

Your journey. Your say.

Extending the DLR from Gallions Reach
to Beckton Riverside and Thamesmead.



Extending the DLR from Gallions Reach to Beckton Riverside and Thamesmead

Consultation Report
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MAYOR OF LONDON

 **TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

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1. Executive Summary

We have been working together with the Royal Borough of Greenwich and Newham Council, and landowners Peabody, Lendlease, abrdn and St William, along with key Government departments and the Greater London Authority, to support the delivery of new homes, improved town centres and better access to jobs in two opportunity areas in Newham and Greenwich.

Between 5 February 2024 and 18 March 2024, we consulted on proposals to extend the Docklands Light Railway (DLR) to Beckton Riverside and Thamesmead. This would bring more public transport to areas which currently have limited public transport choices. Extending the DLR would support up to 30,000 new homes and up to 10,000 new jobs, provide better connections and quicker journeys across the River Thames and to the Jubilee and Elizabeth lines, reduce car dependency and improve access for communities to jobs, retail and leisure activities. We wanted to understand how this option would impact communities, transport options and journey times, and give people the opportunity to comment on the work we have done so far.

We received 1,283 responses to the consultation; 1,254 responses from the public and 29 responses from a range of stakeholder groups, including pan-London transport user groups, local businesses, environmental groups, politicians and adjacent boroughs. In addition to the consultation, we ran sample polling in locations in Beckton, Gallions Reach, Thamesmead and Abbey Wood. Of the 356 people we polled, 85 per cent supported or strongly supported our proposals.

We received positive feedback to the consultation, particularly about the improved access from Thamesmead and better connections to the wider public transport network. 58 per cent of respondents thought the extension would make their journeys quicker around their local area, and 75 per cent of respondents said that the proposals would make journeys into the wider east and southeast London quicker. We received feedback that supported the extension to Beckton Riverside and Thamesmead, but also called for further extensions beyond Thamesmead to Bexley, Belvedere or Abbey Wood, or further into Kent and Essex.

Some respondents felt we should extend other modes, for example the London Overground or the Elizabeth line, instead of extending the DLR. We also received comments on improving active travel and bus routes in the area.

Respondents gave us feedback about how the new stations could look and feel, with comments about security, accessibility and ensuring the stations were located conveniently and close to other transport options.

In response to the potential removal of the safeguarding for the Thames Gateway Bridge, we received relatively few comments for or against; some respondents felt that the bridge should be built to enable road traffic to cross the river, for example to link the two Superloop bus routes SL2 and SL3, and others supported the removal in favour of the DLR extension.

In the table below we have summarised the top five issues raised in the consultation and our response to these issues. Our response to all issues raised is in Appendix B. Our code frame showing all feedback to the consultation can be found in Appendix A.

Top five most frequently raised issues	Our response
Support for alternative extension of London Overground from Barking Riverside to Thamesmead	We looked at a range of other options before selecting the DLR extension to Beckton Riverside and Thamesmead as our preferred option. Alternative options would not offer the same value for money or improvements to capacity and efficiency that is needed to unlock new development in Beckton Riverside and Thamesmead.
Suggestion to extend further into Borough of Bexley /Greenwich	Our focus is on delivering a DLR extension to Thamesmead, which remains unfunded. If an extension beyond Thamesmead to Bexley becomes financially possible then this will be considered further. Our designs will continue to take a potential further extension into account.
Suggestion to extend DLR from Thamesmead to Abbey Wood	Our focus is on delivering a DLR extension to Thamesmead, which remains unfunded. If an extension beyond Thamesmead becomes financially possible then this will be considered further. Our designs will continue to take a potential further extension into account.
Suggestion that Thamesmead should be served by Trams instead of existing proposal	<p>We looked at options to deliver a new tram service between Abbey Wood, Thamesmead, and potentially across the river. Whilst this option would provide a high-quality local service, it would offer a lower level of capacity than our preferred option.</p> <p>The proposals to improve bus transit in Thamesmead would complement the DLR extension and could be delivered in advance as housing development comes forward, subject to available funding and a business case.</p>

Suggestion to extend DLR further into East London and/or Essex	Our focus is on delivering a DLR extension to Thamesmead. Whilst we are not progressing potential options for onward extensions at this time, opportunities to allow for further extensions to be delivered in the future will be investigated as the design is developed further.
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1.1 Next Steps

Having considered all feedback, we will progress with work to develop the DLR extension to Beckton Riverside and Thamesmead. We will continue to work with our partners to develop the case for the scheme. This work includes developing a funding and financing strategy for the project, which would likely require funding from the private and public sectors. This review will also look at how we can make the project more affordable, and how it could be delivered more quickly. We will also progress discussions with Government on the potential removal of safeguarding for the Thames Gateway Bridge.

With support from our partners, we will progress the development of an interim Outline Business Case (OBC), with work anticipated to be completed in spring 2025. The OBC will respond to Government feedback to the Strategic Outline Case and form the basis of future development and funding discussions for the scheme.

2. About the consultation

2.1 Purpose

The objectives of the consultation were:

- To give stakeholders and the public easily-understandable information about the proposals and allow them to respond
- To present the work done so far on a public transport option in Beckton and Thamesmead, explain why an extended DLR was our preferred option and explain what other options were investigated
- To understand any issues that might affect the proposal and give stakeholders and the public the opportunity to tell us how this might impact them
- To understand concerns and objections
- To allow respondents to make suggestions
- To highlight the safeguarding of the Thames Gateway Bridge

2.2 Potential outcomes

The potential outcomes of the consultation were:

- Following careful consideration of the consultation responses, we decide to proceed with the scheme as set out in the consultation
- Following careful consideration of the consultation responses, we modify the proposals in response to issues raised and proceed with a revised scheme
- Following careful consideration of the consultation responses, we decide not to proceed with the scheme

2.3 Consultation history

The principle of improved public transport and a potential extension of the DLR has been included in various Local Plans and Opportunity Area Framework documents, however this was the first public consultation on the proposals.

2.4 Who we consulted

The consultation was open to anyone who might be impacted by our proposals, and anyone who wanted to have their say and give us their feedback. We targeted

residents and businesses in the Thamesmead, Abbey Wood, Beckton and Gallions Reach areas, as well as schools, places of worship and local amenities.

In addition, we wanted to reach commuters around and into the areas the proposed DLR extension would serve and also the neighbouring areas and boroughs, for example further into the London Boroughs of Bexley, Newham and Barking & Dagenham, and the Royal Borough of Greenwich. To do this we targeted customers using the DLR, Elizabeth line and local bus routes.

We also consulted with stakeholder groups and local community groups, the Royal Borough of Greenwich, the London Boroughs of Newham and Bexley, and local, pan-London and national elected representatives. We used established networks and communication channels to maximise engagement with the consultation, and asked stakeholders to promote the consultation through their own channels and social media.

A full list of all stakeholders consulted with can be found in Appendix G.

