

Royal Borough of Greenwich

Statement of Community Involvement for Beresford Square
and Powis Street, Woolwich

2 September 2022

Produced by E.C.F. on behalf of Royal Borough of Greenwich

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1 Executive Summary

1.1 Royal Borough of Greenwich ran a public consultation on the proposed public realm proposals for Beresford Square and Powis Street to improve Woolwich Town Centre. This followed the successful grant funding bid to the Future High Streets Fund in 2021. An initial period of engagement with the local community and key stakeholders in March 2022 informed the development of the design proposals for the town centre that were the subject of the second round of consultation held during June and July 2022.

1.2 A planning application is being submitted on behalf of the Royal Borough of Greenwich for proposed public realm proposals. These proposals aim to create an attractive and accessible place to shop, work and live.

1.3 The planning application for Beresford Square is for landscaping works comprising the installation of an interactive fountain and immersive central garden, planting and resurfacing, new street furniture and changes to ground levels.

1.4 The planning application for Powis Street is for the installation of planters, replacement trees, wayfinding, new cycle stands and street furniture. A further application for a certificate of lawful development for works to Powis Street has been submitted alongside relating to the replacement paving and lampposts, and the widening of the footway.

1.5 Two further planning applications are being submitted for proposals in adjoining locations as follows:

- A proposed development to replace the existing toilet block to the northwest of Beresford Square and associated landscaping works – designed by Studio Weave.
- Proposed conservation and alteration work to the Grade II listed Royal Arsenal Gatehouse – designed by Gort Scott.
- For enhancements to shopfronts and facades, including restoring historic character – designed by Turner Works.

1.6 Each application being submitted is standalone, to be determined on its individual merits. However, to ensure consistency of approach and continuity where the proposals interface, a collaborative approach has been taken.

1.7 This Statement of Community Involvement (SCI) covers the outcomes of the pre-application community consultation that was undertaken. It outlines the activities undertaken to deliver the consultation strategy, the feedback received, and the applicant's responses to this feedback. The SCI relates to the planning application proposals for Beresford Square and Powis Street. It does not address wider matters that were raised during the consultation which were out of scope of the project.

1.8 In order to reach a wide and representative audience comprising people who live, work, shop and spend time in Woolwich, the programme consisted of a range of digital and physical engagement activities with the local community, and meetings with stakeholders.

1.9 Analysis of the feedback received throughout the programme is outlined in subsequent sections of this SCI. The SCI highlights the findings of the consultation and details where changes to the design have been made following the second public consultation.

1.10 Online and in-person methods of submitting feedback were provided to enable a wide range of people to submit their comments. Overall, there was largely a positive response to the proposals across all consultation channels. This resulted in over 1,000 individuals who actively participated in this consultation. The methodology employed for the consultation and the response rates mean that the results and findings are deemed to be representative. Therefore, it can be concluded that there is overall support for the public realm proposals detailed in this application.

1.11 The response to the consultation on Beresford Square was generally positive about the proposals for greening and planting the space, upgrading and improving paving, providing more public seating, better lighting and greater permeability. The provision of a flexible space for activities and community events and preserving and enhancing Woolwich's heritage and history were also viewed positively.

1.12 There were comments expressed about making sure that paving surfaces on Beresford Square supported better accessibility across the public space, making sure that high-quality, durable materials are used. Upkeep and maintenance, in particular the planting, were regarded as priorities by many.

1.13 The use of the square for community activities was popular and the opportunity to improve connections with Royal Arsenal Riverside was welcomed by those who mentioned it. Anti-social behaviour and policing were raised as concerns, with some commenting that the improvements were an opportunity to address this as the square would be more populated at different times of the day and evening.

1.14 For Powis Street, many respondents welcomed additional high-quality seating and the use of greening to create better places for people to relax and socialise. There were requests for high-quality paving maintaining the step-free surface. The design and paving materials will hopefully encourage more people to walk on the central part of Powis Street, especially during peak pedestrianised periods. Better lighting was welcomed by all who commented on it, and many saw this project as an opportunity to encourage more people to spend time in the town centre, helping to entice a better range of shops and restaurants in the future.

1.15 The consultation did reveal there were some reservations mainly concerning safety, cleanliness, maintenance, and the 'busyness' of the proposals for Powis Street, the latter being addressed in the updated public realm design proposals. There were some concerns expressed about ensuring the seating on Powis Street would be suitable for all users and would not impede pedestrians, especially those with visual impairments.

1.16 The project team conducted a proportionate and comprehensive consultation programme in support of preparing the planning applications for public realm improvements in Woolwich town centre. It is the view of the applicant that the community consultation programme has had a material, and positive, impact on the design development process.

1.17 Full details of the proposals can be found in the Design and Access Statement and other documents submitted as part of the application.

1.18 This SCI is in line with the council’s Statement of Community Involvement (SCI) that was adopted on 22 July 2020.

GIVE YOUR VIEWS ON NEW DESIGNS FOR WOOLWICH TOWN CENTRE

The Royal Borough of Greenwich is asking residents, community groups and businesses for feedback on proposals to help transform Woolwich town centre.

We've developed designs for significant improvements in Beresford Square and Powis Street, using feedback local people shared with us in March.

The proposals include:

- improving the layout of Beresford Square and Powis Street to encourage more shoppers and visitors
- providing flexible space for community events and al-fresco dining
- improving facilities for market traders
- a new interactive water feature, play spaces and planting
- improving lighting, seating and paving
- artwork celebrating Woolwich's unique history
- removing street clutter
- improving connections with local bus stops and train stations

Proposed design for Powis Street

Proposed design for Beresford Square

SHARE YOUR VIEWS

The consultation will run from Friday 17 June to Sunday 17 July 2022. You can get involved in a number of ways:

- Give your feedback at woolwichtowncentre.commonplace.is
- Visit our exhibitions at the Front Room (105 Powis Street) or at Woolwich Centre library and fill in a questionnaire

Visit one of our **pop-up events:**

- Tuesday 21 June, 11am-2pm: Beresford Square market
- Thursday 23 June, 5pm-7pm: outside Elizabeth line, Royal Arsenal Riverside
- Saturday 25 June, 10am-1pm: Woolwich Front Room, 105 Powis Street
- Wednesday 29 June, 5pm-7pm: outside Woolwich DLR station (Greens End exit)
- Thursday 30 June, 5pm-7pm: Tesco, Love Lane
- Saturday 2 July, 10am-1pm: Beresford Square

Take part in one of our **online webinars:**

- Saturday 9 July, 10am – 12pm
- Wednesday 13 July, 6pm–8pm

Visit woolwichtowncentre.commonplace.is for full details, to register for updates or sign up to a webinar.

Contact us:

- regeneration@royalgreenwich.gov.uk
- 020 4541 2375

Visit woolwichtowncentre.commonplace.is for more information.

HM Government | INVESTING IN WOOLWICH | ROYAL borough of GREENWICH

Figure 1: Consultation leaflet



Figure 2: Beresford Square pop-up event, 21 June

2 Purpose

2.1 The council is bringing forward the Investing in Woolwich programme to improve Woolwich Town Centre through public realm improvements in Beresford Square and Powis Street, as well as a number of other projects.

2.2 The £21 million programme secured from the government's Future High Streets Fund and Historic England, supported by funding from the council, will help to create a more attractive town centre by; celebrating its history; support future investment; helping to improve the overall offer and vibrancy of Woolwich; and attracting more residents, shoppers and visitors to the area.



Figure 3: Beresford Square aerial view

2.3 The purpose of the consultation strategy was to gather feedback from a wide range of representative stakeholders including residents, community groups and businesses, on the public realm design proposals to help transform Woolwich Town Centre. The development of the design proposals took into account feedback that was captured during the initial phase of engagement held in March 2022. A summary report of the initial phase of engagement in March is included as an appendix to this SCI and is available to download from the [council website](#). Subsequent responses to the consultation in June and July have also informed the final design proposals presented in this application.

2.4 This consultation was also an opportunity to elicit feedback on what improvements the community would like to see in the wider Woolwich town centre. The results and findings from these questions will help to inform the development of other projects.

2.5 Feedback has been analysed and considered by the project team and reflected as far as possible in the evolution of the design process, culminating in the proposals being submitted in the planning applications. The design team has indicated where it has not been possible to address or incorporate feedback, and the reasons for this.

3 Methodology

3.1 Working closely with council officers, ECF who were appointed to support the consultation process, produced a Communications and Engagement Plan to undertake an in-depth and meaningful pre-application community consultation process on the Investing in Woolwich project. This involved providing residents and local stakeholder groups with opportunities to provide their feedback in multiple ways recognising the importance of accessibility.

3.2 The objective of the consultation programme was to capture feedback from members of the local community and stakeholders on design proposals for Beresford Square and Powis Street, prior to the submission of planning applications to the council.

3.3 The engagement methodology was designed to reach a wide range of members of the public and stakeholders, including those with protected characteristics (as defined by the 2020 Equality Act), and to ensure representative participation in the consultation process. This was achieved by undertaking stakeholder mapping to identify key local organisations and groups and providing digital and in-person ways to engage with the consultation process and submit feedback.

3.4 The engagement process itself was designed to be inclusive and encourage participation, meaning that digital, hard-copy and in-person materials and methods were deployed. All consultees were given the option of attending the online webinar or getting in touch via email or telephone. Comments were gathered from members of the public during the online webinar, via email, telephone, and through hard copy surveys which were available at the static exhibitions held at Woolwich Front Room and Woolwich Central Library. All channels were open to all respondents and publicised in the letter to residents and businesses and leaflets that were handed out at pop-up events. The comments were recorded and included in the analysis.

3.5 The feedback that was collected across all communications channels to inform the design process was recorded for analysis is summarised in this SCI. Themes were identified from the analysis based on the most popular, recurring comments from the local community, and these themes have been used to support the development of the design proposals for Beresford Square and Powis Street.

3.6 In addition, information boards and leaflets detailing the proposals and how to get involved in the engagement programme were distributed at the pop-up events and public exhibitions. Hard copies of the questionnaire were also available at these events. Hard copies of the consultation documents, such as printouts of the exhibition boards, were available upon request, as were large print versions of materials.

3.7 Key messages were developed and reiterated across all engagement materials for consistency. Plain English was used in written materials to avoid the risk of alienation or exclusion.

3.8 Artist's impressions were developed to aid people's understanding of the proposals and to enable them to provide feedback on tangible designs.

3.9 June / July consultation at-a-glance:

- Letter drop to a total of **21,624 local residents** and **708 businesses** within the Woolwich Arsenal, Woolwich Dockyard and Woolwich Common wards explaining the purpose of the consultation with information about the dates, times and locations of the pop-up events, exhibitions at the Woolwich Front Room and Woolwich Centre Library, online webinars, the website address, and contact email and telephone number.
- Press release and 29 social media posts issued to publicise the consultation. One paid social media advert reached **37,800** residents with **117,516** impressions – the number of times the ad was displayed on a screen

- **Six pop-up events** in the town centre with around **500 people** spoken to.
- **1,500** leaflets distributed.
- **Two public webinars.**
- The launch of a project website on [Commonplace](#) and a dedicated survey with 8,316 visitors and **520 comments** received.
- **Two static, non-staffed public exhibitions** at the Woolwich Front Room and Woolwich Library that ran for the duration of the consultation.
- Engagement with stakeholders including **five meetings** with key stakeholder groups – two with accessibility groups, two with market traders and one with young residents

3.10 Feedback was captured online via the Commonplace site, an online citizen engagement platform with information about the consultation, the proposals for Beresford Square and Powis Street and a dedicated survey. The survey included a combination of quantitative and open, qualitative questions. The Commonplace website address was on the letters to residents and businesses, leaflets, and exhibition boards. All consultees were invited to view the proposals online and take part in the survey.

3.11 The pop-up events allowed for more in-depth, qualitative conversations during which feedback was recorded on post-it notes by the consultation team. Participants discussed the proposals generally, referring to artist’s impressions and diagrams on the exhibition boards to highlight specific elements of the designs for Beresford Square and Powis Street. Having a physical presence was essential, especially with regards to capturing the comments of older residents or those with limited internet access, as well as younger residents who may not traditionally engage in the other activities.

3.12 Tailored sessions were organised specifically for local accessibility groups, market traders and young residents to ensure their views were represented with timings and accessibility of the venue (Woolwich Front Room or online) factored in to maximise participation.

3.13 Table of events and activities

Date	Description
Friday 17 June – Sunday 17 July	Online presence hosted on Commonplace with a dedicated survey at https://woolwichtowncentre.commonplace.is/
Friday 17 June – Sunday 17 July	Unstaffed exhibitions at Woolwich Front Room and the Library
Tuesday 21 June	Beresford Square pop-up
Wednesday 22 – Thursday 23 June	Letter-drop to 21,624 local residents and businesses explaining the purpose of the consultation and how to get involved
Thursday 23 June	Royal Arsenal Riverside pop-up
Saturday 25 June	Woolwich Front Room pop-up
Wednesday 29 June	Woolwich DLR Station pop-up

Thursday 30 June	Tesco, Love Lane pop-up
Saturday 2 July	Beresford Square pop-up
Thursday 7 July	Market Traders workshop
Saturday 9 July	Online webinar
Monday 11 July	Accessibility workshop
Wednesday 13 July	Online webinar
Wednesday 20 July	Market Traders workshop
Tuesday 26 July	Young residents workshop (delayed)

Figure 4: Table of events and activities

3.14 Pop-up events

3.15 Approximately 500 people were spoken to across six pop-up events in Woolwich town centre on the dates and at the locations mentioned in the table above, and around 1,500 leaflets were handed out.

