

Royal Docks Corridor Highway Improvement Project

Public Engagement During Late 2019

Summary of Findings Report

London Borough of Newham

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1. EXECUTIVE SUMMARY

1.1.1 Introduction

Newham Council, in partnership with the Royal Docks Team, are developing proposals to improve the road layout and street environment along the Royal Docks Corridor, which includes Silvertown Way and a section of North Woolwich Road, between Silvertown Way and Connaught Bridge.

1.1.2 Engagement

An online survey was held from Monday 18 November to Monday 16 December 2019, along with an interactive map where people could plot their comments about the type of improvements they would like to see in the area and provide feedback on initial design ideas. A paper version of the questionnaire and large-scale map were also available at drop-in sessions held by the Council, however there was no uptake.

1.1.3 Summary of Results

In total, 234 responses were received via the online survey, and 77 comments were left on the interactive map. The full results are summarised in Section 5.

1.1.4 Next Steps

The Council is developing design proposals, in response to the feedback received on the initial design ideas and key issues raised by the local community, to consider how these could be addressed through the Royal Docks Corridor scheme. The Council intends to hold the next round of public engagement in early 2021 to share outline design proposals for the Royal Docks Corridor scheme.

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2. INTRODUCTION

Newham Council, in partnership with the Royal Docks Team, are developing proposals to improve the road layout and street environment along the Royal Docks Corridor, which includes Silvertown Way and a section of North Woolwich Road, between Silvertown Way and Connaught Bridge.

The current road layout in the area is not appropriate as it is dominated by traffic and does not provide an attractive or safe environment for pedestrians and cyclists, or easy access to public transport.

3. AIMS AND DELIVERY

The Council and Project Centre ran an online survey along with an interactive map in November and December 2019 to find out what the main issues are for people in the local area; any suggestions or ideas they have; and to get feedback on the Council's initial design ideas.

The Council wants to:

- Make it easier, safer and more convenient for people to walk, cycle and use public transport
- Improve air quality and reduce pollution levels
- Reduce the dominance of traffic
- Slow down vehicle speeds
- Improve access to public transport, including DLR stations along the route
- Ensure that bus services are accessible, run smoothly and are on time
- Provide more greenery, trees and planting
- Make people feel safer and more comfortable in the area
- Improve local routes and connections to places people want to visit
- Make the street more attractive and create a 'sense of place' so that people enjoy spending time in the area

This report is a summary of the feedback received from the local community and their level of support for the Council's initial design ideas.

4. ONLINE SURVEY & INTERACTIVE MAP

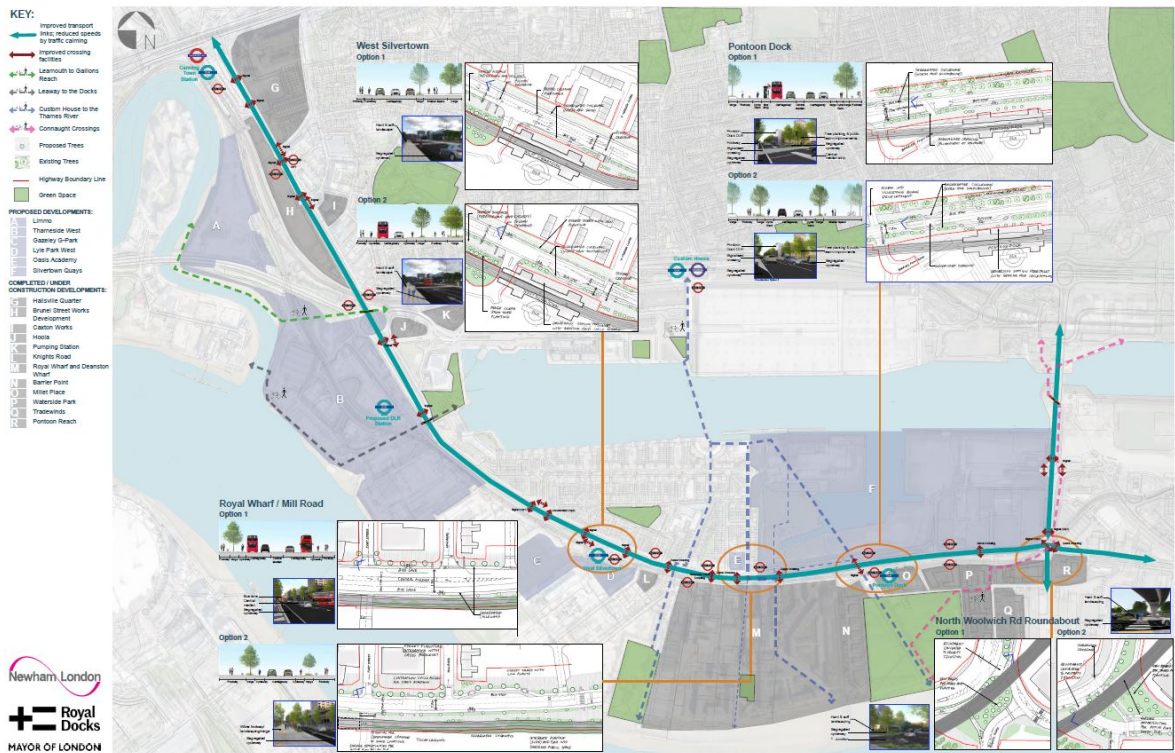
An online survey and interactive map were available via a dedicated project webpage: <https://www.pclconsult.co.uk/royaldockscorridor>.

The local community were encouraged to submit their comments via the online survey and interactive map.

A paper version of the questionnaire and large-scale map were also available at drop-in sessions held by the Council, however there was no uptake.

The survey aimed to identify key priorities for improvement along the Royal Docks Corridor and asked for peoples' opinions on the Council's option proposals for the area, shown in more detail below. A larger version of this can be viewed in the Conclusion. See Figure 9.

Royal Docks Corridor - Silvertown Way and North Woolwich Road



5. RESULTS

We received a total of **234** responses to the survey, and **77** comments were left on the interactive map. This report provides a summary of the findings from these responses following analysis.

5.1 Initial survey question analysis

Question 1 – *How do you tend to travel? (please select the three modes of transport you use most often: 1 most used – 3 least used)*

- 234 people responded to this question
- The most used mode of transport was the DLR with 44.4% of those who answered selecting this as their primary mode of transport.
- Walking was the second highest response to this question, with 19.7% of respondents choosing this as their primary travel mode.

Results are summarised in Figure 1 and Table 1.

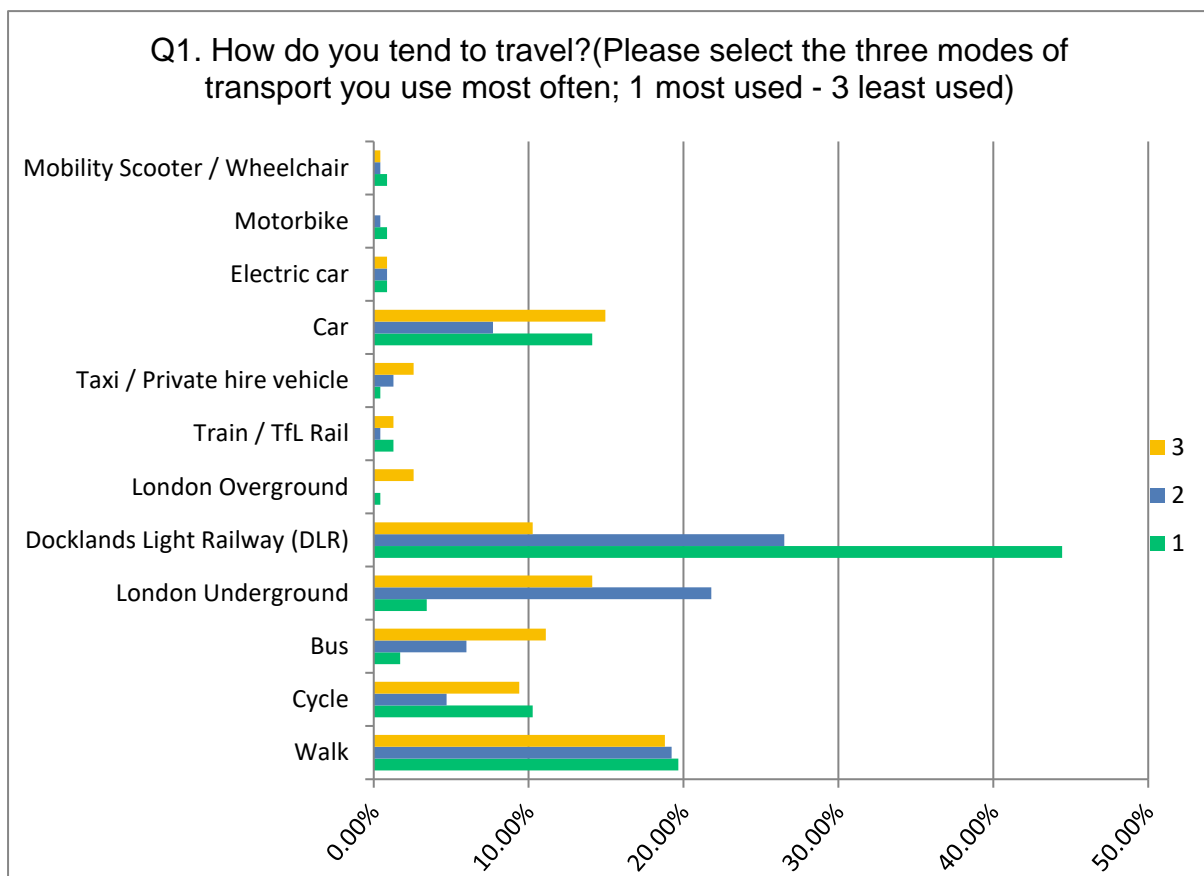


Figure 1. Graph displaying the responses to Question 1.

