

Have Your Say in the Future of Canada Water

CANADA WATER AREA ACTION PLAN COMMUNITY INVOLVEMENT STRATEGY

October 2008

Southwark Council is preparing a strategy for the continued regeneration and improvement of the Canada Water area. It is important you have your say. This document explains how the strategy for the Canada water area will be prepared and how we will involve you so that you can have your say.

For more information

www.southwark.gov.uk/canadawateraap
canadawateraap@southwark.gov.uk

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1. Introduction

Southwark Council is preparing a strategy for the continued regeneration and improvement of the wider Canada Water area. This strategy is known as an area action plan and will explain the vision for the future of the Canada Water area and how that vision will be achieved through new development, transport, service delivery and environmental improvements.

The area action plan will look at how the long-term needs of the Canada Water area and cover things like:

- improving transport and accessibility in the Canada Water area
- improving community facilities, including for schools, arts, culture and leisure
- providing a mix of new good quality and affordable homes
- improving the quality of the local environment
- creating a town centre around Canada Water

The area action plan will be developed in stages and the involvement of residents, workers, businesses and other interested people is very important at each stage.

The purpose and objectives of this strategy

The purpose of this strategy is to make sure that we involve people in preparing the Canada Water Area Action Plan in a way that considers the needs of local people. There are minimum legal requirements for consultation we need to follow and you can read about these in Appendix A. This strategy explains how we will exceed these requirements in preparing the Canada Water Area Action Plan.

After reading this strategy you will know:

- the steps in preparing the Canada Water Action Plan and when you can have your say (this is explained in section 2)
- how your involvement will influence decisions made on the Canada Water Action Plan (this is explained in section 2)
- what is different about the Canada Water area and how we will cater for this when involving local people (this is explained in section 3)
- who is likely to be affected by the Canada Water Action Plan and how we will involve these groups and people (this is explained in section 3)
- the ways we will pass on information and listen to local people, including dates for consultation events (this is explained in section 4)
- how we will provide you with feedback if you make comments (this is explained in section 4)
- how we will monitor our consultation to make sure it is effective and exceeds our legal requirements (this is explained in section 4)
- what resources we have to make this strategy happen (this is explained in section 4)

2. What is the process and when can I be involved?

As with most projects, there are a number of stages in preparing the Canada Area Action Plan. Different decisions need to be made at each stage of the process. The diagram below sets out the steps in preparing the plan for Canada Water and tells you when you can get involved at each stage, and how what you say will feed into decisions made.

The earlier stages present to greatest opportunity for you to feed into and influence the vision and plan for the future of the Canada Water area so it is important that you get involved as early as possible.

Stage	What happens during this stage and how can you get involved?
<p>Evidence gathering January to May 2008</p> <p>This involves gathering information about The Canada Water area and understanding the key issues affecting the area's future.</p>	<p>At this stage we prepare:</p> <ul style="list-style-type: none"> A scoping report for consultation setting out what needs to be considered by the plan to make sure it is sustainable Tables setting out the information we have on the Canada Water area and what this means for the future of the area Consultation strategy (this document) Reports to the Planning Committee and Executive Member for Regeneration
	<p>We will:</p> <ul style="list-style-type: none"> Present at the March Rotherhithe Community Council Prepare articles and website updates on the project Write to everyone on our mailing list about the project <p>You can have your say by:</p> <ul style="list-style-type: none"> Commenting on the scoping report Attending the March Rotherhithe Community Council meeting and letting us know how you want to be consulted
	<p>What needs to be decided at this stage?</p> <ul style="list-style-type: none"> The Rotherhithe Community Council makes comment on the consultation strategy, which we will consider and respond to The Planning Committee makes comment on the scoping report and consultation strategy which we will consider and respond to The Executive Member for Regeneration makes the final decision as to whether the scoping report is ready for consultation
<p>Issues and Options November 2008 to February 2009</p> <p>This involves using the information gathered on issues to identify a vision for the Canada</p>	<p>At this stage we prepare:</p> <ul style="list-style-type: none"> A paper setting out the issues and options An equalities impact assessment (stage 1) A consultation plan for this stage Reports to the Community Council, Planning Committee and Executive on the issues and options and comments received on the scoping report together with our responses to them A database of your comments and our responses
	<p>We will:</p> <ul style="list-style-type: none"> Present at the Rotherhithe Community Council and attend other meetings Publicise the issues and options consultation Write to people, groups and organisations on our mailing list about the consultation Hold events, exhibitions and/or workshops (see section 4) <p>You can have your say by:</p> <ul style="list-style-type: none"> Commenting on the issues and options by writing to us and/or attending a meeting or workshop where these are discussed

Stage **What happens during this stage and how can you get involved?** ↓

<p>Water area in the future and different ways (options) this vision could be achieved.</p>	<p>What needs to be decided at this stage?</p> <ul style="list-style-type: none"> • The Rotherhithe Community Council and Planning Committee make comment on the issues and options paper, which we will consider and respond to • The Executive makes the final decision as to whether the issues and options paper is ready for consultation and will also agree the consultation strategy and the consultation plan for this stage
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<p>Preferred Option June 2009 to August 2009</p> <p>This involves identifying the best option for achieving the vision for Rotherhithe in the future, based on the pros and cons of each possible option and feedback from local people.</p>	<p>At this stage we prepare:</p> <ul style="list-style-type: none"> • A paper setting out the preferred option and the reasons for choosing it over other options • An equalities impact assessment (stage 2) • A report on the sustainability of the preferred options • A consultation plan for this stage • Reports to the Community Council, Planning Committee and Executive on the preferred options and comments received on the issues and options together with our responses to them • A database of your comments and our responses 	<p>We will:</p> <ul style="list-style-type: none"> • Present at the Rotherhithe Community Council and attend other meetings • Publicise the preferred options consultation • Write to people, groups and organisations on our mailing list about the consultation • Hold events, exhibitions and/or workshops (see section 4) <p>You can have your say by:</p> <ul style="list-style-type: none"> • Commenting on the issue and options by writing to us and/or attending a meeting or workshop where these are discussed
<p>What needs to be decided at this stage?</p> <ul style="list-style-type: none"> • The Rotherhithe Community Council and Planning Committee make comments, which we will consider and respond to • The Executive makes the final decision as to whether the preferred options are ready for consultation, based on the reports and all comments that have been made. It will also agree the consultation strategy and the consultation plan for this stage 		



Stage **What happens during this stage and how can you get involved?**

<p>Publishing the draft plan November 2009 to February 2010</p> <p>Following feedback, the preferred option will be written up in detail as the area action plan for The Canada Water area. This will be submitted to the Secretary of State and will be examined by an independent inspector who will decide whether or not we can adopt the plan and if any changes need to be made.</p>	<p>At this stage we prepare:</p> <ul style="list-style-type: none"> • The draft area action plan for the Canada Water area • A revised equalities impact assessment (stage 2) • A final report on the sustainability of the draft plan • A consultation plan for this stage • Reports to the Community Council, Planning Committee, Executive and Council Assembly on the draft plan and comments received on the preferred options together with our responses to them • A database of your comments and our responses • A statement which explains all the consultation undertaken and how this meets legal requirements • Send any comments you make on the draft plan to the Secretary of State for consideration by an independent inspector <p style="text-align: center;">↓</p>	<p>We will:</p> <ul style="list-style-type: none"> • Present at the Rotherhithe Community Council and attend other meetings • Publicise the draft plan consultation and dates of the Examination in Public, if one is held • Write to people, groups and organisations on our mailing list about the consultation and the Examination in Public, if one is held • Hold events, exhibitions and/or workshops (see section 4) <p>You can have your say by:</p> <ul style="list-style-type: none"> • Commenting on the draft plan by writing to us and/or attending a meeting or workshop where these are discussed. • Your written comments will be considered by an independent inspector. • Attending the Examination in Public, if the Secretary of State decides one should be held.
<p>What needs to be decided at this stage?</p> <ul style="list-style-type: none"> • The Rotherhithe Community Council and Planning Committee make comments, which we will consider and respond to • The Executive decides whether to approve the draft plan for consideration by the council assembly, based on the reports presented to it and all comments that have been received through consultation • Council assembly makes the final decision as to whether the draft plan is ready to be submitted to the Secretary of State, based on the reports and all comments that have been made. It will also agree the consultation strategy and the consultation plan for this stage • An independent inspector appointed by the Secretary of State will examine the draft plan and all comments received on it and decide whether or not it should be adopted and what changes need to be made to it. <p style="text-align: center;">↓</p>		
<p>Adoption By Winter 2010</p> <p>Once the Secretary of State has approved the plan the council will adopt and start using it.</p>	<p>At this stage we prepare:</p> <ul style="list-style-type: none"> • The final plan, making any final changes required by the independent inspector • Copies of the inspector's report on the draft plan • Reports to the Community Council, Planning Committee, Executive and Council Assembly on the outcomes of the examination of the draft plan by the inspector • An equalities impact assessment on any changes made • A sustainability assessment of any changes made <p style="text-align: center;">↓</p>	<p>We will:</p> <ul style="list-style-type: none"> • Present at the Rotherhithe Community Council and attend other meetings • Publicise the adoption of the plan • Write to people, groups and organisations on our mailing list about the adoption of the plan <p>You can have your say by:</p> <ul style="list-style-type: none"> • Making comments to the Rotherhithe Community Council, Planning Committee, Executive or Council Assembly. • You will not be able to suggest changes to the plan at this stage.

