

**Royal  
Docks**

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Community  
Engagement Toolkit

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# Contents

<b>1. Introduction</b>	2
<b>2. Community Landscape</b>	4
5 Which places make up the Royal Docks?	
6 Who lives in the Royal Docks area?	
8 Which community organisations are in the area?	
15 What Voluntary and Community Sector (VCS) forums and networks are there?	
16 What other communities and organisations are there?	
<b>3. The Royal Docks Team</b>	18
18 What is the role of the Royal Docks Team?	
19 How have communities benefitted from the regeneration programme so far?	
21 How do I engage with the Royal Docks Team?	
<b>4. How to Engage</b>	22
22 How should I engage with local communities?	
25 What practical resources are available to support my engagement activity?	
<b>5. Local Evidence &amp; Priorities</b>	28
28 What data is available to better understand local community priorities?	
24 What are the key political priorities?	
<b>6. Case Studies</b>	35
35 Silvertown Hybrid Masterplan Consultation - The Silvertown Partnership	
36 International Robotics Conference Schools engagement – ExCeL London	
36 Nature’s Design: community-led public art in Royal Albert Wharf	
37 Kamal Chunchie Way - Winner of Transform Gold Award 2023 for place naming	
38 Co-designing the Royal Docks Public Realm Design Guides	
<b>7. Bibliography</b>	39
<b>8. Appendices</b>	41
41 Appendix 1: Royal Docks Neighbourhoods	
42-44 Appendix 2: Additional Demographics – Country of Birth, Religion & Economic Activity	
45-46 Appendix 3: Royal Docks Participation Review – Key Recommendations	
<b>9. Credits</b>	47

# Introduction



The Royal Docks is undergoing a huge transformation, drawing on its industrious past to become a unique waterside destination for enterprise and culture, alongside vibrant neighbourhoods in which to live, work and play. With over 175 hectares of historic docklands in public sector ownership and major progress on seven key development sites, it is London's largest land-led regeneration project.

The diverse communities of the Royal Docks are its key asset, and they are critical to the process of change. The Royal Docks Team has designed the Community Engagement Toolkit to support all partners working in the Royal Docks – big and small, community organisation, developer or business – to enable communities to meaningfully participate in the area's regeneration.

# The Royal Docks Team and Context

The Royal Docks Team is a multi-disciplinary team and joint initiative from the Mayor of London and the Mayor of Newham. Established in 2017, the team is stewarding the transformation of the area through an ambitious development and delivery programme. We plan to invest £64 million during 2024-2029, via the Royal Docks Enterprise Zone 1- bringing the total value of public and private investment into the area to more than £2 billion. The programme includes a mix of residential and commercial development sites and a focus on establishing a home for enterprise, creativity and culture. To find out more about the development sites visit the [Royal Docks website](#).

The Toolkit will support the delivery of the [Royal Docks Delivery Plan](#) (2024-2029) which is underpinned by policies at both local and regional level.

To learn more about the key political priorities and strategies see page 34 or visit [www.royaldocks.london/EngagementToolkit](http://www.royaldocks.london/EngagementToolkit).

## Place Stewardship

Our definition of 'Place Stewardship' is an approach to delivering and managing places that enable people and the environment to flourish for the long-term. We believe this is a collaborative process. The Royal Docks is home to a vast array of organisations including anchor institutions, businesses, community organisations, the Greater London Authority (GLA), and Newham Council's (LBN) central offices. Place Stewardship is a collective commitment amongst all these partners to care for and invest in the prosperity and sustainability of the Royal Docks.

It also means making sure people are empowered to have a say on how their neighbourhoods are developed and managed, with opportunities for active participation throughout and beyond the regeneration journey. This toolkit aims to support Place Stewardship by providing information about who and what is already here, and how to work collaboratively with local people and existing neighbourhoods. It recognises local communities' knowledge and experience and the importance of co-designing their involvement in plans for developing, and then managing, spaces and places.

## Using this Toolkit

This Toolkit is designed as a summary resource of the key topics relevant to working with communities in the Royal Docks. To keep it manageable, each section contains links to additional information and resources which may provide more detailed guidance and background.

## Community Landscape



The scale of the area and geographic spread of communities around the water can make it challenging to define distinct neighbourhoods and to draw boundaries around which of those are in the 'Royal Docks' or not.

The work of the Royal Docks Team is led by the [Royal Docks and Beckton Riverside OAPF](#) as designated in the [London Plan](#). This provides the planning framework to guide emerging and ongoing development in the area. Guided by local community insights and intelligence, it identifies distinct six waterside neighbourhoods and communities:

- ▣ Canning Town Custom House
- ▣ Royal Victoria & West Silvertown
- ▣ Silvertown
- ▣ Royal Albert Dock & Albert Island
- ▣ North Woolwich
- ▣ Beckton Riverside

These place boundaries do not fully align with Newham's established ward boundaries but do consider them. Learn more about these six neighbourhoods in Appendix 1.

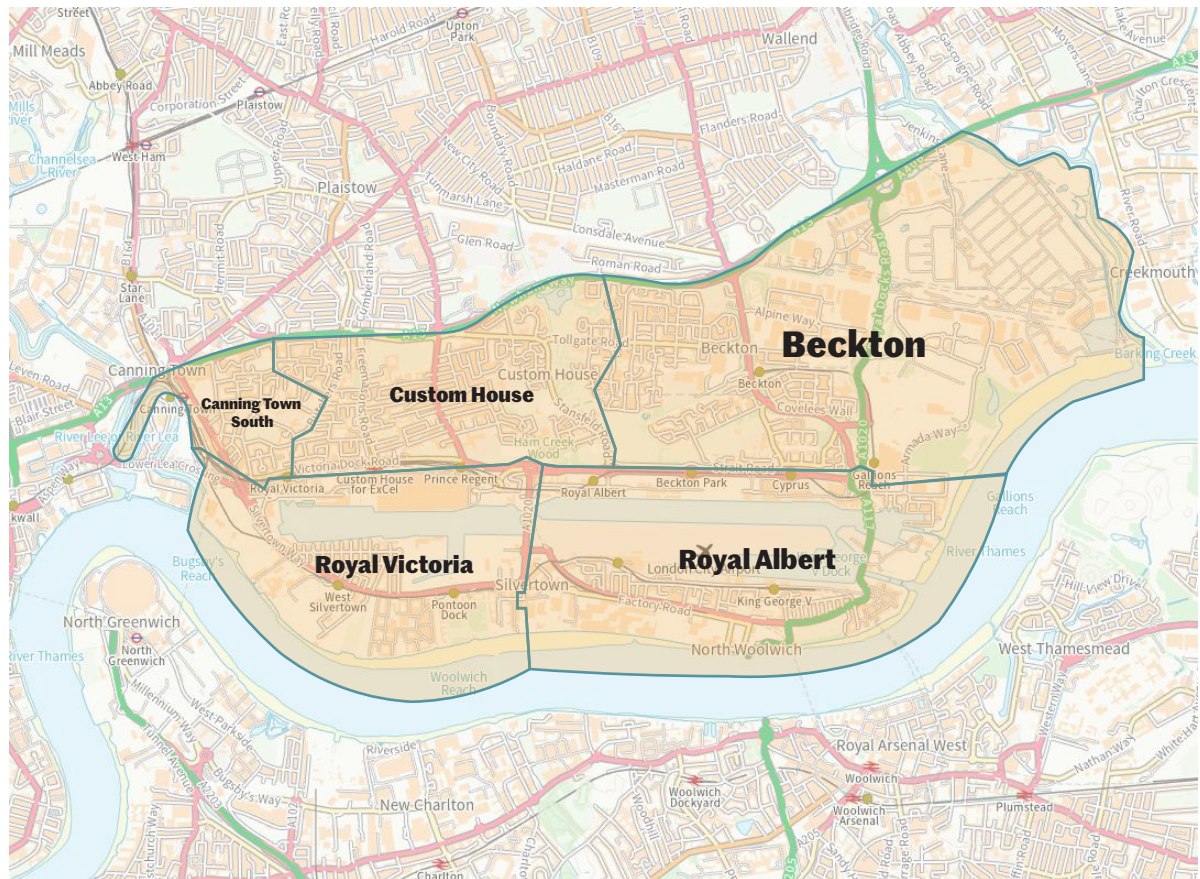
The London Borough of Newham defines the Royal Docks and surrounding areas with five distinct wards: Canning Town South, Custom House, Royal Albert, Beckton, and Royal Victoria. See map below. The demographic information (drawn from 2021 Census data) in the next section is presented using these ward boundaries.

Historically, communities do not typically mix and use amenities in other neighbourhoods due to the size of the area and the physical and social barriers that exist.

Notably, many neighbourhoods have experienced economic decline in line with many post-industrial locations. The communities of North Woolwich, Beckton, Custom House, and Canning Town, that emerged to feed the vibrant docks of the early 20th century, are highly ranked by many measures of deprivation.