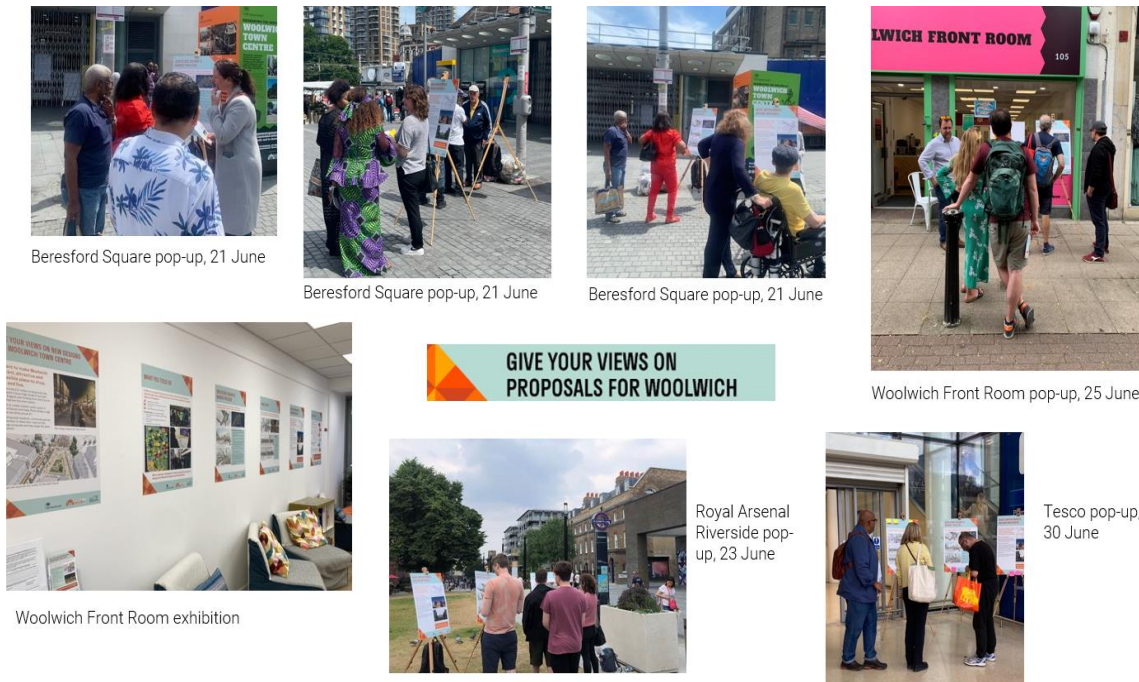


Figure 5: images from the pop-up events and static exhibition at Woolwich Front Room

3.16 Targeted sessions

3.17 An invitation was issued to Greenwich-based accessibility groups to a workshop on 11 July at the Front Room.



GIVE YOUR VIEWS ON NEW DESIGNS FOR WOOLWICH TOWN CENTRE

**Join us to discuss new designs for Woolwich:
Accessibility group consultation
Monday 11 July, 10am-12noon**



Figure 6: Invitation to accessibility group consultation distributed via email

3.18 Local members of Metro Gad – an equality and diversity charity providing health, community and youth services in England – attended the specially arranged session.

3.19 A meeting was held on 3 August with an Action Co-ordinator representing the Dementia Group.

3.20 A meeting was held on 26 July with members of the Care Leavers Forum, which supports children and young people in care and care leaving.

3.21 Contact with market traders was made in March 2022. A Beresford Square drop-in session for market traders on the design proposals took place on 7 July 2022. A subsequent session was arranged for 20 July to review revised proposals for the future layout of the market.

3.22 Comments from the targeted sessions have been collated and incorporated in the analysis of the feedback.

3.23 Commonplace

3.24 In order to reach the widest possible audience, online consultation was also undertaken. The Commonplace website was launched on 17 June, the first day of the consultation, and closed on 17 July. Commonplace is used by over 250 local authorities, developers and community groups to engage with communities online. The website

address was publicised in the letter issued to residents and businesses at the start of the consultation, and on leaflets that were handed out at the pop-up events.

3.25 Most visitors were referred to the Commonplace website via social media channels (collectively Facebook, Twitter and Instagram), followed by the council website and Google. The majority of those who went on to respond were referred from Facebook, Google, the council website and Twitter.

3.26 Traffic peaked at the consultation launch and when the letter drop took place on 23 June.

3.27 Overall

- 523 comments received (some of which were multiple ‘tick all that apply’ responses)
- 6,674 visitors to the Commonplace site
- 349 respondents

3.28 Demographic information

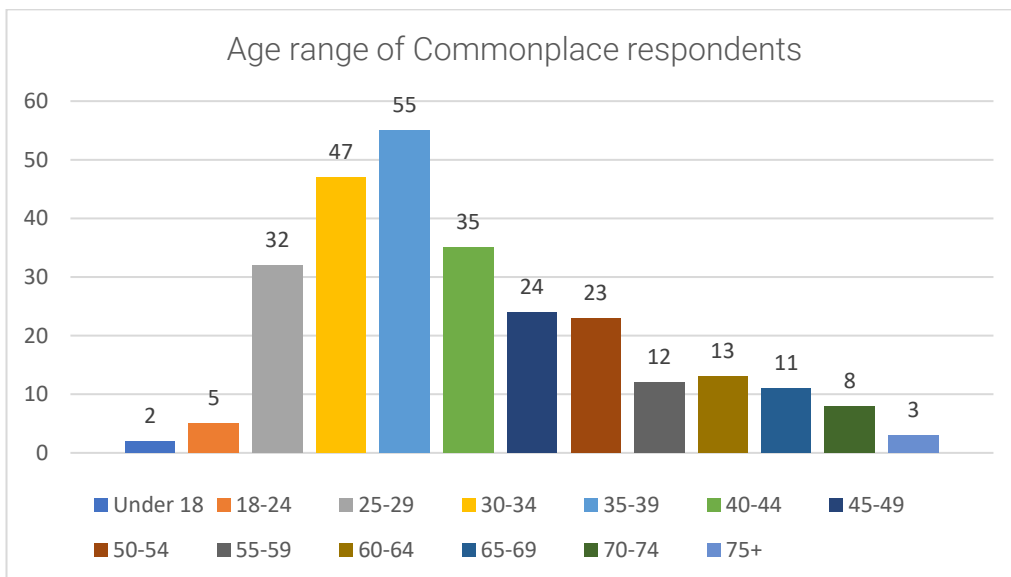


Figure 7: Commonplace respondents' age ranges

Of the 270 respondents who submitted their age range, the highest percentage of 20.4% (55) were in the 35-39 category. The next highest percentage was 17.4% (47) for the 30-34 category followed by 13% (35) of those aged 40-44. Fewer than 1% (2) were under 18 and 1% (3) were 75+.

The percentages are tabulated below in full:

Age range	Count	Percentage
Under 18	2	0.7
18-24	5	1.9
25-29	32	11.9
30-34	47	17.4
35-39	55	20.4
40-44	35	13

45-49	24	8.8
50-54	23	8.5
55-59	12	4.4
60-64	13	4.8
65-69	11	4.1
70-74	8	3
75+	3	1.1
Total		100

Figure 8: Percentages of age ranges of Commonplace respondents

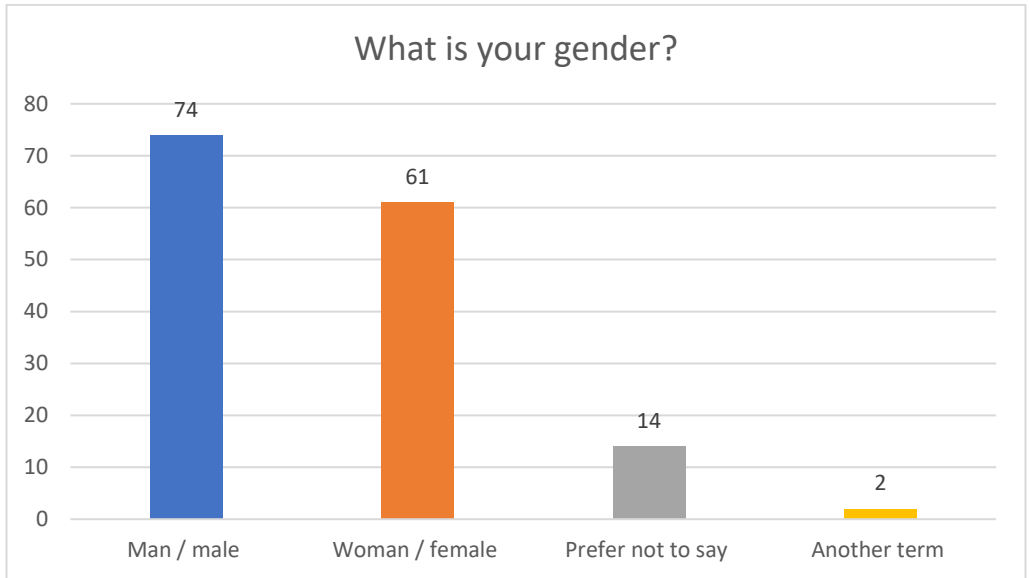


Figure 9: Gender of Commonplace respondents

Of the 151 respondents who submitted their gender, 49% (74) identified as man/ male, 40.4% (61) identified as female while 9.3% (14) preferred not to say and 1.3% (2) preferred not to say.

Gender	Count	Percentage
Male / man	74	49
Female / woman	61	40.4
Prefer not to say	14	9.3
Another term	2	1.3
Total	151	100

Figure 10: Percentages of gender of Commonplace respondents



What is your connection to the Royal Borough of Greenwich? (tick all that apply)

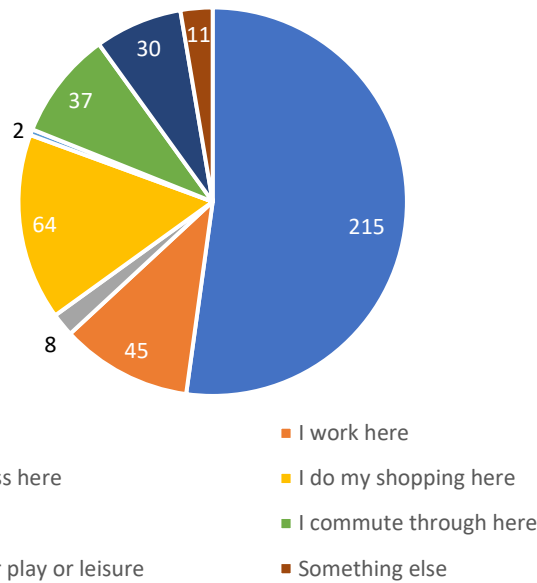


Figure 11: Connection to Greenwich of Commonplace respondents

Of the 412 respondents who provided details of their connection to Greenwich, 52% (215) said they live here, 15.5% (64) said they do their shopping here and 11% (45) work here. 3% (11) were business owners and 0.5% (2) study here.

Connection	Count	Percentage
I live here	215	52
I do my shopping here	64	15.5
I work here	45	11
I commute through here	37	9
I come here for play or leisure	30	7
Something else	11	3
I own a business here	8	2
I study here	2	0.5
Total	412	100

Figure 12: Percentages of Commonplace responses to connection to Greenwich on Commonplace

3.29 Webinars

3.29.1 Two webinar sessions were organised and took place at the following times:

- Saturday 9 July, 10am – 12pm
- Wednesday 13 July, 6pm – 8pm

3.29.2 The sessions were held in a webinar style, on Zoom, with the Q&A and “*Raise Hand*” function available to facilitate interaction between the project team and participants.

3.29.3 There were 11 individuals in attendance on Saturday 9 July and 3 individuals at the session on Wednesday 13 July.

3.29.4 Members of the design team gave presentations on the proposals for Beresford Square and Powis Street. The ECF facilitator ran through the timetable and next steps and the session concluded with an interactive Q&A.

3.30 Feedback and analysis

3.30.1 There was an opportunity for the community and stakeholders to provide feedback by numerous methods including email, in feedback boxes, by phone, hard copy surveys, during discussions recorded on post-it notes at the pop-up and online events.

3.30.2 Most of the feedback was received via Commonplace with 520 responses followed by around 500 people directly spoken to at the pop-up and online events.

3.30.3 A total of 12 surveys were received in hard-copy – these were either filled in at the pop-up events or left in sealed boxes at the Woolwich Front Room / Library exhibitions. These were included in the analysis of feedback.

3.30.4 Two requests for hard copy information, including the survey, were made by telephone, one of which was for a large print version of the materials. A third resident provided feedback over the phone which was logged.

3.30.5 A total of four emails were received to the project email address and comments logged.

4 Proposals

4.1 The proposals will seek to transform Woolwich Town Centre's public realm along Powis Street and Beresford Square, including the Market Pavilion. In summary, the proposals include:

4.2 Beresford Square

- Reorganising the square, to provide a better layout and facilities for the market
- Provision of more flexible space for community events and activities
- Provision of more seating so people can socialise and enjoy the square
- Addition of more trees, planting and green spaces, including around the Royal Arsenal Gatehouse and entrances to the square
- Improved lighting to help residents feel safer
- Addition of a new interactive water feature
- Improved connections with local bus stops and train/underground stations
- Celebrating the square's rich history and heritage



Figure 13: Artist's impression of Beresford Square design

4.3 As part of the proposals for Beresford Square, the council is also proposing to build a striking new market pavilion with accessible toilets and outdoor planting near to the Royal Arsenal Gatehouse. This will be a flexible space for a range of activities, such as film screenings and exercise classes.

4.4 Powis Street

- Introduce more seating and space to relax
- Addition of more planting to make the street greener
- Widening the pavement to provide more space for shoppers and pedestrians, while maintaining access for emergency vehicles and servicing/deliveries
- Installation of high-quality paving
- Improved lighting to help residents feel safer
- Removal of street clutter like unnecessary bollards



Figure 14: Artist's impression of Powis Street design

4.5 The proposals outlined in this planning application are the result of a design development process that was informed by community and stakeholder consultation that took place between March and July 2022.

5 Beresford Square Feedback

Consultation Themes

Greening

5.1 Many respondents explicitly stated that they like the proposals for Beresford Square, welcoming the introduction of more greening in the town centre and the activation of the space with community events. People cited the importance of biodiversity and evergreen trees. The importance of considering the type of planting as well as its maintenance was a recurring theme, especially in regard to litter and keeping plants watered.

Evening Economy

5.2 Respondents were particularly keen on the potential for the design proposals to encourage a greater variety of food and drink options, and the possibility of encouraging an evening economy in the future. There is enthusiasm for al fresco dining with more food stalls, and capitalising on the square's potential to provide a place to socialise and enjoy community activities.

Experience

5.3 The overall potential of the square is recognised; the creation of a better public space where people of all ages can spend time, socialise and relax was particularly encouraged. There were some negative comments about the current offer in terms of the existing stalls, while others expressed satisfaction with what is already available but wanted to see more variety. The design proposals are regarded as having the potential to act as a catalyst for improving quality and choice for shoppers, but not at the expense of existing traders who are greatly valued.

Connectivity

5.4 Promoting better connectivity and integration with Royal Arsenal Riverside through the improvements were regarded as positives that will benefit all Woolwich residents, helping to link key parts of the town centre. This was tempered by concerns about the perception of 'gentrification,' although generally people were pleased to see the council investing in Woolwich town centre. It was felt by some that the town centre had been neglected and there was a disparity between the quality of the public realm at Royal Arsenal Riverside and Beresford Square. However, the improvements to the square were regarded as an important factor in bringing the community together, creating more opportunities for social interaction through the design and programming of the public space.

Management and Maintenance

5.5 There were some concerns raised about maintenance of the square in general, in particular the planting and cleansing of the space. Safety, policing and ASB, especially drunken and disorderly behaviour, were also cited as issues, especially in the evening.

Play Spaces

5.6 There were requests for children-specific play areas. Several residents noted that for children between the ages of one and ten, there is very little dedicated space for them to play. It was also felt that there was insufficient provision for older children in the square to gather and socialise. It was regarded that both the design or programming of the space could help to address these two aspirations.

Accessibility

5.7 Feedback from accessibility groups raised issues associated with making sure there was sufficient space for wheelchair users, and there were no impediments to visually impaired people in respect of street furniture and paving surfaces. Colour contrast and signage were regarded as important to assist with navigation and wayfinding.

Market

5.8 The sessions held with market traders focused on the layout and location of the market and services in the square. Their key requests were to improve visibility of stalls, ensure ease of serving and better activation of the square. The quality and choice provided by the stalls was a popular theme among respondents on Commonplace and during the pop-ups, with many valuing the market, alongside requests to improve its look and feel, and diversify the offer to encourage more people to shop and use it.