Stage

What happens during this stage and how can you get involved?

What needs to be decided at this stage?

- The council must make any changes the inspector requires. No further changes can be made.
- The final plan is presented to the Rotherhithe Community Council and Planning Committee for comment
- The Executive decides whether the final plan should be presented to the council assembly for formal adoption
- Council assembly makes the final decision to formally adopt the plan

3. Tailoring consultation to the Canada Water Area

What is different about The Canada Water Area?

By looking at what is different about the Canada Water area in comparison to the rest of Southwark we can make sure that we tailor our consultation on the Canada Water Area Action Plan to most effectively involve local people.

The table below sets out information on people living within the Rotherhithe and Surrey Docks Wards and what this means for the way we will need to consult. In all, it is estimated that there are 22,600 people living in the area, almost 10% of the total borough population¹.

Characteristic	Issues for consultation
<p>Age¹</p> <ul style="list-style-type: none"> • 15% of the residents are under 15 years old, compared to 18% in Southwark. • 43% of residents are under 30 years old, compared to 41% across Southwark. • 10% of residents are over 65 years old, the same as across Southwark. 	<ul style="list-style-type: none"> • Younger people may not be aware of the planning system are unable to attend meetings in the evening, yet they are an important voice. Consultation will need to target youth, this could include attending schools and youth forums in the area and using techniques that would appeal to young people. • Older people may not feel safe to attend meetings in the evening or there may be a lack of respect for their views. Meetings should be held at accessible times and information be provided in easily accessed locations. Groups that represent the interests of older people should also be targeted.
<p>Ethnicity</p> <ul style="list-style-type: none"> • At the 2001 Census 77% of residents identified as White, compared to 63% across Southwark • 13% identified as Black/Black British, compared with 26% across Southwark • 3% identified as Asian and 4% as Chinese, which is close to the Southwark average. 	<ul style="list-style-type: none"> • Minority ethnic groups may fear discrimination and be reluctant to voice their opinion. English may not be their first language. Translators and interpreters may be required. Information should avoid jargon and legal terms. Groups that represent ethnic groups in the area should be targeted.
<p>Country of birth</p> <ul style="list-style-type: none"> • At the 2001 Census, 21% of residents identified as being born outside the UK and the republic of Ireland, compared with 27% in Southwark. Languages spoken include French, Spanish, Chinese and Vietnamese. 	<ul style="list-style-type: none"> • At the very least, all written information will include details of the council's interpreter and translation service but in appropriate circumstances information will be translated into languages spoken locally.
<p>Religion</p> <ul style="list-style-type: none"> • At the 2001 Census, 65% of people identified as being Christian, which is close to the Southwark average. • 4% identified as being Muslim compared to 7% across Southwark, 	<ul style="list-style-type: none"> • The needs of different religious groups may not be well understood and there may be restrictions on how certain individuals can get involved. There may also be fear of discrimination preventing people having their say. Contact with

¹ 2006 Round of Population Estimates, Greater London Authority

Characteristic	Issues for consultation
<ul style="list-style-type: none"> • There were a very small number of people identifying as Buddhist, Hindu or Jewish 	<p>faith groups and forums will be important as well as holding events at accessible times and in appropriate venues.</p>
<p>Lone parents</p> <ul style="list-style-type: none"> • At the 2001 Census, 8% of households in the area were lone parent households with dependent children, compared with 10% across Southwark. 	<ul style="list-style-type: none"> • Lone parents may not be able to afford child minding to attend meetings. A variety of consultation techniques should be used. Another option is to provide childcare at meetings or reimburse part of the cost of childcare and travel for the low waged.
<p>People with disabilities</p> <ul style="list-style-type: none"> • At the 2001 Census, 13% of people in the area identified as being disabled (having a limiting long term illness). This compares to 16% across Southwark. 	<ul style="list-style-type: none"> • Venues for meetings and exhibitions will need to be accessible. Information will need to be provided in a variety of formats such as audio, large print. Sign-language interpreters may also be needed at meetings.
<p>Employment</p> <ul style="list-style-type: none"> • At the 2001 Census, 4.5% of people identified as being unemployed, compared to 6% in Southwark. • Most of those in employment had full time jobs, however 6.5% of residents were in part-time work. • 10% of people identified as being students, compared to 13% across Southwark. • 27% of residents were not economically active, compared to 34% in Southwark. • 6% of people are retired, compared to 8% across Southwark. • May 2007 data from the Department of Works and Pensions reveals approximately 14% of residents in the area are claiming income benefits of some kind. 	<ul style="list-style-type: none"> • The unemployed or low waged may not be able to afford to travel to meetings or obtain information. Information should be provided free of charge to all residents. An option is to reimburse residents for travel to meetings if they are low waged. • Shift workers may not be able to come to meetings during the evenings, a variety of meetings times should used. This could also include lunch time events for workers. • Information should be available outside business hours. Email will provide an effective way of communicating with people outside of business hours.
<p>Neighbourhoods</p> <ul style="list-style-type: none"> • The Canada Water area can be broken into smaller neighbourhoods with distinct characteristics. • Previous consultation has showed differences in views between people living in Surrey Docks ward (with a higher proportion of young professionals) and Rotherhithe ward (with more long term residents, social renters, manual workers and benefit recipients). 	<ul style="list-style-type: none"> • Residents living in different parts of the Canada Water area may have different needs and aspirations for the local area, which will need to be considered in preparing the Canada Water Area Action Plan. • Consultation may need to be tailored to match the concerns and priorities of people living in different parts of the Canada Water area.

Who is likely to be affected by the Canada Water Area Action Plan?

To make sure that the plan and vision for the future of the Canada Water area is successful everyone that has an interest in the Canada Water area needs to be involved. This is

because we need to make sure that we include all of the issues, discuss all of the options and understand everyone’s ideas for making the Canada Water area a better place.

People or groups likely to be affected	Ways to target and involve them
<p>Residents are one obvious group who will be affected by the Canada Water Action Plan. We know from the table above that the residents of the Canada Water area are diverse and have diverse needs which will need to be addressed by the way we consult</p>	<p>We know about a number of organisations and groups that represent the different interests of local people in the Canada Water area, such as faith groups, ethnic forums, youth forums, tenants and residents associations and local amenity groups. It is important all of these groups know about and are involved in the consultation. Many of these groups hold meetings that we can attend.</p>
<p>As well as residents, it will important to involve people who may work or run a business in the Canada Water area or visit the area for leisure.</p>	<p>Consultation will include consulting with local businesses and traders, business interest groups and neighbouring boroughs. Information will need to be made available in locations these people are likely to access, such as tube stations and shopping malls.</p>
<p>General interest groups, such as environmental groups, will also have a say in the future of the Canada Water area to ensure that wider needs are met.</p>	<p>We know of associations and groups concerned with heritage, the environment or ensuring a fair society who we will need to involve in consultation. These groups may hold meetings we can attend.</p>
<p>Certain people and organisations also need to be involved as they will have a role in ensuring what is planned actually happens. These include:</p> <ul style="list-style-type: none"> • Council’s development partner for Canada Water (British Land Canada Quays) • Major land owners, including housing associations • Transport agencies and providers • Health authorities and partnerships • Utility providers • Housing providers • Educational establishments • Leisure and entertainment providers • Local councillors • Officers from across the council, such as housing, education, environmental services, children’s services and community services 	<p>We will need to meet with these groups and individuals and ensure they understand their role in preparing and delivering the Canada Water Area Action Plan. They will also need to know how this fits in with the work they do. We have lists of these groups and individuals so we can get in contact with them and include them in mail outs.</p> <p>The council coordinates a landowners forum which is attended by major landowners in the Canada Water area.</p> <p>We will need to brief local councillors and ensure that they are involved in preparing the plan. Attendance at the Rotherhithe Community Council will also be a good way of reach councillors as well as local people.</p>

Appendix B sets out in detail groups, organisations and partnerships that we currently know about and who we think need to be involved in preparing the Canada Water Area Action Plan. This list is not necessarily complete and needs to be kept up to date.