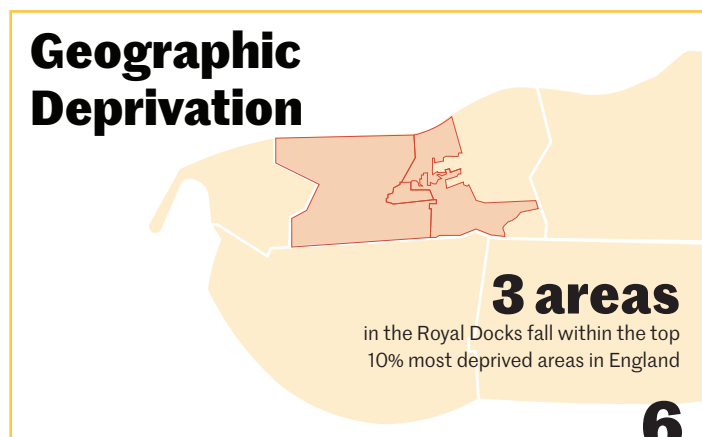
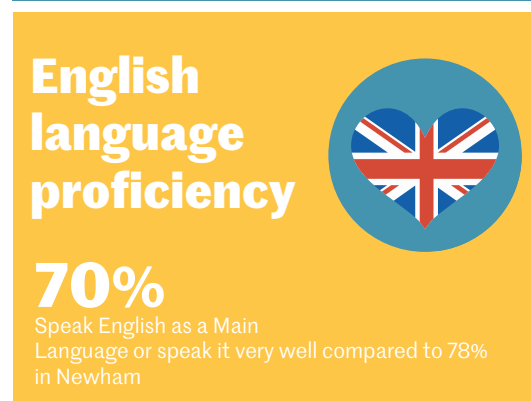
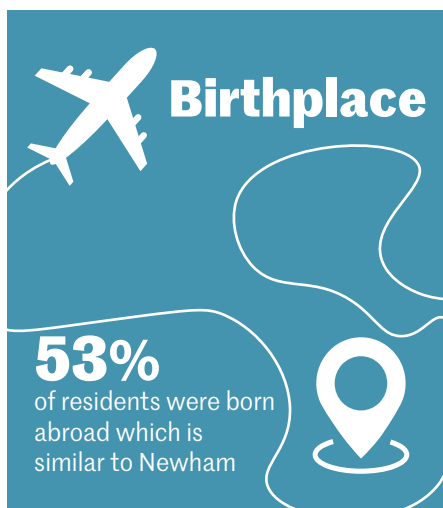
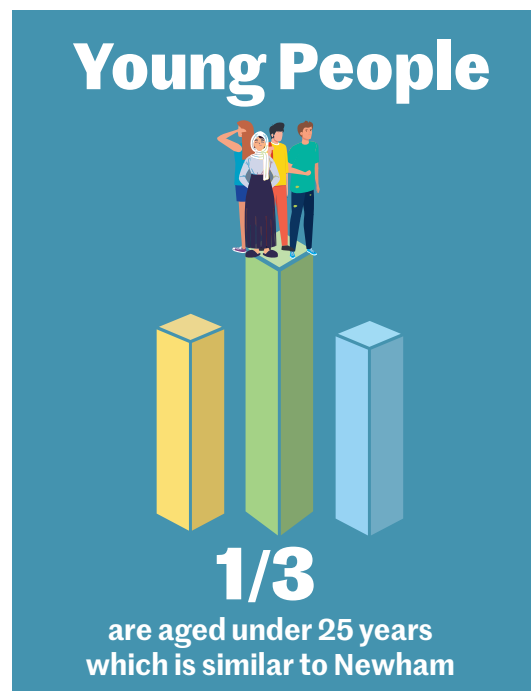
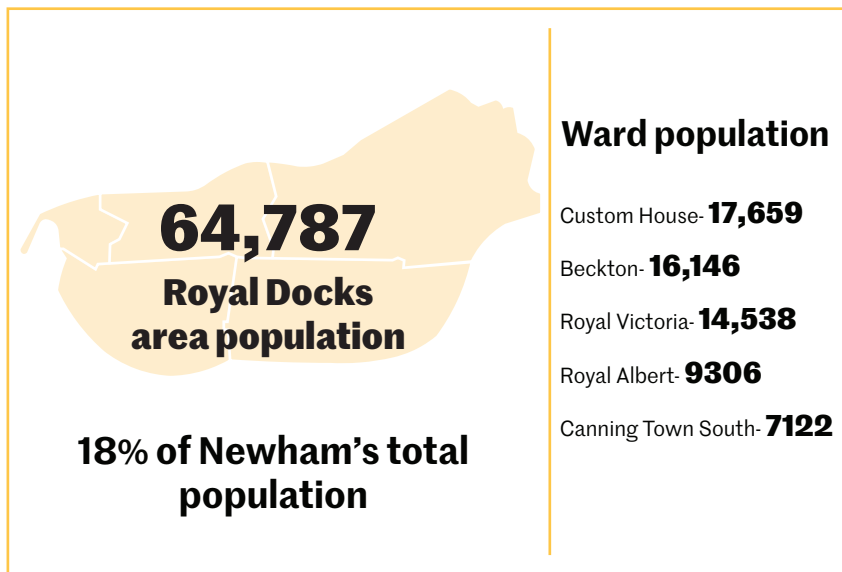
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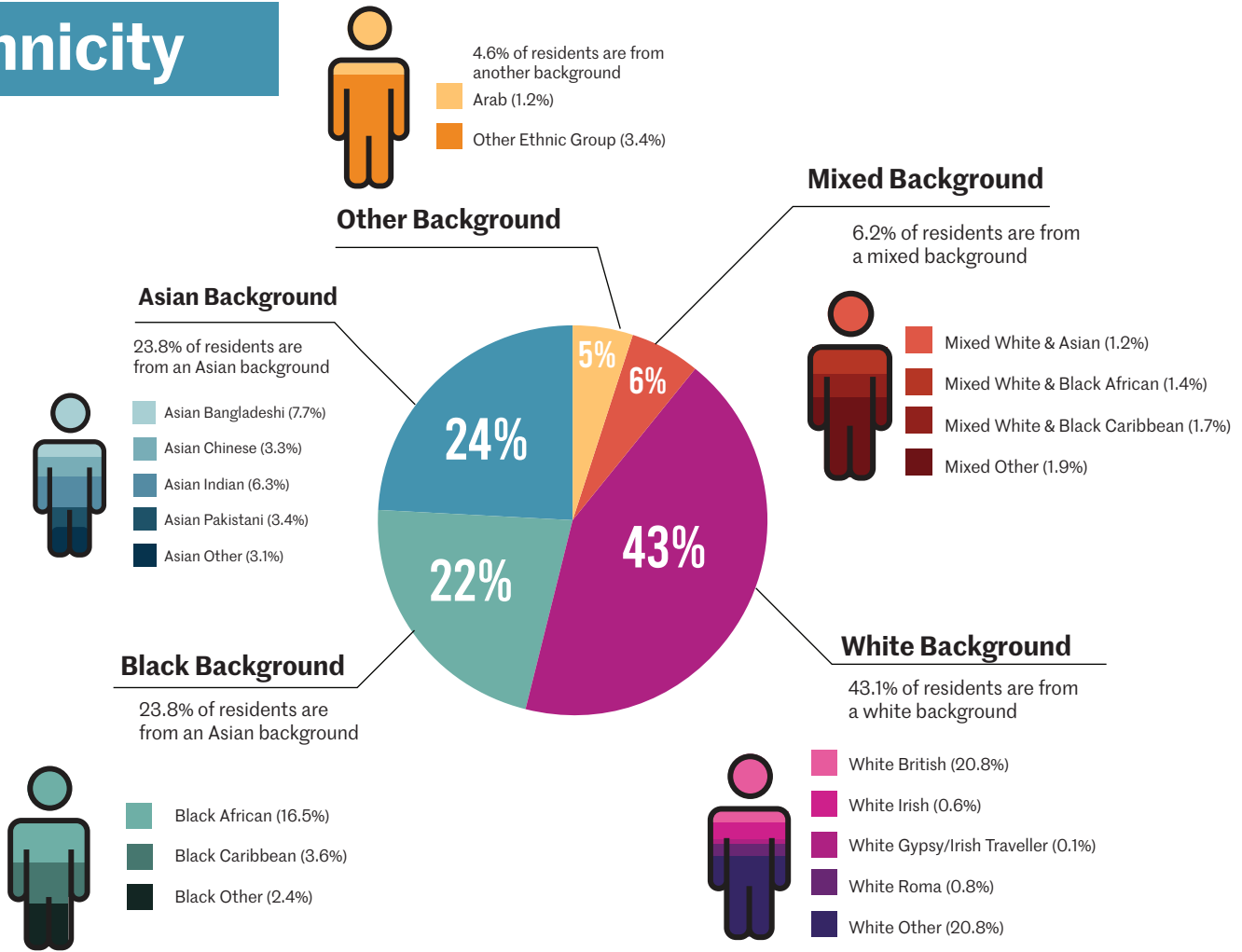


# Who lives in the Royal Docks and surrounding areas?

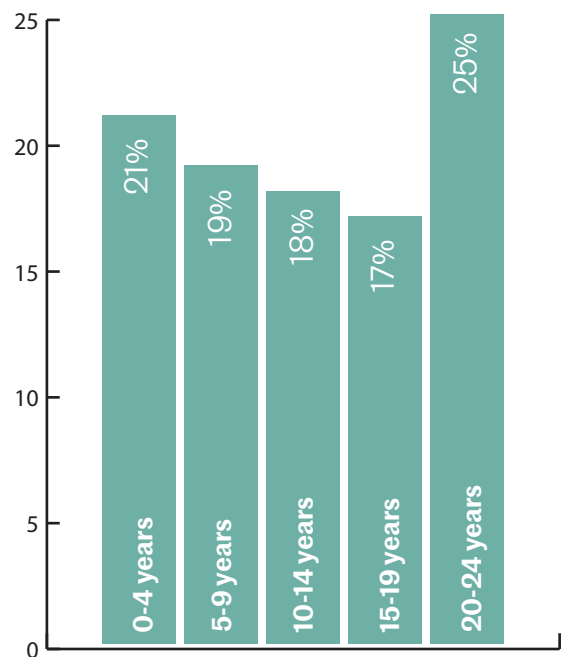
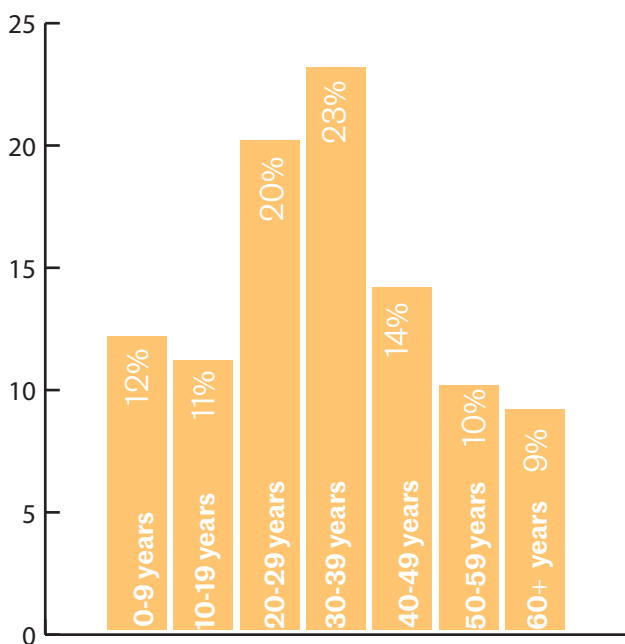
All data in this section is from the ONS, Census 2021 and includes Royal Albert, Royal Victoria, Beckton, Canning Town South, and Custom House wards, unless otherwise stated.



# Ethnicity



# Age



# Which community organisations are in the area?

## A brief history and context

The Royal Docks has been home to many revolutionary groups and movements, from the Suffragettes in East London in 1914 to the Coloured Men's Institute founded by Race Relations Activist, Kamal Chunchie in 19265.

Since the closure of the docks in the 1980s, different political administrations have put forward various plans for the area, many of which never materialised, and the ones that were proposed did little to uplift the local community. Meanwhile, social issues, such as unemployment and social isolation, were exacerbated as communities were left behind.

In 1984, local communities put forward a 'People's Plan' to make an alternative proposal for community-led development. Although this Plan was not implemented, it demonstrates the leading role local communities have played in enacting positive place-change in challenging environments.

Many years of unfulfilled promises led to a loss of trust in public and private sector organisations and investors. With a new era of more inclusive regeneration, it is vital to work with existing community organisations to develop trusting relationships, engage meaningfully, and support communities to lead the way in creating better outcomes for local people and places, as they have always done.



# Key community organisations

## **Royal Docks Learning and Activity Centre**

**(North Woolwich):** a well-established organisation in North Woolwich, which has been firmly rooted in the local community for the past 50 years. They provide a wide range of support services including a food bank and social activities for all sectors of the community.

## **West Silvertown Foundation (Britannia Village and Royal Wharf)**

Established in 1997, originally in Britannia Village and now also serving the Royal Wharf community. Activities include youth projects, summer schemes, after school clubs, children & family services, support for SEND families, community events, social groups, and adult learning programmes including English language classes for asylum seekers housed in hotels in the Royal Docks. In 2023, 1830 local residents took part in activities hosted by WSF at Britannia Village Hall and Royal Wharf Community Dock, with thousands more joining in with activities hosted there.

**Fight for Peace (North Woolwich):** Born in the favelas of Rio de Janeiro over 20 years ago, Fight for Peace has been supporting young people in Newham from their academy in North Woolwich since 2007. The charity provides free combat sports and personal development services accessible to all young people aged 7-25. Programmes include boxing and martial arts, education, employability, youth leadership, and mentoring.

## **Ascension Community Trust (Custom**

**House):** supports the most vulnerable in the community, including families, the elderly and those with complex needs. Their four main strands of work include Children and families, poverty response and Ascension Seniors.

**PEACH (Custom House):** People's Empowerment Alliance for Custom House. Established in 2014 to address housing, health and employment inequalities for residents living in Custom House and working on the area's regeneration.

## **Community Links (Canning Town and Custom House)**

is a community hub that has been working on tackling health and social inequality in East London for 40 years. It delivers a variety of services across 5 programme areas including - health, advice and guidance, youth, community, and policy. It also has a food bank and befriending services, as well as a community centre in Custom House - Asta Community Hub.

## **St Mark's Community Centre (Beckton):**

a community centre situated on Tollgate Road, offering a wide range of services, events and activities that cater to the needs of our community. As a hub for various voluntary, private and public sector organisations, they strive to deliver essential services to the residents of Beckton and the surrounding area.



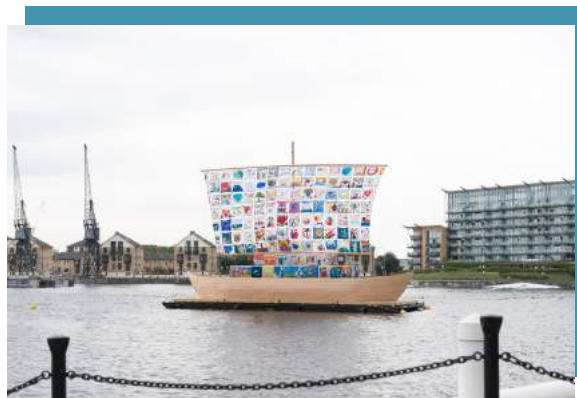
## Sector specific organisations

**Children, youth, sports & leisure:** [RDLAC](#), [West Silvertown Foundation](#) and [Fight for Peace](#) have been commissioned by the council to deliver the Royal Docks Youth Zone. The latest updates for all Youth Zones, including for Beckton and Shipman Youth (Custom House), can be found in the [Youth Empowerment Weekly Programme](#). [Newham All Star Sports Academy \(NASSA\)](#) supports young people to thrive using the power of basketball and [West Ham United Foundation](#) uses the power of football to maximise life chances. [Diesel Gym](#) is a CIC and Mixed Martial Arts Centre running community programmes and catering for 6-year-olds to professional athletes that compete across the globe.



**Faith groups & spaces:** There are over 15 churches and church groups in and around the Royal Docks. There is one small mosque in Royal Victoria Dock, Musidal Islamic Association Masjid, and 3 Friday Muslim prayer groups meeting at Beckton Globe, RDLAC and Britannia Village Hall. Faith spaces are mapped on the [Community, Places & Spaces Google Map](#) (visit [www.royaldocks.london/EngagementToolkit](http://www.royaldocks.london/EngagementToolkit)).

**Culture, arts & media:** There are many creative and community organisations including [Caramel Rock](#), [You Press](#), and [Certain Blacks](#), all of which focus on developing local creative and art skills. [Art in the Docks](#) is an arts collective and community hub focusing on engaging with local communities. [Custom House Bookshop](#) is a small, community run bookshop running inclusive activities for the local community. [Culture within Newham](#) is a cultural and creative activity programme funded by Arts Council England's Creative People and Places project, serving Newham.



**Food poverty:** As well as the food initiatives delivered by various community centres in the area, [Community Food Enterprise](#) is a social enterprise, based in North Woolwich, which works to alleviate food poverty across East London and provide local capacity building and employment opportunities.

**Water:** In Royal Albert Dock there is [London Youth Rowing](#), the [Sea Cadets](#) and [Royal Docks Water Sports Centre](#). [Atlantic Pacific](#), a charity with a mission to reduce global drowning, has a local base to train local young people in lifesaving skills including boat handling, search and rescue, casualty care and psychological first aid.



