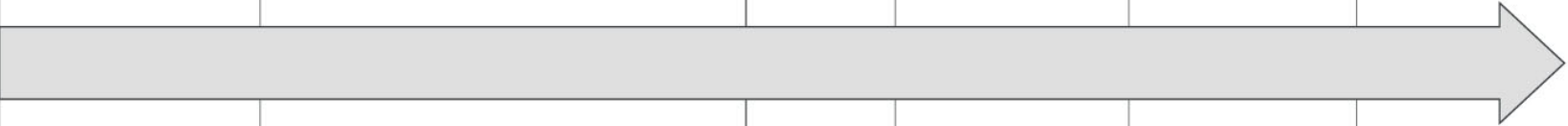
SUMMER 2019

AUTUMN 2020

2021

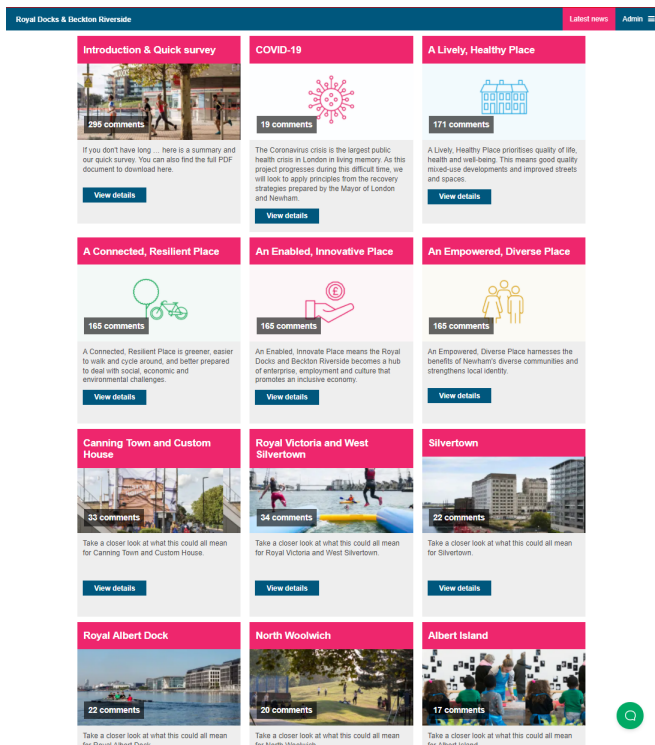
2022

2041

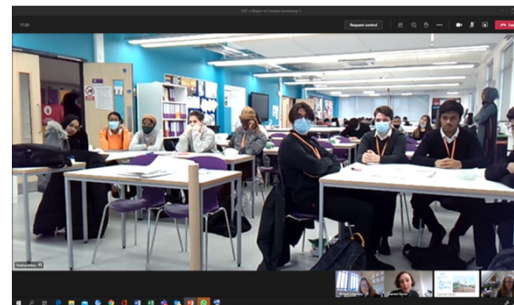


ENGAGEMENT METHOD & MATERIALS

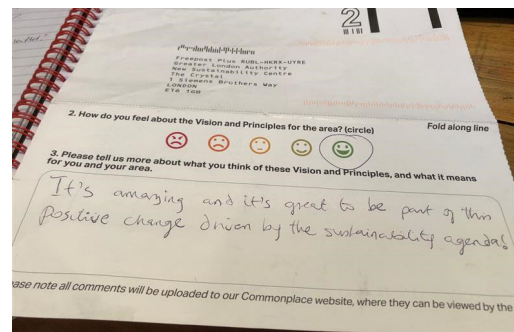
- Materials provided primarily via an online platform hosted by **Commonplace**
- Materials were grouped into 4 themes and 7 focus areas



4 x Webinars open to all



2 x Youth workshops with UTC



70,000 leaflets posted

THE 4 THEMES:



A LIVELY, HEALTHY PLACE

PRINCIPLES

- Support the delivery of homes and ensure the area remains a mixed and inclusive place
- Improve local and strategic connections and access to opportunities in and around the OA
- A healthier Royal Docks and Beckton Riverside OA



A CONNECTED, RESILIENT PLACE

PRINCIPLES

- Promote safe, accessible routes for sustainable travel
- Improve ecological resilience
- Enhance access to green and open spaces, and waterways



AN ENABLED, INNOVATIVE PLACE

PRINCIPLES

- Vibrant, well connected centres that support the local economy, businesses, and employment
- Plan for efficient use of employment land and protect industrial capacity
- Increasing youth opportunities



AN EMPOWERED, DIVERSE PLACE

PRINCIPLES

- Strengthen local character and support existing communities
- Improve overall safety
- Ensure social and community infrastructure support growth

VISION + PRINCIPLES – DRAFT SPATIAL FRAMEWORK

VISION AND PRINCIPLES → SPATIAL PRINCIPLES → SPATIAL FRAMEWORK



A LIVELY, HEALTHY PLACE



A CONNECTED, RESILIENT PLACE



AN ENABLED, INNOVATIVE PLACE



AN EMPOWERED, DIVERSE PLACE

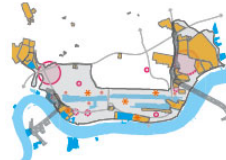
Analysis of the updated evidence base and phase 1 engagement feedback has resulted in a series of principles for the Royal Docks and Beckton Riverside OA.



Character Areas



Resilience and Landscape Strategy

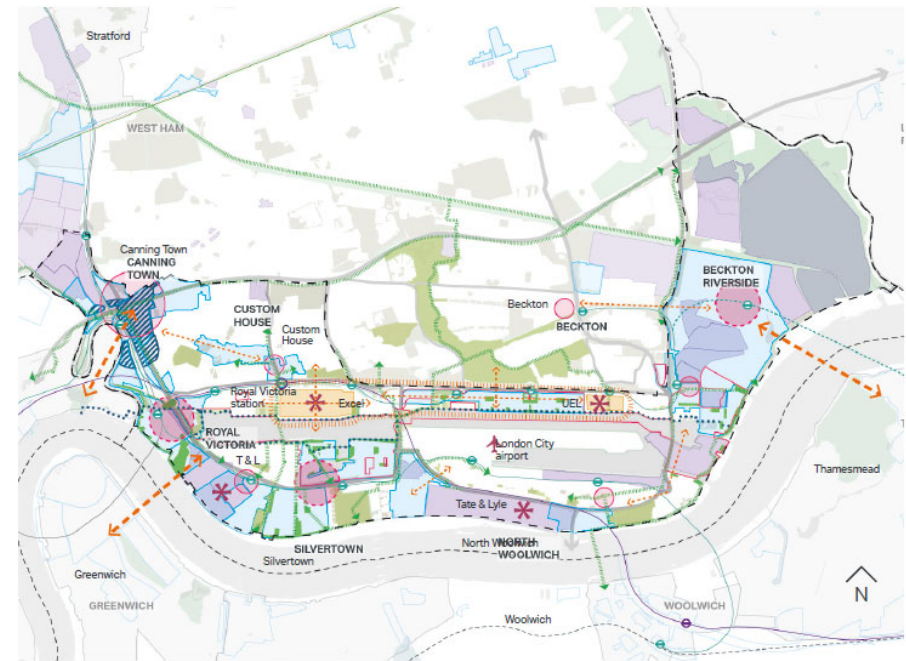


Local Economy and Land Use Strategy



Public Realm Strategy

The spatial strategies...

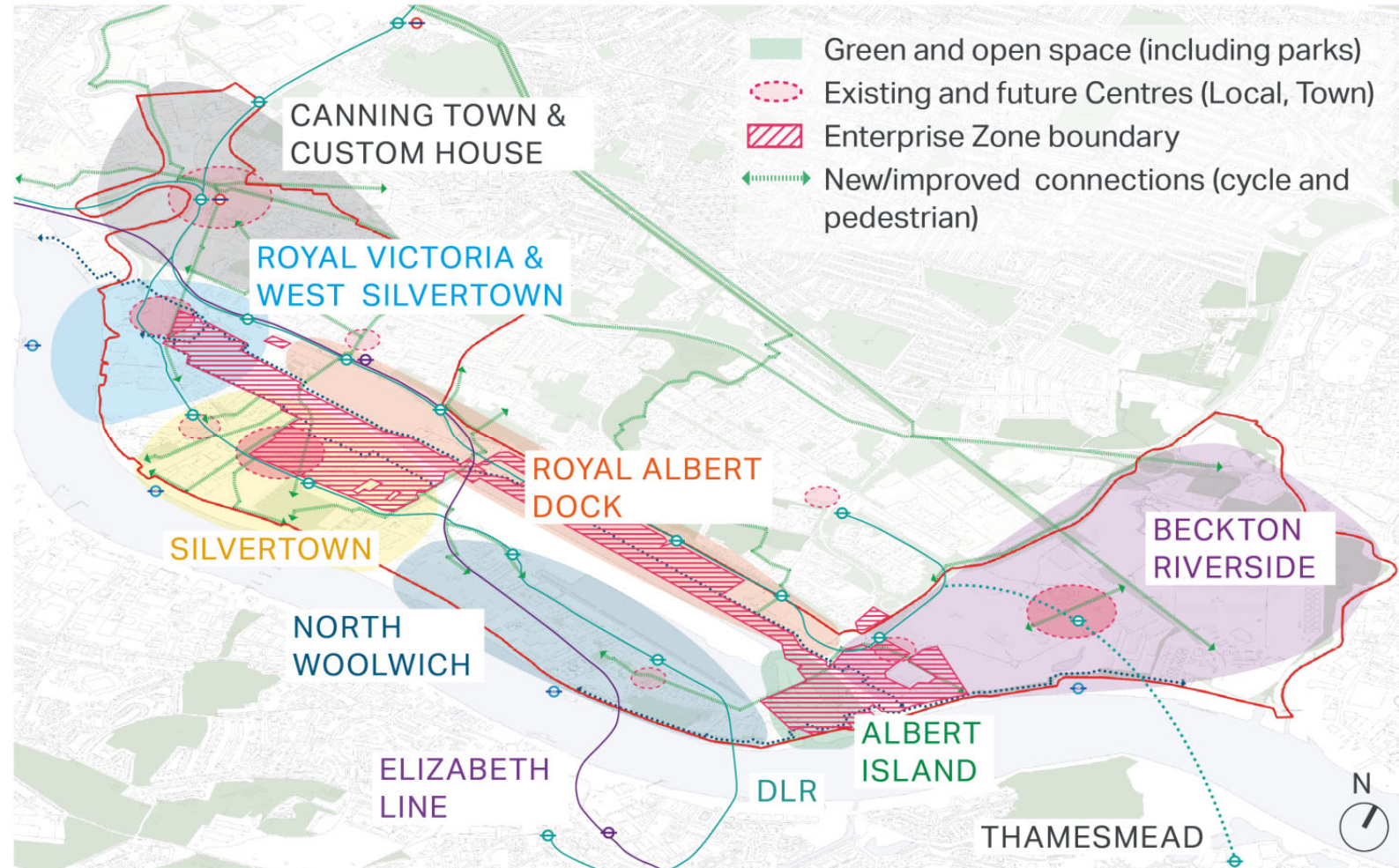


The Spatial framework is a synthesis of analysis, public engagement, and LB Newham/GLA planning policy and presents the 'Big Ideas' for the future of the Royal Docks & Beckton Riverside OA.