	1		2		3		Total
Docklands Light Railway (DLR)	44.44 %	104	26.50 %	62	10.26 %	24	190
Walk	19.66 %	46	19.23 %	45	18.80 %	44	135
Car	14.10 %	33	7.69 %	18	14.96 %	35	86
Cycle	10.26 %	24	4.70 %	11	9.40 %	22	57
London Underground	3.42 %	8	21.79 %	51	14.10 %	33	92
Bus	1.71 %	4	5.98 %	14	11.11 %	26	44
Train / TfL Rail	1.28 %	3	0.43 %	1	1.28 %	3	7
Motorbike	0.85 %	2	0.43 %	1	0.00 %	0	3
Mobility Scooter / Wheelchair	0.85 %	2	0.43 %	1	0.43 %	1	4
Electric car	0.85 %	2	0.85 %	2	0.85 %	2	6
Taxi / Private hire vehicle	0.43 %	1	1.28 %	3	2.56 %	6	10
London Overground	0.43 %	1	0.00 %	0	2.56 %	6	7
Answered							234
Skipped							0

Table 1. Summary of data used to create the figure 1 graph.

Question 2 - We want to encourage people to walk, cycle and use public transport more. What do you think are the key issues along the Royal Docks Corridor that prevent people from doing so? (Select all that apply)

- 229 people responded to this question and 5 skipped.
- **55%** of those who answered felt that the **width of the road and dominance of vehicles** were a key issue along the Royal Docks Corridor.

- **62%** of those who answered felt that **vehicle speeds and dangerous driving** were a key issue along the Royal Docks Corridor.
- **76%** of those who answered felt that **a high volume of HGVs** were a key issue along the Royal Docks Corridor.
- **50%** of those who answered felt that the **lack of greenery, trees and planting** were a key issue along the Royal Docks Corridor.

Results are summarised in Figure 2 and Table 2.

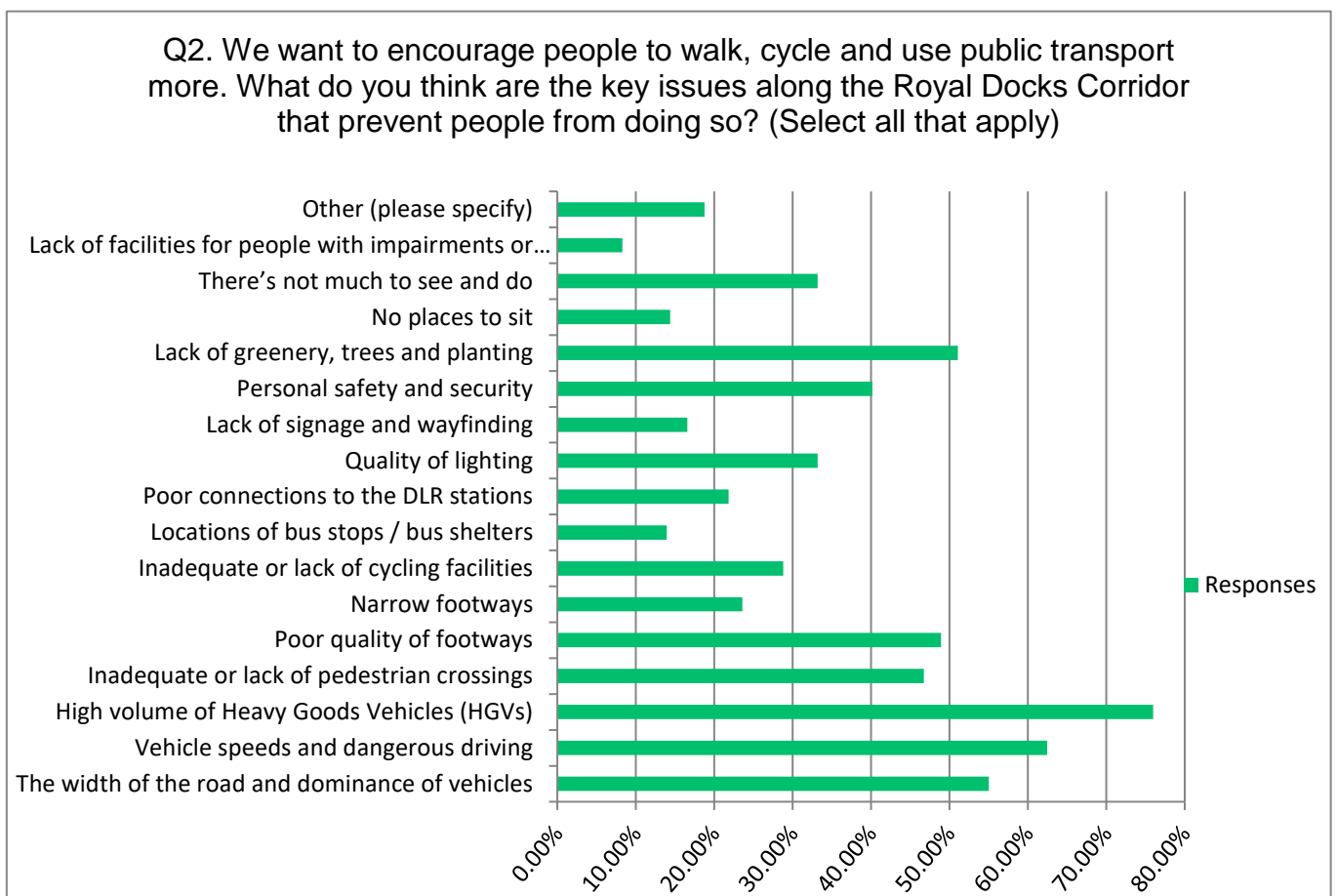


Figure 2. Graph displaying the responses to Question 2.

Answer Choices	Responses	
High volume of Heavy Goods Vehicles (HGVs)	75.98%	174
Vehicle speeds and dangerous driving	62.45%	143
The width of the road and dominance of vehicles	55.02%	126
Lack of greenery, trees and planting	51.09%	117

Poor quality of footways	48.91%	112
Inadequate or lack of pedestrian crossings	46.72%	107
Personal safety and security	40.17%	92
Quality of lighting	33.19%	76
There's not much to see and do	33.19%	76
Inadequate or lack of cycling facilities	28.82%	66
Narrow footways	23.58%	54
Poor connections to the DLR stations	21.83%	50
Other (please specify)	18.78%	43
Lack of signage and wayfinding	16.59%	38
No places to sit	14.41%	33
Locations of bus stops / bus shelters	13.97%	32
Lack of facilities for people with impairments or disabilities	8.30%	19
	Answered	229
	Skipped	5

Table 2. Summary of data used to create the figure 2 graph.

Question 3 – Do you agree with our design approach for **Option 1**?

- 128 people responded to this question and 106 skipped.
- **North Woolwich Road roundabout:** The most selected response was Neutral followed by Agree.
- **Pontoon Dock:** The most selected response was Agree followed by Disagree.
- **Royal Wharf / Mill Road:** The most selected response was disagree followed by agree.
- **West Silvertown:** The most selected response was agree followed by disagree.

Results are summarised in Figure 3 and Table 3.