# Reaching Diverse Communities & Supporting Inclusion

Ensuring diverse voices are meaningfully engaged and represented is fundamental to the success of the Royal Docks. Below we have listed key organisations and groups supporting different segments of the community in and around the Royal Docks who you might want to engage with.

It is important to tailor your engagement approach, so it is sensitive to the needs of the group. For example, you should simplify the language used and/or provide translated materials and take into account specific cultural needs. You might want to consider co-creating the session with somebody from the group to make the engagement activity more meaningful and effective. You should also be mindful that many of these groups are typically under-resourced, therefore you should consider what you can offer in exchange for their time and contribution. See section 3 for guidance on how to engage with communities.



**Language Shop** - an organisation based in Newham providing language services including interpreting, translation and British Sign Language interpretation.

**Right and Equalities in Newham** – Working to eliminate racial discrimination and promote equality of opportunity, justice and good relations between persons of different racial groups.

**Newham Youth Zones**- as well as offering standard youth zone provision, the Youth Zones offer additional support to young people with special educational needs aged 7-25, children in care and vulnerable groups. They also run a Newham LGBTQIA+ Youth Project.

**Ambition Aspire Achieve (AAA)** - focuses on and supports children and young people most in need, including those with disabilities or additional needs. They deliver a range of activities and have two hubs in Newham including one in Canning Town – Arc in the Park.

**5E's** – based in Custom House and Beckton, 5E's provides support for children, families, individuals, older and young people, especially for those with special needs and disabilities via community café meals, a food pantry, food club, wellness activities, employability, access to volunteering, and after school and holiday clubs amongst other things.

**KE Foundation** - Charity for deaf and hearing-impaired children with lots of fun deaf-aware projects, days out and activities for everyone.

**Powerhouse for women** – based in Canning Town, it supports women with learning disabilities build confidence, skills, peer support and self-advocacy which in turn improves health and emotional wellbeing; giving them access to mainstream services.

**Your Place** (formerly Caritas Anchor House) - tackling homelessness by providing hope, a home and individual support helping people to rebuild their lives.

**Dost** (Center for Refugees and Young Migrants) – aims to provide safe space to unaccompanied minors that have experienced many challenges and often arrive in the UK feeling alone, vulnerable, isolated and lost. Dost helps to equip them for their journey ahead.

**Royal Docks Learning & Activity Centre** - RDLAC's Older Peoples' Projects (North Woolwich) engages with over 100 members. Examples include Computer Classes, Tai Chi, Yoga, Chair Exercises, Short Mat Bowls, Bingo, Health & Wellbeing Workshops and information sharing.

**Actively Seeking CIC** – a creative arts organisation that aims to rebuild K.I.N.G (Knowledge, Identity, Nurturer, and Gifts) in young black men facing consistent challenges, fostering wellbeing and mental health.

**The Ascension Seniors**- first established in 1997 at Ascension Community Trust (Custom House). It is aimed at local people aged over 50 years. Through opportunities to socialise, eat healthy and exercise the club aims to empower and improve people's physical and mental health.

**Forever Young**- Social activities for 50+. Snooker, tea/coffee plus exercise and board games. Organised by Beckton Globe Library in Beckton Globe Youth Zone.

**Our Community Cares** - serves people of all faiths and cultures living in and around the Canning Town area. OCC provides counselling for vulnerable and isolated people experiencing hardship, loneliness and abuse, also they provide advice and community welfare programmes as well as activities to engage and uplift both the young and the old.

**Newham New Deal Partnership**- aims to be an agent of community cohesion and transformation through delivering volunteering and training opportunities, services to vulnerable and hard to reach groups, place making and arts projects, which inspire communities, enrich society and stimulate people to fulfil their potential.

**RDLAC Women's Wellbeing art group** – a wellbeing art group for women 18 and over, open to all women and encouraging attendance from Muslim women.

**The Deep Borough Network** is based in Newham and connects and empowers diverse communities, businesses, and individuals in East London and across the UK.

**Newham Chinese Association** - provides a range of services and activities to the Chinese community including an elderly luncheon club, interest classes, library service, community projects, and festive celebrations.

**Newham Chinese School**- delivers Montessori Mandarin classes and learning activities for children as well as hosting other cultural activities and events.

**Healtogether CIC**- based in Custom House and Canning Town, Healtogether supports East London's BAME community specifically the Somali, Ethiopian and Eritrean communities with mental health conditions with a range of support services such as advice and information, befriending services and support group activities.





**Eastern European Photography Club** - a photography club open to all, serving as a platform for Eastern European migrants in Newham to tell their unique stories through the art of photography and a safe space to share ideas and experiences.

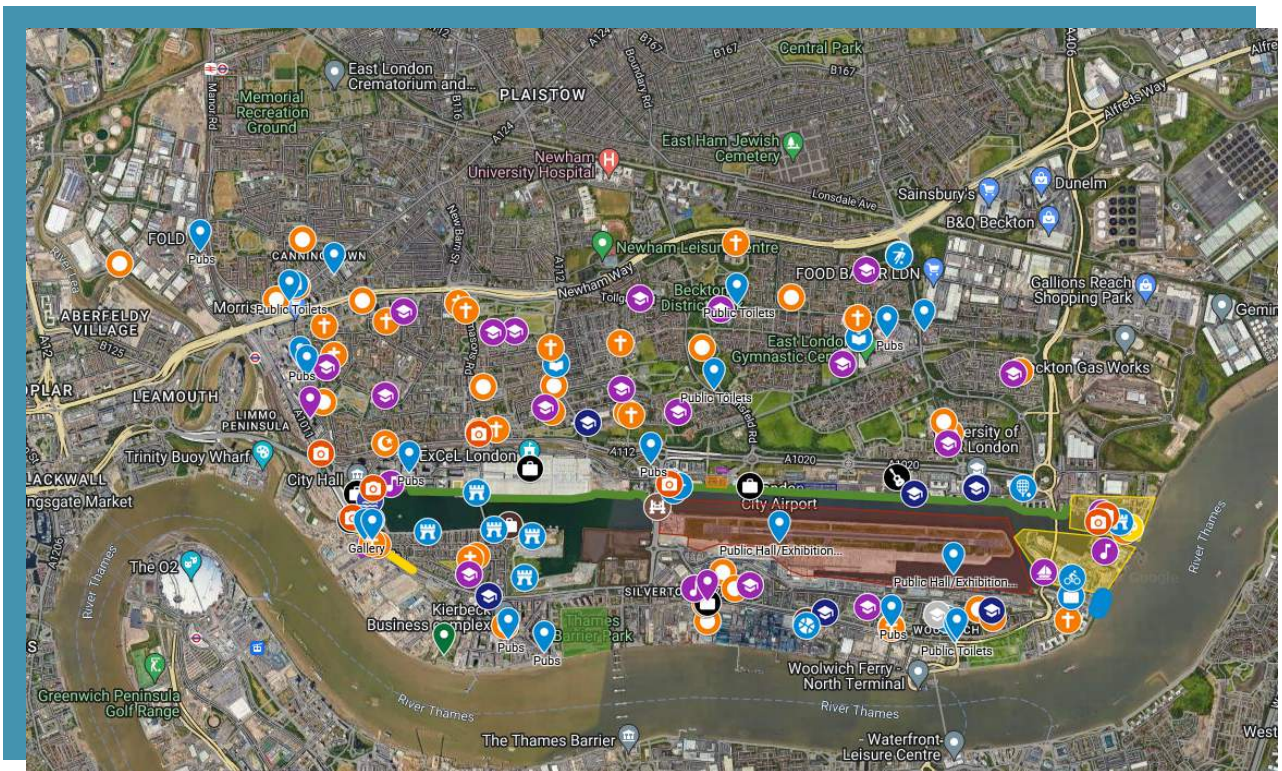
**Roma support group** - worked with the Roma community in Newham for over twenty years, and has been able to quickly mobilise trusted advocates and organise outreach activities in community languages aimed at hard to reach parts of the community.

**Kulan Somali Association** - advice & guidance for individuals and groups within the BAME communities including youth programmes, family support, women's programmes, and advice and advocacy.

**Ocean Somali Association** - provides support services for the Somali community in the East End of London to access opportunities, strengthen relationship with mainstream service providers, and to create social changes.

# Communities, Places and Spaces Map

Snapshot of interactive Communities, Places & Spaces Google map



We have created an interactive [Communities, Places & Spaces Google Map](#) which provides you with an overview of all voluntary and community sector organisations and facilities in the Royal Docks. Click on the organisation for further details and links to websites where available.

Scan QR code to open Map

# What Voluntary and Community Sector (VCS) forums and networks are there?

The best way to start connecting with VCS organisations is to attend existing forums and networks in the area and to reach out to organisations directly.

## Newham Council forums and resources

### **Royal Docks Community Forum** and **Beckton Community Forum:**

A space for residents and partner organisations to share information and collaborate.

To receive the latest updates contact [cn.becktonroyaldocks@newham.gov.uk](mailto:cn.becktonroyaldocks@newham.gov.uk)

### **Canning Town and Custom House:**

There are no forums at present.

To receive the latest updates contact [CN.CustomHouseCanningTown@newham.gov.uk](mailto:CN.CustomHouseCanningTown@newham.gov.uk)

## Other forums, directories and networks

**One Newham** is a network of voluntary, community and faith groups that are rooted in local communities and work to improve the lives of people in Newham. They have a Members Directory as well as listing Special Interest Groups and Newham statutory forums.

Visit <https://www.onenewham.org.uk/networks>

**Newham Youth Partnership** a collaboration between organisations working with children, young people and families in Newham. Partnership members include youth organisations and teams across the voluntary sector, public sector and health. For further information contact Rachel Henry, [rachel.henry@fightforpeace.net](mailto:rachel.henry@fightforpeace.net)

**Residents United Forum – disability forum** - a resident-led group that brings together representatives of different local community groups to ensure disabled residents, carers and their families voices are heard and their views actioned when developing local services.

Visit <https://e-voice.org.uk/ruf/>

**The Joy App** is a local social prescribing directory. There are a variety of community-led services serving specific sections of the community, such as for youth and children, migrants and refugees, ethnic minorities and women, as well as sports and leisure groups.

Visit <https://services.thejoyapp.com/>



# What other communities and organisations are there?

## Schools and educational institutions

### North of the Royal Docks

- ❖ University of East London's Docklands north campus- including Sports, Media and Journalism, Fashion, Architecture, Art and Creative Design courses and Royal Docks Centre for Sustainability  
15
- ❖ London Design and Engineering University Technical College (UTC) catering to 14-19 year olds
- ❖ Royal Docks Academy – secondary school
- ❖ John F Kennedy Special School (Beckton) – for secondary and post-16 learners
- ❖ London City Institute of Technology (City Island)

### South of the Royal Docks

- ❖ Britannia Village Primary school
- ❖ Royal Wharf Primary School
- ❖ Oasis Academy School – secondary school
- ❖ Drew Primary School
- ❖ New Direction PRU – an alternative vocational school
- ❖ John F Kennedy Special School (North Woolwich) – for primary age learners
- ❖ North Woolwich Learning Zone – adult education



# Businesses & Economy

The Royal Docks is home to a diverse mix of businesses and industries, as captured by the Royal Docks [Economic Portrait](#) and [Economic Purpose](#) which provides an overview of the local business landscape and economy.

Economically speaking, the Royal Docks today is dominated directly and indirectly by its city anchors - the ExCeL Centre (ExCeL), London City Airport (LCA), Tate & Lyle Sugars (TLS), the University of East London (UEL), the London Borough of Newham (LBN), and City Hall. It is also home to 11 major development sites in public ownership with the capacity for 36,000 new homes and 55,000 new jobs. At the heart of it all is the water of the docks itself, which remains the largest enclosed docks in Europe.

As outlined in the [Royal Docks Delivery Plan 2024-2029](#), the profile of change for the area for the next five years includes over £2bn of investment, the completion of over 100,000m<sup>2</sup> of new workspace, a pipeline of 3,500 new jobs (helped by 120 new businesses), and over 1 million visitors to cultural projects and events.

Currently, local businesses cover a broad range of sectors and are diverse in character and size. 82% operate in the service sector and 18% are industrial. The largest number of businesses fall under the 'other services category' (33%). This is a diverse category including IT and software development services, nursery school and various other types of services and consultancy. The local business landscape can be characterised by certain business clusters which fall under the following themes:

**Industrial businesses:** clustered in and around established industrial sites, including Strategic Industrial Land, and with direct connections to the North Woolwich Road in the south of the docks. Some industries continue to use the Thames for logistics. Tate & Lyle is one of the largest organisations and employers in the local area, supplying a quarter of the UK's sugar supply and manufacturing innovative products from sugar.

**Hospitality & Events:** ExCeL London and London City Airport are the focus of much activity in the hospitality and events sector, both attracting millions of visitors each year. Land uses and economic activity are dominated by their presence in the immediate area. On particular event days this can strongly dominate the local area including public transport connections. There are also many hotels and food and beverage businesses supporting this activity.

**Technology, media & innovation, finance & business services:** clustered in and around Expressway in the west and the University of East London in the north-east of the docks.

