**Masterplan updates**

The Developed Masterplan builds on the principles discussed in previous consultation, incorporating more refined details. Designs have also been developed for the First Detailed Plots. Key updates informed by earlier consultation include:

- British Land’s commitment to developing a Canada Water Charter, in partnership with Southwark Council, ensuring the physical changes go hand in hand with economic, social and health benefits.
- The intention to enter into a Master Development Agreement with Southwark Council. One part of this includes commitment to a public space events programme and potential management and maintenance of Deal Porter Square (former Canada Water Plaza) and Red Bridge Square.
- Realignment of routes for a key link directly to Surrey Quays Station, allowing space to accommodate a potential future second station entrance.
- Inclusion of the former Rotherhithe Police Station site to improve the new connection to Lower Road.
- Provision for a new sixth form space and health centre as part of the town centre. Primary provision anticipated as expansion of existing excellent school, with alternative of on site location.
- Dock boardwalk redesigned to allow more open water, ‘slow-down’ pedestrian pace and more opportunity to experience wildlife.
- More routes through the ‘neighbourhood’ area and into existing context to the east.
- Raising the area’s profile with the Greater London Authority and TfL and to secure more funds for local transport improvements.
- Working with Southwark Council and Transport for London on a Strategic Transport Study for the area.
- Inclusion of covered spaces for seating and meeting.
- Microclimate testing to improve massing.
- Vehicular access restricted on the edges of the park.
- Reshaped park - slightly larger with better light.
- Accommodating skaters and incorporating play for all ages in public streets and spaces.
- Detailed design referencing heritage in materiality, tree selection, building design and more.
- Use of levels and planting to create a range of types of public spaces, including quiet areas.
- Taller element on plot A1 set further back from existing neighbours and massing broken up.

**Consultation**

This stage of consultation shared the developed ideas for the Canada Water Masterplan and designs for the First Detailed plots of the development, ahead of the planning application.

We also held a range of Topic Sessions and outreach meetings to discuss:

- Inclusion and community.
- Buildings, heritage and the spaces they create.
- Canada Water Dock.
- Culture and heritage.
- Canada Water Charter - ambitions and update.
- Initial and further meetings with Plot A1, A2 and K1 neighbours.

Details of feedback from dedicated neighbours’ engagement can also be found in the outreach chapter, on pages 258 to 261.

**Headline summary of feedback**

**Overall:** There was majority support for the proposals. Comments often focused on specific areas of interest. Key topics remain consistent with previous stages, citing particular support for the public spaces, use and activity and approach to environment. Mitigation of potential impacts of density and new residents remained a concern for some, with transport as key, alongside a desire for a robust response on social infrastructure delivery and building heights.

The summary points below focus on additional topic areas that are specific to this stage of consultation:

First Detailed Plots: On average 65-70% of feedback forms made comments on the detailed proposals, overall they were well received.

Plot A1: The majority of comments were positive, noting the overall design and materiality. Concerns were most often linked to the building height, less on the design.

Plot A2: This was particularly well received, with comments noting the design and heritage reference and potential Leisure Centre location. Concerns raised centred around impact on neighbours.

Plot K1: Again, the majority of comments were positive, referencing materiality and scale as appropriate for the area. Concerns were linked to potential impact on the woodlands and design.

**Canada Water Dock:** The realigned boardwalk and approach enhancing the dock was particularly well received.

**Estate Management Plan:** 53% of those responding supported the estate management plan. There was very little concern but the second highest number of respondents were unsure, mainly wanting more clarity on the details of the proposal.

**Canada Water Charter:** Comments directly on the charter were supportive for an integrated approach, however there is a need to build trust that they would be followed through. Providing key social infrastructure is considered an essential precursor to this.
Quick response

We asked attendees to rate their overall response across different aspects of the Masterplan, from ‘really like’ to ‘really dislike’. The diagrams on this page show how people responded from 278 feedback forms.

This gathers quick responses at a high level to understand broadly where elements of the Masterplan are positive or where there are concerns. The majority of responses were supportive. Overall, they were slightly less positive compared to the previous stage of consultation. It’s worth noting that the previous stage of consultation had particularly strong support in response to the level of significant updates, however this stage of consultation had less widespread updates and focused more on the details of the proposals.

There is particular positivity in relation to the proposed public spaces, as well as use and activity. There is appreciation of the approach to environment and ecology.

Building form and getting around were the main areas of concern in this section. The approach to housing, culture and heritage and social infrastructure and legacy are highlighted as topics that need more clarification with the highest proportion of ‘neutral/don’t know’ responses.

As compared to previous stages, the question on the general response received a higher proportion of ‘no answer’. From discussions we understand that, as more people have been previously involved, feedback at this stage has been more focused on priority aspects. For transparency, all ‘no answers’ have been recorded, but this does impact the proportionate weighting. To demonstrate the impact we have analysed the general response both with and without the ‘no answer’ response.
On the feedback form we asked people to explain the aspects that they felt were most positive and of most concern in response to the Developed Masterplan and First Detailed Plots.

All responses are analysed comment by comment and in total 1,737 comments were made in response to these questions. The diagram to the right categorises these by their nature (positive, concern and suggestion) and by their topic.

Where more than 15 comments were received in a topic group, they were broken down to show the areas of comment within.

On page 184 to 193 the comments and feedback received are analysed in more detail.

The diagram reflects key themes that have been most strongly voiced throughout the consultation to date. This stage shows positivity towards the overall approach to the Masterplan, particularly the proposed public spaces, use and activity. Comments recognised the design quality of the public spaces including the town square and park. There was a positive response to the focus on environment and Canada Water Dock. Following feedback in May 2017 the design of the walkway over the dock has been updated. The updated design of the boardwalk was very positively received at this stage of consultation. As well positive responses to the new connections, improved permeability and pedestrian / cyclist focus.

The main concerns were the need to see more details of a solution to addressing potential transport capacity issues, as well as the impact of tall buildings on the character of the area. There is also a desire to see firm plans for social infrastructure, especially schools. As noted by British Land in the exhibition, an approach has been established, however it is noted that respondents may not have picked up on this, or wished for a different approach /greater level of detail than would be possible at this point.
G. Please tell us more about your thoughts in response to the developed 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)

**Public spaces**
- Positive: Density, impact of tall buildings, community infrastructure.
- Suggestion: Improved air quality.
- Concern: Inadequate open and green spaces.

**Use & activity**
- Positive: Use & activity, community infrastructure, overall approach.
- Suggestion: Insufficient open and green spaces.
- Concern: Insufficient community amenities.

**Environment & ecology**
- Positive: Parking, overall approach.
- Suggestion: Insufficient parking.
- Concern: Unusually or retail.

**Transport & movement**
- Positive: Overall approach.
- Suggestion: Insufficient open and green spaces.
- Concern: Insufficient community amenities.

**Character & identity**
- Positive: Approach to culture & heritage.
- Suggestion: Suggesting to reduce retail.
- Concern: Suggestion for family houses.

**Height & density**
- Positive: Net floor area of commercial buildings.
- Suggestion: Suggestion to reduce building heights.
- Concern: Suggestion for family houses.

**Housing**
- Positive: Mix of housing.
- Suggestion: Insufficient small houses.
- Concern: Insufficient housing.

**Quality of consultation**
- Positive: Information and consultation.
- Suggestion: Insufficient information.
- Concern: Unusually or retail.

**Tesco relocation, parking & size**
- Positive: Better use of current parking spaces.
- Suggestion: Improved air quality.
- Concern: Too many affordable homes.

**Community infrastructure**
- Positive: Overall approach.
- Suggestion: Suggestion on adequate disabled parking distributed along the high street.
- Concern: Suggestion to replace existing tower blocks.

**Overall approach**
- Positive: Overall approach.
- Suggestion: Suggestion to reduce retail.
- Concern: Suggestion for family houses.

**Use & activity**
- Positive: Overall approach.
- Suggestion: Insufficient parking.
- Concern: Insufficient community amenities.

**Transport & movement**
- Positive: Public transport capacity.
- Suggestion: Device for better transport solutions including the Rotherhithe Bridge.
- Concern: Insufficient cycling routes.

**Community infrastructure**
- Positive: Improved retail & services.
- Suggestion: Suggestion for better community infrastructure.
- Concern: Suggestion to replace existing tower blocks.

**Housing**
- Positive: Mix of tenure.
- Suggestion: Suggestion for family houses.
- Concern: Insufficient housing.

**Environment & ecology**
- Positive: Improved air quality.
- Suggestion: Suggestion for family houses.
- Concern: Insufficient parking.

**General**
- Positive: Overall approach.
- Suggestion: Suggestion to replace existing tower blocks.
- Concern: Suggestion for family houses.

**Other**
- Positive: Overall approach.
- Suggestion: Suggestion on adequate disabled parking distributed along the high street.
- Concern: Suggestion to replace existing tower blocks.

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- Positive: Density, impact of tall buildings, community infrastructure.
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- Positive: Improved air quality.
- Suggestion: Suggestion for family houses.
- Concern: Insufficient parking.

**General**
- Positive: Overall approach.
- Suggestion: Suggestion to replace existing tower blocks.
- Concern: Suggestion for family houses.

**Other**
- Positive: Overall approach.
- Suggestion: Suggestion on adequate disabled parking distributed along the high street.
- Concern: Suggestion to replace existing tower blocks.
First Detailed Plots

On the feedback form we asked people to rate overall impressions of the designs for the First Detailed Plots from 'really like' to 'really dislike' and to explain the reasons for their selection.

From 278 feedback forms, 190 people responded to the question on Plot A1, 177 to the question on Plot A2 and 174 on Plot K1. All written feedback is analysed comment by comment and in total 214 comments were made in response to the questions on three detailed proposals: A1, A2 and K1.
Plot A1

From the 278 feedback forms received 190 people responded to this question. Of those who responded 52% were supportive, 27% were concerned and 21% were neutral / didn’t know.

Supportive comments most often referenced the building design, noting the use of materials, façade design and grading of heights. As well as support for the colour combination, a ‘modern and stylish’ appearance and heritage references in the design.

Opening the building to the Dock Offices courtyard was well received. It was also felt that the A1 building would contribute positively to the feeling of a Town Centre at Canada Water and the mix of uses within the building was commented upon positively. It was noted that the views from the tower would be attractive, suggesting that some of the rooftops could accommodate a food and drink offer for the public.

The height of the Plot A1 tower was a top concern - often linked to the potential impact of increased density as well as comments that it was not in keeping with the identity of the existing area. Many of the comments stated, ‘too tall’, with concerns about the building being imposing and dominant. There were also some comments that the tall building design wasn’t unique or iconic.

There is localised concern about the potential impact on adjacent sites and direct neighbours. This included concerns that the tower would cause overshadowing and increase noise and pollution. There were also some concerns that it is too tall next to the existing Dock Offices building.

Some also felt that a car-free approach to Plot A1 was unrealistic and that people would park in the surrounding area already used by existing residents.

In addition to the main exhibition, we also held dedicated sessions with direct neighbours of Plot A1, please see page 258 and 259 for feedback.

Summary of concerns

- Heights & density (41)
- Building design (15)
- Lack of parking (4)
- Impact on adjacent sites (4)

Summary of positive comments

- Building design (14)
- Overall (7)
- Heights (4)
- Landmark (2)

Suggestions (singular)

- Reduce heights
- Provide car parking
- Better integration with existing
- Rooftop food & retail

Figures are numbers of comments received
Plot A2

From the 278 feedback forms received 177 people responded to this question. Of those who responded 66% were supportive, 11% were concerns and 23% were neutral / didn't know.

There was strong support for the building design, especially for its ‘modern and unique’ look, noting references to the docklands history and area heritage. The building was also felt to have good aesthetics.

It was commented that the building is in a good and accessible location and that the proposed location of the new leisure centre within the building takes into account community needs - including provision of a swimming pool, gym, exercise studios and space for the new community. Together, the combination of design and uses were felt to be a good addition to the area.

Although mostly positive, there were a few concerns on the design of Plot A2. Comments noted that the design quality does not appear to be to the same standard on all sides of the building, particularly that the design of the facades facing existing houses was felt to be of lower quality and ‘outdated’. This was also linked to concerns about scale and overlooking of existing neighbours.

In addition to the main exhibition feedback, we also held dedicated session with direct neighbours of Plot A2, please see page 260 for feedback.

A few concerns raised about the Leisure Centre included the shorter pool length than Seven Islands and lack of outdoor sports spaces.

Summary of concerns

- Building design (7)
- Leisure centre facilities (5)
- Heights (5)
- Parking (2)

Summary of positive comments

- Building design (21)
- Leisure Centre (14)
- Mix of use (4)

Suggestions (singular)

- Only pedestrian access
- Ensure Leisure Centre is open for public

Figures are numbers of comments received
From the 278 feedback forms received, 174 people responded to this question. Of those who responded, 57% were supportive, 15% had concerns and 28% were neutral / didn’t know.

Overall the proposal for this building was received well, with the majority of comments in favour of building design. It was felt that the building blends well with the surrounding area in terms of its design, use of materials and proportions. Use of brick and scaling were highlighted as positive. The majority also felt that the building responded sensitively to the adjacent Russia Dock Woodland. There were supportive comments on minimised parking, appropriate use of land in a good location and the sustainable approach to the building.

There were a few concerns that the design is too generic and it doesn’t match the surroundings, as well as a few comments that the building is located too close to Russia Dock Woodland. There were also a few comments that there should be houses on this site, not apartments. Some comments suggested that the site should be kept as an open space for the public or include a public route through to Russia Dock Woodland. There were also a small number of concerns about the building height and that there wasn’t enough resident car parking.

### Summary of concerns

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
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<tr>
<td>Building design</td>
<td>7</td>
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<tr>
<td>Heights</td>
<td>4</td>
</tr>
<tr>
<td>No need for more residential</td>
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</table>

### Summary of positive comments

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
</tr>
</thead>
<tbody>
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<tr>
<td>Heights</td>
<td>11</td>
</tr>
<tr>
<td>Overall</td>
<td>5</td>
</tr>
</tbody>
</table>

### Key

- Strongly support
- Support
- Neutral / don’t know
- Don’t support
- Strongly don’t support
- No answer

### Suggestions (singular)

- Keep the site open
- Access to Russia Woodland
- Design

Figures are numbers of comments received
Estate Management Plan

On the feedback form we asked people whether they would be supportive of British Land taking over the management responsibility for Deal Porter Square (former Canada Water Plaza), Red Bridge Square and the part of Canada Water Dock closest to the site, as part of the Master Development Agreement with Southwark Council.

There was good support for British Land taking over the management responsibility for the proposed local spaces. Of 214 responses received to this question over 50% were supportive, highlighting that it will enable an integrated management approach and bring new opportunities for local spaces.

Over 30% of responses were undecided, mainly wanting more clarity on the details of the proposal. Some other comments included suggestions for partnerships with local businesses and queries over Canada Water Dock’s ecology.

Q: Would you support British Land taking over the management responsibility for three local spaces alongside the Masterplan area: Deal Porter Square (former Canada Water Plaza), Red Bridge Square & Canada Water Dock?

Comments: Support

- Support for single ownership with means to manage well (7)
- Integrated approach with overall strategy (6)
- May bring new opportunities for under-utilised and neglected spaces (3)
- May bring new partnerships & revenue streams (2)

Comments: Concerns

- Privatisation of public space (9)
- Concern about profit generation over quality (5)
- Loss of opportunities for local organisations (4)

Comments: Undecided

- Unsure of full implications & meaning of the plan (8)
- Cannot say, would depend on how plans progress (8)
- Unsure of long term commitment (4)
Canada Water Dock

We asked attendees for their thoughts on the proposal for Canada Water Dock.

The proposals for the boardwalk crossing and improved wetland habitat are strongly supported. With over 90% in support of the wetland proposals and over 70% in support of the boardwalk. Out of 278 feedback forms received, 210 people answered this question, meaning the levels of concern or uncertainty are relatively low.

Suggestions made in favour included having dining/cafés by the water, partnering with Water Wardens and the Harbour Master for the development and the enhancement of the dock and making it accessible for mobility vehicles. Concerns were voiced over mosquitos, potential disuse and hazards during wet, cold weather.

Q: Tell us your thoughts on the following proposals for Canada Water Dock:

- a) The proposed crossing & boardwalk
- b) Improving the wetland habitat

![Chart showing support and concerns for proposals]

Comments: Support
- Importance of wetland habitat well reflected (11)
- Well balanced proposal for the Dock overall (9)
- Supportive of boardwalk as it activates the place & links (7)

Comments: Concerns
- Boardwalk is a potential hazard to wildlife & people (9)
- Not suitable for increased crowds, place will be littered (7)
- Concerns about long term priorities & management (4)

Comments: Undecided
- Unsure of proposal’s benefits & cost implications (5)
Canada Water Charter

We asked people for their feedback on how the ambitions for the Canada Water Charter reflect local needs and opportunities for the future. We also asked for suggestions of any organisations that could be approached to link with the process.

There was a total of 74 respondents with 93 separate comments.

22 comments were direct responses to the charter - 15 were positive, 5 concerns and 2 were undecided or required more information (please see diagram to the right). Comments included support for an integrated solution noting that it aligned with the community’s aspirations; although concerns were raised whether the plans would be followed through with a focus on community needs.

30 individual comments were received on local facilities and reflected concerns about the need for child care, education, health, security and affordability. There were calls for more clarity and information on these topics.

17 design related comments were made in response to this question, typically referring to concerns around transport and loss of character in the area.

16 recommendations (from 21 comments) were received for involving local groups (please see diagram below). The vast majority of these are already involved in the consultation. We will continue to involve these and any others.

3 ‘other comments’ were received, linked to the desire for inclusivity and job creation.

Local organisation suggestions

We asked people to suggest any local groups or organisations that British Land could speak to about the Canada Water Charter. Below are the suggestions received. British Land is already working with many of the groups below.

In March 2018 British Land held a Topic Session focussing on the charter. This provided the opportunity to invite local organisations and residents to find out more about the emerging Charter (see pages 298 and 299 for an overview of the charter and pages 214 to 219 for a summary of the Topic Session feedback).
Inclusion of the former Rotherhithe Police Station site

Of 117 responses approximately 75% were in support of the former Rotherhithe Police Station being included as part of the Masterplan, however it is important to note that 20 out of 90 people in support held the (incorrect) assumption that it might re-open as a police facility.

Others in support of the inclusion looked forward to better links to Southwark Park and potential for a range of other uses.

People who didn’t support the inclusion (14) had concerns about it being a residential use, particularly residents from Orchard House.

British Land have committed to explore the possibility of a police hub being provided as part of the Masterplan. The provision will be dependent on conversations with the Metropolitan Police Property Services team who are considering what scope and facilities (such as a hub) Canada Water should contain.
Have the proposals responded to feedback?

Q: Do you feel the proposals responded to feedback so far?

In total we received 128 responses to this question.

Approximately 50% of respondents felt that the proposals had responded to previous feedback. Comments referenced an improvement to the area, support for change and long term vision.

15 felt that the proposals partially responded to previous feedback, however that aspects such as building heights, infrastructure and transport had not. These issues were also referred most often for those who felt the proposal had not responded to feedback (43).

Comparing responses from the Updated Masterplan consultation in May 2017, there were slightly fewer people who felt that the proposal responded to feedback. The explanation might be that more detailed information was sought on transport solutions and social infrastructure. As these are elements currently being discussed with Southwark Council and Transport for London, more information should be available shortly.

The number of concerns in response to this question might also be because it was the first opportunity to see the detailed designs of the first plots.
Other questions, comments and topics for discussions.

Q: Do you have any other questions, comments or topics you would like to discuss further with British Land and the design team?

Many of the responses to this question echoed comments received in wider feedback and have been incorporated as part of the topic by topic summaries on page 184 to 193. Below is a summary of additional comments (1 or 2 comments received for each) not explicitly reflected elsewhere.

**SUGGESTIONS**

**COMMUNITY NOTICE BOARDS (1)**
Suggestion to have more notice boards for advertising community and cultural events.

**PRINTWORKS SITE (1)**
Suggestion for a cohesive plan and quick turn around for the Printworks site as it could be a flagship for the development.

**SHUTTLE BUSES (1)**
Request to consider the addition of a local privately supported shuttle bus.

**SKATEBOARDER PROVISION (1)**
Suggestion for more attractive skateboard provision than examples shown in the exhibition.

**CLARIFICATIONS**

**DAYLIGHT / SUNLIGHT (2)**
Question about potential negative impacts on light / sunlight.

**FORMER DOCK OFFICE (2)**
Request for more information on the proposed use of the Dock Office courtyard for public / community events.

**LAND OWNERSHIP (1)**
Query why British Land needs a 500 year lease, noting that this is felt to be too long to lease Council land.

**NEW BUSINESSES (1)**
Comment that the first few companies will set the tone for the area and queries if there are there any candidate anchor tenants that have expressed an intention.

**OTHER COMMENTS**

**CYCLING ROUTES (1)**
The emphasis on public transport and active transport provides a dense network of routes that can be cycled. Comment that this should encourage cycling in the area and is strongly supported by Southwark Cyclists.

**NEW DEVELOPMENT (1)**
The area good as it is, new development might force existing families to suburbs.

**NEW LIFESTYLES (1)**
Looking forward to new lifestyle possibilities and way of living in the future.
Overall approach

- Many comments related to the overall approach to the Masterplan. More than half of these were positive, noting the quality of the designs, that the design seemed well thought out, consideration had been given to the existing local area and there was a long term vision and approach taken.

- There were particularly positive comments about the coherent approach to the Masterplan, noting that the proposals combine a feel for the local area and reflect feedback to date.

- There was also support for the opportunity the proposals bring to the area, making better use of currently under used space to deliver homes and jobs.

- Some responses were supportive of the Masterplan, but with the caveat that areas of concern need further resolution including affordable housing, transport strategy and building heights.

- Overall concerns were similar to the Updated Masterplan consultation in May 2017, primarily linked to the potential impact of an increasing population, notably on local infrastructure and building heights. While it was acknowledged that the Canada Water area has been designated as an Opportunity Area and a major new centre, there remain some concerns about the scale of development proposed and the impact this may have on the existing area.
Transport & movement

Overview

- Transport and movement was the most discussed topic. British Land recognises that transport is a key issue locally and discussions and modelling continue. During this stage of consultation there has continued to be a focus on public transport capacity.

- There was appreciation of British Land’s efforts towards a joined-up approach with Transport for London and Southwark Council, alongside the wider improvements / initial approaches being developed. Nevertheless, many feel there needs to be a clearer understanding of what the impacts and resolutions are likely to be to inform responses, or allay fears.

- Many consider the existing public transport infrastructure to be at capacity and it is not yet clear for some how an increased population can be accommodated without causing additional transport issues. It was raised as a concern that there are felt to be no clear solutions for transport issues, and it was noted that more information is needed on the transport strategy as it is developed.

Public transport

- The proposals to improve access to Surrey Quays Station and allow for a potential second entrance were positively received.

- There is particular concern about the ability of the Jubilee Line to cope with an increased population.

- There was some appreciation of TfL’s planned improvements and the benefits of creating a daytime destination by providing offices and retail.

Cycling & pedestrian

- There was a very positive response to the focus on prioritising pedestrians and cyclists across the Masterplan.

- Responses were positive about the new connections, improved permeability and links created by the Masterplan. With particular support for the integration and openness of the plans, noting the absence of ‘gated communities’, as well as the new link between Southwark Park and Russia Dock Woodland.

- There were renewed calls for cycle hire to be expanded to the area and some requests for better / clearer cycle integration into the proposals. As well as requests for safe cycle links from Cycle Superhighway 4 (CS4) to a new proposed Rotherhithe bridge. There were concerns about insufficient cycle routes within the Masterplan and that the plans for CS4 and the gyratory are not developed enough to be able to accommodate the numbers of bicycles proposed.

Canada Water Dock Crossing

- In the Developed Masterplan the design of the realigned boardwalk was very positively received and it was felt that the proposed design makes the most of under used space. There were significantly higher levels of support compared to May 2017, when the opinion around Canada Water Dock was divided. Of the small number of concerns these related to whether there would be any adverse impact on the wildlife and whether sufficient management plans would be put in place.

Road network

- It was again noted that there are limited routes onto the peninsula with frequent congestion on Salter Road, Lower Road and Rotherhithe Tunnel / Jamaica Road areas. There is concern about the capacity of the road network to cope with the cumulative impact of the Masterplan and wider developments, as current levels of congestion are felt to be too high.

Parking

- There were a wide range of views on parking – with calls for both more and less parking. Related issues link to potential ‘overspill’ into neighbouring areas and also a desire to see fewer cars on the road.

- Some highlighted that the parking levels proposed for residential and Town Centre parking are above those set out in planning policy and therefore too much. However countering concerns were raised that low levels of parking are not sustainable in the long-term and are required to support the town centre and allow access to those who can’t use other means.

- There were a small number of comments about the location of the multi-storey car park, with concerns about the effect on traffic on Redriff Road and the visual impact.

River Crossing

- There is a strong desire for Transport for London to deliver the pedestrian and cycle link to Canary Wharf.
Heights & density

Tall buildings remain one of the most frequent concerns, often linked to the potential impact of increased density as well as the difference to the existing character of the area. However there is some support for tall buildings, their distribution and the reduction in height of the tallest buildings.

Building heights & concerns

- The inclusion of tall buildings generates a strong response. Similarly to feedback shared previously, some of these comments simply stated ‘no tall buildings’, ‘too many high rises’ or ‘too dense’; with comments that the tallest buildings are too tall. Specific concerns are below.
- There is localised concern about the potential impact on neighbours, particularly where any taller buildings are located towards the edges of the site. Specific locations noted include around Canada Water Station and the Dock Office, linked to the Plot A1 building.
- Concern that the skyline and local views will be affected.
- The low-rise nature of the existing area is valued by some and there is concern that the increased scale of the Town Centre will change the character of the wider area.

Opportunities & support for heights

- There was also some support for tall buildings – both in the principle of tall buildings and the design and locations proposed.
- There was specific support for higher density buildings as an effective way to provide new homes. Responses made reference to the critical need for new homes in London.

Building distribution

- Comments were made that heights were distributed well. A small number felt that tall buildings should be clustered in one location in the Masterplan.

This topic links closely with building identity, see page 191

Population increase

- The potential impact of an increased population was a key issue. This links to transport and social infrastructure (see page 185 and 188) as well as some concerns that an increased number of people would change the nature of the area.
Town centre & mix of uses

The new Town Centre and the proposed mix of uses were received well. This is an area of strong support, particularly the inclusion of business workspace, creating a daytime destination, and the range of activities at different times of the day. It was again commented that the Masterplan seemed well-balanced with a good mix of uses and balance of urban and green spaces, with particular note that it is genuinely mixed-use with a wide range of activities (not residential-led). Generally there were very positive comments about the green space but there were some comments in favour of a larger park and some comments for smaller green spaces, such as pocket parks.

Retail, food & drink
- The high street was well received and there were many positive comments about increasing the diversity of retail and places to eat and drink which was recognised as currently lacking.
- Comments included that an increase in retail space and footfall could lead to opportunities to support local businesses. However, there was also a concern that increased retail choice could impact existing independent retailers. There were comments emphasising the importance of ensuring that there are affordable convenience shops which serve the local community. There was also support for the contrast in retail character between the High Street and The Cuts.
- Some concern was raised about the loss of covered retail, that Surrey Quays Shopping Centre currently provides. However there was also support for the covered areas included in the Masterplan.
- Overall there was a good response to the new Leisure Centre location with positivity that the former ‘Plot 6’ location had been disregarded in response to earlier feedback.
- Some concerns were raised about the size of the new proposed Leisure Centre being too small, the length of the pool being reduced from 33m to 25m and a lack of outdoor sport facilities.
- For more detail see feedback on the detailed plot proposals on page 260.

Arts / culture / entertainment
- There was strong support for the proposed new cinema, with many comments emphasising the importance of retaining entertainment uses as part of the Masterplan and the opportunity for more up to date, contemporary entertainment options.
- However, there were concerns noting the potential limited range of cultural and entertainment facilities / spaces, highlighting that, aside from the cinema, the details of the replacement leisure uses have yet to be established.