General barriers to involving people

As well those relating to the different needs of people, there are also general barriers to involving people that need to be overcome. These include:

Barrier	How we can overcome this barrier
A lack of knowledge about planning and planning processes	We can provide training to any group or individual. This consultation strategy will also help explain the process.
Jargon and legal terms making it hard to understand documents or putting people off	We will use plain English and avoid jargon and legal terms. Glossaries will explain any technical terms that must be used. Graphics and illustrations will be used as much as possible. Documents will be as concise as possible. Layout of documents will be clear.
A lack of interest in planning. People may feel they have other priorities and may not see the relevance of planning to their lives	We will explain the importance of planning and how it relates to the things that concern people the most, focussing on outcomes rather than explaining procedure and legal requirements. We can use a range of interesting consultation methods and ensuring meetings and information is focussed on the issues that concerns people the most.
A lack of time to get involved	We will be focussed and concise and provide different ways of having your say, such as short questionnaires.
Difficulty understanding what proposals mean in the real world, ie. how will the look and feel of their area change as a result of what is written in the plan?	We will use examples to explain concepts, and visual materials such as illustrations, models and display boards as much as possible. We could use techniques like “a day in the life of XXX in the Canada Water area in 2018” to describe change.
Lack of information or knowledge that the plan is even being prepared	We will ensure information is available at all times of the day, in variety of formats and in locations people frequent, such as tube stations and shopping malls, as well as websites and household newsletters.
Consultation fatigue and feelings that the consultation won't amount to much.	We need to be clear and up front about the level of influence local people can have and what can and cannot be achieved by the Canada water Area Action Plan. We need to coordinate consultation in the area and review previous consultation exercises to make sure we are not repeating ourselves unnecessarily. We could also show examples of how planning has led to positive changes in the local area.

Considering other consultation carried out in the Canada Water area

There already has been much consultation with local people in the Canada Water area about issues that affect them and their views about future development. This consultation can be grouped into three main projects:

- **Canada Water Masterplan:** which deals with how sites around Canada Water tube station can be developed to help create a town centre in the Canada Water area. This includes recent consultation on the new Canada Water library;
- **The Southwark Plan:** the main planning document setting out the rules that development across the borough needs to meet. This includes a vision for Canada Water town centre;
- **Canada Water Supplementary Planning Guidance:** this explains the vision and planning policies for development of sites around Canada Water tube station.

There has also been consultation on a number of planning applications for new development particularly focussed around the Canada Water area.

Appendix C summaries the consultation that has taken place in the Canada Water area since 2001.

This previous consultation needs to be factored into consultation on the Canada Water Area Action Plan as provides both opportunities and barriers to how we involve local people, as follows:

Opportunities	Barriers
<ul style="list-style-type: none"> • There is a lot of information already available on the needs, priorities and viewpoints of local people that will help us understand the issues that the action plan needs to address. 	<ul style="list-style-type: none"> • We need to be careful not to unnecessarily repeat consultation that has already been carried out as this would not be a good use of people's time or resources. • We should only collect the same information again if it is likely to have changed since it was first collected. • Much of the information we have comes mainly from residents who live in private accommodation. We need to expand the range of views we have. • We need to make sure our consultation is more focussed
<ul style="list-style-type: none"> • We can learn from consultation that has taken place as to what works and what doesn't and how best to get local people interested and involved. • Local people may have a better understanding of the planning process as a result of the previous consultation exercises undertaken. • The new Canada Water library is an example of a positive change that is happening in the area. • Planning applications on specific sites is also a sign that change is happening. • Consultation on the area action plan can build on this momentum. 	<ul style="list-style-type: none"> • People may be reluctant to get involved in more consultation given all that has taken place. • We need to let people know that we are listening to what they have already said. • We need to make consultation relevant and interesting and focussed on outcomes. • There may be confusion on how the action plan differs from the previous documents consulted on. Negative attitudes to these previous projects, such as a lack of anything every happening, could carry over to consultation on the action plan. • We will need to show how the action plan is different from previous documents and will lead to changes actually happening. • Need to also draw local people's

	attention to positive change that is already beginning to happen (such as the library) as a result of previous consultation.
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As well as past consultation we need to consider what other projects will take place at the same time as the Canada Water Area Action Plan and involve consultation. A number of other planning documents are being prepared at the same time, including the Core Strategy for Southwark. We need to coordinate consultation on these documents to avoid repetition and confusion. It is important that the area action plan is used as the tool for informing and involving local people in all decisions about the long-term future of the Canada Water area.

Consultation on the development of large sites around the Canada Water tube station are likely to happen around the same time as consultation on the area action plan. Consultation on individual planning applications will still need to take place separately. It may be possible to tie in with any consultation events held for these developments, however it will need to be made clear that the planning applications are separate to the Canada Water Area Action Plan. There is the risk of opposition to the area action plan occurring because people are not happy with development proposals in the area, or due to negative experiences of construction activity. There will be a need for the area action team to remain in close communication with council's development partner British Land Canada Quays.

4. How we will communicate with and listen to local people

Our commitments to involving local people are to:

- Empower local people to participate in the Canada Water Area Action Plan
- Recognise the diversity of the Canada Water area community and make sure everyone who may be affected is encouraged to have their say. This includes reaching out to people we may not have heard from in the past and holding events at accessible times and locations.
- Make sure our consultation promotes good community relations and positive feelings about the future of the Canada Water area and the planning process.
- Communicate clearly, openly and honestly and keeping people informed at all stages of the process. Making information easily to access and understand.
- Avoid asking questions local people have already answered in recent consultation.
- Work with local groups and organisations to tailor consultation exercises and where possible make use of existing planned events, meetings and communication channels.
- Make consultation relevant and interesting to those who will be affected by the Canada Water Area Action Plan.
- Exceed the minimum legal requirements for involving people and making sure we follow Southwark's Statement of Community Involvement.

We will be clear with local people about the following:

- How feedback will be used to make decisions and what has already been decided.
- What the outcomes of the Canada Water Area Action Plan will be; how these affect local people and change the local area (the wider Rotherhithe area is covered, not just Canada Water).
- The limitations of the Canada Water Area Action Plan and what it cannot do.
- How the Canada Water Area Action Plan differs from previous planning documents and the Canada Water Masterplan. It is about pulling together projects to improve the Canada Water area and making sure what's planned happens.
- How previous consultation has been taken into consideration in preparing the Canada Water Area Action Plan.
- How agreed or proposed developments yet to be built will be affected. The Area Action Plan will build on change that is already happening in the area, such as the new Canada Water library.
- How consultation on the area action plan will feed into preparing the core strategy for Southwark which is being prepared at the same time.

What will happen at each stage of the process?

Section 2 explains the stages in preparing the Canada Water Area Action Plan. At each stage there will be a period of consultation which will include:

- A period of usually 6 weeks when you will be able to make written comments on draft documents. This is known as "formal consultation" as it is the amount of time we must give by law.
- most stages will also include an extra 6 week period before the "formal consultation" to allow time for people to get and understand the information they need.

At the beginning of each stage, we will publish a detailed consultation plan that will set out the final consultation timetable for that stage.