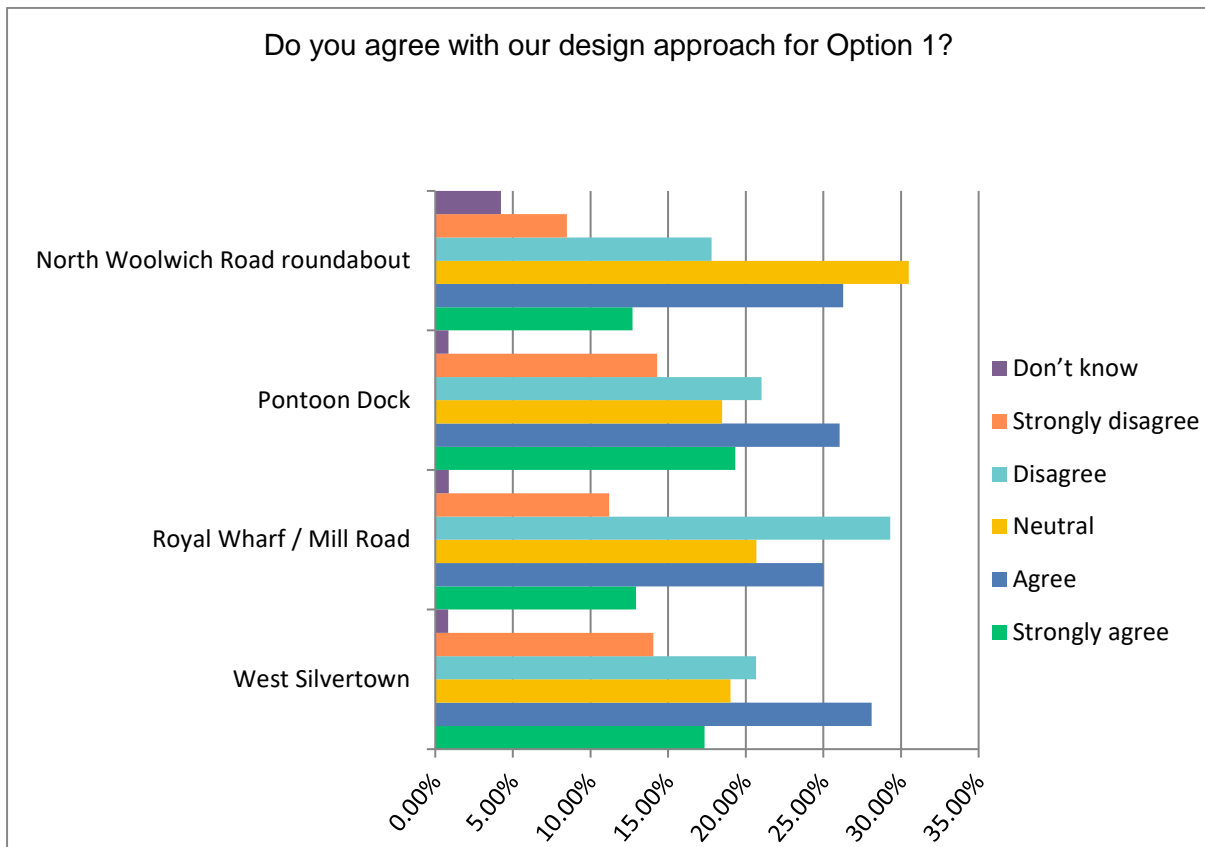


Figure 3. Graph displaying the responses to Question 3, Option 1.

	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know		Total
Pontoon Dock	19.33%	23	26.05%	31	18.49%	22	21.01%	25	14.29%	17	0.84%	1	119
West Silvertown	17.36%	21	28.10%	34	19.01%	23	20.66%	25	14.05%	17	0.83%	1	121
Royal Wharf / Mill Road	12.93%	15	25.00%	29	20.69%	24	29.31%	34	11.21%	13	0.86%	1	116
North Woolwich Road roundabout	12.71%	15	26.27%	31	30.51%	36	17.80%	21	8.47%	10	4.24%	5	118
	Answered												128
	Skipped												106

Table 3. Summary of data used to create the figure 3 graph.

Question 3 – Do you agree with our design approach for Option 2?

- Strong support for option 2 shown across all areas.

Results are summarised in Figure 4 below.

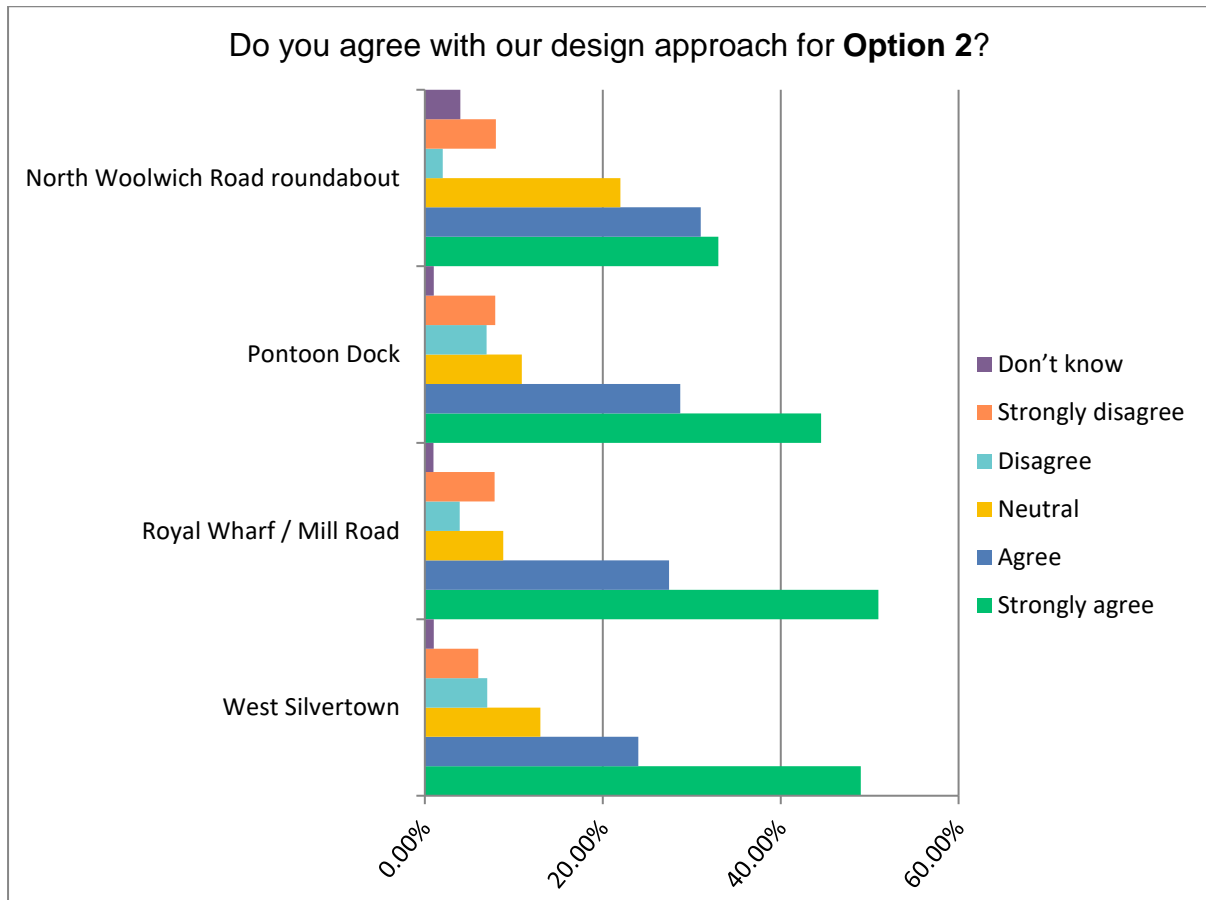


Figure 4. Graph displaying the responses to Question 3, Option 2.

	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know		Total
Royal Wharf / Mill Road	50.98%	52	27.45%	28	8.82%	9	3.92%	4	7.84%	8	0.98%	1	102
West Silvertown	49.00%	49	24.00%	24	13.00%	13	7.00%	7	6.00%	6	1.00%	1	100
Pontoon Dock	44.55%	45	28.71%	29	10.89%	11	6.93%	7	7.92%	8	0.99%	1	101
North Woolwich Road roundabout	33.00%	33	31.00%	31	22.00%	22	2.00%	2	8.00%	8	4.00%	4	100
												Answered	128
												Skipped	106

Table 4. Summary of data used to create the figure 4 graph.

There was greater overall support shown for Option 2 than there was for Option 1 with a significant number of Strongly agree responses recorded (Figure 4).

5.2 Open responses to Question 4

We received a significant number of responses from these open questions. These responses have been reviewed by Newham Council, categorised into a theme and then tallied each time the same theme arose.

Question 4a - *West Silvertown - What do you like and / or dislike about Option 1?*

- The design elements of Option 1 that respondents liked and referenced most frequently are **shared space for pedestrians and cyclists, greenery** and **segregated cycle lanes**
- The design elements of Option 1 that respondents disliked and referenced most frequently are the **three lanes, shared space for pedestrians and cyclists** and **traffic congestion**.

Comments are categorised and summarised below in Table 5.

4a Option 1 Like		4a Option 1 dislike	
Shared space for pedestrians and cyclists	12	Three lanes	21
Greenery	10	Traffic Congestion	11
Segregated cycle lanes	9	Shared space for pedestrian and cyclists	9
Zebra crossing	1	Too cycle friendly	3
Traffic calming	1	Wide road width	1
		Poor bus stop layout	1
		Lighting	1
		Traffic speeds	1

Table 5. Categorised tally of responses for Q4a.

