
Stakeholder & community engagement appendices



Community and stakeholder engagement

Introduction

Community and stakeholder engagement has been conducted in relation to the development of the Royal Docks Public Realm Design Guides between April and September 2020.

What are the Design Guides, and what is their purpose?

The Royal Docks Design Guides will be used as reference documents detailing specific design interventions to enhance the area, making it feel safer and more welcoming. The design guides will include information on the suggested locations of wayfinding, lighting and landscaping interventions and also provide details of the types of interventions, such as the type of signage, such as temporary, finger post, landmark.

The Design Guides can be used by everyone working within the public realm in the development of new community spaces/gardens, including the Royal Docks Team for all future public realm works, developers and landowners to guide the approach to design and layout of the boundaries of their sites to link into the wider public realm and community groups/organisations.

Context- RDEZ overall aim regarding communities and significance to Design Guides

The Royal Docks Enterprise Zone (RDEZ) delivery plan aims to ensure that diverse communities, both existing and incoming, benefit from the area's regeneration and participate in making the Royal Docks a vibrant, industrious and unique place for Newham and London. A RDEZ Communities Strategy aims to align the wide array of stakeholders around a common vision for communities to actively participate in the transformation of their places. The approach emphasises continuous involvement that strengthens existing capacities, assets and agency, and builds long-term resilience.

The Royal Docks is multi-stakeholder eco-system. It follows that delivery of Public Realm is the responsibility of multiple stakeholders. The Design Guides aim to provide a joint set of standards and guidance to promote coherence and quality design. The question of who defines quality and standards is important. A successful Public Realm is both a hallmark and an enabler of thriving communities and public life and this symbiotic relationship underpins the approach to community involvement in producing the Design Guides.

Background to community and stakeholder involvement

The process from 2018 to develop the Public Realm Framework and the Design Guides has involved extensive research, analysis and community input. This includes

reviewing previous studies, conducting a space syntax study, reviewing current London civic-centred policy such as the Public London charter, and integrating a range of feedback from communities. All of this informed key priorities and connections ('Stitches') – of particular significance to communities.

In the Royal Docks we have asked local community groups, schools and stakeholders how best to engage with them to co-develop a process that fits the local Covid response/recovery to implement the Public Realm Strategy. We're building it together and learning together as we go:

Step 1) Inform and strategise together - April 2020

In April the Royal Docks Communities Team worked with the Place Team and the architects to set out rationale and draft objectives for engagement, making a case for how diverse communities real everyday experience of places should and could effectively shape the Design Guides. We negotiated around what communities could influence and the windows of opportunity for that to happen in the Public Realm Design Guides development schedule. We kept colleagues from the Greater London Authority's (GLA) Opportunity Area Planning Framework (OAPF) team and the Newham Regeneration Team aware of the process.

We delivered information webinars explaining the Public Realm Strategy and Design Guides and developed the engagement process with Community stakeholders by asking for their recommendations.

We took on board recommendations and adjusted plans to publicise clearer timelines, justify and clarify engagement objectives in relation to the public realm delivery schedule and decision points, develop visual explanatory materials to de-jargon the strategy language and the language architects used. Communities told us they wanted a process that enables peer-to-peer engagement. Together we identified groups we thought most important to reach considering who is typically excluded from public space (women, children, young people, Black, Asian and minority ethnic (BAME) groups, and people with disabilities).

Step 2) Needs-based & asset-based planning, capacity development - May 2020

Through individual follow up calls with community organisations to understand their needs, capacity, priorities and current programme activities (particularly

in light of Covid response work and limited resources), we took on board feedback to develop a set of engagement opportunities including:

Facilitator training sessions and facilitation packs organisations could use to run their own activities, incorporating them into their existing Covid response programmes in ways that added value and capacity to them.

We made a compensation process available for people's time and work to run and report back on sessions given the current state of Community resources and their users current circumstances.

Step 3) Materials enabling participation & creativity – May- June 2020

We developed a process based on Human Centred Design principles mixed with more traditional consultation feedback approaches that transformed Design Guide user research objectives into questions that would resonate with people enable them to speak about their personal place based experiences. Based on community feedback and current Urban Design discourse we incorporated ways that would enable groups to reflect on how their use and perception of the role of public space is changing, and what new needs this is uncovering in the wake of Covid.

A range of materials were developed: facilitation packs included scripts, de-jargoned visual materials and questions for virtual guided transect walks using Google Maps and fun focus group style sessions to incorporate befriending calls, mothers' coffee mornings, London Borough of Newham (LBN) Youth Services youth leadership sessions, and other online meet-ups that people can use as an activity on their daily walks.

Some young people decided to adapt this material to produce videos (vlogs) which they filmed and edited themselves.

Community groups requested an accompanying online survey which they could use to ask and respond to questions with their users, or suggest for people who didn't want to do an activity.

Step 4) Iteration: user experience analysis to inform masterplans and developing next phase of engagement - July – November 2020

In June we developed a framework that would enable us to collect, process and analyse the responses in relation to the ways community feedback could influence the Design

Guides while also capturing lived experience using human centred design, qualitative analysis and spatial analysis.

The analysis is incorporating the feedback (from circa 115 participants) into the Masterplans developed with 5th Studio. A process to feedback to participants in engaging ways is in development. Following that, planning will begin with all those already engaged to generate ideas about how to do safe and physically distanced creative prototyping in public spaces based on the results of initial engagement, user experience insights and coordination with all partners existing plans including LBN and GLA.

The role of public realm and communities in the current socio-economic context

The Royal Docks Delivery Plan aims to deliver benefits with and for the London Borough of Newham as a whole. A community wealth building agenda underpins the borough's economic and regeneration policy, and prioritises an inclusive economy strategy, tackling inequalities including racial injustice, and addressing the climate emergency.

Their Covid recovery strategy makes Newham the first London borough to use livelihoods, well-being and happiness as its prime measure of economic success. In response to the disproportionate negative health and socio-economic impacts of Covid-19 on BAME groups, and other already disadvantaged groups, addressing inequality, tackling poverty and deprivation, and supporting young people are central to the plan.

Methodology

How we have engaged

The engagement process has been undertaken in two phases, where we have first consulted on the overall strategy, the 'Public Realm Masterplans', and then moved on more specific details of what is proposed in the 'Palettes'.

This engagement process has built on findings from the 'Join the Docks' consultation, conducted for the Royal Docks Public Realm Framework in summer 2019. The findings from the various consultation events have been integral in the formation of the Design Guides.

The first phase of the engagement process contributed to the development of the Design Guide masterplans. Participants from both sessions were asked to provide analysis of the challenges and opportunities presented in the Docks, alongside feedback on the initial masterplan proposals. This information was then analysed and integrated into the masterplans.

The second phase of the engagement process focussed on specific areas across the Docks, and how this could relate to the palettes. Participants from both sessions were discussed the sorts of wayfinding, landscape and lighting elements that would be appropriate in these areas, also considering their implementation and future management.

Phased engagement plan

Ph0

Public education and information



Ph1

General Community Engagement Sessions
Communities' public realm experiences inform Design Guide principles and draft Masterplans

- introducing the project
- gathering initial thoughts

General Stakeholder Engagement Sessions
Stakeholder workshops - review structure and content



Ph2

Focused Community Engagement Sessions
Communities' creative input to draft Masterplans and palettes

- testing key elements

Focused Stakeholder Engagement Sessions

- area specific workshops
- testing key elements

Stakeholder Engagement Sessions

In Phase one, stakeholder workshops were held on the 3rd and 4th of June 2020 with the Estates Forum Members, bringing together developers, land-owners and companies operating within key sites across the Docks. The purpose of these workshops was to gain insight into the awareness and implementation of existing design guidance, review the structure and content of the forthcoming Design Guides and to establish the grounds for further stakeholder participation in the development of the Design Guide palettes. Key comments and suggestions helped form the masterplan designs, which were also reviewed by the stakeholders.

In phase two, stakeholder focus groups were held to discuss how the Design Guide palettes would be implemented and managed in specific areas across the Docks.

Community Engagement - Phase 1

Community-led focus group sessions and survey with behaviour-based qualitative research questions related to the Design Guide themes of wayfinding, landscaping, walking and cycling, lighting. General public space experiences in light of Covid inform the key principles and key moves of each Design Guide and key locations, in order to produce draft masterplans.

Community Engagement - Phase 2

Artist-facilitated creative activities to encourage more specific design input to shape, adapt and add detail to the proposed palettes for each Design Guide. This enabled communities to visualise and imagine how elements of wayfinding, lighting and landscaping come together in a place to enhance it, thereby equipping them to make specific and suggestions for improvement that can practically contribute to the draft Masterplans and palettes.



A range of methods were used to engage:
1 - online video calls



2 - Site visits and walkarounds



3 - Workshops

Phase 1 - Stakeholder engagement

These stakeholder workshops were an opportunity for relevant parties to provide feedback on the proposed structure of the Public Realm Design Guides, to share their experiences of the Royal Docks public realm, and to plan further engagement during the development of the Design Guides.

During phase 2 of stakeholder engagement, we have carried out follow-up sessions with the people we spoke to, to provide an opportunity to discuss the emerging principles, themes and designs contained within the Design Guides.

Part 1 - Design Guides - Proposed Structure and Approach

Q - Do you have any comments on the structure of the Design Guide documents as described in the presentation?

Q - Do you feel that these will be a useful resource?

Q - Are you aware of the current guidance for hard landscaping at the Docks – the Royal Docks Local Transport Guidance?

Q - Have you adopted the approaches set out in the Royal Docks Local Transport Guidance?

Q - Is there anything in particular that you think should be included in the Design Guides? For example, are there any places that you think should be illustrated in the worked examples?

Q - Do you have any comments on accessibility, diversity and inclusion guidance given this area is one of the most diverse and deprived in the UK? Current events highlight the importance of public realm regarding racial inequality and Covid recovery for underprivileged groups, especially considering how health, mobility and access is indivisible from livelihoods for these groups and for social integration through new developments.

Part 2 – Informing the Design Guides

2.1 - Landscape

Q – What are your thoughts on the quality of the existing soft and hard landscaped spaces around the Royal Docks?

Q - Do you have/ know of any initiatives for improving air quality in the Royal Docks?

Q – Do you have any landscape/ planting strategies in place to counter the wind-tunnel effect of the open Dock water?

Q – Do you feel that there is sufficient street furniture to support activity in the Public Realm across the docks? ie Benches, water fountains, etc? If not, where do you think there are gaps?

Q – What are your priorities for soft and hard landscaped spaces? ie maintenance, material quality, user experience?

Q – Do you support the use of Sustainable Drainage System (SuDS to manage surface water run-off?

Q – Do you have any thoughts/ suggestions on how to support biodiversity across the Docks?

2.2 Wayfinding

Q – What are your thoughts on existing wayfinding around the Royal Docks?

Q – Are there any areas that have disconnected or poor-quality wayfinding? Any problem areas that you can identify?

Q – Do you have any initiatives to provide smart technology in the public realm? ie cycle counters, air quality sensors, data?

2.3 Lighting

Q – What are your thoughts on the quality and distribution of existing lighting around the Royal Docks?

Q – The Royal Docks keen are promoting a single approach to lighting across the Docks, that recognises the varied uses. The ultimate aspiration is for one lighting system across the Royal Docks, with shared management arrangements, to support the functions of public realm and its activation. Would you support this?

Part 3 - Capacity for involvement going forward

Q – Have you been involved in the engagement so far?

Q – Are you familiar with the Public Realm Design Framework?

Q – What is your availability for a follow up conversation later in June?

Q – How might the development of the Design Guides interface with any current projects that you have in the Royal Docks?

Q - Are you planning any public engagement/consultation activities to gain input on your public realm designs/ schemes? Would you like support with these?

Phase 1 - Stakeholder engagement feedback

Part 1 - Design Guides - Proposed Structure and Approach

Q - *Do you have any comments on the structure of the Design Guide documents as described in the presentation? Do you feel that these will be a useful resource?*

KP - Seems like a legible layout for the Design Guides.

LBN - Positive about structure.

LL - Strategic approach in Design Guides would be more useful to work with neighbouring landowners.

- The existing design pallets don't capture the specific qualities of individual areas. The new design guides appear to address this.

LBN - *Are other types of active travel included in the Walking and Cycling Action Plan? How might walking and cycling adapt to other modes of travel?*

RDT - Review wider active travel and how this can be represented in the Design Guides.

- **Stakeholders generally supportive of Design Guide structure.**

Part 1 - Design Guides - Proposed Structure and Approach

Q - *Are you aware of the current guidance for hard landscaping at the Docks – the Royal Docks Local Transport Guidance?*

LL - Aware of existing guide, but also aware that was going to be changed.

LBN - LBN aware of the GLA public realm palette and have promoted its use with developers.
- Some LBN members unaware of the TfL Design Guide.

TfL - The 2011 guide was fed into by the Urban Design Team at TfL. They are now part of the Active Cities Team.
- TfL guide easy to use but want something new for the Royal Docks to differentiate from previous works and give its own identity.

5th - Not proposing a wholesale adoption of guidance.
- Design Guides to use TfL guidance as a starting point as it still been used as a reference for larger developments today.
- 5th to Review and adapt TfL design guide, bring it up to date.

- **Varied response on awareness and use of the existing TfL guidance amongst stakeholders.**

Part 1 - Design Guides - Proposed Structure and Approach

Q - *Have you adopted the approaches set out in the Royal Docks Local Transport Guidance?*

LBN - The existing TfL guide has been referenced in the planning process, some developments have used it as evidenced in various places around the Docks.

LL - Used TfL guidance for the phase 1 of Silvertown Quays but want to implement consistent approach / standards across all development phases.

LBN - The document needs to be more aspirational with special treatments for some areas.
- TfL guide is a very good baseline but developers often want to do something more special, so they tend to move away from it.

TfL - Developers have their own vision especially in areas that link to the Public Realm. Royal Docks needs to have its own identity while incorporating previous work.

- **Piecemeal application of TfL guidance in various sites around the Docks.**
- **Opinion that the existing TfL guidance provides a good baseline palette of materials but lacks specificity and an aspirational response to the special context of the docks.**

Part 1 - Design Guides - Proposed Structure and Approach

Q - *Is there anything in particular that you think should be included in the Design Guides? For example, are there any places that you think should be illustrated in the worked examples?*

5th - *We need to identify areas where we can test Wayfinding, Lighting and Landscape on one site.*
- *We need feedback on the types of locations to be focused on.*

LBN - LBN Highways are working on new designs for the RD corridor including North Woolwich Rd and Silvertown Wharf.
- Cycling between Beckton and North Woolwich needs to be addressed.
- Very poor connections N-S, along Albert Road and across the bridges.
- *How can temporary signage be used for communicating development works and route closures?*
- *How can we mediate development works to be part of Royal Docks experience?*

TfL - *Is Accessibility included in the guides?*

RDT - RDT to appoint an accessibility and inclusivity consultant to review the design guides.

- **Accessibility raised as a key issue to be included in the Design Guides and highlighted in the worked examples.**
- **Sites suggested for worked examples include North Woolwich Road, Albert Road, Silvertown Wharf and the bridge connections north to south.**

Part 1 - Design Guides - Proposed Structure and Approach

Q - *Do you have any comments on accessibility, diversity and inclusion guidance given this area is one of the most diverse and deprived in the UK? Current events highlight the importance of public realm regarding racial inequality and Covid recovery for underprivileged groups, especially considering how health, mobility and access is indivisible from livelihoods for these groups and for social integration through new developments.*

LBN - *How do you promote social connection, for example connecting neighbourhoods, especially Beckton and Custom House? How can we celebrate diversity?*

RDT - We are looking to appoint an inclusive design advisor to review these guides at key stages of development.

- **Inclusivity raised as an important factor in promoting a diverse and connected environment in the Docks.**

Part 2 - Informing the Design Guides - 2.1 Landscape

Q - *What are your thoughts on the quality of the existing soft and hard landscaped spaces around the Royal Docks?*

JCLA - *There are various important landscape resources, key to understand what is appreciated locally and what resources are important for people in the room?*

- Design guides need a gradient between pallets and key routes. *How can we ensure we use consistent elements rather than a blanket approach?*
- An audit needs to be carried out where existing Public Realm is reusable.

TfL - There is a pedestrian and cycling conflict on space. There should be 3m for walking, 3m for cycling and 1m buffer. Landscape features could be used to segregate the two.

ABP - The Royal Docks feels very industrial, dull and an uninteresting place. More needs to be done with the roundabouts and bridges.

JCLA - It's important to consider the weather issue of the docks and the seasonality of it, creating shelter across the Docks whilst also keeping the openness.

- Thames Barrier Park a successful example of shelter and openness, but high maintenance.
- Design guides to look at lower maintenance, simpler solutions.

Part 2 - Informing the Design Guides - 2.1 Landscape

Q - *What are your thoughts on the quality of the existing soft and hard landscaped spaces around the Royal Docks? (continued)*

5th - *There is a lot of space around the Royal Docks Adventure Centre, one space where you can get to the water in the Docks, what are the thoughts on the PR in that area?*

RDA - The area is ugly, unwelcoming signage, no seating, lights revolting, building is hideous

- Very supportive of the work to improve the public realm, but works seem to be more focused on RVD rather than RAD.
- The RDA intend to increase visitors from 60,000 – 200,000 over the next 5 years. The area needs to be a lot more attractive to support additional numbers.
- There are barriers to get people into the water, lots of fences and signs preventing people from doing this. The area needs to be more welcoming.
- If people are attracted to the area by the activation on the land, they will then see the water and be encouraged to try water based activities.

- **Poor quality public realm across the Docks with conflicts between active modes of travel making it an undesirable to move around.**
- **The environment around the Docks feels dull, uninteresting and very industrial. Specific environmental qualities relating to exposure and wildness should be enhanced to transform the Docks experience for all users.**

Part 2 - Informing the Design Guides - 2.1 Landscape

Q - *Do you have/ know of any initiatives for improving air quality in the Royal Docks?*

RoDMA - Huge difference in air quality since lockdown and reduction in traffic and closure of airport.

RDT - Air quality being measured on NW Rd.

LBN - Reducing overall traffic on NW Rd is key. There are NOX monitors. Since lockdown there has been a 50% drop in NOX borough wide. There are particulate matter recorders across the borough.

MA - *Has a study been done to understand where the traffic is going through the Docks? Why is it coming here? We need to encourage more sustainable travel.*

RDT - Vehicle and traffic monitoring is carried out for North Woolwich Road. LBN has traffic counts.