STRATEGIC DESIGN PRINCIPLES

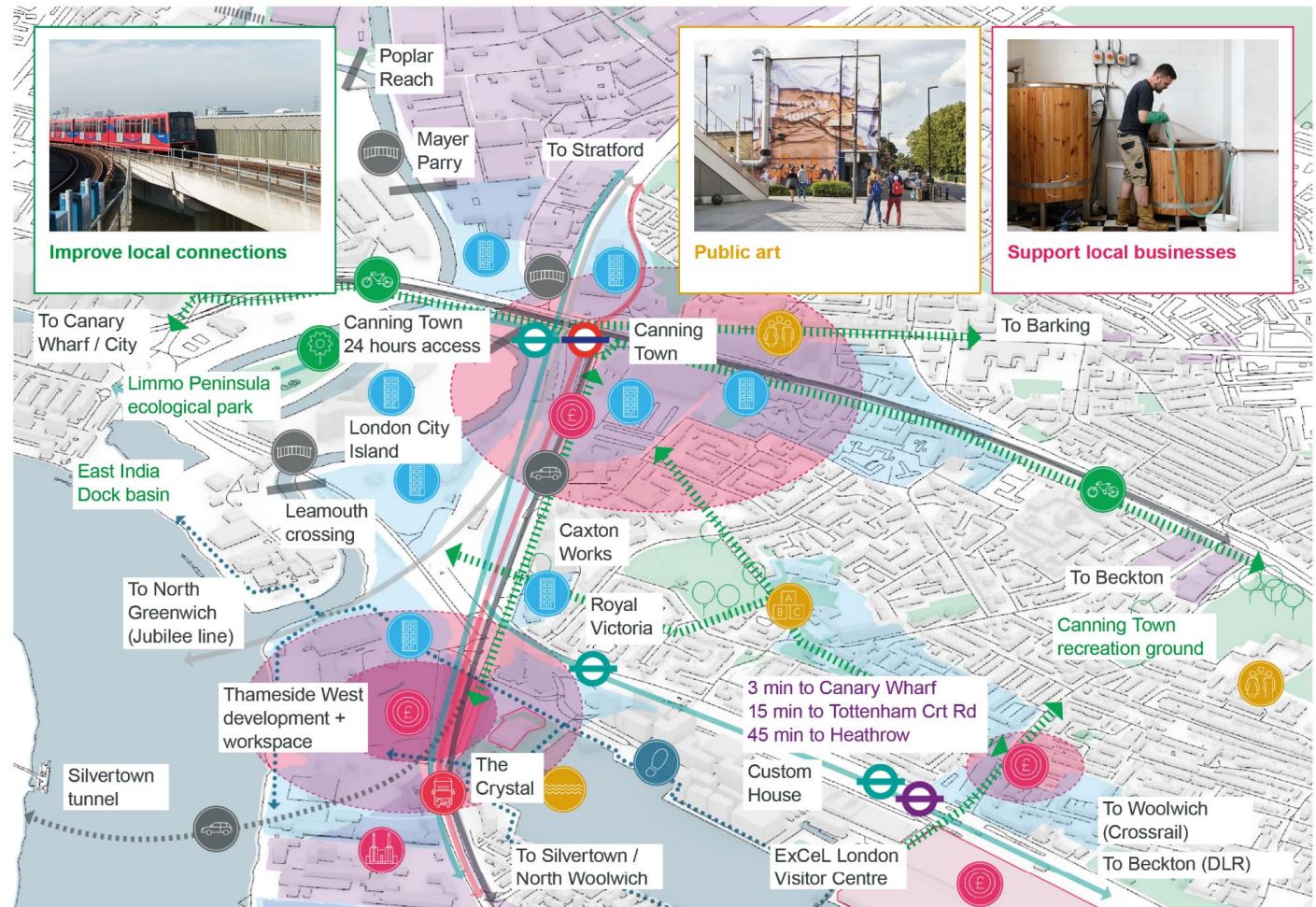


FOCUS AREA STUDIES:



EXAMPLE FOCUS AREA: CANNING TOWN AND CUSTOM HOUSE

- **Gateway** to the Royal Docks
- Development around Canning Town Station
- A **mix of uses**, where town centre, high street and growing industry and residential populations meet.
- Better, **safer walking and cycling** links to Newham, Poplar and Canary Wharf
- Improved **DLR capacity**
- Highway works and River Lea crossings to overcome complex level changes and better connect to Stratford and Poplar
- Role of **ExCeL** being a major visitor attraction to support creation of jobs



RESPONDENT NUMBERS

Over a 6 week period between **14th October – 27th November 2020**, the following numbers of local people engaged with the 'Vision and Principles' consultation:

- Commonplace respondents: 372
- Commonplace 'read content': 1,120
- Commonplace visitors: 2,345
- Leaflet responses: 216
- Webinar attendees: 100
- Youth workshops attendees: 35
- Formal stakeholder responses: 18

- **Total respondents: 741** (+ 1,120 read content and 2,345 commonplace visitors)



For reference, phase 1 consultation ran for 18 weeks with 1738 respondents, which works out at 597 respondents per 6 week average.

ENGAGEMENT RESPONSE SUMMARY

Walking and cycling

improving localised networks: north/south connections and access to water

Social integration & inclusion

places and spaces to improve this, notably for younger people

Parks and public spaces

top priority in all focus areas

Cohesive development

integration between existing and new communities

Community safety public realm design, perception of crime is a longstanding issue

Local facilities

Lack of cultural and social infrastructure and retail

Climate emergency

air quality, open spaces, sustainable travel and biodiversity

Use of water

support for community-focused activating uses



STAKEHOLDER RESPONSE SUMMARY – landowners, developers, businesses, statutory bodies

Agent of Change

Guidance on managing mix of uses including high-density residential and intensified industrial sites at strategic OA and local scale; Managing Service and Freight movements

Phasing of Development

Relationship homes/jobs to supporting infrastructure; Meanwhile uses; Long development programmes for large, complex sites

Quantum/intensity of development

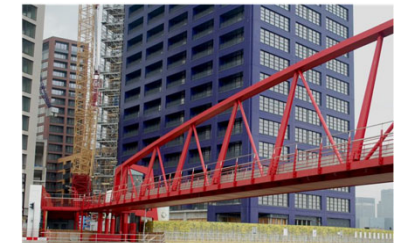
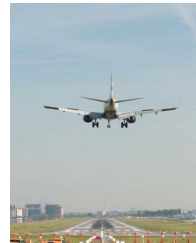
Describing local character and heritage in OAPF; Appropriate locations for tall buildings; Vision that unlocks and optimises sites

Transport

Importance of new/improved local and strategic connections; Support for DLR extension; Lobbying for additional Crossrail station

Land use

Creating critical mass; Role and hierarchy of new and existing town and local centres; Need for flexibility across sites and over time



YOUTH RESPONSE SUMMARY

Housing and homelessness

Housing provision for 'struggling families' top priority

Safe streets and spaces

'if you can't feel safe there's no point'

Sustainable transport

all would cycle more if it was safer!

Youth facilities and activities

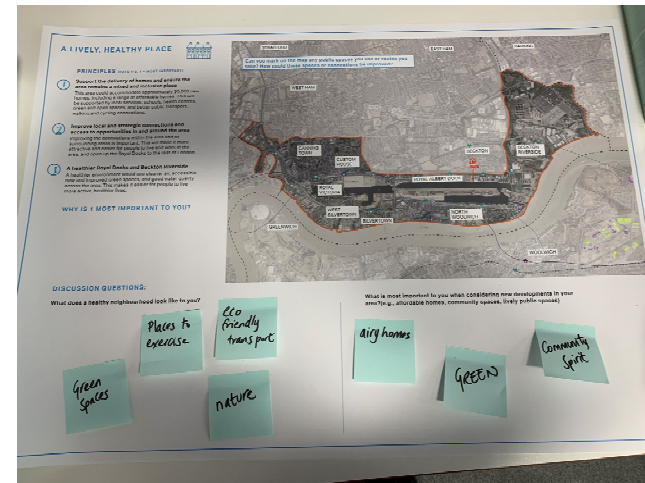
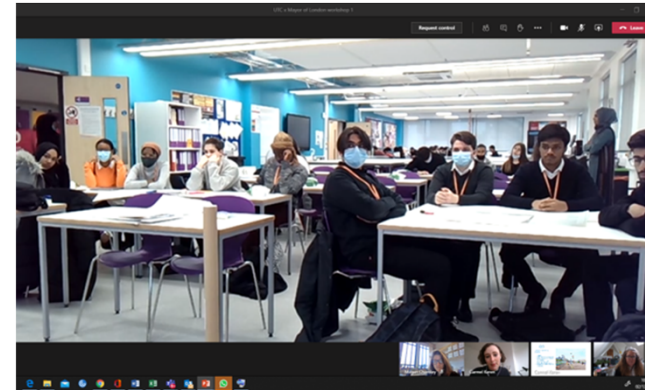
Youth centres and supervised free spaces to hang out