Workspace
- There was support for the workspace provision and the focus on employment. As in May 2017, it was recognised that the workspace is an important part of the Masterplan which brings something other than just new homes, creating jobs and bringing people to the local area. Please also see ‘business & employment’ on page 188.

Community space, health & education
- See dedicated section on page 188.

Tesco & relocation
- There was majority support for the relocation of Tesco, retaining a similar size store and parking underneath the store.
- There were a few questions about whether it was essential for Tesco to relocate and that the new proposed location is slightly further east than the current location.

Printworks
- The option to potentially retain the Printworks, originally proposed in May 2017, was very well received by most, with only a few concerns about the design and how it would be integrated within the Masterplan.
- There was desire by some that there should be a link with future arts and entertainment uses, citing recent use as an entertainment venue as positive for the area.
Community use, involvement & infrastructure

Community use & involvement
• The Leisure Centre, cinema and general increase in community facilities were seen as positives. There is a desire to see more information on these aspects throughout the Masterplan, providing clarity on how they will be integrated and be sufficient for an increased population. Reassurance was sought that these aspects will not be overlooked.

See page 187 for analysis on the uses including the Leisure Centre.

• Many concerns however stated that there has been a lack of planning for health, social care, education, play space and childcare. Concerns often linked to increased density and the impact this may have on the existing services in the area. It is noted that an outline approach to addressing demand for social infrastructure including provision of on site facilities was shared at the exhibition, but possibly overlooked.

Canada Water Charter
• There were positive responses on the approach to legacy and the emerging Canada Water Charter - the vision was recognised as important. There were some comments that the “Community Pledge”, “Placemaking Principles” and “Community Commitments” were not as prominent in this exhibition, however it is worth noting that these have been largely consolidated within, and expanded upon, in the charter.

Education & health
• There is a desire to better understand how both health and education provision is going to be improved in line with the increased population. This is a key aspect for many people.

• There were positive comments about the plans to expand existing primary schools. Further clarification was sought on expansion plans for schools with some raising concerns. Some wished to see a clearer plan for how the additional demands on education and health services would be accommodated, and there was some scepticism regarding delivery of the proposed solution. The role of Southwark Council in the delivery of these was recognised by some.

Higher Education
• The principle of including Higher Education in the Masterplan is still strongly supported. However it was noted that there was a lack of information on the potential Higher Education facility.

Business & employment
• The inclusion of a significant amount of workspace was supported, noting the opportunity this brings for job creation and a range of business scales (including start-ups and growing businesses). There were also a few comments that there might not be enough workspace and jobs proposed. Questions were also asked if potential tenants for the workspace have started to emerge.

• It was emphasised that as well as attracting new businesses to the local area it is important to support and develop existing local business. Some concerns were raised that the businesses currently located in the Dock Offices might be displaced through the implementation of the Masterplan.

• There were also questions about how small and start-up businesses would be supported.
Streets, spaces & routes

The creation of new routes and public spaces was considered a key positive aspect. The realigned Masterplan and emerging ideas around public spaces and integrated routes were received very well, as was the pedestrian and cycle focus.

One of the key positive aspects of the Masterplan identified locally has been the quality and design of a number of key public spaces.

Street pattern / connections

• There was a positive response to the street pattern and the improved permeability of the site and integration to the surrounding area, including Southwark Park and Russia Dock Woodland.

Park

• The new park received positive feedback with the inclusion of increased green/soft landscape, the proposed skatepark and proposed active edges to the park.

• The reorientation and the slight expansion of the park was highlighted as a positive.

Town Square

• There was a positive reaction to the Town Square and the proposed character and uses surrounding it.

• The CGI of the Town Centre was well received and there were comments that the design seemed well thought through and like it could work as an interesting place to be. Some suggested the Town Square could be more green.

High Street

• As in May 2017, there was majority support for the proposed high street accommodating both pedestrians and access / public transport, providing a central focus and strong north to south links. A smaller number of comments suggested that the high street should be pedestrianised.

• Some concerns were raised that the proposals do not look very inspiring and a few concerns continue to be raised about the impact of new retail to the existing shops on Lower Road.

• Some concerns were raised that there would be too few bridges between buildings.

The Cuts

• The network of pedestrian routes, proposed character, pedestrianised, narrow streets and the use of materials were generally supported.

• This included support for the variation in the character of The Cuts from the more traditional High Street, as well as and the bridges, making reference to the history of the area. A few concerns were raised that there would be too few bridges between buildings.

Canada Water Dock

• Overall comments were strongly supportive of the proposals for Canada Water Dock and the focus on the environment and ecology. There was broad agreement that the designs for Canada Water Dock seemed well thought through, and well positioned for families to experience nature.

• The updated proposals for the Canada Water Dock and boardwalk were generally very well received. It was felt that the boardwalk makes the most of under used space increasing access to nature/water and there are creative designs for the stepped areas overlooking the dock. See more in the transport and movement section - page 185.
Environment & ecology

Throughout the consultation to date, ecology and the environment has been a key topic. It is an important valued asset of the existing area and a strong approach to this in the Canada Water Masterplan is seen as an opportunity to create a unique destination and help balance the intensification. In the most recent feedback on the proposals, approach to environment and ecology was received positively in relation to environment and ecology.

Ecology & biodiversity

- Protecting the green environment, nature and wildlife are very important locally. Overall there was good support for the emphasis placed on ecology and biodiversity in the Masterplan. The amount and distribution of green spaces, the environmental principles set out and a sense of wellbeing were noted. There was also positive recognition that over the past six months British Land has been working together with London Wildlife Trust, benefiting from their knowledge and experience.

- Plans for Canada Water Dock, encouraging greater interaction with the water, were generally well received. There was a strong positivity for green elements and water features integrated into the landscape plan, the attention given to biodiversity and level of the ‘greening’ in the plans.

- Some questioned the impact on wildlife through enhanced access to the dock and emphasised that the wildlife should be a priority.

Tree strategy

- There were mixed views expressed on the proposed tree strategy. There was support for British Land’s approach to trees including that there will be an increase in canopy cover and that there are no longer plans to build on the green area adjacent to the Prince of Orange Walkway.

- However concerns were raised that some of the existing trees will be removed and questioned the impact on air quality.

Air quality

- Approximately half of the concerns relating to environment and ecology related to air quality and noise.

- It was felt that there was not enough information on air quality and pollution resulting from increased density and population.

Sustainability

- The proposals for renewable energy, rain water drainage, water quality, increased numbers of trees and improved water spaces were seen as a positive.

- It was felt that it was not clear how energy needs would be met. Suggestions were made for as much renewable energy to be harnessed as possible (solar, wind, biomass).
Identity: architecture & heritage

Architecture & building form

- This stage of consultation shared the architectural designs for the First Detailed Plots. Specific feedback on each of these plots can be found on page 174 to 177. A headline summary is below, together with comments on the wider identity and architecture of the Masterplan.

- Overall there was a positive response to building design, with support for building materials, styles and colours which were felt to reflect the area's heritage. Specific concerns are noted below:
  - There were concerns about the specific design of Plot A1, notably in relation to the tall building element of the Plot design. Some comments were linked specifically to height. Those linked to architectural design were related to red metal cladding not integrating with surrounding buildings in the area. For others there was concern that it’s not distinctive enough from other tall residential buildings constructed recently.
  - The majority were very positive about the design of 'The Cuts', with particular appreciation for the aerial bridges with some suggestions that there should be more. A few questions were asked about how the Printworks would be integrated into the wider area.

Culture & heritage

- There was majority support for the approach to culture and heritage and the intention for a culture strategy to be developed by British Land and Graham Devlin, ex Arts Council; including recognition of the local docklands heritage and reference to heritage in the Masterplan, as well as the Printworks heritage and opportunity to link this to further culture through concerts, music and events.

- However, some felt there was a lack of information available on culture and how heritage would be integrated, therefore suggesting that the heritage of the area should be more evident in the design of the Masterplan.

- There were a small number of concerns about loss of industry in the area linked to loss of historical character.

- Although the approach to water was received well by the majority, there were a few calls for inclusion of further water features.

Please see more information on findings from Culture & Heritage Topic Session on pages 212 and 213.
Housing

There continues to be a range of views on housing, with recognition of the wider-London housing need, particularly affordable housing for younger people. However, concerns were raised that too many new homes (flats not houses) were proposed. This is mainly linked to a concern about the impact of an increased population particularly on schools and healthcare. Concerns were also raised about the lack of detailed information on levels of affordable housing proposed.

Affordability & tenure

- In principle there was support for homes for a range of ages, incomes and life stages, however more information is needed on the types, size and level of affordable housing. There was a positive reaction to the fact that analysis has been carried out on salary levels.

- The aspiration to reach the 35% affordable housing was seen as a positive. However there is concern about whether this aspiration will be delivered in reality. Some felt that the 35% should be a commitment rather than aspiration and greater assurance should be given about the affordable housing and tenure mix in advance of the planning application. Greater clarity was sought on what stage the affordable housing overall figures and tenure breakdown will be fixed.

- Concerns were raised about the size of ‘affordable homes’. Particular concerns were raised about new affordable housing being located in high rise and homes being too small by floorspace.

- There were some concerns about the tenure of new homes and impact of property values for those close by.

Project timeline, phasing & construction process

- The general response was positive about the evolution of the Masterplan and the consultation process that has informed the proposals.

- Many of the key issues - heights and massing, transport and movement and social infrastructure have been expressed throughout, and many recognise that resolving these involves multiple stakeholders and ongoing dialogue. Several of the concerns reflect an overall feeling towards change in the area.

- In previous consultation there were questions about the timeline. It was positive in this stage of consultation that there is more detail on the timeline of the First Detailed Plots and a provisional construction start date of Spring 2019.

- Some concerns were raised about the impact to the area up to 2033, with many questions about phasing and construction process.
Selection of images from Canada Water Masterplan exhibition, CWM Hub, January 2018
Ahead of the Developed Masterplan and First Detailed Plots exhibition in January 2018 a range of topic sessions were held between July and December 2017. Findings and feedback were published for community review and are detailed on Pages 194 to 219.

Topic Sessions

Throughout this stage of consultation we held a number of Topic Sessions to help inform the characteristics of the evolving masterplan and the detailed design. Below is a quick recap of the sessions and page 194 to 219 share a summary of the feedback.

- **July 2017, Inclusion & Community**
  Exploring ‘What makes a place feel like it’s for me?’ and what could make the future masterplan welcoming for all age groups.

- **July 2017, Buildings, Heritage & the Spaces they Create**
  A site visit to King’s Cross to explore heritage, buildings and the spaces they create, learning lessons for the Canada Water Masterplan.

- **July 2017, Recap session**
  Displaying information and feedback from the earlier two events for further debate and input.

- **November 2017, Canada Water Dock**
  A session to share investigations and research into Canada Water Dock. Alongside updates on the emerging proposals for discussion with the team.

- **December 2017, Culture & Heritage**
  A session to understand what culture, creativity and heritage means locally; gathering ideas on the role that culture and heritage can have to help develop the future strategy.
Inclusion & Community Topic Session, July 2017, findings

What happened?

On Wednesday 5th July we held a Topic Session to explore the question “What makes a place feel like it’s for me?” with 22 attendees in the CWM Hub.

This session aimed to ‘dig deeper’ into the everyday user experience and understand in more detail what could make the Canada Water Masterplan an inclusive place to be and help create a sense of belonging.

Activities focused on four emerging feedback themes. These themes are helping inform the ongoing masterplan development. In this session we wanted to ‘dig deeper’ to understand more, from a local perspective, how these could be achieved:

• A place that is welcoming, with something for everyone
• A place with local identity
• A place that is safe and secure
• A place that supports social interaction

WHAT IS AN INCLUSIVE PLACE?

British Land is guided by the principle of an inclusive place being a welcoming, enjoyable and interesting place for all ages; in which everyone feels safe, supported, included, and encouraged to be themselves; a place with a sense of belonging. A place to belong is now a Canada Water Charter aim.

ACTIVITIES

The aims of the session activities were to:
1. Review the emerging feedback themes
2. Summarise and ‘rate’ priorities for creating an inclusive place
3. Test examples of existing spaces to identify what works and what doesn’t
Reviewing feedback themes

Below is a summary of comments, ideas and discussions in response to the emerging feedback theme and topics within it.

A REASON TO BE HERE
- Attracting all the current community and encouraging long-term investment was considered important.
- It was suggested that enabling activities that enliven spaces should be encouraged, making a place to live and work and an entertainment destination.
- General consensus for enjoyable spaces for all age groups and different types of users and activities.

SOMEWHERE TO SIT
- A range of well designed and comfortable seating areas suitable for all ages away from busy roads, close to greenery and water was suggested.

A WELCOMING PLACE WITH SOMETHING FOR EVERYONE

SOME PROTECTION AGAINST THE ELEMENTS
- Calls for a range of adaptable spaces that are open and can provide shelter in bad weather.
- Suggestions to use of greenery to provide protection from the elements.

PLAY, EXERCISE & ENJOYING THE OUTDOORS
- A range of adaptable spaces for events (including outdoor events), which are safe and family friendly were considered important.
- Suggestions for multiple types of green spaces, i.e. pocket parks, green space for different types of activities...
- ...as well as some specific suggestions such as a skate park and dog free spaces.
Reviewing feedback themes

Below is a summary of comments, ideas and discussions in response to the emerging feedback theme and topics within it.

**LINKS TO HERITAGE & LOOKING FORWARD**
- Link to the water and dock heritage, but avoiding faux ‘maritime’ features was suggested.
- Calls to link to the mixed community and many nationalities which create the current community.

**PUBLIC ART**
- Enabling local people to influence design through competitions for design elements/public art was suggested.
- There were also calls for involving young people in the creation of space.

**LOCAL AREA/HERITAGE REFERENCE IN DESIGN**
- There was general consensus to reference water, docks and the waterways in the design.
- Use of water within the development was considered important - incorporating a range of different water features was suggested.

**NAMING OF STREETS & THE AREA**
- Calls to reflect history in the naming of public spaces and streets.
- It was suggested that local residents should participate in street naming.

**LOCAL BUSINESSES**
- It was suggested that a means to enable local and small businesses to thrive will help create local identity and investment.
- There were also calls for a range of local markets.
Reviewing feedback themes
Below is a summary of comments, ideas and discussions in response to the emerging feedback theme and topics within it.

**GOOD LIGHTING**
- Calls for good lighting to create a safe neighbourhood...
- ... yet avoid light pollution and ensure the impact on homes is considered.

**SECURITY - NOT OVERBEARING**
- It was considered important that spaces are well managed and designed, including encouraging eyes on the streets/ passive surveillance.

**CLEAR DISTINCTION BETWEEN PUBLIC & PRIVATE SPACE**
- A frequent comment was to include more intimate, quiet areas within larger public spaces.
- A range of ways to achieve this were suggested including using greenery, street furniture, clear signage, levels and routes to distinguish spaces.
- Where possible, using discreet means (rather than fences) to clearly define different types of spaces was preferred.

**ACTIVITY DAY & NIGHT**
- Providing spaces and opportunities for activities for many different users, e.g. mums with kids, teenagers, dogwalkers, elderly etc, was a key comment as was leisure facilities (both formal and informal).
- Safe use of roof spaces was suggested.
- It was requested that space that is not just Disability Discrimination Act compliant but goes beyond this and is enjoyable for those with less mobility.

**A PLACE THAT IS SAFE & INCLUSIVE**
Reviewing feedback themes

Below is a summary of comments, ideas and discussions in response to the emerging feedback theme and topics within it.

**ENABLING SOCIAL CONNECTIONS**

- Suggestions for a range of places that enable social interactions i.e. performance and art area space for social events.
- Support community-run facilities (café and community centre suggested).
- Calls for a range of spaces/ opportunities that support start-ups, local businesses, workshops for local residents.

**FACILITIES TO MEET NEEDS OF DIFFERENT USER GROUPS**

- Spaces and facilities that can be easily shared between different users was considered important...
- ...as was ensuring that the dock edge is a space for a wide range of people.
- It was noted that facilities should be affordable, multicultural and for all ages.
- It was suggested to create facilities by making use of redundant spaces.

**A PLACE THAT SUPPORTS SOCIAL INTERACTION**

**COMMUNITY & INTERIM PROJECTS**

- Projects that enable local involvement; e.g. community garden, community kitchen, community artworks should be a key consideration.
- Support for new, community-led businesses and commercial ventures was also suggested, as was providing support for community development, potentially by funding community development officer.
**Priorities summary**

At the first Topic Session on inclusion and community, the workshop groups were asked to summarise their discussions and identify the most important aspects linked to creating a sense of inclusivity. The diagram below lists the priorities identified.

At the recap session attendees marked which priorities they supported.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Support</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creating an Area's Vibe e.g. jazz clubs, speakers corner, pubs, an amphitheatre</td>
<td></td>
<td>26</td>
</tr>
<tr>
<td>Reflecting the Area's Past e.g. dock heritage</td>
<td></td>
<td>21</td>
</tr>
<tr>
<td>Activities for Young People e.g. sports facilities, skateparks, family friendly spaces</td>
<td></td>
<td>21</td>
</tr>
<tr>
<td>Multiple Routes Through Spaces Creating Quiet Areas e.g. BBQ areas, 'pockets of green'</td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>Business and Markets</td>
<td></td>
<td>16</td>
</tr>
<tr>
<td>Environmental Consideration of Place Shaping and Design</td>
<td></td>
<td>13</td>
</tr>
<tr>
<td>Opportunities for Mixing Generations e.g. co-location of care homes with nurseries</td>
<td></td>
<td>12</td>
</tr>
<tr>
<td>Community Integration &amp; Involvement e.g. community gardening</td>
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<td>11</td>
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<tr>
<td>Variety of Free Social Spaces</td>
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<td>11</td>
</tr>
<tr>
<td>Cycle Friendly</td>
<td></td>
<td>9</td>
</tr>
<tr>
<td>Affordable Activities and Shops</td>
<td></td>
<td>9</td>
</tr>
<tr>
<td>Public Toilets</td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>Opportunity for Local Involvement in Street Naming</td>
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<td>7</td>
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<tr>
<td>Community Influence on Design</td>
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<td>7</td>
</tr>
<tr>
<td>Landscaped Perimeters (not fences that suggest division)</td>
<td></td>
<td>7</td>
</tr>
<tr>
<td>Characterful High Street</td>
<td></td>
<td>7</td>
</tr>
<tr>
<td>Tall Buildings - ensure spaces aren't sterile, shaded, enclosed and windy</td>
<td></td>
<td>7</td>
</tr>
<tr>
<td>Flexible Space: set the 'starting-point' for people to use space their own way</td>
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<td>3</td>
</tr>
<tr>
<td>Varied and Ambient Lighting (not monotonous and high-level)</td>
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<td>3</td>
</tr>
<tr>
<td>Opportunity for Different Types of Activities</td>
<td></td>
<td>2</td>
</tr>
</tbody>
</table>
Testing examples

A wide range of examples that linked to the four emerging themes were on display at the Topic Session. The examples came from different schemes, local areas and some were sent by local residents. Participants were asked to comment on what they thought were both good and bad examples or ideas for the Canada Water Masterplan. A summary of the findings is shown in the diagram on the next page. The number of green and red lines around each image indicates how many supportive comments or concerns each idea received at the sessions. The findings from this session helped inform the Canada Water Charter.
A WELCOMING PLACE WITH SOMETHING FOR EVERYONE

- Water features
- Shelter in open space
- Public art installations
- Covered walkway

A PLACE WITH LOCAL IDENTITY

- Signage about local history
- Combining new & old
- Sculptures in public spaces
- Bridges/balconies

A PLACE THAT IS SAFE & INCLUSIVE

- Firm security presence
- Full-lit areas
- Street activities
- Spaces for night events

A PLACE THAT SUPPORTS SOCIAL INTERACTION

- Space for markets
- Cafes
- Games & social spaces
- Help getting around

Testing examples
**FINDINGS**

Canada Water Masterplan | Statement of Community Involvement

<table>
<thead>
<tr>
<th>SKATE PARK/ SPORTS</th>
<th>STREET GYM</th>
<th>FIXED STREET FURNITURE</th>
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<thead>
<tr>
<th>COVERED OPEN AREAS</th>
<th>ART INSTALLATION PROVIDING SHELTER</th>
<th>TEMPORARY PARKLET</th>
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<tr>
<td>COVERED OPEN AREAS</td>
<td>ART INSTALLATION PROVIDING SHELTER</td>
<td>TEMPORARY PARKLET</td>
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<th>SPACES FOR TEMPORARY EVENTS</th>
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Key:
- Number of positive comments
- Number of negative comments
- Feedback theme

**ACTIVE & OCCUPIED STREETS**

**NIGHT ECONOMY**

**BUSINESS & HOMES TOGETHER**

**HOMES OVERLOOKING SPACES**

**DIFFERENT PAVING**

**USEABLE SECURITY FEATURES**

**SOFT EDGES BETWEEN PRIVATE & PUBLIC**

**PRIVATE SPACES VISIBLE**

**SPACE FOR EVENTS**

**FAITH & SUPPORT**

**COMMUNITY GROWING**
Buildings, Heritage & the Spaces they Create Topic Session, July 2017, findings

What happened?

On Sunday 16th July we held a Topic Session to explore the design qualities that create enjoyable and interesting places to be. This took the format of a case-study site visit to King’s Cross, including a tour guided by Roger Madelin, Head of Canada Water Development at British Land.

The aim of the session was to learn lessons from King’s Cross - a real-life ongoing large scale development.

Discussions focused primarily on design qualities linked to the inclusion of heritage, street design, parks and public spaces, materials and activities.

Feedback gathered throughout this session will shape development of the design guidelines of the Canada Water Masterplan. These are a set of ‘rules’ that will guide detailed development of individual plots at a later stage.

King’s Cross is an ongoing development of a similar scale to the Canada Water Masterplan. It should be clear that the intention is not to replicate King’s Cross, but it is used here as a test case-study to learn lessons from.

ACTIVITIES

During the walkabout we gathered both good and bad examples of building, landscape and street design.

Following the walkabout the group gathered to collate thoughts from the session, looking at how they might link to the Canada Water Masterplan.
**Lessons to learn**

Learning lessons from the King’s Cross site visit, the diagram below summarises the key elements that attendees felt worked well and not so well in King’s Cross, considering both the buildings and streets and layout.

**BUILDINGS**

### Learning from King’s Cross: positive references

- Varied building material and surfaces, use of brick, stone, wood
- Reuse of industrial structures, referring to history and heritage
- Blend of historic buildings and contemporary architecture
- Use of roof-spaces
- Not too high; variation in building heights
- Timber references in buildings facades
- Interesting and well designed street and building fronts
- Appropriate mix of uses
- Varied buildings design, interesting
- Buildings surrounded by greenery gives the impression of lower heights
- Good distribution of buildings
- Mix of old and new

### Learning from King’s Cross: negative references

- Needs to be more mixed use
- Not glamorous
- Corporate, soulless feeling
- Design requires a lot of maintenance work and/or ages badly
- Unattractive, soulless architecture (student house at King’s Cross referenced)
- Too many regular shaped buildings and balconies
- Some buildings are too tall
- Design and colour can be very subjective

**STREETS & LAYOUT**

### Learning from King’s Cross: positive references

- Features for children to play i.e. fountains, stairs etc
- Visible roofs, skylines
- Incorporation of green spaces and water
- Interesting and surprising spaces encouraging exploration
- Not much traffic
- Varied paving in attractive colours (not too dark)
- Wide, open public spaces and wide pavements; sense of place
- Some covered outdoor space
- Good crossing over the canal
- Places to sit and relax
- Signage gives the feeling that people are prioritised over traffic

### Learning from King’s Cross: negative references

- Intrusive metal street barriers (Goods Way referenced)
- Some places are not easily accessible (Skip Garden referenced)
- Isolated trees on the streets - need more clustered greenery/trees
- Little shade and lots of paving creating ‘heat island’
- Linear layout, boring and unnatural
- Little distinction between cycling and walking areas
- Insufficient vehicle access
- Long distances - takes time to get to centre

*Comments in no particular order*
Walkabout

The diagram below shows the locations on the walkabout which were most frequently referenced and summarises the comments made. Further to the walkabout participants at the recap session also selected the locations that they felt were good references.
King’s Boulevard 5
- Openness
- Good views
- Brick buildings
- Wide pavements
- Limited vehicle access
- No iconic performance space

Skip Garden 6
- Nice views
- Surprising space
- Encourages exploration
- Not easily accessible
- TV screen next to flats
- Buildings have no soul & lack of personalised environment

Camley Street Park 7
- Potted plants and vegetables are a very good idea

Handyside Canopy 8
- Great covered space
- The idea of roof gardens

Lewis Cubitt Square 9
- The extended view from the square to the park
- Nice, big, green square with restaurants outside, little traffic;
- Getting a sense of distance;
- Great water features
Recap Session, July 2017, findings

The Topic Session recapped materials used and feedback gathered at the previous two sessions and encouraged further comment and debate. An additional activity gathered views on what people felt makes an inclusive place for different age groups. Below is a headline summary and feedback is to the right.

These comments have helped inform the Masterplan development and have formed the basis of the Charter, although it is recognised that some of these would be outside of British Land’s control or ability to deliver.

Headline overview:

- The most frequent suggestions were places for the elderly. All ideas related to local, convenient and free places offering a range of formal and informal activities for older people, i.e. drop-in events, space to chat, multi-faith spaces for contemplation.
- Providing small local shops was also considered important as it enables elderly people to use facilities which are close to their homes.
- Comments were shared on inter-generational needs mostly highlighting the importance of providing open, easily accessible and green spaces for everyone – as well as people with disabilities.
- For younger users, especially school age, the need for sufficient school places was expressed, as well as affordable (or free) spaces for sport and play.
- For pre-schoolers, spaces for ‘play and stay’ were suggested, which are user-friendly and convenient for parents.
- Suggestions relating to young adults mostly focused upon creating more opportunities for socialising; as well as supporting small businesses growth.

Ideas & suggestions to ensure a place for different age groups:

**Secondary school age**

**Suggestions for:**
- Indoor/outdoor spaces for teenagers to socialise
- A range of new shops where teenagers can safely go in small groups
- Provision of different and affordable activities and sports spaces e.g. skatepark
- Sufficient secondary school provision

**Primary school age**

**Suggestions for:**
- Sufficient primary school provision
- A range of spaces for children to play, not only playgrounds as 6-11 year olds are too old for it
- Safe park spaces that are well lit

**Pre-school**

**Suggestions for:**
- A range of spaces to accommodate play and stay sessions for young parents and for preschoolers to play and socialise
- Free ‘stay and play’ drop-in, providing pre-school activities indoors and outdoors
- Include playgrounds

**Suggestions for:**
- A range of green spaces - good for mental wellbeing
Section 106

Adult (working age)

Suggestions for:
- Good transport links to encourage socialising
- A range of affordable/free events and activities e.g. evening stroll, outdoor summer events, exhibitions, museums etc.
- Support small businesses growth, run by local people to supply services e.g. dry cleaning, shoe repair, catering etc.

Elderly

Suggestions for:
- A range of very local shops, that are easily accessible for the elderly
- A range of drop-in events and communal spaces
- Provision of a multi-faith space for quiet contemplation/meditation
- Low-cost places to eat and drink

‘Everyone’ inter-generational / other groups with specific needs

- Accessible multi-use spaces
- Ensuring roads, walkways, transport, shops and all facilities are fully accessible
- A policy that encourages local initiatives which provide apprenticeships and training opportunities for all ages

No specific comments on this exercise. It is anticipated that this is because this age group’s views are reflected through other feedback.
Canada Water Dock Topic Session, November 2017, findings

What happened?
On Wednesday 22 November 2017, we held a Topic Session to share investigations and research into Canada Water Dock alongside design updates for discussion with the team. This session also introduced David Mooney from London Wildlife Trust who is advising on the project.

Waterman, the Masterplan’s ecology consultants, were also at the session to present the research undertaken and how it has informed British Land’s approach for the dock.

The presentation from this event is available on the project website, www.canadawatermasterplan.com

A summary of the group discussions and feedback received is summarised to the right.