LBN - The Steve Redgrave Bridge is due to become part of the Route 9 (Manor Park – NW Ferry) cycling route. Funding has been suspended for foreseeable future.

RoDMA - Encourage more use of the water for delivery of materials for developments. Developers are provided with information on this, however it is a more expensive mode of transport.

- **Noticable improvement in the air quality in the Docks area since lockdown.**
- **Water could be used as a mode of transport around the Docks, in particular for the delivery of materials.**

Part 2 - Informing the Design Guides - 2.1 Landscape

Q - *Do you feel that there is sufficient street furniture to support activity in the Public Realm across the docks? ie Benches, water fountains, etc? If not, where do you think there are gaps?*

- LBN -** There has been a heightened value for outdoor space since C-19.
- The number of benches need to be reviewed, with seating to provide protection from the sun and wind.
 - Bins are needed to keep public spaces nice.
 - Facilities for bikes including pumps and water stations. Public toilets also if considered here.
- **Future importance of outdoor public spaces highlighted.**
- **More feedback required to find specific locations where public realm infrastructure is lacking.**

Part 2 - Informing the Design Guides - 2.1 Landscape

Q - *What are your priorities for soft and hard landscaped spaces? ie maintenance, material quality, user experience?*

- LL -** Industrial heritage celebrated through new materials and reusing original heritage items.
- Finding a common feel landscape character is great, but there are also a lot of different existing conditions which won't change. E.g. SQ and BV have very different characters
 - *How do you keep a continuity in the route / experience between these two estates? Funding?*
- TfL -** Management and maintenance of the areas needs to be thought through. The public Realm needs to have longevity.
- LBN -** Maintenance is key element to be considered in design palettes, as resources will always be an issue.
- Reuse existing Public Realm to reduce carbon impact.
 - Important not only to plan immediate interventions but also strategy of phased replacement of elements over time. Edge protection could be an element of continuity around the dock for example, but obviously this is not going to be replaced all at once.
- JCLA -** *Important to get the right balance between more designed and wilder landscapes. We're keen to understand how the immediate area around the docks itself can be enhanced in terms of the landscape itself.*

Part 2 - Informing the Design Guides - 2.1 Landscape

Q - *What are your priorities for soft and hard landscaped spaces? ie maintenance, material quality, user experience? (continued)*

- RDT -** Ongoing discussions, working with Newham to cross-reference respective resources / palettes. RDT and LBN working together on a number of projects, e.g. the North Woolwich Rd project, which gives us an opportunity to test how different standards can work together.
- **Maintenance and use of resources a key issue for landscape elements.**
 - **Phased approach to landscape proposals with both low and high level responses considered in the Design Guide palettes. Keep in mind that there are many existing sites that won't be able to change to align with Design Guides.**
 - **Landscape should celebrate industrial heritage of the Docks.**

Part 2 - Informing the Design Guides - 2.1 Landscape

Q - *Do you support the use of SUDs to manage surface water run-off?*

Q - *Do you have any thoughts/ suggestions on how to support biodiversity across the Docks?*

Part 2 - Informing the Design Guides - 2.2 Wayfinding

Q - What are your thoughts on existing wayfinding around the Royal Docks?

LBN - Accessibility over historic cobbles needs to be considered

MA - Wayfinding from the norther side of the RD to the Docks or river is difficult. No idea where to go!

5th - *How can we make sure we're not adding more street clutter?*

LBN - Wheels for Wellbeing are a useful company to engage with. They provide advice on use of non standard cycles (trikes, handcycles).

EX - ExCeL is a museum of signage! We want to work with RDT to keep consistency.
- We would like that our signage looks like it's part of the RD signage family, but that they don't necessarily look like identical twins.
- *Keen to understand how the guidance looks like, how it can be used/interpreted/adapted? How can it be enforced?*

RDA - No wayfinding in the east of the Docks currently. It's starting from a blank canvas.
- *Can we direct people to where they can access the water?*

LBN - Distance markers to link places and celebrate historic sites but also to link to places outside of the Royal Docks. Wayfinding could be used to make connections through stories.
- In sections of the Docks, you have no idea how close you are or if you can cross or get to the water.

Part 2 - Informing the Design Guides - 2.2 Wayfinding

Q - What are your thoughts on existing wayfinding around the Royal Docks? (continued)

TfL - A map of the docks is useful and information boards about the area would make the experience more interesting.

RDT - The wayfinding needs to be more creative and welcoming for the docks. Highlight information and knowledge about the docks.

- **General lack of coherent and legible signage across the Docks making it difficult to navigate between places and access existing amenities.**
- **General support for a more creative, integrated approach to wayfinding that makes broader connections with the narrative of the Docks as a place.**

Part 2 - Informing the Design Guides - 2.2 Wayfinding

Q - Are there any areas that have disconnected or poor-quality wayfinding? Any problem areas that you can identify?

RoDMA - RoDMA has a lot of H&S signage that they have to use which could become part of the pallet. Signage on Thames Path is poor and especially on outer edges of the Docks. Easy to get lost.

LBN - Capital Ring, Jubilee Greenway also poorly sign posted.
- Wayfinding should be extended to Beckton and link to green spaces.

MA - Need a hierarchy of key routes for signage.

- **Existing long distance walking and cycling routes need to be integrated with the Docks wayfinding strategy.**

Part 2 - Informing the Design Guides - 2.2 Wayfinding

Q - Do you have any initiatives to provide smart technology in the public realm? Ie cycle counters, air quality sensors, data?

LBN - Capital investment in tech is quickly superseded.

RDT - Royal Docks Team developing a Digital Strategy to intergrate tech into the Public Realm, it'll demonstrate best practice for developments.

LL - *Future proofing tech - its everchanging. How do we get value from it?*

AP - Young children aged 14 – 18 are very tech savvy at UTC. They can support discussions and research into this area, they have tech relating to air and water quality. Kate/Atlantic Pacific to share contact with RDT.

5th - Incorporating tech in the right way could be incredibly enabling for the site and the rest of London. Royal Docks as a site for innovation.
- Tech could address health issues in Newham by increasing engagement in active modes of travel.

- **Opportunity to partner with UTC students on integrating technology into wayfinding.**
- **Important to acknowledge sustainability of tech implementation.**

Part 2 - Informing the Design Guides - 2.2 Wayfinding

Q - *What are your thoughts on Design Guide approach to Wayfinding?*

- LL** - Consistency of wayfinding is really important to create cohesive place. Lighting too, however everyone will have their own ideas of what needs highlighting, i.e. we are keen to light up Millennium Mills.
- *Key question is how much this is guidance and how much of this is rules?*
- RDT** - Guidance shouldn't be overly prescriptive and allowing variable uses of the same approach is important too. We need to identify consistent elements as well as variations across character areas.
- LBN** - *How do you promote social connection, for example connecting neighbourhoods, especially Beckton and Custom House? How can we celebrate diversity?*
- RDT** - We are looking to appoint an inclusive design advisor to review these guides at key stages of development.
- **Wayfinding approach should promote consistency while allowing for flexibility of application across different sites.**
 - **Wayfinding should support a socially inclusive environment, inviting communities north of the Docks to the area.**

Part 2 - Informing the Design Guides - 2.3 Lighting

Q - *What are your thoughts on the quality and distribution of existing lighting around the Docks?*

- RoDMA** - Virtual map and database of lighting ownership, management, maintenance etc would be useful to have so we can understand whose responsibility the Public Realm is.
- LL** - Safety has been raised as a key issue through the consultation LL has carried out, including the Dock edge around STQ. These areas also need to be activated to make people feel safe.
- RoDMA / LBN** - Large increase of people walking and cycling around the Docks since lockdown. Safety in numbers.
- RDA** - More colourful and playful lighting, increase the lighting spread.
- Use lighting to have more CCTV as visitor numbers increase. The docks have experienced a lot of vandalism. CCTV needs to be more than a camera on a post. *How can it be incorporated?*
- LBN** - The route from council office to the Crystal is poorly lit at night. Lots of pot holes along the route.
- Like the idea of lighting the cranes, bridges, historic buildings, warehouses to highlight the heritage at night. How the light reflects on the water should be considered.
 - The RD are one of the few places in London that you do have darkness. Not everything needs to be lit. The Southbank balances the lighting well. You feel safe, but can still enjoy the darkness and the river.
- JCLA** - Careful strategy of aiming lighting where its needed.
- **Safety highlighted as a key issue for lighting alongside creating a more dynamic, accessible environment. Maintenance and ownership needs of lighting elements to be addressed.**

Part 2 - Informing the Design Guides - 2.3 Lighting

Q - *The Royal Docks keen are promoting a single approach to lighting across the Docks, that recognises the varied uses. The ultimate aspiration is for one lighting system across the Royal Docks, with shared management arrangements, to support the functions of public realm and its activation. Would you support this?*

RoDMA /

TfL - Support this but it needs someone to take a lead with its management.

KP - Useful to have consistent lighting across the Docks. *There will be issues where developers have already installed lighting. Do we replace these as part of a wider scheme?*

LBN - Good idea to have a baseline of lighting, but it needs to be flexible to do something more individual in different areas.

- **General support for a coherent lighting strategy as a baseline approach across the Docks.**
- **Like wayfinding, the lighting strategy should have room for flexibility of application and consider the adaptability of products in the long term.**

Part 3 - Capacity for involvement going forward

Q - *Have you been involved in the engagement so far?*

Q - *Are you familiar with the Public Realm Design Framework?*

Q - *What is your availability for a follow up conversation later in June?*

Part 3 - Capacity for involvement going forward

Q - *How might the development of the Design Guides interface with any current projects that you have in the Royal Docks?*

LBN - Newham are progressing with the North Woolwich Road project. Timing is right to work together on this as design guides are developed, rather than wait until design guides are completed. Around adaptability, LBN can look at how those can be adopted and integrated in the highway

LL - Lendlease also keen to contribute to NW Road discussion.

AP - Due to submit planning application for the Atlantic Pacific Building on the lawns next to building 1000 (submission late June). Interested to hear how their building can link into the design guide works.

RDA - RDA master planning the future of their site and don't want to do it in isolation or develop things that will go against the design guides. Keen to be involved more.

5th - Focus session around Connaught Crossing north, with RDA and AP. The LBN design guides need to be considered for these works.

- North Woolwich Road and Connaught Crossing highlighted as key areas to interface with the development of the Design Guides.

Part 3 - Capacity for involvement going forward

Q - *Are you planning any public engagement/consultation activities to gain input on your public realm designs/schemes? Would you like support with these?*

Phase 1 - Community engagement

Community Engagement objectives

- To gain input on the lived experience of primary public realm users concerning behaviours, attitudes, needs and aspirations, and relevant locations; and to ensure these insights inform development of the Design Guides.
- To build an on-going engagement process involving communities in public realm towards site-level designs where communities are actively involved.
- To gain guidance on access, inclusion and forms of engagement amongst those often excluded from public realm/space.

Community engagement process

The community involvement process was informed by human centred design which places primary service users at the heart of the problem-solving process. The engagement work also draws on tools from behavioural sciences, ethnography, journalism and design. The aim is to ensure that communities' experiences of their context – the places and spaces they use, their needs and ideas - inform the public realm design approach. This is a challenge that requires designers (architects and the Royal Docks Team) to consider users' experiences on equal footing with their own expertise, and to defer to the expertise of communities about what they need from the public realm to inform the resulting Masterplans. The key steps in the process are outlined here:

1) Co-develop the approach:

- a. Co-developing the engagement approach with Communities
- b. Creating an engagement timeline that coincides with key decision-making points in the development of the Design Guides identifying what communities can and can't influence
- c. Creating a phased engagement plan that builds communities capacities to provide

informed input and creative suggestions.

2) Build capacity to engage:

- a. Delivering public information sessions that build communities knowledge and understanding about the context and process of developing Public Realm in the Royal Docks, how decisions are made and how communities can be involved.
- b. Guidance sessions to train community facilitators to run creative community sessions that help people express their needs and aspirations regarding public realm in engaging ways.

3) Enable Creativity:

- a. Developing creative spatial engagement tactics and bespoke visual materials that support communities to lead their own sessions adapted to their own services and peer groups.

4) Insights Analysis:

- a. Creating feedback and data collection formats that enable communities to summarise their own experiences and support effective qualitative, location specific data analysis
- b. Organising and digesting the data to produce insights and recommendations that can practically inform the Design Guides

5) Incorporate input:

- a. Identifying how community input informs the Design Guides; what can be incorporated now and how (e.g. principles and guidelines, spatial elements, palette design details), what is for consideration at future stages or where the gaps are for further investigation. Integrating input to produce the Masterplans and palettes.

6) Documentation and feedback:

- a. Producing feedback summaries that communicate effectively back to communities – visually summarising their input and how their input was used.

The following questions were used to guide the discussions in the phase 1 engagement workshops:

Wayfinding

Places/Features of interest

- What are your top personal places of interest in the Royal Docks? Where are the spots that mean something to you?

Prompts:

- Think of places that mean something to you or stand out for you in your daily outings?
- Where are the spots that mean something to you and your personal story/history? and why? (Think about people as well as things).
- Think of existing buildings, landscape features, historic features, dock infrastructure & spots that are you feel are unique to the Royal Docks.
- If you were describing the area to someone you wanted to share your personal special places in the Docks where would they be? Where do you point people to as somewhere that stands out to you in the Royal Docks?

Improving wayfinding

- Where do you feel your route is interrupted? Where does it stop you getting to/from?
- Is there anywhere you feel disoriented?
- Where are the places others find confusing to get around, where you often have to give extra instructions to others who don't know your neighbourhood/places you move around in the Docks as well as you?
- Where could there be markers to help?
- What could these be? Signs? Art? What else helps you find your way around?
- If you could magically transform any object, building, pavement, lamp post, boat, railing, other landmark or place of interest into something that helps people know where they are or find their way, what would you do?
- Where/when are you reminded that you are close to the water/where do you feel a connection to the water? How could this be increased?

Lighting

- What features or spaces would you like to see lit up at night? Think of your favourite places or places of interest, or places that are special to the Royal Docks.
- Where does lighting need to be improved, where do you feel it's too dark (or bright)? List all locations.
- Where have you felt uncomfortable to go because it's gloomy or dark (or for another reason - what?)

Prompts.

You may want to remind people there are different types of lighting:

- Street lighting for safety and convenience..
- Decorative or festive lighting.
- Public and architectural lighting used to accentuate landmarks, spaces, places of interest.
- You may want to prompt locations/features: bridges, flyovers, under crofts and cranes.
- Please note: There are some limitations on how lighting can be used around the Royal Docks due to the airport.

Landscaping

Street Furniture

- Which spots do you naturally linger in? Where do you gather with/meet/bump into others? Why?
- Are there any places where you'd like to do this but don't because there aren't any benches or other places that make it easy for you to stop?
- Where could street furniture (benches etc) be improved?

Prompts:

- Encourage people to mention specific places. For example we have heard there is a lack of seating at the Dock edge by ExCeL or that there are no recycling bins along North Woolwich Road.
- Examples of street furniture include: bins, benches, other seating, bollards.

Culture, play, leisure and recreation

- Thinking of public space, what things do you do that you feel are natural expressions of your culture and identity? What would you like to be able to do more of and where?
- What kinds of play and recreation and leisure or physical activities do you like to do/would you like to do more of outside?
- What types of spaces or equipment or objects would help you be able to do these more?
- Where would you want these to be located?

Prompts:

- encourage participants to reflect on their cultural background and identity and how what they like doing in expression of that happens in public spaces and what else could encourage this (or what the barriers are) - are people comfortable to express their culture and identity in public spaces? Why/Why not? What would improve things?
- e.g. basketball, table-tennis, reading a book, meeting with friends, playing a game, watching the sunset.

Phase 1 - Community engagement wayfinding feedback

Key Points

- Water safety around dock edge and public access.
- Lack of cohesion making it difficult to navigate around the Docks.
- Confusing routes between places. Unable to make key connections because of poor wayfinding / route closures.



Confusing Places

- The docklands in general are hard to navigate if you're not from here.
- Hard to find community spaces and centres.
- Under Connaught Bridge.
- All of the places where paths are cut off by wharves or factories, or when ExCeL closes footpaths.
- Hard to find Woolwich tunnel and ferry.
- Crossing the docks; the path to the foot bridge to ExCeL centre from DLR on the south side, under the bridge next to City Airport to the east side of ExCeL/watersport centre.
- North Woolwich crossing, via UEL and down to the London regatta centre, and from there to the cycle super highway.
- King George V Station - no signs giving directions to local places.
- Royal Victoria station to the ExCeL centre.
- Hard to find Royal Albert Dock from the area over near North Woolwich Rd.
- Britannia village is very confusing as it all looks the same.
- The whole area around the silver building and waterfront studios.
- Walkway closures between UEL and Yi Ban.
- Undesirable diversion through Beckton.
- Factory road and north Woolwich, people had 2 crossings to cross over the train tracks however only 1 is available making the walk or journey twice as long.
- Getting to Royal Victoria Dock from Canning Town and bus stops west of Silvertown flyover. Feels like a maze of overpasses, roundabouts and DLR tracks.
- Delivery drivers trying to find Seagull Lane for ExCeL delivery but they end up in western gateway.
- Capital ring signs at Gallions Reach.
- There's also no signs to help work out which parts of the docks have walking/cycling access.
- The cycle path from the Docks to Canary Wharf. The route is confusing.
- Royal Victoria Dock to Albert Dock. The route is not obviously linked.
- Hard to find the Silver Building and brewery on Dock Road.
- Thames Barrier and the Thames Barrier Park.
- Silvertown Way lacks signage.



What should be transformed?

- Clear floor paintings to identify paths/areas of interest.
- I think a building should speak for itself if it is an iconic building (like Millennium Mills and the Thames Barrier). Signs like the ones outside the DLR are the same as in London so recognisable. Perhaps add in the symbols on the signs? Or could Royal Docks have its own branding?
- Using existing buildings & landmarks is a great idea. Signs or artwork on the sides of buildings, that point to the next place of interest. Also, fences & walls in green spaces could be brightened up & double up as Way finding.
- Create a themed planting scheme.
- Put lights in the park so they have more visibility of where they are going.
- Make the concrete less grey and instead have to more bright, colourful and inviting. Maybe a mural? Something the community can contribute to.
- Create a clear scenic walking route all around waterfront area of the dock with clear signage to local cafes, restaurants and refreshments.
- Painted route markings on the floor.
- Cycle lanes around the whole area including connection from Woolwich tunnel.
- I'd lit the foot bridge on the east side of ExCeL with all the colour of the rainbow and put a fancy Lighthouse on the area by the water so that some food trucks or a restaurant can set up shop there. People would know how to get to the sports centre and we'd all have a space to socialise and enjoy evenings out by the water.
- I would light up all the cycle routes surrounding the docks with the cycle super highway and Thames path north and south.
- I'd have interactive maps at different points of the riverside to help people manoeuvre around. One at UEL walkway, one in north Woolwich by the Sir Redgrave bridge, one by the north Woolwich ferry, one by Connaught bridge, one by go surgery in north Woolwich, one by barrier park, one in royal Victoria gardens, one in Britannia village, one in royal Victoria by the cable car.
- Change junction on western gateway and stop lorries go on western gateway.
- Cross rail to be ready now, bike station by the cable cars, cycle lanes to bike to central London, more parks with green trails and signs to walk to Canning Town, boat service by Custom House ExCeL bridge to any parts of London including airports!