2.5 Dates and duration

We ran the consultation for six weeks, starting on 5 February 2024 and ending on 18 March 2024.

2.6 What we asked

The purpose of the consultation was to present the work we have done so far to bring new and improved public transport to Beckton and Thamesmead, and to receive feedback on our preferred option of an extension to the DLR. We asked a number of questions about how the proposals could impact journeys in the local area, into central London and into and around east and south east London.

A copy of the full consultation survey can be found in Appendix C.

2.7 Methods of responding

We made several channels available through which people could respond to the consultation.

It was possible for respondents to complete a consultation survey by visiting our website: <https://haveyoursay.tfl.gov.uk/dlr-extension>

Comments could also be submitted by email to haveyoursay@tfl.gov.uk or in writing to FREEPOST TFL HAVE YOUR SAY (DLR).

Respondents could complete an Easy Read version of the consultation survey. This survey was also available to download from our web page as a fillable PDF for completion and return by email. It could also be printed, completed, and sent back to us via our Freepost service. We also took hard copy surveys to the drop in events for people to fill out.

We printed and sent paper versions of all our materials by post on request, and we provided a telephone call back service for respondents to get in touch with any questions.

2.8 Consultation materials and publicity

We publicised the consultation across a range of media, including via emails to stakeholders and the public, social media, a press release, posters at bus stops and online. This is detailed below:

Emails to public/stakeholders

In order to reach as many people as possible who might be interested in or impacted by the proposals, we sent 91,000 emails when the consultation launched to customers in postcodes SE2, SE28, E6 and E16, customers who use the DLR (generally) and those specifically who use Gallions Reach and Beckton DLR stations. This also included customers using the Elizabeth line at Abbey Wood station, and customers who use local bus routes 180, 229, 244, 262, 301, 336, 469, 472, 474, 672, B11 and N1. We repeated this email bulletin one week before the consultation was due to close as a 'last chance to have your say' reminder.

In addition, we sent a targeted email to 696 customers registered on our Have Your Say consultation portal in postcodes SE2, SE28, E6 and E16, reminding them about the consultation in their area.

55 local, pan-London and national stakeholders received an email notifying them that the consultation had launched and providing social media assets for them to promote the consultation through their own channels.

Media activity

We produced a press release and the consultation featured on the BBC London website, in the South London Press and in the Greenwich Info.

On-site advertising

We delivered letters with information about the consultation and a QR code to access the consultation webpage, to 18,152 homes and businesses across Thamesmead, Abbey Wood, Beckton, Gallions Reach and the Royal Docks areas.

Posters were displayed at Abbey Wood and Woolwich Elizabeth line stations, and at Gallions Reach and Beckton DLR stations.

Digital advertising

We launched a social media campaign to promote the consultation and to sign post people to the Have Your Say webpage for information and to give us their feedback. This included posts on X, LinkedIn and Facebook by TfL social media accounts. We also supplied stakeholders with social media assets so that they could promote the consultation through their channels to their own audiences.

Public meetings drop in sessions

We discussed the best locations for drop in sessions with Newham, Greenwich and

Bexley councils, to ensure we were reaching the community. We chose event in local buildings and held the following sessions:

- Saturday 24 February Thamesmere Leisure Centre, Thamesmere Dr, London SE28 8RE (10:00-14:00)
- Monday 26 February The Nest, Cygnet Square, London SE2 9UH (15:00-19:00)
- Saturday 9 March Gallions Reach Retail Park, 3 Armada Wy, London E6 7ER (10:00-14:00)
- Tuesday 12 March Beckton Globe Library, 1 Kingsford Way, London E6 5JQ (15:00-19:00)

Visitors to the drop in sessions were generally very positive about the proposals and asked particular questions around the locals of the proposed new stations, and how long the extension could take to build. We also had feedback about extending further to Abbey Wood or Belvedere.

Copies of all publicity and promotional materials can be found in Appendix D.

2.9 Equalities Assessment

An initial Equalities Impact Assessment (EQIA) was written for the proposals and this was provided on the consultation webpage. The EQIA identified and examined in more detail what positive and negative impacts the proposals may have on individuals with protected characteristics, together with our equality objectives and how we proposed to mitigate any negative impacts.

We provided access to the consultation in a combination of paper based (leaflets), online (emails and web pages) and non-digital (telephone service, face-to-face sessions) methods to help remove barriers to taking part. To encourage participation in the consultation from protected groups, we did stakeholder mapping of community groups, faith groups, disability groups and nurseries in the local areas. We targeted these groups through local borough newsletters and emails. We also targeted local residents with emails, leaflets and through face-to-face engagement in the local areas. Easy Read versions of the consultation document and questions were also produced and made available for participants.

The EQIA document remains under review and will be updated to reflect any relevant information received as part of the consultation process.

2.10 Analysis of consultation responses

The consultation was analysed by an independent external company called Steer. Where respondents gave their feedback via email and not through the Have Your Say survey, this information was uploaded onto the survey by the TfL Consultation lead and supplied in the final dataset to Steer.

All closed questions were reviewed, and the results tabulated and reported on; the proportions shown for each question exclude respondents who chose not to respond or said 'prefer not to say' to that question.

Steer analysed the open question by assigning – or coding – the points made by each respondent to one or more codes within a code frame. Each code is a point raised by respondents in their response. This enables the same or very similar points to be raised (and expressed in a variety of ways) by multiple individuals to be categorised within the code frame. From this, it is possible to count how many times the same or very similar points have been mentioned by respondents. Each response was coded to one or multiple codes, depending on the number of points shared by the respondent. Codes were grouped thematically, for example into suggested stop locations, route, equalities etc., and specific stop locations were coded. The full code frame can be found in Appendix A.

Quality checks were taken throughout the process, both by Steer and by the TfL Consultation lead.

3. About the respondents

3.1 Number of respondents

We received a total of 1,283 responses to the consultation. A breakdown of public and stakeholder responses is below.

Table 1 Number of respondents

Respondents	Total	%
Public responses	1,254	98
Stakeholder responses	29	2
Total	1,283	100

3.2 How respondents heard about the consultation

We asked respondents how they heard about the consultation. Note with this question, respondents could choose more than one option.

1,059 people responded to this question and a breakdown of how they heard about the consultation is in the table below.

Table 2 How respondents heard about the consultation

How respondents heard	Total	%
Email from TfL	471	45
Social media	214	20
Letter from TfL	119	11
Read about it in the press	70	7
Saw a leaflet	54	5
Saw it on the TfL website	37	3
Attended a drop in event	22	2
Saw a poster	11	1
Other	61	6
Total	1,059	100

3.3 Methods of responding

We received responses in a number of ways, with the majority of respondents using the online consultation survey on Have Your Say. A breakdown of how people responded is in the table below.

Table 3 Methods of responding to the consultation

Methods of responding	Total	%
Consultation survey (online)	1,035	81
Email response	234	18
Paper consultation survey	14	1
Total	1,283	100

3.4 Who responded

We wanted to understand who was responding to the consultation and why they were responding. The majority of respondents responded that they were residents living close to the proposals. Breakdowns of who responded are in the tables below.

