



# Millennium Retail Park

## Feedback Summary

July 2021

KANDA

London Square recently undertook the first stage of public consultation for proposals for Millennium Retail Park. This first stage outlined the vision for the site and gave the community an opportunity to share their ideas and feedback.

We are pleased with the level of public engagement our proposals have received. We would like to thank respondents for taking the time to share helpful feedback on our vision and thoughts on how the area could be improved for local residents.

This document provides a summary of our engagement process to date and key themes that arose from the first round of community consultation.

## Summary of Consultation to Date

Our first round of public engagement took place between February and April 2021. During this time, we shared our vision for site and collected feedback from the local community.

Our consultation took place ‘at-a-distance’, using a range of online and postal tools to safeguard the health and wellbeing of the community during the Covid-19 pandemic.

Our consultation consisted of:

- **A dedicated website** hosting a virtual exhibition: [www.MRPGreenwich.co.uk](http://www.MRPGreenwich.co.uk)
- **Paper copy information packs** available upon request for those without internet access, including a postal feedback form
- **Nine meetings with local stakeholders**, including ward councillors, residents’ associations, local businesses and community groups
- **Newsletters** sent to 5,511 local residents and businesses
- **E-newsletters** sent to key local stakeholders to be shared among their networks
- **Targeted social media ads** to promote the consultation website on Facebook
- **Press releases** sent to three local media websites, who wrote articles sharing the consultation website
- **Two virtual events** with a presentation of the proposals and question-and-answer session
- **Dedicated phonenumber and email address** set up to receive queries

We received a high level of engagement in this first stage, including:

- Over **3,000 individual users** on our consultation website, with **204** of these users providing their feedback
- Two requests for postal information packs
- Our social media advertisements appearing on over **90,000** Facebook feeds, resulting in **1,171** clicks through to our consultation website
- 84 local residents who attended our virtual events and participated in a Q&A session

## Feedback – Key Themes

We heard from a wide range of residents, businesses, community groups and other stakeholders. We have identified some key themes that have emerged from the feedback from our first stage of consultation. This has been informed by the data collected in the online/postal survey and through conversations with local community stakeholders.

The following table summarises key themes and feedback from our consultation.

Feedback Theme	Summary of Responses
Current Uses for the Site	<ul style="list-style-type: none"> <li>• Many residents confirmed that the space is currently underutilised</li> <li>• However, many respondents highlighted the B&amp;Q’s popularity in the area</li> </ul>

	<ul style="list-style-type: none"> <li>Overall, while we received some support for the opportunity our proposals will provide, there was some hesitation concerning over-development</li> </ul>
Public Spaces	<ul style="list-style-type: none"> <li>Responses indicated that local green spaces are well used by the local community and welcomed the provision of more public spaces</li> <li>However, many noted that available public spaces are lacking in some aspects, and provided ideas for new public spaces like attractive landscaping, outdoor seating, and good lighting</li> </ul>
Parking and Traffic	<ul style="list-style-type: none"> <li>Many respondents wanted to know how our proposals will impact longstanding issues with traffic and parking locally</li> <li>Residents also supported our proposals to improve pedestrian and cycling paths on the site, noting that the neighbourhood is currently car-dominated</li> <li>We received suggestions to reduce car use in the area by introducing a park and ride to the IKEA</li> </ul>
Public Transport	<ul style="list-style-type: none"> <li>Respondents flagged to us that public transport is currently oversubscribed in the area and shared concerns that more homes will strain capacity</li> <li>Many respondents suggested that the location needs better public transport connections to be successful</li> </ul>
Residents' Amenities	<ul style="list-style-type: none"> <li>We received support for the new amenities our proposals will provide, including new cafés, bars and restaurants alongside new commercial space</li> <li>In parallel, residents shared their concerns over local infrastructure, such as GP surgeries, hospitals, and schools</li> <li>Overall, there was support for having more small and independent shops in the area</li> </ul>
The environment	<ul style="list-style-type: none"> <li>We received many positive comments on the proposed greening of the site, including the provision of new green space, the green wall and other ecology measures</li> <li>Residents shared concerns over the site's location between the A102 and Bugby's Way, and wanted more information on our proposed green wall</li> </ul>
Housing	<ul style="list-style-type: none"> <li>Respondents were in favour of providing quality homes that are equipped for modern uses and provide a mixture of tenancies</li> </ul>

### Next Steps

We are continuing our conversations with local stakeholders to discuss our proposals and plans for further consultation. Our second round of consultation in July – August 2021 will provide additional detail on emerging proposals and how these have responded to feedback from the community. An additional round of consultation will then take place later in the year.



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