Community cohesion

Events to bring the community together

Climate emergency

Reducing pollution and more investment in green spaces



SUMMARY OF OPPORTUNITIES/CHALLENGES

OPPORTUNITIES	CHALLENGES
Better public transport	Capacity and routes/access to stations
Walking and cycling improvements	Physical obstacles (water, airport, industry)
Make most of green/blue infrastructure	Space deficiency and poorly used spaces
Public realm improvements	Neglected spaces, safety concerns
Better access to local amenities	Isolated communities with lack of amenities
New inclusive mixed-use developments	Integrating new developments with existing
Better community support and opportunities	Lack of community spaces and support for young people and elderly
Plan for the environment	Pollution, congestion and barrier to sustainable travel

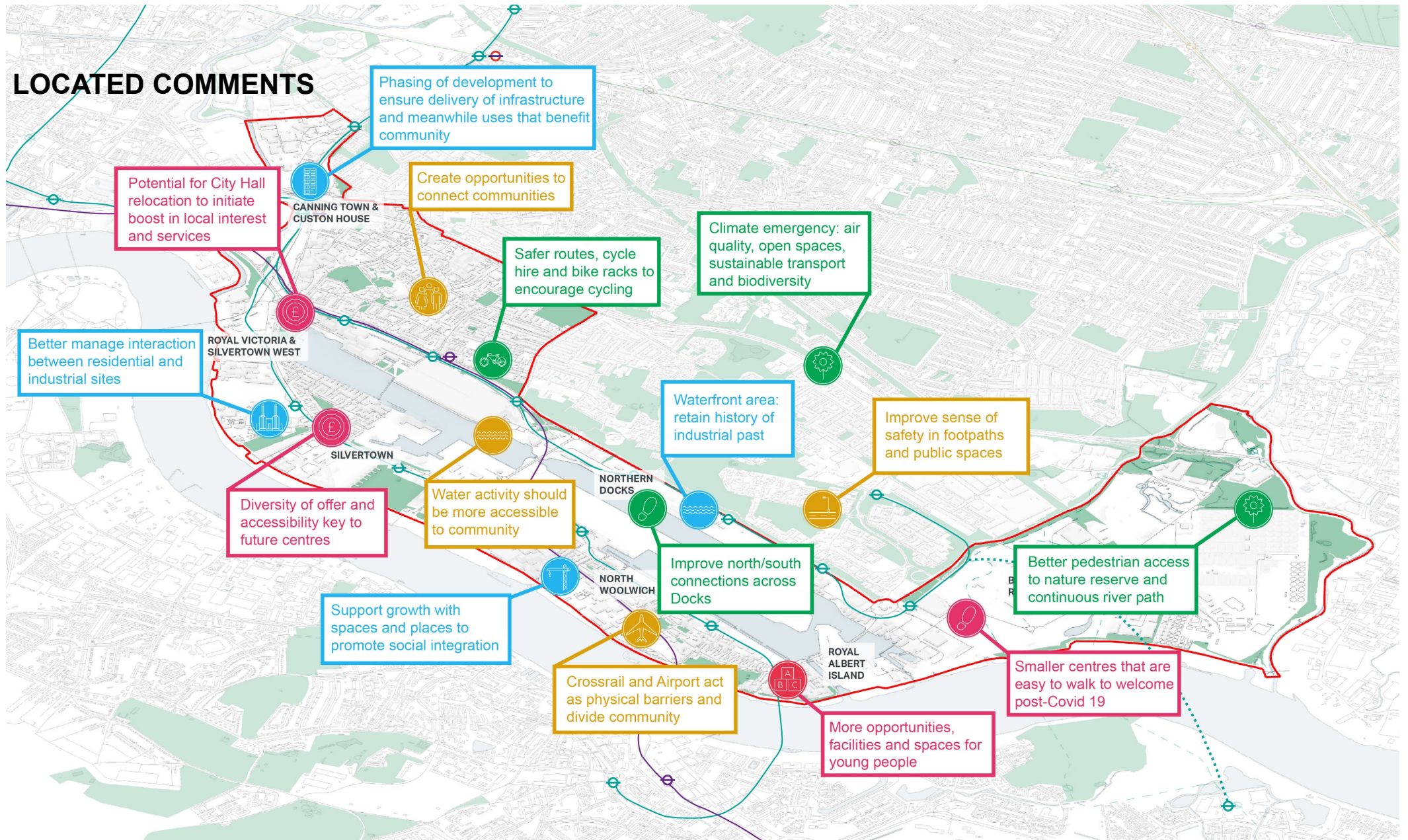
CONCLUSIONS/ NEXT STEPS

EMERGING ISSUES	POTENTIAL OAPF ACTIONS
<p>COVID Recovery and response: Aligning OAPF strategy with LB Newham’s COVID Recovery Plan and GLA Recovery Missions</p>	<ul style="list-style-type: none"> • COVID Recovery as <u>principle woven through OAPF strategy</u> • Specific reference in <u>role of green/open spaces</u>; Potential uses and access in <u>local centres</u> including workspace and services
<p>Managing Land Uses: Relationships between land uses; Phasing as land uses change</p>	<ul style="list-style-type: none"> • High level future <u>land use and development phasing strategies</u> • <u>Design guidance</u> on managing/mitigating contrasting land uses and Agent of Change including Residential/Industrial/Mixed Use/Town Centre uses
<p>Town, Local, and Neighbourhood Centres: Building on the Local Plan to define the character, role and hierarchy of centres across the OA, so that they work as ‘more than the sum of their parts’</p>	<ul style="list-style-type: none"> • Illustrate how <u>existing assets</u> like ExCel, LCA, Crystal, and UEL, and new assets like Silvertown Quays and Thameside West, can complement each other – <u>achieving critical mass in the right places</u> • <u>High-level masterplans</u> to show how potential of Beckton Riverside, Silvertown Quays, and Royal Albert can be realised • Explore meaning of <u>a Royal Docks ‘15 min City’</u> • Identify opportunities to <u>‘add depth’ to new and existing centres</u> to benefit local communities and retain visitors, including promoting evening economy and

CONCLUSIONS/ NEXT STEPS

EMERGING ISSUES	POTENTIAL OAPF ACTIONS
<p>Supporting Young People: Offer opportunity and enable integration</p>	<ul style="list-style-type: none"> • Places and Development sections to <u>show where and how inclusive spaces and activities can be delivered</u> in new development • Delivery section <u>to identify strategic planning aspects of career and skills development</u> for young residents
<p>Balancing creation of “destinations” and neighbourhoods:</p>	<ul style="list-style-type: none"> • <u>Strategic vision for the OA</u> to consider opportunities and offer in relation to other centres like LLDC, Stratford, Canary Wharf, and CAZ • Places, Phasing and Land Use sections to consider future character of sites and <u>routes/challenges to delivering attractions or neighbourhoods</u>
<p>Water: What is used for, where, and when</p>	<ul style="list-style-type: none"> • Potentially a new section considering <u>planning mechanisms for suitable uses on the water</u>, role of the London Plan, its role as an open space • Set scene for <u>more detailed water plan in future</u>

LOCATED COMMENTS

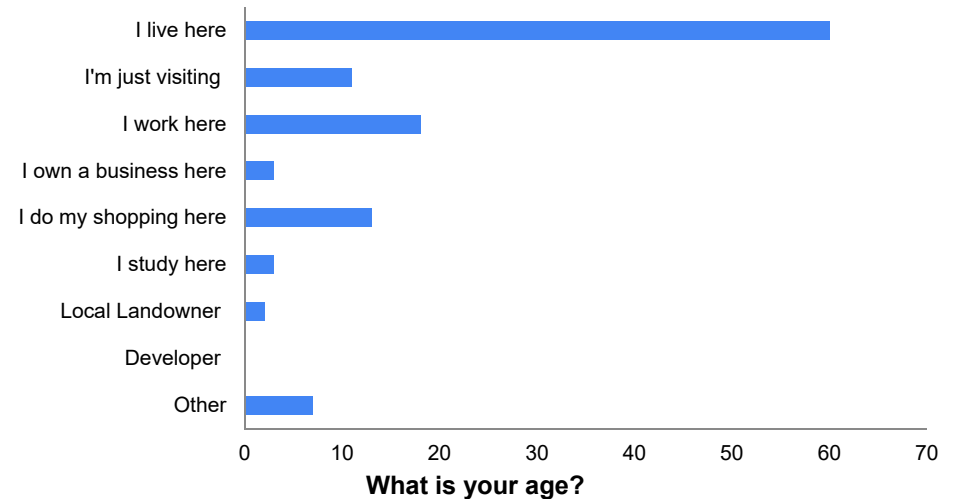


COMMONPLACE RESPONDENTS

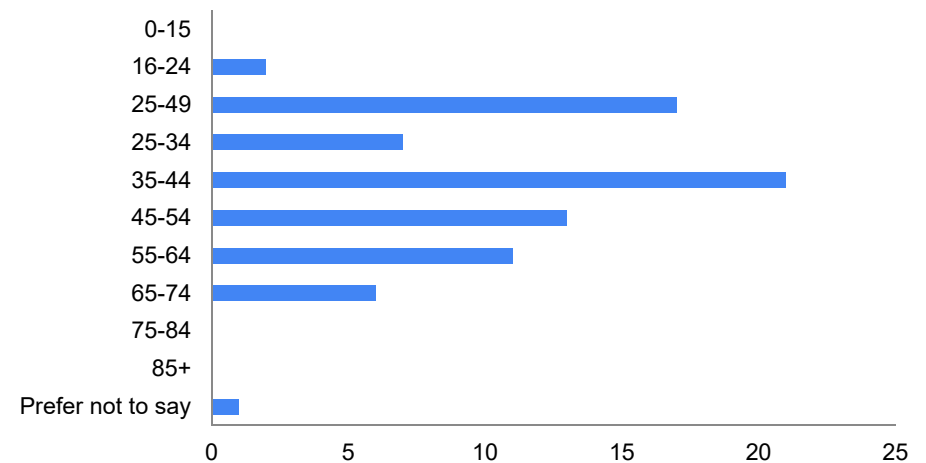
- Commonplace respondents: 372
- Commonplace 'read content': 1,120
- Commonplace visitors: 2,345

Respondents were invited to fill out a demographics questionnaire, but as this was not compulsory, questions were sporadically filled out by some respondents and cannot be accounted as a reliable sample to represent all respondents.

What's your connection to the area?



What is your age?