Table 4 Profile of who responded to the consultation

Respondent type	Total	%
I'm a resident living close to the proposals	568	56
I'm just interested in the proposals	285	28
I live in the boroughs of Newham or Greenwich and I'm interested in the proposals	85	8
I commute to work through Beckton, Gallions Reach or Thamesmead	27	3
I work at a business close to the proposals	25	2
I attend school, college or university close to the proposals	19	2
I own or run a local business close to the proposals	11	1
Total	1,020	100

Table 5 Profile of where respondents live

Where respondents live	Total	%
I live in another London Borough	301	30
Royal Borough of Greenwich	267	26
Bexley	210	21
Newham	147	14
I live outside of London	56	6
Barking & Dagenham	26	3
Prefer not to say	11	1
Total	1,018	100

3.5 Visits to our consultation website

Consultation materials were hosted on our online webpage at the following address:

<https://haveyoursay.tfl.gov.uk/dlr-extension>

We provided the following information in the 'Documents' section:

- Maps showing the Thamesmead Town Centre and Beckton Riverside areas
- A map showing the route of the proposed DLR extension
- A map of other options we had looked at but were not our preferred option
- Easy Read versions of the consultation information and survey, co-produced with accessibility experts
- Frequently Asked Questions
- An initial Equality Impact Assessment (EQIA) on the proposals
- A downloadable version of the standard consultation questions for respondents who may have preferred to respond in writing
- Downloadable versions of posters and leaflets
- British Sign Language (BSL) video of the proposals
- Information about drop in events

We offered a BSL conversation service which would allow the TfL consultation lead to have a two-way BSL translated discussion with the BSL user. To help support

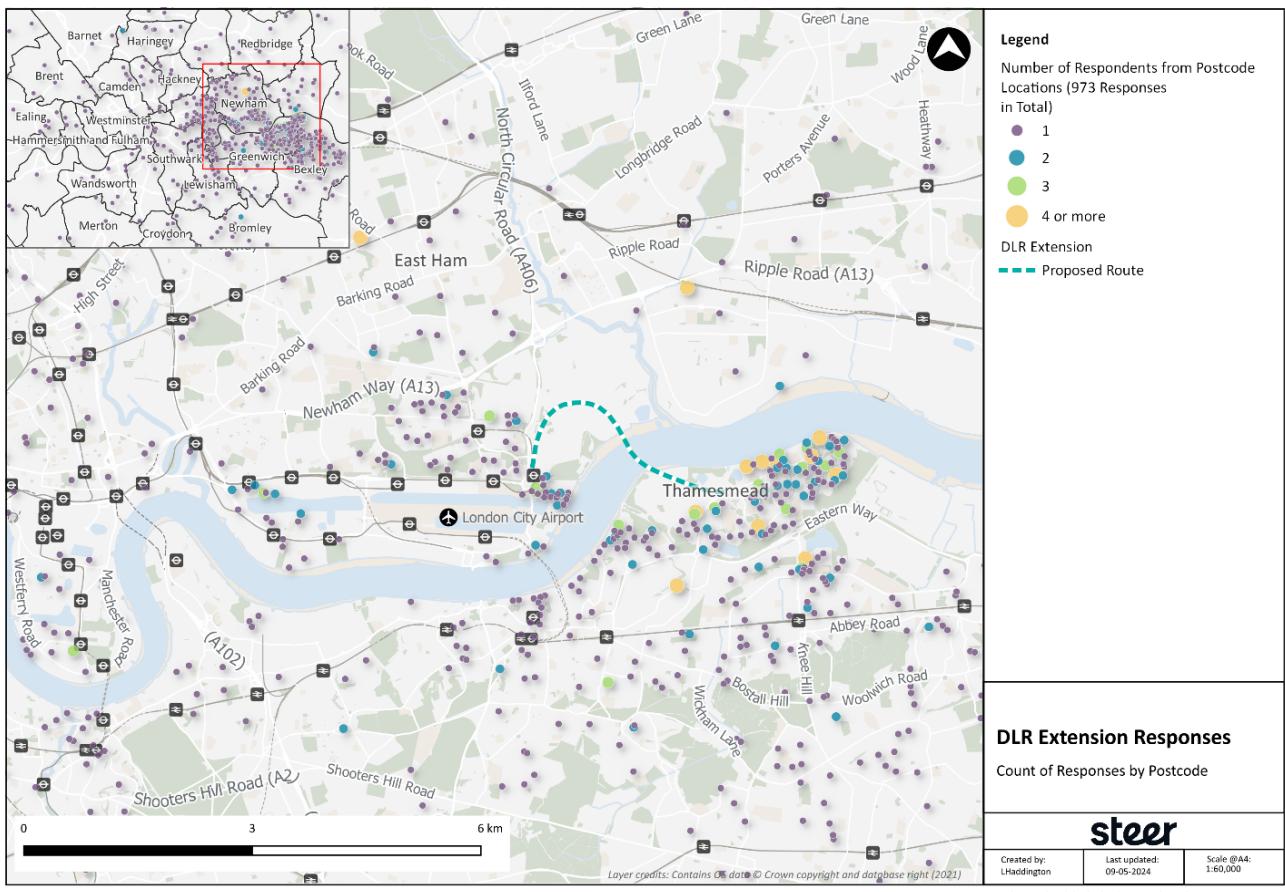
London's diverse communities, our Have Your Say website is also able to translate our consultation materials into many different languages.

We received 23,400 visits to the consultation website during the consultation period and the documents detailed above were downloaded over 9,000 times.

3.6 Postcodes analysis

973 respondents provided valid postcodes. The postcode analysis shows the majority of responses were from respondents entering a postcode in the Thamesmead area.

Figure 1 Map of postcode analysis



We ask a set of standard demographic questions in all of our consultations. Charts showing how people responded to the consultation can be found in Appendix E.

4. Summary of all consultation responses

This chapter explains how all respondents responded to the consultation. All questions were optional and the number of people that provided a response varied between questions.