As a minimum, at each stage we will:

- Give presentations at the Rotherhithe Community Council and Area Housing Forum, and where necessary meet other local groups and organisations such as youth forums, schools and multi-faith forums.
- Provide council's call centre with up-to-date information and the community with accurate phone numbers so that key information can be given over the phone.
- Take part in local public events and exhibitions.
- Put articles in local newsletters and press, including It's News.
- Publishing information on our website and other local websites, including the Canada Water website.
- Produce and distribute summary leaflets and flyers.
- Display all documents in libraries, one-stop-shops and local council offices.
- Brief and keep community involvement officers and other council officers up to date.
- Send out letters (or email if preferred) to our mailing list explaining what is happening, where people can get information from, who to contact for more information and how they can have their say.
- Contact key local groups, organisations, agencies by phone if necessary to encourage their involvement.
- Provide support on how to make written comments. Using questionnaires along side more formal comment forms has been shown to improve the number and range of people responding.

All written information and verbal presentations will meet the standards set out in Southwark's Statement of Community Involvement by:

- Being clear, to the point, and in plain English.
- Using illustrations, diagrams, photos, models and computer visualisations as much as possible in preference to text.
- Avoiding acronyms, abbreviations and jargon and explaining technical issues;
- Should include details of the council's interpreter and translation service for the main languages identified in Southwark;
- Should be available on request in large fonts, Braille or audiotape;

There will also be other ways that we will communicate with and involve local people. These will vary at each stage depending on the issues that are most important to people, feedback from previous consultation and discussion with local groups on what would work best for them. Some ideas include:

- Training workshops for the public and council officers on planning.
- Placing information and notices in public buildings, local notice boards, pubs, bars, shops, bus stops and tube stations.
- Having a regularly updated display, such as in a shopping centre, library or leisure centre.
- Arts programme especially with young people.
- Family fun day.
- Historical walks.
- Cycling tours.
- Make video booth to record people's views.
- Film/video by local college to be screened at events.
- Computer generated film showing how the Canada Water area may look in the future that can then be given away on DVD.
- Game illustrating the trade-offs between factors of density, housing types, affordable housing, open space and community facilities using a game board showing the Canada Water area divided into squares that can be developed in different ways. This was shown to be very successful for the Aylesbury Area Action Plan.

- Postcards
- Drawing and writing competitions with schools, describing the Canada Water area in the future. Prizes awarded at consultation events, design competition at local groups, leaflet.
- Having virtual notice boards, virtual forums, on line representation forms and questionnaires on our website.
- Using text messaging service.

The council's Statement of Community Involvement explains how different consultation methods can be used to target different people and groups.

Other ways of hearing people

We need to be realistic and realise that no matter what, some people will never get involved in the events or take opportunities to voice their concerns and comments formally. However there may be other ways that these people express their opinions, such as local web-based discussion forums, news sections on the websites of local groups, and the comments sections of local newspapers and newsletters. We will regularly check these for anything of relevance to the Canada Water Area Action Plan.

How we will provide you with feedback if you make comments

Comment forms will be made available on the website, at all meetings and events that we attend, at council offices and buildings or by asking us.

At the end of each stage of consultation, we will collect all comments made and enter them into a database. We will then respond to each comment made and explain the reasons for certain outcomes and decisions so that people can understand the value and influence of their contributions in developing the Rotherhithe Area Action Plan.

At the end of each stage, we will publish a consultation report that explains the consultation we have carried out in each stage, the comments received, our responses to them and how comments have influenced the preparation of the plan.

We will make sure that:

- If you give us written comments you will be sent a written acknowledgement via email or letter within 10 days.
- All people who have made comments will be sent updates on progress of the Rotherhithe Area Action Plan.
- All comments and officer responses will be made available on council's website and to key decision makers.
- Feedback will be given face to face through community council meetings and other meetings and events.
- You know where you can view all comments made and response to them, the consultation report, committee dates, availability of the agenda, report and minutes and about the arrangements for public speaking at meetings.

Monitoring our consultation

We will monitor our consultation to make sure it is effective, meets the commitments set out at the beginning of this section and exceeds the legal requirements.

We will do this by collecting information on:

- The number of people who attend meetings, events and send in written comments.

- Their gender, age, ethnicity, disability, sexual orientation and religion/belief (this will be done anonymously).
- How satisfied you are with your involvement and what you thought about the different techniques we used.

In addition to this we will also set minimum targets on a number of things like how many people we think need to be involved, how many meetings we should attend, how many bulletins we should produce. We will always look for ways to exceed these targets where possible. These targets are set out in **Appendix B**.

Please assist us by filling out monitoring forms. It is very important that we collect this information so that we can improve how we carry out consultation and make sure that we focus our resources in areas where we need to most.

The consultation report will summarise the monitoring information we have collected.

5. What resources do we have to make it happen?

To prepare and develop the Canada Water Area Action Plan resources, such as staff and money, will need to be identified so that we can involve and engage the community effectively.

Staff

There are three dedicated officers that are responsible for coordinating the work and consultation carried out on the Canada Water Area Action Plan.

As well as this, a number of other officers from across the council will be involved in working together to coordinate and combine resources. We will specifically seek help and advice from the:

- Community Involvement and Development Unit
- Social Policy Unit
- Community engagement officers working group
- Communications officers from within the council
- Housing and resident involvement officers

A project board and project executive has also been established to keep senior council offices updated with the project.

A diagram of how different organisations and council departments will be involved is included at **Appendix F**.

Existing meetings, events and publications

We will use a number of existing consultation forums, organisations, networks and local publications in and around Rotherhithe to give out information and encourage community involvement. These include:

- Rotherhithe Community Council and Area Housing Forum
- Publications such as Southwark Life and It's News (see **Appendix D**)
- Websites such as canadawater-southwark.co.uk (see **Appendix D**)
- Existing networks such as Southwark Action for Voluntary Organisations (SAVO), Youth providers Network and Multi-Faith Forum (see **Appendix B**)
- Canada Water Land Owners Forum

Other resources

The council is considering purchasing software that will allow us to receive comments on-line and will help with how we present document on-line. This will make it easier for people to read and provide comments on documents and also speed up the time it takes to collect and respond to comments.

Council has a development partner, British Land Canada Water, who will help it develop the sites around the Canada Water station. It may be possible to use some of their resources, such as 3D visualisation software, to help more effectively consult local people.

Appendix A – What are our legal requirements?

The government sets legal requirements for consultation that we must meet. These are contained in a legal document called the Town and Country Planning (Local Development) (England) Regulations (2004). Further explanation of these legal requirements is provided in a document called Planning Policy Statement 12 Local Spatial Planning (PPS12).

One of the key principles in these documents is that we involve the community at an early stage, when they can have the most influence, and continue to consult them at each stage of preparing a planning document.

The minimum we must do by law is:

- Send a copy of the sustainability assessment scoping report to Natural England, English Heritage and the Environment Agency for comment, giving them 5 weeks to respond
- Consult on preferred options and the draft area action plan for 6 weeks by:
 - writing to a set list of “statutory consultees” (which include government agencies, utility providers and the police)
 - displaying documents at council offices
 - placing an advertisement in local press; and
 - publishing documents on the council’s website

(Regulation 26, of the Town and Country Planning (Local Development) (England) Regulations 2004).

We need to record all comments received and show how we have taken them into consideration. When we send the draft area action plan to the Secretary of State, we need prepare a consultation statement that summarises the main issues raised by these comments and how they have been addressed in preparing the area action plan (*regulation 28 of the Town and Country Planning (Local Development) (England) Regulations 2004*).

The council also needs to prepare a statement of community involvement. Southwark’s Statement of Community Involvement sets out how and when we will involve the community in the preparation of planning policy documents and the determination of planning applications. Southwark’s Statement of Community Involvement commits us to exceeding the minimum legal requirements for consultation.

All consultation carried out as part of the Canada Water Area Action Plan will have to be in compliance with PPS 12 and our Statement of Community Involvement.

When the independent inspector examines the draft area action and decides if it should be formally approved, one of the things they will consider (known as a “test of soundness”) is whether the area action plan has been prepared in compliance with the statement of community involvement.

To find out more go to:

PPS 12

<http://www.communities.gov.uk/publications/planningandbuilding/pps12lsp>

Southwark’s Statement of Community Involvement

www.southwark.gov.uk/SCI

Appendix B – Who needs to be involved and how can we target them?