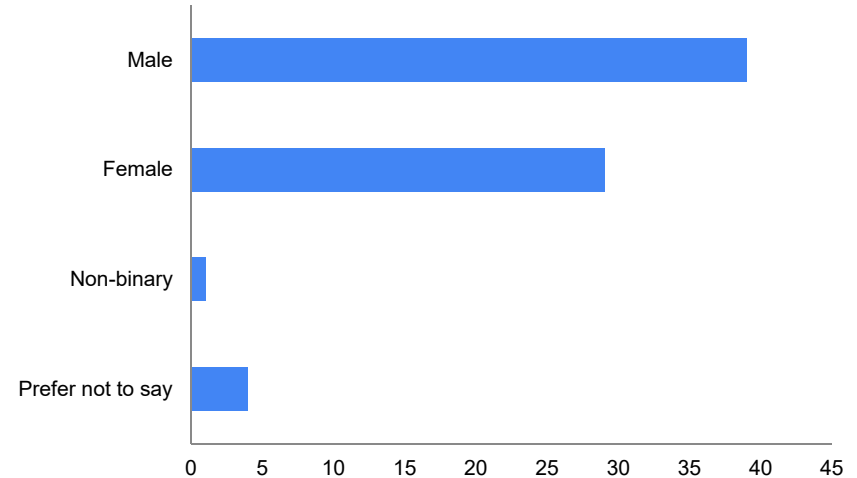


COMMONPLACE RESPONDENTS

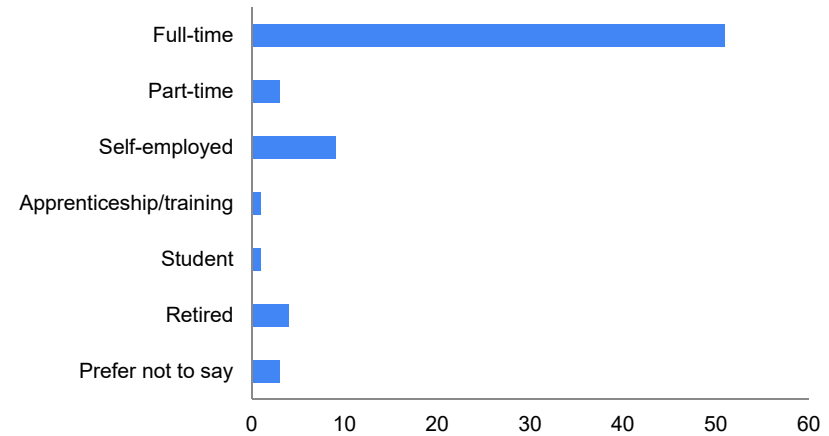
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Respondents were invited to fill out a demographics questionnaire, but as this was not compulsory, questions were sporadically filled out by some respondents and cannot be accounted as a reliable sample to represent all respondents.

What is your gender?



What's your employment status?



SENTIMENT

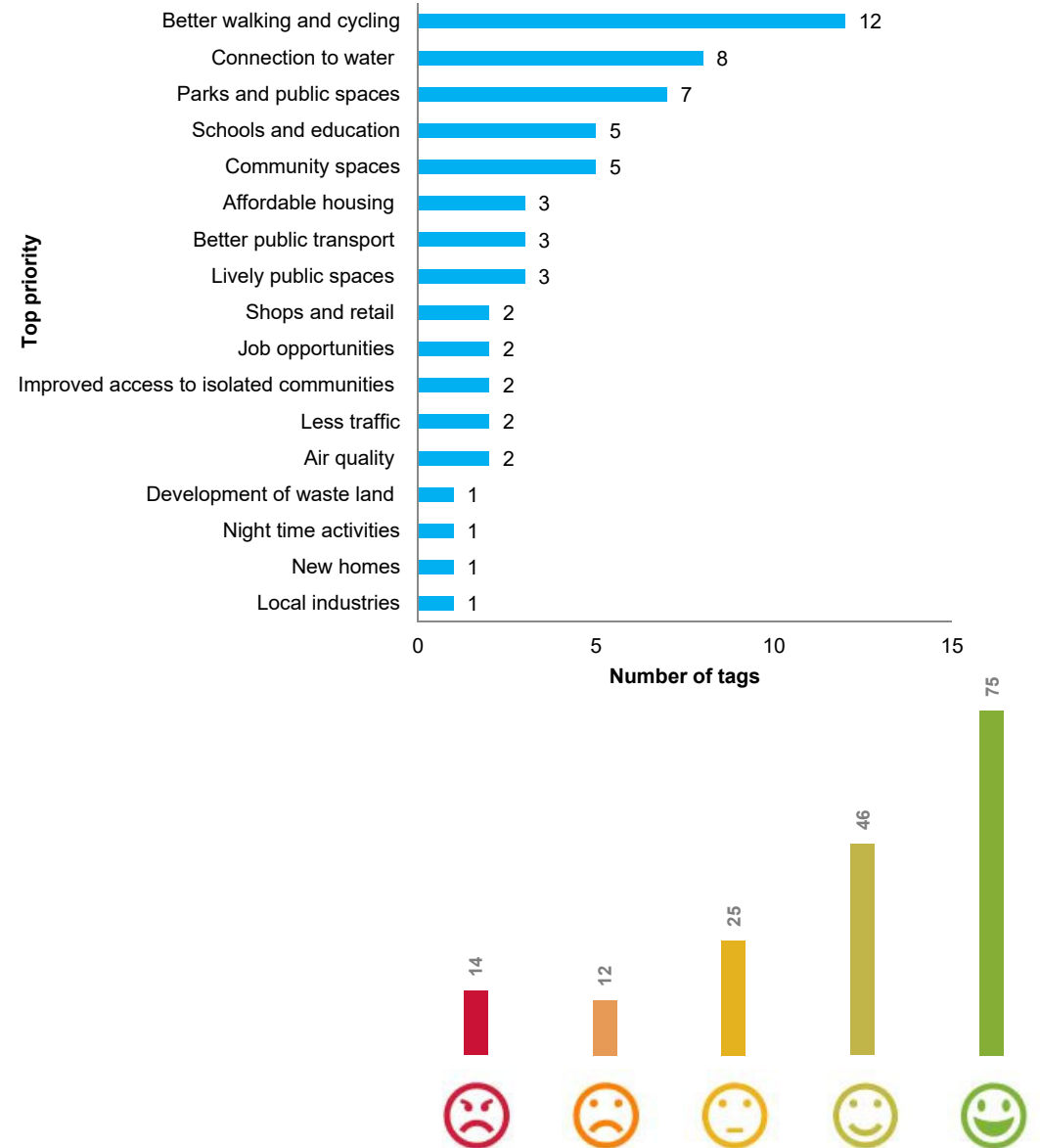
AVERAGE OVERALL SENTIMENT FOR V+P ENGAGEMENT (RESPONSE NUMBERS)



A Lively, Healthy Place

Most frequently raised comments (of x comments):

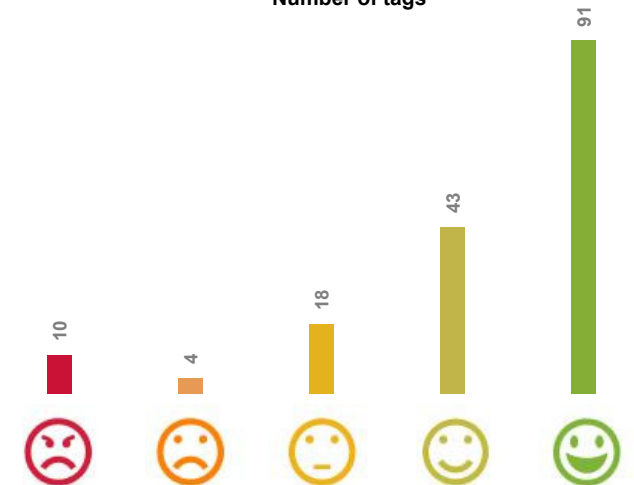
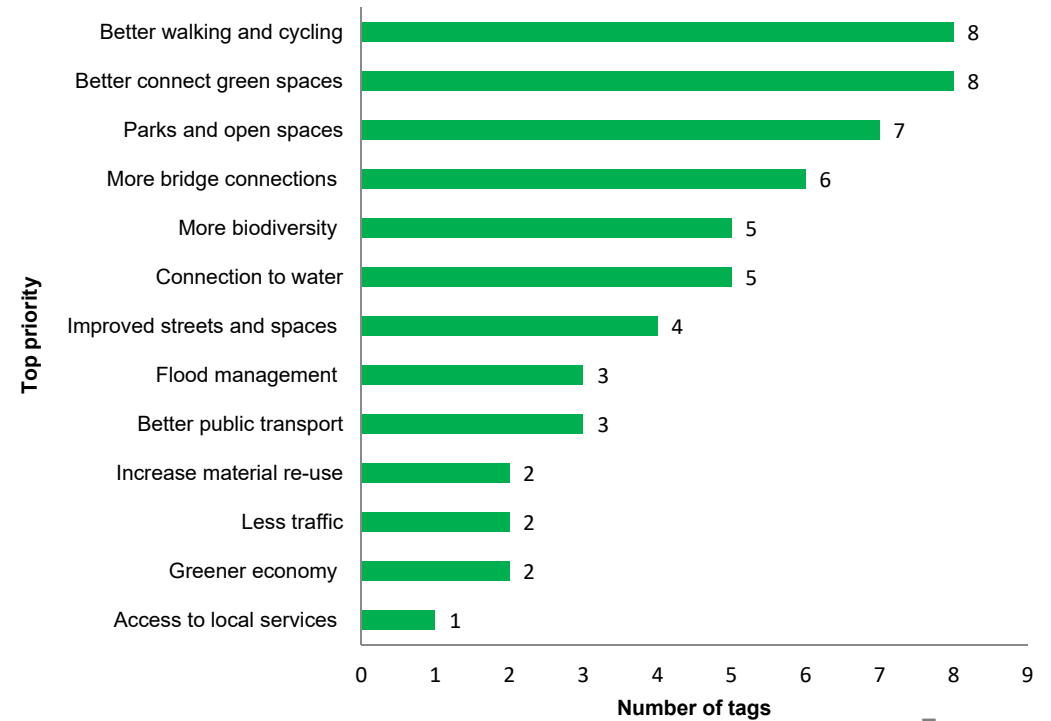
- Need for basic amenities (post office, bank, public spaces)
- Amount of open space insufficient for density
- High amount of HGV traffic in the area
- Lack of social and cultural venues (cinemas, concert halls, theatres, gyms, leisure centres, outdoor activity spaces)
- Better use of water spaces for community activities
- Poor connection between Custom House and Pontoon Dock
- High crime rates
- More leisure centres. Balaam Street leisure centre (Plaistow) closed for years
- Potential for City Hall relocation to initiate boost in local interest and services