Before the topic session
Earlier in the consultation process a number of sessions were held to discuss the initial emerging ideas for the dock edge. This helped form the basis of subsequent designs and the May 2017 Updated Masterplan consultation also introduced the idea of a dock crossing. Feedback on this was mixed with positivity for an interesting opportunity with better access to the water and concerns about the potential impact on wildlife and reduction of open water.

The London Wildlife Trust subsequently joined the project team to advise on the Dock and developed further detail on, and understanding of, how habitat improvements and crossing could work together. The emerging proposals realigned the boardwalk, in response to May 2017 feedback, to make it closer to the edge of the dock.

Summary of discussions

General response
The overall response to proposals was positive, with broad agreement that the updated alignment and associated studies responded to queries and concerns raised in the previous stage of consultation.

Design & heritage
There were discussions and suggestions that the docklands heritage should be included in the details of the design. These included: restoring cranes; linking with different cultures and nationalities; incorporating the existing monuments and physical elements of the historic dock; highlighting that wildlife, nature and animals are also local heritage. British Land confirmed that the Deal Porters statue will be retained and likely moved to a better, more visible location.

Wildlife
It was questioned whether the existing wildlife is thriving currently, or whether there is a limited selection of wildlife due to the existing habitat. It was noted that, increasing the water level and amount of wetland habitat will encourage a more diverse range of species. The proportion of wetlands to open water is important to provide a range of appropriate habitats.

Fishing
It was also questioned how an angling club can operate, whilst also protecting wildlife. Responses from the Angling Club assured the group that all fish caught are safely returned and it is in their interest to ensure healthy fish and wildlife populations.

Water management
Sustainable Urban Drainage (SUDs) was discussed. Watermans reassured the group that an objective of water management is to ensure clean and safe water is introduced to Canada Water Dock to help maintain a more regular, raised water level. It was also clarified that the Albion Channel is under the control of Southwark Council.

Coordination with Sellar
In response to queries about a coordinated approach to all sides of the dock, British Land noted that they have regular meetings with Sellar to work on a coherent approach.

Lighting
The team clarified that lighting by the dock will be low-level and designed to provide safety, yet not impact wildlife.

Boardwalk
It was queried whether the boardwalk was definite - British Land noted that it still needs to go through the planning process, but subject to planning permission, this is what British Land is working towards. The number of people on the boardwalk at different times of the year was also discussed. From London Wildlife Trust’s experience at Woodberry Wetlands, it was noted that it is busier during the summer and people stop on the boardwalk - a unique experience to be that close to nature in central London. However at Woodberry, the associated activity and noise has not impacted the wildlife.

Shadowing
The impact of shadowing on the dock was questioned. It was noted that an initial shadow path study would be available at the next stage of consultation and all analysis as part of the planning application.

Wider links
Suggestion to look into international links and partnerships in relation to the Dock, like Canada, Russia, Ireland etc.
Culture & Heritage Topic Session, December 2017, findings

What happened?

This Topic Session was informed by earlier feedback highlighting the importance of making culture, creativity and heritage seen and experienced in the Masterplan. The session provided the opportunity to feed into and guide the development of the cultural strategy, which was being developed by Graham Devlin, Deputy Chief Executive of the Arts Council.

Discussions explored what culture, creativity and heritage mean for local people and what the priorities and opportunities are that could help inform the Cultural Strategy and wider masterplan moving forward.

Activities and the discussions were recorded - the feedback is summarised on page 212 and 213.

What does ‘culture’ mean to you?

There can be a wide range of different interpretations of the word ‘culture’ and, without influence, we wanted to understand what this means locally. There were a wide range of insightful and thoughtful responses, most frequently reflecting the themes below.

- Sharing and celebrating different communities, cultures and ideas brought to the area.
- Finding commonalities, shared experiences and enabling a sense of belonging.
- Remembering the past and keeping the areas heritage alive, whilst building a ‘new history’ together.
- Hope, ambition, identity and expression.
- An integral part of being human.
- Creativity, social habits, enjoyment, lifestyle and language.

To the right is an image showing all the definitions received.

DEFINITIONS RECEIVED

- Customs/behaviour in any given community or sub-culture. Represent creativity, arts, food, language, shared experiences and connecting thread through a community. Culture changes over time, but is always integral to fulfilling life. Culture is to do with passing on, landing down, sharing – it has a quality to do with living. Rotherhithe has a residue of cultural heritage – but in the main it is a place of migrations, transition. So few of us remember the days of the docks and most of us come from elsewhere. We need to share our own cultures with each other in part to keep this culture alive, and to promote understanding and social cohesion. Culture: habits, customs, traditions, attitudes of a group of people in a particular place. Needs to constantly evolve and reflect ever changing situations and circumstances; including different nationalities and people. Culture is a glue that brings us together. A sense of identity, inclusion and belonging. Historic and current arts, diverse communities. Entertainment, art, history for all ages. Activities. Heritage. Creative thought expressed in our history language, identity and self-expression. Culture is a sustenance for the mind, the heart and the soul. Culture – anthropological sense/ everything homo sapiens do and create, also speech. The arts. The continuation of language, Religion, traditions that define who we each are; Culture in that sense is expressed through the arts, eating habits and social activities – we chose to take part in our spare time. Remembering Rotherhithe past history. Encompassing the new residents (new history). Historic input. Moving on and creating new history and culture going forward. Personality – vibrancy with character, creativity, defined feeling or character. People, lifestyles, experience, community. Something that makes any group I belong to unique i.e. from a certain place “Londoners”. Culture – everything human beings creates. Activities and opportunities that: nurture sense of belonging, raise hope and ambition, encourage expression of activity and identity (and acceptance by the other), help us become citizens not consumers. An opportunity for leaving about the world, the heritage of the local dockers to the new creativity of new communities like the Polish and Chinese.
We also asked where people go to access culture outside of the local area. Most often this included larger galleries, arts, theatre / performance, festivals, markets and adult learning. The absence of these opportunities locally is reflected in the priorities for the future below.

Priorities for the future

We asked participants to select their priorities for aspects of culture / heritage that they felt could most benefit the area in the future. The starting list was the Greater London Authority’s definition of culture, however it was felt that there are too many ideas and voices to fall within these categories. Through much discussion, some of the consolidated priority areas are summarised below.

Further discussion

There were a range of other conversations throughout the session, below is a summary of those most discussed:

- Naming is key and has a significant sense of identity to the local community (referencing historical issues with the name change from Surrey Docks to Surrey Quays) - suggested local involvement in naming.
- Where does long term management and the running of arts and culture programs fit into the plan?
- Can a wider meaning of wellbeing be considered rather than a narrow one commonly used these days which is mostly about fitness?
- Reach out to a wide range of groups to inform this topic.
- Help address socio-economic divides in the area.
- Other specific suggestions included:
  - Consider reviving the Theo Crosby War Memorial proposal (1983), even if at a smaller scale.
  - Create something that the area is known for e.g. Deptford Festival.
  - Partnerships between commercial interests and social causes.
  - Start collecting and creating a database of voices and images parallel to a cultural strategy being developed. Especially reaching out to more vulnerable and left out groups - elderly residents.
  - Link technology and the arts.
  - Street art at key entrances.
Introduction
The Canada Water Charter is an in-progress framework to set-out how the masterplan development can bring social, economic and health benefits to the area (further details can be found on page 298 and 299).

Ahead of the topic session on 8th March, three local pop-up events were held in February and March 2018 to build upon the charter and to raise awareness and gather a wider range of contributions. The events were planned to take place in Canada Water Library, Surrey Quays Shopping Centre, on Lower Road and outside of Alfred Salter Primary School, however due to snow the outdoor sessions needed to be relocated to Surrey Quays Shopping Centre. Approximately 70 people were engaged at the pop-up events.

We received a suggestion for additional locations to visit and this is something that will be considered in future outreach.

Topic session overview
The broad aim of the session was the beginning of a process to introduce the thinking, test the focus areas, gather ideas for how community ambitions could be achieved and look at how success can be reviewed and measured. All aiming to inform the future development of the charter and its implementation.

47 people attended the session, the most who have ever attended a topic session. As the session got under way, a range of issues and questions were raised, both linked and separate to the charter, and it was clear attendees were keen to cover these as well. As such, the session evolved into an open forum for discussions – as well as providing information on the charter for those who came specifically to discuss it.

The team took a lot away from the session and will consider this in how we can engage further on the charter later in Spring to further inform its development.

Page 216 and 217 provide a summary of the discussions. The summary has been circulated to attendees for review.

Page 218 and 219 provide a summary of all comments received on the worksheets which were completed at the pop-up events and at the beginning of the Topic Session.

Next steps
There is a lot for the British Land team to take away and consider from this session and building trust in relation to the charter and other aspects of the Masterplan will be vital. A document outlining the draft charter is to be included in the planning application, however this will be an evolving document, and it is still the start of an ongoing process to inform how this framework can come to fruition, be delivered and evolve with community needs over time.

In respect of the wider Masterplan, the planning application will include further information on a range of key topics and subject to agreement with Southwark Council, we intend to make the Planning Application documents easily accessible locally, both hard copy and online, with help to guide you to the information you require. Beyond this, there will continue to be discussions on areas of interest, for example around construction liaison.

With regards to the charter it became clear that local relevance, involvement and a robust process to check and review benefits are having the right impact locally are vital. Involvement of Southwark Council as part of the discussion also came out as a priority. British Land will be considering these and the next steps including the baseline work and potential for further research over the coming months. Please let us know if you have any further thoughts or are interested in future discussions.
Pop-up event outside of Alfred Salter Primary School, March 2018

Activities at Canada Water Charter Topic Session, 8 March 2018

Pop-up event at Surrey Quays Shopping Centre, March 2018

Pop-up event at Surrey Quays Shopping Centre, March 2018

Pop-up event outside of Alfred Salter Primary School, March 2018

Canada Water Charter Topic Session, 8 March 2018
Topic session: summary of discussions

Building trust & commitments

Previously broken trust
It was commented that many people are here because they care about the area deeply and want to ensure the Canada Water Masterplan provides the right social benefits and infrastructure. However, building trust is a key challenge. Historically trust has been broken and there is a perceived ‘deficit’ of social infrastructure not previously provided. There were calls for Southwark Council to play a more active role in these discussions with the community.

Opportunity of a larger scale development
It was acknowledged that previous developments have been comparatively small scale and that associated infrastructure has been relatively ‘piecemeal’. However, the Canada Water Masterplan is a large area with a joined-up approach therefore it’s noted to be particularly important that the Masterplan can play a role in providing the infrastructure, facilities, spaces and opportunities to sufficiently support the current and growing community.

Social infrastructure commitments
There were some calls for specific services, such as a Walk-in Health centre. It was commented that the Council, Clinical Commissioning Group (CCG) and other authorities are responsible for determining exactly what health and education services could be provided through infrastructure delivered as part of the development. Space for education and health provision is included within the Masterplan, bringing such facilities forward in future would involve input and commitment from the relevant authorities at the appropriate time.

Commitments linked to the Canada Water Charter
It was questioned if firm commitments can be made now to begin to engender trust. It is difficult for people to trust that the ‘softer elements’ will come to fruition as it isn’t yet possible for wider authorities to confirm occupation of space provided for social infrastructure (see above note). It was noted that evidencing commitments or aspirations is the real ‘test’ and it may be a challenge to build trust until this can be seen.

Approach to the Canada Water Charter
The approach
There was a concern that the ideas wouldn’t manifest and / or that they wouldn’t be accessible for the existing community or groups within this. This is linked in part to concerns around commitment and trust as noted above. After further discussion, it was broadly agreed that a robust process that is regularly reviewed is key - and that this should remain close to the community to ensure resultant initiatives are accessible and relevant. It was commented that there is overall support for the Masterplan but all parties need to work as a team to inform how opportunities can be made into reality, not only focus on the negatives.

The early stage
As the charter is in its early stages and the planning application is anticipated soon, there was confusion about what the charter provides and how this links to social infrastructure provision. It was outlined the planning application includes provision of health and education space, and that decisions about how and when this would come forward would involve the statutory authorities.

The name
Comment that the name of the Canada Water Charter is exclusive as many people consider themselves to be part of a different area. Surrey Quays (which a number feel should be Surrey Docks as originally named) was particularly noted.

Terminology
Some comments that the terminology wasn’t accessible - keep it simple. Other comments that the language felt ‘patronising’ and that the ambitions were obvious, but it is the detail of actions that is required.

Suggestions:
- **Living here**: ‘Where we live’ was raised as a crucial focus area for residents and it was questioned how this is incorporated in the charter. British Land Clarified that Affordable Housing is not part of the charter, but runs in parallel to it. The intention is for the detailed phase of the Masterplan to deliver 35% affordable housing with 70% of this at Social Rent levels and 30% intermediate – this was received positively. Restrictions on overseas sales and or a local priority for the new homes were raised.

- **Safety**: Safety was raised as a primary concern in the local area, particularly following recent incidents. It was generally agreed that the charter ambitions should reflect this to a great extent. An on-site police centre was also suggested.

- **Health Centre**: Suggestion for the health centre to be a dedicated walk-in centre that is open seven days a week. Highlighting the need for locally based surgery aftercare, particularly for the young, elderly and parents – lessening the impact on A&E. It was emphasised that existing health centres should not be closed. It was noted that this is outside of British Land’s ability to control.

- **Education**: New or expanded schools are considered vital and there remains a hope to secure a university campus in the area. As noted above, confirmation of details in due course will help build trust.

- **Older people**: Comment to consider the impact and opportunity for elderly people. As well as housing for older people. Suggested measurement of this through Census data and the balance of community ages.

- **Disability**: Comment that disability should be considered as part of the charter - taking into account both visible and non-visible
Measuring success & baseline indicators

Research process
Social Life shared the results of the baseline research; this research was commissioned by British Land to provide a further understanding of local priorities and conditions, and to help inform the charter development and provide a baseline for measuring some of the changes. There were calls to see more information and the methodology behind the Social Life research. It was noted that the research broadly backs up what the community is saying (with a particular note that employment is needed), but those with particular interest would like to see the supporting baseline data.

Measures & suggestions:
Below is a summary of the local measures of success / indicators suggested:

- **Living and working here:** Throughout the session, there were a range of discussions highlighting that creating employment opportunities is a local priority. However, it’s important that jobs are accessible for local people and that those with a lower income can also afford to live here.
  - A suggested measure was to track and compare (over time) the socio-economics of both residents and local employees. Looking at job types / income / work location / home location. A good measure would be a diverse range of socio-economic profiles living and working here – as well as a high proportion of people working and living locally.
  - Also to match local population skills and available jobs in the area.
  - Further suggestions were for a local employment policy to be a requirement for commercial occupiers and that working at home is also a good opportunity to reduce transport impact.
- **Balanced community:** Suggestion for wellbeing indicators around elderly population, such as monitoring Census data and the balance of community ages. As well as indicators about a balanced community - is it working for all age groups, are the right facilities in the area for all age groups, are all age groups thriving?
- **Crime:** This is an important current concern, suggestion to measure crime levels and type.
- **Infrastructure:** Measuring delivery of transport & health infrastructure.
- **The Masterplan:** Feelings about the Masterplan.

Other discussions

Direct Neighbours
Direct neighbours of plots A1 and A2, noted that the personal impact for many of these residents is overriding and key for them to address as a priority. The issues are set-out in a letter previously sent to British Land and residents would like a response to this. It was agreed British Land would follow up as soon as possible and apologised for not doing so sooner. It was suggested that there should be an agreed response process for communications moving forward.

Leisure Centre
Concern that the Leisure Centre specification, set by Southwark Council, is not the same standard as the existing, with particular regard to the 25m length instead of 33m and the shallower depth and comparatively limited use. It was noted that the current Seven Islands site was donated by the Carr Gomms and that retaining the Leisure Centre on this site hadn’t been fully considered or consulted on.

Transport
A comment that the Rotherhithe crossing is key to local transport in the future. Also that previous developments haven’t provided sufficient parking space and this has caused issues on the roads – therefore there needs to be sufficient parking with the Canada Water Masterplan.

Safety
Comments that local crime is an increasing concern and could be reflected more strongly.

Consultation
A concern that the ideas cards did not specifically define local area was raised. However, the session responded to the wider discussions that were important to a number of people and became a completely open forum. It was also suggested that for those less familiar with the proposals, it would be useful to have a session that looked at the charter alongside proposed uses.

Wider management
A comment that park paths / pavements weren’t properly gritted in the recent snow.

Occupying commercial space
There was a concern that the business occupiers aren’t yet secured. British Land explained that negotiations can start when the planning is approved, which is standard for all large developments; and that British Land is experienced with these conversations and are confident that Canada Water will attract a range of occupiers.
### Worksheets

At the local pop-up outreach events as an introduction to the Topic Session, we asked people to share what they currently value in the area, what their priorities are for the future and how they would like to see ambitions achieved.

Each question was asked in the context of the four emerging focus areas, to test the direction of travel and understand if there was anything missing. The four focus areas were:

- A place to be happy & healthy
- A place to belong
- A place to learn & grow
- A place to work

The feedback received is shown to the right. Some of the most common themes of feedback are summarised below:

- The proximity of nature is highly valued and enhancing the quality and access to it was important.
- Access to housing that is affordable in an integrated development was a priority.
- There is opportunity to improve social connections & encourage healthy active living.
- Supporting education & enabling opportunity for young people to build futures was a priority.
- Supporting access to a varied workspace offer that reflects local needs - with improved broadband.
- A place that is safe and accessible.

### The area now?

In relation to the four focus areas (and anything else people wished to add), we asked what people value in the area now and what helps make it a good place to be. The suggestions and number of responses are shown below.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proximity of nature (river, parks, farm)</td>
<td>12</td>
</tr>
<tr>
<td>Seven Island Leisure Centre</td>
<td>1</td>
</tr>
<tr>
<td>Canada Water Library</td>
<td>1</td>
</tr>
<tr>
<td>Good transport</td>
<td>1</td>
</tr>
<tr>
<td>Running, walking, young farmers</td>
<td>1</td>
</tr>
<tr>
<td>Community organisations</td>
<td>1</td>
</tr>
<tr>
<td>Sense of community, meaningful cohesion</td>
<td>2</td>
</tr>
<tr>
<td>Open, green and blue spaces</td>
<td>2</td>
</tr>
<tr>
<td>Diversity</td>
<td>1</td>
</tr>
<tr>
<td>Sense of heritage</td>
<td>1</td>
</tr>
<tr>
<td>Time &amp; Talents</td>
<td>1</td>
</tr>
<tr>
<td>Intrinsic hub that connects London</td>
<td>1</td>
</tr>
<tr>
<td>Cycling routes &amp; Russia Dock Woodland</td>
<td>1</td>
</tr>
<tr>
<td>Education/ schools</td>
<td>1</td>
</tr>
<tr>
<td>Employment</td>
<td>1</td>
</tr>
<tr>
<td>Local history groups</td>
<td>1</td>
</tr>
<tr>
<td>Easy access</td>
<td>1</td>
</tr>
<tr>
<td>Public transport connectivity</td>
<td>1</td>
</tr>
<tr>
<td>Meaningful collaboration with a shared vision</td>
<td>1</td>
</tr>
</tbody>
</table>

### Priorities

To test the emerging Canada Water Charter priorities and understand areas that are most important, we asked participants to select their top three priorities, as well as any other suggestions. The number of selections are shown below.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable social connections &amp; healthy, active living</td>
<td>15</td>
</tr>
<tr>
<td>Support access to a mix of housing types &amp; use of spaces</td>
<td>11</td>
</tr>
<tr>
<td>Enhance quality of local nature &amp; access to it</td>
<td>11</td>
</tr>
<tr>
<td>Strengthen local education</td>
<td>9</td>
</tr>
<tr>
<td>Support young people to build futures</td>
<td>9</td>
</tr>
<tr>
<td>A varied retail &amp; workplace mix to reflect local needs</td>
<td>8</td>
</tr>
<tr>
<td>Enhance local resources for health &amp; care</td>
<td>8</td>
</tr>
<tr>
<td>Celebrate local diversity, culture &amp; heritage</td>
<td>7</td>
</tr>
<tr>
<td>Skills, development &amp; training for all ages</td>
<td>5</td>
</tr>
<tr>
<td>Support residents to access quality employment opportunities</td>
<td>5</td>
</tr>
<tr>
<td>Support existing &amp; future local business through capacity building</td>
<td>4</td>
</tr>
<tr>
<td>Connect businesses, residents &amp; visitors to support local needs</td>
<td>3</td>
</tr>
<tr>
<td>Other priorities included the following single comments:</td>
<td></td>
</tr>
<tr>
<td>Regional product market</td>
<td></td>
</tr>
<tr>
<td>Business growth &amp; business support</td>
<td></td>
</tr>
<tr>
<td>Cutting pollution</td>
<td></td>
</tr>
<tr>
<td>Enhancing Seven Island Leisure Centre</td>
<td></td>
</tr>
<tr>
<td>Housing for future generation</td>
<td></td>
</tr>
<tr>
<td>Youth provision</td>
<td></td>
</tr>
<tr>
<td>Church expansion</td>
<td></td>
</tr>
<tr>
<td>Safety</td>
<td></td>
</tr>
</tbody>
</table>
### Ambitions for the future

Looking ahead, we asked people what they would like to see the Masterplan bring to the area that could help improve it for the future. Considering both individual benefits and community wide benefits. The diagram below shows the ambitions set-out and how many people suggested them.

<table>
<thead>
<tr>
<th>A place to be happy &amp; healthy</th>
<th>A place to belong</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved safety 6</td>
<td>Affordable housing for local residents &amp; young people 6</td>
</tr>
<tr>
<td>Enhance, support, manage and protect green space for community (more gardens, eco-friendly spaces) 4</td>
<td>Integrated development &amp; communities (social housing mixed with other type of flats) 3</td>
</tr>
<tr>
<td>Co-creation activities (e.g. genuine youth centre, the practice of meditation and mindfulness) 3</td>
<td>Better signage 2</td>
</tr>
<tr>
<td>Reduce concentration of buildings and reduce heights of tower blocks 2</td>
<td>Social housing 2</td>
</tr>
<tr>
<td>Connecting up amenities and access for residents e.g. sports 2</td>
<td>Appropriate size of homes for families 1</td>
</tr>
<tr>
<td>Keep the existing location of swimming pool 2</td>
<td>Protect Lower Road from high rise development 1</td>
</tr>
<tr>
<td>Tenants Halls refurbished and maintained for community; supported by British Land 2</td>
<td>Activities for kids 1</td>
</tr>
<tr>
<td>Good work life balances in the area 1</td>
<td>Inclusiveness for all ages 1</td>
</tr>
<tr>
<td>Easier for elderly to get around 1</td>
<td>More nightlife 1</td>
</tr>
<tr>
<td>More events 1</td>
<td>More activities and centres for community 1</td>
</tr>
<tr>
<td></td>
<td>Social spaces for elderly 1</td>
</tr>
<tr>
<td></td>
<td>Importance of sheltered/ covered spaces to meet 1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>A place to work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved broadband 4</td>
</tr>
<tr>
<td>More local businesses and shops 2</td>
</tr>
<tr>
<td>A wider range of local work experience, opportunities and training 1</td>
</tr>
<tr>
<td>A creditable, sizable and viable employer 1</td>
</tr>
<tr>
<td>Great public transport connections and capacity 1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>A place to learn &amp; grow</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paid for and free options for activities for kids e.g. dance 1</td>
</tr>
<tr>
<td>Support for the existing community organisations to continue to grow 1</td>
</tr>
<tr>
<td>Bottom up community workers in local organisations to support two way dialogue between communities 1</td>
</tr>
<tr>
<td>Not selling school playgrounds e.g. Albion School 1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>A place to be happy and healthy</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Ecologist led design for new park, green spaces</td>
</tr>
<tr>
<td>• Parks &amp; green spaces being a community hub</td>
</tr>
<tr>
<td>• Space accessible for all ages</td>
</tr>
<tr>
<td>• Safe public realm – active monitored CCTV, police facility in or around the area</td>
</tr>
<tr>
<td>• King’s George Field playground refurbished</td>
</tr>
<tr>
<td>• Improved Neptune Park</td>
</tr>
<tr>
<td>• New health centre</td>
</tr>
<tr>
<td>• Key routes improved and made safe</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>A place to learn &amp; grow</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Educational &amp; training opportunities in design &amp; management of new park</td>
</tr>
<tr>
<td>• World class learning</td>
</tr>
<tr>
<td>• Provision of cultural institution</td>
</tr>
<tr>
<td>• A new additional heritage board in new town square</td>
</tr>
<tr>
<td>• Phase 1 working group of neighbours</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>A place to belong</th>
</tr>
</thead>
<tbody>
<tr>
<td>• A place where people are proud to live because of the inclusiveness of the area &amp; people</td>
</tr>
<tr>
<td>• Youth centre for all youth</td>
</tr>
<tr>
<td>• Step free full access at Surrey Quays Station</td>
</tr>
<tr>
<td>• Changing the name to ‘Surrey Docks’</td>
</tr>
<tr>
<td>• Affordable place to live and shop</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>A place to work</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Employment – making cafes / shops sustainable</td>
</tr>
<tr>
<td>• Mayflower Tenants and Residents Association hall refurbished</td>
</tr>
</tbody>
</table>
YOUTH ENGAGEMENT & TARGETED OUTREACH

A HEADLINE SUMMARY OF YOUTH ENGAGEMENT & TARGETED OUTREACH FROM 2014 TO 2018. INCLUDING ACTIVITIES AND FEEDBACK.
**Overview**
This chapter provides a summary of activities and findings from youth engagement and outreach throughout the consultation process. There is a brief introduction to the right and further details can be found throughout this chapter:

**Youth Engagement**
please see pages 224 to 247

**Targeted Outreach**
please see pages 248 to 263

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**Summary of youth engagement**
British Land would like to create a place that young people see as somewhere they want to live, work, study and see their future, so gaining their input and considering how to support these aspirations is crucial. Youth engagement has been a strong focus with a wide range of dedicated activities to ensure opportunity to be involved is in an age appropriate and engaging forum. Activities have included:

- Bacon's College Community Day
- Youth Engagement Internship
- Instagram Challenge
- Summer Festivals (ongoing)
- Street Survey
- Youth Engagement Ideas Workshop
- School Assemblies
- Urban Exchange
- Targeted Outreach with Southwark Young Advisors
- Bacon's College, St Michaels & COLA work experience students at British Land

These activities have been part of us understanding what works, understanding more from the group we want to engage and trying out a variety of different means of engaging, including social media.

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**Summary of outreach**
Throughout all stages of consultation we have been continually working to broaden outreach and ensure as many people as possible are informed about the project and have opportunities to input, in ways which are accessible to them.

At each main stage of consultation, we have monitored demographics of participants to identify any significant under-representation and follow-up with targeted outreach to ensure we are reaching a representative cross-section of the local community. In addition there has been specific engagement with adjacent residents and those in close proximity to the First Detailed Plots.

This section provides an overview of the targeted outreach that has taken place throughout the consultation; this can be broken down into the broad categories below:

- Local groups and one-to-one meetings
- Tenants & Residents Association (TRA) meetings
- Attendance and raising awareness at local meetings and events awareness
- Detailed plot neighbours engagement
- Local businesses engagement
Youth engagement has been a distinct focus area and feedback has come from many sources. A headline summary of the most discussed feedback is summarised below:

- The unique ‘green and blue’ assets of the area are highly valued but could be made more accessible - better open spaces and places to sit.
- Shopping: The basics are here but young people go elsewhere for ‘premium shopping’. There is a desire for more ‘high street’ shops, especially fashion.
- Entertainment & social spaces: There’s not felt to be much to do here, or it’s low quality. A common suggestion is for hangout areas with activities, phone charging, online games etc.
- Safety: was raised as an issue for some young people, who identified that they currently do not feel safe. The following suggestions were made to improve safety - lighting, CCTV, Local events, Hubs and active/social spaces.
- Would like somewhere that’s appealing / fun / exciting / adventurous / with opportunities.
- There is split opinion on whether young people see themselves living / working / shopping here in the future, lack of jobs and shops / entertainment is a key factor.
- Suggestions for better cycling and walking to get around the area - it’s free and the area isn’t considered very big.
- More affordable restaurants and places to eat.
- Sport: was a high area of interest. Many young people go elsewhere (such as Elephant and Castle) or do sports in the park or at school. Would like to see better quality sports facilities (both indoor and outdoor) as well as a skatepark and more gyms.