Type of Consultee	Name of Consultee	How we target them	Action/target?
<ul style="list-style-type: none"> • Neighbouring boroughs 	<ul style="list-style-type: none"> • London borough of Lambeth • London borough of Lewisham • London borough of Westminster • Corporation of London • London borough of Croydon • London borough of Bromley • London borough of Tower Hamlets 	<ul style="list-style-type: none"> • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. 	<ul style="list-style-type: none"> • To raise awareness of the Canada Water AAP. • To receive comments from each borough at issues and options stage and preferred options stage. • To promote joined up thinking with neighbouring authorities regarding issues and options raised.
<ul style="list-style-type: none"> • National and local heritage associations and groups 	<ul style="list-style-type: none"> • English Heritage • Southwark Heritage Association 	<ul style="list-style-type: none"> • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. 	<ul style="list-style-type: none"> • To raise awareness of the Canada Water AAP. • To receive comments from each of these groups at issues and options stage and preferred options stage. • To test the heritage credentials of the AAP.
<ul style="list-style-type: none"> • National, regional and local environmental associations and groups 	<ul style="list-style-type: none"> • Natural England • Environment Agency • Southwark Friends of the Earth • Wildlife Trust 	<ul style="list-style-type: none"> • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. 	<ul style="list-style-type: none"> • To raise awareness of the Canada Water AAP. • To receive comments from each of these groups at issues and options stage and preferred options stage. • To aid the development of the AAP with the environment in mind.
<ul style="list-style-type: none"> • Regional government and regional governmental bodies 	<ul style="list-style-type: none"> • Secretary of State • Government Office for London • Greater London Authority • London 	<ul style="list-style-type: none"> • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, 	<ul style="list-style-type: none"> • To raise awareness of the Canada Water AAP. • To receive comments from each of these groups at issues and options stage and preferred options stage. • To aid the development of the AAP with regional policy in mind.

Type of Consultee	Name of Consultee	How we target them	Action/target?
	<ul style="list-style-type: none"> Development Agency Probation Service 	and Publishing the Draft Plan Stage.	
<ul style="list-style-type: none"> National and regional transport agencies and providers 	<ul style="list-style-type: none"> Highways Agency Strategic Rail Authority Transport for London 	<ul style="list-style-type: none"> To meet and involve these groups at Issues and Options and Preferred Options Stages. Send Email and letter updates to our mailing list. Attend site visits/meetings as required. An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. 	<ul style="list-style-type: none"> To raise awareness of the Canada Water AAP. To receive comments from each of these groups at issues and options stage and preferred options stage. To aid the development of the AAP with transport issues in mind.
<ul style="list-style-type: none"> Regional and local health authorities and partnerships 	<ul style="list-style-type: none"> South East London Strategic Health Authority Southwark Primary Care Trust Healthy Southwark Partnership 	<ul style="list-style-type: none"> Send Email and letter updates to our mailing list. Attend site visits/meetings as required. An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. 	<ul style="list-style-type: none"> To raise awareness of the Canada Water AAP. To receive comments from each of these groups at issues and options stage and preferred options stage. To aid the development of the AAP with health provision in mind.
<ul style="list-style-type: none"> Regional emergency services and local crime and safety groups 	<ul style="list-style-type: none"> Metropolitan police authority British Transport Police London Fire and Emergency Planning Authority London Fire Brigade London Ambulance Service Southwark Police Consultative Group Crime Concern Trust Safer Southwark Partnership 	<ul style="list-style-type: none"> Send Email and letter updates to our mailing list. Attend site visits/meetings as required. An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. 	<ul style="list-style-type: none"> To raise awareness of the Canada Water AAP. To receive comments from to Southwark police consultative forum and the Safer Southwark Partnership at issues and options stage and preferred options stage. To aid the development of the AAP with crime prevention and safety in mind.
<ul style="list-style-type: none"> Utility providers 	<ul style="list-style-type: none"> Thames Water Property 	<ul style="list-style-type: none"> Send Email and letter updates to our mailing list. 	<ul style="list-style-type: none"> To raise awareness of the Canada Water AAP.

Type of Consultee	Name of Consultee	How we target them	Action/target?
	Services <ul style="list-style-type: none"> • Coal Board 	<ul style="list-style-type: none"> • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. 	<ul style="list-style-type: none"> • To receive comments from utility providers at issues and options stage and preferred options stage. • To aid the development of the AAP with utility infrastructure in mind.
<ul style="list-style-type: none"> • Housing providers and housing groups 	<ul style="list-style-type: none"> • Southwark Housing Association Group • House Builders Federation • Family RSL • Guinness Trust • Hexagon RSL • Hyde RSL • London Quadrant Housing Trust • Metropolitan Housing Trust • Cambridge House • Peabody Trust • Presentation RSL • South London Family RSL • Ujima • Wandle RSL • ARHAG • Housing for Women • Central and Cecil Housing Trust • Lambeth and Southwark Housing Society • Samuel Lewis Knights Court • Habinteg • Octavia Hill Housing trust • Southwark and London Diocesan Housing Association • Anchor Sheltered Housing • ABC Southwark Housing Co-op 	<ul style="list-style-type: none"> • To meet with each RSL owning land in the Canada Water area at Issues and Options Stage. • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. • Make presentations and conduct workshops at the Area Housing Forum. 	<ul style="list-style-type: none"> • To raise awareness of the Canada Water AAP. • To receive comments from the Southwark Housing Association Group at Issues and Options Stage and Preferred Options Stage. • To aid the development of the AAP with housing need in mind.
<ul style="list-style-type: none"> • Local residents and residents groups 	<ul style="list-style-type: none"> • Canada Water Consultative Forum 	<ul style="list-style-type: none"> • Inform through local newsletters and press (a list of local publications and websites is 	<ul style="list-style-type: none"> • To raise awareness of the Canada Water AAP.

Type of Consultee	Name of Consultee	How we target them	Action/target?
	<ul style="list-style-type: none"> • Rotherhithe Area Housing Forum • All TRAs in the action area • Southwark Group of Tenants Association 	<p>contained within Appendix D)</p> <ul style="list-style-type: none"> • Participate at local events • Make presentations and conduct workshops at the Rotherhithe Community Councils, Area Forums and other local meetings • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. • Provide the Southwark BC call centre with up-to-date information and the community with accurate phone numbers • Carry out Exhibitions and produce displays in local public assembly areas and buildings and at local events. • Each document that is produced will be displayed in libraries, one-stop shops and local council offices. • At least one leaflet or flyer for the Issues and Options Stage, Preferred Options Stage and Publishing the Draft Plan Stage will be produced and distribute to local libraries, one-stop shops and area housing offices and other public venues 	<ul style="list-style-type: none"> • To maximise representations received from local residents groups identified at Issues and Options Stage and Preferred Options Stage. • To aid the development of the AAP with local residents views in mind.
<ul style="list-style-type: none"> • Local businesses 	<ul style="list-style-type: none"> • Southwark Education Business Alliance • Southwark Chamber of ecommerce 	<ul style="list-style-type: none"> • Inform through local newsletters and press (a list of local publications and websites is contained within Appendix D) • Participate at local events • Make presentations and conduct workshops at Community Councils, Area Forums and other 	<ul style="list-style-type: none"> • To raise awareness of the Canada Water AAP. • To aid the development of the AAP with the local economy in mind. • To maximise representations received from local businesses identified at Issues and Options Stage and Preferred Options

Type of Consultee	Name of Consultee	How we target them	Action/target?
		<p>local meetings</p> <ul style="list-style-type: none"> • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. • Provide the Southwark BC call centre with up-to-date information and the community with accurate phone numbers 	<p>Stage.</p>
<ul style="list-style-type: none"> • Local environmental and amenity groups 	<ul style="list-style-type: none"> • Canada Water Campaign • CRISP • Green Lanes Network • Groundwork Southwark • London Wildlife Trust • Southwark Biodiversity Partnership 	<ul style="list-style-type: none"> • Inform through local newsletters and press (a list of local publications and websites is contained within Appendix D) • Participate at local events • Make presentations and conduct workshops at Community Councils, Area Forums and other local meetings • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. • Provide the Southwark BC call centre with up-to-date information and the community with accurate phone numbers. 	<ul style="list-style-type: none"> • To maximise representations received from local environmental and amenity groups identified at Issues and Options Stage and Preferred Options Stage. • To raise awareness of the Canada Water AAP. • To aid the development of the AAP with the local amenity and environment in mind.
<ul style="list-style-type: none"> • Local black and minority ethnic community 	<ul style="list-style-type: none"> • African Heritage Association • African Regeneration Association • African Root Men's Project 	<ul style="list-style-type: none"> • Attend equalities and diversity panel at issues and options and preferred options stages. • Inform through local newsletters and press (a list of local publications and websites is 	<ul style="list-style-type: none"> • To maximise representations received from local black and minority ethnic groups identified at Issues and Options Stage and Preferred Options Stage. • To raise awareness of the Canada