**Performing Arts & Creative Industries:** The creative ecosystem is growing rapidly, and there are many creative organisations, artists and freelancers working in the creative industries in the Royal Docks. The number of creative workspaces is also growing rapidly, for example the [Factory by Projekt](#), [Bow Arts Studios](#) at Royal Albert Wharf, [Brunel Street Works](#), [Caxton Works](#) and [Expressway](#). For more details about local workspace and business accommodation [visit our website](#) ([www.royaldocks.london](http://www.royaldocks.london)).

**Water-based sport and leisure:** a visible part of the life and character of the Royal Docks, though delivered by a relatively small number of businesses. These include Wake Up Docklands (wakeboarding and paddleboarding) and Love Open Water Swimming in Royal Victoria Dock and the Royal Docks Water Sports Centre in Royal Albert. For community and voluntary sector organisations delivering water related activities, see page xxx.



# The Royal Docks team



## What is the role of the Royal Docks Team?

The Royal Docks Team is responsible for coordinating the regeneration of the Royal Docks. It is made up of around 35 local government officers with expertise across:

- ❖ Development and Placemaking
- ❖ Culture, Arts and Activation
- ❖ Economic Development
- ❖ Marketing, Communications and Community Engagement

We work together with partners to develop and deliver a series of programmes to achieve three strategic outcomes as outlined in our 5-year [Royal Docks Delivery Plan](#) (2024-2029):

1. Prosperity, Growth and Investment
2. Sustainability and Wellbeing
3. Community and Culture

The various programmes and activity will enable investment in the area that will deliver long-term value, including accelerating the delivery of key development sites to unlock new affordable homes and workspaces, boosting the area's connectivity so that it can attract talent and investment, and equipping local people with the skills, employment and opportunities that will enrich their lives.

## Social Value

Social value is woven through the strategic outcomes in the Delivery Plan. Key themes include:

- ❖ Creating inclusive and accessible job and training opportunities for local people
- ❖ Establishing the Royal Docks as a London Living Wage Place
- ❖ Providing affordable workspace
- ❖ Building affordable homes
- ❖ Developing high quality public realm that everyone can enjoy
- ❖ Enabling social infrastructure that provides for new and existing communities and supports social integration
- ❖ Supporting active travel opportunities
- ❖ Facilitating cultural participation and pathways for locals into creative industries
- ❖ Enabling community-led projects and ensuring communities can participate in the process of change.

## How have communities benefitted from the regeneration programme so far?

- ❖ 120,000m2 of public realm improvements delivered
- ❖ 2620 jobs created in construction, 931 people provided skills and 16 internship opportunities funded
- ❖ 2306 housing units were completed and 1160 were in construction and there were 721 affordable housing starts
- ❖ 44,424m2 commercial floor space completed including office and retail space
- ❖ 270 RD cultural events delivered with approximately a quarter of a million visitors attending the events
- ❖ Establishing a new brand and identity for the Royal Docks
- ❖ More than doubling the number of visitors to our website  
Facilitating cultural participation and pathways for locals into creative industries
- ❖ Supporting over 200 community engagement events
- ❖ Becoming one of the first 'London Living Wage Places' with an award-winning Action Group made up of local stakeholders and 25 local employers accredited and paying a fair wage
- ❖ A Communities Strategy was co-developed with community groups and stakeholders to guide community benefit and participation in the Delivery Plan
- ❖ Three rounds of community funding were delivered enabling dozens of community-led projects to take place



# Community Spotlight



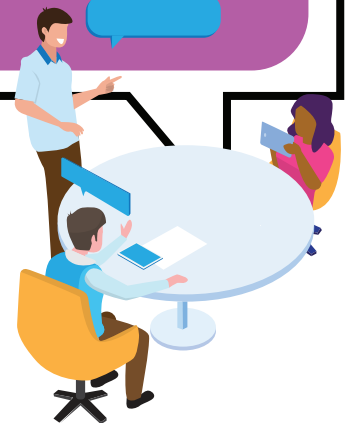
**Participation activities:** From 2018-2023, 11,500+ participants took part in the Royal Docks Team programme through over 200 different engagement activities.

A Royal Docks Community Partners WhatsApp group was set up to enable local community groups to share information more effectively.

7 community resident participation groups were established, each aiming to involve residents and communities in a more on-going way in the development and implementation of different thematic programmes. Some were active only for a certain time or for particular projects and some continue. For example, the Dock Local Panel and the Creative Connectors are groups made up of residents who are actively shaping and engaging in the Cultural programme throughout the year whilst developing their skills and knowledge.

**Community funding:** Create Your Docks was a community fund delivered over a two-year period (2021-2022) supporting 18 community-led projects, across a variety of themes. This fund has now been merged with Newham Council's participatory budgeting programme '[People Powered Places](#)' to increase its sustainability and reach. The Royal Docks Team collaborates with Newham Council on programme delivery, contributed an additional £80,000 for the Royal Docks & Beckton and Custom House & Canning Town, and supported an administrative officer for the 2023-2025 funding cycle.

**Measuring Community Prosperity:** The Royal Docks Team partners with UCL's Institute for Global Prosperity to measure the long-term impacts of regeneration on the Royal Docks community. The first wave of the ten-year (2021-2031) study was completed involving local residents who were trained and employed as Citizen Scientists. 865 households in Beckton, Custom House, North Woolwich, and Silvertown participated.



The findings highlight livelihood security as a key enabler of prosperity. The results also reveal hyperlocal differences between neighbourhoods and across the experiences of different groups depending on age, ethnicity and gender. A publicly available dashboard will enable anyone to access the results (see page xxx or visit [www.royaldocks.london/EngagementToolkit](http://www.royaldocks.london/EngagementToolkit)).

# How do I engage with the Royal Docks Team?

## Communities team

We are supporting the coordination of a shared Royal Docks Community Engagement Calendar. If you'd like to feature in the calendar or want to discuss all things community, get in touch with the Royal Docks Communities Team directly:

**Sarah Atkinson**, Community & Stakeholder Relations Manager – [sarah.atkinson@royaldocks.london](mailto:sarah.atkinson@royaldocks.london)

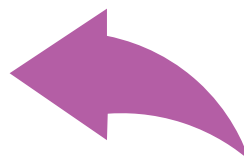
**Rawnak Jassm**, Community Engagement Officer – [rawnak.jassm@royaldocks.london](mailto:rawnak.jassm@royaldocks.london)

As partners in the regeneration programme, we often attend Newham Council's neighbourhood and voluntary sector forums. Coming along is a good way to connect with us in person (see page xxx).

We also host various forums throughout the year, bringing partners together from different sectors. Get in touch directly for more details.

Sign up to our Royal Docks Newsletter and communities mailing lists for all the latest updates – <https://mailchi.mp/royaldocks/ourcommunity>

Scan QR code for the sign-up link



Engage with us on our website ([Royaldocks.London](https://royaldocks.london)) and on social media (@YourRoyalDocks). You can find us on Instagram, Threads, X, Nextdoor and LinkedIn.

If you're engaging or working with local communities, use the hashtag #RoyalDocksCommunity and #YourRoyalDocks on social media.

We would love to amplify your events, stories and content on our channels. Contact **Sarah Henderson** to share your content - [sarah.henderson@royaldocks.london](mailto:sarah.henderson@royaldocks.london)

# How to Engage



## How should I engage with local communities?

We are inviting all partners to work with us to raise the standard for community engagement and participation, ensuring that all activity is meaningful and has a positive impact on local, diverse communities. Below is a summary of key steps and principles to think through when embarking on community engagement, whether big or small. You will also find guidance, tools and ideas to support you to develop your engagement activities whether they are surveys, traditional consultations or more creative methods.

To talk through your ideas or project and to learn about what support the team can offer, get in touch with the Royal Docks Communities Team. You are also encouraged to share your consultation findings with us so we can grow the pool of local intelligence for all partners. For our contact details see page xxx.

## Successful engagement

**Be clear about what success will look like.** The Royal Docks Team identified three key measures of successful participation following a review of its Community Participation, 2018-2023. See Appendix 3 to learn more.

**Influence** – How did the engagement influence the initiative? What changed or was agreed as a result?

**Representation** – How well did the demographics of participants reflect Royal Docks residents? Who was included?

**Perception** – To what extent did participants feel it was a valuable experience? What did participants gain from it?



## Key principles



- ❑ **Plan your engagement** effectively by setting clear objectives and outcomes, and by planning how the insights will be used. Identify what type of participation (consultation, co-production or a mix of both) is needed in relation to the timeline and the resources available and its appropriateness for the desired outcome. Creating a clear **evaluation framework** is a fundamental part of ensuring your engagement plan is successful and that success can be evidenced, and lessons learned.
- ❑ **Be transparent and honest** about what your activity or participation project will involve and how much influence communities will have over the outcome. Avoid over-promising.
- ❑ **Build on existing local evidence** about priorities from the variety of previous engagement exercises carried out in the Royal Docks. See Section 5 for examples ('Local Evidence & Priorities').
- ❑ **Communicate clearly** and create a feedback loop where participants are engaged before, during and after a project, including updates about how their input has been used at each stage. This is crucial for **building trust and maintaining relationships**, and particularly important in this area where communities have been long promised change that will benefit them.
- ❑ **Create an enjoyable experience and/or compensate** participants for their involvement. Consider financial compensation, skills, training and work experience opportunities, or perhaps you have expertise you can share that might benefit a local organisation or project.
- ❑ **Use inclusive and accessible engagement** methods and materials, ensuring all parts of the concerned community, including minoritised groups are encouraged and supported to get involved.
- ❑ Be aware of how unequal **power-dynamics** may limit people's participation. Acknowledge imbalances with groups and work to address issues e.g. equalising knowledge by providing information in a clear and timely fashion and ensuring adequate time and resources are set aside to support all involved to take part in the process.
- ❑ **Select the most appropriate engagement methods** to achieve the outcome in relation to available resources, feasibility and timelines. Different forms of engagement and participation might be appropriate at different times for different projects.



# Newham Participation Frameworks

Newham Council have developed a series of practical guides to support you. Please note that these guides were created for public sector officers but are largely applicable to all sectors. You can explore the guides by clicking the relevant links below:

**[Inclusivity](#)** – takes you through the key considerations for an inclusive process including equalities impact assessments, knowing your population of interest, considering the accessibility levels of different participation methods and suggestions for a clear communications approach.

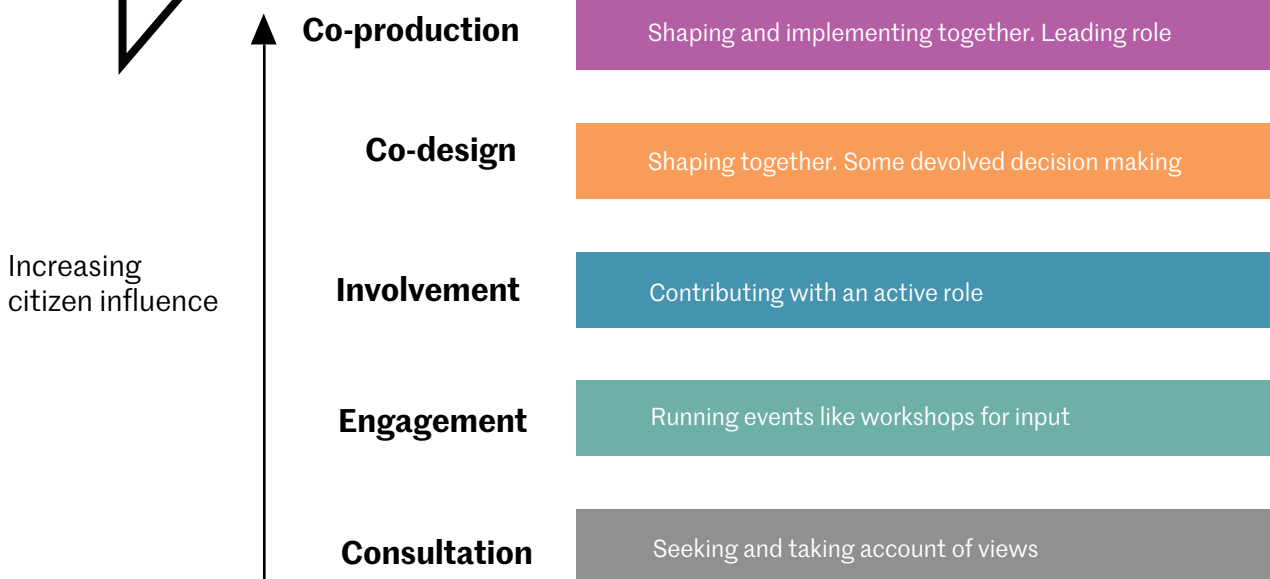
**[Consultation](#)** – outlines consultation principles, suggestions for different stages of your consultation and it includes a handy checklist.

**[Designing a questionnaire](#)** – covers strengths and limitations of questionnaires, designing your questionnaire, general principles and other considerations.

**[Evaluating your participation](#)** - supports you to plan your evaluation approach using prompt questions, data collection and guidance on measuring wellbeing.

## The Ladder of Participation

The “Ladder of Participation” diagram below shows the different levels of engagement you can use individually or together. There are increasing levels of participant power and control as you go up the ladder. Whilst at the top, Co-production isn’t always the most appropriate approach for participation, although if used correctly and in the right context it can create more effective and empowering solutions led by service users and residents. See the Co-production related frameworks in the next sections.