A Connected, Resilient Place

Most frequently raised comments:

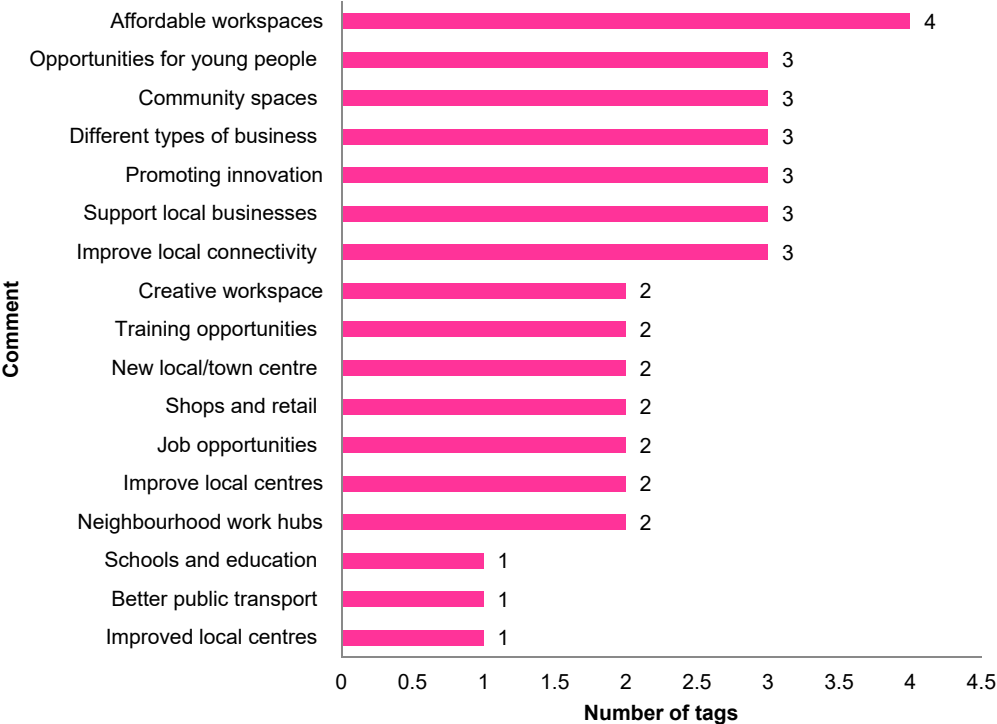
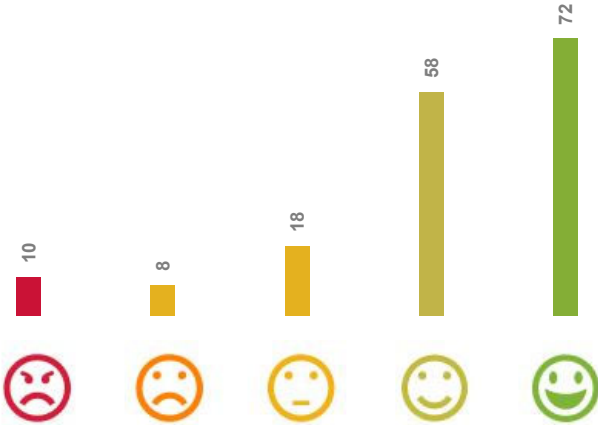
- Little commitment to conserving the ecological character of the area
- Bike hiring scheme should be extended in the OA. Closest docking station is East India Docks or Stratford
- Bridge between Thameside West and Trinity Bouy Wharf
- Covered connections from Royal Wharf to Custom House (lifts don't work)
- More activities for elderly, like group walking sessions
- Use of new green technology and energy systems for new developments
- Commitment to a nature recovery network that integrates SINC areas and green spaces
- Pontoon dock needs escalators, too high to climb and only one lift
- Better and more active use of waterspaces
- Local connection, for example, buses going into Royal Albert DLR so that commuters feel safer not having to walk alone at night to get to bus stops on Stansfeld Road which is lonely and insecure when dark.



An Enabled, Innovative Place

Most frequently raised comments:

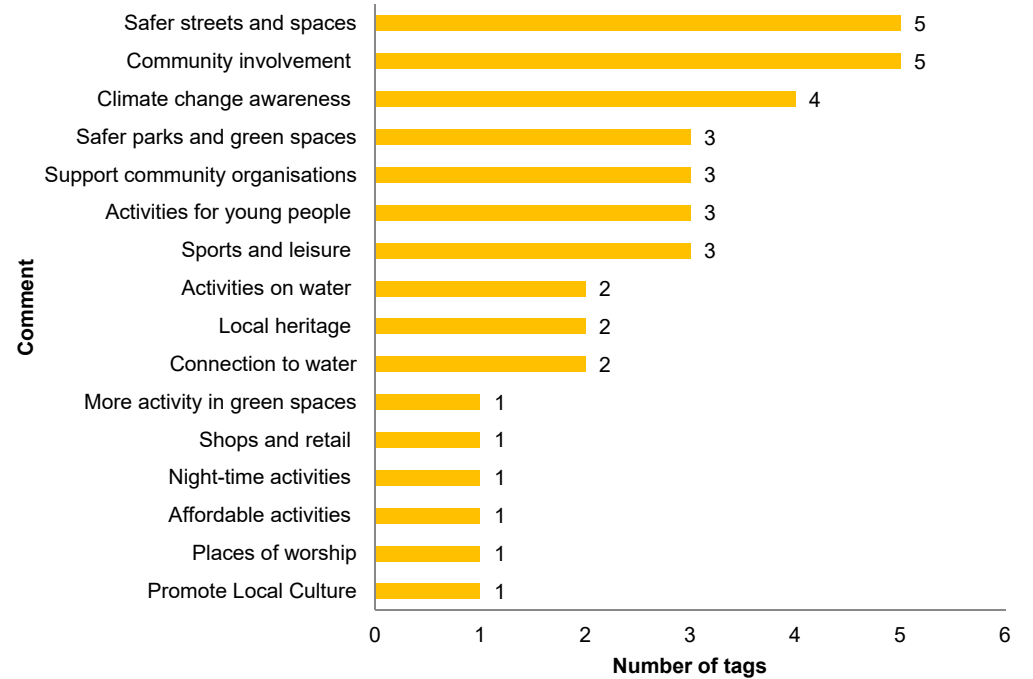
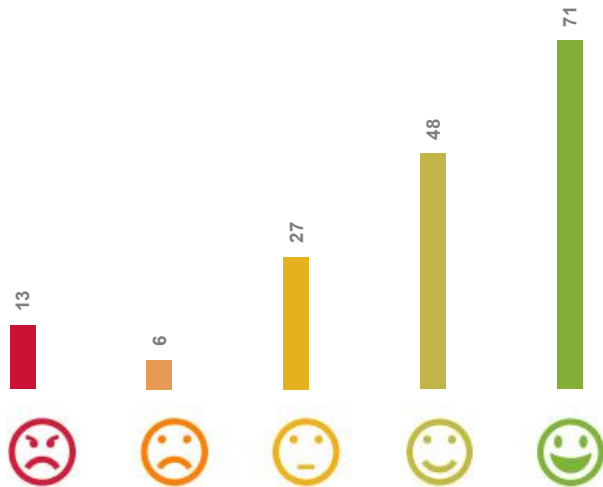
- Proposals Lack clarity
- Potential to attract SMEs, start-ups and low cost coworking spaces
- More emphasis on education
- Better connections to UEL
- Potential for more 'blue sky thinking', water related proposals



An Empowered, Diverse Place

Most frequently raised comments:

- Low perception of safety around parks (poorly lit)
- High number of derelict areas (e.g. north of ExCel before the airport)
- Poor quality footpaths from RDs to Lower Lea Crossing
- Better training opportunities (for young and older people retraining)
- More info on local development progress on local newspapers (e.g. Newham Recorder)

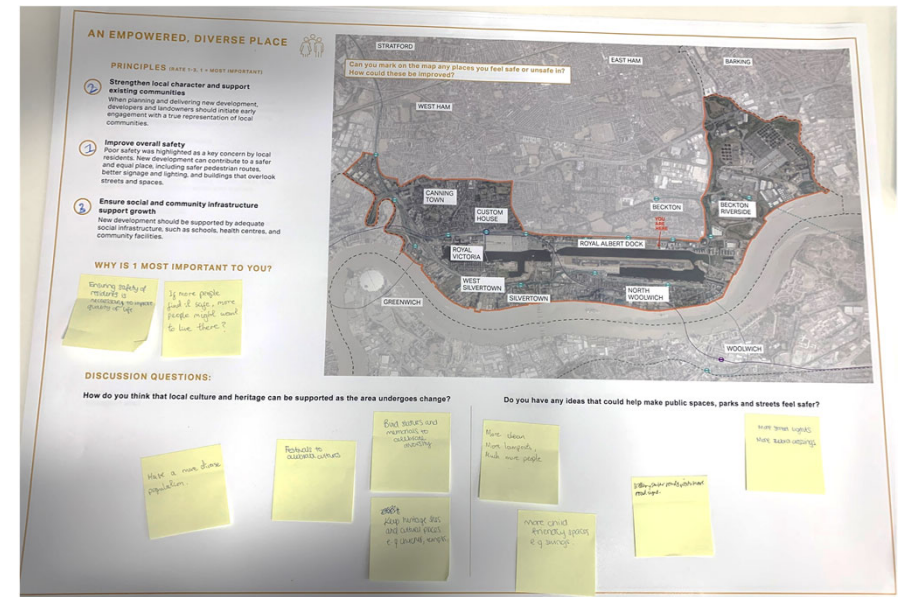


YOUTH WORKSHOP 1: 2nd December 10am

Attendees: 19 (around 50% live locally, others come from Stratford, East and West Ham).

Summary:

- Delivery of homes is top priority, homelessness is a big issue
- Safety 'if you can't feel safe there's no point'
- Public transport needs to be greener
- 75% of students walk or cycle, all would cycle more if it was safer (A406 especially dangerous)
- More community cohesion needed – events to bring community together
- Safer outside spaces = more lighting, benches, surveillance.
- Youth centres, supervised free places to hang out
- LGBTQ facilities and support for young people such as walk-in centres to discuss issues and socialise to tackle isolation.