5.9 A sample of the Beresford Square comments is as follows:

- *"Water feature would be nice – a place for families to gather and kids to enjoy themselves."*
- *"Very excited about town centre redevelopment and would like to see shops that invest in the community's health."*
- *"Good use of greenery / trees to break up the space - but would be better to see more trees on the square itself to create some shaded areas for alfresco seating."*

- *"There should be more space for al fresco dining, good quality independent food trucks / stalls, and comfortable outdoor seating that encourages people to spend time in the square, rather than simply pass through."*
- *"Good to see progress, need to keep the market and make area safe."*
- *"My main concern about the area at the moment is safety."*
- *"The best thing about this design is the opportunity for al fresco dining and better food."*
- *"Planting and hard landscaping look beautiful but will require maintenance - I hope plans will be put in place to keep this looking as good as the planting around Royal Arsenal Riverside."*

5.10 Pop-up events

5.10.1 At the pop-up events, several people who were spoken to said they may not have engaged with the consultation otherwise. While demographic information wasn't formally collected, it was observed that the events captured representatives of a range of ages, ethnicities and abilities.

5.10.2 Conversations tended to be organic, and many people spoke personally about their experience of living, working or shopping in Woolwich.

- *"Any improvement is good, really like the designs, and more room for seating."*
- *"Really good, really positive, the square is great."*
- *"Love the greenery in the proposals."*
- *"Greenery is good as long as maintenance is kept up."*
- *"Looking forward to the improvements. Be nice to have continental style markets."*
- *"Want market area to look less bleak."*
- *"Think about permeability in the design of Beresford Square."*

5.10.3 The following suggestions were made for how the proposals could be improved:

- Secure play areas specifically for younger children should be incorporated.
- Residents commented that while more greenery and planting is welcomed, this must be well maintained.
- Some residents had ongoing concerns regarding safety, particularly at night.
- The quality and choice of stalls and increased provision of independent cafes or eating places, especially in the evening, was frequently referred to.

5.10.4 There were over 40 comments relating to an improvement in the quality and choice of retail and food outlets, with independent businesses referenced.

5.10.5 Improvements in lighting and the aim to attract businesses who stay open later in the evening, especially food outlets, was welcomed. The lack of places to eat in the evening was a recurring theme.

5.10.6 Several people were complimentary about Woolwich town centre, with one respondent describing it as 'buzzing,' and while some mentioned safety concerns, others

felt this was not justified. Older residents were pleased to see an effort being made for younger generations while recognising the heritage of Woolwich.

5.10.7 The issue of 'gentrification' arose, especially while stationed outside the Elizabeth Line, with many acknowledging the need to improve Woolwich Town Centre for all residents and bridge the disparity between the town centre and Royal Arsenal Riverside. Improvements to Beresford Square were regarded as being a step in the right direction. Promoting better connectivity and integration with Royal Arsenal Riverside through the improvements were seen as benefiting all Woolwich residents. This was tempered by concerns about the perception of 'gentrification,' although generally people were pleased to see Woolwich town centre being the subject of investment that they felt is long overdue, along with an expressed desire to see more established residents of Woolwich benefit from the investment.

5.10.8 Access and permeability were the subject of some conversations with the issues of different levels / step-free access and unimpeded pedestrian journeys across the square being raised.

5.11 Targeted sessions with accessibility groups

5.11.1 Local members of Metro Gad – an equality and diversity charity providing health, community and youth services in England – attended a specially arranged session on 11 July at the Front Room.

5.11.2 Overall, the plans for Beresford Square were felt to be an improvement on the current environment for disabled people. The following discussion points were explored:

- The configuration of the market should consider wheelchair users, those in buggies and people with disabilities who do not want to enter crowded spaces with uneven surfaces.
- A question was asked as to whether the seating had solid bases, as hollow ones can cause problems for individuals who use canes.
- The point was made that spaces should be created for multiple wheelchair users to occupy to enable socialising together in public spaces.
- The lighting of the water fountain was discussed, and whether the lights could be left on when it was not operating to provide visually impaired people with a way of knowing it was there. A warning system for the starting of the fountain was also discussed.
- A discussion was had about the location of parking spaces and whether disabled bays were accessible to and from Beresford Square itself.

5.11.3 A meeting with the Care Leavers Forum – which supports children and young people in care and care leaving – was held on 26 July. Comments are summarised below:

- Importance of involving young people in the development of the proposals and making sure that there are spaces and activities available to them – using the market as a platform for their creativity and enterprise.
- Get young people involved in shaping the design of the square to make it also relevant for them.

- Better policing and security as some young people did not always feel like it was a safe and welcoming space.
- Cleaning and maintenance were noted as being a current issue.
- Having public events that bring the local community together was supported.

5.11.4 A meeting with the Action Coordinator for the local Dementia Group took place on 3 August. The comments are as follows:

- Materials – colour contrasting looks nice and will work well.
- Signage – would be good to have signage in high contrast, that may include pictures of where certain areas/places are, to aid wayfinding for people with dementia.
- Handrails – it was good to see handrails were proposed for the stairs leading to and from the market area.
- It would be nice to have Mediterranean plants, e.g. lavender and rosemary as these are good for the senses.
- Paving – easier to have one level step free paving but understood the level change issue and noted people can get across the square via step-free routes.

5.11.5 Market Traders

5.11.6 Sessions with Market Traders were held on 7 and 20 July. Layout in terms of stall visibility, servicing and activation were the main issues raised. Feedback is summarised below:

- There was lack of support for two parallel rows of stalls on the west of the square as this would restrict visibility of the stalls and make servicing (set and breakdown) more complicated.
- That the market could help to better activate the square and stalls should not only be located on one side.
- A preference that the market layout would benefit from footfall to and from the new Elizabeth Line.
- Waste management will need to be reviewed as part of the market management strategy.
- A preference was expressed for slightly larger pitches as 4m x 3m would be better than what is currently proposed.
- Multiple access points to the market for set up and breakdown.
- The provision for electrical points.

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- Several traders asked the following questions:
 - How will the allocation of pitches and the mix of commodities at Greens End and Beresford Square be managed?
 - What type of gazebos will be provided to ensure they were fit for purpose?
- The construction process management plan for the market

- Gaps between the pitches to facilitate the setting up process and to avoid conflict between traders.
- Generally, traders were supportive of the revised layout that was presented (detailed in this application), and the proposed power and water infrastructure points/locations for traders.

5.12 Commonplace

5.12.1 Feedback was gathered via the Commonplace online engagement platform. Respondents were able to access the Woolwich webpage hosted on Commonplace, view the proposals and comment on them, as well as see other people’s comments.

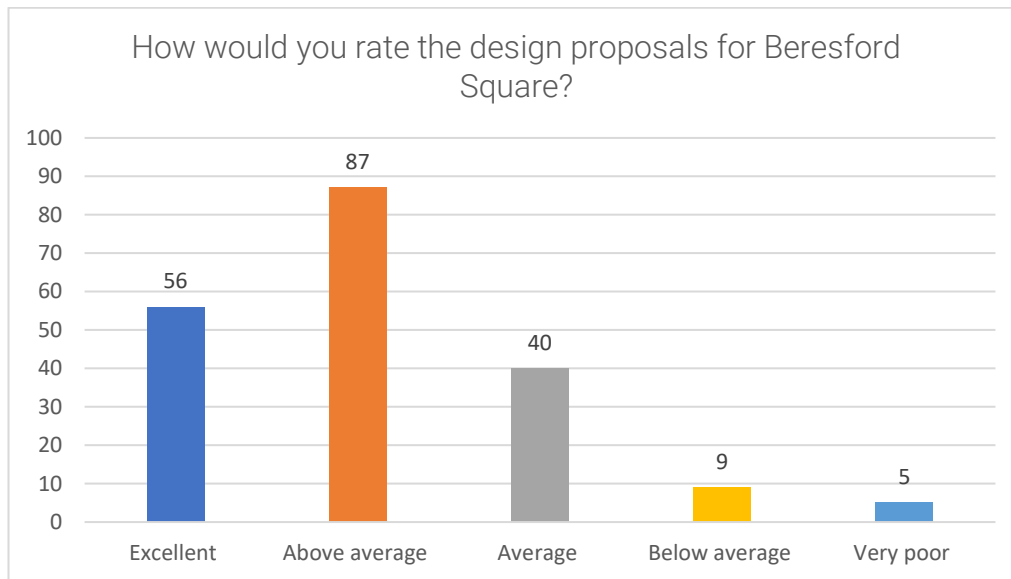


Figure 15: Rating of design proposals

93% (183) of the 197 respondents rated the design proposals average or above. The support for the public realm design proposals was reflected in the survey comments received.

Scale	Count	Percentage
Excellent	56	28.4
Above average	87	44.2
Average	40	20.3
Below average	9	4.6
Very poor	5	2.5
Total	197	100

Figure 16: Count and percentages of ratings



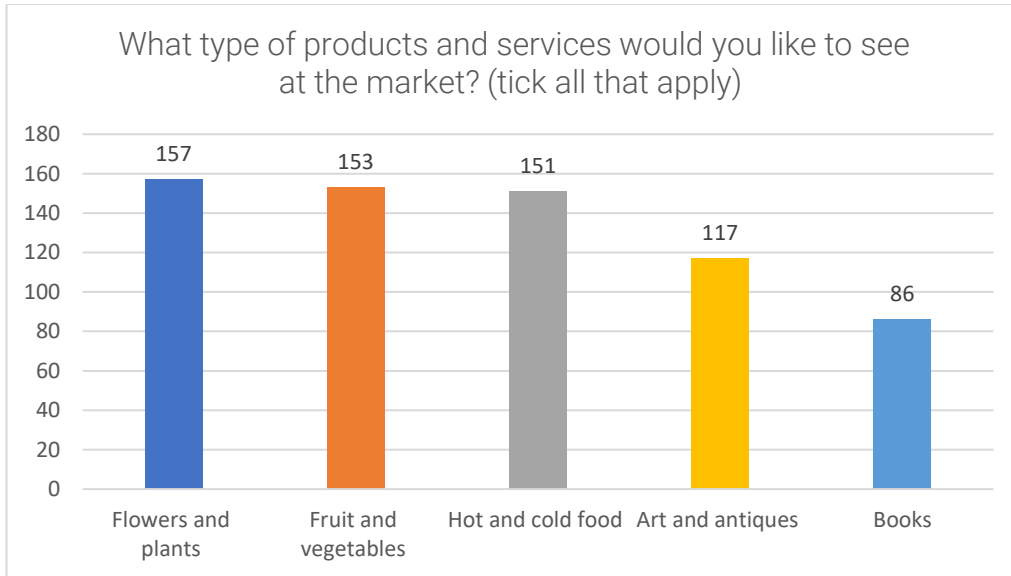


Figure 17: Types of products

Of the respondents, 23.6% (157) said they would like to see flowers and plants at the market followed by 23.1% (153) who chose fruit and vegetables, then 22.7% (151) selected hot and cold food.

Topic	Count	Percentage
Flowers and plants	157	23.6
Fruit and vegetables	153	23.1
Hot and cold food	151	22.7
Art and antiques	117	17.6
Books	86	13
Total	664	100

Figure 18: Count and percentages of types of products



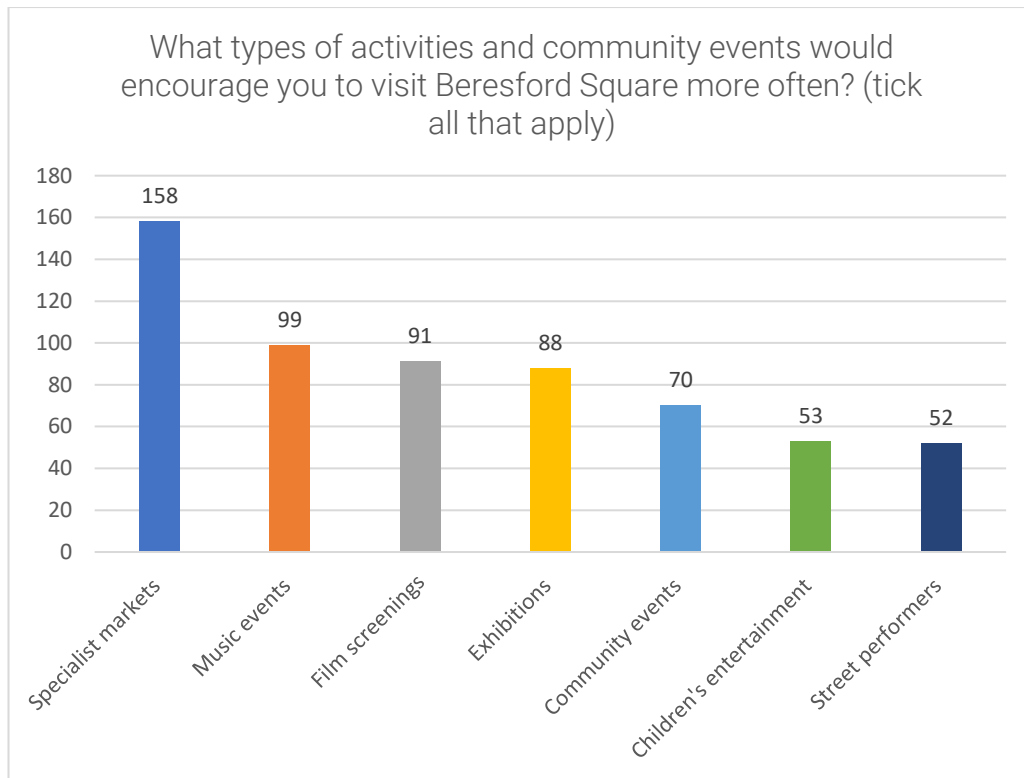


Figure 19: Types of activities and community events

Of the respondents, 25.9% (158) mentioned specialist markets, 16.2% (99) chose music events and 14.8% (910) selected film screenings.