Question 4b - *West Silvertown - What do you like and / or dislike about Option 2?*

- The design elements of Option 2 that respondents liked and referenced most frequently are **segregation between cyclists and pedestrians** and **greenery**.
- The design element of Option 2 that respondents disliked and referenced most frequently was **traffic congestion**.

Comments are categorised and summarised below in Table 6.

4b Option 2 Like		4b Option 2 dislike	
Segregation between cyclists and pedestrians	25	Traffic congestion	8
Greenery	18	Narrow road width	1
Inset bus stop	7	Air pollution	1
Narrow roads	4		
Less traffic	3		
Traffic Calming	2		
Two Lanes	1		
Signalised crossing	1		

Table 6. Categorised tally of responses for Q4b.

Question 5a - Royal Wharf / Mill Road - What do you like and / or dislike about Option 1?

- The design elements of Option 1 that respondents liked and referenced most frequently are **wider pavements**
- The design elements of Option 1 that respondents disliked and referenced most frequently are **too many road lanes** and **traffic congestion**

Comments are categorised and summarised below in Table 7.

5a Option 1 like		5a Option 1 dislike	
Wider pavements	2	Too many road lanes	11
Traffic calming	1	Traffic congestion	5
Number of road lanes	1	Speeding	4
Cycle lanes	1	Bus lane	3
Access to public transport	1	No crossings	1
		Shared space	1

Table 7. Categorised tally of responses for Q5a.

Question 5b - Royal Wharf / Mill Road - What do you like and / or dislike about Option 2?

- The design elements of Option 2 that respondents liked and referenced most frequently are **wider pavements, greenery and narrow road width**
- The design element of Option 2 that respondents disliked and referenced most frequently was **traffic congestion**.

Comments are categorised and summarised below in Table 8.

5b Option 2 like		5b Option 2 dislike	
Greenery	9	Traffic congestion	6
Wider Pavements	8	Narrow road widths	1
Narrow road width	5	Access to public transport in the area	1
Adequate space for all road users	4	No turnings for cars	1
Crossings	3		
Traffic Calming	1		
Verges on both sides of the road	1		
Less traffic	1		
Bus stop locations	1		

Table 8. Categorised tally of responses for Q5b.

Question 6a – Pontoon Dock - What do you like and / or dislike about Option 1?

- The design elements of Option 1 that respondents liked and referenced most frequently are **crossings and greenery**.
- The design element of Option1 that respondents disliked and referenced most frequently was **wide roads**.

Comments are categorised and summarised in Table 9.

6a Option 1 like		6a Option 1 dislike	
Crossings	3	Wide roads	22
Greenery	3	Traffic congestion	4

Wide Pavements	2	Not pedestrian and cycle friendly	4
Wide roads	2	Bus lanes	2
Layout near bus stop area	1	Layout near bus stop area	1
Bus stop locations	1	Not enough greenery	1

Table 9. Categorised tally of responses for Q6a.

Question 6b – Pontoon Dock - What do you like and / or dislike about Option 2?

- The design elements of Option 2 that respondents liked and referenced most frequently are **greenery, narrow roads, wider** and **segregation between different road users**.
- The design element of Option2 that respondents disliked and referenced most frequently was **traffic congestion**.

Comments are categorised and summarised in Table 10.

6b Option 2 like		6b Option 2 dislike	
Narrow roads	12	Traffic congestion	5
Greenery	9	Narrow roads	3
Wider walkway pavements	9	Speeding and dangerous driving	1
Segregation between different road users	9	No parking	1
Bus stop layout	2		

Table 10. Categorised tally of comments left when answering Q6b.

Question 7a – North Woolwich Road roundabout - What do you like and / or dislike about Option 1?

- The design elements of Option 1 that respondents liked and referenced most frequently are **wide pavements** and **greenery**.
- The design element of Option 1 that respondents disliked and referenced most frequently was **traffic congestion, wider roads** and how **complicated** it was.

Comments are categorised and summarised in Table 11.

7a Option 1 like		7a Option 1 dislike	
Wide pavements	3	Wide roads	8
Greenery	3	Complicated layout	6
T-Junction	2	Traffic Congestion	5
Cycle layout	2	T-junction	2
Crossings	1	Risk of collision	1
		Crossings	1

Table 11. Categorised tally of comments left when answering Q7a.

Question 7b – North Woolwich Road roundabout - What do you like and / or dislike about Option 2?

- The design elements of Option2 that respondents liked and referenced most frequently are the **T-junction**, **crossings** and **greenery**.
- The design element of Option2 that respondents disliked and referenced most frequently was **traffic congestion** and how **complicated** it was.

Comments are categorised and summarised in Table 12.

7b Option 2 like		7b Option 2 dislike	
T junction	9	Traffic congestion	3
Greenery	5	Complicated layout	3
Crossings	5	Narrow roads	1
General layout	4	Lack of crossings	1
Narrow roads	3		
Wider pavements	3		
Segregated lanes	1		

Table 12. Categorised tally of responses for Q7b.

Question 8 – Do you have any other comments for the Royal Docks Corridor?

- 64 answered and 170 skipped.

Comments covered the following areas:

Topic	Number of comments
Walking / running	9

Speeding	9
Pollution / air quality	9
Cycling	8
Traffic calming / infrastructure	8
Greening	6
Lighting	5
Dirt / rubbish	4
Safety	2
Congestion	2
Signage	1
Parking	1
Other	11

Table 13. Comments left in response to Question 8.

Comments in the **Other** category included:

- Broken down lifts at Pontoon Dock station make it less accessible to those with children or disabilities.
- Visually non-appealing. New DLR station not required.
- Electric car charging facilities.
- Less street furniture and poor quality pavements leading to ponding.
- High volume of and issues with HGVs in the area.
- A statue to the sugar girls/female factory workers, relevant public art, connecting the industrial past and the present.
- More cafes and building a leisure centre on the HGV parking area.
- Sightseeing.
- Fountain.
- Bias towards one mode of transport (mode not specified).

Comments mentioning **walking and running** included:

- More and improved pedestrian routes and infrastructure, including continuous pavements and signage.
- Walking routes to the airport.
- Running paths.
- More pedestrian crossings.

Comments about **speeding** included:

- Speeding HGVs.
- Speed cameras / enforcement.
- Speeding vehicles generally.

Comments about **pollution / air quality** included:

- Poor air pollution.
- Issues with noise pollution.

Comments about **cycling** included:

- More and improved cycling routes and infrastructure including Dutch style crossings and segregated cycle lanes.
- Paving for cycle lanes.
- Improved safety for cyclists.

Comments about **traffic calming / infrastructure** included:

- Introducing traffic calming measures to combat speeding.
- Too many traffic lights.
- Narrow carriageways.

Comments about **greening** included:

- More greening in the area generally.
- More attractive area for pedestrians.
- Greening around the station and key areas.

Comments about **lighting** included:

- More lighting in the area generally.
- Improved lighting for improved personal safety.

Comments about **dirt / rubbish** included:

- Dirty pavements and streets in the area.

Comments about **safety** included:

- Road safety.
- Personal safety.

Comments about **congestion** included:

- Issues with traffic congestion in the area.

Comments about **signage** included:

- Improved / added pedestrian signage and wayfinding.

Comments about **parking** included:

- Issues with HGV parking.

5.3 Online interactive map

There were 77 suggestions plotted on the online interactive map. The map allowed respondents to geographically locate comments or suggestions for the Royal Docks Corridor.

Figures 5 and 6 display the suggestions that were left on the interactive map. Figure 7 maps these suggestions and the numbers on the map correspond with the number of the comment found in Appendix 1.