YOUTH WORKSHOP 2: 2nd December 10am

Attendees: 16 (around 50% live locally, others come from Stratford, East and West Ham.

Summary:

- Housing delivery to help struggling families
- Improve feeling of belonging and safety
- Healthy neighbourhood = full of parks and activities, low crime rates
- Safety- more street lighting especially in parks and walking routes, more police
- Skate parks are safe spaces as people are always around to help, collaborative - ?
- Youth centres and activities reduce temptation to do illegal things if youth had more to do
- Safer environment for cycling – potholes, dangerous driving,
- Cheaper and more available rental bikes for young people
- Reduce pollution – more hybrid cars, more trees and invest in more parks!

A LIVELY, HEALTHY PLACE

PRINCIPLES (DATE TO BE COMPLETED)

- 1 Support the delivery of homes and ensure the area remains a mixed and inclusive place. This will require a commitment to a minimum of 50,000 new jobs, including a variety of job levels and types. The area will be supported by local nurseries, schools, health centres, shops and community centres, and local public transport, walking and cycling connections.
- 2 Improve local and strategic connections and access to opportunities to and around the area. Improving the connection with the area will include monitoring areas for transport. This will include a focus on the strategic and local transport links to the area, and support for the Royal Docks to the rest of London.
- 3 A healthier Royal Docks and Docklands Riverside. A healthier environment would not include an over-reliance on cars and improved green spaces, and good water quality across the area. The mixed support for people to live more active, healthy lives.

WHY IS IT MOST IMPORTANT TO YOU?

DISCUSSION QUESTIONS:

What does a healthy neighbourhood look like to you?

What is most important to you when considering new developments in your area (e.g., affordable homes, community spaces, lively public spaces)?

Handwritten notes on sticky paper:

- Green spaces
- Places to exercise
- nature
- Eco friendly transport
- airy homes
- GREEN
- Community Spirit

WEBINAR FEEDBACK

Four webinar sessions took place during daytime, evening and weekends in November. These were open to the public and attended by 100 local people.

The workshop included a presentation of the Vision and Principles material by GLA staff, followed by small group discussions by theme, using the break-out room in zoom. This ensured that the session was interactive and gave participants a chance to voice their thoughts and ideas.

The workshop finished with a discussion summary to all participants together, and a Q&A.

WELCOME

6PM: INTRODUCTIONS & SHORT PRESENTATION

6.20PM: DISCUSSION BY THEME



**A LIVELY, HEALTHY
PLACE**



**A CONNECTED,
RESILIENT PLACE**



**AN ENABLED,
INNOVATIVE PLACE**



**AN EMPOWERED,
DIVERSE PLACE**

6.45PM: DISCUSSION SUMMARY

7PM: Q&A

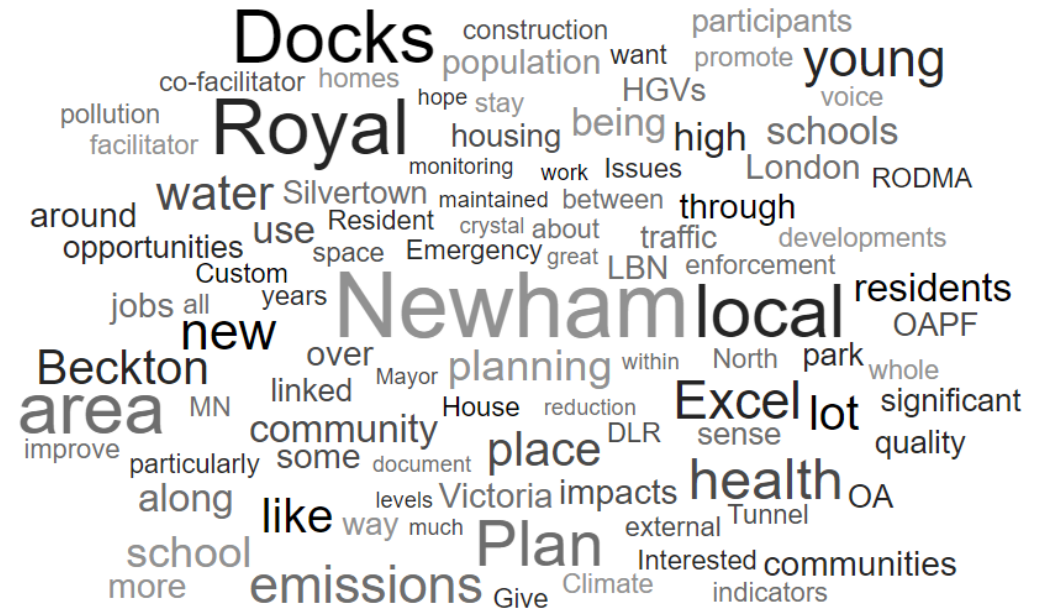
7.30PM: CLOSE

WEBINAR 1: November 4th at 6pm

Attendees: 19 (9 individuals, 1 community group, 1 business, 1 professional body, 7 other)

Comment summary:

- Climate emergency: reduce emissions, sustainable construction methods, greener economy
- Tackle congestion linked to Silvertown tunnel
- Royal Victoria Square: issues with maintenance, needs improvement
- Improve north/south connections
- Walking along docks is empty and long – needs points of interest
- Safety along pedestrian routes
- Join up cycling routes
- Better involve schools in the OAPF process – give sense of hope and aspiration
- Gallions reach hard to access without car
- High population churn
- Missing a high street in Beckton and Royal Victoria – no local centre, lacks vibrancy, places to meet, shops, cafes
- Using water to create identity – water park, swimming
- Safety: lack of lighting and poor maintenance of public spaces, particularly around Excel – leading to ASB



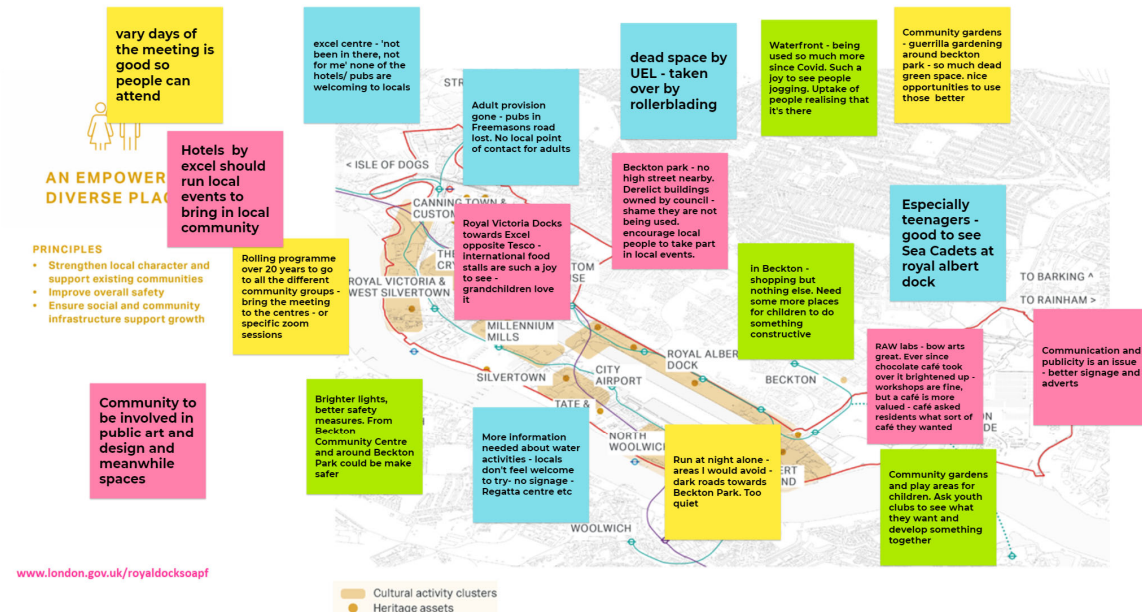
Word cloud generated from all collated webinar notes.

WEBINAR 3: November 21th at 11am

Attendees: 31 (16 individuals, 4 community group, 1 businesses, 1 professional body, 1 campaign group, 8 other)

Comment summary:

- Improving local connections is priority
- Inclusive housing: housing need to be addressed
- Need more meeting spaces for families and young people
- Bring 'new newham' and 'old newham' together – around Silvertown especially. Need things to do!
- Airport staff cannot use public transport due to shift hours
- River path is dis-jointed
- More cycle hire & bike storage to encourage more cycling
- Amenities are too far and hard to reach (Greenwich)
- Inadequate social infrastructure, e.g. spaces for young people 'to be'
- Lots of empty shops in Royal Wharf – hard to attract businesses
- Area is so large – neighbourhood distribution of facilities/activities is needed
- Water better used – activities currently exclusive
- Pace of change/integrating communities and dealing with transient communities
- Events reflective of ethnic mix of the community
- Lack of investment leading to social issues, N Woolwich especially



Example of notes mapped live during webinar.

COMMONPLACE SURVEY FEEDBACK

This includes online comments submitted via Commonplace, and postal returned survey responses.

The following slides summarise comments by theme and by focus area.

Royal Docks & Beckton Riverside | Latest news | Admin

Theme	Comments	Summary
Introduction & Quick survey	295	If you don't have long ... here is a summary and our quick survey. You can also find the full PDF document to download here.
COVID-19	19	The Coronavirus crisis is the largest public health crisis in London in living memory. As this project progresses during this difficult time, we will look to apply principles from the recovery strategies prepared by the Mayor of London and Newham.
A Lively, Healthy Place	171	A Lively, Healthy Place prioritises quality of life, health and well-being. This means good quality mixed-use developments and improved streets and spaces.
A Connected, Resilient Place	165	A Connected, Resilient Place is greener, easier to walk and cycle around, and better prepared to deal with social, economic and environmental challenges.
An Enabled, Innovative Place	165	An Enabled, Innovate Place means the Royal Docks and Beckton Riverside becomes a hub of enterprise, employment and culture that promotes an inclusive economy.
An Empowered, Diverse Place	165	An Empowered, Diverse Place harnesses the benefits of Newham's diverse communities and strengthens local identity.
Canning Town and Custom House	33	Take a closer look at what this could all mean for Canning Town and Custom House.
Royal Victoria and West Silvertown	34	Take a closer look at what this could all mean for Royal Victoria and West Silvertown.
Silvertown	22	Take a closer look at what this could all mean for Silvertown.
Royal Albert Dock	22	Take a closer look at what this could all mean for Royal Albert Dock.
North Woolwich	20	Take a closer look at what this could all mean for North Woolwich.
Albert Island	17	Take a closer look at what this could all mean for Albert Island.