The findings from this chapter have been discussed with British Land and the project team at each stage of consultation to help inform the Masterplan development.

A significant number of the key areas of interest for young people are being incorporated as part of the Masterplan proposals, however, outreach and engagement does not stop at the planning application.

Many of the themes discussed link to the long-term management, community involvement, facilities and activities. The findings will continue to inform development of these aspects, in developing and delivering the Canada Water Charter (see page 298 and 299) and ongoing engagement in the local area.

With regards to young people, there are ambitions to continue a forum for youth involvement and the format this may take will be discussed further over the coming months. As part of the pre-planning consultation, an initial criteria to ensure meaningful youth engagement has been drafted with local groups:

- Visibility and impact in the shorter term (and longer term).
- Youth-ownership of activities.
- Provide skills and development opportunities, that can be added to a CV.
- Engage with ‘harder to reach’ groups, through young people.
- Ensure activities are enjoyable.
- Link with existing enthusiastic groups.
- Link to younger children through families.
Urban Exchange, 14 October 2017

Bacon’s College Community Day, 7 June 2015

Urban Exchange, King’s Cross, 14 October 2017

Street Survey with CWM Youth Engagement Intern, 1 September 2017
Bacon’s College Community Day
June 2015

On 11 June 2015, volunteers from British Land and Year 9 students from Bacon’s College worked together as part of the British Land Community Day, where British Land employees volunteer their time for a day, working on local projects.

The purpose of the day was to understand more about the development process, to get an understanding of the breadth of careers available within the built environment; using the Canada Water Masterplan as a real-life local example, as well as getting feedback on the emerging plans. Using their skills of analysis, creativity and team work, students took on the roles of the project-team to develop a brief and design for the site at Roberts Close, which is part of the Canada Water Masterplan.

Following the session learning about careers in the built environment and the Canada Water Masterplan, the group split into groups for an exploration of the Canada Water Masterplan site. British Land volunteers accompanied the students on a walking tour of the Masterplan area. The volunteers helped explain the key elements of the Masterplan including the proposed high street and the green link.

The students were asked to share their ideas and feedback as local experts. Each student was given an individual feedback sheet to record their thoughts about the area currently - what’s good, bad and could be improved.

The site exploration was also used as a live research exercise to help inform the students’ brief for their designs at Roberts Close. Before a visit to the site at Roberts Close, each group found a member of the public to interview to find out more about them and consider what they might like to see and do at Roberts Close. They also selected a local material and an element of nature to include in the designs.

In the afternoon the groups took part in a design challenge to develop ideas for a structure or space for Roberts Close. Just as British Land will need to develop a brief for the design – the teams were asked to do the same during the morning session by investigating local needs, materials and use of nature.

The feedback gathered and lessons learned at this session have helped inform the thinking across different aspects of the Masterplan, as well as temporary activities such as those at the Printworks.
Q. You're standing on the new ‘green link’ that connects Russia Dock Woodland to Southwark Park, next to you is Canada Water, what do you think of it at the moment?

<table>
<thead>
<tr>
<th>GOOD / POSITIVE</th>
<th>BAD / NEGATIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open water</td>
<td>Lack of ground floor activity</td>
</tr>
<tr>
<td>Calm &amp; peaceful</td>
<td>Lack of sunlight by BHS</td>
</tr>
<tr>
<td>Good views</td>
<td>Lack of interest (boring)</td>
</tr>
<tr>
<td>Greenery &amp; trees</td>
<td>Lack of places to sit, enjoy, interact with the water</td>
</tr>
<tr>
<td>Nature</td>
<td>Bland, lack of colour</td>
</tr>
<tr>
<td>Open space</td>
<td>Dirty water</td>
</tr>
<tr>
<td>Sense of Community</td>
<td>Litter</td>
</tr>
<tr>
<td>Interesting Place</td>
<td>Poor street management</td>
</tr>
<tr>
<td></td>
<td>Construction site</td>
</tr>
</tbody>
</table>

Diagram shows the number of responses received through the site tour worksheet.
Q. What type of activity could happen on the ‘green link’?

- **Activities on the Dock**
  - Paddle boats on the water
  - Sailing
  - Canoeing or kayaking

- **Wildlife & Nature**
  - Butterfly Garden
  - Flower trails along the ‘green link’

- **Cycling Routes**
  - Paths designed for cyclists and skaters (boards and roller skates)
  - Separate cycle paths

- **Play**
  - Small parks with climbing frames for children to play
  - Bouncy castle and trampolines

- **Education & Learning**
  - Nature quiz trail along the green link with the answers at each end
  - Information and tour of everything around Russia Dock Woodland

- **Places to Sit**
  - Benches for people to sit
  - Places for teenagers to gather and go and sit

- **Exercise**
  - Outdoor exercise machines
  - Running routes

- **Night-time Use**
  - Interesting lighting for people to enjoy the ‘green link’ at night-time and it feels safe

Other suggestions with one or two comments included fishing, water features, places for calm, arts and culture, markets, cafes.

Q. What type of activities could work on the new high street?

- **Cafes / Restaurants**
  - CAFES - somewhere to stop and relax
  - Well known chains - Nandos, TGI Fridays, Cosmos
  - Street food

- **Mix of Independent & High Street Shops**
  - Various shops, little independent shops
  - Convenience shops e.g. Post Office, Quick Stop shops
  - Well known brands e.g. Ralph Lauren, Footlocker, Zara, Topshop

- **Entertainment in Public Spaces**
  - Public arena, funfair rides, ice skating in the winter, outdoor cinema, markets

- **Public Spaces**
  - Warm lighting
  - Places to shelter

- **Encouraging Arts & Culture**
  - Photography, painting, art installations, performing arts
  - Music, concert arena, outdoor music

- **Enjoying Green Spaces / Link to Nature**
  - Plant more trees, encourage greenery & grassy areas
  - A place to feed birds

- **Sports**
  - 46 pitch basket ball court, tennis court, American football, roller boarding & skateboarding

- **Water Features**
  - Fountains, features & sprinklers that can be controlled

- **Pedestrian Routes**
  - 6

- **Play**
  - 5

- **Skate Park**
  - 4
Q. We asked students for ideas about how the ‘green link’ should connect with Canada Water. Ideas and suggestions included:

- Bridge over Canada Water - linking one side to another
- A rope bridge to connect the ‘green link’ with Canada Water
- Pontoon or walk way on the water
- Lights to make the connection safe at night time
- Wooden bridges that connect over Canada Water

Q. Students were also asked to give good examples of the high streets they visited and might work at Canada Water. The examples shared were:

- Deptford High Street (4)
- Upper Steer, Islington (3)
- Kerb Street Food, King’s Cross (2)
- Independent Shops, Whitstable (2)
- The Blue, Bermondsey (2)
- The Southbank (1)
- High Street chains, Oxford Street (1)
- Westfield, Stratford (1)

Design challenge ideas:
Groups took part in a design challenge to develop ideas for a structure or space for Roberts Close. Below are the titles of the groups’ designs:

- **Adventure Time** “This is a place to do a variety of things, e.g. eat at a cafe, play at a playground, relax/meditate - picnic park.”
- **Teacher’s Retreat** “This is a place to work, where you can charge your laptop, wifi provided, you can relax here.”
- **Robert Close Youth Centre** “This is a place to hang-out and have fun with your friends, after school clubs and activities (sports).”
- **Pet-Stop** “This is a place to do a variety of things, e.g. eat at a cafe, play at a playground, relax/meditate - picnic park.”
- **Peter Pan Adventure Park** “This is a place to play, relax, stress -free, enjoy the nature, go after school, feel free, safe, look at the beautiful scenery, meet friends, ice cream, toilet.”
Youth Engagement Ideas Workshop - July 2017

Overview

Working collaboratively with young people and the organisations which work with or represent them, to inform the youth engagement strategy will help ensure its relevance, success and longevity. In July 2017, an ‘Ideas Workshop’ was held to look at the opportunities together with local youth organisations.

The Youth Engagement Ideas Workshop took place in July 2017. The key aims of the workshop were to:

• Identify goals, priorities and challenges to overcome.
• Understand what added-value opportunities are of most importance locally.
• Gain a more detailed understanding of the local youth networks’ current ambitions and challenges.
• Test initial ideas with local groups.
• Identify groups, organisations and individuals to partner with, either initially or further into the long term.
• Identify anyone else to be involved.

Youth Engagement Draft Criteria

The Draft Criteria below is a high-level summary of some of the ideas and key themes discussed at the Ideas Workshop which helped guide the subsequent youth engagement activities.

• Visibility and impact in the shorter term (and longer term).
• Youth-ownership of activities.
• Engage with ‘harder to reach’ groups, through young people.
• Enjoyable.
• Provide skills and training opportunities, that can be added to a CV.
• Link with existing enthusiastic groups.

Youth Engagement Ideas Workshop, July 2017

• Link to younger children through families.
• Where competitions are used to encourage participation, consider prizes linked to schools/youth groups.

Feedback topics

Discussions were held across a range of topic areas, these are listed below and full
Youth Engagement Internship
July - September 2017

For 10 weeks over the summer of 2017 a Canada Water Masterplan Youth Engagement Intern, Bode Adeloye, came on board as part of the team. Bode is a local resident who helped the Soundings team co-develop and deliver a youth engagement toolkit. This included delivering a number of youth engagement activities summarised in the diagram to the right.

Bode also spent 6 weeks working with Global Generation, an environment and education charity based at the Printworks site, supporting community activities and events that aim to creatively involve young people in the co-creation of public spaces. See page 246 for more about their work with young people.

Page 231 to 239 present a summary of the Youth Engagement Internship activities and findings.

Instagram Challenge
See page 239

Summer Festivals
See page 232

Street Survey
See page 233 to 238

Youth Engagement Ideas Workshop
Bode presented emerging ideas for the youth engagement toolkit at this session to gather feedback and ‘test’ it with the community.

School Assemblies
Over 1000 students at Bacon’s College were informed about the project by presenting at a school assembly. This was followed by a pop-up in the school at lunch time.

Urban Exchange
See page 240 to 243

Targeted Outreach with Southwark Young Advisors
See page 244 to 245

Topic Discussion Sessions
Bode attended topic discussions on ‘what makes a place feel like it’s for me’ to present a youth perspective on this topic.

Long Term Youth Involvement
Through the internship there were a number of suggestions for longer term youth involvement. This is something that British Land is looking to work towards.

Tenants & Residents Associations
Responding to feedback from the Rotherhithe Area Housing Forum (RAHF) British Land wrote to local Tenants and Residents’ Associations (TRAs), in part, to discuss how best to engage young people on their estates. Three meetings with TRAs that expressed interest were held in November. More information is included in the ‘targeted outreach’ section of this chapter, see page 254 to 255.

Youth Engagement Internship
what happened next?
Following Bode’s completion of his internship in September 2017 Bode secured a two-year Digital Innovation Apprenticeship at British Land. Speaking about his experience Bode said:

“My role as Canada Water Masterplan Intern allowed me to develop various skills such as communication, planning, research and working in a team. Community events in the Canada Water Hub gave me a chance to discuss the future of the area with different people which was thrilling as I live in the area myself. The internship has given me the opportunity to work with British Land and I have managed to secure a two-year Digital Innovation Apprenticeship at British Land.”
Summer festivals
July - September 2017

Bode attended local summer festivals around the SE16 area, to conduct the Street Survey (see page 233) as well as a ‘giant hoopla game’ - as a fun and interactive ways to get younger children involved, looking at similar topics to the survey. Members of the Canada Water Masterplan team also attended these local festivals and were available to discuss the Masterplan in more detail.

The ‘giant hoopla game’ asked two questions - ‘where do you go and what do you use now?’ and ‘what would you like in the future or how could it be improved?’. Answers were collected under the following categories: shopping, entertainment and leisure, sports, travelling around the area, exploring green space, and socialising.

- **Where do you go and what do you use?** This included Southwark Park, exploring green space, Old Kent Road Asda and local Sainsbury’s for shopping, Swimming (Druid Street) and football in car parks. An ice cream van and walks down the river were included as local destinations for entertainment and leisure.

- **What would you like in the future or how could it be improved?** Suggestions in response to this question included:
  - Shopping: Marks & Spencer, Waitrose, Matalan, Primark and better shops.
  - Entertainment & Leisure: outdoor swimming pool, playing area for children, slide, adventure park, gaming area, climbing frame, adventure places and electric motorbike club.
  - Sports: Table tennis, waterpark with diving board, swimming activities, air hockey, tennis courts and football cage.
  - Socialising: mosque, place to hang out, youth club.
The Street Survey
July - September 2017

Bode developed a street survey to gather young peoples’ views on the area at the moment, how they would like to see it in the future and whether they see themselves staying here.

The 46 street survey responses were collected over the summer at a number of local events including the Rotherhithe Festival, Silverlock Hall Fun Day, St John’s Catholic School Summer Fete and Peter Hills School Summer Fete. Surveys were also collected at Bacon’s College following the assembly, during a pop-up event at Surrey Quays Shopping Centre and ‘out and about’ in the local area.

Full findings from the feedback received can be found in Appendix J. The following pages provide a headline overview of feedback received.
**Topics of interest**

We asked young people to select and respond to the areas they were most interested in. There was also an option for people to add their own topics - findings are to the right.

- **Shopping**
  - 23

- **Social Spaces**
  - 20

- **Entertainment & leisure**
  - 20

- **Sport**
  - 12

- **Green Spaces**
  - 6

- **Transport Around the Area**
  - 4

**People’s own suggestions**

- Housing - 2
- Somewhere enclosed to chill / do homework - 2
- Jobs - 1
- School - 1
Topic by Topic

Shopping

Now
• Quite old but offers the essentials
• Low prices & Tesco is good
• No other reason to go there
• Go to Oxford Street and Stratford for ‘premium shopping’
• Not enough food-offer

Would like to see
• Topshop
• Nandos
• Urban Outfitters
• TGI Fridays
• Footlocker
• ‘Other popular stores’
• Christmas Market, October Fest etc

Social Spaces

Now
• Rarely come here for entertainment
• Not much to do or low quality
• Cinema is quite old

Would like to see
• Lots of sports suggestions (next slide)
• New arcade
• Hangout area with activities, games & to charge phones
• E-sports gaming-lounge
• Outdoor cinema
Topic by Topic

Entertainment & Leisure

Now
• Rarely come here for entertainment
• Not much to do or low quality
• Cinema is quite old

Would like to see
• Lots of sports suggestions (next slide)
• New arcade
• Hangout area with activities, games & to charge phones
• E-sports gaming-lounge
• Outdoor cinema

Sport

Now
• People mostly go to Elephant and Castle Burgess Park and Southwark Park
• Or just hang out in local area / play sports at school
• The Seven Island gym is popular

Would like to see
• New football pitch / astroturf
• Skatepark
• Better outdoor sport facilities
• Better quality and range of sports facilities
• More gyms
• Other suggestions for: rugby pitch, ice skating, golf, paintballing, martial arts, fishing

How often do you come here to have fun?

How do you rate sport in the area now?

3.3/5

How do you rate public spaces locally?

3.4/5
Topic by Topic

Green Spaces

Park
• Modern and adventurous
• Goes well with the docks in the area
• Very interesting (compared to a standard park)
• A range of activities for everyone
• Relaxing and seems like a nice place to walk through

Outdoor spaces
• Tons of space available
• Looks sociable
• Nice looking

Transport Around the Area

Now
• Most use the bus when going to/from other areas
• Views were shared that the local area itself is small enough to walk around
• Some think transport needs improving, some think it’s fine

Would like to see
• Cycle lanes and Santander bikes
• A more modern infrastructure

How do you currently get around?

<table>
<thead>
<tr>
<th>Mode</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>15</td>
</tr>
<tr>
<td>Walk</td>
<td>9</td>
</tr>
<tr>
<td>Car</td>
<td>6</td>
</tr>
<tr>
<td>Train</td>
<td>4</td>
</tr>
<tr>
<td>Bike</td>
<td>2</td>
</tr>
</tbody>
</table>
The future

We asked young people if they see themselves spending time in this area in the future and why?

**Live here?**

- Yes: 51%
  - Nice area
  - Peaceful and accessible
  - Familiar
  - Family nearby
  - Pleasant to live in

- No: 49%
  - Not enough to do
  - Would like to travel
  - Move to outer London

**Work here?**

- Yes: 39%
  - Convenience / it is close
  - Know the area

- No: 61%
  - Not many jobs
  - Prospects are lacking
  - Too local
  - Want a change

**Shop here?**

- Yes: 60%
  - Local
  - It will be rebuilt
  - Plenty / good mix of shops

- No: 40%
  - There are better shopping areas
  - Quality is poor
  - Not enough shops
  - Boring
Instagram Challenge
August & September 2017

The Instagram Challenge was a competition for young people living in or around the SE16 area.

The aim was to engage with young people from the local area to better understand what they want to see more of in Canada Water through Social Media. Participants were asked to share their photo suggestions on Instagram with the #MyCanadaWater hashtag to help inform plans for the local area, with prizes going to the best entries.

27 photos were shared and 17 comments with suggestions on how to improve Canada Water. The suggestions mostly related to introducing Santander bikes (7), increasing the number of sports facilities such as a gym (4), improving the food and drink offerings (6), more clothes shops (3) and 24 hour shopping options.

A selection of photographs shared on Instagram Challenge is shown on the right.
Urban Exchange
October 2017

The purpose of the day was to experience a ‘real life’ development and learn lessons to help make Canada Water Masterplan a place that works for young people.

On 14th October 2017, 14 young people aged 11-18 joined British Land, Allies & Morrison and Soundings on a day-trip to King’s Cross to explore what new developments can be like, to discover different streets and spaces and to spark ideas for the Canada Water Masterplan. The day also included a special tour of Central Saint Martins University.

The group divided into three teams to take photographs and videos, recording what they liked and disliked about spaces in King’s Cross. We also asked the groups to tell us lessons to learn in order to make Canada Water a place where young people want to be.

Exploring King’s Cross

On arriving in King’s Cross, the group met Philip Tait from British Land who led the tour of King’s Cross. Philip Tait was formerly Argent’s Programme Director working on the King’s Cross developments.

British Land, Allies and Morrison and Soundings teams members accompanied the participants on a walking tour of the King’s Cross area. A team facilitator was assigned to each of the three teams to assist in helping them complete the challenges. The participants were asked to share their opinions at four key points around the King’s Cross area:

- St Pancras Square
- Granary Square & canal steps
- Gasworks Park
- Lewis Cubitt Square & Park

At each stop-off point each team was challenged to use the ‘thumbs up / thumbs down’ to tell us what they liked or disliked. The second challenge was to take a video showing something unique, special or surprising and tell us the lessons to learn for Canada Water.

Ideas Workshop

Following a special tour of Central Saint Martin’s university and lunch at the Skip Garden; the group took part in a workshop to develop ideas for three key spaces within the Canada Water Masterplan:

- Canada Water Dock
- Town Square
- Park

The teams were then asked three questions to summarise their thoughts from the day and present back to British Land:

- What are the lessons to learn from King’s Cross?
- Your ideas for spaces in the Canada Water Masterplan
- What is the one big message you have for British Land?

All feedback from the Urban Exchange has been compiled into a report which is available in Appendix K, a summary of feedback is on page 242 to 243.
Q: What are the lessons to learn from King’s Cross?

LESSONS TO LEARN FROM KING’S CROSS

1. KEEP THE HISTORY OF A PLACE
2. SPACES FOR SMALL BUSINESSES
3. OPEN SPACES
4. PLACES TO SIT

Q: What are your ‘big messages’ for British Land?

• Wildlife is important and should be integrated; more greenery in the streets was suggested.
• Aspiration for Canada Water to be modern, unique and futuristic like King’s Cross, where the design of buildings also references history and incorporates water features.
• Suggestions for more places to hang out, more affordable restaurants and places to eat (i.e. Nando’s, Pizza Express) and more sport facilities in Canada Water.
• School, website and word of mouth are the best way to keep young people updated; social media (Instagram, Twitter and Facebook) are used mostly for communication with friends.
• 10 attendees would be interested to be involved in any future youth panel; attendees would like to be involved in other youth events as well.

Q: Your ideas for how spaces in the Canada Water Masterplan could work for young people?

Q: What are the lessons to learn from King’s Cross?
LESSONS TO LEARN FROM KING’S CROSS

- Street lights
- Charging / hotspot area
- Variety of trees
- Eating areas
- Security and privacy
- Slanted hills
- Benches for studying
- Rain protection
- Outdoor gym
- Pedal boats in the dock

PARK

- Places to sit i.e. benches, grass
- A place next to the canal which acts as a high street
- More food stalls down to Canada Water dock
- A mini, urbanised beach on the shore for leisure like the one at Southbank
- Public toilets
- Bridge over the dock
- Sit-in restaurants
- A lot of greenery & trees to make shadow
- Monuments to represent history and to meet up at
- More food stalls down to Canada Water dock
- A mini, urbanised beach on the shore for leisure like the one at Southbank
- Public toilets
- Bridge over the dock
- Pedal boats in the dock

CANADA WATER DOCK

- Places to sit i.e. benches, grass
- A place next to the canal which acts as a high street
- More food stalls down to Canada Water dock
- A mini, urbanised beach on the shore for leisure like the one at Southbank
- Public toilets
- Bridge over the dock
- Pedal boats in the dock
- Sit-in restaurants
- A lot of greenery & trees to make shadow
- Monuments to represent history and to meet up at
- More food stalls down to Canada Water dock
- A mini, urbanised beach on the shore for leisure like the one at Southbank
- Public toilets
- Bridge over the dock
- Pedal boats in the dock

CANADA WATER MASTERPLAN | Statement of Community Involvement Youth Engagement & Outreach | 243
Southwark Young Advisors
February 2018

What happened

We worked with Southwark Young Advisors to reach young people in the area who were less likely to attend events or engage in organised consultation to gain their feedback on some of the key spaces of the Masterplan to ensure their views are taken into account.

In February 2018 Southwark Young Advisors carried out short street surveys - collecting young people’s feedback to help the team to understand more about the area currently and aspirations for what the Masterplan could provide in the future. Also ensuring local young people were aware of the plans and able to get involved.

Southwark Young Advisors focused on the larger estates neighbouring the Masterplan site, as we were aware that there had been less engagement from young people in these areas.

About Southwark Young Advisors

Southwark Young Advisors sit within Southwark Council’s Community Safety Team and are a diverse group of 30 young, trained professionals aged 16 to 21 years old. Since 2009 the Southwark Young Advisors StreetBase Team has been the bridge between young people and local services. The team engage with young people from various backgrounds however predominantly target those perceived to be ‘hanging around aimlessly’ on streets and estates Borough wide. Many of the Young Advisors who carried out the consultations also live in the SE16 area.

The StreetBase team’s aim is to change perceptions by encouraging young people to get involved in positive activities, opportunities and thus support changing that negative perception.

Areas covered

Southwark Young Advisors visited a number of estates surrounding the Canada Water Masterplan site. The estates visited included:

- Adam’s Garden estate,
- Ainsty estate,
- Albion estate,
- Bonamy estate
- Canada estate,
- Downtown estate,
- Haddonfield estate,
- Hawkstone estate,
- Howlands estate,
- Irwell estate,
- Manor estate
- Mayflower estate,
- Oldfield estate,
- Osprey estate,
- Plough estate,
- Sillwood estate,
- Silverlock estate,
- St Helena estate,
- St Marys estate,
- Swan Road estate.

Key Facts & Figures

- Young Advisors engaged with 186 young people over the 4 week period.
- 156 surveys were completed (85 female and 71 male young people)
- 79 young people aged 11-15, completed surveys. 40 young people aged 15-25 years old. 37 aged 25 years old or above.
- 74 young people completing the survey were employed. 57 young people were unemployed and 25 were students or in education.

Headline findings

Please see Appendix L for the full findings report produced by Southwark Young Advisors.

What young people liked about the area they live in:

- One third of respondents felt that friends, family and childhood memories were key things they like in their area
- A similar number of responses highlighted multiculturalism as an asset of the area
- Existing good transport connections are valued
- Young people also like the proximity to the cinema and shopping

What young people felt is missing in their area:

- The majority cited larger more ‘high street’ shops such as Zara, Topshop and H&M, as well as facilities for young people, and more parks and open spaces
- Car parking was also mentioned by some young people who were over the driving age

Safety:
79 out of 156 respondents said that they currently do not feel safe in the area. The following suggestions were made to improve safety:

- Lighting
- CCTV
- Local events
- Hubs
- Pocket parks / social space
Masterplan response:
- Overall response to the key spaces within the Masterplan was very positive. The plans for the high street and park were received most positively, followed by Canada Water Dock and The Cuts.
- There was excitement about the possibilities that proposals for the high street could bring, including a feeling there was a great choice of places to shop, eat and drink. As well as excitement about plans for the park. Uncertainty was expressed about naming of ‘The Cuts’.
- The majority of people spoken to said they would live and shop in Canada Water in the future. Concerns were raised about how accessible new jobs and new homes would be to them in the future.

Ongoing involvement:
In terms of ongoing engagement there was interest in finding out more about plans and getting more involved. Suggestions were for:
- Events to be linked to music / entertainment
- Food
- Activities
- Involving local shops / businesses.

For future events including information about jobs was highlighted as the top priority, followed by fun events, opportunities to develop skills and training.
Case Study: Global Generation
Paper Garden @ The Printworks
February 2017 - March 2018

In parallel to the consultation process, British Land are working with Global Generation, an environmental education charity that supports young people to make a social and environmental difference by involving them in the co-creation of public spaces. Global Generation are working with British Land, and they are working with local schools and existing community organisations running educational workshops, and setting up the ‘Paper Garden’ community space in the Printworks, which will host design, making, gardening, cooking and storytelling workshops.

More information here: www.globalgeneration.org.uk paper-garden/ or contact generate@globalgeneration.org.uk

Growing Engagement in, and for, the Public Realm

Global Generation is involving some of the Canada Water Masterplan team including Ecologists, Landscape Architects, Architects and engineers, in the development the Paper Garden, a creative seed-bed for the running of ecology and arts workshops for local schools and community organisations. Ideas grown in the Paper Garden, will inform parts of the Canada Water Masterplan public realm. Global Generation has been working with Townshend Landscape Architects, and a plan for how this might actually be achieved was hatched. It is the intention that across the site young people will co-create pocket gardens, otherwise known as ‘Parklets’. These are places, open to the imagination, which can be made and re-made regularly. The first two examples are now in the Paper Garden courtyard at the Printworks, ‘The Welcome Weave’ and the ‘Jam Stand’ – a wood burning oven of homemade bricks of paper and London Clay is currently underway. They have been co-created with 160 children and young people from local schools and community groups, including Redriff Primary School, Bacons College, the Bosco Centre, Surrey Docks Young Farmers and 6 older people from Time and Talents.

“There is something very special and exciting about growing local relationships and cultural engagement at the Paper Garden. Our team have been helping develop projects that embrace nature and social activities within the public realm that will help to deliver the vision for the Canada Water Masterplan. The ‘Solstice Procession’ at the Paper Garden gave an opportunity for children and their carers to take an active role in shaping the site. This has personally filled me with enthusiasm for further local initiatives that engage the community and will in turn inform the public realm.”

Gary Alden Senior Associate, Townshend Landscape Architects

Being involved in the co-creation of aspects of the Canada Water Masterplan has been an excellent opportunity to bring education out of the classroom. Children and young people have been enthusiastic about applying their imaginations to a real-world situation, that will effect the communities they live in. The consultants have also welcomed the opportunity to witness first-hand how local children see their area and to work with them in new ways. Drawing out story lines based on nature, evoking the past and carrying clues of what might be created in the future. Ecologist Nial Machin from Waterman’s introduced the young Paper Garden Generators (teenage youth leaders) to the birds that regularly visit the dock. They were inspired to think about how a bird might see the changes in Canada Water.

“As a bird in Canada Water the changes I see make me feel anxious, the tall geometric buildings, the fumes of petrol slowly seeping into my nose. This is typical city life. However, there is a side of Canada Water that is packed with nature plants, animals and life. Places like the woodlands where I can live comfortably as a bird. Never the less Canada Water would not be the same without the steady balance of urban and wildlife.”