Topic	Count	Percentage
Specialist markets	158	25.9
Music events	99	16.2
Film screenings	91	14.8
Exhibitions	88	14.4
Community events	70	11.4
Children's entertainment	53	8.7
Street performers	52	8.5
Total	611	100

Figure 20: Count and percentages of activities and community events



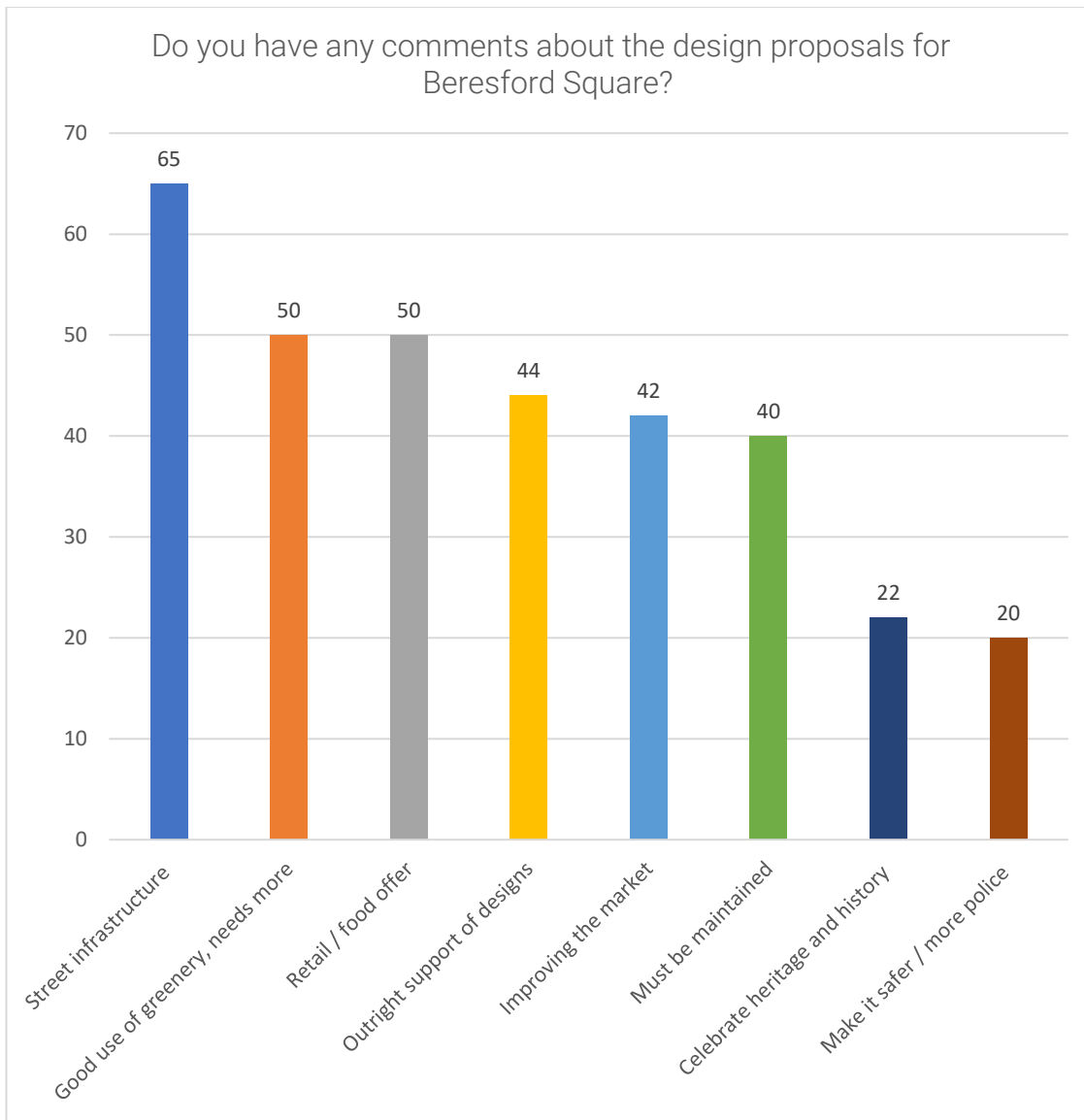


Figure 21: Design proposals – total of 333 comments received on Commonplace.

Of the 333 comments made on the top eight themes on Commonplace, the top three equated to half of all responses. The top three themes illustrated that 20% (65) cited the importance of provision, location and quality of street infrastructure, 15% (50) were supportive of greening and / or requesting more to be included in the design proposals, and 15% (50) were supportive of the proposals helping to improving the retail/food offer of the square. 13% (44) of the comments were in outright support of the designs.

This was clear and compelling evidence that the design proposals overall are seen positively and supported by those who participated. This indicates that respondents felt the various elements that make up the proposed design would improve Beresford Square, especially in relation to the provision of quality seating, paving, lighting (street infrastructure) and greening. Comments included references to the importance of having a 'vibrant' market space and creating a 'big opportunity' for Beresford Square that will attract users to the space, supported by al fresco dining, and good quality independent food stalls



to encourage more socialising. Respondents believed that making the square more active and encouraging more opportunities to socialise could make it feel safer.

The potential to improve Beresford Square was tempered by comments about management and maintenance, especially in regards to soft landscaping (i.e. greening). There were concerns about current levels of crime and how these would be tackled in the future.

Topic	Count	Percentage
Street infrastructure	65	20
Good use of greenery, needs more	50	15
Retail / food offer	50	15
Outright support of designs	44	13
Improving the market	42	12.5
Must be maintained	40	12
Celebrate heritage and history	22	6.5
Make safe / more police	20	6
Total	333	100

Figure 22: Count and percentages of comments

5.13 Further engagement

5.13.1 Key themes emerging from further engagement are as follows:

- Ensuring there is sufficient space for children’s play areas
- Gatehouse accessibility – opening up the gates to allow people to pass easily between Beresford Square and Royal Arsenal.
- Discouraging anti-social behaviour
- Cleaning and maintenance
- Disruption during works

5.13.2 Hard copy survey responses on the Likert scale



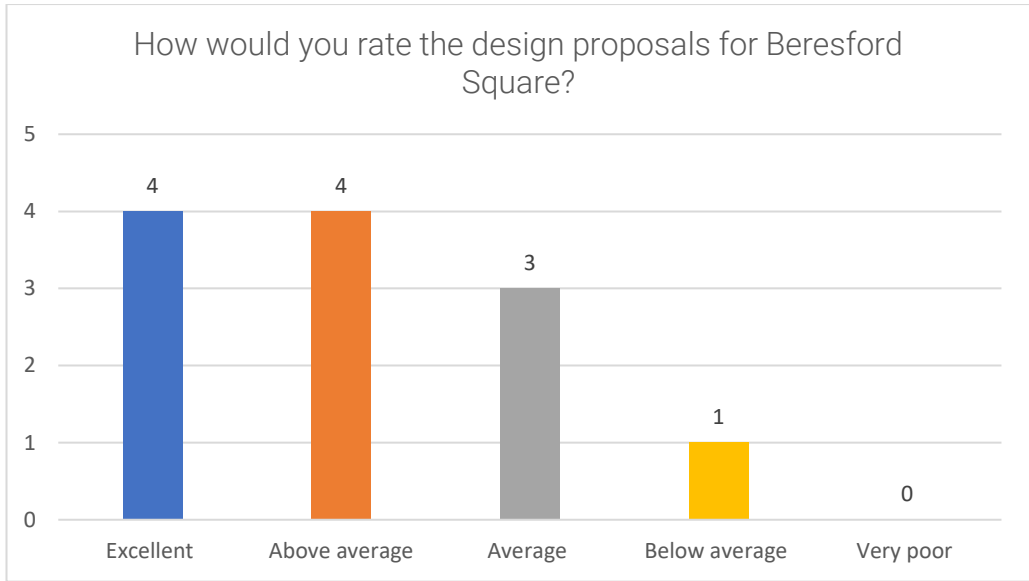


Figure 23: hard copy rating of design proposals

Scale	Count	Percentage
Excellent	4	33.5
Above average	4	33.5
Average	3	25
Below average	1	8
Very poor	0	0
Total	12	100

Figure 24: Count and percentages

6 Powis Street Feedback

Consultation Themes

Greening

6.1. Many respondents explicitly stated that they like the proposals for Powis Street, welcoming the introduction of more greenery and seating in the town centre and the potential to reinvigorate the high street by attracting a range of established retailers and independent shops. However, there were some concerns raised about maintenance in general, and the planting in particular, which was perceived as 'too much,' while others wanted to see even more than was shown in the design proposals. It was felt that greening needed to be contained and protected to avoid it being damaged by raising the planting areas.

Evening Economy

6.2 Respondents were particularly keen on the potential for the design proposals to encourage socialising into the evening. Enticing a mix of renowned high street retailers and independent shops to Powis Street was regarded as a benefit of the investment being planned by the council. Respondents expressed a hope that businesses may stay open later in the future, especially food outlets. The lack of places to eat in the evening was a



recurring theme with many claiming they would like to spend longer in the town centre if there were better food and drink options / outlets.

Retail Offer

6.3 The overall potential of the Powis Street proposals is recognised, with many referencing its former reputation as a shopping destination with quality shops and food outlets. The design proposals are viewed as having the potential to act as a catalyst for improving quality and choice for shoppers and restoring a sense of community cohesion and pride. It was hoped that retail and food outlets will become permanent fixtures as currently some of the retail offer is transitory which does not help to bolster the high street as a retail and leisure destination.

Street Furniture

6.4 The designs for Powis Street were perceived as being 'cluttered' and of particular concern to residents with mobility issues or visual impairments. New seating was generally welcomed, as long as it is high-quality and wheelchair accessible for multiple users. Durable paving and step free access was regarded as essential. Respondents did not want the plans to be too prescriptive to allow the high street to evolve naturally to help create further animation and interest.

Cycling

6.5 The removal of bollards was welcomed and it was hoped that cyclists and scooter users would be discouraged from proceeding at speed along Powis Street as this was considered dangerous by some. There were also requests for the street to be pedestrianised for longer, to support the evening economy and improve the ambience of the street.

Safety and Security

6.6 Safety, policing and ASB, especially drunken and disorderly behaviour, were also cited as issues. It was hoped by those who commented on these issues that they would be addressed along with the improvements to Powis Street.

Play Areas

6.7 The inclusion of play areas for children along Powis Street was questioned as it could inconvenience parents and other pedestrians shopping on the high street. However, activation of the street was identified as being important.

Lighting

6.8 The new lighting was welcomed to create a safer environment. Respondents mentioned that improving the current lighting would make them feel safer after dark and encourage them to spend longer in the town centre, especially in the winter. Lighting was one of the most popular themes to emerge across all channels.

Accessibility

6.9 Feedback from accessibility groups referenced making sure there was sufficient space for wheelchair users to socialise on the high street. They welcomed the maintaining of the level surface and highlighted the need for cane users to distinguish between the different types of spaces (footway and carriageway) using materials (tactile) and colour. They also

raised the issue of ensuring street furniture was aligned along the street to so there were no obstructions to impede visually impaired people shopping on Powis Street.

Community cohesion

6.10 There was a feeling that the improvements will change perception of high street and get the community mixing more. A sense of community was mentioned as being important, especially in regard to respecting the existing community and making sure that most residents benefit from the improvements and the investment.

Management and maintenance

6.11 Respondents mentioned the importance of the provision of sufficient waste bins, including recycling ones, as well as good maintenance and cleaning of the street, which are seen as vitally important to encourage more people to spend and enjoy their shopping experience on Powis Street.

6.12 Pop-up events

6.12.1 At the pop-up events, several people who were spoken to said they may not have engaged with the consultation otherwise. While demographic information was not collected, it was observed that the events captured representatives of a range of ages, ethnicities and abilities.

6.12.2 Conversations tended to be organic, and many people spoke personally about their experience of living, working or shopping in Woolwich, which was renowned as a popular destination in the past with a quality retail offer.

6.12.3 The most common topics at the consultation events were residents calling for better-quality shops, more independent shops, cafes, and restaurants, improved safety and night-time economy.

- *"Make sure the paving is high-quality."*
- *"The plans still look too crowded and cluttered."*
- *"Powis Street looks busy, don't need children's play areas on Powis Street, the planting is too much. Concerned about other end of Powis Street, also don't demarcate areas for potential future uses - keep it more open."*
- *"Need to get the sense of community back, I like the ideas for Powis St and community events."*
- *"Need a bigger footfall in the evening - improvements will go towards this."*

Another common theme was the perception of gentrification and the need to integrate the two communities in Royal Arsenal Riverside and Woolwich town centre. Many respondents recognised the need to invest in the town centre and make sure that all Woolwich residents benefit from the uplift and help to bridge the gap between Royal Arsenal Riverside and the town centre.

Most people supported the scheme and the initiative to make the high street greener and more welcoming; however, it needs to be a long-term investment backed up by maintenance and management plans.

6.12.4 The following suggestions were made on how the public realm design proposals could be improved:

- Maintenance and refuse disposal were key issues with respondents making requests for robust plans to be put in place.
- Cut down on the amount of street infrastructure to make sure that the high street is navigable.
- Enabling restaurants and cafes to have al fresco dining as an option and the potential to open later into the evening.
- Consider extending the improvement programme to incorporate the western end of Powis Street.

6.12.5 There were over 40 comments relating to an improvement in the quality and choice of retail and food outlets, with independent businesses referenced.

6.12.6 Several people were complimentary about Woolwich town centre, with one respondent describing it as 'buzzing,' and while some mentioned safety concerns, others felt this was not justified. Older residents were pleased to see improvements to the high street being made now that would ultimately benefit younger generations by creating a more attractive, welcoming place to spend time and celebrating the heritage of Woolwich.

6.12.7 Several comments were received about the removal of the bollards and the gates on Powis Street as being welcomed. The additional provision for cyclists in terms of parking was mentioned a number of times as being needed and a positive of the proposals, while others want to see cyclists and scooter users removed completely from Powis Street.

6.13 Targeted sessions with accessibility groups

6.13.1 Local members of Metro Gad attended a specially arranged session on 11 July at the Front Room.

6.13.2 The proposed changes to Powis Street were well received, and following discussion, the decision to maintain shared spaces was agreed as a good approach. The discussion points were as follows:

- The issue of a potential cycle lane on Powis Street and problems with cyclist behaviour were explored.
- Ensuring lane users could distinguish between the carriageway, the pavement and pedestrian crossings with different materials.
- Ensuring street furniture did not interfere with pedestrian flows, particularly for visually impaired people, and that outdoor seating was clearly identified and not a trip hazard. Antisocial behaviour was raised as one reason why disabled people would not visit Powis Street, particularly in the late afternoon or evening.

16.13.3 A meeting was held with members of the Care Leavers Forum – which supports children and young people in care and care leaving – 26 July. Comments are summarised below:

- Importance of involving young people in the development of the proposals and making sure that there are spaces and activities available to them.
- Better policing to make Woolwich safer.
- Cleaning and maintenance of the high street.
- More things for young people to do that didn't involve spending money.
- Those that attended said they preferred to shop elsewhere (Stratford) and be entertained elsewhere too (O2 at Greenwich).

16.13.4 A meeting was held with members of the Care Leavers Forum – which supports children and young people in care and care leaving – was held on 26 July. Comments are summarised below:

- Importance of involving young people in the development of the proposals and making sure that there are spaces and activities available to them.
- Better policing to make Woolwich safer as some young people did not always feel like it was a safe and welcoming space.
- Cleaning and maintenance of the high street.
- More things for young people to do that did not involve spending money.
- Those that attended said they preferred to shop elsewhere (Stratford) and be entertained elsewhere too (O2 at Greenwich).

16.13.5 A meeting with the Action Coordinator for the local Dementia Group took place on 3 August. The comments are as follows:

- Wet paving must not cause a slip hazard, especially for visually impaired.
- Would be good to see more seating outside the Post Office.
- Quiet spaces will be welcomed too, as people need less busy / quieter environments for respite while shopping.

6.14 Commonplace

6.14.1 Feedback was gathered via the Commonplace online engagement platform. Respondents were able to access the Woolwich webpage hosted on Commonplace, view the proposals and comment on them, as well as see other people's comments.