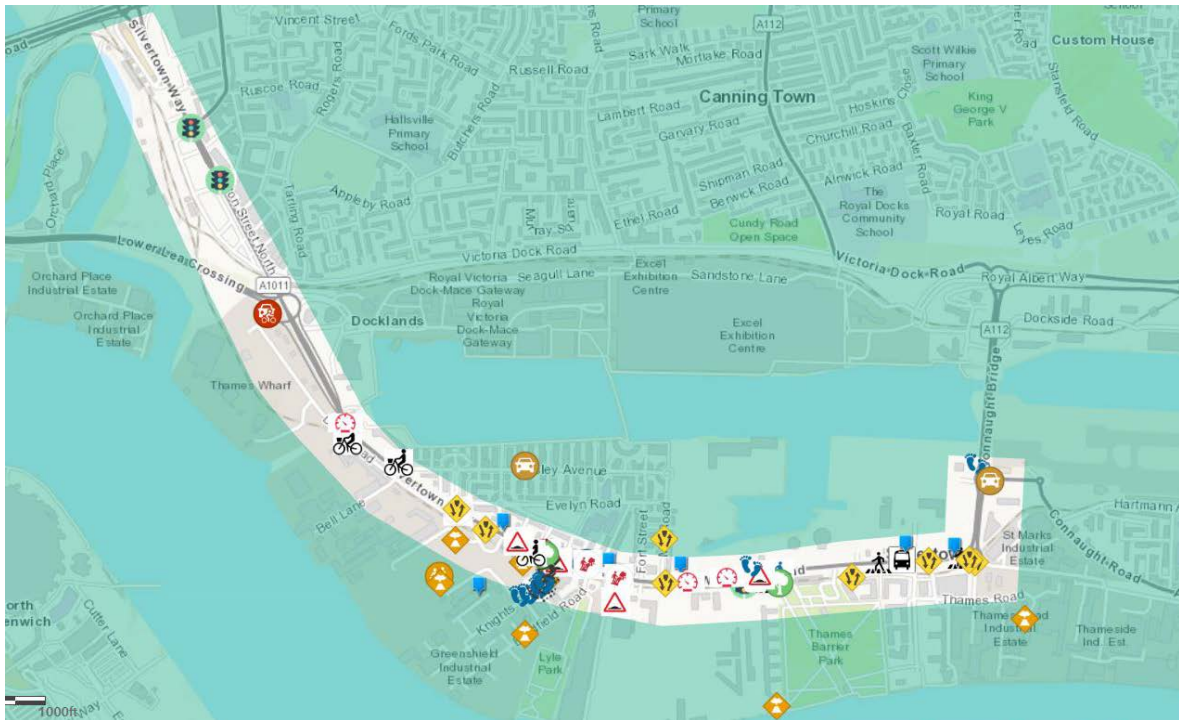


Figure 5. Interactive map responses as shown on the website.

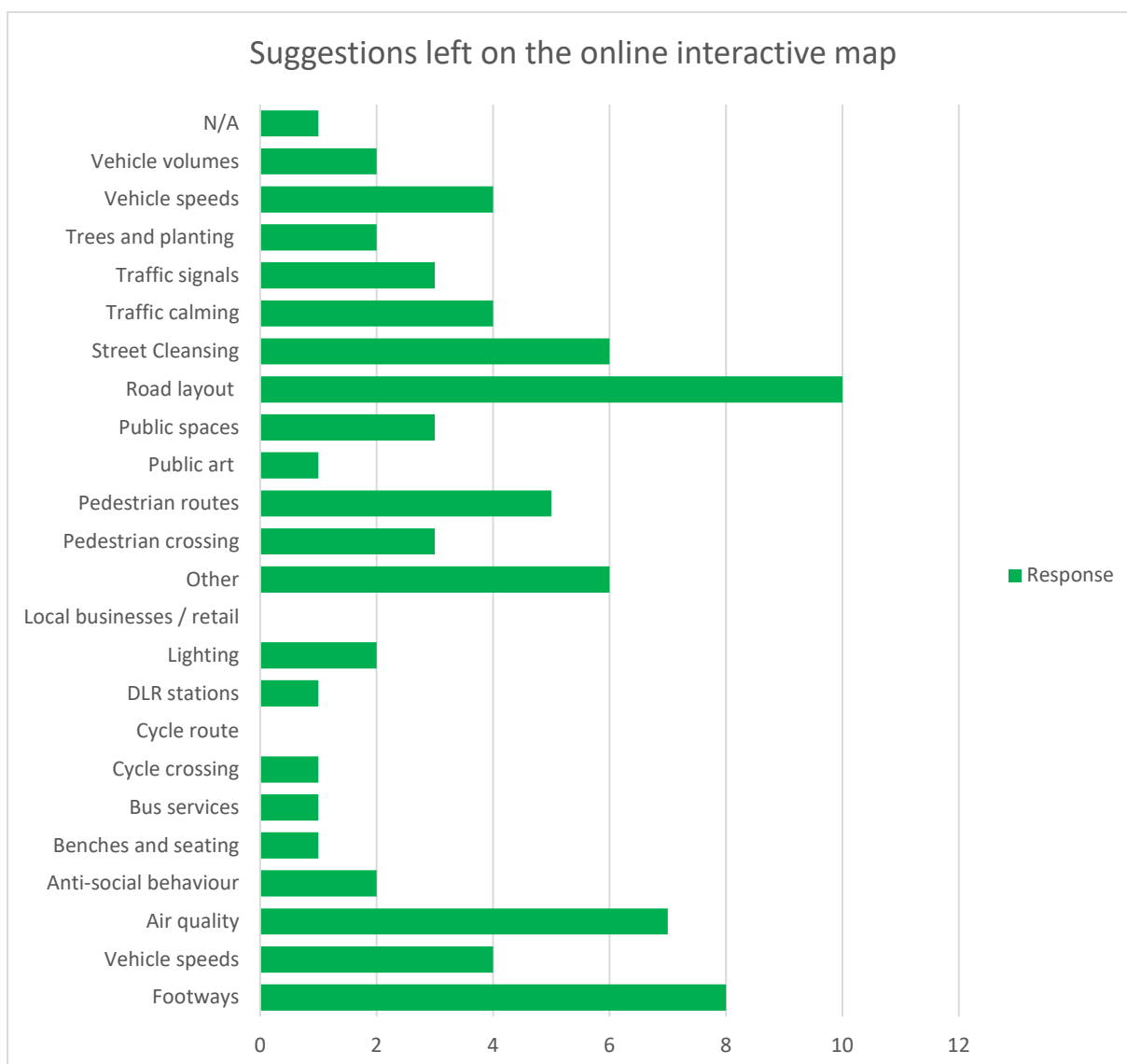


Figure 6. Suggestions left on interactive map.

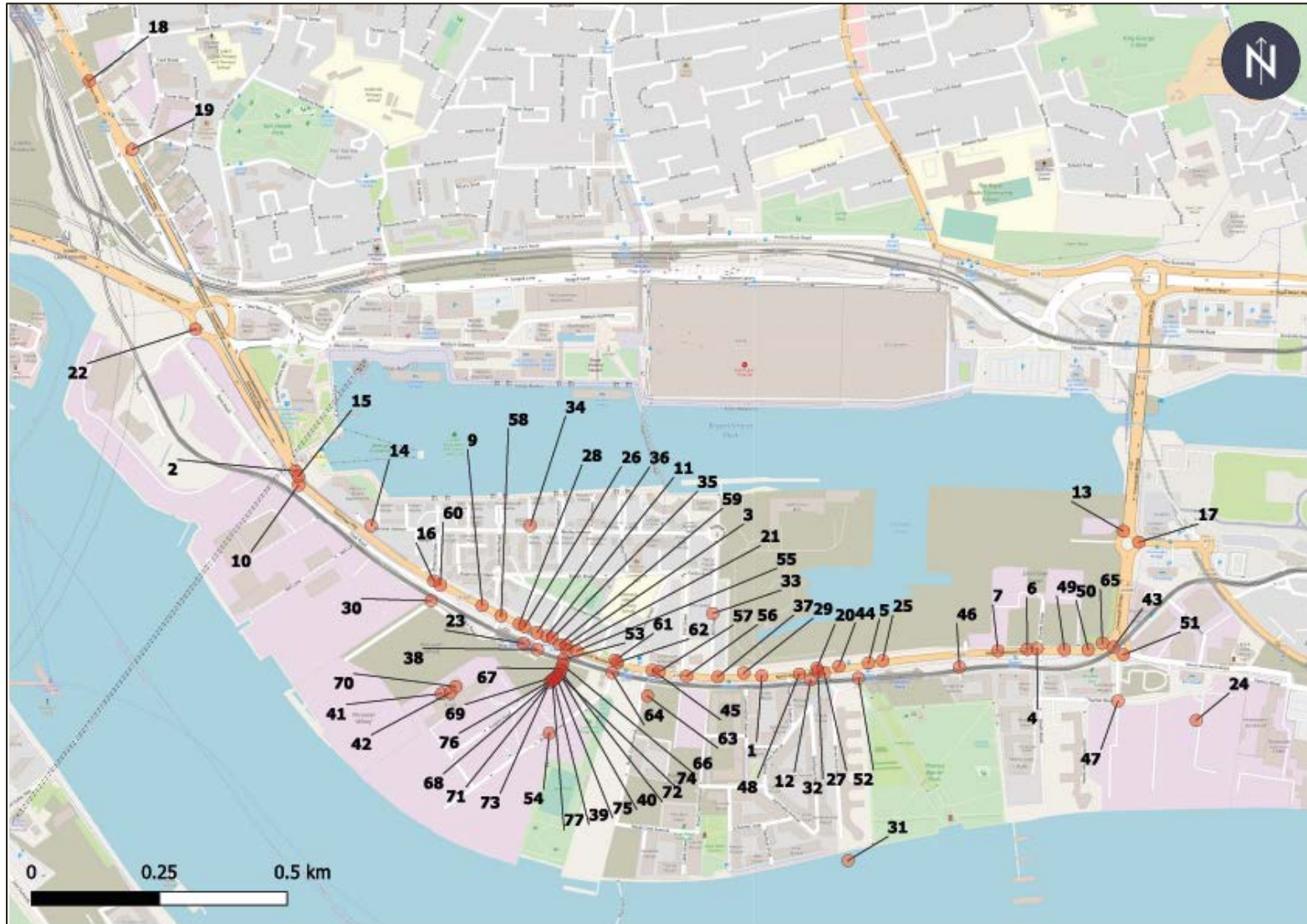


Figure 7. Mapped locations of suggestions left on online map.