Vivienne GG Generator, 14 years old

We are in the early stages of developing multi-stranded two way learning collaborations with Engineers from AKT11 and Architects from Allies and Morrison. This includes their staff volunteering on children and young people’s workshops, co-design and build of parklets and other areas of the paper garden, the creation of a pavilion and inviting Global Generation’s input into academic courses they are involved with.
Global Generation, Paper Garden @ The Printworks
Targeted outreach
Throughout all stages of the consultation process, Soundings and British Land carried out a number of meetings and outreach events. These helped build our awareness of the neighbourhood, its many groups, the local issues and considerations important to the area and its future. As well as ensuring we are reaching a representative cross section of the local community.

In total we have had approximately 40 meetings with organisations, group representatives and individuals. A summary of findings from these events are presented in the following pages of this report. We have also attended over 15 local events.

One-to-one meeting & group sessions
This is a record of meetings formally recorded as part of the consultation and attended or expressly recorded by Soundings. Many more British Land led meetings have taken place, see page 252 for details.

One-to-one meetings
- Friends of Russia Dock Woodland (FoRDW) & Stave Hill Ecology Park (SHEP), 14 April 2014
- Albion Street Sub-Group (with St Olav’s Norwegian Church, What’s on Rotherhithe, Friends of Southwark, Canada Water Consultative Forum), 22 April 2014
- Canada Water Consultative Forum (Chair), 16 April 2014
- Southwark Living Streets, 7 May 2014
- Canada Water Church, 7 May 2014
- Chinese Community Gateway, 11 June 2014
- Redriff Housing Group, 4 July 2014
- Southwark Cyclists, 22 July 2014
- Rotherhithe Broadband Group, 23 July 2014
- Southwark Council Community Engagement Team, 19 August 2014
- Time & Talents, 7 October 2014
- Southwark Disablement Association, 14 October 2014
- Alfred Salter Primary School, 5 November 2014
- Indo-Chinese Centre, 5 November 2014
- Rotherhithe Anglers, 3 December 2014
- Southwark Council Harbour Master, 3 December 2014 (meetings ongoing)
- Rotherhithe Broadband meeting, 9 December 2014
- Surdoc Centre - 13 February 2015
- Requested meetings with residents of Hothfield Place, China Hall Mews and Hithe Grove, January to June 2015.
- Two meetings with Canada Water Station Management, 11 February and 16 November 2015
- Two meetings with St John’s Catholic Primary School, 29 February and 15 April 2015
- Nine meetings with direct neighbours of Plots A1 and A2, August to October 2017
- Three meetings with Southwark Youth Advisors, 25 August 2016, 12 October and 23 November 2017

Group sessions
Elderly Groups
On 20th October 2014 we took part in Time & Talents Over 60’s Club and on 12th November 2014 took part in the Stroke Club, to reach out and raise awareness of the Masterplan among older residents. In May 2016, we also held a dedicated session with older people linked to Southwark Council’s Ageing Well programme. With British Land’s support, Global Generation have also been working with local older residents at the Paper Garden.

Disability Groups
We have also engaged with Southwark Disablement Association on 14th October 2014 and held a group workshop on 7th November 2014

Young People
A range of youth engagement events and activities have taken place, please see page 224 to 245 for details. In addition to these, a number of youth focused one-to-one meetings (see left) and further outreach activities have also taken place:

- Bermondsey & Rotherhithe Youth Community Council, 27 June 2014
- Bacon’s College masterplan presentation, 18 May 2015
- Bermondsey & Rotherhithe Youth Community Council, 1 May 2015
- British Land careers and masterplan session at Alfred Salter Primary School, 2 October 2015

Further to this British Land have also attended a number of school assemblies and support Pathways to Property and Urban Plan UK programmes in local schools, to engage local young people in careers in property.

As the project progressed British Land directly facilitated more one-to-one meetings and group sessions. To date British Land has met with over 15 organisations’ and group representatives. The meetings listed on this page are only those attended or expressly recorded by Soundings, however all feedback collated by Soundings and British Land had informed next steps.
Local events

- Albion Street Mid-Summer Market, 21 June 2014
- Bermondsey Carnival, 28 June 2014
- Rotherhithe Festival, 5 July 2015
- Redriff Estate Community Day, 18 August 2014
- SCAN Christmas Market, 20/21 November 2014
- Bermondsey Carnival, 4 July 2015
- Rotherhithe Festival, 11 July 2015
- Tissiba and Haddenfield Community Fun Day, 1 August 2015
  - (Info also available at the Albion Street Mid-Summer Market 2015)
- Bermondsey Carnival, 2 July 2016
- Rotherhithe Festival, 9 July 2016
- Silverlock TRA Fun Day, 6 August 2016
- Silwood TRA Fun Day, 13 August 2016
  - (Info also available at the Albion Street Mid-Summer Market 2016)
- Peter Hills School Summer Fete, 30 June 2017
- Bermondsey Carnival, 1 July 2017
- St Johns Catholic School Summer Fete, 13 July 2017
- Rotherhithe Festival, 15 July 2017
- Silverlock TRA Fun Day, 5 August 2017
  - (Info also available at the Albion Street Mid-Summer Market 2017)
  - (Info also available at the Albion Street Scandinavian Market 2017)
Page 250 and 251 provide a headline summary of the themes discussed from outreach meetings and group sessions set out on page 248 and 249.

This focuses predominantly on the earlier stages of consultation, as previously issued in interim consultation reports. As the project progressed British Land led and attended more one-to-one meetings and group sessions.

The feedback listed here relate only to the meetings attended or expressly recorded by Soundings, however all feedback collated by Soundings and British Land had informed next steps.

Please see page 252 for an overview of British Land led meetings.
Please see page 40 to 41 for the events timeline.
Please see page 254 to 255 for headline summary findings from the meetings with Tenants and Residents Associations.

Road network & transport infrastructure
• Improving the existing road network is considered key, particularly Lower Road, Jamaica Road and Evelyn Street.
• Transport is currently felt to be good and future infrastructure is a critical consideration.
• Strong calls for improvements to the existing bus routes.
• Expansion of the ‘Boris Bike’ network to SE16 would be welcomed.
• Free parking currently used by those outside the area – will this increase with the redevelopment? Option to introduce Controlled Parking Zones.
• Suggestions to sink car parking underground to ‘free up space’.
• Encourage people to walk and cycle by making it a safe, attractive alternative to the car.
• Welcoming of Sustran’s idea for a river crossing / pier over to Canary Wharf, but uncertainty over the status / feasibility of this.
• Balanced inflow and outflow at Canada Water Station would be better.
• There is pressure on crowd management at Canada Water Station but incremental change can be better adapted to than ‘all at once’.

Community initiatives / facilities
• A place for people to meet.
• Community-led initiative has been established to bring broadband to SE16.
• Perceived lack of secondary schools.
• Provision of enough school places is important.
• Provision of play spaces and facilities for young people is important.

Ecology, water & sustainability
• Real inclusion of ecology / landscape concept is considered critical.
• Ecology is key to the identity of the area and it will be important to ‘continue the green’.
• Roberts Close could provide an opportunity for permanent allotment space and learning facilities (next to Russia Dock Woodland).
• Suggested connection between Canada Water and Albion Street.
• Suggested that long-term management plans for Canada Water Dock are put in place to create a safe environment for people and wildlife.
• Air quality is an existing issue and questions were raised on how it won’t be made worse.

Shopping Centre refurbishment
• Uncertainty about future of the shopping centre. It doesn’t currently provide what many people need but is also valued by others.
• Suggestion of market, kiosks and support for independent shops.
• Uncertainty about the continuous service of Tesco.
• Questions on the types of new shops proposed as part of the Masterplan and target shopper.
• Concerns about the loss of the bingo and free parking.
• Questions on the timeline / phasing of shopping centre demolition.
• Provision of covered / sheltered shopping spaces was important.
Housing
• Opportunities arising from new residents in the area.
• Concern about number of new flats.
• Affordable housing is considered essential.
• There is pressure on the numbers of affordable homes provision.

Leisure provision
• Opportunity for Seven Islands Leisure Centre to be relocated and improved.
• Calls for more recreational spaces for young people.
• The cinema and bowling are valued.
• Places to play sports (for all ages) are important.
• Calls for re-provision of the existing swimming pool.

Public realm
• Signage and legibility is important.
• Places to stop, rest and sit are important (close to the water).
• Somewhere to meet and congregate where it's open and accessible to all.
• Existing open spaces are valued and used.
• The space by Canada Water isn't well-used and is dominated by cars.

Routes & layout
• Encourage ‘meandering’ routes.
• Carefully consider connection with Lower Road near Surrey Quays Station.
• Consider dedicated cycle routes but also combined routes and ‘shared space’.
• Support for provision of Cycle, Superhighway and safe access to cycle routes.

Business & enterprise
• Support for business and enterprise hub, potentially linked to university.
• Consider start-up incubator space as part of temporary and long-term use.
• Ensure future development links with Lower Road as part of the Town centre.

Roberts Close site
• Opportunity for temporary/ meanwhile use on the site at Roberts Close.
• Currently unsafe due to drug use and anti-social behaviour.
• Proposals should be active, overlook the area and provide natural surveillance.

Town centre identity, mix use
• A holistic approach - opportunity to masterplan the Printworks, Surrey Quays Leisure Park and Shopping Centre together.
• Better retail (including a High Street), food and drink offer needed (uses that encourage both day and evening activity).
• New residents have the potential to bring new trade to existing local businesses.

Building height, form & density
• Support for strengthening the urban character in contrast to the suburban surrounding area.
• Heights must come hand in hand with real, tangible local benefits.

Car parking
• Questions on the number of car parking spaces and parking locations.
• Impact of the new car parking (next to Surrey Quays Station) on queuing traffic.

Southwark Council’s preferred location for the Leisure Centre
• Local residents’ concern about the impact on ecology, privacy, light and proximity.
• Concern about noise and structural impact of an upgraded Deal Porters Way.

University/ higher education
• Supportive of a student campus in the area.
• Opportunity to bring jobs and encourage life / activity in the area.

Local funding
• There is a desire to ensure that British Land funding is retained in the local area.
• Also that any funding is transparent and governed fairly.
British Land Led Outreach

During the four year consultation process British Land arranged ongoing meetings with stakeholders, responded directly to queries, attended local meetings and events. The input and feedback received has been invaluable, and relationships are ongoing; it is not however recorded as part of the Masterplan consultation process by Soundings who were not in attendance.

British Land has also led a wide range of meetings, including walkabouts around the area with Tenants and Residents Associations and some local groups in early 2018, to improve their understanding of local issues.

As long term owner and manager of Surrey Quays Shopping Centre, British Land has long standing links and connections with the local area and supports a range of projects which also offer opportunities for informal engagement and learning about local issues and opportunities, for example, the local labour market.

British Land has also grown relationships with local schools, groups and community organisations, and will continue to do so.

Since March 2014 British Land have met frequently with a range of local groups. Below is a summary showing a selection of meetings attended by British Land since March 2014:

- Rotherhithe Area Housing Forum, since 2014
- Rotherhithe Angling Club, ongoing since 2014
- Southwark Living Streets, since 2014
- Time & Talents, since 2014
- Our Lady of the Immaculate Conception Church, April 2014
- Bacon’s College, ongoing since 2015
- Docklands Settlement, ongoing since 2015
- St John’s Catholic Primary School, since 2015
- Redriff Primary School, ongoing since 2016
- Rotherhithe Primary School, since 2016
- Metropolitan Police, ongoing since 2016
- BOSCO, since 2016
- Southwark Career’s Fair 2016
- Green Connection S106 meeting, 9 September, 2016
- St Joseph’s Primary School, 31 January 2017
- Peter Hills With Saint Mary’s & Saint Paul’s Primary School, 14 March 2017
- Ongoing meetings with Alfred Salter Primary School

World by the Water, February - March 2018

In 2018 British Land commissioned ‘World by the Water’, a public exhibition to celebrate some of the rich heritage of Canada Water, Rotherhithe and Surrey Docks, much of which had been heard through consultation. The free exhibition held in Surrey Quays Shopping Centre over a two week period gave the opportunity to respond to and bring together some of this history in one place, as well as to host activities for a range of different ages and interests.

The exhibition, which ran from Friday 16 February to Thursday 1 March 2018, was curated with the support of local people and organisations, and a local advisory group was established which contributed ideas and advice with regards to the exhibition content and topics covered.

Alongside the main exhibition there were also the following free events in the Canada Water Hub:

Workshops
- Making a paper fleet, In partnership with Time and Talents ‘Crafty Beasts’, for all ages, 16 February 2018
- The Friday Social, In association with Time and Talents, 60+ club, 23 February 2018
- Crafty Beasts, 23 February 2018

Talk
- Clippers: The final days of Rotherhithe shipbuilding, a talk by Andie Byrnes from the Rotherhithe & Bermondsey Local History Society on Rotherhithe’s ships and their builders, 28 February 2018.
Canada Water Masterplan | Statement of Community Involvement | Youth Engagement & Outreach

Wold by the Water Exhibition: Session with Time & Talents Over 60s Club & Origami Workshop February 2018
Local forums

British Land regularly attended a number of existing local forums to update on the project, present back consultation findings and advertise upcoming events.

- Canada Water Consultative Forum
- Rotherhithe Area Housing Forum
- Bermondsey and Rotherhithe Community Council

See page 40 and 41 for the consultation event calendar.

Tenants and Residents’ Associations (TRA) meetings

British Land has also attended a number of existing TRA meetings to provide project updates, understand key issues and discuss how best to reach other residents on the estates.

Conversations with TRAs have been ongoing and meetings have taken place as requested. At the outset of the project all TRAs were invited to a one-to-one meeting and a further meeting request was made to all TRAs in October 2017.

The following meetings have taken place with TRA Chairs/ committees (where appropriate):

- Osprey Estate TRA
- Mayflower TRA
- Parkside TRA
- Silverlock TRA
- Osprey TRA
- Hawkstone TRA
- Canada Estate TRA

Meetings and engagement are ongoing through the formal meetings and wider, ad-hoc engagement with British Land.

Tenants & Residents’ engagement - Autumn 2017

In summer 2017 a suggestion was made to British Land through the Rotherhithe Area Housing Form that TRAs could help to engage young people in the Canada Water Masterplan project.

This idea was welcomed, with British Land keen to further engage with local TRAs more widely and in a way which suited them.

The letter was sent to Chairs of the following TRAs, offering to meet:

- Osprey Estate TRA
- Hawkstone TRA
- Canada TRA
- Mayflower TRA
- Silverlock Hall TRA
- Addy House TRA
- Adams Gardens TRA
- St Helena and Oldfield TRA
- Manor Tenants Association
- Cherry Gardens TRA
- Bonamy and Bramcote TRA
- Tustin TRA
- Abbeyfield TRA
- Toronto & Montreal House RA
- Parkside TRA

British Land suggested meeting to update TRAs on plans, discuss any questions, for British Land to get a better understanding about the estate and how the Masterplan could help local residents. British Land also suggested discussing how to bring together young people from the estate for a dedicated session.

Follow up telephone calls were made to all TRAs. Three TRAs responded with the request and meetings were arranged with the following TRAs in November:

- Osprey TRA
- Silverlock TRA
- Hawkstone TRA

At Osprey TRA British Land met with three members of the committee to talk through the Masterplan. At Silverlock TRA British Land were given an item on the a monthly TRA agenda. At Hawkstone TRA British Land had an item on the TRA residents meeting agenda.

The following page provides a headline summary of themes discussed at the meetings.

TRA letter example

Further to the Autumn 2017 specific TRA engagement, there have been continuing discussions with TRAs and responses to requests.

In March 2018 British Land also went on a familiarisation visit and walk around the Canada, Mayflower and Aylton Estates, with the TRA Chairs of the Canada and Mayflower Estates. This was a review of outside spaces and discussions around existing issues affecting the estates, as well as an introduction to the ‘Gas Flats’ TRA Chair.
Headline summary of themes discussed from Tenants & Residents’ meetings, 2017

This page provides a headline summary of meetings with Osprey TRA, Silverlock TRA and Hawkstone TRA in November 2017. The headline summary compiles the key points raised through these discussions.

Traffic & car trips
• Addressing traffic and car trips is important. Concerns raised about existing congestion on the roads.
• Figures were requested on number of new residents and number of car parking spaces.

Junction of Lower Road and Redriff Road
• It was suggested that the Masterplan could reduce the barrier created by the junction of Lower Road and Redriff Road making it easier / more pleasant to move through by foot.

Car Parking
• Concern raised that there would be queues into the car parking areas.
• Questions about the number of car parking spaces proposed in the new Town Centre with many believing it would be too few.
• Concern about potential loss of free parking.
• Concern raised about displacement of Town Centre car parking to adjacent residential streets.

Surrey Quays Shopping Centre & Leisure Park
• Positive feedback about the addition of ‘The Range’. Some concern about loss of the existing shops and the ‘type’ of new shops proposed. Assurance sought that there would be affordable shops (Primark and Wilkinson were included in suggestions).
• Clarification sought on whether Tesco would remain in place and timescales for demolition.

Air quality
• Air quality was raised as an important issue to address and that the impact needs to be considered on the Masterplan.

Community investment and charter
• Support for employment and enterprise pilot projects, although with some suggestion those most in need may not be accessing these.
• More information requested on how British Land will approach community funding – concern that if it is centralised through the charter one off grants for community events might be restricted.

Leisure Centre & swimming pool
• It was felt to be a loss if the new pool is 25m rather than the existing 33m currently at Seven islands Leisure Centre, even taking into account the increase in width / additional lanes.
• Confirmation wanted that other sports facilities at Seven Island would be re provided (which British Land confirmed it could).

Naming
• Referencing the area’s name was important, with a continued preference expressed for Surrey Docks over Surrey Quays.

Safety and security
• In Surrey Quays Shopping Centre there is currently a ‘quiet room’ (prayer room / parents room) provided. It was suggested that this should be incorporated into the Masterplan.

Affordable housing
• Question asked about whether new affordable housing will be ‘council homes’.
• Concerns raised about affordable housing policy not being truly affordable and clarification on the landlord.
• Questions whether there is desire to go beyond the minimum requirements of 35% and if community rents are being explored.
• Residents suggested local lettings will not be taken up if rents are too high compared to existing.

Covered Shopping Area
• Importance of having a covered area was emphasised, somewhere safe, dry, where you don’t have to spend money and there is seating, especially for older people.

East - west link & Canada Water Dock
• Positive view expressed on the improved east to west connections of the Masterplan.
• Concern raised about the potential cost of the Canada Water Dock crossing compared to investing in local services and facilities.

Young people
• Suggestions for young people included an indoor climbing area.
• Opportunity to use green spaces on the estates more effectively.
• Opportunity for play space and / or somewhere to play ball games (young people have no where to go and congregate on stairwells).

Other
• Request to consider TRAs as part of the area’s culture
• Issues raised about existing estate management and questions whether the Masterplan could help
In spring 2015, British Land held a number of meetings with residents in close proximity to the former ‘Plot 6’. ‘Plot 6’ was an earlier indicative location for the potential relocated Leisure Centre, which was being consulted on by Southwark Council.

Throughout these meetings and the wider consultation, key concerns were raised about the loss of the green space adjacent to the Prince of Orange Walkway; noting the potential wildlife impacts, loss of greenery and subsequent impact to adjacent residents.

In response to feedback, an assessment of alternative Leisure Centre locations within the Masterplan area was carried out. ‘Plot 6’ was no longer the preferred site and the updated masterplan proposes to retain and enhance the green space adjacent to the Prince of Orange Walkway.

In total, meetings were held with 15 residents, a summary of the key issues discussed follows:

- **Impact on privacy:** Retaining privacy and green qualities of gardens was important for many residents. Any neighbouring activity and potential for anti-social behaviour was a concern.

- **Light:** Concerns about potential impact on light was a key issue. It was noted that daylight and shadow assessments would be carried out.

- **Height:** It was felt that new buildings next to existing residents should ‘step down’ and be of a similar height to the existing.

- **Proximity and façade treatment:** Proximity to the boundary line was important. In principle, the further away and less impact, the better. Use of green / natural materials would be good, however the potential to feel ‘caged-in’ remains and more information to understand the impacts would be useful.

- **Re-aligning access from Surrey Quays Shopping Centre site:** Removing the ramp to Hothfield Place was a positive, as there have been previously an anti-social behaviour there. The proposed new connection with Hothfield Place was positive in the sense that it is pedestrian/cycle only.

- **Noise:** Questions about where servicing and air conditioning will be. This could potentially be a 24 hour disruption and should be located away from residential areas.

- **Design/ use of proposed building:** Some residents wanted more detail and wanted to clarify the proposed use of the buildings and if there would be any community use / benefit. It was also asked whether there would be any swimming pool ‘fumes’ if a Leisure Centre were included.

- **Natural habits and wildlife:** Retaining green spaces, trees and wildlife habitat was an important topic. It was considered positive by adjacent neighbours that the green space adjacent to Prince of Orange Walkway was no longer being built upon. Questions remain about the impact on any other existing habitats close to the Masterplan.

- **TV/ phone signal:** Questions whether the Masterplan would have any impact on the signal as there have been previous issues with this.

- **Affordable housing for local people:** It was questioned whether the development will provide affordable housing for local people.

- **New Town Centre:** Support for the redevelopment of Surrey Quays Shopping Centre and the opportunity for a better mix of shops/flagship stores.

- **Construction impact:** there were some concerns about the impact of construction on properties, if it would be monitored and the impact on day to day life.

- **Traffic on Deal Porters Way:** concerns about the potential increase of traffic with some residents facing existing issues.
‘Plot A1 & A2’ home visits - 2017

In summer 2017 British Land wrote to all neighbours in close proximity to the First Detailed Plots - Plots A1 and A2 - offering home visits and individual meetings with British Land and the design team.

This included a total of c.260 households in Columbia Point, Hothfield Place, Courthope House, Hithe Grove, China Hall Mews, Orchard House and houses on Lower Road. In total seven households took up the meeting offer.

The purpose of the meeting was to update neighbouring residents, answer any questions and help inform the detailed design of the Plot A1 and A2 buildings. Members of the design team attended to answer any questions.

Meeting follow-on and other activities

Following the above visits, in January 2018 dedicated sessions for neighbours directly affected by the A1 and A2 plots were held during the January 2018 exhibition - see page 258 for more information.

In addition, meetings have been held with direct neighbours as requested. Direct neighbours have been kept informed about works (such as survey works). Information has been supplied to Canada Water West Action Group as requested.
First Detailed Plots Neighbours Session

January 2018

During the Developed Masterplan and First Detailed Plots exhibition, two dedicated sessions were held for direct neighbours living in close proximity to Plots A1 and A2. An invitation was hand delivered alongside the Newsletter in early January 2018. The meetings were:

- Plot A2: Tuesday 16 January 2018, 7pm - 9pm
- Plot A1: Wednesday 17 January 2018, 7pm - 9pm

Meetings were bespoke to each plot to ensure that there was opportunity to discuss site-specific topics in detail with the appropriate technical team. As well as wider areas that residents wished to discuss.

At each session there was a presentation from the detailed design team plot architects at 7pm and residents were welcome to drop in until 9pm. British Land and members of the project team attended to discuss the proposals and answer any questions.

The exhibition remained on display, which included the physical models of the Masterplan and First Detailed Plots, as well as the interactive model.

In total 9 local residents attended these meetings. A summary of the key discussions from the meetings can be found on page 259 and 260.

British Land will continue to meet with the direct neighbours of First Detailed Plots.
‘Plot A1’ Neighbours Session

Four local residents attended the ‘Plot A1’ neighbours session. Below are the key topics discussed at the session:

- **Heights & density:** Concern about heights of A1 building and impact/loss of sunlight, sky views, increased density and population. The view was expressed that high rises may not be the best fit for families and elderly.

- **Transport:** Concern was expressed that increasing the population density in the area might place strain on the local infrastructure even after the Elizabeth Line is opened. Crowding at Canada Water Station was raised as an existing issue that could be exacerbated by the Masterplan (because the station brings people in and across the city as well as from the immediate area).

- **Retail:** Support provision of better shops for the long term.

- **Car parking:** Residents raised the issue that there is limited on-street car parking available to them and there could be additional pressure from future Plot A1 residents. British Land explained that Plot A1 is a car free development. This will be a requirement of tenancy/purchase and no residents permits will be available to them. There were suggestions that A1 residents would need the use of a car and parking in any case. British Land noted that residents moving into the development will be made aware before making their choice, and they will have use of a car club and cycle facilities. The scheme and initiatives that British Land is supporting is in line with Greater London Authority and Transport for London policy and new car parking to serve the Town Centre will be provided in other areas of the Masterplan.

- **Permeability:** Very positive response to the permeability of the scheme; with new routes to the Dock Offices Courtyard from Surrey Quay Road and semi public access through the ground floor of A1 (during the day).

- **Safety:** It was noted that there are currently safety issues at the back of Orchard House and the Dock Office. There was positivity for the new connections and activity in the Dock Office courtyard area with a comment that it will increase the safety and improve the lighting of the area.

- **Noise:** There were concerns about potential noise increase from the development, citing existing issues at Landale House. British Land acknowledged that this is a sensitive issue, and it was outlined that Waterman is conducting noise level studies and that there are restrictions on noise levels that cannot be exceeded. The plant rooms will be located in the basement or at higher levels to minimise impact.

- **Vehicular access:** Questions were raised about access to Plot A1. British Land explained that there will only be controlled vehicular access, also noting that the loading bay access will be from Surrey Quays Road.

- **Sunlight studies:** Residents would like to see the sunlight studies when available.

- **Former Rotherhithe Police Station:** Residents want to be consulted before the design process will start for this site. It was confirmed that it will be mostly residential use with potential for community spaces.

- **Leisure Centre:** Support for the provision of the new Leisure Centre on Plot A2. Concern was raised about the impact on residents in neighbouring properties.

- **Affordable housing:** Questions were asked on affordable housing provision - what is the percentage of affordable housing within the scheme and where will it be located? There is an aspiration to see 35% minimum affordable housing across the site. With requests to minimise overseas investors and prioritise homes for local people. British Land are in discussion with Southwark Council over their policies for local lettings and their emerging ideas around a local Intermediate lettings policy.

- **Swimming pool:** There was disappointment that the swimming pool is 25m rather than 33m as currently provided at Seven Islands Leisure Centre. British Land noted that the Leisure Centre brief has been set by Southwark Council.

- **Traffic:** The existing junction of Surrey Quays & Lower Road is not safe as it is very busy and there are lots of accidents. Although outside of the Masterplan, it was suggested that safety needs to be improved as speed limits do not work and people ignore traffic lights.

- **Naming:** Residents expressed interest in being involved in naming of the streets and places and would like to see references to the history and identity of the past in naming. British Land will explore how local residents could be involved in the naming process.

- **High Street:** Attendees raised questions about the viability of shops on the High Street. British Land explained that they are highly experienced, have run viability tests and are confident on this; and proper management will ensure retail units remain occupied.

- **Sustainable energy:** There were requests for more detail on the use of environmentally sustainable materials, energy, water and air quality.

- **Construction:** Concern was raised about the construction period, noting potential for disturbance during the build and displacement of rats (experienced during the Decathlon demolition). British Land have committed to a dedicated point of contact for any issues during construction and the Considerate Contractors Scheme.
'Plot A2' Neighbours Session

Five local residents attended the ‘Plot A2’ neighbours session.

- **Light:** Concern was raised about potential loss of daylight to neighbouring properties. British Land set out that testing is underway and will be discussed with residents once finalised. British Land made a request to visit more of the neighbouring properties.

- **Shadow path analysis:** Attendees requested that analysis studies are shared with local residents. British Land offered a session to show and discuss analysis once finalised.

- **Swimming pool odour:** Properly managed, the pool should not generate any odour. However, as a precaution, the building has been designed to vent all wet areas from the leisure centre at upper levels away from homes.

- **Planting / privacy:** It was suggested that it is crucial that planting for privacy will be properly chosen and maintained. British Land confirmed that both the planting and the maintenance strategy will be set out in the planning conditions as part of the building management plan.