- Would transform the riverside so there was a path running along the whole of the Thames in the royal docks area allowing public access from one end to the other as river is a clear feature to navigate by.
- I probably add more lamp post where there's poor visibility, also more road signs around where they are needed.
- I would prefer to have clear road mark to help people to find their way.

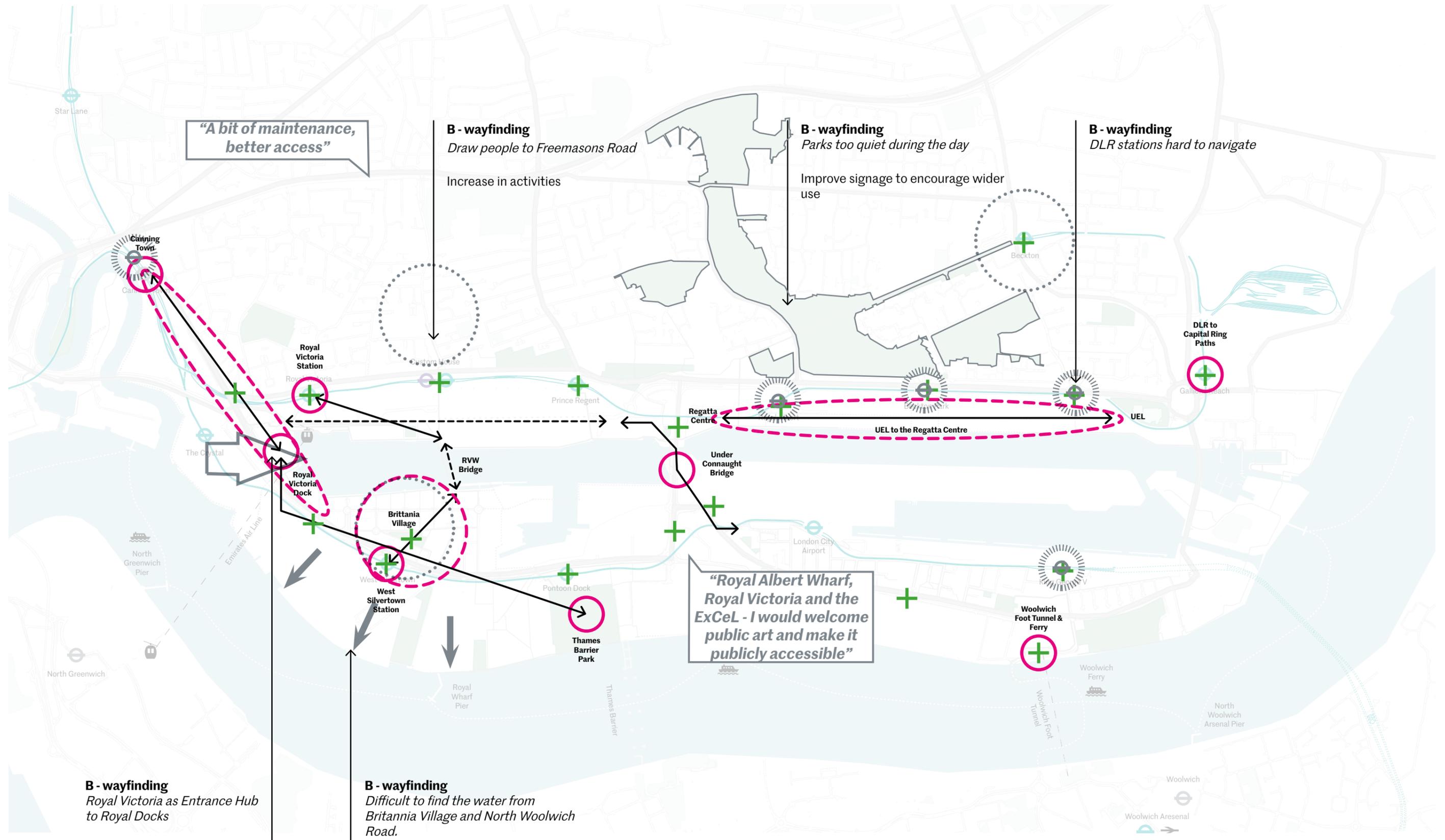


Where should wayfinding markers be?

- Main roads, corners, bridges, docks, from the DLR.
- There could be a sign by the foot bridge and at the corner by the airport.
- Approaches to either end of the Connaught bridge area.
- All DLR Stations.
- Key intersections.
- High streets.
- Local parks/public places popular with local community.
- Roundabout (Stanfeld Rd and A1020).
- Arrows to the greenway.
- Clipper stop.
- Woolwich foot tunnel.
- Waterfront studios.
- Silver building through to royal wharf.
- On the bridge leading to Canning Town station.
- Factory road.
- UEL.
- Silvertown / Silvertown way.
- Near Pontoon Dock.
- Entrance junction to Victoria Dock. Just off the roundabout.
- From Dlr/bus route from Silvertown Road up into BV village.
- Better routes needed not just signs. In particular clean up Dock Road and have better signage from Royal Victoria Dock and from Royal Wharf to these places.

Phase 1 - Community engagement wayfinding feedback

- Confusing places
- + Where should markers be?
- Station Improvements
- Neighbourhood Improvements
- Difficult connections
- Access to Parks
- Finding the Water



Phase 1 - Community engagement lighting feedback

Key Points

- Inconsistent pedestrian lighting.
- Better quality lighting needed. Aesthetics not as important as lighting levels, maintenance and environmental aspects.
- Fear of travelling alone because lack of lighting and 'dead spaces' from underuse.



What should be transformed?

- I would change the lamps to a water fountain and change the pavements to grass with ALL sorts of berries.
- Put lights in the park so they have more viability of where they are going.
- I'd lit the foot bridge on the east side of ExCeL with all the colour of the rainbow and put a fancy Lighthouse on the area by the water so that some food trucks or a restaurant can set up shop there. People would know how to get to the sports centre and we'd all have a space to socialise and enjoy evenings out by the water.
- I'd have interactive maps at different points of the riverside to help people manoeuvre around. One at UEL walkway, one in north Woolwich by the sir Redgrave bridge, one by the north Woolwich ferry, one by Cannought bridge, one by go surgery in north Woolwich, one by barrier park, one in royal Vitoria gardens, one in Britannia village, one in royal Victoria by the cable car.
- I probably add more lamp post where there's poor visibility, also more road signs around where they are needed.



What should be lit?

- Things should only be lit up at night if they are solar powered.
- As little as possible other than paths. The light pollution is a real problem and has an underrated impact on wildlife.
- All public spaces should have more lighting for safety (via motion sensors?)
- Features around the docks could be enhanced with occasional coloured lighting on buildings.
- Thames Barrier Park.
- Thames Path public walkways.
- Cranes.
- The Crystal.
- Silver Building.
- Royal Victoria gardens.
- Jubilee walkway along the river Thames.
- Under Connaught bridge, walk from.
- Bridge leading to Canning Town station.
- UEL.
- ExCeL.
- NOT ExCeL.
- Around city airport.
- Dock Workers statues.

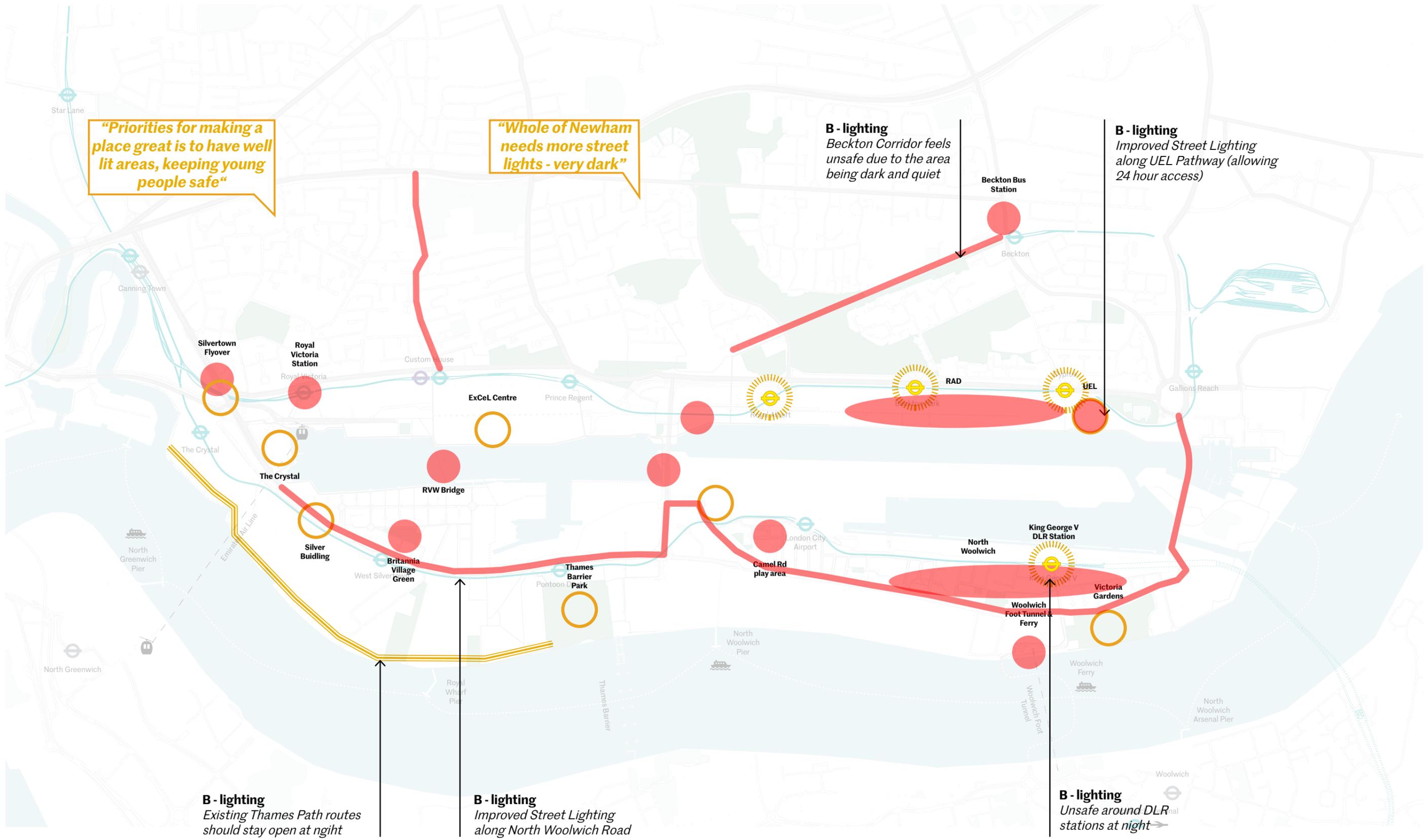


Where are improvements needed?

- Some of the new LED street lights in Britannia Village could have been given a softer colour than bright white.
- Footpaths along north Woolwich road.
- Britannia Village Green.
- Residential areas at the back of Albert Rd, Roebourne Way, Dockland St, etc.
- At Waterside Heights the street lighting is quite dim.
- Dock road and the fly over.
- Royal Victoria gardens.
- Jubilee walkway.
- North Woolwich towards Woolwich ferry.
- Seagull lane and Royal Victoria station.
- Royal Victoria Bridge.
- Royal Albert dock (apart from the airport).
- St John's green.
- King George V DLR.
- Camel road play area.
- Alley way junction.
- Beckton Bus Station.
- Yiban / Regatta Centre.
- North Woolwich; Woodman Street, St Johns Green, Roebourn Way, Pier Parade, Albert Walk and Dockland Street.

Phase 1 - Community engagement lighting feedback

- Lighting Improvements
- What should be lit?
- ☀ Station Improvements
- ▬▬ Night Routes



Phase 1 - Community engagement landscape feedback

Key Points

- Poorly maintained public realm and green spaces.
- More greening needed.
- Accessible surfacing of Dock Loop for all groups.



What should be transformed?

- Clear floor paintings to identify paths/areas of interest.
- I would change the lamps to a water fountain and change the pavements to grass with ALL sorts of berries.
- Using existing buildings & landmarks is a great idea. Signs or artwork on the sides of buildings, that point to the next place of interest. Also, fences & walls in green spaces could be brightened up & double up as Way finding.
- Create a themed planting scheme.
- Create a clear scenic walking route all around waterfront area of the dock with clear signage to local cafes, restaurants and refreshments.
- Painted route markings on the floor.
- Cycle lanes around the whole area including connection from Woolwich tunnel.
- I would join up all the cycle routes surrounding the docks with the cycle super highway and thames path north and south.
- Britannia Village green , beautifully wooden play park for kids. Something that could not be vandalised and something that looks nice. And not just for little kids for older children too..also the Britannia village hall..it should be the hub of this community but it looks tired and forgotten.
- Get rid to LA lounge, clean up dock road, add cycle lanes and more lighting to make a safer direct route when walking and cycling to East India.
- The route between where royal docks beach normally is and the silver building should have its brutalist softened with colour, plants/trees and wildlife. Maybe some street stalls selling food too.
- Change junction on western gateway and stop lorries go on western gateway.
- cross rail to be ready now, bike station by the Cable Cars, cycle lanes to bike to central London, more parks with green trails and signs to walk to Canning Town, boat service by Custom House ExCeL bridge to any parts of London including airports!
- Would transform the riverside so there was a path running along the whole of the Thames in the royal docks area allowing public access from one end to the other as river is a clear feature to navigate by.