5.3.1 Interactive map analysis

There were a significant number of suggestions left in the area between Bell Lane and Thames Road (shown below in Figure 8). This highlights the main area of concern for respondents and signifies that overall, this appears to be the priority area for improvement along the route.



Figure 8. Section of the map with most comments

There is a particularly high number of suggestions left along Knights Road. This appears to have been of particular concern to respondents. The following suggestions/concerns were raised:

- Poor air quality along the road.
- Dust and debris covering footways and road.
- Unsafe road due to high number of HGV vehicles.
- Potholes and broken pavements

A reoccurring comment made was in relation to the amount of dust in the air and debris left along the road and pavements by HGVs. Many comments highlighted that the pavements were covered in

mud and were difficult and unpleasant to walk along. Whereas other comments reflected that air quality is poor due to the debris. Overall, the road appears to be unpleasant and considered unsafe for pedestrians to walk along.

Comments regarding Knights Road are summarised in Appendix 1.

5.3.2 Key suggestions left on interactive map

Outlined below are a summary of the most common suggestions left on the online map. All comments can be found in Appendix 1.

Road Layout – 10 suggestions were left regarding Road Layouts.

Common comments were:

- Reducing road space will only increase congestion and pollution along North Woolwich Road.
- Dangerous driving and speeding along North Woolwich Road.
- Reducing road space will increase the lack of parking along North Woolwich Road.

Footways - 8 suggestions were left regarding Footways. Common comments were:

- To clean footways of mud, debris and litter.
- Broken paving stones.
- Cutting back hedges and trees that are overgrowing across footways.

Air Quality – 7 suggestions were left regarding Air Quality. Common comments were:

- High number of HGVs are affecting air quality along the route area. Lots of dust caused by materials carried by HGVs and vehicle pollution of HGVs.
- Comments focus on local industrial businesses causing increased pollution to the area around Bradfield Road

Street Cleansing – 6 Suggestions were left regarding Street Cleansing. Common comments were:

- Dirt on roads due to construction HGVs. Lots of mud makes walking along pathways difficult and unpleasant.
- Roads and pathways need cleaning due to dirt caused by HGVs.

6. CONCLUSION

6.1 Main mode of transport

Based on the responses the main mode of transport respondents use is the DLR where 44% has chosen this as their primary mode of transport. The second primary mode of transport was walking at 19.6%. The two modes of transport correlate as respondents will walk along the Royal Docks Corridor in order to gain access to the two main DLR stations, West Silvertown and Pontoon Dock.

6.2 Key issues with the Royal Docks corridor

When asked what the key issues were along the Royal Docks Corridor the most frequent option selected was that the roads were too narrow to deal with the large volumes of traffic. Respondents raised that they feel unsafe walking along the road due to speeding vehicles, large numbers of HGVs driving past the narrow footways and the inadequate or lack of crossings. The key concern is the lack of safety felt when walking along the road.

Further to this it was also raised that the road is unpleasant with the lack of greenery, poorly maintained footways and littering along the road, making for an unpleasant environment to walk along. People have raised that they feel unsafe as the road is unpleasant.

Safety along North Woolwich Road is a key concern as those that use it clearly don't feel safe when walking to the two main DLR stations.

6.3 Proposed Option 1

For information on the proposed options see Figure 9 below.

There appeared to be more reluctance and disagreement towards the proposed Option 1. Although based on question 3 there was overall agreement towards the Option, upon review of questions 4-7 there appeared to be far more dislike than like towards Option 1.

When reviewing questions 4-7, main dislikes of Option 1 appeared to be the concern for this option increasing congestion along North

Woolwich Road and the dislike towards widening the road / increasing lanes to tackle congestion.

Considering that the current concern is regarding safety along the road due to the speeding traffic and air pollution, there is a dislike towards Option 1 as it increases the potential capacity of traffic on the road and potential increase in congestion contributing to air pollution.

6.4 Proposed Option 2

There was much stronger support for Option 2. Reviewing question 3 there was a significant number of strongly agree responses towards Option 2 than there was for Option 1 and upon review of questions 4-7, there was a greater number of like than dislike comments left towards Option 2.

Respondents appeared to be in greater favour of Option 2 as the Option proposed:

- An increase in greenery along the road, which responds to concerns raised in relation to the unpleasant and unwelcoming street environment for pedestrians.
- Wider pavements, which responds to concerns raised in relation to safety for pedestrians along the road as the current pavements are too narrow and close to the road.
- Narrower segregated lanes which responds to concerns raised in relation to speeding traffic along the Royal Docks Corridor.

There is greater support for Option 2 as it addresses many of the main concerns that respondents had raised regarding the Royal Docks Corridor more than Option 1 does. As the primary mode of transport is DLR, Option 2 favours those pedestrians who utilise the two main stations along the North Woolwich Road and Silvertown Way.

For the proposed options see Figure 9 below.