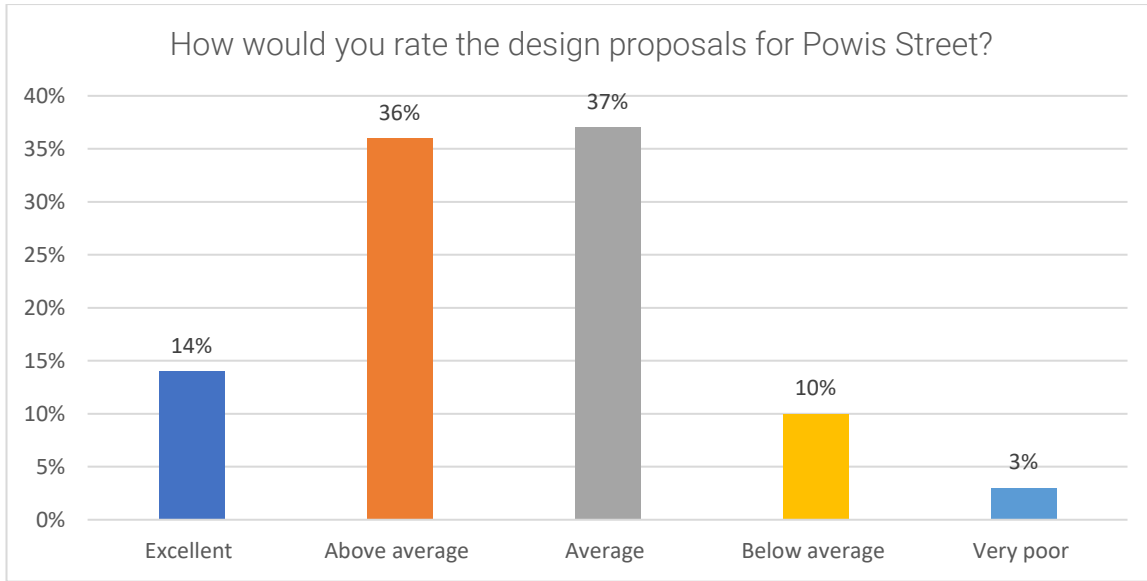


Figure 25: Hard copy rating of design proposals

Scale	Count	Percentage
Excellent	24	14
Above average	63	36
Average	64	37
Below average	18	10
Very poor	5	3
Total	174	100

Figure 26: Count and percentages

87% (151) of the 174 respondents rated the design proposals average or above. The support for the public realm design proposals was reflected in the survey comments received.



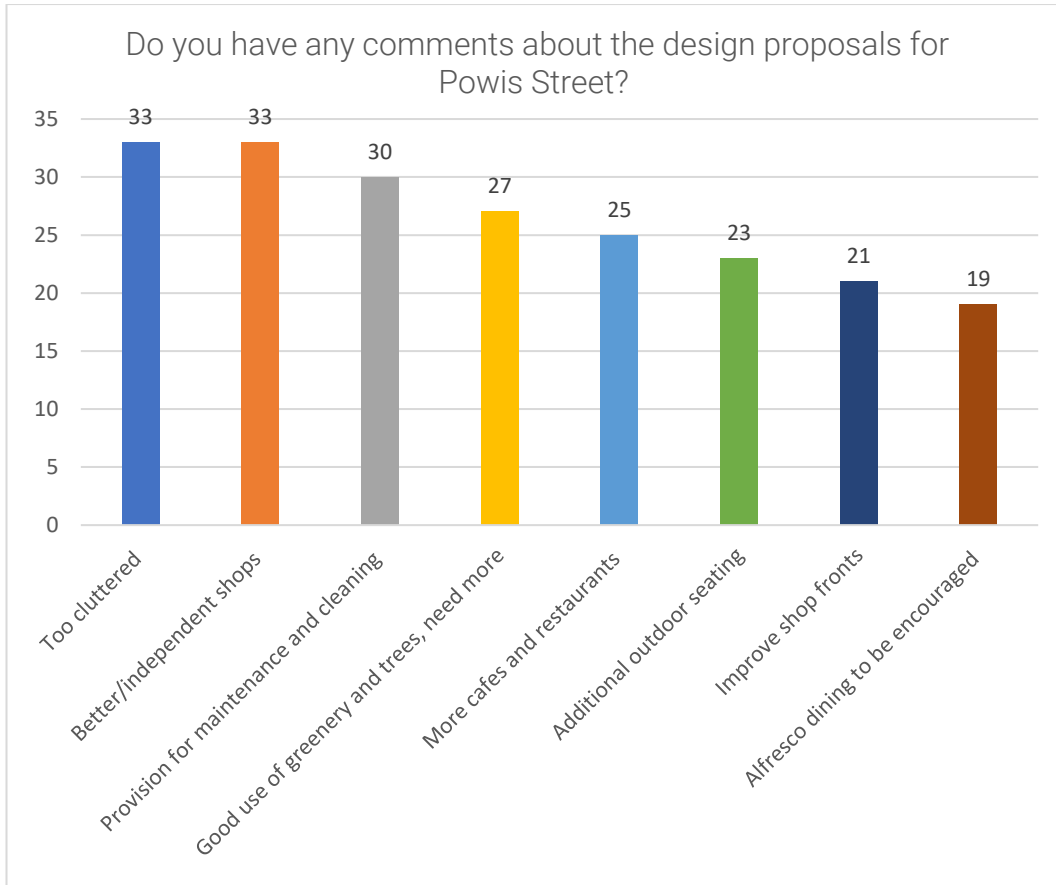


Figure 27: Comments on design proposals

Topic	Count	Percentage
Too cluttered	33	15.5
Better /independent shops	33	15.5
Provision for maintenance and cleaning	30	14
Good use of greenery and trees, need more	27	13
More cafés and restaurants	25	12
Additional outdoor seating	23	11
Improve shop fronts	21	10
Alfresco dining to be encouraged	19	9
Total	211	100

Figure 28: Count and percentages

Of the 211 respondents, 15.5% (33) selected 'too cluttered' or 'better / independent shops' as the top responses. This was followed by the provision for better maintenance and cleaning with 30%, and good use of greenery and trees / needs more with 27% (13).



It transpired during the pop-up events that the perception of the design being too cluttered related in some cases to a literal interpretation of the artist's impressions. It was explained that these drawings were indicative, which reassured those respondents. However, it was not possible to provide this level of detail to people viewing the proposals and responding online. Some of the concerns about clutter related to accessibility for wheelchair users and people with visual impairments. This feedback has been taken on board in the evolution of the design.

There is an appetite for a greater selection of shops and food outlets than currently available on Powis Street. It was observed that an evening economy would contribute to making the area feel safer as it would attract more people to use and visit the high street at night. Respondents referenced the potential of Woolwich to become a more vibrant shopping and leisure destination, with the design proposals helping to support this objective. The proposals were described as 'ambitious' and a 'lovely idea' with greening being cited as fundamentally important, alongside better and more appropriate maintenance.

Comments online focused on the aspiration for Powis Street to become a destination and a more attractive environment, where people would want to spend time and socialise, rather than simply doing their shopping. It was felt that the designs would act as a catalyst to encourage more independent shops and cafes and it emerged that residents would be willing to spend longer on the high street as a consequence of the improvements.

Some of the themes listed relate to topics that go beyond the public realm design proposals. Nevertheless, the council will continue to work with landowners, partners, and key stakeholders to address these themes to support the investment and the vitality and offer of the town centre.

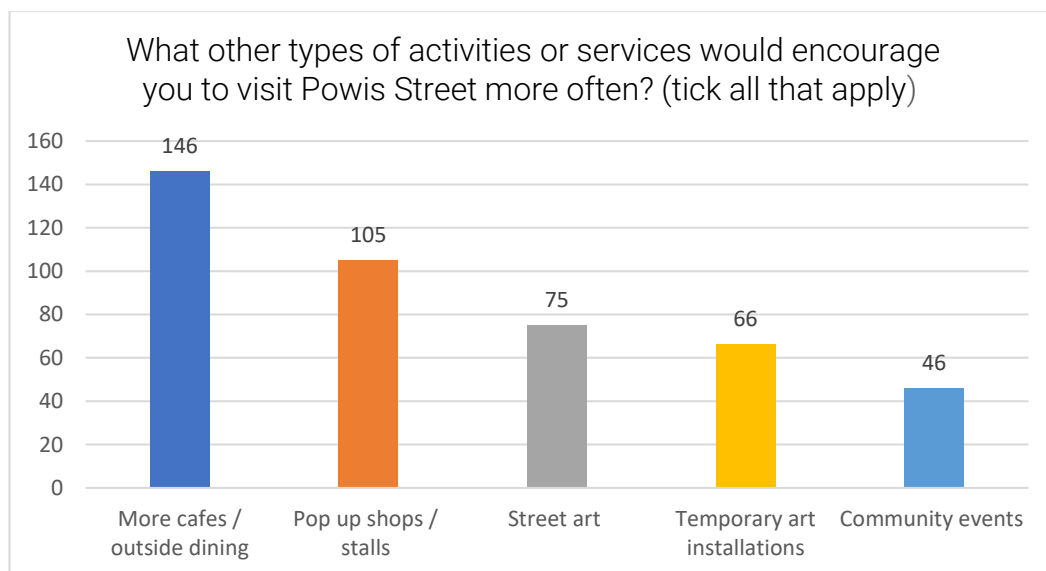


Figure 29: Other activities

Of the 438 responses, 33% (146) referenced more cafes / outside dining while 24% (105) mentioned pop up shops and stalls and 17% (75) chose street art. This suggested the



current food and beverage offer on Powis Street should be expanded to cater for more residents and shoppers.

Topic	Count	Percentage
More cafes / outside dining	146	33
Pop up shops / stalls	105	24
Street art	75	17
Temporary art installations	66	15
Community events	46	11
Total	438	100

Figure 30: count and percentages

6.15 Further Engagement

6.15.1 All consultees were given the option of attending the online webinar or getting in touch via email or telephone. Comments were gathered from members of the public during the online webinar, via email and telephone. Hard copy surveys were also available at the static exhibitions held at Woolwich Front Room and Woolwich Central Library. These channels were open to all respondents and publicised in the letter to residents and businesses, and on the leaflets handed out at the pop-up events. The comments were recorded and included in the analysis.

6.15.2 Hard copy survey responses on the Likert scale

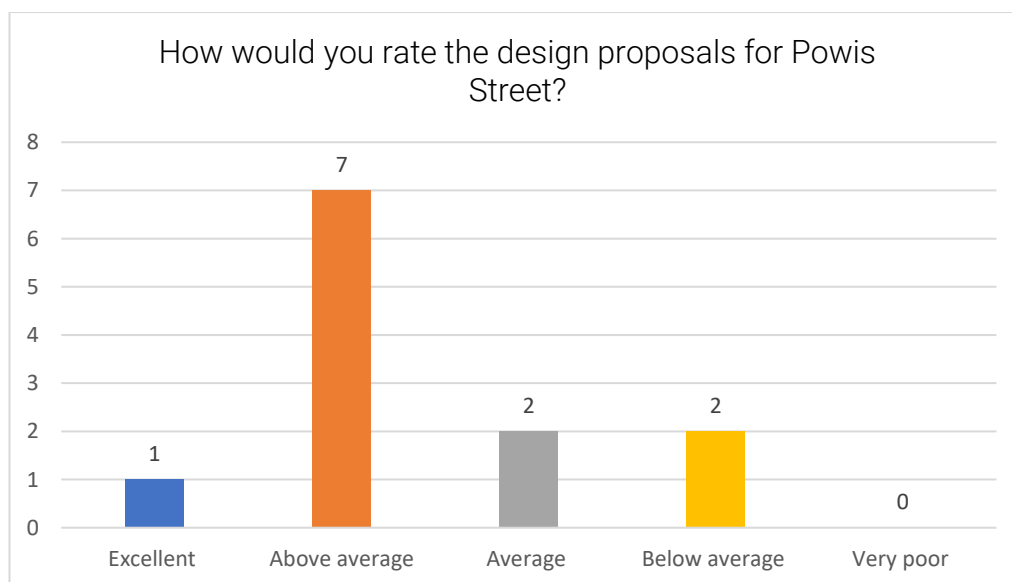


Figure 31: hard copy survey responses

Scale	Count	Percentage
Excellent	1	8
Above average	7	58
Average	2	17
Below average	2	17

Very poor	0	0
Total	12	100

Figure 32: count and percentages

6.15.3 Key themes emerging from further engagement are as follows:

- Provision of cycle lanes on Powis Street
- The extent of the public realm design and what will happen to the western end of Powis Street?
- Opportunities to change the offer on the high street
- Discouraging anti-social behaviour
- Cleaning and maintenance
- Disruption during works

7 Addressing Feedback

7.1 The main themes and subsequent changes to the proposals implemented by the design team in response to feedback from residents and stakeholders, and within the scope of the Investing in Woolwich project, are summarised below under the 'design-specific' category. Those issues of a 'general' nature that cannot be influenced or addressed through the design process have been taken into consideration and are found under the 'general' heading.

