



**Transport
for London**

Listening to Londoners: TfL's approach to consultation

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Transport for London

Defining consultation

‘The dynamic process of **dialogue** between individuals or groups, based upon a **genuine** exchange of views with the objective of **influencing** decisions, policies or programmes of action’

Consultation Institute



Developing the consultation strategy

All consultations are conducted in accordance with the Consultation Institute's seven key principles:

- Integrity
 - Visibility
 - Accessibility
 - Transparency
 - Disclosure
 - Fair interpretation
 - Publication
-
- Extensive ongoing engagement gives stakeholders the opportunity to shape proposals well in advance of formal consultation stage



Developing the consultation strategy

Key considerations are reviewed on case-by-case basis to shape the approach:

- Audience
 - Language
 - Methods
 - Timing
 - Feedback
-
- Consultation strategy must be proportional to the scale of the proposal and its potential impact



Developing the consultation strategy

Consultation Delivery:

- Manage consultation and engagement on projects and schemes
- Identify, plan, manage and implement communication projects and campaigns
- Supports the business by providing an expert consultation resource
- Sit in TfL Surface Planning
- TfL wide resource



Why we consult

- To ensure that the project/scheme is the best we can possibly achieve within the constraints across TfL (financial / physical)
- To ensure we have captured views and comments from those who represent people who live in, work in and visit London (and wider depending on the scheme)
- To make better informed decisions
- TfL also has statutory obligations under the GLA Act 1999 with regards to bus service changes



Who we consult

- Key stakeholders
 - TfL work in partnership with Boroughs, eg Streets schemes (TfL only own 5% of the road network)
- All who are potentially impacted by each proposal
- Highly targeted
- Consultations are open to all via TfL's online consultation tool




How we consult

Consultation tools we use include:

- The online consultation tool available at <https://consultations.tfl.gov.uk>
- Public exhibitions and events
- Surveys
- Advertising
- Oyster database
- Stakeholder meetings
- Targeted emails
- Social Media



How we consult – The online consultation tool

 Transport for London

Consultation HubFind Consultations

Welcome to Transport for London Consultation and Engagement

This site hosts consultations and engagement run by [Transport for London \(TfL\)](#).

Recently updated entries are displayed below. Alternatively, you can [search for consultations and engagement](#) by keyword, postcode, interest, status etc. Decisions, once finalised, will be made available under Closed Consultations. If you would like to sign up to receive email alerts about new, closed or updated consultations, please subscribe to our [RSS feed service](#). To submit general comments on issues not currently being consulted on, please contact [Customer Services](#).

Forthcoming Consultations

No forthcoming consultations at this time.

Open Consultations

Title	Date Ends
Camberwell town centre (Medlar Street to Benhill Road)	8 Mar 2013
Cheyne Walk/Chelsea Embankment - proposals to improve conditions for cyclists and pedestrians	8 Mar 2013
A2 Shooters Hill Road Lambourne Place	15 Mar 2013
Consultation on TfL's Schools and Young Person Delivery Plan	27 Mar 2013
Bus service proposal: Route H1 - Golders Green Station and Henrietta Barnett School	29 Mar 2013

Closed Consultations

Title	Date Closed
Bus service proposal: routes H18 & H19	1 Mar 2013
20mph limit on Waterloo (IMAX) roundabout	28 Feb 2013
Bus service proposal: Route B16	25 Feb 2013
Have your say on proposals for bus services to serve the Queen Elizabeth Olympic Park	22 Feb 2013
A3 Tolworth Rise North – Proposed parking restrictions	19 Feb 2013

[See All Closed Consultations](#)



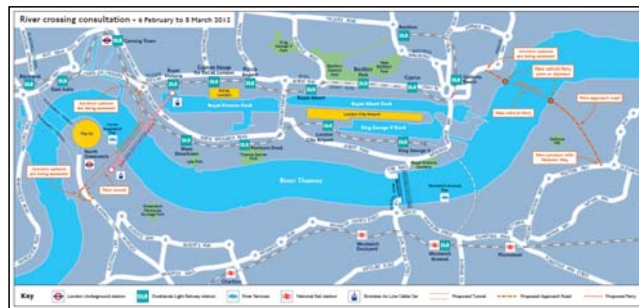
Case study: River Crossings

Issues

- Delays at the Blackwall Tunnel, particularly at peak times
- Ageing Woolwich Ferry infrastructure
- The need for additional road connections to support growth

12-week consultation sought views on two options to tackle these problems:

- ‘Silvertown Tunnel’: a road tunnel running between the Greenwich Peninsula and Silvertown
- ‘Gallions Reach Ferry’: a new vehicle ferry between Thamesmead and Beckton



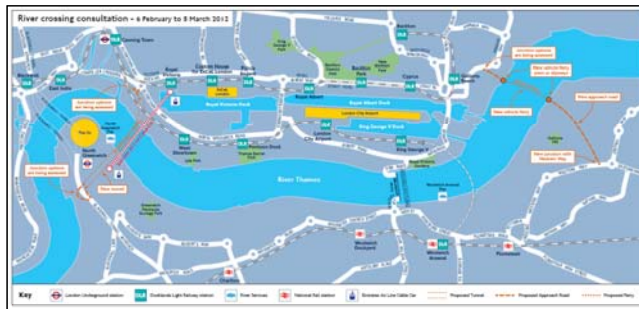
Case study: River Crossings

Target audiences

- Residents and businesses in east London, particularly in Greenwich, Newham and Tower Hamlets
- Drivers using the Blackwall and Rotherhithe tunnels, Woolwich Ferry and connecting roads
- Local authorities and other relevant stakeholders, including Highways Agency, Port of London Authority and road user groups

Secondary

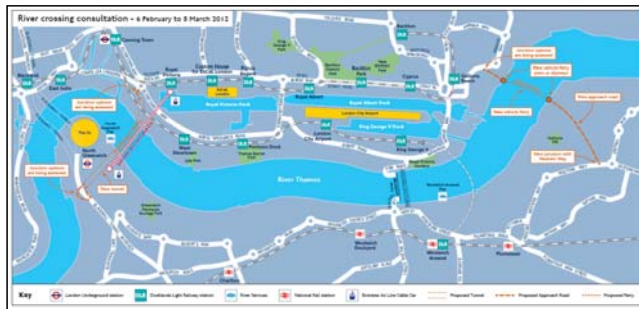
- All London residents, drivers and businesses



Case study: River Crossings

Due to the large scale of the proposals, a range of tools were used to promote the consultation and encourage responses, including:

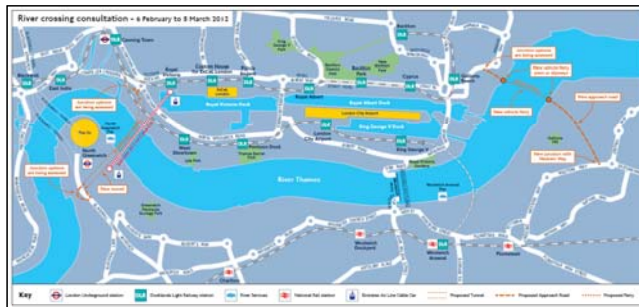
- Online consultation tool
- Public events
- Letter drop to local residents advising them of consultation and public events
- Stakeholder meetings
- Targeted emails to contacts on customer databases
- Social Media
- Advertising



Case study: River Crossings

Outcomes

- Almost 4000 responses
- More than 80 per cent of respondents supported the Silvertown Tunnel, and over 60 per cent supported the Gallions Reach Ferry
- Some suggestions for other improvements received, such as alternative crossing options at Gallions Reach.
- Some concerns raised over aspects of the proposals, including potential traffic impacts



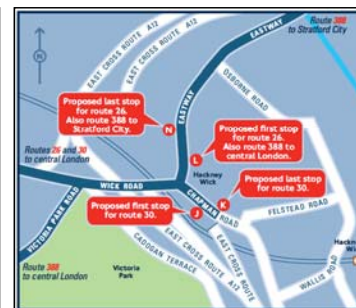
Case study: Queen Elizabeth Olympic Park bus services

With the new Queen Elizabeth Olympic Park due to open in July 2013, we consulted on nine bus routes that will serve this area.

- Proposals included extended routes, re-routes and frequency increases

Who we consulted

- All who were impacted
- Local residents
- Passengers of existing bus services
- Relevant local authorities
- Westfield Shopping Centre
- London Legacy Development Corporation (LLDC) and other developers



Case study: Queen Elizabeth Olympic Park bus services

How we consulted

- Online consultation tool
- Press release
- Email campaign targeted at users of the affected routes
- Notices at bus stops along the route of all the affected bus services
- Leaflet delivered to residents of roads directly affected by the proposals (and available at Stratford bus and underground station and at the info desks in Westfield Shopping Centre)

Outcomes

- Almost 500 responses received (responses still being analysed)



Q&A



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