# What practical resources are available to support my engagement activity?

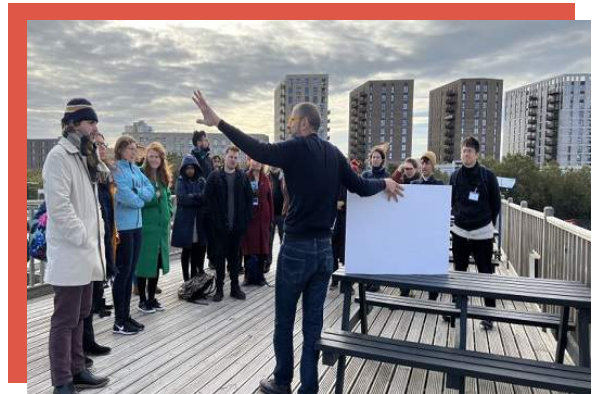
## Royal Docks Participation Groups

The Royal Docks Team currently has two active resident participation groups working with the Culture & Activation programme on initiatives like the Royal Docks Originals festival:

**Creative Connectors:** a fun, informal and open access network, with opportunities to be more actively involved in our cultural programme. Residents have the opportunity to shape the programme, network, access exclusive events, training, workshops, volunteering opportunities and jobs.

**Dock Local Panel:** made up of a group of Creative Connectors and is more actively involved in shaping events on our programme

To engage with these forums please contact Creative Producer, **Anila Ladwa**- [anila.ladwa@royaldocks.london](mailto:anila.ladwa@royaldocks.london).



## Monitoring Community Demographics

**Demographic Monitoring Questions** - compiled by the Royal Docks Team to support partners to better track the demographics of community participants across all activities. Demographic data captured can be compared to local population Census data to ensure local communities are well represented and to identify any gaps in engagement.



## Online Directory of Community Products, Services & Spaces

Many local voluntary and community organisations provide locally sourced products and services to support their community activities and they have their own strong networks. Working with them is a great way to support Community Wealth Building, develop positive relationships and better understand the local community.

You can find the directory on our website – [www.royaldocks.london/EngagementToolkit](http://www.royaldocks.london/EngagementToolkit).



## Additional Frameworks and Guides

[Mapping community engagement across London](#) a project commissioned by the GLA to explore more collaborative and innovative community engagement methods, as well as co-production methods. It contains tools and recommendations for good practice on community engagement such as Key Insights, a Toolkit and a Case Study Pack.

[Eight Principles for Great “Core Conversations”](#) were co-created by different partners in Newham as well as over 150 frontline workers to establish principles that support more human-to-human conversations with residents, particularly those with complex needs.

[Participation Works! 21 techniques of Community Participation for the 21st Century](#) by the New Economics Foundation presents a mix of different participation activities you can mix and match for different contexts.

Knowledge Base by Involve is a comprehensive resource covering FAQs on participation, citizens’ assemblies, facilitation, digital engagement, impact amongst other things.

[Engagement Overlay to the RIBA Plan of Work](#) by RIBA and partners, provides a standardised approach and baseline for architects and other built environment professionals to enhance the quality of engagement throughout all work stages.

[Making the case for co-production](#) by Future of London explores how Co-production is happening in the built environment and the challenges encountered. It puts forward Co-production principles and case studies.

[Social Value for Young People](#) by Future of London provides top tips on how to better engage young people in a sustained and meaningful way.

[How can Authorities best involve young people in planning and regeneration?](#) by participants of Public Practice explores ways of involving young people in strategic planning across local authorities. It contains workshop tools and templates.

# Council activities, resources and spaces

## Council venues

Browse a variety of venues and book rooms and halls including community centres and libraries. This includes:

- ▣ Beckton Globe
- ▣ Woodman Community Centre (North Woolwich)
- ▣ North Woolwich Library
- ▣ Custom House Library
- ▣ Cundy Community Centre (Custom House)
- ▣ Canning Town Library

Running your meetings and events at these venues is a great way to support local services and get to know your Community Neighbourhoods Team.

<https://www.newham.gov.uk/community-parks-leisure/book-venue-newham>



## Library activities

See what is on offer at local libraries. Connecting with these groups and activities is a good way to target and engage with different parts of the community. <https://newham.events.mylibrary.digital/>

**People Powered Places** – community fund People Powered Places is London Borough of Newham's flagship participatory budgeting programme where local priorities are set by local communities, proposed projects are voted for by members of the public, and projects are run by residents and groups. Each Community Neighbourhood across the borough has been allocated £200,000 from CIL monies to spend on improvements to the area. The resulting community-led projects respond insightfully to local needs and aspirations. The Royal Docks Team is an active partner in the programme, working with the team on implementation, supporting administrative costs and providing an additional £80,000 across two neighbourhoods – Beckton & Royal Docks and Canning Town & Custom House for the 2023-2025 funding cycle.

To keep up to date with the latest projects and learn more about the process, visit the Newham Co-Create website <https://newhamco-create.co.uk/en/pages/people-powered-places>

Newham Community Neighbourhood Contact Details  
Beckton and Royal Docks Community Neighbourhood Team  
Phone: 020 3373 0853  
Email: CN.BecktonRoyalDocks@newham.gov.uk

Custom House and Canning Town Community Neighbourhood Team  
Phone: 020 3373 0854  
Email: CN.CustomHouseCanningTown@newham.gov.uk

## Support local businesses

### Newham Business Directory

Looking to connect with local businesses? Visit Newham Council's Business Directory - <https://www.ne-wham.gov.uk/directory/10/business-directory>

## Local Evidence & Priorities



### What data is available to better understand local community priorities?

The Royal Docks Team plays a key role in gathering data, intelligence and insights to support evidence-based decision making. Over the years, the Royal Docks Team and partners have engaged with communities to better understand local needs and priorities across various contexts. Below is a summary of some engagement exercises we've carried out.

We invite partners to explore the wealth of evidence and insights already shared by communities and would encourage them to value community knowledge and time by building on existing conversations instead of starting from scratch.

All key reports and documents highlighted can be found in the Bibliography on page 39 or downloaded at [www.royaldocks.london/EngagementToolkit](http://www.royaldocks.london/EngagementToolkit)

### 'Have Your Say' - Royal Docks & Beckton Riverside - Opportunity Area Planning Framework 2019

**Themes Covered:** Connecting People & Places, Making Great Places, Living Playing Creating, Local Community Economy & Work.

**Who participated?** 1738 people input into the process including a mix of people who live, work and study, visit or run businesses locally in multiple locations around the Royal Docks

**Purpose:** The biggest initial community engagement exercise carried out by the Royal Docks Team and Beckton Riverside Opportunity Area Planning Framework (OAPF) team, capturing issues and opportunities with regards to development and change across the Royal Docks Enterprise Zone and the OAPF area.

**Outcome:** The findings helped shape all key Royal Docks strategies to ensure community priorities are embedded into our programme. Key strategies it helped inform include the Royal Docks Delivery Plan, the Royal Docks Public Realm Framework, the Communities Strategy and the Cultural Placemaking Strategy.

# Headline findings



## Connecting People & Places

### 1. Transport & Infrastructure

Improvements to transport including DLR capacity and frequency and bus networks was the highest priority.

Safer and more enjoyable pedestrian and cycle routes, and traffic calming.

### 2. Routes

Create cycle and pedestrian routes connecting neighbourhoods, the water, parks and green spaces, places of activity and along the river.

Create more / greater connections between north & south of dock water.

There was strong support for a continuous Thames path.

### 3. Social Connectivity

Increased social and physical links between communities.



## Making Great Places

### 1. Social spaces

Creating community and social spaces for all ages was desired. Community centres, cafés and bars were favoured in areas such as Custom House, North Woolwich and Beckton.

Open and green spaces are not maintained or used, people suggested having social spaces and cafés in the green spaces

To increase safety, animate the public realm and waterfronts. Introduce more activities in these spaces.

### 2. Water

The water is valued but underused. Improved walking and cycling routes, and activities on the water were favoured as ways to increase use.



## Living, Playing, Creating

### 1. Area activities

People suggested information platforms as there is a lack of cultural experiences and low promotion of events.

### 2. Active spaces

There is a desire for more social spaces and destinations. Markets and cafés were popular ideas to bring people together and activate the area.

### 3. Events

Large and local scale events in the area to bring people together.

Activities for young people Sports, shops and community events were emphasised by and for young people.

### 4. Food

People wanted to see an increased offer in food and places to eat, with suggestions of international stores and restaurants that better represent and celebrate Newham's diverse community.



## Local Community, Economy & Work

### 1. Transport improvements

This is key to the success of the economy as is balancing the needs between industry and residential

### 2. Support for local businesses

Local businesses and start-ups should be a priority, to provide genuinely affordable workspace and lease agreements

### 3. New industry and innovation

is a good ambition, becoming a magnet for large scale production

### 4. Creative workspace

Demand for these spaces in the area is high and investment is being sought.

### 5. Create a destination

Build a reputation based on the area's history and measures to address future environmental challenges.

### 6. Meanwhile use

Use vacant sites and buildings in the short term for the community to develop enterprise, test ideas and new models of community investment.

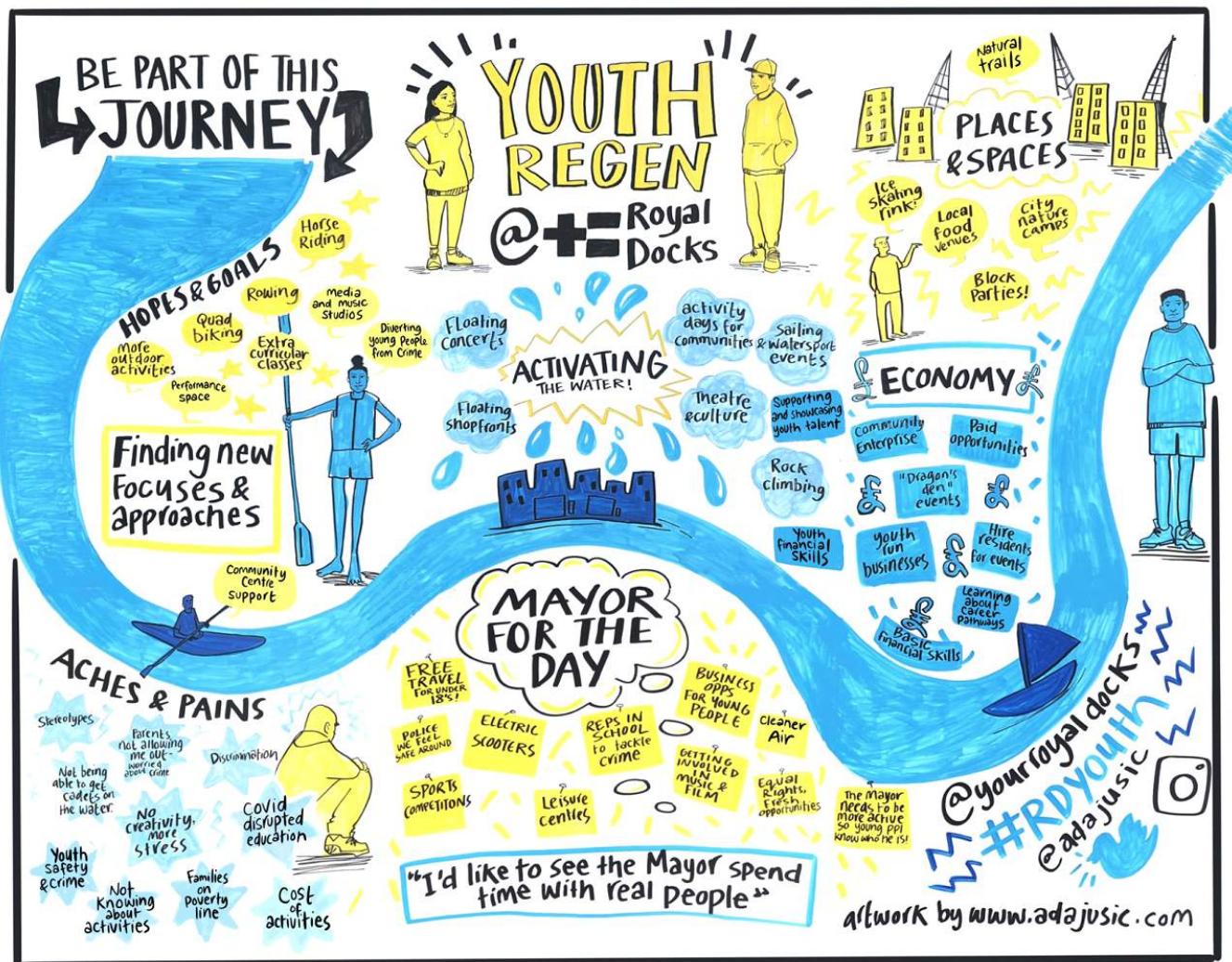
## Exploring Opportunities for Young People – The Royal Docks Regeneration 2021

**Themes covered:** Economy, Place, Culture.

**Who was engaged?** 25 attendees including 18 young people and 7 youth workers representing five youth organisations.

**Purpose:** To understand young people's challenges, priorities and recommendations in relation to the Royal Docks Team Delivery Programme and themes.