- **Massing:** Concern raised about the change in scale between existing and proposed buildings and rounding the corner of the building. British Land explained the design changes that had been made, including the setting back of the building and the stepped design to reduce impact.

- **Design:** One attendee commented that the design represented a ‘concrete jungle’. Allies & Morrison clarified the material of the building is not concrete and explained the design detail.

- **Views:** Concern was raised that the proposal for Plot A2 would remove the view from Courthope House - which is currently valued.

- **Proximity:** Comment that the design creates an open feel on the Orchard House side but is tight towards Hothfield Place on two sides.

- **Access to Hothfield Place:** There were mixed views on retaining public access through Hothfield Place. It was reported that the majority of residents would like it to remain open but there were also some strong views that it should be closed. British Land identified that the decision around access to Hothfield Place has not been made yet and would be developed in close consultation with residents. It was suggested that British Land should have these conversations sooner rather than later to help inform residents what it will be like.

- **A sense of enclosure:** This was raised as a key issue and it was asked whether there was an alternative location that the massing could go or if the size of the building could be reduced. The design team explained the height reductions and set backs that have shaped the current massing, and the limits of the plot to accommodate additional massing elsewhere.

- **Noise:** Concerns were raised about noise from new bars & restaurants. British Land confirmed that these would be further away. The design team also confirmed the Plot A2 loading bay will have restricted hours of use; and that air conditioning units are acoustically treated. British Land explained that it is anticipated there will be a planning condition on noise and that noise levels will continue to be monitored; and as British Land will continue to manage the site. There will be a point of on site contact for any issues.

- **Boundary:** Boundary Treatment in discussion with neighbours.

- **Timings:** The team explained the intention to build the whole masterplan out in phases, noting that the western edge is likely to be a while away as Tesco car parking will need to be in use until the new store and car parking is operational.

- **Internet / mobile & satellite reception:** Questions were asked about the impact of proposals for Plots A1 and A2. It was noted that when Ontario Point was built local residents lost reception. British Land identified that they will discuss this with Southwark Council, including the location of the signal booster planned by Southwark Council and whether it will be close to Hothfield Place.

- **Maintenance:** There were questions regarding who is going to be responsible for maintaining the buildings and planting, especially green walls. Planning consultants DP9 assured the group that there will need to be a management & maintenance plan provided by British Land.

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**AREAS FOR FURTHER INFORMATION:**

- Sunlight and daylight studies relating to both A1 and A2
- Current safety and security issues to be followed up on
- Noise studies
- Management Plans to ensure adequate green screens and noise and odours mitigation
Further discussions post January 2018

Following the January 2018 Exhibitions and Plot A1 and A2 Neighbours Sessions, there have been further discussions and meetings directly with British Land and the neighbouring resident groups to understand how each would like to be engaged and responding to requests; these has included meetings with Plot K1 neighbours and tenants of the Dock Offices among others. These are part of ongoing discussions that will continue post submission of the planning application.
Tree Shepherd Start up and Thrive Programme:

As well as working with existing businesses, British Land have piloted a programme to support those in the local community who might have a business idea. The pilot project is in its first year and to date 12 local residents have attended a 10 week enterprise programme, and many more have attended ongoing business clinics to help them get their idea off the ground.

January 2018: Business survey & keeping in touch

The ambition is to continue working with local businesses to look at how they can be supported and benefit through the Masterplan. In January 2018, a trader survey was delivered to approximately 120 local businesses on Albion Street, Lower Road, Odessa Street and City Business Centre; along with a specific exhibition invite.

The survey asked if businesses would like a specific meeting, when would be best for them and how best to keep them informed. Five responses have been received to date and others are due to arrive. Many thanks to those who have participated and these will be further followed-up as part of ongoing engagement with local businesses.

Surrey Quays Shopping Centre updates

At each main stage of consultation there has been a briefing for Surrey Quays Shopping Centre operators and there are direct discussions ongoing with British Land in relation to leases.

Southwark Chamber of Commerce

British Land has been an attendee of the Chamber of Commerce meetings for many years, and a member of the CWM team, Edward Cree, has been a member of the Executive Committee since early 2017. This provides a forum for two way dialogue with local and smaller businesses.

On 6 June 2016 a Breakfast meeting was held with the Southwark Chamber of Commerce. This morning event was open and promoted to all local businesses and members of the chamber. Attendees discussed the Masterplan including space and the approach to supply chain opportunities, with the British Land team including Roger Madelin.

2015 onwards

Direct engagement with local businesses on Lower Road and Albion Street - particularly independents - has been ongoing via British Land. This has included initial outreach in 2015 to ensure businesses were aware of the plans and able to input. More recently, ongoing conversations with traders has evolved into plans for a local business meanwhile kiosk outside Surrey Quays Shopping Centre, and British Land’s support of Musicity in 2017 - a programme of music and exploration aimed at bringing existing and new residents to local high streets. The programme in Canada Water involved two local businesses hosting events over the weekend of 8-9 September 2017.

British Land has also been involved in ongoing discussions with Southwark Council regarding their plans for Lower Road and how they could work together.

Business outreach

There have been a range of specific activities to inform and engage local businesses, with the aim of starting discussions to help ensure that the Masterplan can support local businesses in the future. Please see a summary of activities to the right.

Throughout the consultation process, local businesses have been directly informed about the Canada Water Masterplan and how to get involved. At each stage, newsletters have been hand delivered by Soundings to local businesses, shops and local centres, also asking if they would like to display information.

Tree Shepherd graduation event at the CWM Hub
View looking towards Lower Road shops.
Addendum
TRACKING
CHANGES

THIS SECTION OUTLINES
THE KEY CHANGES MADE IN
RESPONSE TO CONSULTATION
AND PROVIDES AN
UPDATE ON BRITISH LAND
RESPONSES TO KEY TOPICS
### 1. Summary diagram
The Masterplan proposals align with the recent GLA and Southwark Council consultations on the Canada Water Opportunity Area. This includes the adopted Canada Water Area Action Plan (CWAAP) vision, which has been extensively test and consulted on by Southwark Council, and guides development in the Canada Water area.

#### Masterplan Wide

**PUBLIC STREETS & SPACES**
- Pedestrian and cycle priority throughout the Masterplan.
- Incorporating play for all ages in public streets and spaces.
- Key spaces in the Masterplan use levels and planting to create different areas for a range of activities, including quiet areas.

**IMPROVED CONNECTIONS & ROUTES**
- Incorporating a mix of direct and meandering routes.
- Masterplan reorientation - less grid-like and improved network of spaces.
- Inclusion of covered spaces.

**A JOINED-UP APPROACH**
- Inclusion of more sites has enabled a better masterplan to evolve with improved social, spatial, and economic opportunities.
- Ongoing discussions with Sellar to ensure a joined-up approach to adjoining public streets and spaces.
- Agreement to manage key spaces outside the masterplan boundary (see Master Development Agreement section, to the right).

**AN ECOLOGICAL-LED APPROACH**
- Commitment to have a positive impact on the local ecology and biodiversity.
- Off-site tree planting to enhance existing spaces.
- Creation of new green spaces and wildlife habitats.
- Wildlife habitat improvements to Canada Water Dock (see separate box).
- Incorporation of green/brown roofs, swales and rain gardens as part of the Sustainable Urban Drainage system; which in turn creates wildlife habitats.

**SOCIAL REGENERATION CHARTER**
- British Land is developing a Social Regeneration Charter (renamed from the ‘Canada Water Charter’ in response to feedback) to help ensure the Masterplan brings benefits to the local community. An outline of the charter is submitted with the planning application. Ongoing research, local engagement and working with Southwark Council will inform the approach.
- British Land is committed to ongoing involvement, regular updates, local partnerships, projects and engagement as the project develops.

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### Tracking changes by topic

#### Throughout four years of extensive consultation, the Masterplan has evolved and developed significantly in response to ideas, feedback, and an increasing understanding of local issues and aspirations.

All consultation findings have been discussed directly with British Land and the project team at every stage to help inform the Masterplan development.

This chapter seeks to summarise the key aspects of the masterplan that reflect and/or are informed by community feedback.

1. **Summary diagram**
   The diagram to the right gives a headline overview of the key masterplan updates and aspects informed by the community.

2. **Key themes table**
   The table on pages 268 to 293 provides a more detailed summary of topic-by-topic feedback, how the masterplan has responded, where to find more information in the planning application and ongoing conversations / next steps.

3. **Stage by stage**
   The various updates have been incorporated at different times over the 4 year period. In addition to this chapter, the cover page for each stage of findings includes an overview of how the Masterplan, at that stage, had responded to earlier consultation - see page 68, 86, 96, 108, 136 and 168.

Unfortunately, it is not possible to respond to every comment or to trace all aspects of the evolution to specific comments at a point in time. There are also a number of wider discussions ongoing which are a priority for the local community, such as transport and affordable housing.

Agreements on these elements of the project will continue to be made during the process due to the need to involve Southwark Council, the Greater London Authority and Transport for London, and topic sessions will be held on these areas at a later date.
• Massing and heights revised.
• Clustering of the tallest buildings. In locations identified through consultation.
• Buildings generally step down to meet the surrounding context.
• Buildings on masterplan edge re-massed to respond to neighbours and context.
• Tall building heights reduced and lowered buildings on a large proportion of the site to c. 6 storeys.
• Tall buildings at Lower Road re-sited further away from residents.
• Microclimate testing to improve conditions.

RESETTING HERITAGE
• Tree selection to reference historic use of timber / paper making and market gardens. Fruit trees and promotion of food growing.
• Use of brick and wood in designs linking to timber and warehouse heritage in the architecture, for example in Plot A2.
• Retention and relocation of Deal Porters’ statue.
• The park references / follows lines of historic dock edges.
• Efforts made to reuse the Printworks (see separate box).
• Dock Offices preserved.
• Extensive research into the history of the area undertaken.
• There will be community engagement on the naming of some of the streets and spaces in the Masterplan.

MASTER DEVELOPMENT AGREEMENT
British Land has progressed a Master Development Agreement with Southwark Council, including retaining public access, a commitment to events programme and potential management and maintenance of Deal Porter Square and Red Bridge Square.

HOMES, EDUCATION, HEALTH
• Approach for a variety of housing types, including affordable, providing for a range of life stages and incomes, with London and local-first sales and capturing local allotments.
• The first detailed plots will deliver policy compliant levels of affordable housing, incorporating 30% affordable housing, of which 70% will be at social rent levels and 10% intermediate.
• Provision within the Masterplan for a new sixth form and health centre plus a financial contribution towards preferred option of expansion of existing primary school (further allowance for on-site if required). Ongoing discussions with Southwark Council and the Clinical Commissioning Group are underway to determine timing and funding approach as required.
• Discussions ongoing for potential Higher Education in the Masterplan.

PHYSICAL INFRASTRUCTURE
• High-speed broadband and free town centre wi.
• Existing networks (water, gas, water etc.) have sufficient capacity to serve the peak demand of the first detailed plots. Existing facilities will be updated as required to meet demand of the wider masterplan.

• Canada Water Dock Edge improved, creating an active place to spend time and enhanced wildlife habitat - including raising the water level.
• Planning Application boundary extended to incorporate the main water body and take a pitched-up approach to all edges.
• Dock crossing realigned and redesigned to allow more open space, more pedestrian / cycle space and more opportunity to experience wildlife.
• Closer working with the Harbour Master and Southwark Council.
• London Wildlife Trust brought on board to advise and learn from similar projects.
• Comprehensive investigations of the dock undertaken.
• Requanting and re-modeling of wetland habitat to increase local biodiversity and ecology.
• Commitment to provide a new boardwalk in Canada Water Dock to maintain water levels.

DOCK OFFICES & COURTYARD
The Grade II listed buildings will be retained and the surrounding courtyard enhanced to become a usable public / community space.

LEISURE CENTRE LOCATION
• Leisure Centre potential location changed (no longer adjacent to Prince of Orange Walkway).
• Following a study of potential locations within the Masterplan area, Plot A2 was the preferred location and is being taken forward (subject to Southwark Council approval).
• Leisure Centre to be part of a mixed-use building rather than stand-alone building.
• The Leisure Centre location is part of the first detailed plots for development with direct links from Lower Road and the High Street.

PRINCE OF ORANGE WALKWAY
• Commitment not to develop green space at the rear of the High Street / Greenland Place.
• Future use and design to be discussed with local residents.

SURREY QUAYS QUAYS STATION
A new second entrance to Surrey Quays Station is allowed for.

HIGH STREET
• Deal Porters Way realigned and moved further from existing residential properties.
• Controlled access for buses, taxis, servicing and accessibility requirements.
• High street with national and independent retailers.

SURREY QUAYS ROAD
• Public realm improvements to Surrey Quays Road.
• Extension of roof of existing London Plane Trees.

SHOPS
Commitment to a range of shops, from large to small, suitable for high street to independent and a range of price points.

PRINTWORKS PRESS-HALL
The future of Printworks press-hall depends on securing an occupier. Discussions are ongoing. In the short to medium term it will continue to run as a mixed events and culture space.

PARK
• Rushed park (slightly larger) to allow better access and better afternoon light as well as connecting many routes through the site and improved visibility from other parts of the Masterplan.
• Vehicular access routed in the park edge.
• Provision for a range of activities and play, including skating.

NEIGHBOURHOOD
More routes through the Neighbourhood area.

DOCK LINK
A new route between Canada Water and Greenland Dock.

TESCO & PETROL STATION RELOCATION
• Relocation of a similar sized Tesco store to enable a direct link between Canada Water Dock and Greenland Dock (see separate box).
• The existing store will remain open until the new store is completed and in use.
• Petrol station relocated as part of the first phase.

TOWN CENTRE PARKING
Less basement parking is now proposed. Town Centre parking is now situated both under the Tesco store and within a multi-storey car park.

• Town Square moved further south to create distinct character areas.
• Introduction of ‘The Cuts’ to provide intimate and characterful streets that reflect these seen in the warehouse heritage of the area.
• Town Square incorporates water features and flexible events spaces.
• Wider mix of uses provided in the central area.
2. Key themes table

The table on pages 270 to 293 provides a more detailed summary of topic-by-topic feedback, how the Masterplan has responded, how this is secured in the future and ongoing conversations / next steps.

For further information and background context on each of the themes discussed, you can also visit the Frequently Asked Questions (FAQs) section of the website: www.canadawatermasterplan.com/faqs

We hope we have captured the key themes but equally recognise that some of the very specific issues may not have been captured and we would be happy to discuss these separately via the FAQs section of the website in due course, please let us know (contact details on page 300).

Explanation of the key themes table:

The key themes table on pages 270 to 293 includes four columns of information, here is a description of each for reference:

**Headline feedback**
A summary overview of the most frequently discussed feedback and what people wanted to see; distilled from the thousands of comments we have received throughout the consultation.

**How the Masterplan has been informed**
How the Masterplan addresses these questions either physically, spatially or through the production of strategies for delivery, and an explanation if a question cannot be accommodated.

**How it is captured in the planning application**
The documents or mechanisms that will outline, control and/or monitor the implementation of each aspect of the masterplan.

**Next steps**
Many aspects will continue to develop and be informed, this sets out how.
Developed Masterplan and First Detailed Plots exhibition, January 2018
### Headline feedback

<table>
<thead>
<tr>
<th>HOUSING &amp; AFFORDABLE HOUSING</th>
<th>Also see dedicated section on: building scale, distribution and density</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Recognition of the need for new homes, but concern about the impact of density.</td>
<td></td>
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<tr>
<td>• Many consider a minimum of 35% affordable housing essential.</td>
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<tr>
<td>• Need more information on the types and size of affordable housing.</td>
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<td>• Calls to restrict overseas investment and first choice of housing for local people first.</td>
<td></td>
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<tr>
<td>• A desire to see innovative approaches for affordable housing, including social, elderly and family housing.</td>
<td></td>
</tr>
<tr>
<td>• Concerns that London property values could mean that homes are unaffordable to many, even if they fall under the umbrella of affordable housing.</td>
<td>• The first detailed plots (A1, A2 and K1) will deliver policy compliant levels of affordable housing, incorporating 35% affordable housing, of which 70% will be at social rent levels and 30% intermediate.</td>
</tr>
<tr>
<td></td>
<td>• Further phases will be subject to viability assessments as part of the Reserve Matters Applications (RMAs).</td>
</tr>
<tr>
<td></td>
<td>• British Land is also exploring local allocations policy for the affordable homes to ensure a proportion are ring-fenced for local residents. Southwark Council recently agreed to establish a housing register for intermediate rent homes, British Land anticipate that new homes of this tenure in the Canada Water Masterplan would be allocated in this way, with a priority for local residents (at least on a proportion).</td>
</tr>
<tr>
<td></td>
<td>• The opportunity to purchase or rent the market homes as part of the Masterplan site will be open and promoted to local residents, alongside other UK residents. This will be before or in parallel to properties being opened out to the overseas market.</td>
</tr>
<tr>
<td></td>
<td>• Approach taken aims to provide a wide range of tenures for different ages, incomes and life stages balance the aims of creating a mixed community, addressing local needs and ensuring each phase is viable and deliverable. A range of housing tenures have been shared and tested against income levels, and details will be agreed through the planning process.</td>
</tr>
</tbody>
</table>

### TOWN CENTRE USES Including business, retail, food, drink and entertainment | Also see dedicated sections on: housing & affordable housing |

| Desire for a better range of shops, food, drink and entertainment that meet the needs of new and existing residents. |
| Provide activities during the day and in the evening. |
| Ensure there is a good range of affordable options. |
| Ensure a mix of independent and high street outlets. |
| A clearer retail strategy is needed as well as explanation of how tenants will be secured to avoid vacant units. |
| Desire to see a clearer strategy for entertainment and culture. | Aligning with initial community priorities the Masterplan incorporates a wide range of uses to support living, working and socialising. |
| Commitment to a range of shops, food and drink; from large to small, high street to independent and a range of price points, reflecting the local community’s needs. The ‘High Street’ and ‘Cuts’ will provide different retail environs for retailers and shoppers. Tesco provision would be uninterrupted. |
| A mix of uses and public spaces both across the Masterplan and on specific plots to create a place which is active and vibrant throughout the day and into the evening. |
| An increase in leisure uses including re-providing the cinema alongside open-air and covered public spaces, hosting community and cultural activities. |
### How it is captured in the planning application

| **Housing Statement:** setting out the different scenarios for the numbers of new homes the masterplan could deliver, including the number of affordable homes, tenure split and indicative layout plans. |
| **Section 106 Agreement:** will control the way affordable housing levels are tested and provided. |
| **Viability assessments:** accompanying the first detailed plots and the future reserved matters applications, these will set out a viable level of affordable housing to be provided and a feasible mix of tenures and housing. |
| **Mayoral Concordat on New Homes for Londoners:** signatories committed to “marketing the homes in [our] developments first or first equal to Londoners. New homes on every development by [the undersigned companies] will be available for sale to Londoners before, or at the same time as they are available to buyers from other countries.” |

### Next steps

| **British Land recognises the challenge of ensuring that the housing in the Canada Water Development meets local needs. The housing mix of future phases will be determined at the time of each detailed application, considering and reflecting evolving housing needs, prevailing policy and regulatory change. British Land will continue to maximise the provision of affordable housing while ensuring the Development is deliverable, and apply for grant funding when available.** |
| **Continue to seek a local lettings policy working with Southwark Council.** |

### Development Specification

| **Development Specification:** controls the amount and type of floor space that can be built out across the Masterplan site, including retail, leisure and entertainment uses. |
| **Cultural Strategy:** will inform how heritage and culture form part of the Masterplan. |
| **Retail Statement:** sets out the retail vision for Canada Water, responding to local feedback, occupier requirements and the structural changes in the retail sector to future-proof the Town Centre. |
| **Offices vision (in the planning statement)** includes provision of flexible workspace by Storey (British Land’s flexible office space subsidiary). |

| **Explore potential flexible leasing and letting arrangements to assist smaller and independent traders and office occupiers, understanding that they have different operational and flexibility requirements.** |
| **Continue to speak with local traders and pilot employment and enterprise initiatives to explore how we can support local people and organisations.** |
| **The Cultural Strategy will continue to evolve, with action plans developed as the project progresses.** |
| **Maintain a database of and contact with local interest for future retail and workspace. Contact those who have expressed an interest in locating to Canada Water - both those on the local list and established larger businesses - as spaces start to come forward.** |
# Headline feedback | How the masterplan has been informed

## EXISTING FACILITIES
- The existing Leisure Park is valued, particularly the cinema, some concerns over what will replace these and how inclusive and affordable they will be.
- Majority support for retaining the Printworks – question if the cultural/ arts/ music events will continue in the short term and longer term?
- Question what will happen to existing retailers in the Shopping Centre?

- The Masterplan incorporates a replacement cinema and overall leisure uses will increase. Concerns over affordability are acknowledged, and the Masterplan aims to provide uses and activities at a range of price points.
- British Land is securing maximum flexibility for the Printworks building, to retain or reuse it; in the short (to medium) term it has temporary consent to run as a mixed events and culture space.
- Phased approach allows for elements of the retail and leisure offer to continue as the Masterplan is built out; British Land’s aim is to ensure there are, where possible, a range of town centre uses.
- Conversations with current tenants across the Masterplan site will continue as the phasing is determined in detail. Tesco will trade continuously, only closing their existing store when the new store is ready for trading.

## BUSINESS SUPPORT
- Concern over how existing retailers and local high streets, such as Lower Road, will be impacted, although the increase in footfall is seen as a positive and an opportunity.
- As well as attracting new businesses, recognition that it is important to support and develop existing local business.
- Some concern that businesses currently in the Dock Office might be displaced.

- The Social Regeneration Charter sets out an approach to help ensure local benefits alongside the Masterplan; this includes a focus on creating a place to work and do businesses with a priority of supporting local businesses both existing and new to grow, and access the opportunities created.
- The retail statement acknowledges the different offers that can be provided within the new High Street and existing Lower Road shops to ensure they are complementary to minimise competition.
- The Masterplan will provide a range of space opportunities, from retail to workspace, and from market stalls to large units.
- Dock Office buildings are not included within the Masterplan application boundary (but are owned by British Land).

## JOBS & TRAINING
- Ensuring opportunity for local employment has been a key topic.
- Increasing the number of jobs in the local area is positive.
- Job opportunities need to be for a variety of skills levels, so local people can access them.
- Support is required to match job opportunities with local need and help people access these.
- Is there opportunity for a permanent hub or ongoing programme for local employment / training opportunities?

- The Masterplan will be home to around 20,000 jobs once fully developed generating substantial construction employment, with opportunities for training and apprenticeships.
- The Masterplan proposes a substantial increase in the amount of employment generating uses.
- The employment on site will be across a wide range of sectors and skill levels, including retail, leisure, hospitality and offices.
- The Social Regeneration Charter sets out how the Masterplan will seek to address the social, economic and health priorities across the area. This includes a focus on supporting local residents to access the employment opportunities created, and recognising that some will need a greater level of support to do this.
## How it is captured in the planning application

- Uses and space secured via the **Development Specification**.
- **S106 Agreement**: The re-provision of the Cinema is likely to form a planning condition and/or a S106 obligation.

## Next steps

- Share information on future occupiers/providers as it becomes available including regarding the Printworks.
- Continue to encourage ideas for leisure, shops and activities to be sent to the Canada Water Masterplan team.

## Retail Statement

- **Retail Statement**: identifies the opportunity for supporting local businesses and for encouraging linked trips between the new High Street and the existing shops on Lower Road and Albion Street.

## Social Regeneration Charter

- **Social Regeneration Charter**: sets out an approach to ensure a thriving local community across four themes, and includes supporting local businesses.

## Social Regeneration Charter

- **Social Regeneration Charter**: sets out an approach to ensure a thriving local community across four themes.
- **Environmental Statement, Chapter 7, Socio-Economic Assessment**: outlines the number of jobs the masterplan could support.

## Next steps

- Supporting local residents to access the employment opportunities created is a key ambition of the Masterplan and the Social Regeneration Charter, which provides the framework for securing local benefits of the development where they can have the most impact.

For example, British land will work with key contractors and subcontractors to include employment and apprentice opportunities for local residents. British Land is also continuing to explore opportunities with other developers and existing infrastructure such as the Southwark Construction Skills Centre to maximise local employment benefits.

The details of programmes and on-site provision will be subject to further discussion during the determination period and as part of the Section 106 discussions, however it is anticipated that an on-site hub and regular programmes connecting residents to the employment opportunities generated would form part of the proposals.

British Land is already piloting a project with GoodPeople aiming to support local residents into employment, as well as supporting a number of employability initiatives with local schools. British Land will continue to work in this way, learning from ongoing work and other examples, to maximise the opportunity for new local jobs.
### Headline feedback

**STREETS & SPACES**  
See dedicated sections for Canada Water Dock and Landscape, Ecology & Biodiversity

<table>
<thead>
<tr>
<th>How the masterplan has been informed</th>
<th>Headline feedback</th>
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<tbody>
<tr>
<td><strong>Routes &amp; layout</strong></td>
<td>• Majority of people support the replacement of Surrey Quays Shopping Centre with a street-based Town Centre.</td>
</tr>
<tr>
<td>• Include a range of smaller and larger public spaces, with different roles.</td>
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<td>• Removal of existing barriers to movement and good connections with the wider area.</td>
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<tr>
<td>• Consider routes ‘outside of the red-line boundary’ – don’t look at the Masterplan in isolation.</td>
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<tr>
<td>• Some concern about losing all-weather cover of the shopping centre.</td>
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<tr>
<td>• Address the height change at Redriff Road and access to Surrey Quays station and Lower Road to ease movement.</td>
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<tr>
<td><strong>Overall</strong></td>
<td>• The Masterplan replaces the existing Surrey Quays Shopping Centre with a traditional Town Centre formed of streets, blocks and public spaces and a High Street at its centre.</td>
</tr>
<tr>
<td>• The Masterplan incorporates a wide range of types and scales of public spaces, with different uses and characters.</td>
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<tr>
<td>• The 2017 Masterplan review re-oriented the entire masterplan, retaining existing junction locations and creating a less ‘grid-like’ masterplan. This incorporated a significant number of changes to the routes and spaces.</td>
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<tr>
<td>• British Land is entering into a Master Development Agreement with Southwark Council, including retaining public access, commitment to events programme and potential management and maintenance of Deal Porter Square and Red Bridge Square.</td>
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<tr>
<td>• Play for all ages is incorporated in the designs for many places and spaces across the Masterplan.</td>
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<tr>
<td>• Use of levels and planting to create a range of types of public spaces, including quiet areas.</td>
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<tr>
<td>• Edge conditions have been carefully considered to ensure gradual grading of the land to reduce large level changes and to ensure access for all. This includes at Surrey Quays station, where improved links to the existing station and Lower Road will be provided.</td>
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<tr>
<td>• A new link to Lower Road, and Hothfield Place links are being discussed with neighbours.</td>
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**The pre-2017 Draft Masterplans**

- Considered to be too ‘grid-like’.
- Concern about the proximity of the new vehicular route to neighbours on the western edge.
- Questions on how crossings would be managed and the conflicts between buses, people and other vehicles where different users meet, with some suggestions that there were too many vehicular routes over the main east-west pedestrian link, particularly by the proposed park.
- Concern over the creation of a ‘town square’ opening onto Canada Water Dock in terms of an assumption that this is the centre and environmental issues such as wind would make it a negative space.
- The green space next to the Prince of Orange Walkway should be retained.

Suggestions for:

- More open spaces to the south-west of the Masterplan area.
- Improved connection to/from Surrey Quays Station and the Masterplan site.
- A clearer route from Greenland Dock to Canada Water.
- A water themed route between Canada Water and Greenland Dock.

**Character of the streets and spaces:**

- Streets and spaces should feel welcoming and accessible for all – not ‘anonymous’ and corporate.
- Inclusion of ‘green and blue’ is a key opportunity – ensure it is robust and not tokenistic / too ‘manicured’.
- Use changes in levels to create interesting spaces and areas for different uses.
- Make rooftops accessible to the public.
- Create active places where people want to spend time – integrate social spaces and quiet spaces.

**High Street**

- Deal Porters Way realigned and moved further away from existing residential properties.
- Controlled access for buses, taxis, servicing and accessibility requirements.

