

# CANADA WATER MASTERPLAN

## Our commitment to local communication

March 2019

### INTRODUCTION

British Land has been consulting on the Canada Water Masterplan since Spring 2014. We have held over 120 public consultation and outreach events with a total recorded attendance of over 11,000 people, and we regularly send newsletters to c.26,000 local residents, businesses and organisations / groups.

British Land, as a long-term investor in Canada Water, is committed to maintaining an open and honest relationship with the local community, and a continued involvement to ensure the Masterplan can bring benefits and opportunities to the local community. Community engagement is continuing through the planning application period and beyond.

Leading up to and following the planning application submission, we experienced a significant increase in correspondence and requests for information. This increase has been very much welcomed, and we are grateful for people wishing to get involved with the project. However, we were aware that we had been responding in a variety of ways and thought it would be helpful to address this.

Our aim is to ensure that we meet the expectations of people contacting us and that we treat everyone in the same way. To do this we are setting out:

- The ways to contact the Canada Water Masterplan project team
- What will happen to your correspondence
- The timescales for responses
- How this links to social media
- How we will share frequently asked questions (FAQs)
- What will happen during the planning and construction phases
- Privacy and confidentiality
- Contacts for other non-masterplan related queries e.g.: matters relating to the existing buildings managed by British Land

This approach will also help us meet our obligations under the EU General Data Protection Regulations. We will review how this approach is working and consider changes based on the feedback we receive. We would welcome your thoughts on how we could improve our local communications.

### MAKING CONTACT

Since we submitted our planning application in May 2018, our commitment to responding to direct questions from the local community remains unchanged, and we ask that the following process is followed for any correspondence with the Canada Water Masterplan project - either via email, letter or phone call. Guidelines for social media responses are also included. This should ensure that consistency and transparency is maintained.

## A SINGLE PRIMARY POINT OF CONTACT - SOUNDINGS

Soundings have been appointed by British Land as the Community Engagement Consultant on the Canada Water Masterplan project since 2014. If you wish to make contact on the Canada Water Masterplan, we ask that you now make direct contact with **Soundings as the first point of contact** - using the details below:

- **Email:** [team@canadawatermasterplan.com](mailto:team@canadawatermasterplan.com)
- **Postal address (freepost):** Freepost CANADA WATER MASTERPLAN  
(Please write freepost address exactly as shown above)
- **Freephone:** +44 (0)800 470 4593

Soundings will ensure that all communications are consistently recorded, tracked, that the right people are made aware of the communications received and that a written response is provided within the timescale specified later in this document.

### Emails

- All emails (whatever the topic, issue, question or suggestion) should be sent to: [team@canadawatermasterplan.com](mailto:team@canadawatermasterplan.com)
- Soundings will forward the enquiry to the addressee and the correct members of the British Land or project team, based on who is best placed to reply to the issues raised or information requested.
- The response will be made by the person the enquiry is addressed to and/or others in the team at British Land or the consultant team who are responsible for the issues raised.
- To ensure that all communications are trackable, responses will be returned via Soundings. If appropriate this may vary, however the [team@canadawatermasterplan.com](mailto:team@canadawatermasterplan.com) email should be copied in on all subsequent correspondence or replies.
- We aim to return responses in line with the timescale set out below.
- Email responses will be copied to all those in the original communication.
- Emails that do not relate to the Masterplan, or are of a personal nature, will be dealt with separately and responded to if appropriate.
- Please note that if the [team@canadawatermasterplan.com](mailto:team@canadawatermasterplan.com) email is CC'd or BCC'd in to a non-masterplan specific enquiry for information, the email will be recorded for reference, but not responded to unless specifically requested.

### Letters

- All letters received to the freepost address above will be date stamped, scanned and recorded.
- b-e) for letters, points b to e are the same as for emails, set-out above)
- If an email contact is provided, an acknowledgement and response will be sent via email, otherwise by post (if a mailing list has been provided).
- If third parties are copied into the letter, we would kindly ask that contact details are provided, with that person's / organisation's permission, so that a response can be circulated to all included in the original letter.

### Phone

- If possible, all queries by phone will be dealt with immediately by Soundings and recorded as appropriate.
- Should a response need further team input, Soundings will forward a note of the conversation to the correct members of the British Land or consultant teams, as most appropriate to the subject of discussion for a response within the timescale set out below.
- All responses will be provided in writing and we would need an email or postal address to enable this.

## TIMESCALE FOR RESPONSES

- We aim to acknowledge receipt of all emails within two working days.
- We will do our best to respond to all correspondence within ten working days of receipt. Often this will be quicker however, there may be a need to get input from wider team members or others to inform the response. If this is the case, then we will let you know when a response can be expected.
- We are unable to respond to emails and phone calls on weekends and bank holidays. Should there be an emergency, the relevant contact details are set-out below.

## SOCIAL MEDIA RESPONSES

We operate Canada Water Masterplan profiles on:

- Twitter: [@CWmasterplan](#)
- Facebook: [@CanadaWaterMasterplan](#)
- Instagram: [@canadawatermasterplan](#)

The profiles are monitored during normal working hours, and we aim to respond to general questions about the Masterplan as part of our project postings and updates. As is standard practice, we will not respond to offensive or antagonistic social media posts.