Phase 1 - Community engagement landscape feedback



Station Improvements



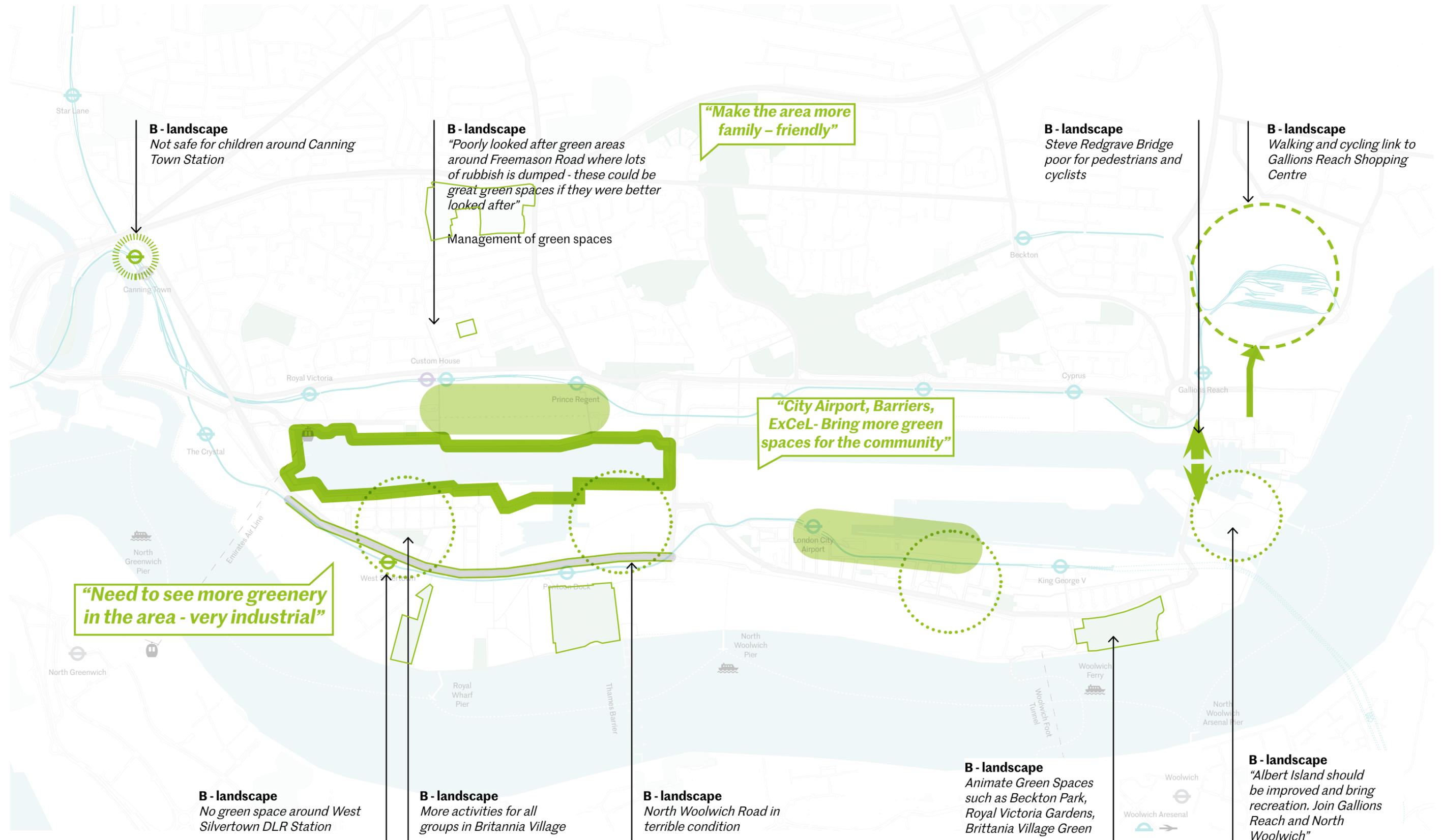
Pedestrian / Cycle Route



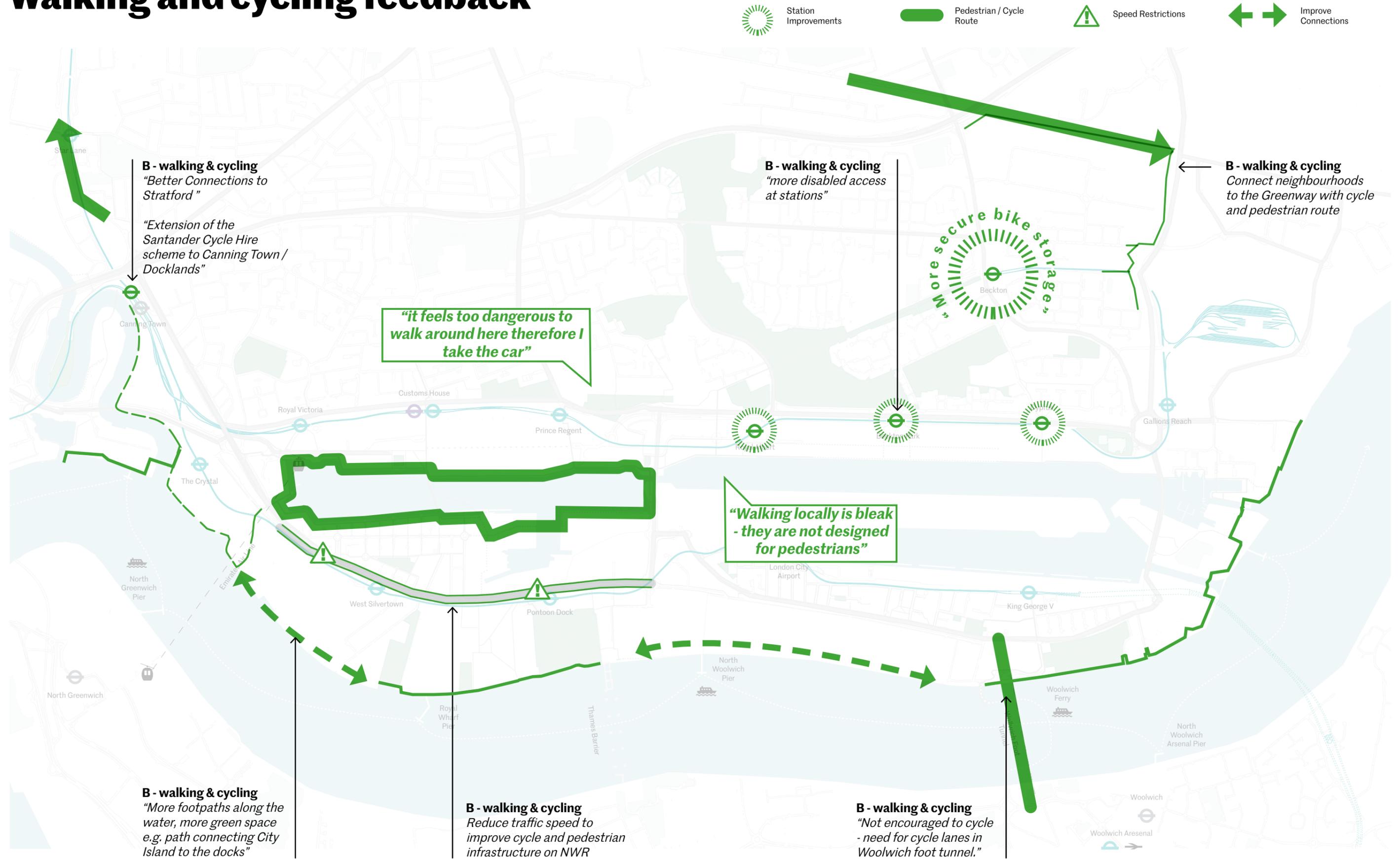
Neighbourhood Improvements



More Green Spaces



Phase 1 - Community engagement walking and cycling feedback



Phase 1 - Community engagement stitch virtual walks

A series of virtual walks were led by community groups across the Royal Docks. This round of feedback offered more specific guidance on the treatment of the five Stitches and how these should be addressed in the Design Guides.

General Points:

- Main places visited during lockdown; Barrier Park, Lyle Park, Britannia Village, Royal Victoria Gardens and Beckton but this was mainly through walking as cycling doesn't feel safe and there aren't many cycle paths.
- Docks area feels very isolated from the rest of the city, and not safe. Infrequent DLR the only viable transport connection.
- People would like to be able to explore more and for the docks to be better connected.
- Cycling discouraged by shortage of bike racks in North Woolwich, Silvertown and Beckton alongside poor quality cycling infrastructure.

Key points relating to the Stitches:

Canning Town to the Docks:

- Link Docks with the City.
- Poor connection along North Woolwich Road between Canning Town and North Woolwich down to Thames Barrier Park and Connaught Crossing.
- NWR Tunnel entrance; dangerous crossing for pedestrians and cyclists.

Customs House to the Thames:

- More seating, trees and planting along Docks and around Britannia Village Green.
- More places for people to meet and relax, especially around Britannia Village School and dock edge.
- Improved lighting between DLR and ExCeL centre.

Connaught Crossing:

- Connaught Crossing poorly lit under bridge. Feels unsafe walking and cycling.
- Outdoor gym preferred over basketball court / skatepark.

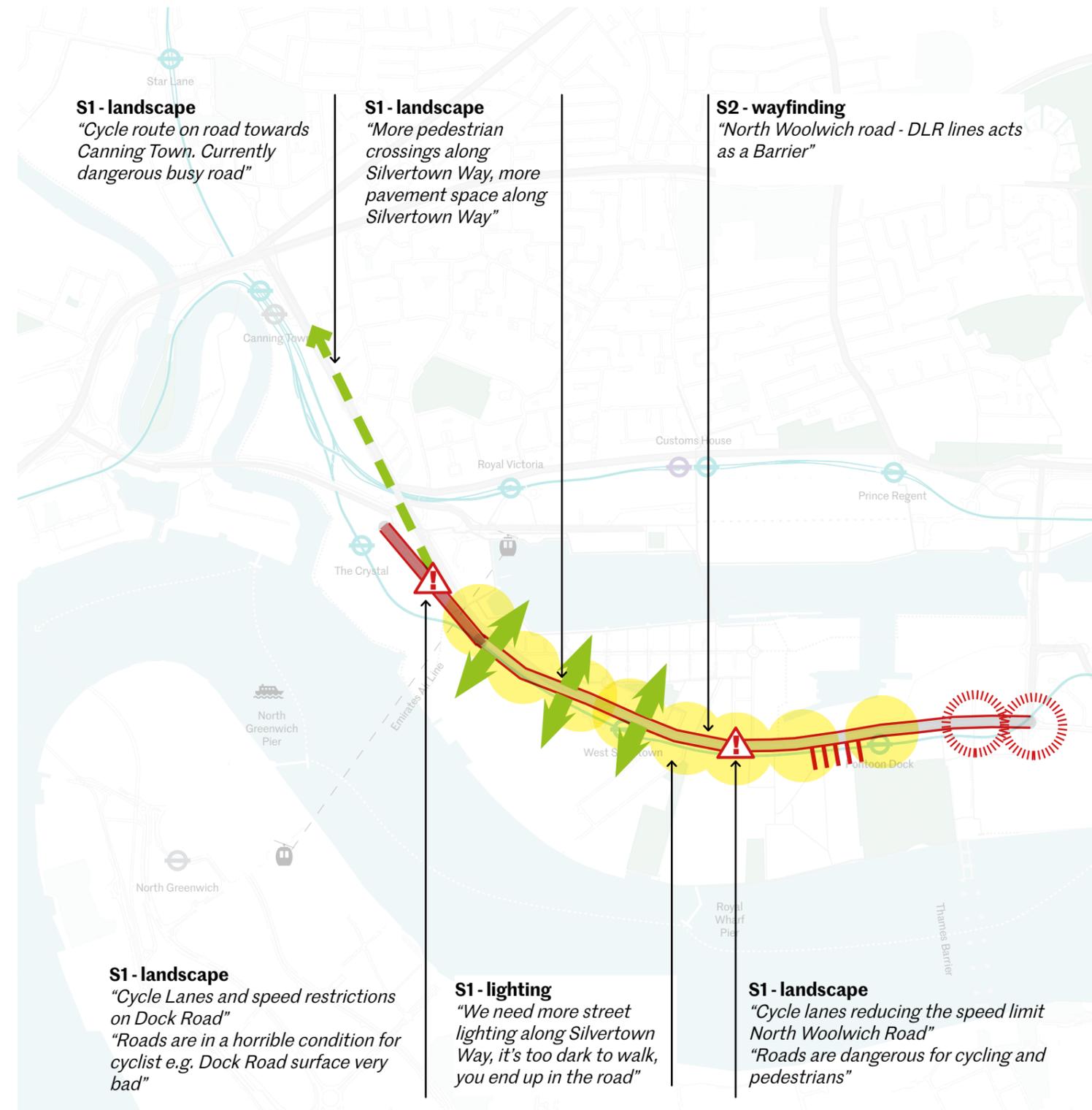
Beckton to North Woolwich:

- Clear signage and markings for pedestrians and cyclists.
- Waymarking to Woolwich foot tunnel and ferry.
- Link to Capital Ring from Gallions Reach DLR station.

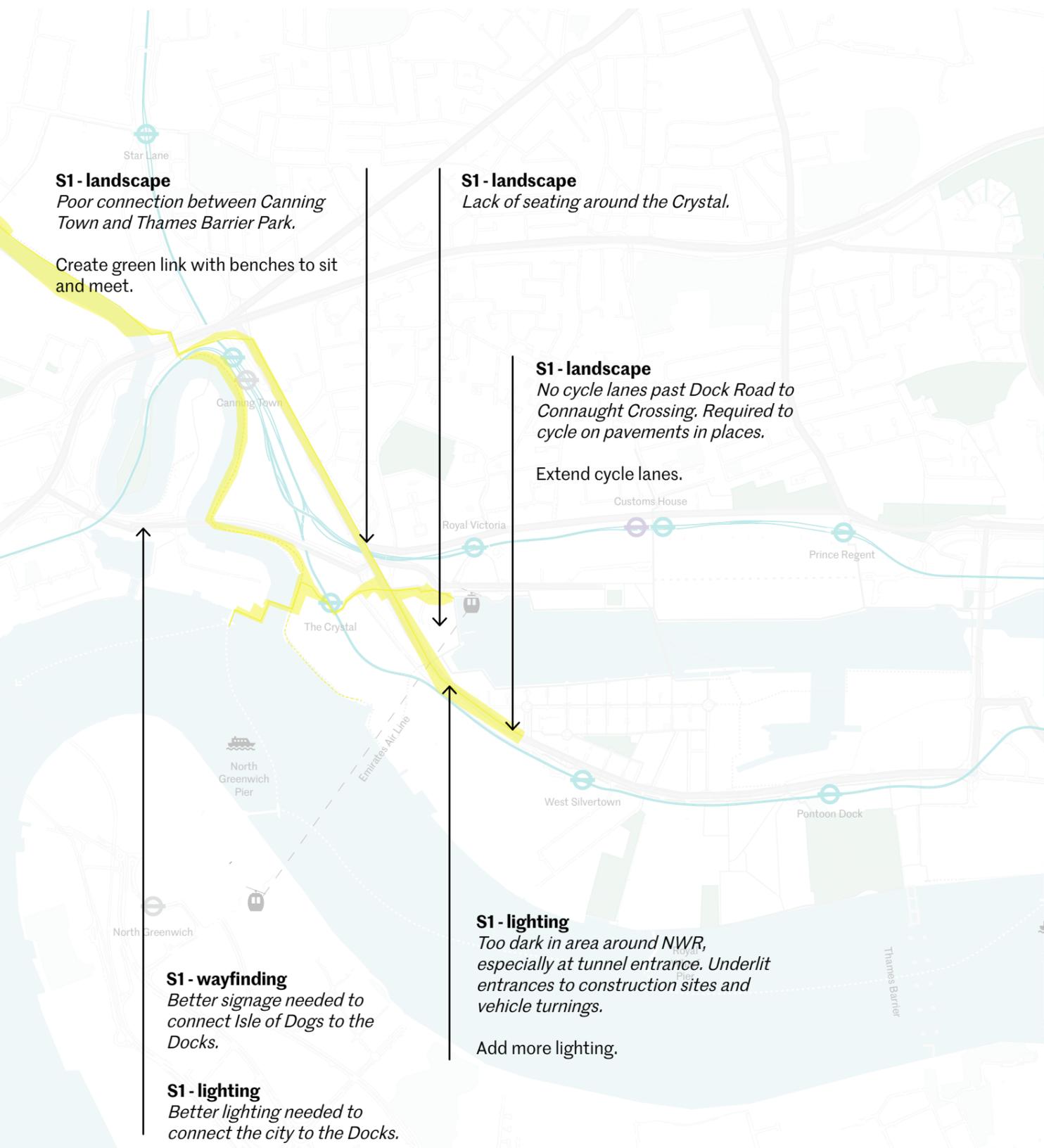
Dock Loop:

- Concerns around water safety, boat vandalism and other antisocial behaviour from increase of public activity around the Dock edge.
- Coherent approach to public realm and signage necessary to link route.
- More seating and family friendly spaces for people to meet and relax.

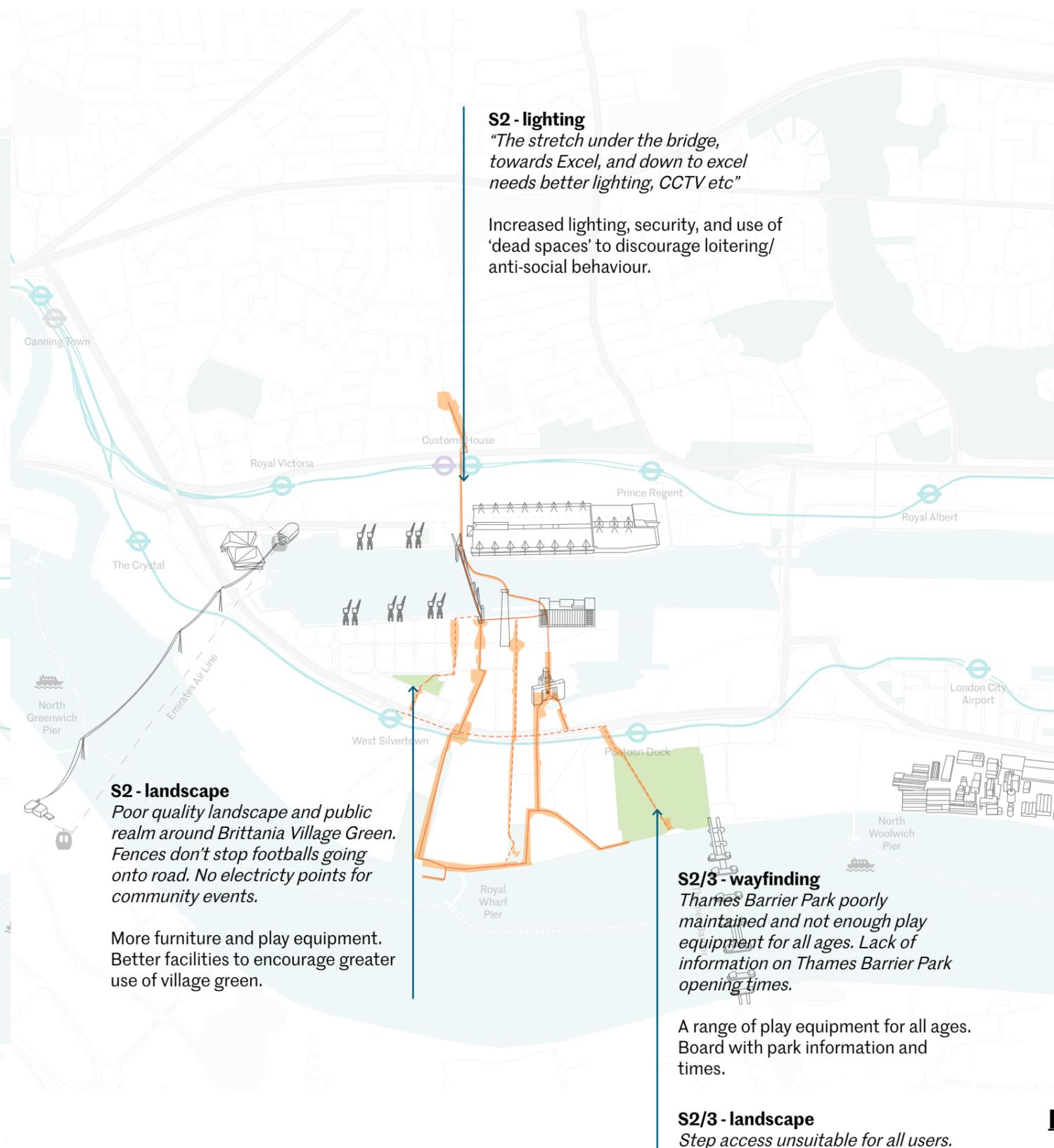
Example of feedback specific to North Woolwich Road used to spatially map out the suggestions made by the community.