**Outcomes:** Young people co-created this event which developed the skills of participants to facilitate and run meetings as well as producing useful input and recommendations for the Delivery Plan and Royal Docks Team programme. Subsequently participants got involved in the Youth Network, a group of local young people who were actively engaged in various opportunities.



Visual minutes captured live during the Royal Docks young peoples' event

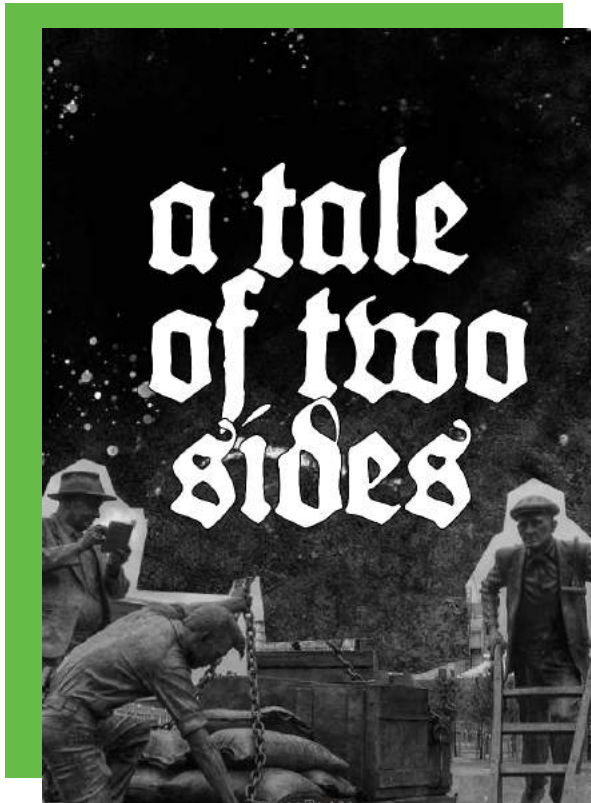
## Longitudinal study of household prosperity: Citizen Science

**Themes covered:** Foundations of Prosperity (income, housing, employment, food and energy security); Opportunities and Aspirations; Power, Voice, and Influence; Health and Healthy Environments; Belonging, Identity and Culture; Regeneration

**Who participated?** Over 4000 households in 15 areas of east London including 865 households in Custom House, Silvertown Quays, Beckton and North Woolwich.

**Purpose:** a 10-year study (2021-2031) examining prosperity in areas where large-scale and long-term urban regeneration is happening. It is the first longitudinal study in the UK to use the Citizen Prosperity Index: a new way of measuring prosperity that reports on what matters to local communities. The Index was co-designed with a team of Citizen Scientists based on lived experiences and local determinants of Prosperity in east London.

**Outcomes:** In the Royal Docks, residents were trained and employed as Citizen Scientists to design and deliver the study, and to communicate the results, through talks, presentations, exhibitions and a series of Zines. The first wave of findings highlight livelihood security as a key enabler of prosperity and reveal hyperlocal differences across neighbourhoods, and variations between the experiences of different groups depending on age, ethnicity and gender. The data identifies the particular pressures that local communities are experiencing.



Front pages of Zines - 'A Tale of Two Sides' and 'The abandoned side of North Woolwich', produced as part of the study

## Co-designing Places & Spaces: Design Guides & Street Naming Principles

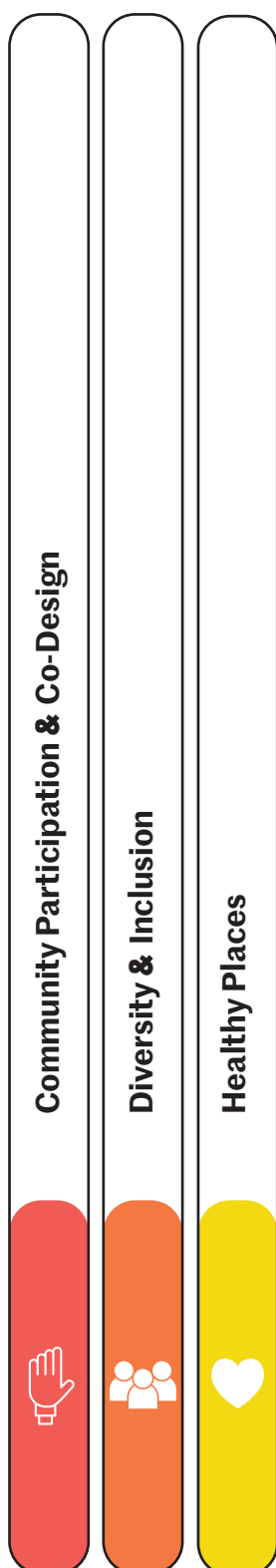
**Themes covered:** Wayfinding, Landscaping, Lighting, Cycling and Walking, Accessibility and Inclusivity, Community Design Principles, Naming Places Spaces and Streets, Community Identity and Heritage.

**Who participated?** Nearly 200 residents took part in shaping the Design Guides and 78 people were involved in the Naming Places and Spaces workshops.

**Purpose:** A series of engagement activities took place to shape both the Public Realm Design Guides and the Royal Docks Spaces & Places street naming principles. The street naming principles supported a process to help select the final name "Kamal Chunchie Way" for the home of the new City Hall.

**Outcomes:** A series of Community Design Guide principles have been incorporated in the Royal Docks Design Guides which is used by diverse stakeholders to inform public space and public realm projects across the Royal Docks.

## Community Design Principles featured in all Royal Docks Design Guides



### **Ecology**

Promote nature-based solutions and low-carbon communities that reduce pollution and waste. Encourage biodiversity, be climate change adaptive, promote people-nature connections.

### **Play and active design**

Integrate play and physical activity opportunities into the public realm for people of all ages with formal, informal and creative measures. Support active travel, to ensure accessibility and awareness.

### **Sensory design**

Incorporate pleasant sensory experiences (sight, sound, smell, touch) throughout the public realm, including art and creative elements to enhance tranquillity, attractiveness, imagination and interconnection with the surroundings.

### **Living heritage**

Bring the area's industrial, maritime and socio-cultural history and infrastructure into play in the public realm to inspire curiosity and feelings of belonging at a human scale by creating inviting spaces and learning opportunities.

### **Water Connection**

Consider water as public space, enhancing access for different users with different needs. Encourage views and wayfinding, and support its role in ecology and climate resilience.

### **Flexible use: Multi-functional and adaptive**

Maximise opportunities to enable the free use of space by the public. Consider the increased and multiple use of space for social and livelihood activities at different times of the day by building in adaptivity across strategies.

### **High streets and amenity centres**

Multiply civic links to local centres with accessible high streets which support daily needs and livelihoods and provide opportunities to meet, talk, and celebrate.

### **Hyper-local networks**

Enable and enhance existing networks of care, socio-spatial connections, local mobility, and the exchanges of goods, services, support and knowledge.

### **Community stewardship**

Emphasise and encourage community knowledge and action to maintain and curate public and green space; to drive low carbon solutions, ecological stewardship and local strategies for community resilience.

1

**Inspire pride  
in people and  
place**

2

23

**Represent the  
under-  
represented**

3

**Create catchy  
& curious  
names**

4

**Tell stories  
on the streets**

5

**Celebrate  
the ordinary**

6

**Co-create  
and add colour**

# What are the key political priorities?

The following strategies and approaches will give you a good overview of the Mayor of Newham and Mayor of London's priorities. They also underpin the Royal Docks Team approach to delivery.

## The London Plan 2021 - GLA

The London Plan 2021 is the Spatial Development Strategy for Greater London. It sets out a framework for how London will develop over the next 20-25 years and the Mayor's vision for Good Growth, informing decisions on planning applications across the capital.

More details-

<https://www.london.gov.uk/programmes-strategies/planning/london-plan/new-london-plan/london-plan-2021>

## Royal Docks and Beckton Riverside OAPF - GLA

The OAPF provides a planning framework to guide emerging and ongoing development in the area and sets the context for the proposed extension of the DLR to Thamesmead via Beckton Riverside.

More details-

<https://www.london.gov.uk/programmes-strategies/planning/implementing-london-plan/londons-opportunity-areas/locations/royal-docks-and-beckton-riverside-opportunity-area>

## Community Wealth Building Strategy – LBN

The Community Wealth Building strategy is underpinned by the principles of economic, social and environmental justice; to achieve long-term prosperity, wellbeing and fairness and to respond to the Climate Emergency.

More details-

<https://www.newham.gov.uk/council/community-wealth-building>

## Just Transition Plan (Climate Action) – LBN

Just Transition is Newham's approach to climate action, building on the just transition principles outlined by the Mayor of London, to enhance equity and increase the climate resilience of our city.

More details-

<https://www.newham.gov.uk/council/just-transition-plan>

## Economic Development Strategy (Good Growth) - GLA

This strategy puts the wellbeing, health and happiness of Londoners first, and in doing so supports sustainable economic growth to create a fairer, more inclusive economy.

More details-

[https://www.london.gov.uk/sites/default/files/economic-development-strategy-2018\\_1.pdf](https://www.london.gov.uk/sites/default/files/economic-development-strategy-2018_1.pdf)

## London Recovery Programme - GLA

This programme responds to the grand challenge to restore confidence in the city, minimise the impact on communities and build back better the city's economy and society, post-Covid-19.

More details-

[https://www.london.gov.uk/sites/default/files/recovery\\_programme\\_overview.pdf](https://www.london.gov.uk/sites/default/files/recovery_programme_overview.pdf)

## Towards a Better Newham (Covid-19 Recovery Strategy)- LBN

The Council's response to the economic impact of Covid-19 places the health and wellbeing of residents and race equality at the centre of inclusive growth, quality jobs and fairness in Newham.

More details-

<https://www.newham.gov.uk/council/community-wealth-building/2>

## Newham Sparks- LBN

This is an ambitious plan of action for Newham to become London's destination for businesses, innovators and investors in the data sector.

More details- <https://www.newham.gov.uk/NewhamSparks>

## Newham's Creative Future

This strategy and framework for cultural investment to support creative industries, skills and careers.

More details-

<https://www.newham.gov.uk/downloads/file/4311/building-newham-s-creative-future-cultural-strategy-and-action-plan-2022-2037>

## 50 Steps - Newham's Health and Wellbeing Strategy

50 Steps is a call to action to partners, the council and the wider community to work together to make Newham a healthier and happier place.

More details- <https://50steps.co.uk>

## Newham Children and Young People's plan

Children and young people under 25 represent 37% of Newham's population. This sets out Newham's vision and outcomes for achieving the best results for and with young people in the borough.

More details- [powerh](https://www.newham.gov.uk/children-families/newhams-young-peoples-charter)

## Young People's Charter - LBN

Newham's young people created this agreement and set of principles which frame the way they want to be supported.

More details-

<https://www.newham.gov.uk/children-families/newhams-young-peoples-charter>

# Case Studies



## Silvertown Hybrid Masterplan Consultation - The Silvertown Partnership

### Context

Silvertown is a mixed-use development at the heart of the Royal Docks covering 28.8 hectares at the heart of the Royal Docks. Lendlease is the lead development partner.

A broad public consultation strategy was delivered over a 9-month period to support a new Hybrid Masterplan for the site, which builds on a consultation carried out in 2019. This supports the delivery of a mixed-use scheme for the communities surrounding the site. This will provide 50% affordable homes, 7,000 to 11,000 jobs, a new centre, new social infrastructure, open play spaces, an active waterfront and greater connectivity across the area. The engagement approach was devised to be interactive, inclusive and fun to participate in – a few examples are provided below.

### Approach

#### Community Day

A Silvertown Community Day was organised on the development site in the summer. The team collaborated with Royal Docks and Beckton Moving Market, a group of community craft businesses, to host a large market. There was also a kids' activity tent organised by local community organisation, West Silvertown Foundation, an ice cream van with free ice creams, steel band, and there were tours of Millennium Mills, an iconic, historic building which will be transformed as part of the development. The latest masterplan proposals were exhibited for community members to see the future potential of Silvertown's development using exhibition boards, a large floor scale map and 3D scale model. Throughout the day, hundreds of people attended and engaged with the exhibition.

#### Design Code Workshops

Following a series of events and exhibitions, a small cohort of residents were invited to work collaboratively with the design team to co-develop a framework of principles for the Design Code, through a series of three thematic workshops. The Public Spaces Community Working Group, a Royal Docks Team resident participation group were involved in the process.

Workshops ranged from creating a hypothetical high street, exploring types of uses that would cater for local, diverse communities, to a guided walkabout where there were discussions about how the local context and identity can be represented in the new development. This resulted in the co-creation of a Design Code which will help to ensure high quality development that reflects local needs.

## International Robotics Conference Schools engagement – ExCeL London

### Context

ExCeL hosts world-leading events across a variety of different sectors, trade and consumer exhibitions, association meetings, and medical congresses throughout the year. The venue hosts over 400 events and welcomes 4 million visitors annually.

Over the years ExCeL has supported many different event organisers to work with local communities to increase social impact. As there is an increased demand from event organisers wanting to amplify the impact of their event, ExCeL is currently working to develop a social impact strategy and community engagement programme. This will allow them to scale up their community activity and think more widely about maximising social impact across the community.