4.1 Summary of responses to Question 4: We would like to understand how our preferred option would affect how you travel in and around your local area

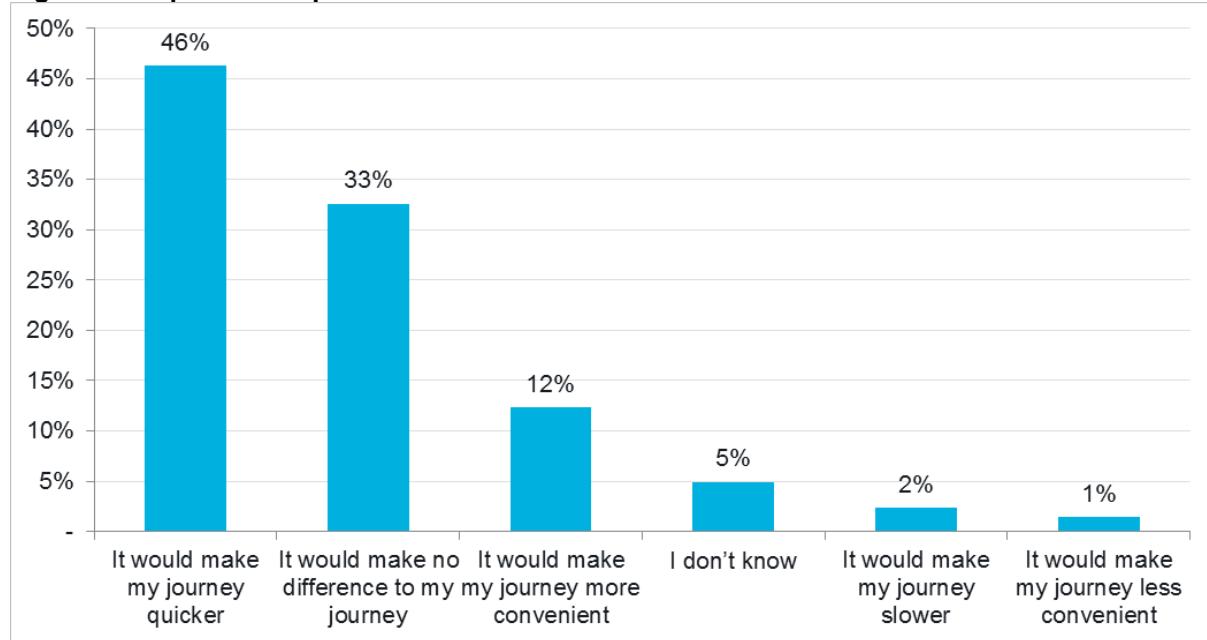
1,052 people responded to this question.

We asked people how the proposals would affect how they travel in and around their local area. The chart below shows all responses.

In summary:

- 46 per cent of people responded that the proposals would make their journey quicker
- 12 per cent of people responded that it would make their journey more convenient
- 33 per cent of people responded that the proposals would make no difference to their journeys
- Two per cent of people responded that it would make their journeys slower
- One per cent of people responded that it would make their journeys less convenient

Figure 2 Responses to question 4



We analysed the responses to this question in comparison to the respondent type – whether a respondent was a local resident, worked at a business near the proposals, etc – as outlined in section 3.4.

In summary:

- Of those saying the scheme would make their journey less convenient, 73 per cent are residents living close to the proposals
- Of those saying the scheme would make their journey slower, 76 per cent are residents living close to the proposals, with a further eight per cent working at businesses nearby
- Of those saying it would make no difference to their journey, 40 per cent are residents living close to the proposals
- Of those saying the scheme would make their journey more convenient, 47 per cent are residents living close to the scheme, and 12 per cent live in wider areas of Newham or Greenwich
- Of those saying the scheme would make their journey quicker, 64 per cent are residents living close to the scheme, and five per cent live in wider areas of Newham and Greenwich

4.2 Summary of responses to Question 5: We would like to understand how our preferred option would affect how

you travel in and around the wider east and southeast London

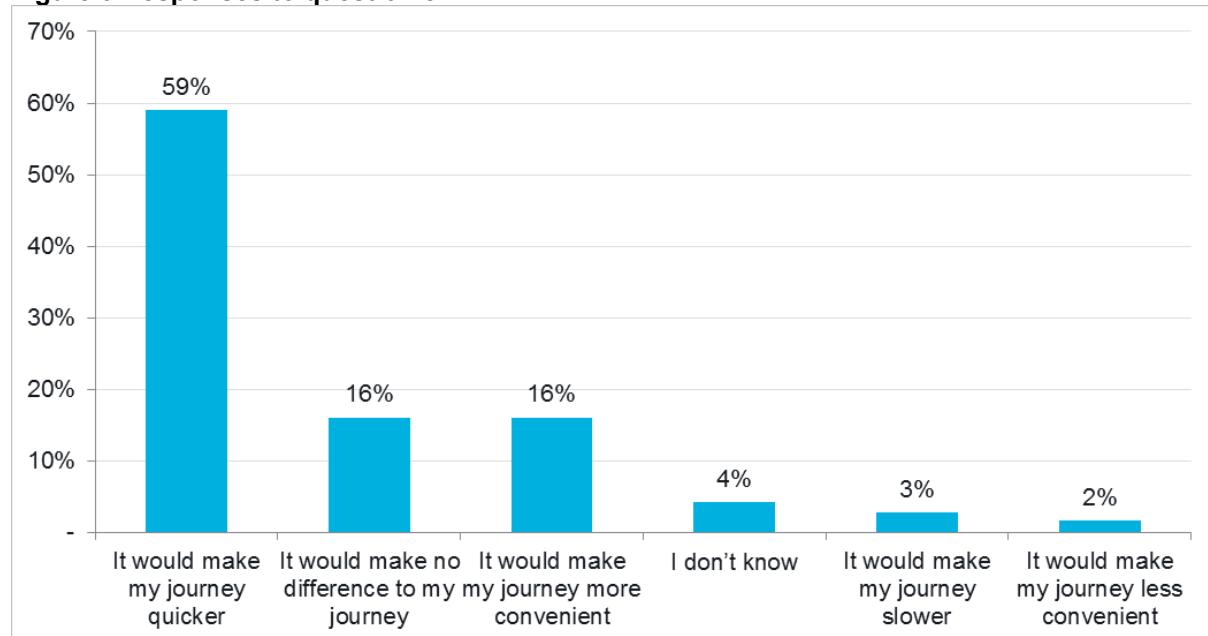
1,056 people responded to this question.

We asked people how the proposals would affect how they travel in and around the wider east and southeast London (for example Abbey Wood, Canary Wharf, Docklands, Stratford). The chart below shows all responses.

In summary:

- 59 per cent of people responded that the proposals would make their journeys quicker
- 16 per cent of people responded that it would make their journeys more convenient
- 16 per cent of people responded that it would make no difference to their journeys
- Three per cent of people responded that it would make their journeys slower
- Two per cent pf people responded that it would make their journeys less convenient

Figure 3 Responses to question 5



We analysed the responses to this question in comparison to the respondent type – whether a respondent was a local resident, worked at a business near the proposals, etc – as outlined in section 3.4. In summary:

- Of those saying journeys would be less convenient, 56 per cent are residents living close to the scheme

- Of those saying it would make no difference to their journeys, 52 per cent are residents living close to the scheme
- Of those saying journeys would be more convenient, 43 per cent of people are residents living close to the scheme, and 14 per cent live in wider Newham or Greenwich
- Of those saying journeys would be slower, 70 per cent are residents living close to the proposals
- Of those saying journeys would be quicker, 56 per cent are residents living close to the proposals

4.3 Summary of responses to Question 6: We would like to understand how our preferred option would affect how you travel into central London