Phase 1 - Community engagement Canning Town to the Docks feedback

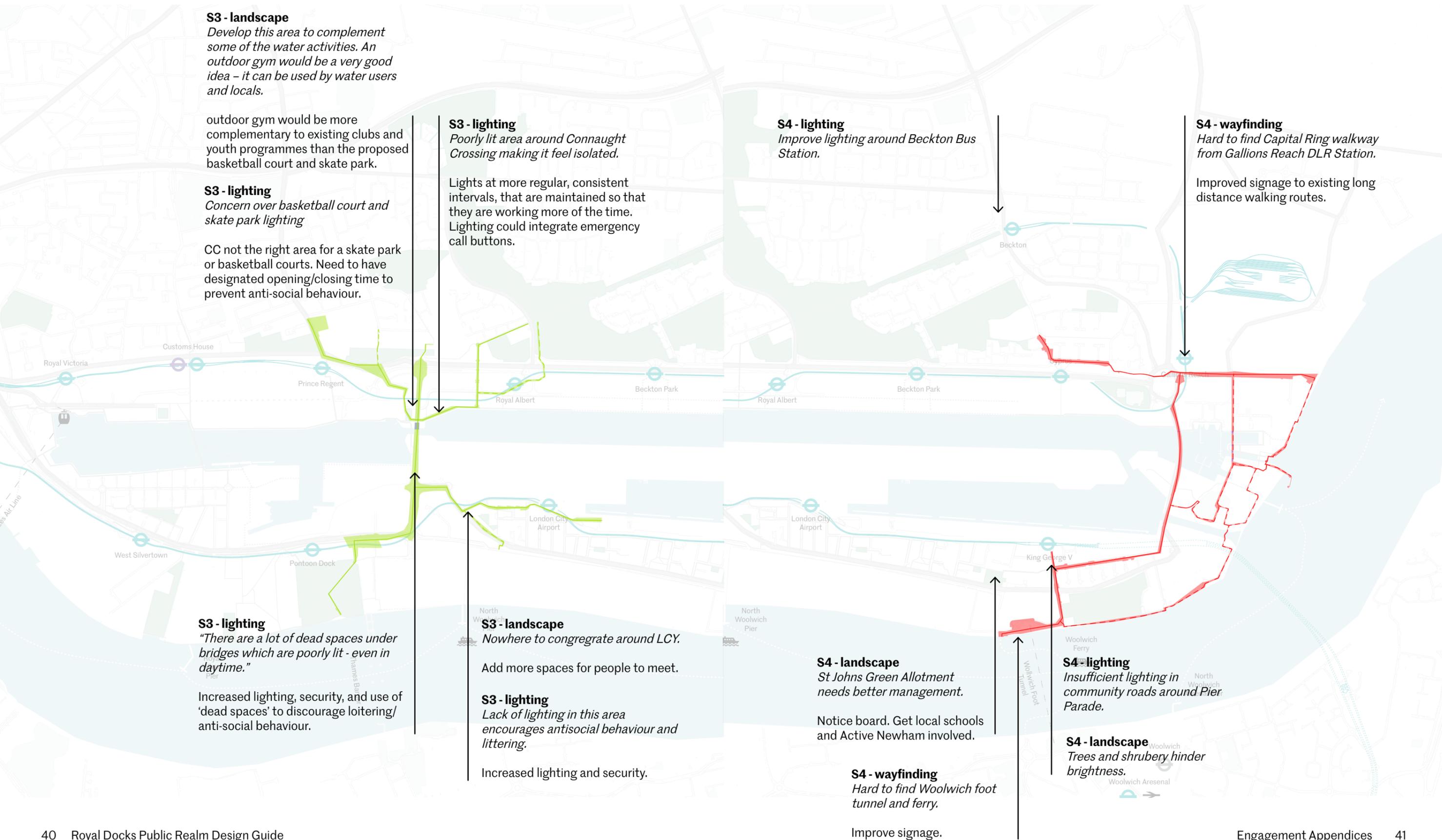


Phase 1 - Community engagement Custom House to the Thames feedback



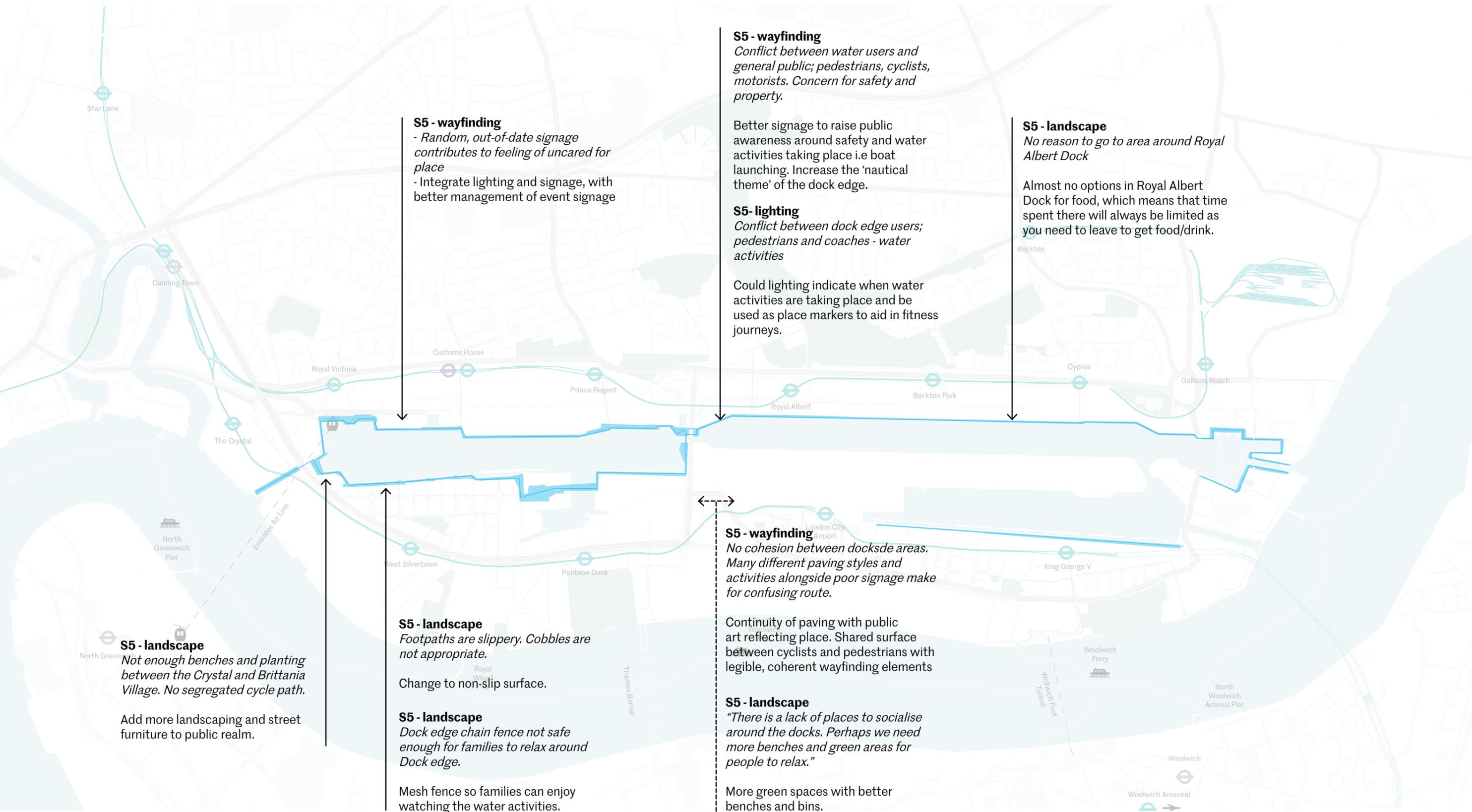
Phase 1 - Community engagement Connaught Crossing feedback

Phase 1 - Community engagement Beckton to North Woolwich feedback



Phase 1 - Community engagement

Dock Loop feedback



S5 - wayfinding
- Random, out-of-date signage contributes to feeling of uncared for place
- Integrate lighting and signage, with better management of event signage

S5 - wayfinding
Conflict between water users and general public; pedestrians, cyclists, motorists. Concern for safety and property.

Better signage to raise public awareness around safety and water activities taking place i.e boat launching. Increase the 'nautical theme' of the dock edge.

S5- lighting
Conflict between dock edge users; pedestrians and coaches - water activities

Could lighting indicate when water activities are taking place and be used as place markers to aid in fitness journeys.

S5 - landscape
No reason to go to area around Royal Albert Dock

Almost no options in Royal Albert Dock for food, which means that time spent there will always be limited as you need to leave to get food/drink.

S5 - landscape
Not enough benches and planting between the Crystal and Britannia Village. No segregated cycle path.
 Add more landscaping and street furniture to public realm.

S5 - landscape
Footpaths are slippery. Cobbles are not appropriate.
 Change to non-slip surface.

S5 - landscape
Dock edge chain fence not safe enough for families to relax around Dock edge.
 Mesh fence so families can enjoy watching the water activities.

S5 - wayfinding
No cohesion between docksde areas. Many different paving styles and activities alongside poor signage make for confusing route.

Continuity of paving with public art reflecting place. Shared surface between cyclists and pedestrians with legible, coherent wayfinding elements

S5 - landscape
"There is a lack of places to socialise around the docks. Perhaps we need more benches and green areas for people to relax."
 More green spaces with better benches and bins.

Phase 2 - Stakeholder engagement

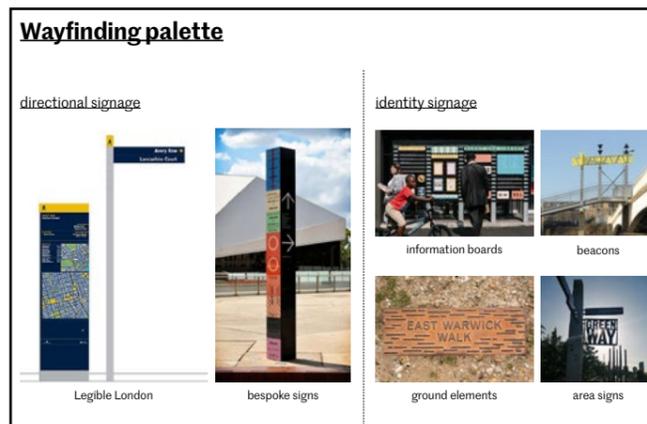
Five stakeholder workshops were held focussing on specific areas across the Royal Docks. The five areas covering the extent of the Royal Docks site included:

- 1- Royal Victoria Docks West
- 2- Beckton to North Woolwich
- 3- Connaught Crossing
- 4- North Woolwich Road
- 5- Albert Road, North Woolwich

The workshops were focussed on introducing the palette section contents, getting initial thoughts on the palettes and establishing the next steps for engagement. The presentation included a review of the engagement process to date, an overview of the draft masterplans and a list of components to be included in the Design Guides.

Following the presentation of each design guide palette, a discussion was had to review the palette components and establish the key objects going forward. The discussion was structured around four to five prompts to help generate a dialogue between participants on issues such as appropriateness, performance, cost, delivery, maintenance, renewal, etc.

The outcome of the workshops helped to inform the design of the palettes from early on, co-ordinate the design guidance with ongoing and new development, and establish contacts for further 1-to-1 discussions.



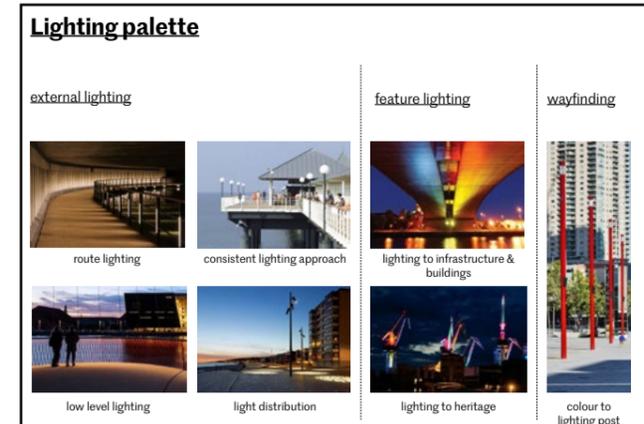
Wayfinding palette discussion prompts:

Q - Do you support the range of approaches to wayfinding in this area? What do you want the wayfinding palette to achieve?

Q - How would you adopt the wayfinding palette? Are there any existing elements to be retained or removed?

Q - What barriers are there to adopting the wayfinding palette components? cost / time / incompatible with development proposals?

Q - Do you have any thoughts around maintenance / durability / programs for renewal?



Lighting palette discussion prompts:

Q - Do you support a consistent approach to lighting across the docks? Do you have any thoughts on the background / feature lighting palette?

Q - Are there any existing lighting elements to be retained or removed?

Q - What barriers are there to adopting the lighting palette components? cost / time / incompatible with development proposals?

Q - Do you have any thoughts around maintenance / durability / programs for renewal?

Q - Do you have any thoughts around safety / control / use of CCTV? How can lighting best cater for all visitors to the area?



Landscape palette discussion prompts:

Q - What do you want the landscape elements to achieve in this area?

Q - Do you have any thoughts on using elements from the existing design guidance? Are there good examples of existing landscape to be retained or adapted?

Q - What barriers are there to adopting the landscape palette components? cost / time / incompatible with development proposals?

Q - Do you have any thoughts around maintenance / durability / programs for renewal?

Q - Do you know of any issues with accessibility? How can the proposals best cater for all visitors to the area?

Phase 2 - Stakeholder engagement findings

Notes were taken from the five stakeholder workshops summarising the key points made during each discussion. These points were compiled into tables and used as an ongoing resource in the development of the design guides.

Phase 2 Stakeholder Engagement - Landscape

Location	Stakeholder Feedback	Design Guides Response
Royal Victoria Docks West	Edge protection. Having a consistent approach around the docks makes sense. Couple of existing approaches. Compromise between safety and enjoyment of the water. Chance to engage with the water.	Further meeting held with RoDMA on the treatment of the dock edge, considering water access and safety.
	Engage with LL on an evidence base. Understand how we can make this compromise work.	-
	Different areas have different levels of safety. Different heights. Want to bring public closer to the water.	-
Albert Road, North Woolwich	Interested in Victorian theme, retaining Victorian details in the area.	Victorian legacy carried through in landscape accent palette
	St Johns gardens hoarding has a creative treatment?	-
	No thematic approach to landscape.	Tree, planting and hard surfacing themes proposed by baseline and accent palettes
	St Johns Green & footbridge have anti-social behaviour issues. Can landscape respond to this?	-
	Subsidence an issue with tree pits, especially with Becton	Tree pit design information to be included in landscape design guide
	St Johns green issue with maintenance. Bins are not maintained. Tired to install dog litter bins but told nobody from the council will collect.	-
	Open bins problematic with attracting birds. Hazard for plane collisions.	Proposed covered bins
	Select tree species that do not encourage nesting birds. Check significance for North Woolwich.	-
Becton to North Woolwich	Some guidelines on the trees would be helpful. What indigenous species are which will grow well but also what are the species that are good for City Airport.	Further meeting held with London City Airport to discuss safeguarding =
	Elements that help with pollution / environmental walls?	Landscape design guide to promote use of anti-pollutant grasses and other tree / planting approaches to improve air quality and bio-diversity retain heritage assets
	Highlight cranes is a very popular idea, but also more generally including references to heritage, including to elements like bins.	-
	Select areas carefully, avoid places where there is ground floor level.	-
	Other areas might be more appropriate for more ambitious seating.	Planter seating combining trees and benches and providing more shelter
	River edges and flood defences have limits in terms of what can be done in terms of furniture loadings and what can be planted.	Further meeting held with RoDMA to discuss false quays and loading restrictions on dock edge
	It'd be great to have more uniform code for bins, but these should be robust and fit for purpose, this would help ensure people / developers will adopt them.	Site wide approach to street furniture aims to introduce consistency into public realm
Connaught Crossing	Hard landscaping needs to ensure it provides a smooth surface to support accessibility, the number of joints on the surfacing needs to be considered. How accessible is the area for people with disabilities, using prams, other active forms of transport (such as skate boards, scooters etc), perhaps some of the original cobbles need to be removed to make the docks more accessible and to create a smooth surface.	Range of hard surfacing palette materials with guidance on where to use highlighting accessibility criteria
	How can the type of the surface be combined to improve the use of the area?	-
	We need to achieve consistency across the Docks and especially around the Dock Loop	Site wide approach to street furniture aims to introduce consistency into public realm, dock loop accent palette introduces a coherent approach to be used along the route
	RoDMA raised concerns about the Aspens and planting plan. The lines of sight to operate the bridge need to be kept clear.	-
	There has also been problems with drainage across CC, any tree planting needs to consider this as associated costs of repairs if they cause damage.	-
	Scott (RoDMA) can provide information on the false quays. This can cause a H&S risk; if people fall into the docs/active in the water, they can get pulled under the false quay. Any areas without fencing should be at the original quay rather than false quay. Scott can provide a map with this detail.	Further meeting held with RoDMA to discuss false quays and loading restrictions on dock edge

Example of the feedback regarding the landscape design guide given across the five stakeholder workshops.

Royal Victoria Docks West Stakeholder Session

Wayfinding

- General support of Legible London should be the baseline approach. As it is quite expensive, the best locations for Legible London should be clarified.
- Is there going to be a secondary typology of wayfinding elements to be adopted by site developers?
- Consistency is key to understanding the environment and supporting the stitches.
- Where Legible London is being proposed, it would be good to understand the signage coming forward as part of developments. There is a lot more to be set out in the plans as they are being presented.
- Each site might have their own internal signage approach, but there should be agreement over high level principles.
- With the Dock Loop, there is an opportunity to waymark distances. This route is already well used but lacks the characterful approach.
- Navigation from public transport loops are very important. From Custom House and Royal Victoria stations it is hard to find the docks. Clarifying this is just as important for wayfinding as the stitches.
- Legible London performs this function. It is not just about adding clearer signs, but also about removing redundant signage to create a legible environment.
- Reinforcing Nicola's point: Custom House is a really important access point currently acting as an access point to ExCel rather than the docks.
- Would like to see more options of routes that one might take. There should be an online tool to help people find routes and more generally, their way around the area.
- Tree planters are a safety / anti-social behaviour issue as they provide hiding places.

Landscape

- Edge protection is important, and having a consistent approach around the docks makes sense. There are currently a couple of existing approaches. A compromise between safety and enjoyment of the water is necessary to provide a chance to engage with the water.
- Engage with LL on an evidence base to understand how we can make this compromise work.
- Different areas have different levels of safety, in part due to different heights. We want to bring public closer to the water.

Lighting

- There is support for a shared narrative on lighting. One of the key feedback from community is on anti-social behaviour, especially in unlit spaces. Natural and CCTV surveillance would help address safety concerns.
- Replacement of existing lighting elements?
- Consistency to reinforce the stitches. Lighting head replacements.
- Get rid of dated glass fittings.
- Old palette of lighting components employed in areas across the docks.
- Vandalism to existing lighting fittings is a problem. We have had to replace a lot over the years.

Phase 2 - Stakeholder engagement findings

Connaught Crossing Stakeholder Session

Wayfinding

- Signage needed to Royal Docks Adventure Centre, people don't know where they are or what facilities are available. People call from near by asking for directions because the building isn't obvious.
- The wayfinding masterplan was supported and they liked the ideas presented. There were questions asked about the base wayfinding and linking to RD brand. LL was identified as the baseline wayfinding.
- The group liked the colour suggestions.

Landscape

- Hard landscaping needs to ensure it provides a smooth surface to support accessibility, the number of joints on the surfacing needs to be considered.
- How accessible is the area for people with disabilities, using prams, other active forms of transport (such as stake boards, scooters etc), perhaps some of the original cobbles need to be removed to make the docks more accessible and to create a smooth surface.
- How can the type of the surface be combined to improve the use of the area?
- We need to achieve consistency across the Docks and especially around the Dock Loop.
- RoDMA raised concerns about the Aspens and planting plan. The lines of sight to operate the bridge need to be kept clear.
- There has also been problems with drainage across CC, any tree planting needs to consider this as associated costs of repairs if they cause damage.
- Scott (RoDMA) can provide information on the false quays. This can cause a H&S risk; if people fall into the docs/active in the water, they can get pulled under the false quay. Any areas without fencing should be at the original quay rather than false quay. Scott can provide a map with this detail.