The objective is to instigate meaningful connections between ecosystems of events hosted at the venue and the local community for mutually beneficial outcomes, across a breadth of different themes and industries.



### Approach

As part of the International Conference on Robotics and Automation (ICRA), partner Tablet Academy expressed an interest in engaging with local communities.

ExCeL facilitated an introduction between Tablet Academy and Harris Academy Trust. Tablet Academy ran robotics workshops for 36 students from three schools before the conference. Students got involved in many practical and inspiring activities, learning to programme robots through an obstacle course, making prosthetic hands for a charity partner of the event and had an opportunity to attend keynote talks and see around the exhibition showcasing the latest in robotic and AI technology.

Mohamed, Computer Science Subject Lead at Harris Academy East London highlighted how much of an impact the initiative had on students - “The students got a huge amount out of the trip, they were so engaged, excited and inspired. There are some who are now wanting to follow careers in this field.”

## Nature’s Design: community-led public art in Royal Albert Wharf

### Context

Nature’s Design is a vibrant 50-meter mural that covers a stretch of hoarding around Gallions 3B, the sixth and final phase of the Royal Albert Wharf development.

Royal Albert Wharf, led by development partner Notting Hill Genesis, is delivering over 1,800 new homes, of which 42% is affordable housing. Alongside enhancements to the public realm, including new play areas, improved walking and cycling routes and a revitalized riverside pathway, over 9,100sqm of mixed-use commercial space will be brought forward to complement existing artist studios managed by Bow Arts.

Nature’s Design was commissioned by the Royal Docks Team and Notting Hill Genesis and was a collaborative initiative involving local students, residents and artists from Wood Street Walls.

## Nature's Design: community-led public art in Royal Albert Wharf

### Approach

Wood Street Walls, an East London based art collective, in collaboration with artists, STATIC, worked with residents and pupils from local Gallions Primary School, to deliver a series of creative workshops, which inspired the mural's vibrant design.

Participants took part in artist-led walks, identifying wildlife observed along the way and collecting foliage to create rubbings and cyanotypes - a form of photography that uses sunlight to create prints. Their creations are displayed on the panels and in the leaf motifs along the length of the mural. The artists enhanced the design with patterns and other signature elements of their work to represent the water, waves and wildlife of the local area.

Nature's Design showcases a bold approach to cultural place-making. It embodies the Royal Docks ambitious public art strategy, which aims to unlock space for artists and residents to express their stories, creativity and vision for the area. The project reinterpreted hoarding space as public art, fostered collaboration and co-creation and provided an opportunity for stakeholders to collectively reimagine and enhance our public spaces, thereby creating a visual legacy for the community.



## Kamal Chunchie Way - Winner of Transform Gold Award 2023 for place naming

### Context

The arrival of City Hall to the Crystal building presented a symbolic opportunity to rename Siemens Brothers Way to reflect local people's aspirations. The Royal Docks Team set a brief around 'future heritage' to inspire place names across the Royal Docks and a requirement of co-design with diverse local communities. East London's Street Space were selected to facilitate the process supported by communications consultants DN&Co.

### Approach

The co-design process involved 3 workshops using storytelling to look at the past, present and future of the Royal Docks with community groups including the Royal Docks History Club, RDLAC and Custom House Bookshop. 80 people of different ages and backgrounds participated including young people. This produced a timeline of local stories and reflections about change, rich in colour and detail.

The community-centred process generated a set of place-naming principles which can now be used by any actor naming future Royal Docks places, such as:

'Celebrate the ordinary,' 'Inspire pride in people and place' and 'Represent the under-represented.' Key themes were surfaced including 'seafaring heritage' and 'cultural richness' against which a longlist of names was identified. Following review by the GLA, the London Assembly and Newham Council, a shortlist was produced which was taken to a public vote where Kamal Chunchie Way emerged as the winner.

Kamal Chunchie was a Sri Lankan race relations campaigner. He founded the Coloured Men's Institute in 1926 for sailors and residents, located on Tidal Basin Road, next to the Crystal – forgotten and unmarked. The winning name draws on the area's history of industriousness, memories of residents whose families were dock workers, Newham's current diversity, and young people's challenges and visions for the area's future reflecting a sense of purpose and transformation.

## Co-designing the Royal Docks Public Realm Design Guides

### Context

The Public Realm Design Guides are intended for use by those leading public space projects. They identify principles, guidance and interventions to ensure certain standards are met. Led by the Royal Docks Team, this co-design initiative took place during the pandemic lockdown and involved community organisations in their design and delivery. It aimed to ensure the Design Guides responded to residents' everyday experiences and aspirations for public spaces. It also aimed to benefit them in the pandemic circumstances by providing funding, and socially connecting activities for residents by phone, online and outdoors.

### Approach

200 diverse participants were involved in co-design activities through creative means by working with local artists. A human-centred design process employed a mix of methods to capture the range of residents' everyday experiences of using local public spaces. Layering the findings from walkabouts and conversation themes over annotated maps and spatial sketches from artist workshops built up a rich picture producing hyperlocal insights the Urban Designers would not have otherwise been able to uncover.

The co-design process successfully influenced the approach of the Urban Designers and their proposals by identifying new strategic locations, key issues and solutions. Some of the outcomes included identifying 'Play' as a cross-cutting strategy, lighting solutions to support safety and activation, and Dock edge treatments to accommodate a variety of uses and support wayfinding. A set of Community Design Principles was also produced, and a resident participation group was set up as a result (the Public Spaces Community Working Group).

The process created a blueprint for participation which informed engagement processes on future RDT public realm initiatives. The Urban Design consultants built on the co-design process outcomes and developed them through other RDT public realm projects including the Cycling and Walking Action Plan, and the Royal Docks Corridor with Newham Highways. The approach, outcomes and Community Design Principles have been shared with partners such as ExCeL and Lendlease to inform their public realm delivery across the Royal Docks and are informing RDT Placemaking work including the Water Design Guides.



# Bibliography

This section references all key documents highlighted in the toolkit. All documents and links can be downloaded on our website- [www.royaldocks.london/EngagementToolkit](http://www.royaldocks.london/EngagementToolkit)

## **Royal Docks Team, Newham Council & GLA**

1. Royal Docks Delivery Plan 2024-2029
2. [Developments in the Royal Docks](#)
3. Royal Docks Economic Purpose
4. Royal Docks Economic Portrait
5. Royal Docks Cultural Placemaking Strategy
6. [Royal Docks and Beckton Riverside Opportunity Area Planning Framework \(RD OAPF\)](#)
7. [The London Plan 2021 - GLA](#)
8. [Community Wealth Building Strategy - LBN](#)
9. [Just Transition \(Newham Council's Climate Action Plan\)](#)
10. [Economic Development Strategy – GLA](#)
11. [London Recovery Programme – GLA](#)
12. [Towards a Better Newham \(Covid-19 Recovery Strategy\)](#)
13. [Newham Sparks](#)
14. [Newham's Creative Future](#)
15. Communities, Places and Spaces Google Map

## **Newham Council's Participation Frameworks (Section 4)**

16. Inclusivity module – LBN Participation Framework
17. Co-production module – LBN Participation Framework
18. Consultation module – LBN Participation Framework
19. Designing a questionnaire – LBN Participation Framework
20. Evaluating your participation – LBN Participation Framework

## **Additional frameworks & guides**

21. Demographic Monitoring Questions
22. Online Directory of Community Products, Services & Spaces
23. [Mapping Community Engagement Across London](#) – TSIP
24. [Young People's Charter](#) – LBN
25. Eight Principles for Great “Core Conversations”
26. [Participation Works! 21 techniques of Community Participation for the 21st Century](#)- New Economic Foundation
27. [Engagement Overlay to the RIBA Plan of Work](#)
28. [Making the Case for Co-production](#) – Future of London
29. [Social Value for Young People](#) – Future of London
30. [How can Authorities best involve young people in planning and regeneration?](#) – Public Practice

## **Local evidence & priorities**

'Have Your Say' - Royal Docks & Beckton Riverside - Opportunity Area Planning Framework 2019

31. Demographic Monitoring Questions
32. Online Directory of Community Products, Services & Spaces

Exploring Opportunities for Young People – The Royal Docks Regeneration 2021

33. Visual Minutes
34. Youth Workshop Event - Summary Notes

Longitudinal study of household prosperity: Citizen Science

35. Findings from the Prosperity in east London 2021-2031 Longitudinal Study bulletin series: Prosperity in London's Royal Docks
36. Prosperity in the Royal Docks – Powerpoint
37. Data Dashboard

Co-designing Places & Space: Design Guides & Street Naming Principles

38. Design Guides [Stakeholders & Community Engagement Appendices](#)
39. [Future heritage - naming Royal Docks places and spaces](#)
40. Royal Docks and Beckton Riverside Opportunity Area Planning Framework – Consultation & Engagement Summary
41. Beckton Masterplan [Co-design report](#)
42. [Youth Engagement – One Page Summary \(Royal Docks Team\)](#)

### Data

43. [www.Newham.info](http://www.Newham.info)
44. [LBN Beckton & Royal Docks – neighbourhood profile](#)
45. [LBN Custom House & Canning Town – neighbourhood profile](#)

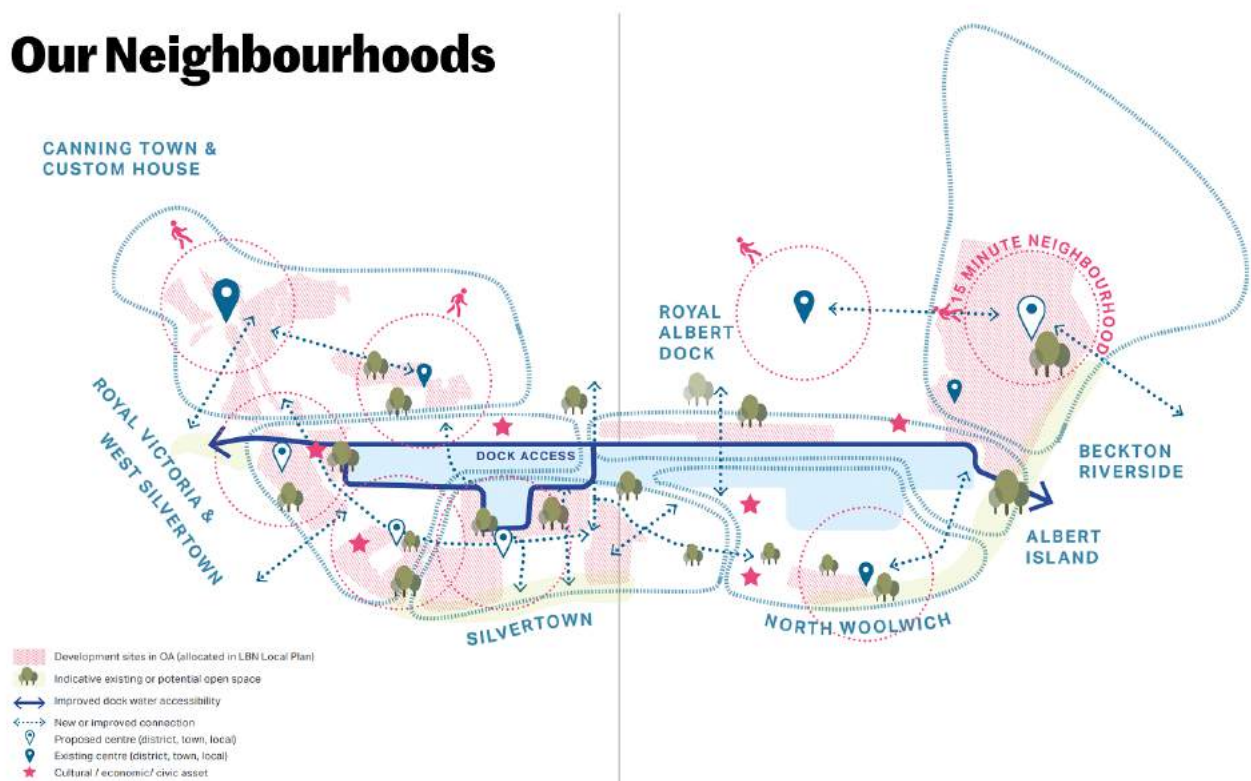
# Appendices

## Appendix 1: Royal Docks Neighbourhoods

Guided by the Beckton Riverside Opportunity Area Planning Framework (OAPF), six 'Royal Docks Neighbourhoods' have been established; these use existing, longstanding popular names for places ('Silvertown', 'North Woolwich'...) and are centred on historic settlement patterns. The places do not align with established ward boundaries or London Borough of Newham character areas, either established or emerging.

Ensuring sustainable, balanced growth across the whole of the Royal Docks, requires careful planning and collaboration. We are working closely with the London Borough of Newham, our partners, local stakeholders, and communities, to ensure there is a co-ordinated approach across all six neighbourhoods.