Type of Consultee	Name of Consultee	How we target them	Action/target?
	(ARMPRO) <ul style="list-style-type: none"> • Association of Minority • Black Elderly Group Southwark • Caribbean Ecology Forum • International Ass of African Women • Educational Alliance Africa • Ethno News • Multi-lingual Community Rights Shop • Sierra Leone Community Forum • Somali Health and Education Project • South Asian Elderly Organisation • South East Asian Elderly • South East Muslim Association • South London Arab • Southwark Bhagini Samaj • Southwark Black Elderly Group • Southwark Cypriot & Turkish Cultural Society • Southwark Cypriot Day Centre & Elders Group • Southwark Cypriot Turkish Association • Southwark Ethnic Business Partnership • Southwark Muslim Pensioners Group • Southwark Muslim Women's Association • Southwark Race 	contained within Appendix D) <ul style="list-style-type: none"> • Participate at local events • Make presentations and conduct workshops at Community Councils, Area Forums and other local meetings • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. • Provide the Southwark BC call centre with up-to-date information and the community with accurate phone numbers. 	Water AAP. <ul style="list-style-type: none"> • To aid the development of the AAP with the local black and ethnic minority's views in mind.

Type of Consultee	Name of Consultee	How we target them	Action/target?
	and Equalities Forum <ul style="list-style-type: none"> • Southwark Turkish & Cypriot Group • Southwark Turkish Education Group • Southwark Turkish Elderly • Southwark Vietnamese Chinese Community • Southwark Vietnamese Refugee Association • Vietnamese Women's Group 		
<ul style="list-style-type: none"> • Local faith groups 	<ul style="list-style-type: none"> • Faith Area Network • Multi-faith Forum 	<ul style="list-style-type: none"> • Attend multi-faith forum at issues and options and preferred options stages. • Inform through local newsletters and press (a list of local publications and websites is contained within Appendix D) • Participate at local events • Make presentations and conduct workshops at Community Councils, Area Forums and other local meetings • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. • Provide the Southwark BC call centre with up-to-date information and the community with accurate phone numbers. 	<ul style="list-style-type: none"> • To maximise representations received from local faith groups identified at Issues and Options Stage and Preferred Options Stage. • To raise awareness of the Canada Water AAP. • To aid the development of the AAP with the local faith group's views in mind.
<ul style="list-style-type: none"> • Local educational establishments 	<ul style="list-style-type: none"> • Learning and Skills Council • Southbank 	<ul style="list-style-type: none"> • Inform through local newsletters and press (a list of local publications and websites is 	<ul style="list-style-type: none"> • To maximise representations received from local educational establishments identified at Issues

Type of Consultee	Name of Consultee	How we target them	Action/target?
	University • Southwark College • Goldsmiths University • University of Arts (Camberwell)	contained within Appendix D) • Participate at local events • Make presentations and conduct workshops at Community Councils, Area Forums and other local meetings • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. • Provide the Southwark BC call centre with up-to-date information and the community with accurate phone numbers.	and Options Stage and Preferred Options Stage. • To raise awareness of the Canada Water AAP. • To aid the development of the AAP with local educational needs in mind.
• Local leisure and entertainment providers	• Seven Islands Leisure Centre • Rotherhithe Library	• To meet and involve leisure and entertainment providers at Issues and Options and Preferred Options Stages. • Inform through local newsletters and press (a list of local publications and websites is contained within Appendix D) • Participate at local events • Make presentations and conduct workshops at Community Councils, Area Forums and other local meetings • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage.	• To receive comments from each of these groups at issues and options stage and preferred options stage. • To raise awareness of the Canada Water AAP. • To aid the development of the AAP with the local leisure and entertainment views in mind.

Type of Consultee	Name of Consultee	How we target them	Action/target?
		<ul style="list-style-type: none"> • Provide the Southwark BC call centre with up-to-date information and the community with accurate phone numbers. 	
<ul style="list-style-type: none"> • Local gay, lesbian, bisexual and transgender community 	<ul style="list-style-type: none"> • Southwark LGBT Network 	<ul style="list-style-type: none"> • Inform through local newsletters and press (a list of local publications and websites is contained within Appendix D) • Participate at local events • Make presentations and conduct workshops at Community Councils, Area Forums and other local meetings • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. • Provide the Southwark BC call centre with up-to-date information and the community with accurate phone numbers. 	<ul style="list-style-type: none"> • To receive comments from the Southwark LGBT Network at Issues and Options Stage and Preferred Options Stage. • To raise awareness of the Canada Water AAP. • To aid the development of the AAP with the LGBT communities views in mind.
<ul style="list-style-type: none"> • Local disability groups; 	<ul style="list-style-type: none"> • Southwark Disabilities Forum • Action for Blind People (Training Centre) • Sherrie Eugene Community Deaf Association • Southwark Phoenix and Leisure Club for People with Disabilities 	<ul style="list-style-type: none"> • Inform through local newsletters and press (a list of local publications and websites is contained within Appendix D) • Participate at local events • Make presentations and conduct workshops at Community Councils, Area Forums and other local meetings • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options 	<ul style="list-style-type: none"> • To receive comments from the Southwark Disabilities Forum at Issues and Options Stage and Preferred Options Stage. • To raise awareness of the Canada Water AAP. • To aid the development of the AAP with the local disability group's needs in mind.

Type of Consultee	Name of Consultee	How we target them	Action/target?
		<p>Stage, Preferred Options Stage, and Publishing the Draft Plan Stage.</p> <ul style="list-style-type: none"> • Provide the Southwark BC call centre with up-to-date information and the community with accurate phone numbers. 	
<ul style="list-style-type: none"> • Local older population; 	<ul style="list-style-type: none"> • Southwark Pensioners Forum • Age Concern Southwark Community Support • Southwark Muslim Pensioners Group 	<ul style="list-style-type: none"> • Inform through local newsletters and press (a list of local publications and websites is contained within Appendix D) • Participate at local events • Make presentations and conduct workshops at Community Councils, Area Forums and other local meetings • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. • Provide the Southwark BC call centre with up-to-date information and the community with accurate phone numbers. 	<ul style="list-style-type: none"> • To receive comments from the Southwark Pensioners Forum at Issues and Options Stage and Preferred Options Stage. • To raise awareness of the Canada Water AAP. • To aid the development of the AAP with the local older populations needs in mind.
<ul style="list-style-type: none"> • Local youth groups; 	<ul style="list-style-type: none"> • Rotherhithe Youth Forum • Youth Providers Network • Young Southwark • Community Youth Provision Ass. • Youth Concern UK • Springboard for Children • Springboard Southwark Trust 	<ul style="list-style-type: none"> • Attend Rotherhithe Youth Forum and Youth Providers Network at issues and options and preferred options stages. • Inform through local newsletters and press (a list of local publications and websites is contained within Appendix D) • Participate at local events • Make presentations and conduct workshops at Community Councils, Area Forums and other local meetings • Send Email and letter updates to 	<ul style="list-style-type: none"> • To receive comments from Rotherhithe Youth Forum and Young Providers Network and maximise representations received from local youth groups identified at Issues and Options Stage and Preferred Options Stage. • To raise awareness of the Canada Water AAP. • To aid the development of the AAP with the local youth group's views in mind.