Lighting

- We ran out of time to discuss lighting properly, also LCY weren't on the call, I would advise a follow up conversation with the airport.

Albert Road, North Woolwich Stakeholder Session

Wayfinding

- Cross rail wall – hold up around the artists launching project (William Morris style flower print). Something to pick up with Crossrail.
- Tate & Lyle have a lot of big buildings and plain walls. There is an out of date banner, maybe 150 years old, that could be replaced. T&L open to conversation around ideas to replace the banner.
- Popular statue of male dockers; Tate & Lyle are promoting similar statue for female factory workers. Potential site on roundabout near Connaught Crossing.
- Factory road wall a blank canvas.
- Community stakeholders behind statue. Strong community feeling for Tate & Lyle in the area.
- Liam from London City Airport community team to contact for any public works to LCA property.

Landscape

- Interested in Victoriana theme, retaining Victorian details in the area.
- St Johns gardens hoarding has a creative treatment?
- No thematic approach to landscape.
- St Johns Green & footbridge have anti-social behaviour issues. Can landscape respond to this?
- Subsidence an issue with tree pits, especially with Beckton.
- St Johns green issue with maintenance. Bins are not maintained. Tried to install dog litter bins but told nobody from the council will collect.
- Open bins problematic with attracting birds. Hazard for plane collisions.
- Select tree species that do not encourage nesting birds. Check significance for North Woolwich.

Lighting

- Safeguarding element to do with up-lighting and architecturally lighting buildings.
- Docks are particularly dark.

Beckton to North Woolwich Stakeholder Session

Wayfinding

- DLR viaduct run through one of the plots at Gallions Quarter – sometimes hard to get buy in from DLR to co-opt their structures.
- Intention was to install pendent lighting on the side of viaduct and spent loads of time engaging DLR but that wasn't possible. Maintenance contract also had many problematic points to be agreed. Concerns about glare and impact on the network.
- from community point of view. KGV entrance feels quite unsafe and hard to navigate.
- Bright and easy to see elements, community members liked these, as well as notice boards.
- When there are festivals TfL were particularly hard to deal with to hold up banners and other temporary signage. Can RDT suggest an approach and structure.
- Not enough notice boards, including RV Gardens, all a bit patchy.
- Wall along Gardens blocks the view, so it'd be nice to have something on the wall (e.g. Tower of London maps and wayfinding on the wall).
- People were a bit upset about Take Your Place graphic – very unhelpful to navigate the place, felt random to most people in the community, it doesn't feel relevant, unless you're a rawer maybe.

Landscape

- Some guidelines on the trees would be helpful. What indigenous species are which will grow well but also what are the species that are good for City Airport.
- Elements that help with pollution / environmental walls?
- Highlight cranes is a very popular idea, but also more generally including references to heritage, including to elements like bins.
- Select areas carefully, avoid places where there is ground floor resi.
- Other areas might be more appropriate for more ambitious seating.

- River edges and flood defences have limits in terms of what can be done in terms of furniture loadings and what can be planted.
- It'd be great to have more uniform code for bins, but these should be robust and fit for purpose, this would help ensure people / developers will adopt them.

Lighting

- Pier Road and RV Gardens, and St John's Green are places of concern.
- confirm above, and also approach to KGV station. Stabbings occurred around this area.
- Loads of unsocial behaviours around Pier Parade.
- Lighting, and how we can make space for people lingering / drinking. E.g. not appropriate in front of local library or next to children playground. Can this be addressed / mitigated by design?
- Woodman Street and continuing route across LCA land – is this an aspirational link?
- Generally there is not a clear hierarchy of routes.
- LDA Design were commissioned by L&R and Albert Island development team to commission green wall with climbers.
- Interested to bring those greening ideas into NW.
- What are the next steps? Our design team couldn't attend today, are there any additional opportunities for them to be involved?

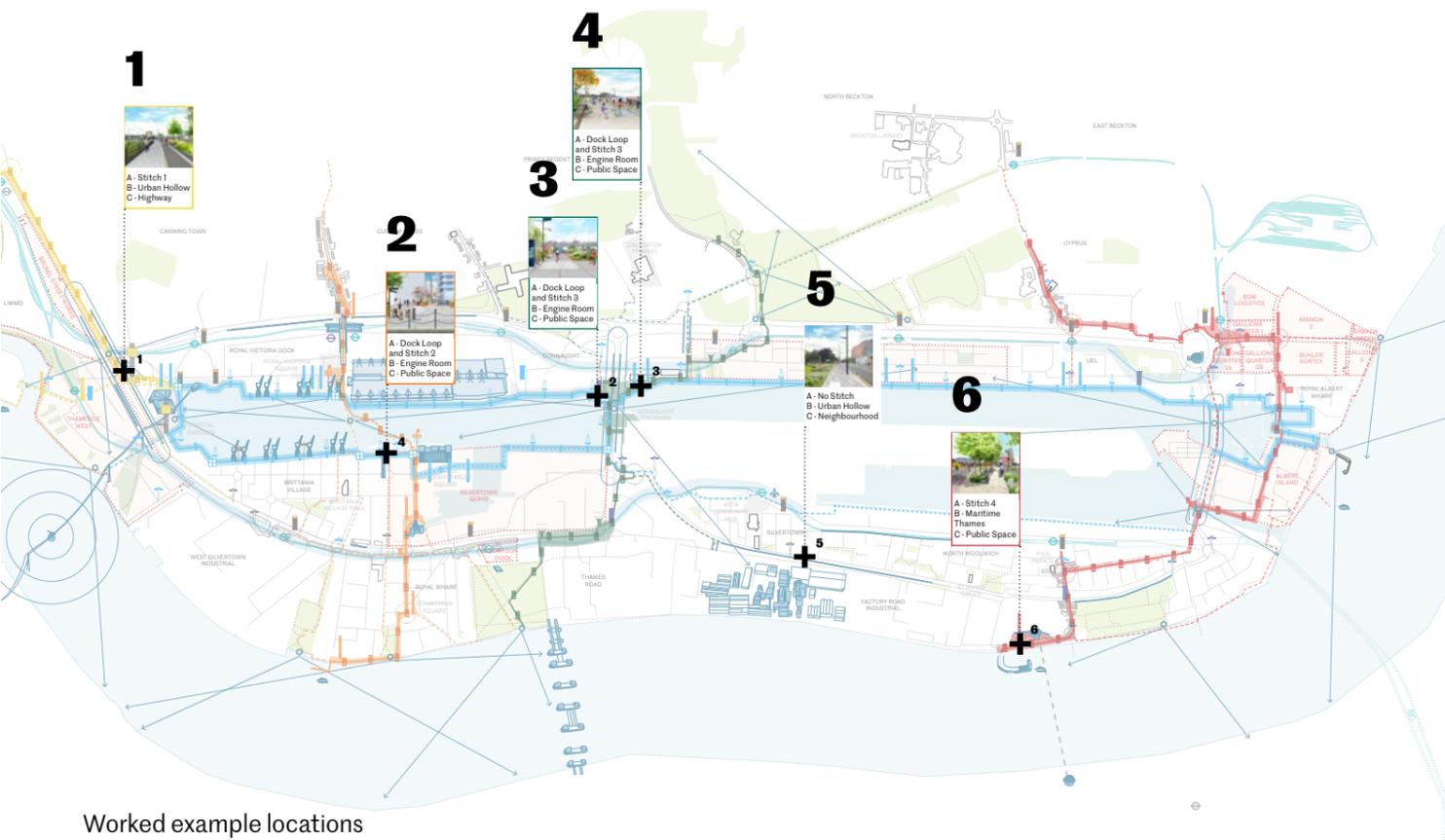
Phase 2 - Community engagement

The worked examples have been taken from a cross section of locations that best represent the variation present in the Royal Docks and the range of public realm approaches proposed in the design guides.

The worked examples are intended to allow users of the Design Guides to identify their site and see which palettes and strategies should be employed in their location.

Methodology

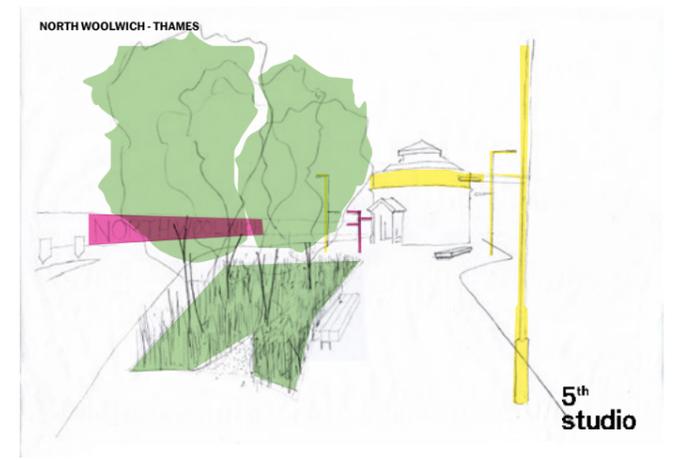
1. Locations were selected for 'worked examples' / phase 2 consultation.
2. Community groups to visit locations and provide further analysis on specific area based needs.
3. Community groups to provide feedback on set of public realm approaches outlined in the worked examples, using the list of questions below to structure the responses:



Worked example locations

Sketches

Sketches of the areas were produced by the designers of the Works Examples to act as prompts for discussions about Design Guide palette ingredients, such as street furniture and planting



Site visits and workshops

Artist-facilitated creative activities to encourage more specific design input to shape, adapt and add detail to the proposed palettes for each Design Guide. This enabled communities to visualise and imagine how elements of wayfinding, lighting and landscaping come together in a place to enhance it, thereby equipping them to make specific and suggestions.



Feedback and analysis

Key findings were summarised (refer to table on page 56-57) and incorporated as the sketches were updated to form the worked examples included in the Design Guides



Workshops

Trees and Planting - (describe palette) Do you support the approach to soft landscaping; trees, planting, biodiversity?

Cafe - rates need to be affordable for local business owners. Otherwise it won't be sustainable. Maybe a pop up would work better?

Let the kids run off knowing they're safe

Events programme

What kind of landscape would you like to see?

Food market - pop up vans

Activities for teenagers

Nice places make people encourage people to look after them

Wild flower section - not just flat lawn. Bee and butterfly friendly

Colourful and different - pops of colour and street art

wild flower meadow

No dividers on the furniture, benches etc - that's very anti-homeless.

I personally think having a Boris bike will cause a nuisance. If people have bikes they can use them around, but I think focusing on open spaces should be a priority and developing cycle paths.

History path / Culture trail

Benches - to sit and rest (elderly). Every 200m - everything is very spaced out

Bike friendly paths - feels like you have to face motorways to get over to the Royal Docks

Plants at accessible levels - wheelchair / child level

CH and docks are not easily accessed - need a lift up. New ground level routes would be welcome

Bins

Along the walk routes signpost bus routes near by

Bikes - stolen bikes an issue. Where do you lock up your bike safely

Street Furniture - (describe palette) 4 What type of street furniture (seating, bins, cycle infrastructure, etc) do you feel is needed?

What kind of cycling and walking paths would you like in the area?

Different coloured routes have different coloured lighting (wayfinding). Cycle routes / family friendly for buggies

Rain shelter

Accessible - wheelchair and buggy friendly/100% - no surprise stairs

Tower Gate/ Wapping - best practice example. Separate traffic lights for cyclists, paths

Ground Surface Materials - (describe palette) Do you support the approach to hard surfacing and access / active modes of travel?

Signpost into Custom House - local shops, local events, local people. It should be two way / vice versa

Bike paths

A couple steps & slopes to make it accessible for all.

beaches and loos along routes

Boris bikes - none in the area

Traffic is intimidating - not a cycle-friendly area yet. If safe they will be used

Sometimes we need just lighting!

Lighting - (describe palette) Do you support the approach to lighting; style, safety, effect?

I just think this lighting is cute and make the area look pretty

Floor lights (cheaper)

More of the history of the area - signs. The docks / customs

Signposted - with little history lessons as you travel around. The roots of the area

Signs, Objects, and Art - (describe palette) Do you support the approach to wayfinding; navigation, information, placemaking?

Different coloured routes have different coloured lighting (wayfinding). Cycle routes / family friendly for buggies

Signs for different paths - yes. Discovery paths, explore excel, the docks, a history walk etc.

What type of lighting and wayfinding would you like to see?

COMMUNITY SIGN bulletin board

Fills any size bulletin board!

residents to send in a 'enjoy the space' message, talking about the history etc. Talking about themselves. eg. 'This has been my home for 20 years, my memory is xyz, I hope you create some memories here too' and then out an artist

Greenwich Brough Zebra Crossing

How do we involve people who don't feel comfortable on a group Zoom

DUDDIES

Link to culture and history?

Things that make you feel joy - round, colourful and magical

Eye-catching - memorable. Draws people in and back to the area

Pop of colour

Funky zebra crossing

Get young people involved

Public Art

A reason to explore

Moments of wonder

Subtle, random pieces

I think it should be from people living locally

LOVE sign in Algate

positive quotes

Messages to inspire people

People should get involved

Mini landmarks

Random pieces of art

Feels like a destination

Billboard - love and community messages

Help the good people to be heard!

Murals and nice quotes - taken from history

Lift spirits - read something that's nice

met across people who have lived in the area and its completely different from south east London (where I have lived since I was born) and it is amazing. I have met some really great people and it needs to be celebrate more on around the

Phase 2 - Community engagement findings

The phase 2 community engagement feedback was collated into tables relating to each design guide. This feedback was then used in the development of the Design Guide palettes. The following pages show how this feedback translates into the public realm proposals through the six worked example views.

Phase 2 Community Engagement - Lighting

Location	Community Feedback	Design Guide Section	Design Guides Response
	*The creative use of light to illuminate historical buildings, art and the water	Special treatments	Feature lighting approaches to buildings, heritage and objects. Preservation of darkness over dock water
	*Bright lights for safety particularly in and around underpasses and tunnels	Baseline palette	Safe levels of light
	*Lighting to enable enjoyment of spaces and waterside in the evenings including intimate soft lighting	Accent palette	dock edge treatment to encourage all hours use
General	*A variety of lighting including bright light to feel safe in open areas and softer intimate light around seating areas.	all palettes	variety of lighting approaches identified in the Lighting Design Guide
	*A lot of light in areas where there is a risk	baseline palette	safe levels of light
	*Colourful lighting in the trees to make the area look magical	accent palette	lighting colour washes and warmer tone lighting to Stith routes
	*Lighting could make areas with benches and grass space to sit and relax cosy to spend time with family on summer evenings	baseline palette	good lighting levels to support public realm uses
	*Lighting up the sides of buildings and art painted on the sides of buildings	Special treatments	lighting to celebrate heritage and landmark buildings
North Woolwich	*Bright lights around the entrance to the tunnel, softer lights around the area with a bench	baseline palette	good lighting levels to support public realm uses
General	*The maritime and Victorian architecture should be celebrated, particularly older Victorian buildings like on Barghouse road, and the Police Station on Albert road, the Old Railway Museum, The Tate Institute and the entrance to the foot tunnel. There needs to be more of a feature made of old buildings with lighting. The buildings of old pubs like the Standard and The Royal Oak, Henley Arms - some of which are now closed should be kept, and renovated preserving original features.	Special treatments	lighting to celebrate heritage and landmark buildings
	*In the evening sitting by the edge of the dock is nice when you see the reflection of the lights in the water. The lighting gives a nice sense of people being around. More could be done with creative lighting to make a feature of the dock edge	accent palette, special treatments	consistent lighting around dock edge with feature lighting to key objects and buildings
Thames edge/ Woolwich foot tunnel	*The park should have more lighting in the evening. It feels like it shuts down at night time and is a place to avoid. Whereas it could be a really nice place to take an evening walk and look out across the river. The way the bank is raised makes it quite special to walk up and then see the river, it doesn't take you by surprise	baseline palette	good lighting levels to support public realm uses
	*Lighting could be colourful, uplighting the trees. Could make a feature of the avenue of trees with colourful lights.		lighting colour washes and warmer tone lighting to support the Stith routes
Foot tunnel North	*Lighting for safety	baseline palette	good lighting levels to support public realm uses
St Johns Green	*Better lighting between the park and Drew Primary School for families walking in the winter	baseline palette	good lighting levels to support public realm uses
	*Make the lamps multi-coloured on the outside so it feels friendly and inviting	accent palette	lighting colour washes and warmer tone lighting to support the Stith routes
	*Make the lights are feature like turning them into totem poles	accent palette	feature lighting to bespoke wayfinding elements; public space beacons lit at night
General/ BV	*Additional lighting in the streets around Britannia Village.	baseline palette	good lighting levels to support public realm uses
	*Lighting in Britannia Village Green - Currently there is very little, make the area usable at night	baseline palette	good lighting levels to support public realm uses
Dock edge	*Hide reaching lights, not only spotlights, so that the whole dock side is lit at night	accent palette	consistent lighting around dock edge
	*Lighting around the underpass by Naikson That is sufficient	baseline palette	good lighting levels to support public realm uses
General: Custom House	*Not enough lighting around residential areas- feeling unsafe	baseline palette	good lighting levels to support public realm uses
	*Different coloured routes have different coloured lighting e.g. family friendly for busies, cycle routes etc	accent palette	lighting colour washes and warmer tone lighting to support the Stith routes
	*Floor lighting	baseline palette	good lighting levels to support public realm uses