7.2 Beresford Square

Design-specific	Design team response
<ul style="list-style-type: none"> Greenery and planting popular – respondents would like to see even more than what was shown in the artist's impressions but it must be maintained. Durable plants and planters required. 	<ul style="list-style-type: none"> Artist's impressions are indicative only. The proposals in the application comprise the re-landscaping of Beresford Square, including the installation of an immersive garden, fountain, re-landscaping including tree planting and construction of planters, changes to ground level, and resurfacing. Additional planting and replacement trees will support the future of the square's biodiversity. Proposed rain gardens and planters would have raised kerb edges to prevent disturbance to planting and improve their longevity. Maintenance considerations will be taken on board in relation to the choice of plants and receptacles.
<ul style="list-style-type: none"> Improve access / integration between Royal Arsenal Riverside and Beresford Square. Address the perceived disparity between the two communities. 	<ul style="list-style-type: none"> Beresford Square sits in the heart of Woolwich, its re-design provides the opportunity to better connect the town centre to the new Royal Arsenal developments. Improving circulation and movement will help link these two quite distinct areas. The improvements to the street furniture seek to accommodate a range of people, supporting social integration and encouraging strong communities. With much recent investment in the adjacent Woolwich Arsenal development. Investing in Beresford Square will help to bring these spaces up to the same quality and unite these

	<p>areas, whilst ensuring there is variety and interest between them.</p>
<ul style="list-style-type: none"> Request for high-quality paving. 	<ul style="list-style-type: none"> A high-quality natural sandstone is proposed, sensitive to the quality and appearance of the listed buildings and local character. Some existing paving is retained where its replacement is not necessary.
<ul style="list-style-type: none"> Durable seating and seating areas that are suitable for wheelchair users. 	<ul style="list-style-type: none"> The proposed seating provides a variety of options and opportunities for sitting, resting and socialising, including timber benches with back and arm rests. Seating will be provided at different heights and there will be places where wheelchair users can sit next to each other and non-wheelchair users within the space.
<ul style="list-style-type: none"> Adequate play areas for children and activities for young people. 	<ul style="list-style-type: none"> An interactive water feature will provide play opportunities.
<ul style="list-style-type: none"> Better lighting encouraged, especially for safety reasons. 	<ul style="list-style-type: none"> The proposals seek to remove existing lighting which hangs above the square and clutters the skyline. Bronze lampstands have been proposed to tie into the tone of London brick which is used in the buildings surrounding the square. The lighting will be flexible, so can be increased if needs be, but will more than adequately light the square and enhance the safety.
<ul style="list-style-type: none"> Some concerns about the water feature and not repeating issues associated with how the one at General Gordon Square functions as there were comments made about its cleanliness. 	<ul style="list-style-type: none"> The interactive water feature that can be lit at night will have a different appearance and draw than the water feature at General Gordon Square. This proposed water feature is a different system to the water feature in General Gordon Square; it is not a constant body of water and it can be controlled – i.e. turned on and off. The maintenance of the water feature will be assessed as part of the next design stage (RIBA Stage 4 – Technical Design) and any learnings from General Gordon Square will be considered to ensure the design is robust and fit-for-purpose.
<ul style="list-style-type: none"> Importance of having outside space for arts and leisure. 	<ul style="list-style-type: none"> The proposals include the provision of a flexible space in Beresford Square for a

	<p>range of activities, events, installations and cultural celebrations.</p> <ul style="list-style-type: none"> • Moving the market from the centre of the square enables more spaces for people to sit and create a multi-functional civic square for Woolwich.
<ul style="list-style-type: none"> • Encouraging people to socialise and spend leisure time in the Square. 	<ul style="list-style-type: none"> • The design proposals provide the opportunity for the creation of a safe, attractive and stimulating environment that will re-activate the square with a playful water feature and flexible space for events that will encourage community cohesion and provide a more legible market layout that will benefit shoppers and traders.
<ul style="list-style-type: none"> • Preserving and celebrating the heritage of Woolwich. 	<ul style="list-style-type: none"> • Historic England was approached at pre-application stage. In relation to built heritage, a written response was received confirming that they considered the Proposed Development to be an important contributor helping to strengthen the role of Beresford Square within the town centre, encourage pedestrian movement and enhance local links. The proposed seating in a low garden and the reinstatement of the historic drinking troughs are supported. • The historic troughs are proposed to be located within the immersive garden and to the east of the square. In both instances, the troughs will become water features and be protected by planting.
<ul style="list-style-type: none"> • Concerns about maintaining even, level paving surfaces for accessibility. 	<ul style="list-style-type: none"> • The challenges associated with level changes across the site are understood. Steps are proposed to manage changing levels and create more flat areas which is considered beneficial. Measures such as contrasting tactile paving to the top and bottom of steps and handrails either side of steps are proposed for ease of movement. • A series of seating terraces and planters will mitigate the level change, with access in the form of accessible steps between Beresford Square and the Market located on the west terrace.



<ul style="list-style-type: none"> • Making sure the square is permeable. 	<ul style="list-style-type: none"> • Whilst the market is on, the function of the open square can be retained, for pedestrian movement and, access for emergency and refuse vehicles. • Opening the Gatehouse will make a hugely positive impact on the movement through the space. The design strategy is to keep this route open and unobstructed to facilitate pedestrian flows as well as maintain the views to the Gatehouse. • The proposal is for market stalls to be located on the new west terrace to improve the visual connection of the Gatehouse and to allow a new pedestrian route through the central archway.
<ul style="list-style-type: none"> • Market layout and services (traders' feedback). 	<ul style="list-style-type: none"> • Consultation and engagement with the market stall operators confirmed that the traders support the revised market layout to capitalise on foot traffic and improve its overall visibility. Moving the market from the centre of the square enables the square to complement the market. • The design ensures the market is safe and accessible by clustering stalls together and allows shared electricity and water hook ups to be kept away from pedestrian routes. • Power and water points will be provided to enable the market stall holders access as required. • Keeping the market in a structured linear form will create continuity and legibility for people, with adequate circulation and cross routes. The market and the stalls will be highly visible and will help to activate the areas of the square and town centre they are located in. • The council will continue to work with the traders on the development of the market proposals, including the operational plan.

Figure 33: Design team responses to design-specific Beresford Square comments



General	Design team response
<ul style="list-style-type: none"> Concerns about maintenance, cleanliness and refuse disposal in general and potential for greenery and planting to become neglected. 	<ul style="list-style-type: none"> Water points will be used for maintenance purposes, cleaning and watering new planting beds. The ongoing maintenance of the square will be key to its success therefore a robust and achievable maintenance strategy will be developed with the council to ensure it remains as envisioned. The Design and Access Statement concludes with a Maintenance Statement (Section 7) outlining the management objectives and responsibilities and the maintenance strategy.
<ul style="list-style-type: none"> Poor quality market stalls, local shops and pubs. Aspirations for more variety in terms of food trucks and an improved market. 	<ul style="list-style-type: none"> The Proposed Development intends to improve the public realm and provide a more coherent and useable space which encourages people to stop and spend time in Beresford Square. The proposed design will provide a more varied use of the space to encourage a greater range of users and activities. There is an opportunity to secure the long-term vitality of the public space through programming of the new Pavilion and working with partners to support the activation of ground frontages that are currently unoccupied.
<ul style="list-style-type: none"> Concerns about ASB and safety, especially in relation to the local pubs and making sure there is adequate policing. 	<ul style="list-style-type: none"> There has been engagement with Secured by Design and Metropolitan Police in shaping the proposals. Planting has been kept to a low level as opposed to being flush with adjacent seating so as not to provide easily accessible hiding places. Planting is intended to be largely low level, to ensure sight lines are maintained and any taller planting will be limited to slender stems that still allow for through visibility. The water feature will make a significant contribution to the quality of Beresford Square at night by helping to activate the



	<p>square. It will also be lit, making the Square feel safer.</p> <ul style="list-style-type: none"> The council will collaborate with relevant service areas and public bodies and work in partnership to create a safe environment. It is in the process of reviewing its maintenance and management procedures, which are referred to in the Maintenance Statement (Section 7) of the Design and Access Statement.
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Figure 34: Design team responses to general Beresford Square comments

7.3 Powis Street

Design-specific	Design team response
<ul style="list-style-type: none"> Concerns about amount of street furniture on Powis Street. Additional seating welcomed, as long as it does not cause accessibility issues and make the high street difficult to navigate. 	<ul style="list-style-type: none"> The proposals have sought to minimise the amount of street furniture proposed, whilst retaining a vibrant public realm that provides opportunities to sit. The design has been revised to refine the proposals and minimise the amount of furniture. This is considered to also provide an advantage for the potential future on-street uses, such as outdoor seating associated with cafes and restaurants. The range of different seating types will include backrests, armrests to allow users with different abilities and needs to sit and rest easily. The improvements will provide more seating supporting social integration and encouraging strong communities.
<ul style="list-style-type: none"> Greenery and planting are popular – respondents would like to see even more but it must be maintained and kept in high-quality planters that do not impede access. 	<ul style="list-style-type: none"> The proposals will involve the installation of a number of planters, as well as rain gardens, which will provide a positive contribution to the enhancement of biodiversity measures benefiting birds and invertebrate species. Proposed rain gardens and planters would have raised kerb edges to prevent disturbance to planting and improve their longevity. They are spaced at intervals to allow people to move around and between them, and the kerb is of



	<p>sufficient height to avoid creating a trip hazard.</p> <ul style="list-style-type: none"> • The proposals will deliver environmental enhancements through the provision of sustainable drainage infrastructure in the form of rain gardens, as well as additional planting and replacement trees which will support the street's biodiversity. • The Design and Access Statement concludes with a Maintenance Statement (Section 7) outlining the management objectives and responsibilities and the maintenance strategy.
<ul style="list-style-type: none"> • Request for durable, high-quality paving. 	<ul style="list-style-type: none"> • Robust materials are proposed that are manufactured in the UK. The Proposed Development calls for resurfacing to the footpath and carriageway with high-quality concrete block paving. •
<ul style="list-style-type: none"> • Concerns about maintaining even, level paving surfaces for accessibility with no impediments to the visually impaired. 	<ul style="list-style-type: none"> • Proposed Development will add non signalised crossing points with contrasting tactile paving to enable safer movement across the street. • The Proposed Development also retains the existing flush kerbs between the vehicular route and pedestrian zone to accommodate all users with no disabling barriers to create an accessible and inclusive environment • There will be a paving band between the footway and carriageway to provide colour contrast. Similarly, the edges of raised elements around trees will be dark grey to provide sufficient colour contrast against the light grey paving for visually impaired users.
<ul style="list-style-type: none"> • Better lighting encouraged, especially for safety reasons. 	<ul style="list-style-type: none"> • The proposed lighting will help create a safe and sustainable place so that people are able to maximise their enjoyment of the local area. • The new lighting proposal will incorporate flexible lighting levels (i.e. increased if required) and will help create a sense of safety and security for pedestrians by limiting the amount of dark spaces and providing clear lighting for CCTV.

<ul style="list-style-type: none"> Encouraging people to socialise and spend leisure time in the town centre. 	<ul style="list-style-type: none"> The design proposals advocate for the creation of a safe, attractive and stimulating environment that will re-activate the town centre.
<ul style="list-style-type: none"> Preserving and celebrating the heritage of Woolwich. 	<ul style="list-style-type: none"> Proposed Development seeks to remove redundant and poor-quality street furniture and utilise a consistent approach to materials and colour. The selected palette has sought to provide consistency with the historic streetscape, as well as incorporating natural colours and materials to soften the currently hard landscaping of the public realm.

Figure 35: Design team responses to design-specific Powis Streets comments

General	Design team response
<ul style="list-style-type: none"> Concerns about maintenance, cleanliness and refuse disposal in general and potential for greenery and planting to become neglected. 	<ul style="list-style-type: none"> The Council is in the process of reviewing its maintenance and management procedures.
<ul style="list-style-type: none"> Support for restaurants, bars and cafes open in the evening. 	<ul style="list-style-type: none"> While there is no change of use proposed as part of this planning application, it is anticipated that improving the public realm will unlock the potential for a wider range of businesses, including those who wish to stay open later in future.
<ul style="list-style-type: none"> Poor quality local shops and pubs with too many betting, fast food and pound shops. Aspirations for more independent food suppliers, restaurants, cafes. 	<ul style="list-style-type: none"> It is the aim that the town centre improvements will help to attract a mix of retailers to improve the retail and food service offer.
<ul style="list-style-type: none"> Desire to see Woolwich restored to its former glory as a shopping destination with more permanence in the high street offer rather than a high churn of shops. Appetite for combination of respected high street retailers and independent shops. 	<ul style="list-style-type: none"> It is the aim that the town centre improvements will help to instil confidence in the high street, attracting and retaining retailers. In recent years Powis Street has suffered, with multiple retailers leaving the area, accelerated by the pandemic. These refurbishment works to Powis Street are intended to give visitors and locals alike more reasons to visit Powis Street and upgrade the pedestrian and shopper experience. Ultimately the intent is for these works to form a catalyst to restore Powis Street and attract a wide-ranging retail and food and beverage offer.



<ul style="list-style-type: none"> Concerns about ASB and safety, especially and making sure there is adequate policing. 	<ul style="list-style-type: none"> There has been engagement with Secured by Design and Metropolitan Police in shaping the proposals. Planting has been kept to a low level as opposed to being flush with adjacent seating so as not to provide easily accessible hiding places. Planting is intended to be largely low level, to ensure sight lines are maintained and any taller planting will be limited to slender stems that still allow for through visibility. The council will collaborate with relevant service areas and public bodies and work in partnership to create a safe environment. The Council is in the process of reviewing its maintenance and management procedures. The proposals seek to create an upgraded and respected environment that will ultimately be more attractive and assist in providing natural surveillance through the active use of the space, helping to create a sense of safety and security.
<ul style="list-style-type: none"> Shop front improvements. 	<ul style="list-style-type: none"> This is being managed under the Heritage Action Zone (HAZ) initiative with a phased approach to improving selected shop fronts along Powis Street.
<ul style="list-style-type: none"> Improve the Western end of Powis Street – concerns that the proposals don't go far enough. 	<ul style="list-style-type: none"> This is being explored as the council considers wider town centre improvements that are not the subject of this planning application.
<ul style="list-style-type: none"> Concerns about cyclists proceeding at speed on Powis Street 	<ul style="list-style-type: none"> This refers only to the uppermost western end of Powis Street as it meets MacBean Street, approximately one minute's walk. Pedestrians will continue to have priority on Powis Street and the design proposals allow for this with measures in place to impede any cyclists travelling at speed at the top end of Powis Street.

Figure 36: Design team responses to general Powis Street feedback



8 Conclusion

8.1 A comprehensive programme of consultation was undertaken with local residents, businesses and key stakeholders throughout the spring and summer 2022, in advance of submitting the planning application to inform and shape the design proposals.

8.2 A combination of online and in-person methods were employed to make the consultation process more accessible and reach as wide an audience as possible, facilitating feedback to help inform the final design proposed in this application.

8.3 It was clear from the data collected that online methods were more popular with a younger audience, whereas older respondents tended to be reached through in-person methods. This is borne out by the number of older people who were spoken to during the pop-up events, which was higher than those in the older age brackets who responded to the Commonplace survey. Several passers-by who attended the pop-up events mentioned that it was good to have an in-person presence as they were not active online.

8.4 A subtle difference in tone and level of enthusiasm is discernible between the Commonplace comments versus the face-to-face conversations that took place at the in-person events, the latter being more enthusiastic. This may be attributed to having face-to-face conversations where the proposals were explained to local people rather than providing feedback online, which does not involve human interaction or dialogue.

8.5 Face-to-face engagement tended to be more organic and focused on people's personal experiences of living and working in Woolwich, alongside scrutiny of the designs on the consultation boards. Older residents in particular seemed to enjoy the opportunity to discuss Woolwich's past and present as well as the improvements, which were widely regarded as 'a good thing.' There were several comments about looking to the future and considering the needs of the younger generation.

8.6 The Commonplace feedback tended to be of a more practical, less anecdotal and focused on specific issues such as safety, maintenance and materials. Those who proactively spent time filling in an online survey tended towards more issues-based comments versus the conversational interactions with passers-by.

8.7 Many people took the artist's impressions literally, so the pop-up events were an opportunity to explain that they were indicative, whereas online feedback didn't allow for any explanation.

8.8 There is disparity between the town centre and Royal Arsenal Riverside in terms of the quality of the public realm. It was acknowledged by many, especially at the pop-up events, that it was good to see investment in the town centre. Many voiced their support for all Woolwich residents benefitting from regeneration of the town centre.

8.9 Overall, the consultation succeeded in reaching a broad representation of people and their feedback has been considered and addressed through the design development process wherever possible.

8.10 The efforts to engage with the local community through a combination of in-person and digital methods resulted in feedback being collected from a representative sample of the Woolwich population. Overall, responses to the design proposals were well-received with many respondents appreciating the opportunity to comment. The council has demonstrably listened to feedback and taken it on board in the evolution of the design proposals. This application will enable the collective vision for Woolwich town centre to be delivered with the support of local residents, businesses and stakeholders.