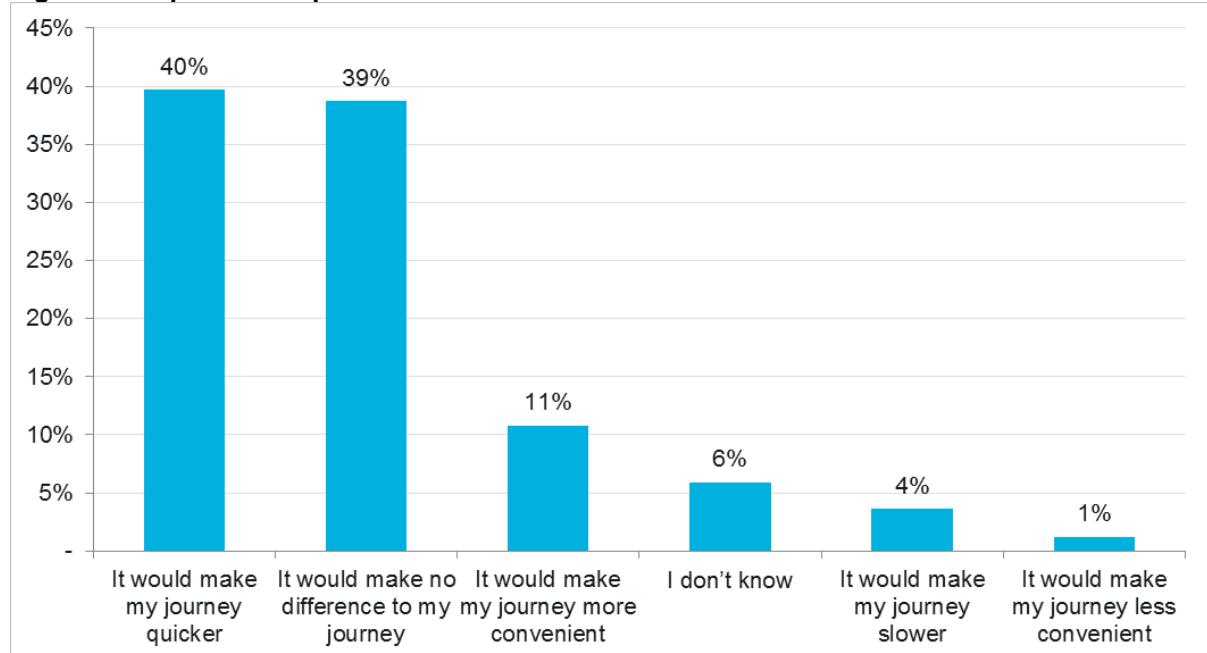
1,046 people responded to this question.

We asked people how the proposals would affect how they travel into central London. The chart below shows all responses.

In summary:

- 40 per cent of people responded that the proposals would make their journey quicker
- 39 per cent of people responded that the proposals would make no difference to their journeys
- 11 per cent of people responded that the proposals would make their journeys more convenient
- Four per cent and one per cent of people responded that the proposals would make their journeys slower or less convenient, respectively

Figure 4 Responses to question 6



We analysed the responses to this question in comparison to the respondent type – whether a respondent was a local resident, worked at a business near the proposals, etc – as outlined in section 3.4. In summary:

- Of those saying journeys would become less convenient, 38 per cent are residents living close to the proposals and a further 38 per cent are just interested
- Of those saying it would make no difference to their journeys, 50 per cent are residents living close to the proposals
- Of those saying journeys would become more convenient, 55 per cent are residents living close to the proposals, and eight per cent live in wider Newham or Greenwich
- Of those saying that journeys would be slower, 84 per cent are residents living close to the proposals
- Of those saying journeys would be quicker, 56 per cent are residents living close to the proposals

4.4 Summary of responses to Question 7: It would be helpful to know anything we should consider as we progress with the project

We provided an open text box to give people the opportunity to let us know their feedback on our proposals. We gave thinking points for comments that would help us understand the impact of our proposals on local people, help us understand the impact of our proposals on our customers, and help inform our designs for the new stations.

991 people responded to this question.

The table below shows the most frequent comments from the responses, which are the top 10 codes. A number of comments were made relating to matters not in the scope of this consultation. Comments that are out of scope have not been included in the top 10. The full code frame with all comments can be found in Appendix A.

Table 6 Top 10 comments

Theme	Code	Frequency of comment
Connectivity	Support for improved connectivity by public transport	233
Thamesmead	Support for extension improving access to Thamesmead	177
General	General support of the scheme (no details)	138
Alternative Proposals	Support for alternative extension of London Overground from Barking Riverside to Thamesmead	89
Extension Suggestions	Suggestion to extend further into Borough of Bexley /Greenwich	76
Extension Suggestions	Suggestion to extend DLR from Thamesmead to Abbey Wood	74
Economy and Development	Support as extension will boost local economy and employment south of the river	69
Connectivity	Support as extension will improve development of the areas/ connect communities	67
Alternative Proposals	Suggestion that Thamesmead should be served by Trams instead of existing proposal	60
Extension Suggestions	Suggestion to extend DLR further into East London and/or Essex	45

4.5 Quality of consultation questions

4.5.1 We asked respondents to choose a statement which best reflected their experience of participating in the consultation. The chart below shows all responses.

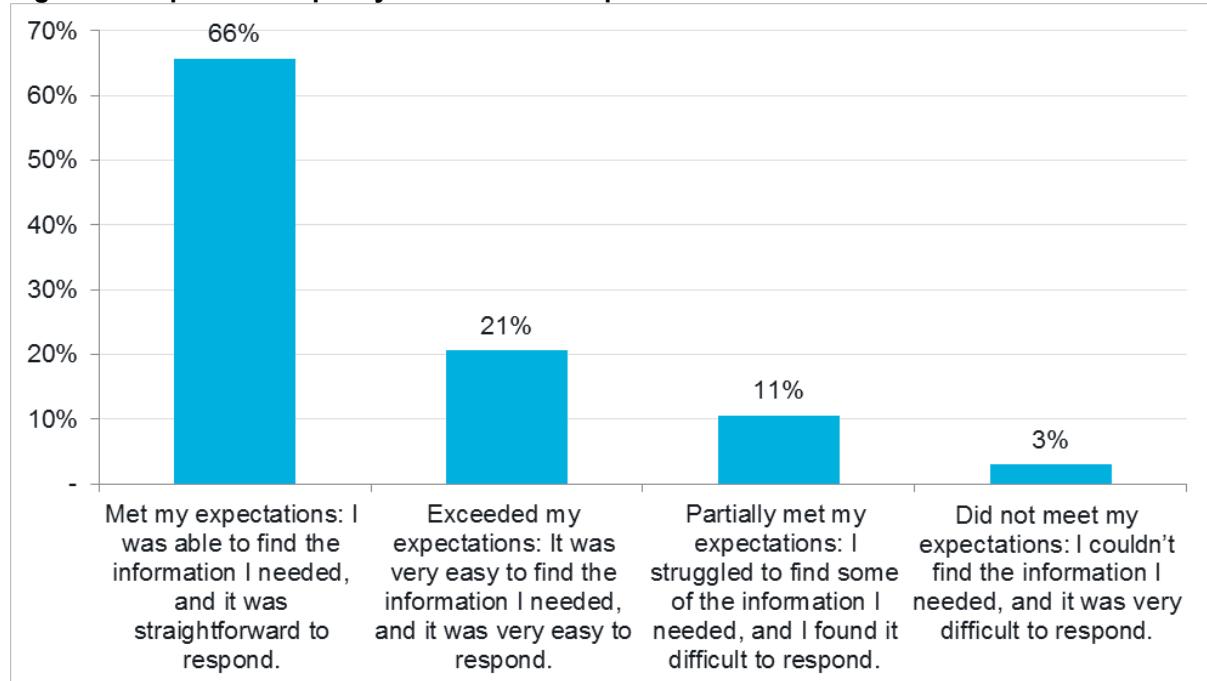
989 people responded to this question.