Phase 2 Community Engagement - Landscape

Location	Design Guide	Community Feedback	Design Guides Response
	Landscape - street furniture	*Wooden benches- adding warmth to the area and are eco friendly	timber benches site wide
	Landscape - street furniture	*Wish to prevent litter	covered bins site wide
	Landscape - trees / planting	*Interactive green spaces which encourage learning and sensory exploration	senior and edible planting and trees
	Landscape - trees / planting	*Counteracting "unnatural" concrete elements with greenery	integrated cycle path on busy highway along Silvertown Way
	Landscape - hard surfacing	*Segregated cycle paths	integrated cycle path on busy highway along Silvertown Way
	Landscape - hard surfacing	*Less car centric roads	accessible public realm for all users
	Landscape - hard surfacing	*Ramps and dips in the curb for accessibility	comprehensive palette of hard and soft surfacing materials, with feature elements for more special treatments
	Landscape - hard surfacing	*A variety of ground surface textures including grass	comprehensive palette of hard and soft surfacing materials, with feature elements for more special treatments
General	Landscape - street furniture	*Benches was a recurring theme and there was a strong idea about having a variety of kinds of benches	benches, benches and planter seating alongside "informal" play elements
	Landscape - street furniture	*Small benches - intimate for two people - so it's not awkward for other people to sit near people they don't know	adaptability of proposed bench allows for multiple configurations
	Landscape - street furniture	*Large benches for groups of friends and families	adaptability of existing guidance bench allows for multiple configurations
	Landscape - street furniture	*Round benches circling a tree in the middle	planter seating combines bench and trees in a way reflective of the docks industrial history
	Landscape - street furniture	*Benches which are integrated in the nature, around plants and bushes, benches next to nature	benches in green spaces
	Landscape - street furniture	*Benches made from wood would give more of a sense of nature - the large timber benches in the drawings were welcomed as a good idea. Likewise, the benches that are both a sitting place and a planter/ growing box were	
	Landscape - street furniture	*Interactive street furniture, seats you can sit on that are also a sculpture	coordinate seating around dock edge with Docks' heritage and maritime objects
	Landscape - trees / planting	*As much green space as possible! Bushes, trees and plants wherever there is space	
	Landscape - trees / planting	*None of the main things that was missing in the area was trees	
	Landscape - trees / planting	*Overall the approaches to green space were welcomed as were the approaches to segregated cycle lanes with grass verges	
	Landscape - trees / planting	*Garden spaces- allotments, public places for growing vegetables	Design guides to support community involvement in the production and stewardship of green spaces
	Landscape - hard surfacing	*Inclusive and adapted for people with disabilities - curb lowering	inclusive design guide
	Landscape - hard surfacing	*Enough space for cycle lanes off the road - cars separated from the bikes. A grass or planted verge between the road and the bike lane	segregated cycle lane shown in Silvertown Way worked example
	Landscape - hard surfacing	*Traffic lights with sensors, Smart city elements such as sensors to help people who are hard of hearing and sight impaired	innovation spread to include smart city elements
	Landscape - hard surfacing	*A variety of floor textures- walking on grass, on leaves, and also on quality pads that make you jump when you walk!	
North Woolwich	Landscape - trees / planting	*The green space in the example was welcomed.	
Thames Edge	Landscape - street furniture	*Benches with different sizes small for 2-3 people for intimacy, but also big communal benches for groups to sit together	adaptability of existing guidance bench allows for multiple configurations
Albert Road	Landscape - trees / planting	*Needs to be more green and more cosy	
General	Landscape - trees / planting	*Currently enjoy surprising pockets of green spaces, little parks dotted around, there are surprising outdoor green spaces that can be used	enhance what is already there, measures to improve existing green spaces supported
Connaught Bridge	Landscape - hard surfacing	*The road bridge is too narrow and dangerous for cyclists, and also dangerous for drivers	standard highway markers to be used, alongside additional signage included in Wayfinding Design Guide
	Landscape - hard surfacing	*The cycle path which runs underneath is not clearly marked, it is not obvious that there is a way to cycle underneath - more signage is needed	for the walking and cycling strategy
	Landscape - hard surfacing	*Add a cycle path and walkway is needed on the bridge. Perhaps one of the two lanes of the bridge could be a cycle path	
Albert Road	Landscape - trees / planting	*St Johns Green. The community garden needs being lost, it is broken and vandalised, more trees in the green and around the community garden is needed with more landscaping	enhance what is already there, measures to improve existing green spaces supported
	Landscape - trees / planting	*Hoardings opposite at Johns Green need to come down, replace them with trees or a wild meadow	to be explored as part of focus area projects
	Landscape - trees / planting	*An additional community garden in the space between Albert road and Factory road, currently surrounded by blue hoardings. (The area on top of the underground crossrail line) should be used as a growing space open to public and not built onto	to be explored as part of focus area projects
	Landscape - trees / planting	*The scrapyard on Albert road is horrible, Replace with trees, lower nature in this area	

Phase 2 Community Engagement - Wayfinding

Location	Community Feedback	Design Guide Section	Design Guides Response
	*Community noticeboards	site wide approach	community noticeboards
	*Maps	baseline palette	legible london
	*Colourful lighting	accent palette	feature lighting to existing structures and colour washes on silches
	*Multi-purpose sculptures- e.g. for seating and wayfinding	accent palette	benches modelled on maritime mooring posts used for seating
	*Opportunities to learn something new	site wide approach	boards containing information on heritage sites, events, figures, etc
	*Community led street art	special treatments	supergraphics and art projects to be coproduced in collaboration with the community
	*Functionality as a priority as part of any artistic interventions- e.g. to aid wayfinding and assist with orientation	accent palette	consistency to bespoke wayfinding elements, designed as a family of structures / symbols easily recognisable across the docks
General	*Sensory elements in the landscape, especially objects that could be interesting for children to play with. There was a suggestion that there could be some kind of interactive installation that had sensory elements to it, such as different tactile surfaces, different sounds and smells - a kind of guess what it is installation. an interesting thing for children with special educational needs and for those who are light	special treatments	refer to landscape design guide - play structures
	*Murals and colourful paintings around the walls. Large art installations and art would not only make it look nicer but also make it feel safer. Interactive community focused	special treatments	supergraphics and art projects to be coproduced in collaboration with the community
	*Sensory element to any public art. Art that incorporates cultural elements	special treatments	public art to be site specific
North Woolwich	*The area around the tunnel entrance is ugly and scary.	all palettes	public realm improvements promoted by all design guides
General	*Information plaques about the history of the area, as well as public art project that are based on stories of the docks and the people, with real community engagement and participation	site wide approach	boards containing information on heritage sites, events, figures, etc
Connaught Bridge	*An idea to have wayfinding signs made with bright coloured Perspex, could have etchings of the view on them with landmarks and pointers in different directions. When you look through them and see the landscape in bright pink - could be a fun item for kids and also double up as a sign post. Playful way of encouraging people to see the city in a different way.	accent palette	applied colour to bespoke wayfinding signage to stand out in the landscape
Albert Road	*No signs to show what there is on Albert road, local facilities should be signposted	special treatments	community murals to reference local area - Albert Road worked example shows how this could be done
	*The Eastern end of Albert Road is the entrance to North Woolwich, it currently feels drab and non-eventful, but the area could be celebrated, something that invites you to be entering North Woolwich, (Welcome to North Greenwich) celebrating its identity, perhaps with flags or colour, or some art along the wall opposite Victoria Park.	all palettes	public realm improvements promoted by all design guides
Thames edge/ Woolwich foot tunnel	*So much heritage in the tiny area between the foot tunnel and the old railway station, it really needs to be preserved and the heritage showcased	site wide approach	retaining heritage
	*More signage to demonstrate the existence of the foot tunnel.	baseline palette, accent palette	legible london, north woolwich type shown in Thames Edge worked example view
Foot tunnel North	*When you come from the South side and exit at the North side of the tunnel there is no signage so if you don't know the area you won't know where to go. Should include sign to the park	baseline palette	legible london
	*Provide maps of walking routes of the areas (potentially on boards or via QR codes)	baseline palette	legible london
	*Would like to see murals and artwork on the walls inside the tunnel that tell the history of Silvertown area. People know about Tate and Lyle but they don't know about the other industry here, especially the young people. It's a long tunnel and a boring walk so it would make the walk more interesting if there was something to look at	special treatments	public art to be site specific
	*Community art including children	special treatments	supergraphics and art projects to be coproduced in collaboration with the community
	*Paint the tunnel with fish so it's like you're actually walking through an aquarium or water	special treatments	supergraphics and art projects to be coproduced in collaboration with the community
	*More bins are needed here	site wide approach	landscape design guide
St Johns Green	*A community noticeboard by the bus stop and in the park so that people can see what's happening locally to them	site wide approach	community noticeboards
	*Network made from local sustainable materials like mosaics - one participant saw a house in Cornwall covered in shells it would be nice to have some art made from local materials	special treatments	public art to be site specific
	*Signs to tell people to turn their engines off near Drew Primary School		

Feedback - Worked examples

Silvertown Way

People-nature connection/ interconnection with nature/ ecological interconnection.

The use of colour to make spaces more enjoyable and interactive and also safe.

one of the main things that was missing in the area was trees.

Counteracting "unnatural"/ concrete elements with greenery.

Murals and colourful paintings around the walls. Large art installations and art would not only make it look nicer but also make it feel safer. Interactive community focussed installations.



Creating fluid walking routes that connect existing walk routes, parks and spaces to the river.

Overall the approaches to green space were welcomed as were the approaches to segregated cycle lanes with grass verges.

The fusion of benches, seating, cycle lanes, art installation with greenery and nature.

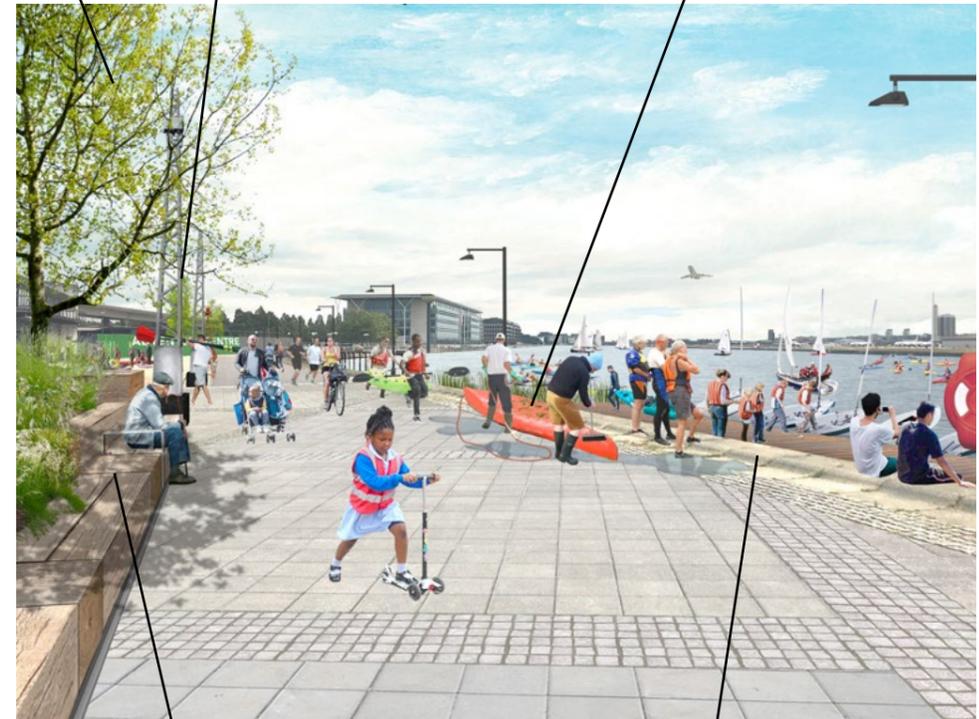
Dock Edge

Maritime history needs to be celebrated.

Sensory elements in the landscape and different textures.

A variety of interventions and lighting types to create safe, bright spaces and then more intimate, inviting spaces.

Celebrate the area, both it's history but also it's present and the communities that live in the area.



Places to stop- not just through routes.

Wooden benches to encourage socialising.

The fusion of benches, seating, cycle lanes, art installation with greenery and nature.

Enjoyment of the water and the ability to get close to it.

Safer water edge for children

Connaught Crossing

Bright lights for safety particularly in and around underpasses and tunnels.

The area under the bridge looks messy and unappealing. A lot more could be done with this area to make it nice and safer.

The use of colour to make spaces more enjoyable and interactive and also safe.

Signage could be incorporated into artistic installations – the Dock Loop idea is welcomed, but any form of art that incorporates signage should not be too abstract so that it distracts from the purpose of helping people find their way.



Places with shelter along walkways.

Smooth tarmac along the dock edge or flush smooth paving slabs. Removal of cobblestones – hazard for runners.

The view of the area around the bridge has an industrial feel which is actually really nice, as you stand there you feel almost small in this huge landscape, it would be good to have elements that break it up a bit, so you still get the sense of the epicness of the view over the river, but that you also don't feel so alone. – this could be done with benches or trees.

Informative signs about the engineering and history in the area to encourage pride in the area.

Information plaques about the history of the area, as well as public art project that are based on stories of the docks and the people, with real community engagement and participation.

Britannia Village

Imagination, creativity, playfulness and learning opportunities.

Maritime history needs to be celebrated.

Grass areas or astroturf to allow children to play and families to picnic.

Sensory elements in the landscape and different textures.

Additional greenery, play facilities, lighting and benches would make the area green more welcoming for all and therefore less dodgy.

Wooden benches to encourage socialising.



Balancing creativity for sculptures, art and wayfinding with functionality which is much needed in the area- i.e. creating more functional/ useable spaces and introducing effective wayfinding.

The use of colour to make spaces more enjoyable and interactive and also safe.

Continuous walking path all the way along the dock, eventually through the Millenium Mills site too.

Smooth tarmac along the dock edge or flush smooth paving slabs. Removal of cobblestones – hazard for runners.

Greening as a priority. universal consensus about a need for more nature, trees and soft furnishings.

Albert Road, North Woolwich

Community noticeboards.

A variety of interventions and lighting types to create safe, bright spaces and then more intimate, inviting spaces.

Temporary bus stop should be made permanent. This is especially important for elderly people and people with reduced mobility. (the temporary bus stop sign has been stolen on numerous occasions).



Enhancing existing green spaces to maximise their use and enjoyment- more greenery, better facilities and protection of community.

Needs to be more green and more cosy.

Replacing or masking clutter and unappealing spaces with greening.

There are no signs to show what there is to find on Albert Road - local facilities should be signposted.

Thames Edge

The area around the tunnel entrance is ugly and scary.

Community art including children.

Around the area of the foot Tunnel entrance there is too much focus on the cars, there is not enough space for pedestrians and cyclists.

When you come from the South side and exit at the North side of the tunnel there is no signage, so if you don't know the area you won't know where to go. This spot should include a sign to the park.



It currently feels too open and too much concrete, it does not invite you to go there.

Could have some shrubbery outside the tunnel.

The area outside the tunnel should be better landscaped with benches you can sit down on and welcoming trees, plants, flowers so that people could hang out there.

Benches with different sizes small for 2-3 people for intimacy, but also big communal benches for groups to sit together.

Imagination, creativity, playfulness and learning opportunities.

Feedback - Key findings

Key findings from the phase 2 of the Community Engagement are outlined here by theme:

Theme 1 - Diversity, difference, access and inclusion

- i.** Public realm is where we experience difference - this is where the diversity of public life plays out. This could not be more relevant for Newham as one of the most diverse boroughs in the UK, with over 200 languages spoken.
- ii.** How public space enables social integration is especially important in the Royal Docks, as this is a place where higher income and lower income neighbourhoods sit side by side and soon, an influx of new residents will mix with existing communities. Well thought out public spaces will be vital to help all these people to feel at home around the Royal Docks
- iii.** Communities are often excluded from the design of public realm, especially those who are most marginalised from public space, civic life and the economy. Efforts have been made to involve diverse groups in the development of the Design Guides by working with local community organisations.

Design Principle

Diversity, difference, access and inclusion
Living with difference involves designing to factor in the negotiation of conflicting uses of public realm, both amongst different groups in communities and between stakeholders and communities. The pandemic has meant that public space is now being used in more diverse ways than ever before. Design should aim to support a variety of needs and consider different uses at different times. Feedback showed that public realm can encourage people to express their identity and culture through socialising, for example by sharing food with friends and family, and attending or participating in local cultural events organised by local communities. This promotes social cohesion and provides visibility to different cultures and backgrounds, helping to make them feel they belong in the area.

Accessibility and inclusion in the public realm is vital to how different groups participate in public life and access socio-economic opportunities. Groups from different backgrounds and with different learning and mobility needs have input to the process with experiences and proposals to increase their use of space. A separate Accessibility and Inclusive Design Guide will provide specific principles and technical guidance to optimise access and mobility for people of all abilities across Wayfinding, Lighting and Landscape and for general use of public space.

Design Guide Approach

- Inclusive environment catering for all users of the public realm.
- Inviting and accommodating public realm that supports a variety of uses at different times of the day.
- Street furniture, information and utilities to support community organisation.
- Hard surfacing palette to create accessible public realm.
- Legible and coherent wayfinding elements.
- Lighting to promote 24 hour active environment.
- Safe levels of lighting after dark for inclusivity.

Design Principle

Public Health and Public space

i. Different needs and uses and role of public realm resulted from the pandemic, while some existing uses multiplied and gained importance for physical and mental health and wellbeing. This broad category can be further broken down into elements concerning active travel, safety... etc.

ii. The need for physical distancing has to be balanced with the need to reduce isolation and increase social connection. There is a need for spaces and street furniture to create friendliness, familiarity and belonging which affects design of lighting, wayfinding and landscape.

iii. Safety (not a design principle in itself but background to inform other design principles)
Safety relates to a multitude of factors: knowing where you are in relation to familiar landmarks and spaces (wayfinding); feelings of belonging and being welcome in space; active travel options for people of all ages and abilities (access and inclusion); tolerance of difference; activation of space by different groups and activities; how open, visible and accessible spaces are (in/out and way through routes); and the different types of 'eyes on the street'. Safety also refers to how well-lit places are and how safe roads and streets are for people to walk, cycle or use wheelchairs or buggies in, through for example traffic calming measures and road-crossing provision. Safety is also an important factor to enable independent mobility which has developmental and mental health benefits. Safety plays a big part in ensuring people feel individual agency and confidence, which in turn enables them to participate in public space and public life, thereby promoting social integration.

Multi-purpose & Adaptability

Increased and multiple use of outside space for social and professional meetings, shopping, or buying or consuming food and beverage has resulted in opportunities for adaptive and creative uses of street furniture. The need to socially distance has required a reconfigured organisation of public and privately-owned public space. This can be seen in imaginative or playful uses of distancing barriers, or shop-front area adaptations for take-away or consumption of food and drink while keeping safe distances. Hybrid street furniture that enable for example both physical activity, play and social connection are also recommended.

Design Guide Approach

- Public realm to support active travel.
- Signs to map the dock loop around the water's edge for active uses.
- Street furniture to support activities - seating, water fountains, cycle stands, etc.
- Lighting to create a safe, legible and welcoming public realm after dark.
- Lighting to illuminate landmarks, objects and signage used for wayfinding.
- Good level of lighting to provide safe environment after dark.
- Hard surfacing options to create accessible spaces for all users of the public realm.

- Variety of seating types; perches for one person, benches and more sheltered planter seating.
- Informal / range of public realm features to support 'play' for all ages.

