CONSULTATION PROCESS

THE CONSULTATION PROCESS
We are currently part-way through developing the masterplan proposals and there is a great deal of assessments and testing that will take place to help inform this.

The starting point for developing a masterplan has been informed by significant consultation on planning guidance and policy.

THE OVERALL PROCESS

DRAFT MASTERPLAN

CONSULTATION ACTIVITIES
In February 2016 we held a series of exhibitions to share and gather feedback on the Draft Masterplan. The plans are still taking shape and represent a point in time in the development of proposals.

To the right is an overview of what happened.

MAIN CONSULTATION ACTIVITIES
• 7 public exhibitions at Surrey Quays Shopping Centre
• 3 local mini-exhibitions to go out to neighbouring communities
• Online feedback
• Additional informal opportunity to see the model and ongoing display at Surrey Quays Shopping Centre
• Communications through newsletters, emails, local adverts and website/social media

FACTS & FIGURES

WHERE PEOPLE CAME FROM

COMMUNITY CONSULTATION ON THE MASTERPLAN TO DATE

An overview of the consultation process, what’s happened to date and information on the Draft Masterplan exhibitions.
OVERVIEW OF FEEDBACK
This board summarises the many areas of discussion and feedback on the Draft Masterplan consultation in February 2016. This feedback review session will focus specifically on the areas of most interest, however it’s important to note the wider discussions they sit within.

All the consultation findings are discussed directly with British Land and the project team to help inform the masterplan development.

The report includes an explanation of how the key themes will be addressed in the masterplanning process. As the design develops, future reports will track the masterplan development alongside the feedback received to show how the proposals are responding to consultation.

Full reports are available below, on the project website and at Canada Water Library - please ask for details.

HEADLINE FEEDBACK

General response
a. The general response to the masterplan has been predominantly positive, with excitement at the opportunity to make the most of an area that the majority feel is currently underutilised.
b. The new town centre with the proposed variety of uses has been particularly well received. Citing good provision of pedestrian focused open space, new links, improved local amenity and use of green and water.
c. However, there are key issues that are important for many and overriding for some. These predominantly relate to an increased population and concerns about the capacity of transport, schools and GPs to cope, as well as the impact on the character of the area.
d. The placemaking principles and community commitments were broadly well received, but there is scepticism and a need to be convinced that these will follow-through.

Key themes
e. Transport and movement was the most discussed concern and there is need to see a credible and convincing solution that can happen alongside development. Including consideration for parking levels and wider improvements.
f. Building heights and density was the second most discussed concern, generating debate amongst consultees with a range of strongly held opinions for and against tall buildings.
   - Concerns felt that the heights are excessive; citing local impact (views, light and wind) as well as impact on the low-rise characteristics of the local area.
   - Some support for tall buildings, particularly in recognition of the need to provide new homes that can be affordable, in a central location that is close to transport; alongside providing open space and a variety of town centre uses.

g. There are a number of areas that need further information to enable an informed discussion. Those requiring testing to understand impact, as well as a desire to be reassured on aspects such as inclusivity and environment.
h. Without further detail on architecture and identity at this stage, given the scale, there is a desire to understand how the character can be a ‘human scale’, high quality and relevant to the area; i.e. what makes it different to Canary Wharf?
i. The emphasis and early consideration of ecology, water and environment was received well. Yet, there was a need for further information and assurances that this would be ‘robust’ and carried through.
j. New opportunities for community activity are positive, but questions about affordability and how it will feel like a ‘place for me’, rather than an anonymous new development?
k. There is a desire to see innovative approaches for truly affordable housing, plus social housing and accommodation for the elderly. Ensuring development meets the housing need, not only investors.
l. Information is needed on strategies for local employment and business opportunities; including affordable space for start-up businesses.
m. The existing leisure park facilities are valued, particularly the cinema, how will facilities be provided in a comparable way that meets the needs of existing users?

QUICK RESPONSE

Mix of uses
The proposed type and mix of uses across the masterplan.

Ecology & environment
The approaches to sustainability, ecology and biodiversity - including Canada Water Study.

Scale & distribution
Distributions and rationale for building heights and location across the masterplan.

Links & connections
The approaches to movement & transport.

Ecology
Trees & green space and at Canada Water Library.

DRAFT MASTERPLAN: HEADLINE FEEDBACK

A summary of feedback across all topics in response to the Draft Masterplan consultation.

AREAS OF MOST DISCUSSION

The diagram below shows the topics where there was most discussion, both positive and concerns. We have used the areas of most interest to structure this feedback review session which will cover:

- Transport and movement
- Building heights and density
- Use & community infrastructure (combined)

More detailed feedback on these areas is available in the handout you should have received on arrival and at each of the 3 break-out areas.

G. Please tell us more about your thoughts in response to the Draft Masterplan; what do you like and do you have any ideas, suggestions or concerns? (top 3 areas that are positive and top 3 areas that are concerns)