In summary:

- 66 per cent of people responded that the consultation had met their expectations
- 21 per cent of people responded that the consultation had exceeded their expectations

- 11 per cent of people responded that the consultation partially met their expectations
- Three per cent of people responded that the consultation had not met their expectations

Figure 5 Responses to quality of consultation question



We also gave those who responded that the consultation had only partially met or did not meet their expectations the opportunity to give us their views in an open text box. 147 people gave us comments and the top comments are summarised in the table below.

Table 7 Top comments

Theme	Code	Frequency of comment
Survey/info/website	Survey question options inadequate	30
Survey/info/website	More information needed about the proposals	16
Survey/info/website	Request for more precise details on maps (e.g. location of stations)	14
Survey/info/website	Hard to find consultation on website	10
Registering	Criticism of having to register to comment	8
Consultation policy & process	Concern the consultation is biased or misleading	8

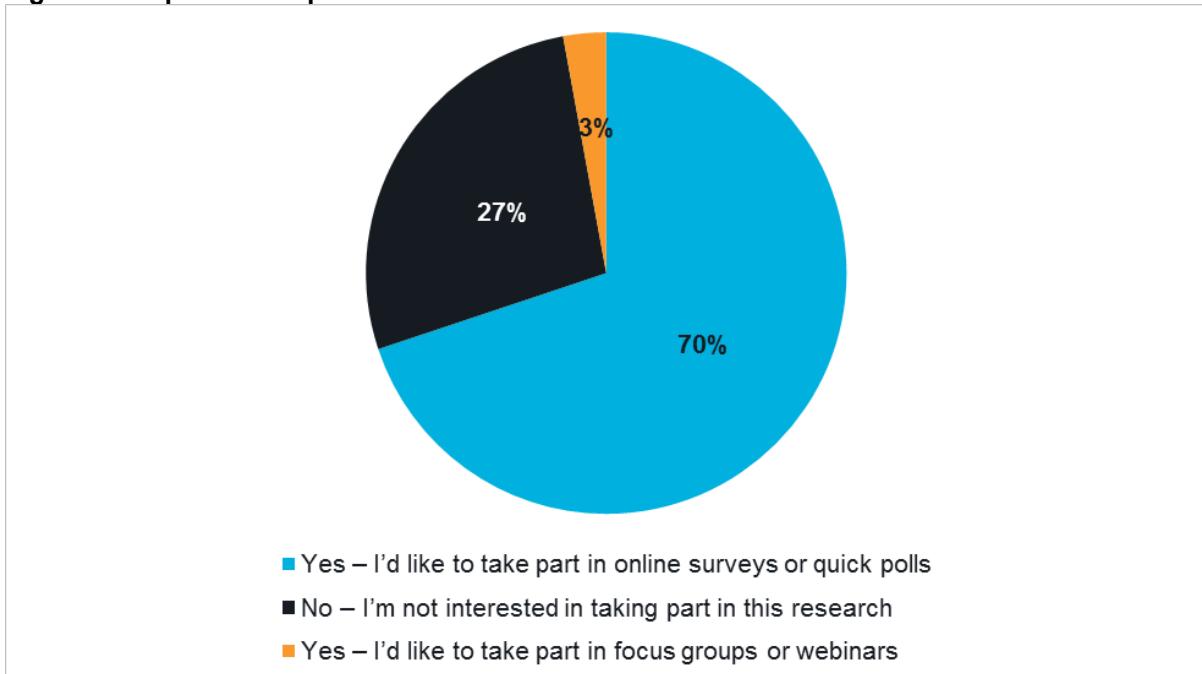
4.5.2 We asked respondents if they would be interested in helping to shape our consultation services in the future. The chart below shows all responses.

973 people responded to this question.

In summary:

- 70 per cent of people responded that they would like to take part in online surveys or quick polls
- 27 per cent of people responded that they would not be interested in taking part
- Three per cent of people responded that they would like to take part in focus groups or webinars

Figure 6 Responses to question



4.6 Stakeholder responses

We received responses from the following stakeholders:

- Abbey Wood ward councillor
- Abena Oppong-Asare MP for Erith and Thamesmead
- abrdn
- Belvedere Community Forum
- Bexley Council
- Bexley Labour Group
- BusinessLDN
- Café Spice, Docklands
- Campaign for Better Transport
- Canal & River Trust

- Cllr Olu Babatola (Thamesmead Moorings ward)
- Environment Agency
- Freedom for Drivers Foundation
- Future Transport London
- Greenwich & Bexley Community Hospice
- ICE London
- Lendlease Development
- Liberal Democrat Group on the London Assembly
- London Chamber of Commerce and Industry
- London City Airport
- London TravelWatch
- London Wildlife Trust
- Peabody
- Port of London Authority
- RAD CHP
- Railfuture London & South regional branch
- St William Homes LLP
- Thamesmead Waterfront Joint Venture
- WakeUp Docklands and The Oiler Bar

A summary of the stakeholder replies is available in Appendix F.

4.7 Petitions and campaigns

We were not made aware of any campaigns or petitions about the proposals during the consultation.