Design Principle	Design Guide Approach		
<p><u>People-nature connection/interconnection with nature/ecological interconnection</u></p> <p>Daily walks in green space or by the water has reinforced the importance for people to connect with nature. Appreciation of un-polluted air from reduced traffic and of plants, animals and the water has emphasised the need to maintain and support eco-systems and adapt to climate change and brought new opportunities for communities to take an active role in stewardship of nature. Integrating these elements into multiple aspects of public realm design can be achieved through for example, fusing seating with cycle lane segregation with planting and nature and art installation. People want opportunities to participate in nature initiatives through informal ecological features integrated into the public realm. This principle can inform lighting design, and energy infrastructure, for example through solar lighting or energy saving systems such as motion sensors, as well as limiting lighting to benefit wildlife and people-nature connections</p>	<ul style="list-style-type: none"> ▪ Cyle lane along Silvertown Way segregated by SUDs planting with anti-pollutant long grasses. ▪ 'Urban wild' biodiversity areas around Connaught Crossing and Thames edge. ▪ Promotion of community greenspaces. 	<p>iii. Informal and distributed greenery, as well as greenery to connect/segregate cycle lanes, encourages active travel. Safety measures for roads, safe crossings particularly in areas with families, schools and older residents, are desirable, as well as the reduction of blind corners and dark tunnels.</p> <p>iv. Guidelines: Sport England's Active Design Objectives (Accessibility, Amenity and Awareness) correlate well with feedback from local communities about what they would like to see.</p>	<ul style="list-style-type: none"> ▪ Decluttering of the public realm to reduce onstacles to visibility. ▪ Cycle lane segregated by SuDS planting shown on Silvertown Way.
<p><u>Playability and active design</u></p> <p>i. The value of outdoor play and interaction with others children and young people's developmental health has been reinforced from the experience of Covid, as it meant that indoor play has become restricted. The value of interaction and physical activity integrated into public space has also been emphasised for older people. This indicates not only the need for play and exercise equipment, but also integrating playability into the public realm and wayfinding in imaginative, perhaps unexpected ways that inspire delight and enjoyment as people move around the area.</p> <p>ii. Promoting opportunities for sport, exercise and physical activity through public realm design is key to Newham's Public Health objectives. Obesity levels are high in the borough. Active travel is integral to the '15 minute Neighbourhoods' that feature in Newham's recovery plan. This requires improving air quality (for example through greening and traffic calming measures) and integrating sports equipment and facilities into the public realm. Additionally, communities are recommended to integrate informal elements that encourage physical activity in fun and playful ways in the landscape, particularly in relation to the water, as features in themselves or as ways of getting from A to B.</p>	<ul style="list-style-type: none"> ▪ Playability in the public realm (for all ages). ▪ Creative wayfinding. ▪ Active travel. ▪ Improving air quality. ▪ Greening / traffic calming measures. ▪ Sports equipment. ▪ Informal landscape elements that encourage movement. 	<p><u>Sensory design</u></p> <p>i. The sensory experience of public space through smell, sight, touch and hearing connects people with place and supports wellbeing and pleasure from being outdoors, by enabling them to experience tranquility and colour in their local surroundings. Sensory design can heighten people's experience of the unique landscape elements found all around the Royal Docks, bringing their attention to how space, sky and water creates a sense of peace.</p> <p>ii. Integrating art, design, creative imagery and installations can improve the attractiveness and sensorial experiences of the area to humanise the "grey concrete mass of infrastructure", as described by one participant. Such tactics can be used for legibility and wayfinding, and for reflecting local culture and encouraging imagination, interactivity and learning. This can encourage belonging and connection with place through learning about nature, ecology, the water, and the area's tangible and intangible heritage.</p>	<ul style="list-style-type: none"> ▪ Sensory elements established in the landscape planting and tree palettes. ▪ Colour in the public realm promoted through applied colour to bespoke signage materials, lighting and the range of special treatments; feature wayfinding and lighting projects. ▪ Maritime objects around the dock edge to enhance the maritime character and heritage of the docks. ▪ Public art criteria. ▪ Boards containing information on important historical sites, objects, events, etc for interactive experience of the Royal Docks.

Design Principle	Design Guide Approach
<p><u>Living Heritage</u></p> <p>The importance of heritage for feelings of belonging and a unique sense of place was further substantiated. The area's industrial and maritime history and infrastructure inspires curiosity and pride. People want to connect to these elements by negotiating them at human scale. This can be done through creating spaces and experiences of different scales through mixes of design interventions. For example, using different types of lighting and soft landscaping can create safe, bright spaces and more intimate, inviting spaces, while providing interesting information formats, linked to wayfinding, enables people to learn about the heritage.</p>	<ul style="list-style-type: none"> Wayfinding strategy to incorporate landmarks and heritage assets through special treatments to enhance the existing and reference history. Retained and reclaimed quayside artefacts encouraged around the dock edge.
<p><u>Water Connection</u></p> <p>Access and use of the water remain of vital importance to Royal Docks communities. The water is notionally considered as public space (recognising use restrictions) so it is important to consider different users and uses in terms of activation of the water, leisure activities, watching water activities and increasing the enjoyment of being near the water with greenery. Enhancing views of the water and wayfinding designed to help people know where the water is can be improved with standard and creative wayfinding - this could also incorporate maritime heritage. Conflicts of use were highlighted, for example the need for safe fencing so children can play while at the same time retaining views of the water and removing cobbles from the dock edge to increase access.</p>	<ul style="list-style-type: none"> Spaces to sit by the water's edge. Areas of pontoon to access the water more directly.

Theme 3 - Socio-economic connections

Design Principle	Design Guide Approach
<p><u>Hyper-local networks for socio-economic resilience, mobility and exchange:</u></p> <p>New neighbourhood networks emerged from the Covid community response, particularly around food and essentials distribution as well as local infrastructures of care, support and funding. These are public health models of social prescribing in action, and strengthening them is essential to future community resilience. Physical and psycho-social mobility is key to enabling this, and how easily people can know and move around their local areas, interact with their neighbours, and access food and essential goods and amenities locally.</p>	<ul style="list-style-type: none"> Wayfinding to support local connections. Appropriate hard surfacing to cater for all users of the public realm.

Strengthening High streets and amenity centres

High streets and amenity centres are central to Covid-recovery in Newham. Public realm should be an efficient facilitator in the exchange of goods, services, support, and value, as this is critical to how communities generate their own wealth. Such networks have long been essential in supporting social integration and cohesion, and will be needed more than ever going forward, particularly as new communities arrive. In addition to traditional community infrastructure for schools, health and green space provision, supporting informal structures of mobility and exchange are also vital ingredients for creating strong and resilient social infrastructure.

Theme 4 - Collaboration, stewardship, participation

Design Principle	Design Guide Approach
<p><u>Stewardship, collaborative programming and curation of public space for creative collaborative design and innovative uses</u></p> <p>Businesses, local authorities, housing associations, architects and others have collaborated with local communities on innovative civic space initiatives that continue to deliver social impact. Combining different stakeholders' assets – space, funds, goods, services, skills and time, to have created collaborative networks of care and are re-imagining uses of public space for more sustainable urban futures.</p> <p>One key to maintaining these creative collaborative efforts is through governance and programming of public spaces. Stakeholders designing public space in the Royal Docks should enter into contracts with local communities about what spaces can be used for and what activities are programmed there. The ability of communities to use, programme and curate such spaces will be integral to the success. Communities are keen to act as stewards of green spaces for example through local 'Greening committees' and to contribute to public education about biodiversity and to support nature trails that connect green spaces. They are also keen to programme local public spaces with community and creative activities.</p>	<ul style="list-style-type: none"> Improving local connections to support connectivity between local centres and high streets. Directing investment for public realm improvements via the Stitches. Extensive community and stakeholder engagement process a major part of the design guide process. Finding key to the development of the design guides. Promotion of coproduction on wayfinding special treatments such as community murals and public art, and in the stewardship of green spaces. Community noticeboards, electricity connection, lighting control to provide infrastructure for community ownership / agency in the public realm for events.

Who was involved? - stakeholders

Design Principle

Community participation

Communities reported on their enthusiasm to maintain and activate underused public spaces by expanding their current activity programmes to such spaces. Communities also expressed a desire to form 'greening committees' or 'friends of' groups, to activate green space with public education activities about biodiversity and climate change, and to support nature trails that connect green spaces. This raised the question of how this would be negotiated with land owners and what collaborative efforts to programme public spaces could look like.

In response to Covid, collaborations amongst communities alongside businesses, local authorities, housing associations, architects and others on civic space initiatives took place to deliver social impact. By combining different stakeholders' assets – space, funds, goods, services, skills and time - collaborative networks of care have been created, re-imagining uses of public space.

Design Guide Approach

- Accessibility and inclusivity design guide.
- Community consultation process; drawing task for worked examples / views to allow communities to have their say.

Overall 80 participants were involved in the two stakeholder webinars in Phase 1 and five focussed area workshops in Phase 2.

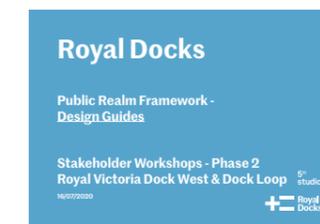
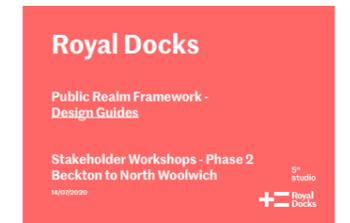
Representative from over 20 organisations attended the workshops, which included:

- Greater London Authority
- London Borough of Newham Council
- Royal Docks Team
- Transport for London
- Amerborgh
- Asian Business Ports
- Atlantic Pacific
- ExCeL
- General Projects
- Keystone
- London & Regional
- Lendlease
- London City Airport
- Nottinghill Genesis
- Matthews Goodman
- Mount Anvil
- Projekt
- Royal Docks Management Authority
- Royal Docks Adventure
- Tate and Lyle
- University of East London
- UTC
- Warwick Estates

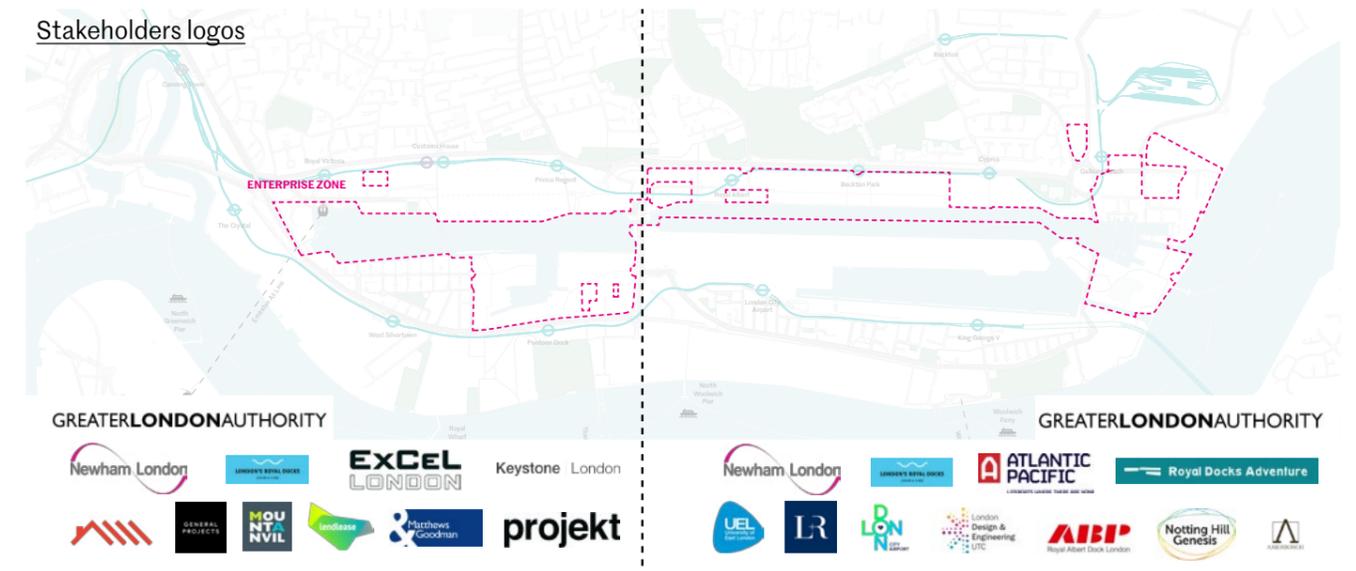
Phase 1



Phase 2



Stakeholders logos



Who was involved? - communities

Overall 186 participants were involved in Phase 1 and Phase 2 of the Community Sessions which included online surveys, befriending calls, online focus groups and walking tours as well as community artist-led walks.

Seven community organisations supported and led the Community Sessions and Activities, including:

- West Silvertown Foundation
- Royal Docks Learning and Activities Centre
- Newham Chinese Association
- Royal Docks Community Voice
- 5E's
- Civic
- The London Regatta Centre

Participants were asked to take part in an optional, anonymised Equalities Monitoring Survey. Some participants did not take part in this. These participants have been included in the data summaries below with "Prefer Not to Say" (PNTS).

Of the 186 participants:

- 57% were female, 30% were male and the remaining PNTS.
- 29% were White British, 19% were Asian or Asian British, 11% were Black or Black British and 5% had other Black, Asian and Minority Ethnic Backgrounds and the remaining PNTS.
- 12% were under 25, 11% were 25-24, 19% were 35-54 and 15% were 55+ and the remaining PNTS.
- 19% lived in North Woolwich, 16% lived, worked or studied in Royal Albert Dock, 14% lived in Silvertown area, 18% lived North of the Royal Docks including Canning Town and Beckton and 17% were from the Royal Docks Area but did not specify where. In addition, 6% lived, worked and studied in Newham or elsewhere, and the remaining PNTS.

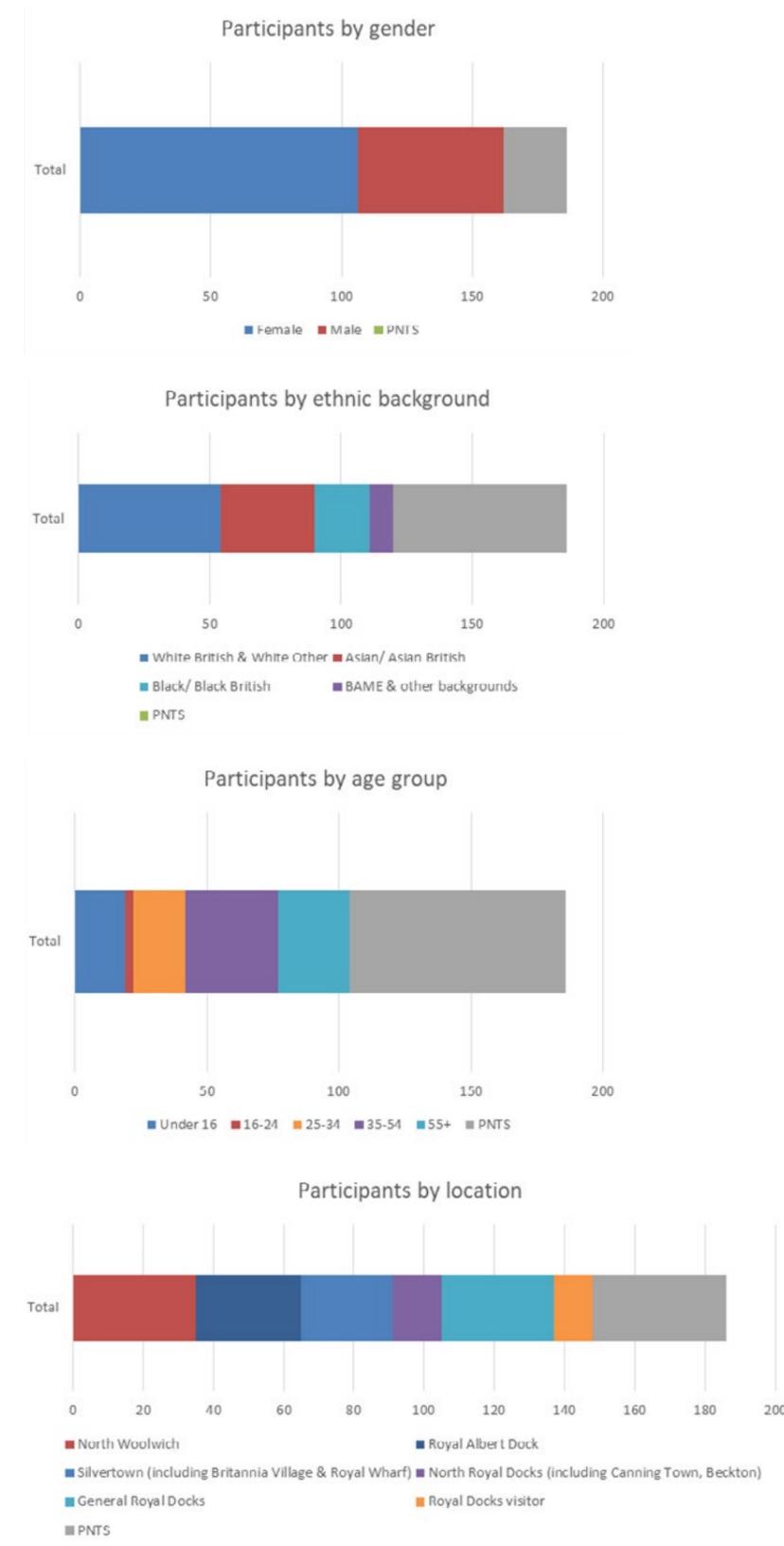
Of the 186 participants, 16% either had disabilities or were parents or carers of those with disabilities. Participants included those with autism, cerebral palsy, ADHD, mental health, downs syndrome, hearing impairment and wheelchair users.



Community group logos



- A 5E's
- B Newham Chinese Association
- C Royal Docks Communities Voice
- D Civic
- E Royal Docks Learning and Activity Centre
- F West Silvertown Foundation



Royal Dock's designer's pack: Stakeholder & community engagement appendices is a publication from the Royal Docks Team – a joint initiative from the Mayor of London and Mayor of Newham.

www.royaldocks.london
@yourroyaldocks



MAYOR OF LONDON



Contact:

Tom Holbrook
Director

Unit 14
21 Wren Street
London
WC1X 0HF
020 7837 7221

5th
studio

with

JCLA

JONATHAN COOK LANDSCAPE ARCHITECTS

STUDIO DEKKA