Royal Docks Corridor - Silvertown Way and North Woolwich Road

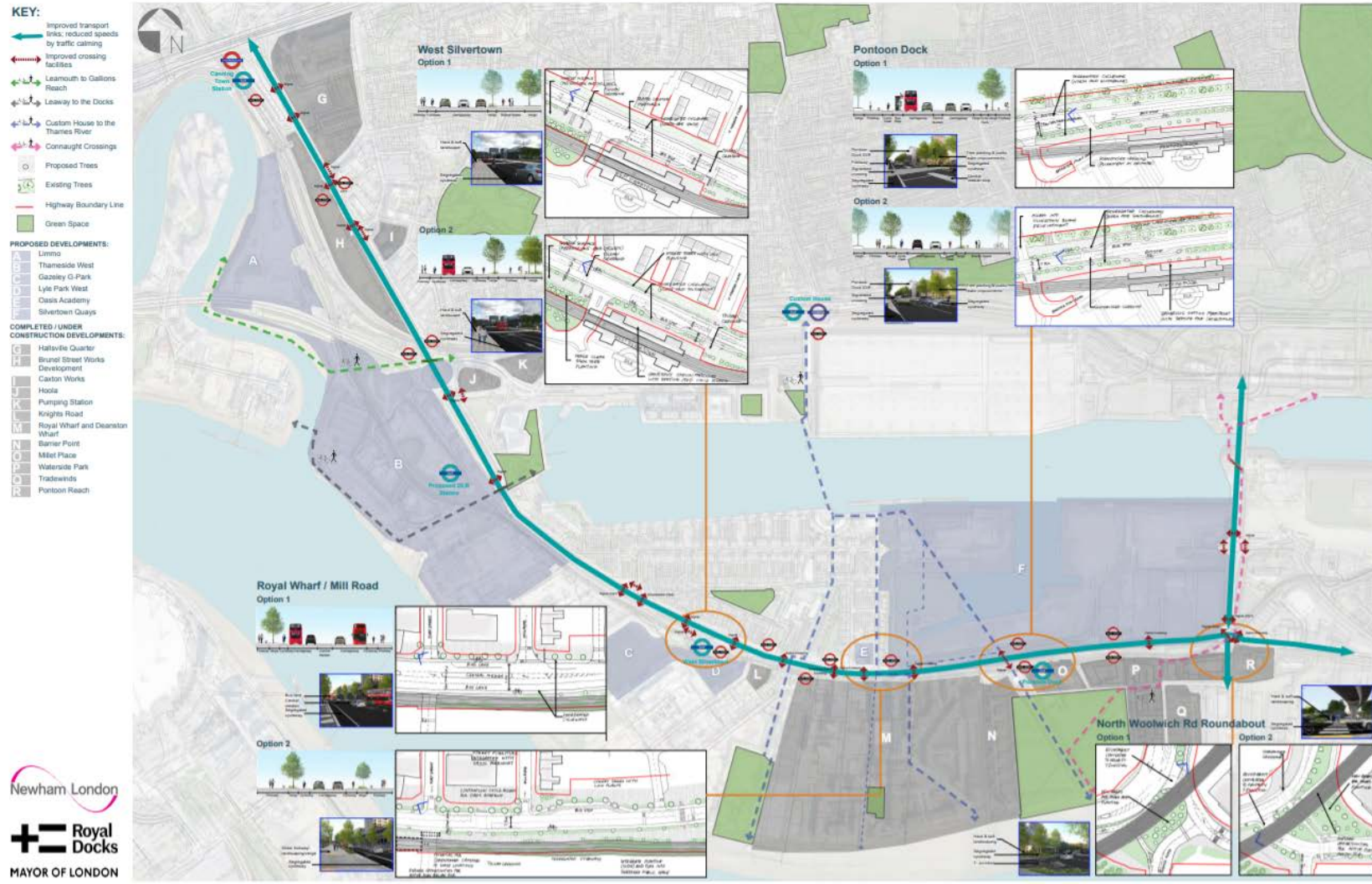


Figure 9. Proposed options

Appendix 1: Interactive map comments

ID	Suggestion	Comment	Location
1	Vehicle speeds	vehicles travelling to fast	North Woolwich Road
2	Vehicle speeds	Single lane traffic all along N. Woolwich Rd would help reduce speeds on joining at the acute turn from the tidal basin and approaching the new pedestrian crossing where cars speed to get into single lane. Implement proposed speed warnings, please.	North Woolwich Road
3	Road layout	Remove double lanes as speeding traffic brakes hard and bunches at key points such as where there is parked vehicles and approaching the new pedestrian crossing.	North Woolwich Road
4	Other	There is a lack of parking. There is only one tiny area that accepts rdw parking permits, making it difficult for people in the local area to have visitors. Also there are no electric car charging points in the area.	North Woolwich Road
5	Pedestrian routes	Raised pavements on the north side of the road absolutely need to be remodelled, landscaped and lit properly as currently used as a hideout for drunken builders.	North Woolwich Road
6	Bus services	Bus arrival announcement boards at bus stops would be useful.	North Woolwich Road
7	Pedestrian crossing	More crossings along the length of North Woolwich Road and Silvertown Way.	North Woolwich Road
8	Footways	Cycle lanes should be removed from the middle of walkways, to give more safety and assurance to pedestrians. Cyclists often speed passed and some areas of the road are quite narrow.	Factory Road

9	Road layout	The road markings are very faded or non-existent, meaning that it's not always obvious which bits of the road are 2 lanes and which bits are 1 lane. This leads to some dangerous overtaking. Single lane would be better. Too much speeding also.	Silvertown Way
10	Cycle routes	Dock Road is a busy cycle route with no cycling provision. Shared with HGVs, with parked cars and poor quality surface requiring swerving around potholes. Proper cycling infrastructure here please.	Dock Road
11	Cycle routes	Cycle lanes inexplicably stop. Provide continuous, high quality, segregated, Dutch-style cycle lanes to make cycling safer and more convenient.	Silvertown Way
12	Traffic signals	Barrier Point entrance has traffic lights, while Royal Wharf entrance doesn't despite the latter being much busier. Make Barrier Point entrance a simple T-junction, and Royal Wharf entrance a full signalised junction.	North Woolwich Road
13	Footways	Provide footway on south west of Connaught Bridge to pedestrian area below to allow a full walking/jogging circuit of the dock without crossing roads.	Connaught Bridge
14	Cycle routes	Consider diverting cyclists along the water front of the docks to avoid the road or offer an alternative route, currently the cobbles make it dangerous to cycle round	Hanover Avenue
15	Road layout	A large number of vehicles travelling up the slip road from tidal basin road carry out dangerous u-turns once they get onto North Woolwich Road. Many collisions have occurred. Hard segregation of lanes to prevent this would be appreciated.	Silvertown Way
16	Road layout	Westbound traffic on N. Woolwich Road has to wait to turn into Britannia Gate, Causing other drivers to have to swerve around. If lanes are to be narrowed could a right turn only lane be provided here?	Silvertown Way

17	Vehicle volumes	Antisocial private hire vehicle drivers often block both lanes of both NB & SB traffic at airport roundabout as they jostle to get to the airport, this blocks the road entirely for all other traffic. Make airport access only from Southbound left lane.	Connaught Bridge
18	Traffic signals	Traffic coming from Hallsville Road onto Silvertown Way consistently and dangerously runs through the red traffic light. Please add Red Light Enforcement Camera.	Silvertown Way
19	Traffic signals	Traffic coming from George street onto Silvertown Way consistently and dangerously runs through the red traffic light, consider enforcing with red light camera please.	Silvertown Way
20	Footways	Footway along north side is elevated, and is a haven for drugs and antisocial behaviour and covered in litter. It is unwelcoming and dangerous. Cut back trees and hedges to prevent congregation, and loitering, and resurface path.	North Woolwich Road
21	Anti-social behaviour	A huge amount of dust and debris is thrown into the air by poorly covered aggregate trucks emerging from Knights Road. Large bricks and boulders fall from the lorries onto the footpath. Enforce and if necessary ban these dangerous lorries.	Knights Road
22	Cycle crossing	Dangerous blind corner for cyclists coming down from Lower Lea Crossing onto Dock Road. Junction always covered in loose material causing dual hazard for cyclists.	Lower Lea Crossing
23	Air quality	This whole exercise/proposal seems pointless if the Gazely multi storey warehouse proposal is approved, it will add 36,000 extra vehicles onto this stretch of road a month! (1,200 per day) Air quality, HGVs Vs Cyclists, Noise?	West Silvertown
24	Air quality	London Mayor and Newham council have committed to Air Quality plans but applications currently under review are contradictory to these objectives. e.g. Lorry Park, Construction Recycling Bradfield Road and Airport expansion.	Thames Road

25	Anti-social behaviour	The area around Pontoon Dock DLR is still very unsafe at night and not well lit. Tradesmen from neighbouring building sites use the area as a urinal, leave alcohol bottles and rubbish lying around from 330pm every day as they commute home.	Pontoon Dock DLR
26	DLR stations	Need to add escalators ASAP to DLR's. There are 6 new residential developments currently being built and not sufficient access to these stations. This will mean c 50,000 residents in next 4 years and not enough public transport access.	West Silvertown DLR
27	Pedestrian routes	Main route between Pontoon Dock DLR and Royal Wharf is not optimal - the crossing appears in the wrong place, making pedestrians detour to reach their destination. As a result, many 'cut the corner' which is dangerous.	North Woolwich Road
28	Traffic calming	Traffic driving along North Woolwich road is way too fast. This include HGV's. Reducing to 2 lanes and traffic calming is an imperative.	North Woolwich Road
29	Other	There seems to be 2 bus stops on either side of new Oasis Academy on the same side of the road. One will suffice.	North Woolwich Road
30	Air quality	While the regeneration of the Royal Docks Corridor is great, it will have little impact if the planned triple-story logistics/lorry facility is built next to West Silvertown DLR. This will generate many more HGV and LGV movements every day.	West Silvertown DLR
31	Air quality	Given the changing use of the Royal Docks, (more residential/small businesses), pedestrian safety is a priority, as is the 'greening up' of the sidewalks/central islands. However any improvements will be nullified if the proposed lorry park goes ahead!	Royal Wharf Walk
32	Pedestrian crossing	Zebra crossing across Barrier Point road and removal of barriers to make route from Pontoon Dock station into Royal Wharf more pleasant.	Pontoon Dock DLR

33	Road layout	By having temporary lights on North Woolwich road you have created a rat run through Mill Road - added to the fact that Newham have sold business parking permits to the residents of Royal Wharf that has created lack of parking in area	Mill Road
34	Vehicle volumes	I would not like the three storey building built as this will increase number of lorries on roads leading to worsening of air quality. This will also affect traffic movement on to north woolwich road and make access difficult for residents	Southey Mews
35	Vehicle speeds	There are many signs warning drivers of speed cameras. Yet there are no speed cameras. Additionally, there aren't any signs informing drivers of the speed limit for the non-existent cameras to enforce.	North Woolwich Road
36	Street cleansing	This road is always filthy due to the construction vehicles which traverse it, typically at excessive speeds.	North Woolwich Road
37	Road layout	The road is of an ambiguous and inappropriate width, alternating between being wide enough for 1 or 2 vehicles in each direction and this, combined with the straightness, leads to people driving at excessive speeds for a 30mph limit.	North Woolwich Road
38	Public art	A statue to the sugar girls/female workers should be erected on the sugar mile / north woolwich road. 20th C female factory workers should be honoured just like male dockers statue near Excel. Relatable, relevant art connecting past with present	North Woolwich Road
39	Street cleansing	Knights Road is unsafe, unhealthy and unpleasant. Covered in dust, dirt and aggregates. No parking enforcement. Puddles, mud, flooding make it dangerous to walk down. Commercial vehicles unable to access businesses. Newham Council need to finally act.	Knights Road
40	Air quality	The root cause of a lot of traffic, dust, dangerous driving and pollution are caused by local businesses such as Recycled Material Supplies Ltd and RMS CONCRETE are creating most of heavy vehicles traffic daily! Must move!	Knights Road