Type of Consultee	Name of Consultee	How we target them	Action/target?
		<p>our mailing list.</p> <ul style="list-style-type: none"> • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. • Provide the Southwark BC call centre with up-to-date information and the community with accurate phone numbers. 	
<ul style="list-style-type: none"> • Local traveller and gypsy population. 	<ul style="list-style-type: none"> • Southwark Travellers Action Group 	<ul style="list-style-type: none"> • Inform through local newsletters and press (a list of local publications and websites is contained within Appendix D) • Participate at local events • Make presentations and conduct workshops at Community Councils, Area Forums and other local meetings • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. • Provide the Southwark BC call centre with up-to-date information and the community with accurate phone numbers. 	<ul style="list-style-type: none"> • To receive comments from the Southwark Travellers Action Group at Issues and Options Stage and Preferred Options Stage. • To raise awareness of the Canada Water AAP. • To aid the development of the AAP with the local traveller and gypsy population's views in mind.
<ul style="list-style-type: none"> • Local refugee and asylum seeker population 	<ul style="list-style-type: none"> • Southwark Day Centre for Asylum Seekers • Southwark Refugee Artists Network • Southwark Refugee Education Project • Southwark 	<ul style="list-style-type: none"> • Inform through local newsletters and press (a list of local publications and websites is contained within Appendix D) • Participate at local events • Make presentations and conduct workshops at Community Councils, Area Forums and other 	<ul style="list-style-type: none"> • To receive comments from the Southwark Refugee Project at Issues and Options Stage and Preferred Options Stage. • To raise awareness of the Canada Water AAP. • To aid the development of the AAP with the local refugee and asylum

Type of Consultee	Name of Consultee	How we target them	Action/target?
	Refugee Project	<p>local meetings</p> <ul style="list-style-type: none"> • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. • Provide the Southwark BC call centre with up-to-date information and the community with accurate phone numbers. 	seeker population's views in mind.
<ul style="list-style-type: none"> • Land owners 	<ul style="list-style-type: none"> • Canada Water Land Owners Forum 	<ul style="list-style-type: none"> • To attend the land owners forum at both Issues and Options and Preferred Options Stages and actively involve key land owners who can help deliver improvements in the Canada Water area. • Inform through local newsletters and press (a list of local publications and websites is contained within Appendix D) • Participate at local events • Make presentations and conduct workshops at Community Councils, Area Forums and other local meetings • Send Email and letter updates to our mailing list. • Attend site visits/meetings as required. • An on-line representation form will be available on the Southwark website at the Issues and Options Stage, Preferred Options Stage, and Publishing the Draft Plan Stage. • Provide the Southwark BC call centre with up-to-date information and the community with accurate phone numbers. 	<ul style="list-style-type: none"> • To receive comments from the land owners at Issues and Options Stage and Preferred Options Stage. • To raise awareness of the Canada Water AAP. • To aid the development of the AAP with relevant land owner's views in mind.

Appendix C – Previous consultation in the Canada Water area

When	What	How it was publicised	What methods were used?	Who was audience?	Outcomes	What it means for the CanadaWaterAAP consultation
2001	Early consultation on future of sites around Canada Water station to prepare developer brief for the area	<ul style="list-style-type: none"> • Council worked closely with Canada Water Consultative Forum • Local people approached in the street. • Workshops advertised in local paper, posters and newsletter • Letter to selected groups and agencies 	<ul style="list-style-type: none"> • Topic papers and vision prepared by Canada Water Consultative Forum • Meetings with CWCF to agree developer brief • MORI survey of residents' views on what they liked and disliked most about Rotherhithe Peninsular and what additional facilities were needed. • Series of workshops • Draft brief sent to selected agencies for comment 	<ul style="list-style-type: none"> • Land owners and residents are part of the Canada Water consultative forum. • General public • 2 workshops targeted had to reach groups • Selected agencies included government agencies, PCT, neighbouring boroughs, Wildlife Trust 	<ul style="list-style-type: none"> • Topic papers identifying issues in the area • 405 adults interviews at 26 sites across Rotherhithe • Results of survey published, setting out residents' views about the area • Report on workshops published 	<ul style="list-style-type: none"> • Information collected through this consultation can be used to help us understand the issues that the Canada Water Area Action Plan needs to address. • There may be confusion between how the area action plan is different from the master plan, particularly amongst the targeted groups
September 2001	Southwark Plan Information gathering on issues	<ul style="list-style-type: none"> • Mail out using council mailing list • Copies of documents at council venues • Council website • Advertisement in local press 	<ul style="list-style-type: none"> • Invitations for comment on local issues papers • Workshop on local issues paper • Street survey of 50 people in area on local issues • Session with students at local school • Presentations at Community Council 	<ul style="list-style-type: none"> • General public, local groups and government and non-government agencies • Students 	<ul style="list-style-type: none"> • Local issues paper for Rotherhithe and Bermondsey • Feedback form local people on issues important to them 	<ul style="list-style-type: none"> • Information collected through this consultation can be used to help us understand the issues that the Canada Water Area Action Plan needs to address. • There may be confusion as to the difference between the Southwark Plan and AAP

When	What	How it was publicised	What methods were used?	Who was audience?	Outcomes	What it means for the CanadaWaterAAP consultation
November 2002 to February 2003	Canada Water Supplementary Planning Document Consultation on first version of the SPG	<ul style="list-style-type: none"> • Mail out using council mailing list • Copies of documents at council venues • Council website • Press advertisement 	<ul style="list-style-type: none"> • Draft issued for comment 	<ul style="list-style-type: none"> • General public, local groups and government and non-government agencies 	<ul style="list-style-type: none"> • 47 people sent comments, largely on the SPG itself and not wider area issues 	<ul style="list-style-type: none"> • Information collected would not be very relevant for the area action plan. • There may be confusion as to the difference between the SPG and AAP
May 2003	Canada Water Masterplan Short listing developer proposals	-	<ul style="list-style-type: none"> • Quality Panel set up to help decide who was short listed. 	<ul style="list-style-type: none"> • Panel included representatives from Canada Water Consultative Forum and council officers. 	<ul style="list-style-type: none"> • Input into short-list 	<ul style="list-style-type: none"> • Potential for CWCF to experience consultation fatigue as they have been heavily involved in consultation on the master plan
2003	Canada Water Masterplan Exhibition of three short-listed proposals as part of selection of preferred development partner	<ul style="list-style-type: none"> • It's News Newsletters sent to every household in SE16 • Canada Water website • Bus shelter adverts and posters at Canada Water station • Letter to selected groups and agencies 	<ul style="list-style-type: none"> • Exhibition held at Canada Water Dock displaying short-listed proposals for Canada Water • Feedback forms, including through website • MORI survey of residents asking them to rate short-listed proposals • Articles in It's News and on website • Outreach work to local schools involving 70 students • Info packs sent to selected agencies inviting comment 	<ul style="list-style-type: none"> • General public • Selected agencies included government agencies, PCT, neighbouring boroughs, Wildlife Trust 	<ul style="list-style-type: none"> • Over 1,100 people attended exhibition, 524 feedback forms received, mostly from residents who are owner occupiers/private renters. • Information on how much importance local people attach to different issues affecting Rotherhithe and what improvements they would like to see in the area. • Over 500 people surveyed by MORI, aimed to be representative of local population. Results of survey published, 	<ul style="list-style-type: none"> • Information collected through this consultation can be used to help us understand the issues that the Canada Water Area Action Plan needs to address. • There may be confusion between how the area action plan is different from the master plan, particularly amongst the targeted groups. Danger of consultation fatigue. • Very few comments were received from local employees and businesses or people in social housing.

When	What	How it was publicised	What methods were used?	Who was audience?	Outcomes	What it means for the CanadaWaterAAP consultation
					indicating local people's feelings about development in the area	These may need to be targeted more through the AAP consultation to get a balanced range of views.
October to December 2004	Canada Water Supplementary Planning Document Consultation on second version of the SPG	<ul style="list-style-type: none"> • Mail out using council mailing list • Copies of documents at council venues • Council website • Press articles 	<ul style="list-style-type: none"> • Public information display at Surrey Quays Shopping Centre • Public meeting • Presentation at Community Council and Canada Water Consultative Forum • Leaflets 	<ul style="list-style-type: none"> • General public, local groups and government and non-government agencies 	<ul style="list-style-type: none"> • 184 people sent comments, largely on the SPG itself and not wider area issues 	<ul style="list-style-type: none"> • Information collected would not be very relevant for the area action plan. • There may be confusion as to the difference between the SPG and AAP
March to June 2005	Canada Water Masterplan Consultation on first version of master plan		<ul style="list-style-type: none"> • Series of theme led workshops focussed on Transport and Access, Community Facilities, Design Quality, Environmental Quality • Carer contribution scheme • Shuttle-bus • Materials in multiple formats 	<ul style="list-style-type: none"> • General public • Canada Water Consultative Forum • Canada Water Campaign Group • Rotherhithe Community Council • Rotherhithe Area Housing Forum • Canada Estates TRA • Rotherhithe Youth Forum 	<ul style="list-style-type: none"> • Over 100 people attended, mostly residents who were owner occupiers. • Record of the issues concerning local people, both in Canada Water and the wider Rotherhithe area. • List of issues outside scope of master plan needing to be addressed in future 	<ul style="list-style-type: none"> • Information collected may be relevant for the area action plan. • Mostly residents of private housing providing feedback. AAP consultation may need to target other types of people to get balanced set of views. • The groups targeted could experience consultation fatigue and may be confused