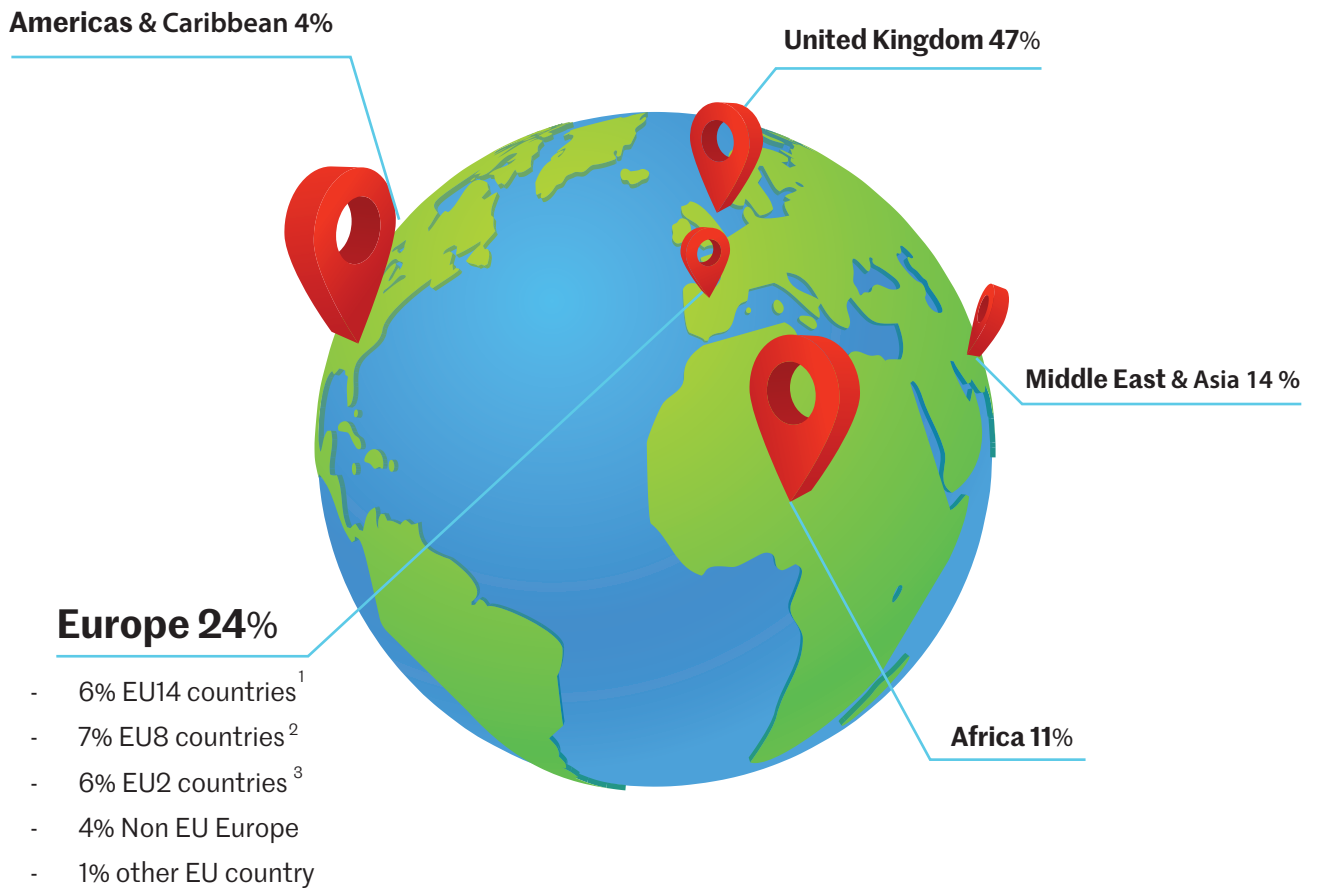
### Our Neighbourhoods



## Appendix 2: Additional Demographics – Country of Birth, Religion & Economic Activity

All data in this section is from the ONS, Census 2021 and includes Beckton, Royal Albert, Royal Victoria, Canning Town South, and Custom House wards, unless otherwise stated.

### Country of Birth

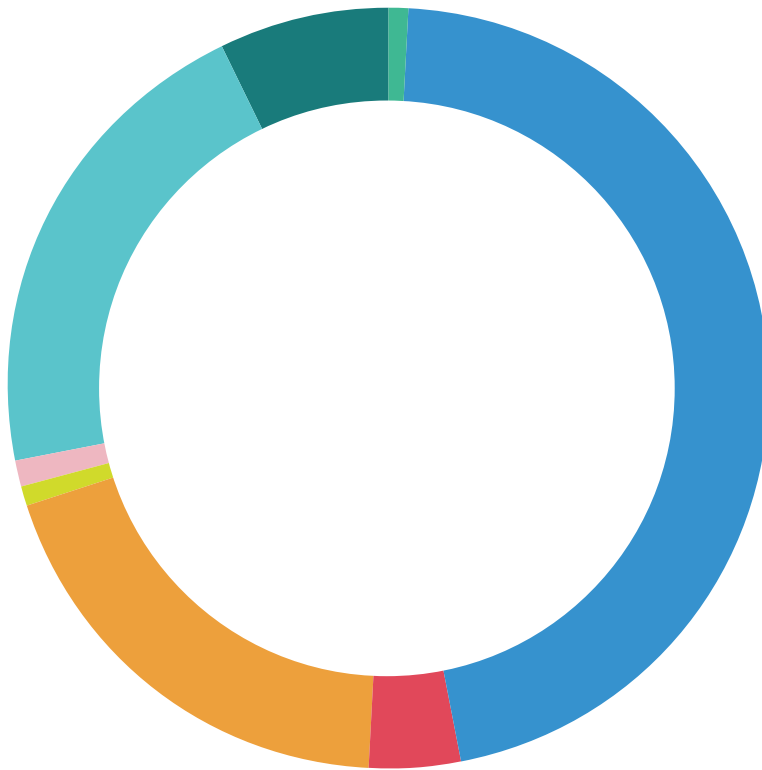


<sup>1</sup> **EU14:** Austria, Belgium, Denmark, Finland, France, Germany, Greece, Republic of Ireland, Italy, Luxembourg, the Netherlands, Portugal Spain and Sweden.

<sup>2</sup> **EU8:** Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia, Slovenia

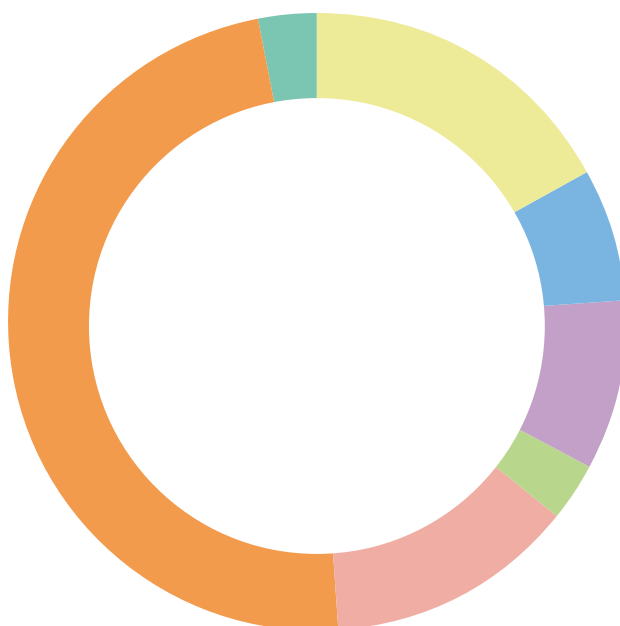
<sup>3</sup> **EU2:** Bulgaria, Romania

## Religion



- Buddhist 1%
- Christian 46%
- Hindu 4%
- Muslim 19%
- Sikh 1%
- Other Religion 1%
- No religion 21%
- Religion not stated 7%
- Jewish 0%

## Highest level of qualification



- No qualifications: 17%
- Level 1: 7%
- Level 2: 9%
- Apprenticeship: 3%
- Level 3: 13%
- Level 4 + : 48%
- Other: 3%

## NSSEC (National Statistics Socio-economic Classification)

	Managerial admin and professional	Intermediate including small employers	Lower supervisory and technical	Semi routine and routine	Never worked and long term unemployed	Full time students	
<b>Beckton</b>	<b>23%</b>	<b>24%</b>	<b>5%</b>	<b>22%</b>	<b>14%</b>	<b>12%</b>	<b>100%</b>
<b>Canning town South</b>	<b>36%</b>	<b>18%</b>	<b>4%</b>	<b>20%</b>	<b>12%</b>	<b>11%</b>	<b>100%</b>
<b>Custom House</b>	<b>23%</b>	<b>22%</b>	<b>5%</b>	<b>24%</b>	<b>14%</b>	<b>12%</b>	<b>100%</b>
<b>Royal Albert</b>	<b>30%</b>	<b>19%</b>	<b>5%</b>	<b>21%</b>	<b>10%</b>	<b>15%</b>	<b>100%</b>
<b>Royal Victoria</b>	<b>58%</b>	<b>15%</b>	<b>4%</b>	<b>10%</b>	<b>6%</b>	<b>8%</b>	<b>100%</b>
<b>Royal Docks</b>	<b>34%</b>	<b>20%</b>	<b>4%</b>	<b>19%</b>	<b>11%</b>	<b>11%</b>	<b>100%</b>
<b>Newham</b>	<b>26%</b>	<b>21%</b>	<b>4%</b>	<b>21%</b>	<b>15%</b>	<b>13%</b>	<b>100%</b>

# Appendix 3: Royal Docks Participation Review – Key Recommendations

The Royal Docks Team (RDT) carried out an internal review of community participation in line with a review of the first five years of the Delivery Plan (2018-2023) which analysed evidence from the RDT's and partners' participation and engagement activity. The key recommendations to inform the next five years of delivery are summarised below.

## Royal Docks Team, Newham Council & GLA

1. **Define measures of success for Participation** along three main axes:
  - a. **Influence** – the level of influence the participants have on the decision/project
  - b. **Representation** – the level to which the participants represent the concerned community
  - c. **Perception** - the level of positive experience or perception the participants have regarding the activity
2. **Plan Participation initiatives** in a more standardised way using existing guidance with clear objectives and outcomes, and the appropriate participation forms for the outcome and resources available.
3. **Develop a Participation programme with a few strategic 'threads'** off which additional engagement activity can hang, to reduce one-off engagement. Embed cultural participation activities in this.
4. **Measure Participation and improve data quality.** Develop a consistent approach to measurement and data collection, and the tools to do this, using baselines and measures established through this review.
5. **Improve Equality, Diversity and Inclusion monitoring.** Capture disaggregated demographic data for key Participation activities. Develop a consistent approach to this by using standardised tools e.g. which Protected Characteristics to measure and how (see page xxx or visit [www.royal-docks.london/EngagementToolkit](http://www.royal-docks.london/EngagementToolkit))
6. **Develop a consistent Royal Docks demographic data baseline** that considers the six key neighbourhoods using the 2021 Census, Newham's data (see page xxx or visit [www.royaldocks.london/EngagementToolkit](http://www.royaldocks.london/EngagementToolkit)), the Royal Docks placemaking report, 2022 and the Royal Docks Team Equalities Impact Assessment.
7. **Increase representation.** Identify high-impact areas to increase representation of under-represented groups identified in this review (young people, certain ethnic groups, lower-income households, those with disabilities and non-binary genders).
8. **Improve communications and feedback.** Plan communication resources around strategic participation threads (see 3). Plan post-activity feedback through consecutive activity communications and reference previous evidence.

**Create dedicated space on the RD website** for Community and Participation activity with an accessible 'Participation evidence base'. **Coordinate more with partners to communicate participation activity.** This can leverage more resource and join up the narratives to tell the wider story of people's involvement with the Royal Docks regeneration.

9. **Develop a clear approach to Youth Participation**, including ways for young people to contribute to decision making.

- a. Map out planned Cultural and Economic youth programmes.
- b. Develop a strategic approach to Youth Arts and Culture - creative industry skills focus.
- c. Leverage cultural participation to engage diverse young people.
- d. Explore developing work with younger age groups (under 15s represent biggest gap).

10. **Develop a clear approach to engaging with Education Institutions.** Map key relationships and initiatives with the range of local institutions, identify shared priorities and outline distinct approaches with different age groups. E.g. a focus on 16-19 year-olds to align education and training journeys with the planning of local jobs pipelines in the key sectors.

11. **Embed Participation within Social Value and apply it through place-based working.** Develop a narrative on Social Value/Impact that incorporates Participation through the new Delivery Plan. Identify distinct needs and opportunities for the six neighbourhoods (see page xx) drawing on hyper local socio-economic data such as UCL's Prosperity in East London Study (see page xx). Develop ways to share this data amongst partners and communities.

12. **Work smarter with partners** to increase Social Value/Impact and successful participation of stakeholders and communities e.g. through a clear Social Value/Impact narrative (10). **Rejuvenate stakeholder and community engagement forums** building on successful and productive relationships identified in this review. Encourage neighbourhood-level multi-sector relationships and knowledge transfer across different groups.

13. **Make space for experimentation** to push for high standards of participation in the Royal Docks regeneration. Explore how to **scale, adapt or develop successful co-design and co-production** from the past 5 years with partners. **Test new approaches** for improving **inclusion and representation, youth participation, and greater community influence in decision-making.** **Build on and showcase local good practice.**

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# Credits

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xxxxx

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