9 Appendices

9.1 Appendix A – A5 leaflet

GIVE YOUR VIEWS ON NEW DESIGNS FOR WOOLWICH TOWN CENTRE

The Royal Borough of Greenwich is asking residents, community groups and businesses for feedback on proposals to help transform Woolwich town centre.

We've developed designs for significant improvements in Beresford Square and Powis Street, using feedback local people shared with us in March.

The proposals include:

- ♦ improving the layout of Beresford Square and Powis Street to encourage more shoppers and visitors
- ♦ providing flexible space for community events and al-fresco dining
- ♦ improving facilities for market traders
- ♦ a new interactive water feature, play spaces and planting
- ♦ improving lighting, seating and paving
- ♦ artwork celebrating Woolwich's unique history
- ♦ removing street clutter
- ♦ improving connections with local bus stops and train stations



Proposed design for Powis Street



Proposed design for Beresford Square



Visit woolwichtowncentre.commonplace.is
for more information.



SHARE YOUR VIEWS

The consultation will run from Friday 17 June to Sunday 17 July 2022. You can get involved in a number of ways:



- ◆ Give your feedback at [woolwichtowncentre.commonplace.is](https://www.woolwichtowncentre.commonplace.is)
- ◆ Visit our exhibitions at the Front Room (105 Powis Street) or at Woolwich Centre library and fill in a questionnaire



Visit one of our **pop-up events**:

- ◆ Tuesday 21 June, 11am-2pm: Beresford Square market
- ◆ Thursday 23 June, 5pm-7pm: outside Elizabeth line, Royal Arsenal Riverside
- ◆ Saturday 25 June, 10am-1pm: Woolwich Front Room, 105 Powis Street
- ◆ Wednesday 29 June, 5pm-7pm: outside Woolwich DLR station (Greens End exit)
- ◆ Thursday 30 June, 5pm-7pm: Tesco, Love Lane
- ◆ Saturday 2 July, 10am-1pm: Beresford Square



Take part in one of our **online webinars**:

- ◆ Saturday 9 July, 10am – 12pm
- ◆ Wednesday 13 July, 6pm–8pm

Visit [woolwichtowncentre.commonplace.is](https://www.woolwichtowncentre.commonplace.is) for full details, to register for updates or sign up to a webinar.

Contact us:

✉ regeneration@royalgreenwich.gov.uk
☎ 020 4541 2375



HM Government



9.2 Appendix B – Screenshot of Commonplace website

Have your say

Have your say and help shape the future of your community.

HAVE YOUR SAY

[View all](#)



[Completed] Woolwich town centre design proposals

We're asking local residents, community groups and businesses to share their views on new design proposals for Woolwich to...



What you told us

In March, we asked the local community to share their priorities and ideas to help improve Woolwich town centre. We...



[Completed] Beresford Square and Market Pavilion proposals - have y...

We want Beresford Square to be an attractive public space, encouraging people to spend time and shop at the market.



[Completed] Powis Street proposals - have your say

Let us know your ideas and feedback on what you would like to see as part of the new investment into Powis Street.



[Completed] More improvements around Woolwich - have your say

We want your feedback to shape other important projects which will help revitalise the town centre by attracting shoppers an...



[Completed] Woolwich Front Room

Tell us what you'd like to use it for, what you think it should offer and how it could be run.

9.3 Appendix C – Exhibition boards

GIVE YOUR VIEWS ON NEW DESIGNS FOR WOOLWICH TOWN CENTRE

We want to make Woolwich a vibrant, attractive and accessible place to shop, work and live.

We've secured £2.1 million funding from the government's Future High Streets Fund and Historic England, and funding from the Council, to help improve the town centre.

We want to create a better public space in Beresford Square and make Powis Street a high street we can all be proud of.

We're asking local residents, community groups and businesses to share their views on the new design proposals and help shape the plans for Woolwich.



New design proposal for Powis Street



Proposed new layout for the market and Beresford Square

WHAT YOU TOLD US

In March, we asked the local community to share their priorities and ideas to help improve Woolwich town centre. We received lots of great ideas and feedback.

- over 300 survey responses
- 116 comments at pop-up sessions around the town centre
- engaged 65 local groups and organisations

You told us that your top priorities are:

- more seating, trees and planting, improved lighting and paving
- better cleaning and maintenance throughout the town centre
- more space for community events



We've used your feedback to help develop the proposed designs for Beresford Square and Powis Street.

HM Government

INVESTING IN WOOLWICH

ROYAL BOROUGH OF GREENWICH

HM Government

INVESTING IN WOOLWICH

ROYAL BOROUGH OF GREENWICH

BERESFORD SQUARE & MARKET PAVILION

We want Beresford Square to be an attractive public space, encouraging people to spend time and shop at the market.



Proposed new layout for Beresford Square



Beresford Square and new lighting proposals



Proposed design for Beresford Square



Proposed new Pavilion and garden

Using your feedback, we are proposing to:

- reorganise the square, providing a better layout and facilities for the market
- provide more flexible space for community events and activities
- provide more seating so people can socialise and enjoy the square
- add more planting and green spaces around the Royal Arsenal Gatehouse and entrances to the square
- improve lighting to help residents feel safer at night
- add a new interactive water feature
- improve connections with local bus stops and train stations
- celebrate the square's heritage
- providing more seating, trees and planting

We're also proposing to build a striking new pavilion with accessible toilets and planting near to the Gatehouse. It will provide flexible space for a range of activities for local people, such as film screenings and exercise classes. The market will continue to operate during construction and we will work closely with shops and traders to minimise the potential impact.

POWIS STREET

Powis Street is Woolwich's main high street. We want to support local businesses and make it a more attractive place to shop and socialise.



Proposed design for Powis Street looking towards Beresford Square



Proposed new lighting proposals for Powis Street



Proposed new layout for Powis Street

Using your feedback, we are proposing to:

- introduce more seating and space to relax
- add more planting to make the street greener
- widen the pavement to provide more space for shoppers, while maintaining access for emergency vehicles
- create more space for al-fresco dining, outside cafes and restaurants
- provide high quality paving
- improve lighting to help residents feel safer
- remove street clutter like unnecessary bollards



MORE IMPROVEMENTS AROUND WOOLWICH

We want your feedback to shape other important projects which will help revitalise the town centre by attracting shoppers and supporting more businesses.

Town centre gateways

We want local artists to work with the community to design artwork for key entrances to the town centre. These new artworks could also be combined with other uses like a drinking fountain or signage.

Woolwich workspace

We're planning to create two new workspace hubs in the heart of Woolwich, to help support local entrepreneurs and small businesses. Refurbishment works have also been taking place at the Old Town Hall on Calderwood Street, to provide more flexible, modern workspace.

We want to know what types of workspace you need in Woolwich, whether it's a recording studio or a science lab.

Greens End

We're also working with Transport for London to find a new use for land beside the DLR station. This space could potentially be used by local businesses.



Public realm and regeneration projects in Woolwich town centre



New workspace in the Old Town Hall



Vacant land on Woolwich New Road

Tell us how you want to see these local spaces improved.

HAVE YOUR SAY

We want to hear your views on the proposals for Woolwich town centre.

You can share your views in a number of ways:



- Give your feedback at woolwichtowncentre.commonplace.is
- Visit our exhibitions at the Front Room (105 Powis Street) or at Woolwich Centre library



Visit one of our pop-up events:

- Tuesday 21 June, 11am-2pm: Beresford Square market
- Thursday 23 June, 5pm-7pm: outside Elizabeth line, Royal Arsenal Riverside
- Saturday 25 June, 10am-1pm: Woolwich Front Room, 105 Powis Street
- Wednesday 29 June, 5pm-7pm: outside Woolwich DLR station (Greens End exit)
- Thursday 30 June, 5pm-7pm: Tesco, Love Lane
- Saturday 2 July 10am-1pm: Beresford Square



Register to take part in one of our online workshops:

- Saturday 9 July 10am - 12pm
- Wednesday 13 July 6pm-8pm

Next steps

The consultation will run from **Friday 17 June to Sunday 17 July 2022**. All the feedback we receive will be analysed and we'll use it to help finalise our designs before a planning application is submitted in the summer.

We will also publish a report on Commonplace setting out how the feedback has been used.



Visit woolwichtowncentre.commonplace.is for full details, to register for updates or sign up to a webinar.



9.4 Appendix D – Letter to residents

Contact: Regeneration and Property Team
Phone: 020 8854 8888
Email: regeneration@royalgreenwich.gov.uk



**Regeneration, Enterprise
and Skills**

The Woolwich Centre
35 Wellington Street
Woolwich, London
SE18 6HQ

020 8854 8888

17 June 2022

Dear resident

Give your views on new designs for Woolwich town centre until 17 July



I'm writing to update you on proposals to transform Woolwich town centre and invite you to give your views on design proposals for Beresford Square and Powis Street.

We want to make sure that residents, community groups and businesses are involved in shaping our plans for Woolwich. We're investing nearly £92 million to make the town centre a more vibrant, attractive and accessible place to shop, work and live, including the forthcoming Woolwich Leisure Centre and the new Woolwich Works cultural hub. It will enable us to make the most of other exciting developments, including the arrival of the Elizabeth line and the opening of the Woolwich Front Room.

The £21 million funding secured from the government's Future High Streets Fund and Historic England, supported by funding from the Council, will help us to create a more attractive town centre that works for the community and celebrates Woolwich's fascinating history. Your feedback has been and will continue to be at the heart of this process.

In March, we asked the local community to share their priorities and ideas to help improve Woolwich town centre and we have published a summary of the responses online at woolwichtowncentre.commonplace.is We've also been speaking to local organisations, businesses and market traders to ask what is important to them.

We've used all this valuable feedback to help develop designs for Beresford Square and Powis Street. We're now asking local residents, community groups and businesses to give feedback on the design proposals, before a planning application is submitted in the summer.

The consultation will run until Sunday 17 July 2022. You can get involved and share your views in a number of ways:

- Give your feedback at woolwichtowncentre.commonplace.is
- Visit our exhibitions at the Front Room (105 Powis Street) or at Woolwich Centre library and fill in a questionnaire
- Visit one of our **pop-up events**:
 - Tuesday 21 June, 11am-2pm: Beresford Square market
 - Thursday 23 June, 5pm-7pm: outside Elizabeth line, Royal Arsenal Riverside
 - Saturday 25 June, 10am-1pm: Woolwich Front Room, 105 Powis Street
 - Wednesday 29 June, 5pm-7pm: outside Woolwich DLR station (Greens End exit)
 - Thursday 30 June, 5pm-7pm: Tesco, Love Lane
 - Saturday 2 July, 10am-1pm: Beresford Square
- Take part in one of our **online webinars**:
 - Saturday 9 July, 10am – 12pm
 - Wednesday 13 July, 6pm–8pm

Visit woolwichtowncentre.commonplace.is for full details, to register for updates or sign up for a webinar.

Email regeneration@royalgreenwich.gov.uk or call **020 4541 2375** if you have any questions or want to request printed copies of the proposals.

Yours sincerely,

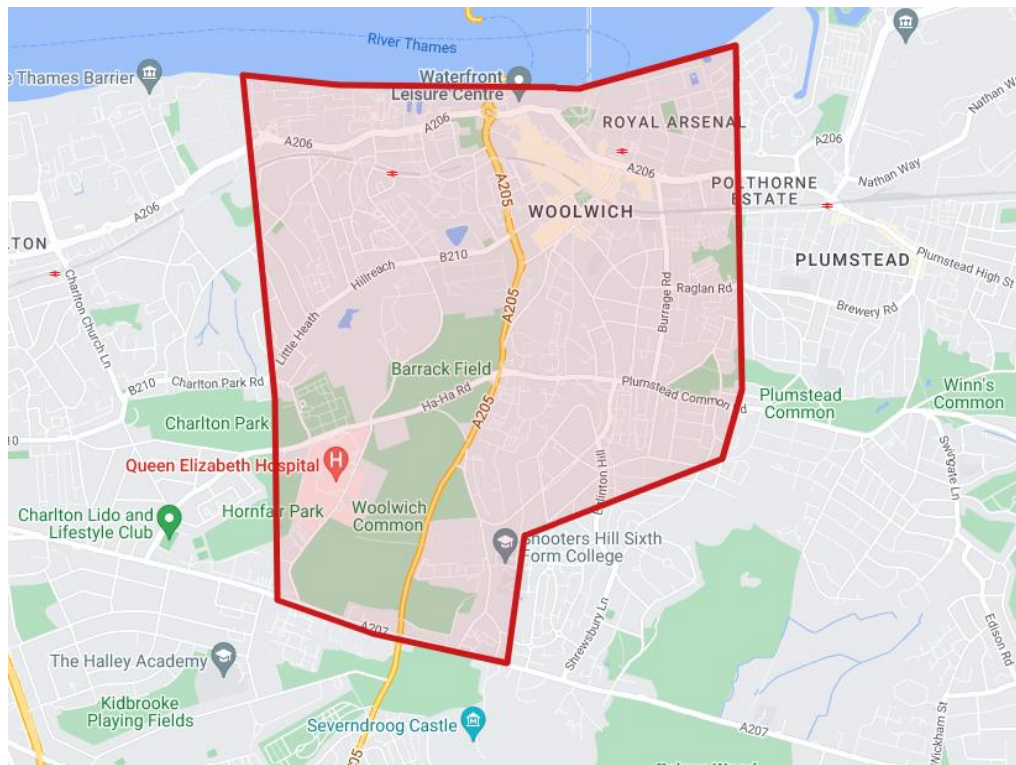
Cllr Aidan Smith

Cabinet Member for Regeneration



Visit woolwichtowncentre.commonplace.is
for more information.

9.5 Appendix E – Map of letter distribution area



9.6 Appendix F – Screenshots of webinars

9 June 2022



13 June 2022



9.7 Appendix G – Press release



Have your say on design proposals for Woolwich town centre

Published: Monday, 20th June 2022

We're asking local people for their feedback on exciting design proposals that aim to revitalise Woolwich town centre.

The proposals have been developed in consultation with the local community to improve the look and feel of the town centre.

It will help to attract people to the market and local shops, creating a more vibrant and attractive space for residents and businesses, celebrating Woolwich's distinctive character and heritage.

The works are funded by Department for Levelling Up, Housing and Communities' Future High Streets Fund (FHSF) as part of a drive to support the growth and sustainability of high streets throughout England.

Cllr Aidan Smith, Cabinet Member for Regeneration, said: "The views and ideas of local people are at the heart of this project. We want to make sure these multi-million pound improvements deliver what the community wants. It's a fantastic opportunity to capitalise on the arrival of Elizabeth line services which has really helped to put Woolwich on the map, and stimulate further investment by businesses, developers and the Council. I would encourage residents, businesses and community groups to get involved and give your feedback."



Proposed design for Beresford Square

The proposals for Woolwich town centre include:

- improving the layout of Beresford Square and Powis Street to encourage more shoppers and visitors
- providing flexible space for community events and al-fresco dining for local cafes and restaurants
- improving facilities for market traders
- a new interactive water feature, play spaces and planting
- improving lighting to make the town centre feel safer and support the night-time economy
- improving paving and providing more public seating
- artwork celebrating Woolwich's unique history
- removing street clutter
- improving connections with local bus stops and train stations

The consultation is open until midnight on Sunday 17 July 2022. There are a variety of ways people can share their feedback, including a series of events which offer the opportunity to discuss the proposals with officers and ask questions.