Questions requiring a more detailed response or input from the wider team will be responded to by email or letter. We may direct message you to obtain your contact details so we can formally reply in writing (where necessary).

## FREQUENTLY ASKED QUESTIONS (FAQ) <https://www.canadawatermasterplan.com/fags/>

Where there have been requests for new information or clarification that would be of benefit to the wider community then responses will be made to the individual requesting the information and also to everyone publicly via updates to the FAQ section on the Canada Water Masterplan website.

## WHAT IF MY ENQUIRY IS ABOUT...

- **Community investment**
- **Press**
- **Property or commercial space interest**
- **Tree and landscaping enabling works**
- **Something else**

All initial enquiries should go via the [team@canadawatermasterplan.com](mailto:team@canadawatermasterplan.com) email, 0800 470 4593 or freepost address above. This will be referred to the correct member of the British Land, or project team and further communications will usually continue directly, copying in the [team@canadawatermasterplan.com](mailto:team@canadawatermasterplan.com) email.

## CONTACTS FOR NON-MASTERPLAN RELATED QUERIES

**For emergency or general matters relating to the following British Land Canada Water properties:**

- Surrey Quays Shopping Centre and surface car parks
- Surrey Quays Leisure Park and surface car parks
- Former Rotherhithe Police Station
- Former Dock Offices
- The Printworks

### **In an emergency**

In case of criminal activity or an emergency situation affecting any Canada Water asset owned or managed by British Land, then please contact the relevant emergency services (999) or Southwark Council Environmental Health team.

### **For general matters**

For any general matters involving the above properties - both during and outside of opening hours - e.g.: litter, gritting, parking, landscaping, events & activities:

- Please use the 'Contact us' section of the Surrey Quays Shopping Centre website [www.surreyquays.co.uk](http://www.surreyquays.co.uk) and complete and submit the online form. All submitted forms are reviewed by the Centre Management team every day and they will make contact with you directly – where necessary.
- Alternatively, you can call the Centre management team during opening hours on 020 7237 5282.
- If you want to get in touch with the Printworks team during an event the staffed phone line is 07561 099844. The team ask that you send a text first and they will get back to you as quickly as possible.

### **What if my enquiry is about something outside the Canada Water Masterplan area?**

If you need information relating to an area outside the Canada Water Masterplan, we have provided a reference list of the relevant authorities to contact (correct as of March 2019). This is not an exhaustive landowner list but reflects the areas we have been most frequently asked about to date:

- **Seven Islands Leisure Centre:** Southwark Council
- **Surrey Quays Station:** London Overground
- **Canada Water Station:** London Underground
- **Local Authority managed streets and spaces e.g.:**
  - **Canada Water Dock:** Southwark Council (until British Land take on management responsibilities)
  - **Deal Porters Square (formerly Canada Water Plaza):** Southwark Council (until British Land take on management responsibilities)
  - **Red Bridge Square:** Southwark Council (until British Land take on management responsibilities)
- **'Decathlon' development site:** Sellar Property Group
- **'Mulberry Business Park' development site:** King's College London (KCL)

### **FUTURE COMMUNICATIONS**

As the project progresses, and should planning permission be consented, there will be other forms of communication and discussion. Specific guidance will be developed, discussed and shared. An overview of Statutory Consultation and Construction Liaison is provided below, and full details will be confirmed in due course. Please note that continued engagement will not be limited to this, and further details of planned ongoing engagement will be available on our website and through future project updates.

#### **Statutory consultation**

- In May 2018 we submitted a hybrid planning application for the Canada Water Masterplan to Southwark Council. Following a period of statutory consultation, we submitted amendments to the planning application in October 2018, to reflect discussions with Southwark Council and to take on board feedback received from local residents, community groups and other interested parties. Further minor changes were submitted in March 2019 following further detailed design work by the project team.

- Anybody can comment on a planning application. All representations on the planning application should be directed to Southwark Council's Planning Division via their online planning register ([www.southwark.gov.uk/planningregister](http://www.southwark.gov.uk/planningregister)). All planning documents are available on Southwark Council's online planning register and can be found by using the case reference 18/AP/1604 or by searching for 'Canada Water Masterplan'. Planning application documents can also be viewed at Canada Water Library.

## Construction

- The proposed 'Framework' and 'Detailed first buildings' Construction Management Plans form part of the planning submission and provide more information on the approach to community engagement during construction. ([www.southwark.gov.uk/planningregister](http://www.southwark.gov.uk/planningregister)).
- Full details of our approach to constructing the buildings will be developed and discussed with the community once planning consent for the buildings has been granted and a main contractor has been brought on-board.
- We anticipate this will include a 24-hour point of contact and regular construction liaison meetings and updates as a minimum.
- A clear and accessible communications process will be vital during the construction phases and will be worked up in partnership with local residents in due course.

## PRIVACY & CONFIDENTIALITY

- Your personal details will not be shared with any third parties outside of the direct Canada Water Masterplan team or The British Land Company PLC ('British Land'), nor shared publicly.
- We will only add new contacts to the project mailing list if you have positively confirmed that you would like to receive project updates.
- People not already on our database or who have not provided their consent will be asked to confirm that we can keep a record of their opinions and personal details on behalf of the project developers British Land and BL CW Holdings Limited (which is the planning applicant and a British Land group company).
- Please [click here](#) for full details of our Fair Processing Notice (compliant with GDPR legislation).