Appendix A: Code frame

Theme	Code	Count
Alternative Proposals	Support for alternative extension of London Overground from Barking Riverside to Thamesmead	89
Alternative Proposals	Suggestion that Thamesmead should be served by Trams instead of existing proposal	60
Alternative Proposals	Suggestion that Thamesmead should be served by an Express Bus Service/BRT instead of existing proposal	22
Alternative Proposals	Suggestion to connect Woolwich to Thamesmead by DLR	19
Alternative Proposals	Suggestion to improve bus connectivity	12
Alternative Proposals	Suggestion to prioritise Underground line extensions instead	8
Alternative Proposals	Suggestion to connect area with more river transport options (e.g. ferry, Uber boat stops)	7
Alternative Proposals	Suggestion to utilise existing tunnels for an alternative extension	6
Alternative Proposals	Suggestion for alternative extensions starting from the Lewisham branch	6
Alternative Proposals	Suggestion for two separate extensions, north and south of the Thames	4
Alternative Proposals	Suggestion for further Elizabeth line extensions	4
Alternative Proposals	Suggestion to build another river crossing from Beckton to Erith	2
Alternative Proposals	Suggestion for there to be two stations at Thamesmead to accommodate size of this area	2
Alternative Proposals	Suggestion for a station in North Woolwich	2
Alternative Proposals	Suggestion to extend DLR eastwards from Beckton to Barking before crossing the river	2
Alternative Proposals	Suggestion for an alternative tunnel route	2
Alternative Proposals	Suggestion to provide service to Bexley	1
Alternative Proposals	Support for having more trams (general)	1
Alternative Proposals	Suggestion to remove stops on the DLR to improve journey times	1
Alternative Proposals	Suggestion to extend Overground to Convoys Wharf, Deptford	1
Alternative Proposals	Suggestion for a walking route from Barking Creekmouth	1
Alternative Proposals	Suggestion to connect the 'Beckton' branch of the DLR to the 'Woolwich' branch of the DLR	1
Alternative Proposals	Suggestion for the new proposed bus transit scheme from Woolwich to Abbey Wood via Thamesmead to be extended into Bexley to Belvedere	1
Alternative Proposals	Suggestion for an East London tram service starting in Romford	1
Beckton	General support for extension to Beckton	15
Beckton	Suggestion for upgrades to street-level infrastructure in Beckton to cope with increased passenger numbers generated by extension	1
Beckton	Concern about location of Beckton Riverside station	1
Capacity	Concern the DLR is currently overcrowded/ will become overcrowded	36
Capacity	Suggestions to increase capacity of DLR	4
Capacity	Support for DLR extension as it will ease existing capacity issues	2
Concern	Concern that extension does not address/raises cost of fares for passengers	5
Concern	Concern about an increase in anti-social behaviour	5
Concern	Concern the DLR will increase the risk of floods	4
Concern	Concern about reliability of DLR service	3
Concern	Concern about impacts on travel for local schools	2
Concern	Concern about reduced levels of bus service	2
Concern	Concern about the impact on residential parking	2
Concern	Concern about an increase in rubbish/waste	1
Concern	Concern extending to Barking Riverside is unnecessary	1
Concern	Concern about quality of current road infrastructure	1
Concern	Concern about proposal to build a tunnel	1
Concern	Concern about increased pressure on local services	1
Concern	Concern about naming of Beckton Riverside station	1
Concern	Concern that traffic will increase in residential areas	4
Concern	Concern that buses in Gallions Reach are underutilised and could be routed to Thamesmead if there was a bridge	1
Connectivity	Support for improved connectivity by public transport	233
Connectivity	Support as extension will improve development of the areas/ connect communities	67
Connectivity	Concern that DLR route will provide a slow connection	31
Connectivity	Concern that proposal does not address connectivity issues in East/South East London	30
Connectivity	Suggestion to improve connectivity between Thamesmead and surrounding areas by other modes	12
Connectivity	Suggestion to improve pedestrian access between Central Thamesmead and West Thamesmead	3
Connectivity	Support improved access to green areas south of the river	1
Construction	Concern about the impact of construction works on residents	17
Construction	Suggestion to prioritise local employment in construction	7
Construction	Concern construction will impact the reliability/ frequency of the existing DLR	1
Construction	Concern that constriction is unfeasible	1
Economy and Development	Support as extension will boost local economy and employment south of the river	69
Economy and Development	Support as extension will help regenerate areas and promote development	29
Economy and Development	Support as extension will create more attractive housing opportunities in Thamesmead	20
Economy and Development	Support as extension will help regenerate Beckton (boost growth, employment etc)	10
Economy and Development	Support as extension will make Thamesmead more attractive	10
Economy and Development	Concern about the impact of development on existing infrastructure (e.g. capacity)	10
Economy and	Support as extension will create more attractive housing opportunities (no area specified)	5

Development		
Economy and Development	Support as extension will create more attractive housing opportunities in Beckton	5
Economy and Development	Concern about the building of high-density housing development	5
Economy and Development	Suggestion to ensure housing development is well connected to transport development	3
Economy and Development	Support as extension will reduce housing costs by increasing supply	2
Economy and Development	Concern that scheme will be used as marketing to attract housing developers	1
Economy and Development	Suggestion to fund extension with levy on housing development	1
Environment	Concern about environmental impact of proposals	12
Environment	Concern about the environmental impact of proposals e.g. on wildlife habitats	10
Environment	Suggestion for the DLR to be run by renewable energy	1
Equalities	Concern that scheme will cause accessibility issues for people with mobility impairments	4
Equalities	Concern that existing DLR infrastructure is not wheelchair accessible/safe for vulnerable users	4
Equalities	Support that scheme will improve accessibility (general)	2
Equalities	Concern that changes to service have a disproportionate impacts on older people	1
Equalities	Concern that changes to service have a disproportionate impacts on young people	1
Equalities	Concern that changes to service have a disproportionate impacts on disabled people	1
Extension Suggestions	Suggestion to extend further into Borough of Bexley /Greenwich	76
Extension Suggestions	Suggestion to extend DLR from Thamesmead to Abbey Wood	74
Extension Suggestions	Suggestion to extend DLR further into East London and/or Essex	45
Extension Suggestions	Suggestion to extend the DLR to connect with the Elizabeth line	21
Extension Suggestions	Suggestion to extend DLR further into South East London and/or Kent	16
Extension Suggestions	Suggestion to extend DLR branch further to directly reach Gallions Reach shopping park	7
Extension Suggestions	Suggestion to extend DLR Beckton branch to London City Airport	5
Extension Suggestions	Suggestion to extend the DLR to Southmere Lake / Greenmead	5
Extension Suggestions	Support for passive provision for extensions (general)	4
Extension Suggestions	Suggestion to connect to the Overground at Barking Riverside via Thamesmead	4
Extension Suggestions	Suggestion to extend beyond Thamesmead (unspecified)	3
Extension Suggestions	Suggestion to extend DLR from Beckton instead of Gallions Reach	3
Extension Suggestions	Suggestion for more direct services from Beckton branch to Stratford	1
Extension Suggestions	Suggestion that each service should reverse at Beckton and then serve the new stations	1
Frequency	Concern extension will impact DLR frequency on existing parts of the line	25
Frequency	Suggestion to increase frequency of current service	19
Frequency	Support due to increased frequency of trains	1
General	General support of the scheme (no details)	138
General	Concern regarding costs of the scheme	35
General	Concern about quality/lack of information provided	13
General	Concern about the consultation process	8
General	Concern that the scheme is unnecessary	5
General	Suggestion for further consultation	4
General	General opposition to scheme (no details)	3
General	Concern that the scheme will be underused	3
General	Concern about long construction timescales	1
General	Concern that road users are being overlooked	1
Other	No response	293
Other	Comment out of scope (combined)	80
Other	Comment unclear	6
Other	Personal data removed from response	3
Other	Comment requests information	1
Proposal	Comment relating to Thamesmead side (Abbey Wood, Woolwich, Belvedere, Plumstead, Southmere)	502
Proposal	No area specified	365
Proposal	Comment relating to Beckton side (North Woolwich, Barking, Beckton Gasworks, Galleons Reach)	204
Reduced Service	Concern about reduced service to Beckton station as extension will branch off at Gallions Reach station	13
Station Design and Operation	Suggestion for station design to be attractive and meaningful	44
Station Design and Operation	Suggestion for new stations to be accessible/ step-free access	29
Station Design and Operation	Suggestion for new stations to have integrated facilities for connection to other modes	29
Station Design and Operation	Suggestion to future proof infrastructure for further extensions	19
Station Design and Operation	Suggestion for new stations to borrow design elements from other existing stations	9
Station Design and Operation	Suggestion that new stations are located near shops/retail	7
Station Design and Operation	Suggestion to have retail/leisure inside stations	6
Station Design and Operation	Suggestion to prioritise safety at new stations	5
Station Design and Operation	Suggestion for stations to be design with escalators	4
Station Design and Operation	Suggestion for design to incorporate environment/green space	4
Station Design and Operation	Suggestion to provide sufficient street lighting in areas surrounding new stations	3
Station Design and Operation	Suggestion for the station to have shelters	3