When	What	How it was publicised	What methods were used?	Who was audience?	Outcomes	What it means for the CanadaWaterAAP consultation
July 2005	Revised Canada Water Masterplan Exhibition of revised master plan at Seven Islands Leisure Centre and The Event	<ul style="list-style-type: none"> • Postcard invite and It's News Newsletter article, sent to all SE16 households • Press ads • Canada Water website • Posters and flyers 	<ul style="list-style-type: none"> • Summary pamphlet • Display panels • 3D model • Feedback form asking for rating of schemes • Articles in It's News and on Canada Water website and in local press • Presentations made to local groups 	<ul style="list-style-type: none"> • Voluntary Sector Groups • Rotherhithe Joint Action Team • Pensioner's Forum • Disability Forum • Pumphouse residents • Ward Councillors • Bermondsey and Rotherhithe Development Partnership 	<ul style="list-style-type: none"> • 438 people attended and 284 feedback forms received (mostly residents who were owner occupiers). 	as to how the AAP differs from the master plan <ul style="list-style-type: none"> • Expectations for how consultation should be carried out (eg shuttle bus and carer contribution)
July 2006	Public Realm in Rotherhithe Consultation for Urbed public realm study	Not known	<ul style="list-style-type: none"> • Stall at Rotherhithe Festival with questionnaire and inviting children to draw the area 	<ul style="list-style-type: none"> • General public • Children 	<ul style="list-style-type: none"> • Almost 100 people visited stall 	<ul style="list-style-type: none"> • Information on public realm and safety can feed into Canada Water AAP.
December 2005 to August 2006	Canada Water Library Consultation on services, facilities and design of the library	<ul style="list-style-type: none"> • It's News Newsletter distributed to all households in SE16 • Canada Water website • Southwark Magazine • Certain local groups invited to participate 	<ul style="list-style-type: none"> • Exhibition of plans, including at Seven Islands Leisure Centre, Rotherhithe Festival, The Event and Black History Month event • 3D model and 3D illustrations • Articles in It's News (included tear-off feedback form), Southwark Magazine and on Canada Water website • "A Day in the Life of Canada Water Library" • Dedicated phone number and email address 	<ul style="list-style-type: none"> • General public initially, however later stages targeted established local groups including young people, black community 	<ul style="list-style-type: none"> • Over 50 meetings with local groups • Information on the sorts of community facilities and services local people want and what priority they place on having different ones. 	<ul style="list-style-type: none"> • Information collected may be relevant for the area action plan. • Many people in Rotherhithe feel positively about the library development and this will soon begin construction. This could be used as an example of progress being made in the area, and an example of how consultation can result something positive actually happening on the ground.

When	What	How it was publicised	What methods were used?	Who was audience?	Outcomes	What it means for the CanadaWaterAAP consultation
			<ul style="list-style-type: none"> • Workshops and presentations with local groups • Info packs sent to key stakeholders • Site visits with young people to examples of facilities 			

Appendix D – List of local publications and websites

Name of website/publication	Contact	Frequency
It's News	All households in SE16	Quarterly
Southwark Life	All residents	Bimonthly
Southwark Housing News	Council tenants	Quarterly
Lease of Life	All council leaseholders	Six monthly
Street Leader	Street Leaders	Quarterly
E-News for Schools	Schools staff (e-bulletin)	Fortnightly
SAVO News	Voluntary Organisations	Not known
Willowbrook Newsletter	Willowbrook mailing list	Quarterly
Canada Water Consultative Forum Newsletter		
www.southwark.gov.uk/canadawateraap		
www.canadawater-southwark.co.uk		
www.se16.org.uk		
www.btinternet.com/~se16		
www.canadawater.org		

Appendix E - Useful contacts and websites

These contacts are useful in providing information on the Canada Water Area Action Plan and consultation generally.

Planning Policy Team

Planning policy is responsible for coordinating the comments and consultation on the Canada Water Area Action Plan and preparing the actual document itself

Email – canadawateraap@southwark.gov.uk

Tel - 020 7525 5345

Fax – 020 7525 5561

Chiltern House, Portland Street, London SE17 2ES

Canada Water Major Projects Team

The Major Projects Team is overseeing the development of key sites around the Canada Water tube station, including the development of the new Canada Water Library. This development is occurring with council's development partner British Land Canada Quays.

James Oates – James.oates@southwark.gov.uk

Canada Water Project Officer

Tel: 020 7525 4907

Fax – 020 7525 4916

Coburg House, 63-67 Newington Causeway, London SE1 6LS

Community Involvement and Development Unit

Community Involvement and Development Unit works with local community groups across the borough to encourage and enable more residents to become involved in projects, forums and consultations. The unit also provides advice on where to get training, support and information about community issues.

Kevin Dykes – Kevin.dykes@southwark.gov.uk

Community Involvement Manager

Tel: 020 7525 5601

Fax: 020 7525 5498

Town Hall (East House), 35 Peckham Road, London SE5 8UB

Social Policy Team

The Social Policy Unit has a council-wide and partnership role in addressing corporate priorities in respect of anti-poverty, (crime and disorder) and equalities to meet national and local targets. This service can also offer information and advice on Southwark Council's Equalities Scheme and Equalities and Diversity Panel.

Jenny Herron – jenny.heron@southwark.gov.uk

Tel: 020 7525 7205

Fax: 020 7525 7424

socialpolicyunit@southwark.gov.uk

West House, Town Hall, Peckham Road, SE5 8UB

Bermondsey and Rotherhithe Development Partnership

The BRDP is the network for local voluntary, community and faith groups in Bermondsey and Rotherhithe. Its members offer support and services within the community, and engage with the community structures that exist, including Community Councils.

Darryl Telles, darryl.telles@southwark.gov.uk

Area Manager

Tel: 020 7525 1787

Fax: 020 7237 0616

Bermondsey and Rotherhithe Area Office, South Bermondsey Children and Parent Centre, Tenda Road, SE16 3PN

Rotherhithe Community Council

Community councils take decision-making out of the town hall and put it back into the community. They give people of any age and background a say about what goes on in their area. For more information on your Community council's area please contact the Community council team.

Beverley Olamijulo - beverley.olamijulo@southwark.gov.uk

Tel: 020 7525 7234

Fax: 020 7525 7498

Southwark Council Town Hall, Peckham Road. London, SE5 8UB

The Willowbrook Centre

The Willowbrook Centre is an independent planning advice centre for Southwark that is able to offer a number of services:

- **Planning Advice**- free professional advice on planning, regeneration and development applications and issues available to groups and individuals who cannot afford to pay for private consultants.
- **Information**- 2 newsletters a year, briefings on relevant topics and fact sheets on aspects of planning.

Nadia Sylvester - info@willowbrookcentre.org.uk

Tel: 020 7732 8856

Fax: 020 7732 5888

Willowbrook Centre, 48 Willowbrook Road, London SE15 6BW

Your Local Ward Councillor

Tel: 020 7525 7469,

The Members Room, Southwark Town Hall, Peckham Road

London, SE5 8UB

<http://www.southwark.gov.uk/YourCouncil/CouncillorsHome/>

Please use these contact details to find out who your ward councillor is and/or how to contact them.

Useful documents and websites

Government advice on consultation PPS 12

<http://www.communities.gov.uk/publications/planningandbuilding/pps12lsp>

Southwark's Community Strategy:

http://www.southwark.gov.uk/Uploads/FILE_25753.pdf

Southwark's Statement of Community Involvement

<http://www.southwark/localdevelopmentframework/SCI>

The Council's constitution (including the decision making process):

http://www.southwark.gov.uk/uploads/file_16070.pdf

Information relating to Southwark Council's Equalities Scheme and Equalities Impact Assessment:

<http://www.southwark.gov.uk/YourCouncil/Equalities/>

Appendix F – Organisational structure surrounding Canada Water AAP and Rotherhithe Area Plan