**Town Centre, Town Square & ‘The Cuts’**

- Town Square moved further south (originally by Canada Water Dock) to create distinct character areas and focus to the south of the site.
- Introduction of ‘The Cuts’ to provide intimate and characterful streets that reflect those seen in the warehouse heritage of the area.
- Incorporating water fountains, flexible event space and both quiet and active spaces in the Town Square (site levels make a canal or rill difficult and would require pumping between Canada Dock and Greenland Dock).
- A new pedestrian route between Canada Water and Greenland Dock, enabled by the relocation of Tesco.

**Dock office and courtyard**

- The Grade II listed buildings will be retained and the surrounding courtyard enhanced to become a usable public / community space.

[Streets & spaces continued overleaf]
### How it is captured in the planning application

The following documents form the control documents for the application, to ensure the delivery of key routes and spaces:

- **Parameter Plans**: set out the minimum extent of streets, spaces and public realm, and also site levels.
- **Design Guidelines**: establishes principles and guidance on plot design, public realm and landscaping.
- **Masterplan Design and Access Statement (DAS)**: narrative setting out the evolution of the design and the proposals.
- **Transport Assessment and Strategy**: outlines the approach to transport and movement.

### Next steps

The first detailed plot applications will signal the quality of the landscaping and public realm that can be delivered with the Masterplan.

The final detail of these spaces and routes will be subject to future engagement as part of the Reserved Matters as future phases are delivered.

Bespoke and localised consultation events will be held for those routes and spaces which directly affect neighbouring properties e.g. Hothfield Place/the Prince of Orange Walkway area.

British Land will continue wider discussions with the local community and day to day management of the public spaces will be carried out by Broadgate Estates, British Land’s subsidiary management company. They have experience of enlivening spaces, ensuring they reflect the local area and context and offer a range of events and activities of interest to a wide range of people.

Opportunities for the inclusion of covered spaces and walkways and accessible rooftops will be explored in the details of further plots.

The design for the multi-storey car park will develop and be shared as this plot comes forward.
### Headline feedback

**STREETS & SPACES (continued)**

#### Post-2017 masterplans
- Realignment masterplan was received very well.
- Improved gateway at Surrey Quays and Lower Road junction welcomed.
- Some concern about the visual impact of the multi-storey parking on the junction with Redriff Road / Lower Road – suggestion to increase density on eastern / Quebec Way edge to address this.
- Support for the integration and openness of the plans, noting the absence of ‘gated communities’.
- Mixed views on retaining access through Hothfield Place.
- Support for realigned dock link.

#### Park
- Reshaped park (slightly larger) to allow better access and better afternoon light as well as connecting many routes through the site and improved visibility from other parts of the Masterplan.
- Vehicular access restricted on the park edge.
- Incorporating natural play, skating and a park hub / cafe for a range of activities.
- Use of levels and planting to create a range of different spaces.

#### Links to Lower Road
- The site levels have been adjusted to remove the steep bank on Redriff Road / Lower Road.
- The main east-west pedestrian link through the site has been realigned to connect directly with Surrey Quays Station.
- Addition of a new pedestrian route to/from Lower Road.
- Commitment not to develop the green space next to the Prince of Orange Walkway. Future use, design and access through Hothfield Place is being discussed with local residents.

#### Link between Russia Dock Woodland & Southwark Park
- Varied character and spaces along its length, with activities and play integrated and ‘green emphasis’.
- Realignment of this route to link with existing entrances to Southwark Park via both Surrey Quays station and Gomm Road.
- The route(s) will reflect the area’s character and incorporate spaces and buildings that link to heritage, ‘green / blue’ and community.

### BUILDING SCALE, DISTRIBUTION & DENSITY

- Tall buildings remain one of the top concerns, often linked to:
  - Contrast to the low-rise nature of the existing area and potential impact on character and views.
  - Impact of density on transport and health / education.
- Following the Updated Masterplan in May 2017, many felt heights were more balanced.
- Recognition of the need for new homes and density, with some support for tall buildings as an effective way to provide this (concerns around who new homes are for is discussed in the ‘housing & affordable housing’ section).
- Acceptance of some tall buildings when they are of a high quality and iconic architectural design.
- In principle, the tallest buildings are felt to be in the right location.
- There is localised concern about the potential impact on neighbours, particularly where any taller buildings are located towards the edges of the site.
- Calls to see the daylight and shadow impact assessments.
- Aligning with initial community priorities the tallest buildings are clustered in locations identified through consultation and buildings generally step down to meet the surrounding context.
- Extensive testing of the tall buildings has been undertaken to ensure they are sited in suitable locations, with minimised impact on local environmental conditions or views.
- Overall building heights were reduced at the Updated Masterplan in May 2017. A large proportion of the site is now proposed at c. 6 storeys (aligned with those areas within the protected viewing corridor).
- Buildings on edge of Masterplan were further re-massed to respond to neighbours and context, including:
  - Plot A1 height reduced from c.50 to 36 storeys.
  - Plot A2 - additional set-backs and terraces provided to improve daylight and sunlight on Hothfield Place.
  - Plot K1 - upper level reduced and set-back.
- Tall buildings near Surrey Quays Station (Plots B4 / C1) re-sited further away from residents.
- Microclimate testing has informed building remodelling to reduce impact (final assessments will be provided with the Planning Application).
### How it is captured in the planning application

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<tbody>
<tr>
<td>set out the size and height of buildings.</td>
<td>establishes principles and guidance on plot design.</td>
<td>records and assess impacts.</td>
<td>wind chapter assesses the microclimate impacts of tall buildings and prevailing wind direction</td>
<td>addresses that the character of the area will inevitably change as the area is earmarked as an Opportunity Area, Housing Zone and major town centre. This change is controlled by various planning documents which provide information on how this change could manifest itself.</td>
</tr>
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</table>

### Next steps

Recognising that these first detailed plots have close neighbours, specific engagement with these residents is ongoing.

Continue to liaise directly with site neighbours as the detailed designs for each plot emerge.
### HEALTH, EDUCATION & CHILDCARE

- Ensure the social infrastructure needs of an increased population are met sufficiently; noting that existing amenities are perceived to be under strain.
- Need more childcare services locally.
- Strong support for a potential university campus as part of the Masterplan – calls to ensure this aspect remains.
- Calls for both NHS and private healthcare.
- Following the Developed Masterplan in January 2018, space allocation for a Health Centre, Sixth Form and Primary School expansion proposals are positive, but there is strong scepticism and a need for reassurance that these will be sufficient and followed-through and occupied by the respective authorities.
- Calls for a modern fit for purpose Health Centre with a range of services.
- The Masterplan provides up to 45,650sqm of community space (D1) across several locations.
- The delivery of much of the social infrastructure involves third parties; and there has been early engagement with the CCG, schools and Southwark Council aiming to ensure the demand and appropriate approach is reflected in the masterplan proposals. The CIL generated by the masterplan is likely to play a role in delivery.
- Up to 2,000 sqm has been allocated in the Masterplan for a new Health Centre – this is the space that the Clinical Commissioning Group (CCG) has advised is required to meet the future needs of the Masterplan, and wider area.
- The Masterplan includes floorspace which could accommodate nursery/childcare, and we will engage with potential occupiers and providers as the phases progress.
- Contributions from the development will provide financial support to expand an existing primary school, which is the Council’s preferred option. Space for a two form entry primary school has also been included within the masterplan development specification so could be provided on-site.
- Space is allocated in the Masterplan for a Sixth Form. This could accommodate an existing local Sixth Form allowing the lower school to expand and accommodate increased demand, subject to ongoing discussion with Southwark Council and local school place planning.
- There remains an aspiration for higher education within the Canada Water Masterplan and conversations are ongoing with different universities about being accommodated within the Masterplan.

### TRANSPORT & MOVEMENT

Also see dedicated sections on: streets & spaces - car parking

- Increasing connectivity, walkability, pedestrian priority and cycle routes are positive. Some calls for the Masterplan to have greater pedestrian focus.
- The potential impact of an increased local population, on an already congested public transport and road network, has been a key concern in relation to the Masterplan.
- There is a need to see a credible and convincing solution that can happen alongside the development.
- Capacity of the Jubilee Line / Canada Water Station and congestion on Jamaica Road were the most discussed specific concerns.
- Suggestions to improve accessibility to Surrey Quays Station.
- Calls for rationalised bus routes and bus stop locations, addressing issues with frequency and capacity.
- Calls for better cycle infrastructure, including cycle hire and safe cycle parking.
- There was an appreciation of British Land’s efforts towards a joined-up approach with Transport for London (TfL) and Southwark Council, wider improvements and initial approaches. Nevertheless, there needs to be a clearer understanding of what the impacts and resolutions are likely to be, in order to inform responses, or allay fears.
- More information on future technologies and the Masterplan’s approach to these would be useful.
- The Masterplan design looks to deliver Healthy Streets by providing more facilities and routes for walking and cycling across the area / and linking into the wider area.
- New routes and public spaces aligned to connect with wider context and local routes, increasing permeability and access across the site
- A new second entrance to Surrey Quays Station is allowed for.
- The Masterplan proposes new bus routes into the heart of the Town Centre, with bus stops in close proximity to shops and facilities.
- A Strategic Transport Study of the area is being led by Transport for London (TfL) and Southwark Council. Significant progress has been made to develop detailed understanding of the key issues, raise the area’s profile with the Greater London Authority and TfL and to secure more funds for local transport improvements, particularly around existing issues.
- One of the Masterplan’s principles is a low carbon future. This will include electric vehicle charging points, efficient servicing, prioritising cycling/walking and piloting future technologies. As well as new apps and access to information to improve user experience and to encourage changes in travel behaviour towards non-car models.
<table>
<thead>
<tr>
<th>How it is captured in the planning application</th>
<th>Next steps</th>
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<tr>
<td>• <strong>Development Specification</strong>: outlines the uses and amount of these across the masterplan.</td>
<td>Continue to work with the various authorities involved in planning and providing health and education provision and establish potential timings for options.</td>
</tr>
<tr>
<td>• <strong>Environmental Statement, Chapter 7, Socio-Economic Assessment</strong>: assesses the potential demand for health, education and other infrastructure and sets out an approach to address this.</td>
<td>Much of the detail of the provision will emerge as the project progresses and will be captured in the Section 106 Agreement which will be discussed further during the planning submission period.</td>
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<tr>
<td>• Social infrastructure provision would be secured in the <strong>Section 106 Agreement</strong>.</td>
<td>Share and provide updates as available and continue discussions with higher education institutions.</td>
</tr>
<tr>
<td>• Where <strong>Community Infrastructure Levy (CIL)</strong> is to provide social infrastructure facilities, the development will make its appropriate CIL contribution to support its delivery by other partners, e.g. Southwark Council or Southwark Clinical Commissioning Group.</td>
<td></td>
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<tr>
<td>• <strong>Environmental Statement, Transport Chapter, and Transport Assessment and Strategy</strong>: outlines the potential impacts on transport networks and strategy for mitigation over the life of the permission (phased improvements).</td>
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<tr>
<td>• <strong>Section 106 Agreement</strong>: will capture the package of mitigation measures to be delivered.</td>
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<tr>
<td>• <strong>Community Infrastructure Levy (CIL) and Southwark Council’s Regulation 123 List</strong>: set out rates to be paid by the development and the specific projects that CIL can be spent on.</td>
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**CAR PARKING**

- Strong views calling for both more and less car parking.
  - There is a desire to reduce the number of cars on the roads, with car use / parking actively discouraged and public transport alternatives provided.
  - There is also a desire to see more parking provided to prevent ‘parking overspill’ impacting surrounding neighbours.
  - A desire to retain free parking, yet calls to discourage parking.
  - Ensure there is sufficient accessible parking, as well as electric charging points.
  - Some concerns about the safety of basement parking.
  - A small number of comments about the location of the multi-storey car park, with concerns about the effect on traffic on Redriff Road and the visual impact.

- Town Centre Car Parking:
  - 1,000 town centre car parking spaces, including disabled car parking, are being proposed to serve both the Tesco foodstore and the town centre. This represents a reduction of nearly 50% from existing levels.
  - Basement parking reduced, with Town Centre parking situated both under the Tesco store and within a multi-storey car park.
  - The Masterplan has sought to provide a sustainable balance of car parking that works towards the ambition to reduce the reliance on private car use, yet provides sufficient parking to reduce the risk of off-site parking and attract key retail and leisure tenants.

- Residential parking:
  - Residential car parking will be provided at an average of 0.2 spaces per residential unit, inclusive of disabled car parking. This is to ensure that there is an element of car parking for larger family units and disabled users.
  - It is anticipated that the new town centre car parking would be charged for; however, that the existing surface parking would remain under the current regime. The monies raised by future car parking charges, net of management costs, will be used to fund sustainable travel initiatives to help support and encourage changes in travel behaviour.
  - The Masterplan will seek to deliver pioneering home delivery solutions to enable visitors to the Town Centre to reduce their car use.

**COMMUNITY, LEGACY & THE SOCIAL REGENERATION (FORMERLY CANADA WATER) CHARTER**

- Create a physically and socially accessible environment for all parts of the community.
- Include affordable spaces for community use.
- Partner local groups and help support existing community facilities in a joined-up approach. Ensure there is opportunity for community involvement in the long term.
- Health, education, older people, young people and disability are key aspects to consider.
- Social Regeneration Charter:
  - The overall ambitions of the Charter are felt to be positive, however providing key social infrastructure is considered a priority ahead of this.
  - Building trust that ambitions will be followed through is a key challenge – can firm commitments be made now to begin to engender trust?
  - Regular reviews to monitor the social impact of the Masterplan are key – this should remain close to the community to ensure initiatives accurately reflect local needs.
  - Needs to be a more expansive baseline assessment to monitor impacts moving forward.
  - The name ‘Canada Water Charter’ is exclusive as many people consider themselves to be part of a wider area.

- The Social Regeneration Charter has been renamed from ‘The Canada Water Charter’.
- The Charter is in progress, with an outline being submitted for planning and evolving over the determination period with stakeholder input.
- The charter has been developed to help ensure the Masterplan brings benefits to the local community.
- Ongoing research, local engagement and working with Southwark Council will inform the approach.
- Alongside the Masterplan development, British Land has supported a wide range of local projects and piloted initiatives under four broad themes: education; employment; business and community. (See page 298 and 299 for further details)
### How it is captured in the planning application

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<tr>
<td>• Maximum car parking levels are secured in the Development Specification.</td>
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<tr>
<td>• A town centre car parking strategy and management strategy will be secured by planning condition.</td>
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<tr>
<td>• A site-wide servicing strategy and Travel Plan framework will be secured by planning condition and individual travel plans and servicing strategies will be submitted alongside Reserved Matters applications.</td>
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### Next steps

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<tr>
<td>Continued engagement with the public, the GLA, TfL and Southwark Council to feed into the strategies that will be prepared post grant of planning permission as the development progresses. Desire to see a transitional arrangement towards the emerging GLA/Southwark Council parking policies rather than a blanket ban from day one. Concerns about offsite parking in adjacent residential areas are recognised; British Land will continue to work with Southwark Council on the approach to address this which could include the monitoring of existing car parking levels and the potential introduction of CPZs.</td>
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### Governing – governance & local involvement

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<tr>
<td>• Social Regeneration Charter: sets out an approach to ensure a thriving local community across four themes. It is intended that the charter be jointly adopted by British Land and Southwark Council, and that progress and achievements be regularly and impartially monitored and reviewed.</td>
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</tr>
<tr>
<td>• Environmental Statement, Chapter 7, Socio-Economic Assessment: captures the existing socio-economic baseline of the area and outlines measures to mitigate impacts and promote social and economic improvement and opportunities.</td>
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<tr>
<td>• Health Impact Assessment: sets out a detailed baseline study for the local area and region of a range of environmental and biological determinants of health, alongside proposed actions to enhance the benefits of the development, and mitigate against impacts.</td>
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The priorities of the Social Regeneration Charter are in draft form and will continue to develop and be discussed, both during the determination period and incorporating regular input and reflection as part of the ongoing governance.

British Land is starting to explore future governance arrangements and will continue to share updates.

Pilot projects, including those with Tree Shepherd and Good People, continue and British Land have also recently asked project consultants (through the Consultants’ Charter) to set out how they would support the local community, with projects getting underway.

British Land will continue to establish how the Charter ambitions can be delivered now and in future and share information and intentions for input.

Continue to develop relationships with local interest groups, service providers and the third sector to ensure long-term and meaningful relationships to achieve the aims of the Canada Water Masterplan and Social Regeneration Charter.
### Headline feedback

#### LANDSCAPE, ECOLOGY & BIODIVERSITY

- The ‘green and blue’ character of the area is unique and valued – this should be robustly reflected in the Masterplan.
- The emphasis and early consideration of ecology, water and environment was received well.
- Principle support for the intentions and approach, with calls to ensure this is followed through robustly.
- Strong concerns about 2016 Draft Masterplan proposals to build on the green space adjacent to the Prince of Orange Walkway.
- Some suggestions that more greenery could be incorporated and to explore green roofs and elevated parks.
- Positivity that British Land has been working with the London Wildlife Trust.

#### How the masterplan has been informed

- The masterplan incorporates a new park and green spaces, and proposes enhancements to the dock and use of water features, adding to this element of the local character.
- Commitment to have a positive impact on the local ecology and biodiversity. Once built-out, the Masterplan will deliver a greener, more bio-diverse and pleasant environment than at present.
- May 2017 Updated Draft Masterplan proposals changed to retain and enhance the green space adjacent to the Prince of Orange Walkway.
- Further tree planting has been incorporated into the Masterplan. Green roofs are supported within the Masterplan and will be explored at the detail design stage for each building.
- Dedicated playspace provision will also be provided throughout the development.

### ENVIRONMENTAL SUSTAINABILITY

- The sustainable use of water was received well from the outset.
- The potential impact on air quality, noise levels and wind is a concern and more information is sought on this.
- More information was sought on sustainable energy production – particularly renewable/efficient sources of energy, with suggestions for renewable energy to be harnessed as much as possible (solar, wind, biomass) and zero-carbon homes.

#### How the masterplan has been informed

- The Masterplan’s vision is to deliver a low-carbon, resilient, energy-efficient neighbourhood which enhances biodiversity; achieved through building design, water management and the use of new technologies as the Masterplan is built out.
- Wind assessments have informed the design process to minimise the impact of wind in public streets and spaces.
- The masterplan will include on-site renewable energy sources to reduce emissions. Different options for renewable energy have been analysed, the energy strategy suggests a mixed use of air and water sourced heat pumps and photovoltaic systems.
- Proposals include a single energy centre with Combined Heat and Power (CHP), reducing local emissions.
- Water runoff from the Site would discharge to Canada Water Dock and Greenland Dock where possible. Remaining surface water would be directed to the public sewer network - this strategy would significantly reduce the rate of surface water runoff into the existing sewer network.
- Appropriate treatment would be incorporated within the drainage system through the use of Sustainable Drainage Systems (SuDS), to ensure that the quality of water discharged is acceptable. This would be achieved through the incorporation of green/brown roofs, subbase storage/geo-cellular storage with filter units, swales, and bio-retention systems (tree pits and rain gardens); which in turn create wildlife habitats.
- Attainment of TfL’s Healthy Streets Criteria.
### How it is captured in the planning application

- **The minimum amount of public realm is secured within the Parameter Plans** and includes a minimum quantum of 49,500 sqm of public realm, a new public park of 13,000 sqm and a new town square of 4,500 sqm.
- **The Environmental Statement, Chapter 7, Socio-Economic Assessment:** captures the provision of play and open space.
- A series of public realm Design Guidelines have been prepared which establish design rules and criteria which future development plots will abide by. This includes the palette of materials, range of planting and location of key elements of public realm.

### Next steps

- **Sustainability Strategy:** captures the approach to sustainability in the design and management.
- **Transport Assessment:** outlines the approach to transport and sustainability considerations.
- **The Environmental Statement, Chapter 8, Transport and Access:** also provides relevant information.
- **Section 106 Agreement:** secures a range of sustainable measures.
- **The Environmental Statement - Chapters 9: Noise and Vibration, 10: Air Quality, 12: Water Resources and Flood Risk, 13: Ecology, 15: Wind, 16: Daylight, Sunlight, Overshadowing, Light Pollution and Solar Glare:** also assess baseline conditions, opportunities and potential mitigation measures for adverse impacts.
- **Energy Strategy:** outlines the approach to energy sources and usage for the development.
- **Arboricultural Survey and Impact Assessment:** assesses the existing trees and planting and the impacts of the development.

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Continue to speak with local groups to get the benefit of their experience in the area including the Friends of Southwark Park, Rotherhithe Angling Club, Friends of Russia Dock Woodland and Southwark Living Streets.

London Wildlife Trust continues to advise on the approach to Canada Water Dock; as plans progress we will explore how local people could be involved in the design and management moving forward, for example via volunteering and education initiatives.

Continue to aspire to achieve the robust energy and sustainability targets for each plot.

Take the opportunity to benefit from new technology.

Mitigation measures will be put in place during construction to minimise noise and air quality impacts. A Construction Travel Plan will also be implemented to promote cleaner and greener travel choices and will seek to eliminate reliance on the car by the construction workforce.
### CANADA WATER DOCK

- Make better use of the dock edges – enhancing activity and sightlines whilst protecting wildlife.
- Ensure a coordinated approach with all four sides of the dock.
- Retain opportunity for angling.
- Give greater prominence to the Deal Porters’ statue.
- Maintain water quality.
- Make it special, use soft materials, timber and planting to contrast the surrounding urban area.
- Incorporate opportunity for learning.
- Concern about the microclimate and overshadowing of the dock.
- Dock crossing:
  - The introduction of a foot bridge over Canada Water in the Updated Masterplan (May 2017) received a mixed response with some citing a unique opportunity and other concerns about the impact on wildlife and reduction of open water.
  - The realigned boardwalk crossing in the Developed Masterplan (January 2018) was very positively received and it was felt that the proposed design responded to queries and concerns raised in the previous stage of consultation.
  - There remain some questions about how it will be managed, ensuring protection of wildlife habitat from the impact of people and litter etc.
- Respect dock heritage and history of the area

- Draft proposals for Canada Water Dock and SINC have been informed by consultation with anglers, the Harbour Master, Southwark Council and local residents, and were tabled at the developed masterplan exhibition in January 2018 and in a Topic Session in November 2017. The proposals recognise the importance of the Canada Water Dock to the past heritage of the area and the need to respond to the emerging new town centre proposals. A balance has been sought between old and new, whilst providing wildlife habitat and increasing the opportunity to enjoy the waterside. The inform the plans the London Wildlife Trust has been brought in to provide expert advice on the design and management and to learn from similar projects. Specific changes include:
  - Closer working with the Harbour Master and Southwark Council on the proposals.
  - Red-line boundary extended to incorporate the main water body and help a joined-up approach to all edges.
  - Dock crossing realigned and redesigned to allow more open water, ‘slow-down’ pedestrian pace and more opportunity to experience wildlife.
  - Replanting and re-modelling of wetland habitat to increase local biodiversity and ecology.
  - A range of means will be used to raise the water level and improve wildlife habitat. Including a commitment to provide a new borehole in Canada Water Dock to maintain water levels.
  - Deal Porters’ statue relocated to a more visible location on the Dock.
  - Low-level lighting and use of timber proposed.
  - Dock Management will form part of the overall management strategy.

### TREES

- Calls for minimal loss of trees.
- Plant as many new trees as possible - including mature trees (not all young trees).
- Improve tree planting in the wider area.
- In response to the Developed Masterplan (January 2018) there was support for an increase in canopy cover but concerns that some of the existing trees will be removed.

- The existing trees have been assessed to establish which are the best trees for retention in the Masterplan, and to reinforce them with new tree planting.
- In order to mitigate the loss of existing trees and create healthy, green streets and spaces, new tree planting will be provided as part of the proposed development, on site and off site.
- The development will result in no loss of canopy cover at the time of completion (2031) and an increase in canopy cover by 2050. The trees and plants used will increase local biodiversity.
- To achieve the canopy cover targets, off-site tree planting will be required, providing the opportunity to enhance a number of existing spaces in the local area.
### How it is captured in the planning application

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Sustainability Strategy:</strong></td>
<td>captures the approach to sustainability in the design and management.</td>
</tr>
<tr>
<td><strong>Parameter Plans and Public Realm Design and Access Statement:</strong></td>
<td>includes proposals for the dock.</td>
</tr>
<tr>
<td><strong>Reserved Matters Applications:</strong></td>
<td>will be submitted for the physical changes to the Canada Water Dock and Boardwalk. This will allow for more detailed conversations with locally interested parties and the community, and for any specific controls to be secured, if required.</td>
</tr>
</tbody>
</table>

### Next steps

- Continue to speak regularly with Southwark Council, the Rotherhithe Angling Club, the Harbour Master and Notting Hill Housing Group / Sellar to ensure a joined-up approach to the dock edges and the needs of the wider waterway systems - including the Albion Channel and its passage to the River Thames via Surrey Water.

- British Land will be working with the London Wildlife Trust to involve the local community in making Canada Water Dock a welcoming place for visitors, residents and wildlife.

- This includes exploring the idea of setting up a ‘Friends of Canada Water Dock’ Group which would be involved in the future design, management and maintenance of the dock.

### How it is captured in the planning application

<p>| | |</p>
<table>
<thead>
<tr>
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<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Public Realm Design and Access Statement (DAS):</strong></td>
<td>outlines the proposed tree planting strategy and the tree species being considered.</td>
</tr>
<tr>
<td><strong>Environmental Statement, Chapter 13, Ecology:</strong></td>
<td>outlines the Masterplan’s approach.</td>
</tr>
<tr>
<td><strong>Tree Strategy:</strong></td>
<td>will be secured as a planning condition.</td>
</tr>
</tbody>
</table>

### Next steps

- Continue to speak with local groups to get the benefit of their experience in the area including the Friends of Southwark Park, Rotherhithe Angling Club, Friends of Russia Dock Woodland and Southwark Living Streets.

- We will work with Southwark Council and local ‘Friends of’ groups to help select locations for off-site tree planting.
### Headline feedback

<table>
<thead>
<tr>
<th>TESCO STORE AND PETROL FILLING STATION RELOCATION</th>
<th>How the masterplan has been informed</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Retaining a supermarket is important – it should be a similar size and have uninterrupted service.</td>
<td>• The new Tesco store will be of a similar size to the existing.</td>
</tr>
<tr>
<td>• It should be well connected to public transport, with bus stops near-by and parking for shoppers.</td>
<td>• The existing store will remain open until the new store is completed and in use.</td>
</tr>
<tr>
<td>• Majority support for relocating Tesco to enable a link between Canada Water and Greenland Dock.</td>
<td>• Bus routes and bus stop locations proposed in close proximity to the new Tesco location.</td>
</tr>
<tr>
<td>• A few concerns about Tesco moving slightly further east from the stations and the potential impact on traffic routing.</td>
<td>• Town centre car parking could be provided under the new Tesco store (Zone G) and accessed off Redriff Road. Additional town centre car parking could be provided near Lower Road / Redriff Road (Zones C or E) in the form of a multi-storey car park.</td>
</tr>
</tbody>
</table>

### PROPOSED LEISURE CENTRE

**Proposed by Southwark Council to be delivered as part of the Canada Water Masterplan**

**The pre-2017 Draft Masterplans:**

- General support for the inclusion of the replacement Leisure Centre – citing opportunity for a ‘flagship centre’. Some concerns about the pool size.
- Strong concerns about Southwark Council’s preferred location on the former ‘Plot 6’ on the Prince of Orange Walkway green space and local impact / prominence of location; calls to explore alternative sites.
- Uncertainty over the Council’s requirement for the Leisure Centre to be a stand-alone building; suggestions that this element of the brief may be hampering options at other locations.
- Plans to build it sooner rather than later, without down-time were received well.