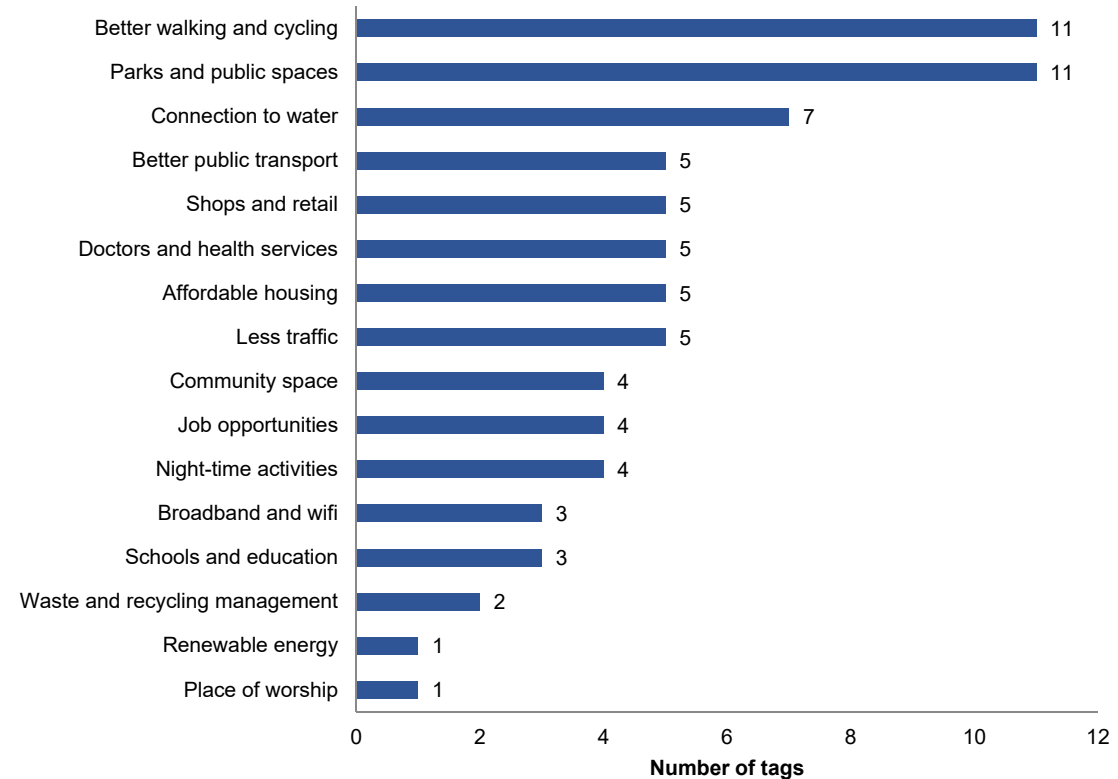


CANNING TOWN AND CUSTOM HOUSE

Most frequently raised comments:

- Desire for Lower Lea towpath to be completed. Current cycle route from CT to Stratford is through an industrial estate
- Strong desire for improved cycle routes. Current provision poorly maintained and in some areas non-existent. More docking stations needed.
- Encourage small independent businesses
- Better footpaths from CT to Royal Docks and Leamouth Peninsula (especially the area immediately before you arrive at RD with roundabouts and difficult road crossings)
- Lack of employment opportunities
- Concerns about the lack of transport capacity at CT with increased densities at RDs
- The “green route” to Beckton via bike is along the A13 - this is an awfully polluted route. This needs to be improved.
- Desire for more public realm, green spaces and trees. Particularly as area has very low open space provision.
- Map doesn't identify Custom House as a neighbourhood (other than a DLR stop). No mention on new DLR at Thameside West.
- Thameside West is strangely included in a section about Canning Town and Customhouse! It is also noted on the map as both an existing and proposed town centre, which is news to the residents nearby as they only see it as a new tunnel entrance approach that will intensify traffic locally and blight their neighbourhood. No mention of the new DLR station in this location.

Canning Town priorities

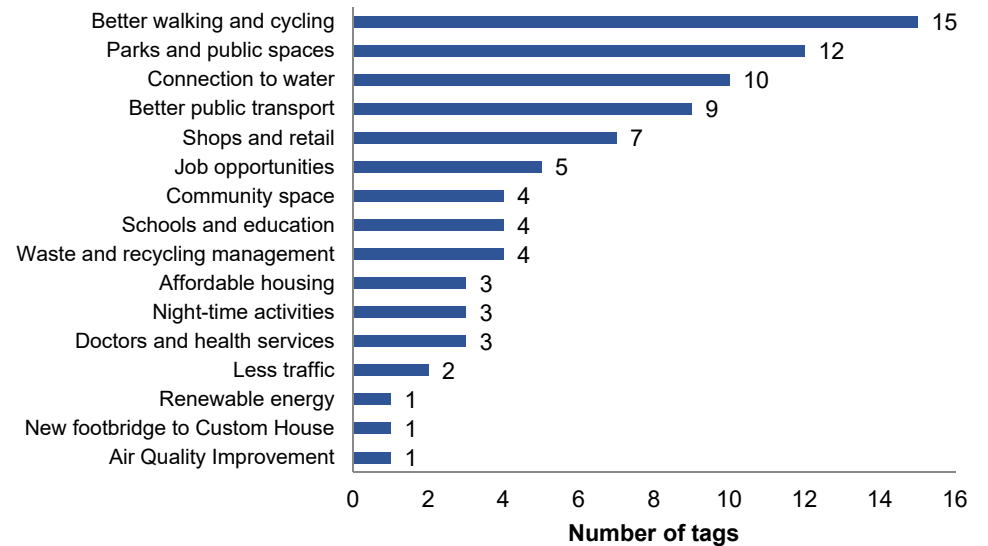


ROYAL VICTORIA AND WEST SILVERTOWN

Most frequently raised comments:

- Places to socialise, evening activities
- Sports and leisure activities
- Improved public realm. Better dock edge, access to water, street furniture
- Sheltered public spaces
- More greenery
- Community spaces that can be hired
- Better connections to Pontoon Dock (bus and active travel)
- Thames path should be expanded all round from pontoon dock to Thameside west with access to the water (no need for such high fencing - see wood wharf in Canary Wharf). North Woolwich Rd horrible to walk.
- Better delineation between industry vs residential areas (esp West Silvertown area)
- Bridge at Britannia Village to Custom House poorly maintained. Lifts don't work for the majority of time.
- Thames Path needs to be continuous.
- Make more areas accessible to the public, particularly near the area in the West Silvertown
- No mention of Silvertown Tunnel, which will have an impact in Silvertown and surrounding areas.
- City Island, Royal Wharf and ABP development very positive for area (improved river access, encourages active travel). In contrast, Royal Victoria Sq poorly designed (dock edge not safe/accessible, dock view blocked, historic warehouses no longer a feature. Need to monitor developments once built and for on-going appraisals.
- Security and anti social behaviour concerns

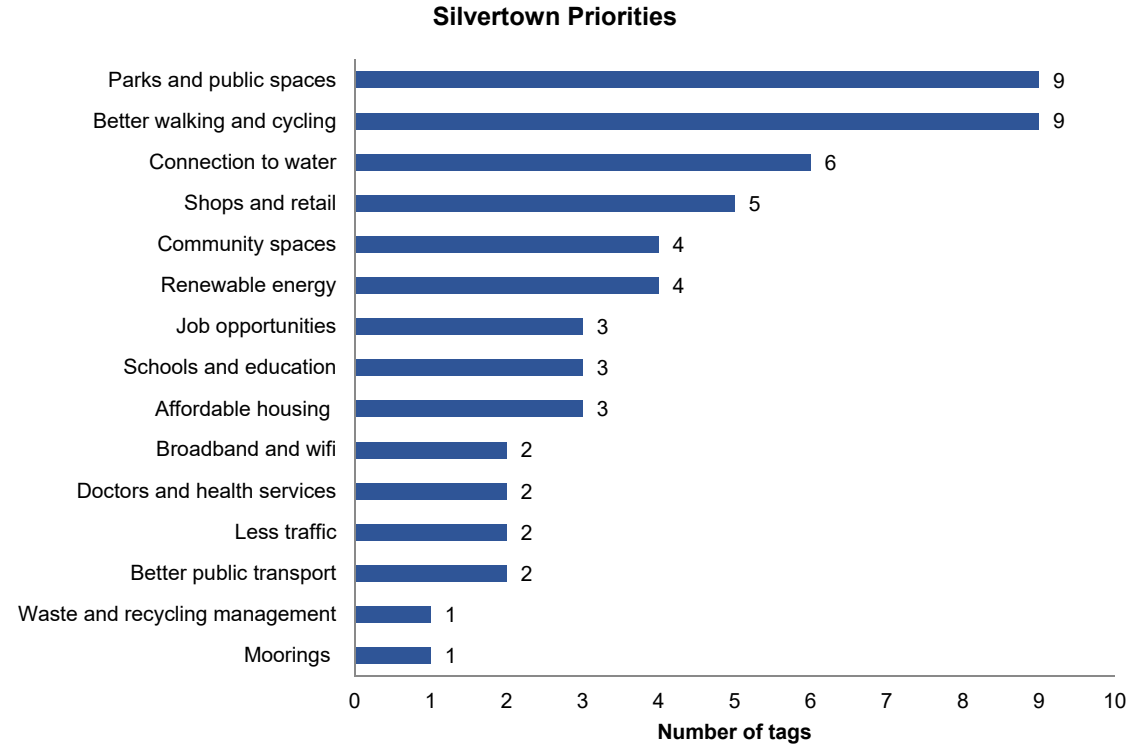
Royal Victoria and West Silvertown Priorities



SILVERTOWN

Most frequently raised comments:

- Area around Pontoon Dock station is empty and underutilised. Potential for better transition between the Dock and Thames Barrier Park
- Desire for better connections to Custom House Crossrail e.g. bus connection needed as Distance to walk is impractical, Silvertown - Custom House bridge should be priority
- More retail spaces, mixed employment areas and workspaces. Lack of community amenities
- Desire to keep the area family-oriented
- Desire for more specificity in proposals
- Poor air quality and need for more trees and street planting, and reorganisation of heavier uses and vehicles
- More support for young people
- Moorings should be included in the waterspace strategy. Has potential to create vibrant waterspace

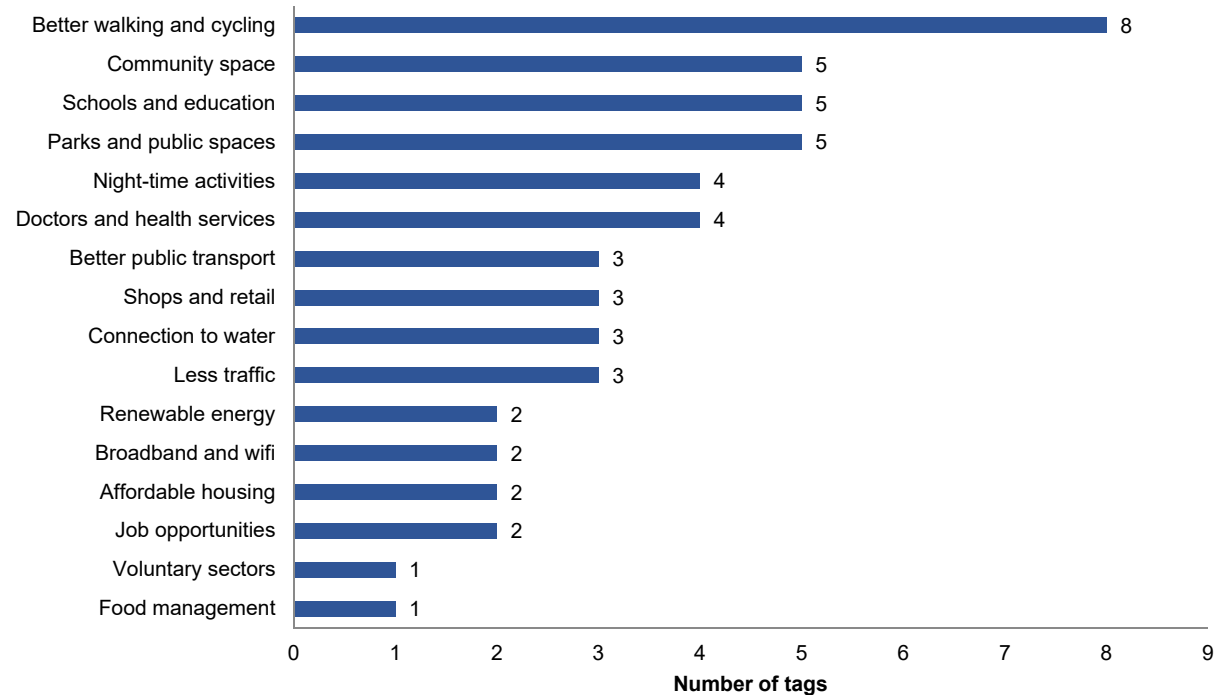


ROYAL ALBERT DOCK

Most frequently raised comments:

- Poor transport network and not many buses
- Desire for more local independent businesses, especially along the waterfront.
- Cycle routes and bike racks should be installed to encourage active travel. airport expansion has prevented opportunity for continuous cycle route south side of the docks
- Localised renewable energy projects
- Fibre optic broadband for residents and businesses
- Lack of community space
- Gallions Reach needs cycle scheme
- More buses to Royal Albert DLR as its unsafe at night to walk
- Lack of amenities
- No reference in the OAPF on airport and its integration with the area given its potential impact on the area
- Two community centres closed down. Stroud Pavilion and Will Thorne Pavilion
- Lack of good quality public and open spaces

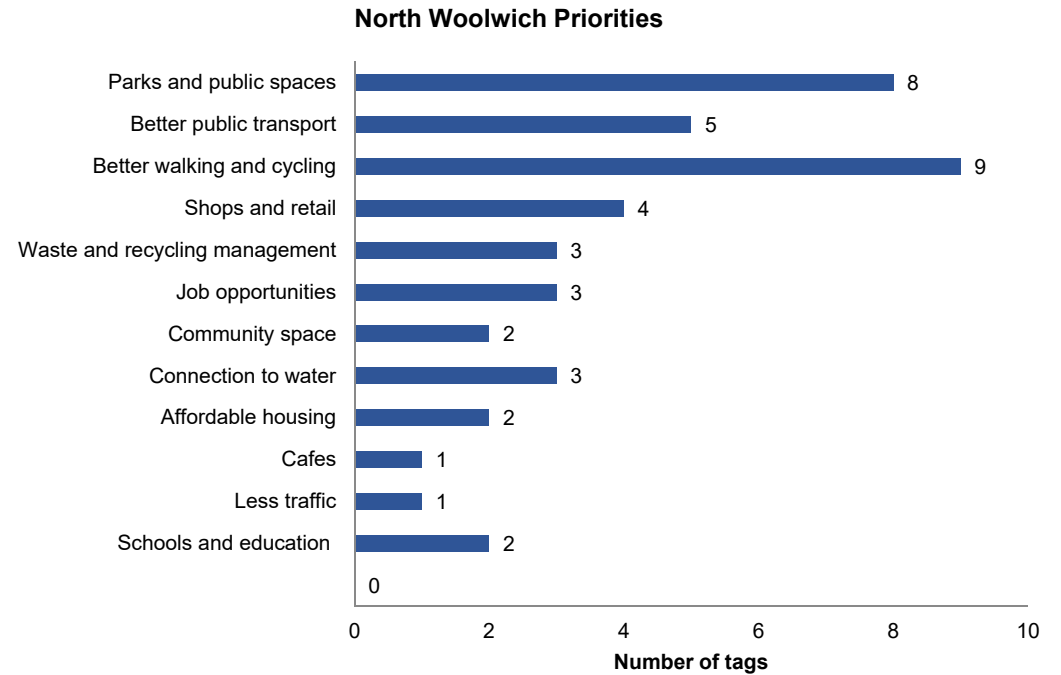
Royal Albert Dock Priorities



NORTH WOOLWICH

Most frequently raised comments:

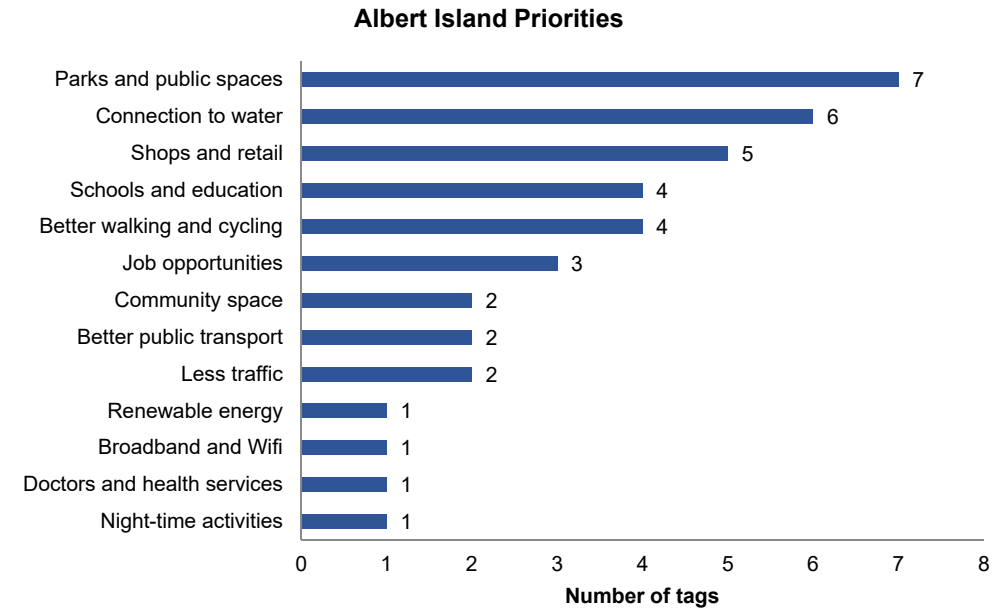
- Active travel routes between Woolwich Ferry tunnel to Custom House/Silvertown. Better north-south connections away from busy roads
- Creating a more accessible and usable river frontage
- Activities for youths
- Better links from Gallions Point development (E16 2RX) to community spaces across industrial sites (Pontoon Dock/West Silvertown)
- More green spaces and trees
- No reference to London City Airport. Concrete wall created that splits North Woolwich from end to end.
- Rename King George V to North Woolwich
- Community amenities (indoors and outdoors e.g. recreational space for youths, skatepark)
- Gallions Point development not marked as housing. Plans to link this development needed



ALBERT ISLAND

Most frequently raised comments:

- Full-scale industrial boat yard being proposed does not integrate with residential character of the area.
- More pedestrian footpaths and green/water spaces
- More restaurants and cafes that take advantage of the riverside
- Better publicity for ideas that are being developed
- Cycle routes to the dock that isn't exposed to traffic. Current route on bridge is hostile and exposed for cyclists
- The GLA has stayed silent on the provision of public access rights and publicly owned assets within the major site developments. These developments will become like Kings X where private security guards patrol and move on any undesirables, rendering the public realm a non-inclusive space and exclusionary of sections of communities who are already marginalised. This pattern has already been established in Royal Wharf ExCel, City Airport ABP and Royal Albert Wharf, denying basic right for freedom of movement, gathering and expression that is present throughout the city.



BECKTON RIVERSIDE

Most frequently raised comments:

- Beckton does not feel safe, new footpaths should be designed to not feel secluded
- Street furniture vandalised and removed
- Create a nature reserve and ecological corridors
- Electricity pylons are visually detract from the area
- Smell from Beckton Sewerage Plant reaches Gallions Reach area. Strong bad smell at Gallions Reach Retail Park. Residential development would be unsuitable unless there are further interventions to address odours.
- Improved connection from Gallions Reach to Beckton Riverside
- Proximity to nature reserve adjacent to Beckton Creekside is not mentioned
- The retail park is mostly used by people from East Ham and surrounding areas who drive to it. Better public transport is essential to connect to these areas. It would be best to connect to Barking Riverside too - otherwise no one will use the DLR to reach there.
- The plan looks great!