41	Air quality	It seems an oxymoron to invest all this money in better air, build Thameside West, Lyle Park West and make this area into a nice residential community and then slap Amazon's or other Gazeley G-Park in the middle of those developments. WHAT ON EARTH???	Tate and Lyle
42	Local businesses / retail	What would be nice instead of this horrendous lorry / distribution park idea, is to create a new community leisure centre that models the Olympic swimming pool which is where many residents drive to as there are no local facilities/amenities.	Tate and Lyle
43	Road layout	Can't see the point in spending money unnecessarily. Reducing lanes etc will only add to a road that is already congested leading up to City Airport. It is becoming more frequent that it takes me 20 minutes to get from Silvertown Way to Connaught Bridg	Silvertown Way
44	Traffic calming	Improvement or better signage to the resident road that leads to Barrier Point Road , i have seen cars accidentally come off the main road (many times with drivers on their phones) and then race back despite green signalling for pedestrians.	North Woolwich Road
45	Other	Would like to see road narrowed with wider areas for footways etc. Would be nice to make area for market to rival some of the bigger markets in central london as there is plenty of wasted space next to the road which is hard landscaped and no use	North Woolwich Road
46	Road layout	The parking space created Just by the exit of the car park of waterside park development, it is obtrusive, and with Coaches allow to park in there is very difficult and dangerous to leave the development to join the main road, they are blocking the view	Pontoon Dock DLR
47	Lighting	Poor street lighting from Silvertown DLR all the way along to Connaught Bridge and Thames Road	West Silvertown DLR

48	Vehicle speeds	Why waste public money on a new road layout, re-install the traffic cameras that were dismantled several years ago. Narrowing roads will be only add to traffic problems, as there are too many left and right turns, it will become more dangerous.	North Woolwich Road
49	Road layout	Why reduce the road space? There is a lack of suitable parking in a highly residential area, especially for RDW. So why make parking spaces available? It would be cheaper than messing around with reducing lanes and less disruptive to locals, etc!!!	North Woolwich Road
50	Other	Lack of parking space is a huge problem at the top end and round Connaught Bridge. Mostly taken up by taxis because of City Airport. Get LCY to make spaces available to them at LCY releasing what little parking spaces there are for locals.	North Woolwich Road
51	Road layout	Narrowing the roads will add to the bottleneck around City Airport. Even at 5.30am there is a problem getting across the North Woolwich and Connaught Bridge roundabouts as vehicles are trying to enter LCY. In fact NW roundabout is too narrow	North Woolwich Road
52	Trees and planting	Green, green, green! What a fantastic opportunity we have to make Newham (most polluted and unhappy borough in LDN), a green and pleasant area. Green spaces make us psychologically happier. Trees process the airport pollution and improve health of locals	Pontoon Dock DLR
53	Street cleansing	Knights Road is disgusting. HGV travel up and down (even though it's one way traffic) spilling their goods on the street and not cleaning. Its is MUCH worse when raining -I've to wear wheelies to even cross the road. The grime on the roads means over 1"	Knights Road
54	Air quality	The wind picks up all the dust and sand of construction sites from RMS and blows along the Royal Docks. A majority of these items land in apartments of residents and in the park!	Bradley Road

55	Traffic calming	The road is so dangerous.I'd like to the lanes reduced to two in total (one east and one west bound) and space given to Cyclists and pathways. It is not suitable cyclists and walkers sharing the same space. Each should have their own. Also trees!	North Woolwich Road
56	Lighting	The current LED lighting is not effective in lighting up the area. It is so dark and really scary to walk at night. Given then cars and HGV are also speeding up and down the road.	North Woolwich Road
57	Public spaces	Can we think of a way to merge the new roads in with the new buildings and apartments along the road to they look inviting and natural together. It currently looks like the are two separate entireties and never mean to be part of the same.	North Woolwich Road
58	Other	Add new drainage - water is gathering up in this area due to the slope of the hill and when it is raining - this pathway is not useable as the passing cars slash the who area.	Silvertown Way
59	Trees and planting	Trees and planting all along the road would be great to 1) further protect and create some space between the road and pathway 2) trees to help with the huge pollution 3) make the area look inviting rather than an industrial estate.	North Woolwich Road
60	Public spaces	This road is currently very unwelcoming to pedestrians, cyclists and non-car users. The traffic is too quick, and there aren't enough pedestrian crossings. Having wider pavements and traffic calming measures would make the area much more welcoming.	Silvertown Way
61	Public spaces	This area despite is size is not used apart from teens / gangs around the benches drinking alcohol and looking intimidating. This area is also known for residents dumping their unwanted furniture, toys, etc near the trash bin. Please can you transform?	North Woolwich Road

62	Benches and seating	Benches are unpleasant to look and sit on and not used by residents only groups of people drinking and looking intimidating. Can we make this whole area more pleasant please? Playground or something that encourages residents to use??	North Woolwich Road
63	Traffic calming	The road is a racetrack especially at night. Cars drive at incredible speed and it is so dangerous. Also, the road and footpaths are always dirty from all the lorry traffic. I can't imagine what it will be like if the lorry parking facility goes ahead.	Royal Crest Avenue
64	N/A	Trees absorb carbon but not so much PM or NOx which are main pollutants. Green moss benches would help better https://www.wired.co.uk/article/citytree-air-pollution-uk-piccadilly	Bradley Road
65	Pedestrian crossing	It is extremely unsafe to cross / walk around the roundabout. There are no pedestrian crossings and vehicles travel at high speeds. It is a huge challenge crossing with kids / prams. Please add safer options for pedestrian crossings around the roundabout.	Connaught Bridge
66	Street cleansing	Knights Road is unsafe and a serious incident is imminent. Road and walkway is covered in aggregate and mud making the surface extremely slippery. No parking enforcement at all so cars park illegally without consequences. Newham Council need to act now.	Knights Road
67	Pedestrian routes	The pavements on Knights Road, between Tate & Lyle factory and the London quadrant land, are in very bad condition. A thick layer of mud and sludge is present, which is very slippery and at risk of causing a serious injury.	Knights Road
68	Footways	On my way from the station to work (Tate&Lyle), the footway is always full of water and mud after rain (which happens quite often). This makes people avoid walk this way and used instead of the road which is quite dangerous, especially after the sunset	Knights Road

69	Pedestrian routes	No clean footways on Knights Road for people to walk from North Woolwich Road to Tate & Lyle Sugars Plaistow Wharf site.	Knights Road
70	Other	Huge pot holes on Knights road. Also mud on road and pavements caused by local businesses.	Knights Road
71	Footways	Unaccessible due to mud, debris from aggregate companies. Area never cleaned - dangerous to walk along footpath.	Knights Road
72	Footways	Please can we have this footpath cleaned down on a regular bases due to the surface being covered in either water puddles due to blocked drains, mud/dust debris, and other anti social behavioral items gas canisters, broken parts on the path, poor lighting	Knights Road
73	Street cleansing	Area needs ot be cleaned more frequently, drains need unblocking -this are is unsafe for predestrians. There is evidence of a fatal colision in this area in the past of a T&L employee who on a bycicle and fell under a lorry.	Knights Road
74	Street cleansing	Both the road and footpath are always caked with mud & debris from the HGV traffic. Overhanging trees need pruning and large puddle forms on footpath that requires pedestrians to walk onto hazardous roadway	Knights Road
75	Pedestrian routes	State of the pavement on Knights road, thick mus, very slippery, poor lighting illegally parked cars, yellow lines either non existent or covered by build up of mud	Knights Road
76	Footways	The path between the Station and Tate&Lyle is plenty of water and mud after rain (which happens quite often). So instead walk on the footway, people walk on the road which is quite dangerous, especially after the sunset.	Knights Road
77	Footways	Footpath always caked in mud and debris from heavy vehicles washing down along road way, blocked drains causing even more issues along the footpath - health and safety issues for pedestrians & cyclists, already had a fatality in the area.	Knights Road

QUALITY

It is the policy of Project Centre to supply Services that meet or exceed our clients' expectations of Quality and Service. To this end, the Company's Quality Management System (QMS) has been structured to encompass all aspects of the Company's activities including such areas as Sales, Design and Client Service.

By adopting our QMS on all aspects of the Company, Project Centre aims to achieve the following objectives:

- Ensure a clear understanding of customer requirements;
- Ensure projects are completed to programme and within budget;
- Improve productivity by having consistent procedures;
- Increase flexibility of staff and systems through the adoption of a common approach to staff appraisal and training;
- Continually improve the standard of service we provide internally and externally;
- Achieve continuous and appropriate improvement in all aspects of the company;

Our Quality Management Manual is supported by detailed operational documentation. These relate to codes of practice, technical specifications, work instructions, Key Performance Indicators, and other relevant documentation to form a working set of documents governing the required work practices throughout the Company.

All employees are trained to understand and discharge their individual responsibilities to ensure the effective operation of the Quality Management System.



Award Winning



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