**Post-2017 Masterplans:**

- Option A (currently Plot A2) was the strongly preferred Leisure Centre location from the options study within the Masterplan area.
- A priority was to have a continuous service and an accessible location.
- Concern remains about Southwark Council’s specification of the swimming pool, notably the reduced pool length and depth as compared to the existing.
- Concerns that the Seven Islands Leisure Centre site or other locations outside of the masterplan area have not been sufficiently explored by Southwark Council.
- Leisure Centre location changed and is no longer sited on the green space next to the Prince of Orange Walkway (former ‘Plot 6’).
- Leisure Centre to be part of a mixed-use building rather than stand-alone building as originally specified.
- Following a study of potential locations within the Masterplan area, Plot A2 was the preferred location and the current proposed location (subject to Southwark Council approval).
- The Leisure Centre location is part of the first detailed plots for development with direct links from Lower Road and the High Street.
- (Concerns over what happens with the existing Seven Islands site should be directed to the Southwark Council Regeneration team).
### How it is captured in the planning application

- **Parameter Plans and Development Specification**: controls the amount and type of floor space that can be built out across the Masterplan site.
- **Section 106 Agreement and Estate Management Plan**: would control the parking in the town centre.

### Next steps

- Constructive discussions with Tesco about the move are ongoing. The community will be kept updated as these progress.

### Parameter Plans and Development Specification

- Controls the amount and type of floor space that can be built out across the Masterplan site.

### See detailed designs for Plot A2 for the leisure centre designs

- Key documents include: Architectural Drawings, Area and Accommodation Schedule and Design and Access Statement VI Plot 2.

### Continue to discuss delivery of the Leisure Centre with Southwark Council and the local community and neighbours.
### Inclusivity, Culture & Heritage

<table>
<thead>
<tr>
<th>Headline feedback</th>
<th>How the masterplan has been informed</th>
</tr>
</thead>
<tbody>
<tr>
<td>More music / events / film / theatre / dance would benefit the area.</td>
<td>A Culture Strategy has been developed in consultation with the local community and stakeholders; this sets out a strategy for realising the potential of culture – with both a small ‘c’ (the way we live and relate to others) and a capital ‘C’ (how we engage with art and heritage) – to make a vital contribution to the wellbeing of individuals, the health of communities and the development of a happy and inclusive society.</td>
</tr>
<tr>
<td>Have free activities / events in public spaces.</td>
<td>The strategy aims to meet the needs of residents, businesses and visitors and through this, and a breadth of events and activities as part of an ongoing programme.</td>
</tr>
<tr>
<td>Some concerns that the Masterplan ‘won’t be for me’ – either in terms of a place that feels welcoming or is affordable.</td>
<td>A range of public spaces are designed to accommodate open events, such as children’s amphitheatre at Canada Water Dock, event space in the Town Square and Park Hub, as well as a range of smaller more informal spaces.</td>
</tr>
<tr>
<td>Ensure the Masterplan is an enjoyable place for people with limited mobility.</td>
<td>The Masterplan is designed to feel like an ‘everyday piece of the city’ and not a private estate that feels unwelcoming or alien.</td>
</tr>
<tr>
<td>Include activities that are cheap and young people want to do (e.g. climbing / skating).</td>
<td>There will be public toilets and places to sit throughout.</td>
</tr>
<tr>
<td>A desire to understand how the design qualities, character and social opportunities could make it feel welcoming for all; and help to address socioeconomic divides in the area.</td>
<td>Tree selection references historic use of timber / paper making and market gardens.</td>
</tr>
<tr>
<td>Reflect local heritage in the design of the streets, spaces and buildings – including the use of water.</td>
<td>Fruit trees and promotion of food growing.</td>
</tr>
<tr>
<td>Involve the local community in naming.</td>
<td>Use of brick and wood in designs linking to timber and warehouse heritage in the architecture.</td>
</tr>
<tr>
<td>Some suggestions to gather local stories and/or include a heritage museum.</td>
<td>Retention and relocation of Deal Porters’ Statue.</td>
</tr>
<tr>
<td>Alongside the Developed Masterplan (January 2018), there was broad support for the intentions around inclusivity, culture and heritage, but a desire for more detailed information.</td>
<td>The park references, and follows the lines of, historic dock edges.</td>
</tr>
</tbody>
</table>

### Timescale, Construction & Phasing

<table>
<thead>
<tr>
<th>Headline feedback</th>
<th>How the masterplan has been informed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide social infrastructure, shops and facilities to support existing and new residents in the early stages (not only homes).</td>
<td>The First Detailed Plots include a wide range of uses, including:</td>
</tr>
<tr>
<td>Calls to ‘get on’ with the development sooner rather than later.</td>
<td>• 269 new homes (including affordable housing across a range of tenures).</td>
</tr>
<tr>
<td>Some concern about the length of the overall construction timescale and questions about the order of development phases.</td>
<td>• c.285,000 sqft workspace.</td>
</tr>
<tr>
<td>Questions about the construction, including maintaining access routes, construction impact and interim activities alongside each phase.</td>
<td>• Potential Leisure Centre.</td>
</tr>
<tr>
<td>The appointed main contractor will be required to sign up to the Considerate Constructors Scheme (CCS).</td>
<td>• New shops and places to eat and drink.</td>
</tr>
<tr>
<td></td>
<td>• Improved wetland habitat in Canada Water Dock.</td>
</tr>
<tr>
<td></td>
<td>• Enhanced dock office courtyard &amp; community square.</td>
</tr>
<tr>
<td></td>
<td>• New link to Lower Road and re-landscaped High Street along the western dock edge.</td>
</tr>
<tr>
<td></td>
<td>• Relocated petrol filling station.</td>
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<tr>
<td></td>
<td>A Construction Management Plan is submitted for the overall masterplan, and for each of the first detailed plots. These set out principles and proposed approach - including a named point of contact for issues and queries and commitment to ongoing engagement and updates with adjacent neighbours and the wider community.</td>
</tr>
<tr>
<td><strong>How it is captured in the planning application</strong></td>
<td><strong>Next steps</strong></td>
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<td>-----------------------------------------------</td>
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</tr>
<tr>
<td>• <strong>Social Regeneration Charter</strong>: sets out an approach to ensure a thriving local community across four themes.</td>
<td>Provide more detail on planned management (by Broadgate Estates) as the Masterplan develops.</td>
</tr>
<tr>
<td>• <strong>Cultural Strategy</strong>: will inform how heritage and culture form part of the Masterplan site management, including the ongoing delivery and management of these events / programmes.</td>
<td>The Cultural Strategy will continue to evolve and Graham Devlin (ex-Deputy Chief Executive of Arts Council England) will continue to speak with local people and existing organisations. Through the Social Regeneration Charter, there will be ongoing engagement in events and activities.</td>
</tr>
<tr>
<td>• <strong>Masterplan Construction Management Plan</strong>: Outlines the approach to construction for the masterplan.</td>
<td>Continue to involve and keep the community updated throughout construction; Explore establishing a construction liaison group. Details of the construction strategy for the first plots will be established once a contractor is on board and discussed with neighbours and the community.</td>
</tr>
<tr>
<td>• <strong>A1, A2 and K1 Construction Management Plans.</strong></td>
<td>Similarly, as the next plots are progressed consultation will take place and individual Construction Management Plans will be developed and submitted as part of Reserved Matters Applications.</td>
</tr>
<tr>
<td>• <strong>Considerate Constructors Scheme</strong>: signatories agree to abide by the Code of Considerate Practice, designed to encourage best practice beyond statutory requirements.</td>
<td>More detailed CMPs will be developed for each plot as part of future Reserved Matters Applications.</td>
</tr>
<tr>
<td>• <strong>Phasing Plan</strong>: will be secured by condition. It is impossible at this stage to set out exactly how each phase will come forward and what it will contain. As such, the intention is that the phasing plan will be illustrative to allow flexibility and an ability to respond to changing economic circumstances and occupier interest in the coming years.</td>
<td></td>
</tr>
<tr>
<td>• <strong>Framework Construction Management Plan (CMP)</strong>: includes mitigation measures to avoid, reduce or offset any adverse effects during construction. CMPs have been prepared for the first detailed plots.</td>
<td></td>
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**Canada Water Masterplan | Statement of Community Involvement**

**Next steps**

- Provide more detail on planned management (by Broadgate Estates) as the Masterplan develops.
- The Cultural Strategy will continue to evolve and Graham Devlin (ex-Deputy Chief Executive of Arts Council England) will continue to speak with local people and existing organisations. Through the Social Regeneration Charter, there will be ongoing engagement in events and activities.
- Continue to involve and keep the community updated throughout construction; Explore establishing a construction liaison group. Details of the construction strategy for the first plots will be established once a contractor is on board and discussed with neighbours and the community.
- Similarly, as the next plots are progressed consultation will take place and individual Construction Management Plans will be developed and submitted as part of Reserved Matters Applications.
- More detailed CMPs will be developed for each plot as part of future Reserved Matters Applications.
## Headline feedback

### FIRST DETAILED PLOTS – A1

- The majority of comments were positive, noting the use of materials, façade design and grading of heights.
- The biggest concern was the height of Plot A1 and potential impact on direct neighbours. As well as the relationship to the listed Dock Office buildings. There were requests for more detailed information with regards to impact.
- Some comments that the tall building design wasn’t unique or iconic.
- Some concerns about limited parking and potential impact on existing limited on-street parking.
- Opening the building to the Dock Office courtyard was well received.
- Suggestions to open up the rooftop, or higher level with a view, to the public.

### FIRST DETAILED PLOTS – A2

- Plot A2 was broadly well received in the January 2018 consultation, with comments noting the design and heritage reference.
- The mix of uses, including the potential Leisure Centre location, was felt to be a good addition to the area.
- However, strong concerns from immediate neighbours with regards to proximity, scale, overlooking and impact. Noting that design quality does not appear to be to the same standard on the facades facing existing houses.
- Requests from neighbours for more detailed information with regards to impact.

### FIRST DETAILED PLOTS – K1

- The majority of comments were positive, referencing materiality and scale as appropriate for the area.
- Some concerns that the design was too generic.
- Neighbouring groups had concerns about the height / density and potential impact on site neighbours, as well as the entrance to Russia Dock Woodland and Roberts Close.
- A mix of views on the parking levels.

### How the masterplan has been informed

- A1 has been designed with reference to the local warehouses and heritage of the site. This appears in the choice of materials (brick and metal) as well as the rhythm of the facades.
- Height reduced from c.50 to c.35, stepping down to the Dock Offices.
- The tall building is articulated into three elements stepped at different heights to help break-down the massing.
- Residents of Plot A1 will not be able to apply for a local parking permit and will have access to a car club.

- A2 has been designed with the use of timber inspired by Deal Porters.
- Roofline referencing old dock warehouse structure.
- Restricted access to the rear of the building and high-level planting to prevent overlooking.
- The building steps back and away from neighbouring residents.
- Swimming pool is vented at upper levels away from homes.

- Use of brick linking to existing surrounding buildings.
- Heights are in line with neighbouring London Square and Quebec Quarter; and step-down towards Russia Dock Woodland.
- Courtyard planted with native tree species and faces onto the entrance to Russia Dock Woodland.
- Landscaping of the surrounding pavement and walkway more sensitive to neighbours including the park, school and church.
- Fossil-fuel free energy strategy responding to sensitivity of the woodland and concerns around clean air.
<table>
<thead>
<tr>
<th>How it is captured in the planning application</th>
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</tr>
</thead>
<tbody>
<tr>
<td>• Design Guidelines.</td>
<td>British Land will continue to engage with immediately affected neighbours working with them to ensure that the ongoing engagement is suited to their needs and convenient for them (for example in terms of meetings format and times). This will include offers to meet to discuss impacts, with complete information shared as part of the planning application, which is standard practice on major schemes. Providing regular updates, including on any changes to the building, to immediately affected neighbours, as well as the wider local community.</td>
</tr>
<tr>
<td>• A1 Design and Access Statement.</td>
<td></td>
</tr>
<tr>
<td>• Section 106 agreement: will include provision of car club membership and exclusion of permits for locally Controlled Parking Zones.</td>
<td></td>
</tr>
<tr>
<td>• The Environmental Statement chapters assess the impacts of proposals for the detailed plots and proposed mitigation.</td>
<td></td>
</tr>
<tr>
<td>• Design Guidelines.</td>
<td>British Land will maintain ongoing engagement with immediately affected neighbours, working with them to ensure that we engage in a way that is convenient to them, for example in terms of meeting format and times. This will include offers to meet to discuss impacts, with complete information shared as part of the planning application, which is standard practice on major schemes. Providing regular updates, including on any changes to the building, to immediately affected neighbours, as well as the wider local community.</td>
</tr>
<tr>
<td>• A2 Design and Access Statement.</td>
<td></td>
</tr>
<tr>
<td>• The Environmental Statement chapters assess the impacts of proposals for the detailed plots and proposed mitigation.</td>
<td></td>
</tr>
<tr>
<td>• Design Guidelines.</td>
<td>Work with local stakeholders including the woodland, church and schools on ideas for off-site landscaping and treatments to Russia Walk and Roberts Close. British Land will maintain ongoing engagement with immediately affected neighbours, working with them to ensure that we engage in a way that is convenient to them, for example in terms of meeting format and times. This will include offers to meet to discuss impacts, with complete information shared as part of the planning application, which is standard practice on major schemes. Providing regular updates, including on any changes to the building, to immediately affected neighbours, as well as the wider local community.</td>
</tr>
<tr>
<td>• K1 Design and Access Statement.</td>
<td></td>
</tr>
<tr>
<td>• The Environmental Statement chapters assess the impacts of proposals for the detailed plots and proposed mitigation.</td>
<td></td>
</tr>
<tr>
<td>Headline feedback</td>
<td>How the masterplan has been informed</td>
</tr>
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</tr>
<tr>
<td><strong>MANAGEMENT, SAFETY &amp; THE MASTER DEVELOPMENT AGREEMENT</strong></td>
<td></td>
</tr>
<tr>
<td>• Local crime is reported to be increasing and there are some concerns that more people in the area may exacerbate this.</td>
<td>• The Design Guidelines will seek to achieve Secured by Design standards throughout the Masterplan.</td>
</tr>
<tr>
<td>• Calls for a greater police presence in the area.</td>
<td>• British Land has committed to exploring the possibility of a police hub being provided as part of the Masterplan. The provision will be dependent on conversations with the Metropolitan Police Property Services team who are considering what scope and facilities (such as a hub) Canada Water should contain.</td>
</tr>
<tr>
<td>• Ensure the Masterplan is well managed, with security that is present but not overbearing.</td>
<td>• Security will ensure a safe, clean and inviting environment but will not be overbearing. Broadgate Estates who will manage the Masterplan area have experience of balancing the safety of all those using the space with creating a welcoming environment. The entire estate will be covered by CCTV.</td>
</tr>
<tr>
<td>• A positive response to holistic estate management, with some concerns about privatisation of public space.</td>
<td>• British Land is entering into a Master Development Agreement with Southwark Council, including retaining public access, commitment to events programme and potential management and maintenance of Deal Porters Square and Red Bridge Square.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>PHYSICAL INFRASTRUCTURE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• There are local issues with low broadband speeds; calls for the Masterplan to have a high-speed connection and look to help improve broadband coverage in the wider area.</td>
</tr>
<tr>
<td>• There are existing issues with water pressure, sewers and satellite / phone signal in some areas – reassurance is sought that the Masterplan will not negatively impact these.</td>
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<table>
<thead>
<tr>
<th><strong>GOVERNANCE &amp; LOCAL INVOLVEMENT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Desire to understand how the community will continue to be involved after the planning submission – both in development of the next phases and in events and activities in the built development.</td>
</tr>
<tr>
<td>• Suggestions for ongoing local reference group(s) that can help inform different aspects of the project as it moves forward.</td>
</tr>
<tr>
<td>• Calls for agreements to ‘guarantee’ ongoing community involvement in the built development, activities and events.</td>
</tr>
<tr>
<td>How it is captured in the planning application</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>• <strong>Master Development Agreement</strong>: the umbrella agreement between Southwark Council and British Land.</td>
</tr>
<tr>
<td>• <strong>Estate Management Strategy</strong>: secured by conditions. Day to day management of the public spaces will be carried out by Broadgate Estates, British Land’s subsidiary management company.</td>
</tr>
<tr>
<td>• <strong>Design and Access Statements</strong>: set out how the Masterplan will design out crime.</td>
</tr>
</tbody>
</table>

| • Agreement with providers. | Continue to work with relevant stakeholders to ensure that the proposals do not have an adverse impact on local services. |
| • The relevant **Environmental Statement** chapters assess the infrastructure requirements for the Masterplan and proposed strategies and mitigations to reflect this. | Continue to explore how the masterplan team can support local people in lobbying providers for improved broadband in the local area. |

| • **Social Regeneration Charter**: includes British Land’s commitment to ongoing engagement. | We will explore scope to establish focus / Liaison Groups for the project and around different topics e.g. construction, Canada Water Dock, transport, tree planting. |
| • **Estate Management Strategy**: secured by conditions. This will set out the approach to management of the public realm including opportunities for local involvement. | The Charter sets out the intent to involve residents in the ongoing review of initiatives; socio-economic research and indicators will measure achievements informed by local priorities and issues. |
| | Continued local communications and project updates will be provided. |
| | Topic Sessions on key issues will continue to be held. |
| | Local Communications Commitment will be launched to ensure clarity on how queries and correspondence will be recorded, tracked and responded to within set timeframes. |
ONGOING ENGAGEMENT

WHAT HAPPENS BEYOND THE PLANNING APPLICATION & RECOMMENDATIONS FOR CONTINUED COMMUNITY INVOLVEMENT
Ongoing engagement

Community engagement will continue through the planning application into the long-term life of the development. Please see an overview to the right.

In addition, many of the themes discussed in this report link to the long-term management, community involvement, facilities and activities. The findings will continue to inform these aspects, and further consultation, as they develop.

Statutory consultation & the planning application

Following the submission of the planning application to Southwark Council there are various stages it needs to go through. This includes statutory consultation, led by Southwark Council, where the planning documents will be made publicly available and representations can be made to the Council.

Subject to agreement with Southwark Council, we intend to hold a planning application exhibition alongside the statutory consultation period, or as near as possible.

The aim of this is to make the planning documents easily available locally and help increase the accessibility for those who have commitments, limited internet access or less experience in the planning process. The team will be on hand to provide clarifications and answer any questions.

Continued engagement

Beyond the planning application, it is anticipated that consultation will continue. As well as wider community opportunities, projects and partnerships. This will include, but is not limited to, the below:

Topic Sessions
These events will continue to discuss key areas of local interest with the community.

Reserved Matters Applications (RMAs)
Each Reserved Matters application will be shared and subject to further engagement as they come forward. The applications will include the designs and any other details not already approved as set-out in the outline planning permission and its documents.

Canada Water Charter & ongoing pilot projects
The Canada Water Charter sets out a tangible and accountable framework of British Land’s intentions and approach to ensuring the Masterplan brings local benefit and that opportunities are available for the wider local community. There are a number of ongoing pilot projects already started - see page 298 for more details.

Ongoing involvement
As the Masterplan will develop over a number of years (target completion date of 2033), the intention is to continue involvement through regular communications, outreach and liaison groups to provide continuity and meet the needs of the community and project at the time. A number of initial suggestions are set-out on page 297.
Moving forward

In addition to the ongoing engagement on page 296, we have set out a range of further thoughts informed by community feedback.

Continued outreach
Regular updates and continued outreach with local groups and the wider community will ensure that British Land remain available and visible as long term managers of the site. In addition, a representative cross-section of the community surrounding the site should continue to have the opportunity to be involved in the project and to inform the next stages of design and development alongside good communication so that British Land remain attuned to local issues and concerns.

Further Topic Sessions
It is anticipated that Topic Sessions will continue, to discuss key areas of interest. These would be held at the most appropriate time in the process when the information is available to enable an informed discussion. Current key areas of interest alongside the planning application include transport and housing, amongst others.

Commitment to local communication
As the planning application submission gets nearer, we have experienced a significant increase in correspondence and requests for information. To address it we have launched the commitment to local communication setting-out a clear process for contacting the project team and commitments on how correspondence will be dealt with, replied to and timescales for responses.

Ongoing liaison groups
Regular involvement of groups with particular areas of interest. Potential areas of interest discussed to date include:
- Construction liaison
- Youth panel (see below)
- Transport
- Neighbours
- Heritage interest

Continued involvement of young people
British Land are keen that the transformation of the Canada Water Masterplan can bring opportunity and create a sense of ownership in the future generations of the area. To date we have been gathering input to help ensure that the ultimate activities and uses can meet young people’s needs. Local partnerships, long-term school projects alongside construction job opportunities and a Youth Panel are all potential options for continued involvement.

Naming
The naming of the future streets, places and spaces in the Masterplan has been raised as a particularly important aspect for many people locally. There is a desire for these to be informed, at least in part, by the community to help generate a sense of ownership and authenticity. A naming competition is one way to facilitate this, giving opportunity to all, whilst also being clear on the wider criteria and requirements of street naming.

Gathering voices
A project to capture the local heritage and voices of people who represent the area’s past, helping engender a sense of belonging in the future of a changing area.

Community investment & meanwhile use
Local partnerships and investment is something that ties very closely with the Canada Water Charter (renamed to Social Regeneration Charter). British Land is already investing in a number of local projects including the charter pilot projects (see page 298 for more information).

Interim activity during phased construction of the Masterplan has been recognised as a key opportunity, providing visible benefits sooner rather than later. Potential mechanisms to help enable this could be:
- A process to help enable local priorities to inform the existing community investment fund and applications process (noted above).
- Crowdfunding platform and support to help enable locally-led initiatives (within and / or outside of the Masterplan area).
- A co-design process to partner with a local group to develop a specific element of the design / public realm / meanwhile activity.
The charter

British Land has been working with Southwark Council to develop a framework Social Regeneration Charter setting out how the Masterplan will seek to address the social, economic and health priorities across the area.

It is expected that there would be a regular review of the Masterplan’s success in delivering against the ambitions and values, with reporting and local discussion and involvement in the charter’s priorities and initiatives.

The charter is currently at ‘stage 1’ of the process diagram to the right. A dedicated Topic Session and wider outreach was held in March 2018 to introduce the thinking, test the focus areas, gather ideas for how community ambitions could be achieved and look at how success can be reviewed and measured. There is a lot for the British Land team to consider from these discussions and a summary of feedback can be found on pages 214 and 219.

The charter encompasses everything from health, to employment and creating spaces which encourage social connections and will be embedded throughout the Masterplan from design to management. An outline of the focus areas is in the diagram to the right and the means by which these can be delivered will continue to develop.

The charter has been informed by ongoing work and many years of local input and discussion. British Land recognise that priorities and ambitions will change as the place evolves, so have established the following values to guide the approach to developing and delivering the charter aims.

- Inclusive and collaborative
- Flexible and responsive to needs
- Empower people and grow capacity
- Open and accountable

Pilot projects and community partners

In 2017, British Land launched four pilot projects, delivering on each of the legacy themes which pre-dates the charter. Information was made available through the website, social media and at local events. These pilot projects sit alongside and link into existing support and investment as opportunities to have real impact, and test ideas for the future. These are below and will continue to evolve and be reviewed.

Alongside this British Land support and partner a wide range of programmes and local groups. More information can be found on www.canadawatermasterplan.com/local-investment/

Tree Shepherd

British Land is supporting Tree Shepherd, a Southwark based charity to deliver the Start up and Thrive programme in Canada Water. The programme includes enterprise training programmes and ongoing business clinics. The programme supports start-ups and entrepreneurs from the local area through ten week training programmes and ongoing business clinics with experienced mentors.

GoodPeople

GoodPeople is a charity focused on ensuring that businesses create positive social impacts. British Land is working with them to link local residents with sustainable jobs and offer skills development opportunities in Canada Water. A pilot project this year will see GoodPeople work with local suppliers and businesses to match unemployed local residents with employment opportunities.

Time & Talents

Time & Talents has taken on a temporary lease of the British Land CWM Hub at Surrey Quays Shopping Centre to bring the space to life whilst it is not being used for ongoing Canada Water Masterplan consultation. Time & Talents are hosting a range of events at the Hub and also rent it to third parties to deliver community activities in line with their ethos and aims.

Global Generation

Global Generation is an environmental education charity that supports young people to make a social and environmental difference by involving them in the co-creation of public spaces. Global Generation has set up the Paper Garden community space in the Printworks and is hosting activities with local schools and community groups in Canada Water. Global Generation’s activities at the Printworks will help to inform the creation of public spaces in the Masterplan.
Summary diagram of the draft charter focus areas and process (as per March 2018, these will continue to develop)

FOCUS AREAS

The charter sets out to encompass everything from wellbeing, employment to social connections and more for the long term across four areas:

**A place to learn & grow**
- Schools, organisations and businesses work together to support people of all ages to learn; creating pathways to employment and growing potential.

**A place to belong**
- Liveable and inclusive places bring people together, supporting a more connected and resilient community that celebrates local heritage and cultures.

**A place to work**
- Local businesses old and new, large and small, thrive side by side with empowered residents, accessing the opportunities created.

**A place to be happy & healthy**
- People enjoy a healthier, happier quality of life in a place that connects them to other people, to nature and to active living.

AMBITIONS & PROCESS

These are a draft of some of the ambitions within each focus area.

**Promote future skills growth, training and pathways; working with other developers and borough assets.**
- Support access to diverse housing mix, and use of spaces.
- Enhance community infrastructure, consider smart tech to connect businesses, residents and visitors.
- Enable understanding of local cultures and heritage e.g through events and art.

**Strengthen and connect local education.**
- Foster local access to enterprise and quality employment opportunities
- Enable a varied retail and workspace mix, reflecting local diversity.
- Support local businesses through developing networks and capacity.

**Support positive futures for young people.**
- Enhance quality of local nature and access to it.
- Design for social connection and healthy, active living.
- Enhance resources for health and care.

The charter is an in-progress framework and process which aims to deliver on the above ambitions and bring improvements to the community quality of life. Ensuring that the opportunities created benefit the wider local community.

An outline of the charter process is below. We want your input at each step of the way and welcome comments on the process and ambitions.
**Staying in touch**

This report concludes the summary of pre-application consultation on the Canada Water Masterplan.

However, community engagement and consultation will continue as set-out in this chapter.

If you have any questions, please feel free to contact the team using the details on this page.

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**Contact us**

To ask any questions or to let us know you would like to receive future updates, please contact Amanda or Kinga at Soundings on:

- 📞 020 7729 1705
- ✉️ team@canadawatermasterplan.com

Soundings
148 Curtain Road
London
EC2A 3AT

You can keep up to date on the website and through Twitter and Facebook:

- 🌐 www.canadawatermasterplan.com
- 🌐 @CWmasterplan
- 🌐 Canada Water Masterplan

Please also take a look at the Canada Water Masterplan Instagram and YouTube.

- 🌐 CanadaWaterMasterplan
- 🌐 Canada Water Masterplan

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**Updates**

**Website**

www.canadawatermasterplan.com

The website will continue to be regularly updated to keep people informed on the project, events and ongoing activities. It will provide latest news posts and FAQs, as well as a platform for people to view the planning application documents.

**Newsletters**

Further newsletters will continue to be issued at key stages during the masterplan determination period. These newsletters have been sent to approximately 26,000 local residents and businesses, all project contacts and will also be available online and as hard copy on request.

**Email updates**

We will also issue email updates to all who have registered, currently this is approximately 2,500. Please contact us to register for updates.

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**Timeline**

**Policy consultations**

- 2014
- The London Plan (GLA) Undergoing review, revised London Plan expected 2019
- Canada Water Area Action Plan (Southwark Council)

**Masterplan consultation**

- Statutory consultees
  - Organisations and bodies who are engaged / consulted in the process, e.g. TfL, Environment Agency

**PRE-APPLICATION COMMUNITY CONSULTATION**

- Project Introduction
- Establishing Principles
- Draft Masterplan
- Draft Masterplan
- Updated Masterplan
- Developed Masterplan

**PLANNING**

**PHASED BUILD-OUT (targeting 2033 completion)**

- Ongoing engagement & interim uses
- Reserved matters consultation
- Phased construction with management plan, community input & ‘Considerate Contractor Scheme’
Birdseye view over the part of the Canada Water Masterplan area, looking south.
For further information please contact

freepost  CANADA WATER MASTERPLAN
telephone  020 7729 1705 [request the Canada Water Team]
email  team@canadawatermasterplan.com