Residents, shoppers and businesses can get involved by:

- Giving feedback on Commonplace: woolwichtowncentre.commonplace.is/
- Visiting our exhibitions at the Front Room (105 Powis Street) or at Woolwich Centre library and fill in a questionnaire
- Visiting one of our pop-up events:

- Tuesday 21 June, 11am-2pm: Beresford Square market

- Thursday 23 June, 5pm-7pm: outside Elizabeth line, Royal Arsenal Riverside

- Saturday 25 June, 10am-1pm: Woolwich Front Room, 105 Powis Street

- Wednesday 29 June, 5pm-7pm: outside Woolwich DLR station (Greens End exit)

- Thursday 30 June, 5pm-7pm: Tesco, Love Lane

- Saturday 2 July, 10am-1pm: Beresford Square

- Taking part in one of our online webinars:

- Saturday 9 July, 10am – 12pm

- Wednesday 13 July, 6pm–8pm

Following the consultation, the feedback received will be used to help finalise our designs before a planning application is submitted in the summer. Construction is expected to start in spring 2023 and take approximately 12 months.

Full details of the proposals, event details and booking links can be found at woolwichtowncentre.commonplace.is Anyone can register for updates on the programme.

9.8 Appendix H – Questionnaire

Give your views on new designs for Woolwich town centre

We're asking residents, community groups and businesses to share their views on new design proposals for Beresford Square and Powis Street. The designs have been developed using comments and ideas received from local people. Please view the design proposals at woolwichtowncentre.commonplace.is or at our exhibitions and events, and give your feedback. Full details of exhibitions and events can be found on the website.

You can give your feedback online at woolwichtowncentre.commonplace.is or on paper. Please return paper surveys in the box provided or post them to: Royal Borough of Greenwich, Regeneration & Property Team, Woolwich Centre, 35 Wellington Street, Woolwich, London SE18 6HQ by **Sunday 17 July 2022**.

1. How would you rate the design proposals for Beresford Square?

Excellent Above average Average Below average Very poor

2. Do you have any comments about the design proposals for Beresford Square?

3. What types of activities and community events would encourage you to visit Beresford Square more often? (tick all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Specialist markets | <input type="checkbox"/> Children's entertainment |
| <input type="checkbox"/> Exhibitions | <input type="checkbox"/> Street performers |
| <input type="checkbox"/> Music events | <input type="checkbox"/> Community events |
| <input type="checkbox"/> Film screenings | |

Other: _____

4. What type of products and services would you like to see at the market? (tick all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Fruit and vegetables | <input type="checkbox"/> Haberdashery |
| <input type="checkbox"/> Hot and cold food | <input type="checkbox"/> Art and Antiques |
| <input type="checkbox"/> Clothing and shoes | <input type="checkbox"/> Books |
| <input type="checkbox"/> Jewellery and accessories | <input type="checkbox"/> Flowers and plants |
| <input type="checkbox"/> Homeware and hardware | |

Other: _____



5. How would you rate the design proposals for Powis Street?
 Excellent Above average Average Below average Very poor

6. Do you have any comments about the design proposals for Powis Street?

7. You told us you want to see a better range of shops and businesses on Powis Street. What other types of activities or services would encourage you to visit Powis Street more often? (tick all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Busking | <input type="checkbox"/> Pop up shops / stalls |
| <input type="checkbox"/> Community Events | <input type="checkbox"/> More cafes / outside dining |
| <input type="checkbox"/> Street art | <input type="checkbox"/> Temporary art installations |
- Other: _____

8. We want local artists to work with the community to design artwork for the town centre. These new artworks could also provide other uses like a drinking fountain or signage. What would you like to see? (tick all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Drinking fountain | <input type="checkbox"/> Free wifi |
| <input type="checkbox"/> Signage | <input type="checkbox"/> Charging point (i.e. electric bikes) |
| <input type="checkbox"/> Seating | <input type="checkbox"/> Recycling point |
| <input type="checkbox"/> Parcel collection point | |
- Other: _____

9. Do you want to take part in a workshop with artists? If yes, please provide your email address.

10. We're creating two new workspace hubs in Woolwich to provide flexible, modern workspace and support local businesses. What types of workspace and facilities do you think we need? (tick all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Artist studios | <input type="checkbox"/> Co-working space |
| <input type="checkbox"/> Audio/visual recording facilities | <input type="checkbox"/> Office space |
| <input type="checkbox"/> Science, tech or green industry spaces | <input type="checkbox"/> Meeting space |
| <input type="checkbox"/> Manufacturing space | |
- Other: _____



11. We want to bring vacant space beside the DLR station back into use. What would you like to see in these spaces? (tick all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Public art | <input type="checkbox"/> Space for businesses to trade or pilot ideas |
| <input type="checkbox"/> Sports / recreation facilities | <input type="checkbox"/> Space for people to relax and socialise |
| <input type="checkbox"/> Temporary market stalls | |
- Other: _____

Thanks for sharing your views.
Please register at woolwichtowncentre.commonplace.is
to be kept updated about the project.

About you: Please tell us a little bit more about you. These questions are optional and this information will never be shared publicly.

What's your home postcode?

- What is your connection to the area? (tick all that apply)
- | | |
|--|---|
| <input type="checkbox"/> I live here | <input type="checkbox"/> I study here |
| <input type="checkbox"/> I work here | <input type="checkbox"/> I commute through here |
| <input type="checkbox"/> I own a business here | <input checked="" type="checkbox"/> I come here for play or leisure |
| <input type="checkbox"/> I do my shopping here | |

- Age: please select your age group
- | | | |
|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 40 to 44 | <input type="checkbox"/> 65 to 59 |
| <input type="checkbox"/> 18 to 24 | <input type="checkbox"/> 45 to 49 | <input type="checkbox"/> 70 to 74 |
| <input type="checkbox"/> 25 to 29 | <input type="checkbox"/> 50 to 54 | <input type="checkbox"/> 75+ |
| <input type="checkbox"/> 30 to 34 | <input type="checkbox"/> 55 to 59 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 35 to 39 | <input type="checkbox"/> 60 to 64 | |

Gender: what best describes your gender?
 Woman/Female Man/Male Prefer not to say
I use another term (for example, non-binary) (write in): _____

Religion or belief: what is your religious or philosophical belief?

<input type="checkbox"/> No religion	<input type="checkbox"/> Jewish
<input type="checkbox"/> Christian (all denominations)	<input type="checkbox"/> Muslim
<input type="checkbox"/> Buddhist	<input type="checkbox"/> Sikh
<input type="checkbox"/> Hindu	<input type="checkbox"/> Prefer not to say

Any other religion/belief (write in): _____



Disability: do you consider yourself to be a disabled person?

Yes Not declared
 No Prefer not to say

If yes, please select the type of disability that applies to you. (tick all that apply)

Physical disability such as difficulty using your arms or mobility issues which means using a wheelchair or crutches Learning disability, such as Down's Syndrome or dyslexia or cognitive disability, such as autistic spectrum disorder
 Sensory disability, such as being blind/having a visual disability or being deaf/Deaf/having a hearing disability Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease or epilepsy
 Mental health condition, such as depression or schizophrenia Prefer not to say

Other (please specify): _____

Ethnicity: what is your ethnic group? (tick one box only)

White
 English / Welsh / Scottish / Northern Irish / British Gypsy or Irish Traveller
 Irish Roma
 Any other White background (write in): _____

Black/African/Caribbean/Black British
 African Caribbean Somali
 Any other Black/African/Caribbean background (write in): _____

Asian/Asian British
 Indian Nepali
 Pakistani Vietnamese
 Bangladeshi Chinese
 Any other Asian background (write in): _____

Mixed / multiple ethnic groups
 White and Black Caribbean White and Black African White and Asian
 Any other mixed / multiple ethnic background (write in): _____

Other ethnic group
 Arab Prefer not to say
 Any other ethnic group (write in): _____



9.9 Appendix I – List of stakeholders contacted by email

Bromley, Lewisham and Greenwich Mind
 Charlton Athletic Community Trust
 Greenwich Food Bank
 Home Start Greenwich
 Westminster Drug Project Greenwich
 Woolwich Service User Project
 Age Exchange
 Greenwich Mindcare Dementia Services
 Advocacy in Greenwich
 British Dyslexia Association - DA of Bexley, Bromley, Greenwich & Lewisham
 Community Learning Disability Team (Oxleas NHS Foundation Trust)
 Disability Rights UK
 Greenwich Carers Centre
 Greenwich Mencap
 Metro Woolwich
 Royal Greenwich Special Educational Needs and Disability Information, Advice and Support Service (SENDAISS)
 Irish Community Services
 CESI - Community Empowerment and Support Initiatives (Nepalese)
 HER Centre

Wise Thoughts
Brookhill Children's Centre - Home Start
Clockhouse Community Centre
Greenwich and Bexley Credit Union
New Charlton Community Centre
Twentieth Century Society
Lhakar UK
Woolwich Works
South London Press & Mercury
Aperture Woolwich Photographic Society
Friends of Woolwich Common
Glyndon Community Group
Live Well Greenwich
Plumstead Make Merry
Royal Greenwich Heritage Trust
The Charlton Society
The Greenwich Society
The Tramshed
Volunteer Centre Greenwich
Woolwich Singers
Caribbean Social Forum
853.london
Charlton Champion
From the Murky Depths
News Shopper - Greenwich
Royal Arsenal Farmers Market
Greenwich Islamic Centre
Gurdwara Sahib Woolwich
London Lei Zang Si Temple
New Wine Church
Ramgarhia Association Sikh Temple
Redeemed Christian Church of God, The Anchor for All Souls
Saint Mary Magdalene Woolwich
Shree Kutch Satsang Swaminarayan Temple
South East Hindu Association
St Georges Garrison Church
St Michaels and All Angels Church
St Peter the Apostle Church
Woolwich Central Baptist Church
Woolwich Congregational Church
Foxfield Primary School
Heronsgate Primary School
Mulgrave Primary School
Nightingale Primary School
Saint Margaret's Church of England Primary School
St Peter's Primary School
University of Greenwich
Action, Change and Equality (ACE)

Young Greenwich
Greenwich Young People's Council
Children in Care Council and Care Leavers' Forum
Skills for Growth
Shooters Hill Sixth Form College
Greenwich Dance
Woolwich Healthy Communities
Groundwork
Woolwich Cycling Club
Greenwich Get Walking
Woolwich Community Church
City College of London
The Woolwich College
Royal Arsenal Farmers Market
Greenwich Islamic Centre
Gurdwara Sahib Woolwich
London Lei Zang Si Temple
New Wine Church

9.10 Appendix J – Summary of March consultation

Woolwich town centre improvement programme

March 2022 consultation summary



Introduction

Woolwich is benefitting from a multi-million pound makeover that will make the town centre a more vibrant, attractive and accessible place to shop, work and live. As part of this transformation, the Royal Borough of Greenwich has been gathering the views of local people about what improvements they would like to see made to Beresford Square and Powis Street. This report summarises the feedback received from residents, businesses and community groups in March 2022. It forms part of a wide reaching consultation exercise on Royal Greenwich's ambitious improvement programme for Woolwich town centre, to ensure the final designs are reflective of the local community's views.

Background

The £21 million funding secured from the government's Future High Streets Fund and Historic England, supported by funding from the Council, will help us to create a more attractive town centre that works for the community and celebrates Woolwich's fascinating history.

Next steps

Feedback from local people has been and will continue to be at the heart of this improvement process. All the comments received so far have been considered in the preparation of design proposals for Beresford Square and Powis Street. Feedback received during further consultation in June and July (phase 2) will also be considered before a planning application is submitted in late July.

Phase 1 – March 2022

In March 2022, Royal Greenwich invited the local community to share their ideas and views on how Beresford Square and Powis Street could be improved. Methods of reaching out to gather people's views included the following:

- an online platform hosted on the Council's website, a dedicated email address and a digital survey that received 303 responses
- outdoor pop-up events on 10, 16 and 21 March with over 250 members of the public spoken to and 116 comments received
- a night-walk on 17 March about safety and lighting attended by 13 participants
- an online workshop on 19 March attended by eight participants.

Analysis of feedback identified three main themes:

- General support for improvements to Woolwich town centre. Common descriptions of the town centre, as it currently stands, were unsafe, depressing and tired.
- Strong views were expressed for more seating, lighting, green spaces, improved paving and the need for a safe environment. Popular suggestions included seating near food places, decorative planting and community events.
- Requests for a cleaner, regularly maintained town centre.

Woolwich town centre: March 2022 consultation overview

Participation
303 online responses
116 comments at pop-ups

Engagement methodology
Online survey, five questions
o Two close-ended questions (CE)
o Three open-ended questions (OE)
Pop-up sessions on-site
o Capturing comments on post-it notes

Recurring themes
o Need for additional seating, trees, planting and improved paving
o Improved quality of shops
o Concerns for safety
o Need improved lighting

Online survey: summary of 303 responses

Q1) How do you feel when you visit Woolwich town centre? (OE)					
Unsafe 89 mentions		Depressing 75 mentions		"Run-down" 48 mentions	
Q2) What improvements to Beresford Square would encourage you to visit more often? (CE)					
New seats, trees and planting 238 mentions		Improved lighting 147 mentions		Waste & recycling 118 mentions	
Q3) What improvements to Powis Street would encourage you to visit more often? (CE)					
New seats, trees and planting 196 mentions		Other comments 140 mentions		Improved paving 138 mentions	
Q4) Ideas to improve Woolwich (OE)					
Quality of shops 78 mentions		Independent café 47 mentions		Bars & nightlife 40 mentions	
Q5) What have you seen in other towns and high streets that could work in Woolwich? (OE)					
Flowers & greenery 42 mentions		Better shops 34 mentions		Bars & nightlife 30 mentions	

Woolwich town centre: March 2022 consultation overview

Pop-up events: summary of 116 responses

Improved quality of shops	20 mentions	Example: "Shop turnaround is too high, would like to see more variety of independent shops and mainstream shops"	
Improvements to the market square	16 mentions	Example: "Market to be extended - more fruit & veg. Artisan greengrocers. More independent produce."	
Improvements to street lighting	11 mentions	Example: "Better lights (energy efficient), improved lighting technology, declutter street space (similar to Brixton), get rid of hiding spaces for criminal activity."	
Concerns for safety	9 mentions	Example: "Lots of drinkers. Feels unsafe. Lots of begging. Not enough Police. Train fares are too expensive. Arsenal cafes are expensive."	
Integration / access to Royal Arsenal Riverside	9 mentions	Example: "More access and social connections between Woolwich and Royal Arsenal Riverside."	

Other activities

Night walk sessions

- 13 residents attended.
- Discussions around security, lack of a night-time economy and poor retail offer.
- Feedback on lighting to be built into the design process.

Online workshops

- o 8 participants attended the community workshop on Saturday 19 March.
- o Strong support for more greenery, more activity and a recognition of the heritage of Woolwich.