Station Design and Operation	Suggestion for stations to be designed to limit impact on nearby residents (lighting/noise)	3
Station Design and Operation	Suggestion for DLR stations to have security cameras	2
Station Design and Operation	Suggestion to have good wayfinding to platforms	2
Station Design and Operation	Suggestion to ensure there are enough ticket barriers/tap in points in stations	2
Station Design and Operation	Suggestion for station to be kept clean	2
Station Design and Operation	Suggestion for stations to have modern departure boards	2
Station Design and Operation	Suggestion for the station to have seating	2
Station Design and Operation	Suggestion to use sustainable whole life cycle design approach	2
Station Design and Operation	Suggestion for stations to be underground	1
Station Design and Operation	Suggestion to limit the distance between platforms and entrance to station	1
Station Design and Operation	Suggestion to expand the platform at Gallions Reach	1
Station Design and Operation	Suggestion for staff to be visible at all times at the station	1
Suggestions	Suggestion to integrate active travel access into new crossing	21
Suggestions	Suggestion to improve pedestrian and cycle access to new Thamesmead station	9
Suggestions	Suggestion that money should be spent on improving other public transport instead	6
Suggestions	Suggestion for a bridge to be built on the same alignment	4
Suggestions	Suggestion that Thamesmead station is connected with buses in Thamesmead	4
Suggestions	Suggestion to close spur between Gallions Reach and Beckton stations	3
Suggestions	Suggestion for an underwater tunnel on the Thames River	3
Suggestions	Suggestion to extend hours the DLR runs	3
Suggestions	Suggestion to provide a frequent bus or tram service between Woolwich and Thamesmead as well as the DLR extension	2
Suggestions	Suggestion to subsidise DLR fares in Thamesmead	2
Suggestions	Suggestion to ensure benefits are made clear to residents/ residents are kept informed	2
Suggestions	Suggestion to use best practice from other construction projects	2
Suggestions	Suggestion to create bridge for buses and pedestrians instead of DLR extension	1
Suggestions	Suggestion to improve Gallions Reach station into an 'interchange'	1
Suggestions	Suggestion for the extension to be built underground	1
Suggestions	Suggestion to tackle fare evasion	1
Suggestions	Suggestion to minimise impact on river traffic during construction of tunnel	1
Support	Support as proposals will incentivise a modal shift away from cars	37
Support	Support as extension will ease congestion on existing public transport	24
Support	Support as extension will ease general road traffic congestion	18
Support	Support for reduced journey times	13
Support	Support as extension will create more attractive housing opportunities	11
Thames Gateway Bridge	Suggestion to build the Thames Gateway Bridge crossing as per safeguarded plans	20
Thames Gateway Bridge	Support for removal of safeguarding for the Thames Gateway Bridge	7
Thamesmead	Support for extension improving access to Thamesmead	177
Thamesmead	General Support for extension to Thamesmead	43
Thamesmead	Support as extension will improve quality of life for residents	26
Thamesmead	Concern over lack of information on location of Thamesmead station	10
Thamesmead	Concern parking will be removed from areas of Thamesmead	3

Appendix B: Response to Issues Raised

Proposals:

No.	Theme	Code	Issue	Our response
1	Connectivity	1.1	<p>Suggestion to connect area with more river transport options (e.g. ferry, Uber boat stops)</p> <p>Suggestion to connect Woolwich to Thamesmead by DLR / bus / trams alongside proposed DLR extension</p> <p>Suggestion to improve public transport and walking routes to Abbey Wood station</p>	<p>Proposals to extend the DLR are part of a package of transport measures to enable development of sites at Beckton Riverside and Thamesmead and improve transport connections for existing communities. This potentially could include river boat services.</p> <p>Improved links between Woolwich and Thamesmead form an important part of the vision for Thamesmead. Alongside a DLR extension to Thamesmead, proposals are being developed for a bus transit scheme from Woolwich to Abbey Wood via Thamesmead. These improved connections would benefit the existing and future communities by improving capacity to support development in Thamesmead, including affordable, accessible and frequent connections to the Elizabeth line and DLR services and contribute to the Mayor's Transport Strategy goal to switch to active and sustainable travel.</p>
		1.2	Suggestion to improve bus connectivity	Providing additional bus services on existing routes which serve Gallions Reach Shopping Park as an alternative to the DLR extension would not deliver sufficient public transport capacity to support large scale housing growth at Beckton Riverside.
		1.3	Suggestion to integrate active travel into new crossing e.g. pedestrian and cycling bridge alongside DLR extension	Proposals for improved bus links between Woolwich and Thamesmead also include an integrated package of improvements to the public realm, walking and cycling accessibility and connectivity to the proposed new DLR station for more local trips.
		1.4	Suggestion to connect the 'Beckton' branch of the DLR to the 'Woolwich' branch of the DLR	This option would significantly increase the cost of a DLR extension whilst delivering few additional benefits when compared to our current proposals.
		1.5	Concern that proposed DLR route will provide a slow connection	The DLR extension would connect with Elizabeth line and Jubilee line services at Custom House and Canning Town, providing frequent and fast connections to central London. The extension would also give new rail connections to Stratford and other destinations across the DLR network.
		1.6	Suggestion for buses to service new Thamesmead station from Thamesmead town centre	The proposed new station would be integrated in Thamesmead town centre providing convenient interchange between DLR and other modes of transport.
		1.7	Query how the proposed extension would improve connections to London City Airport	The proposed extension would introduce an additional option for those travelling from Thamesmead to London City Airport via Custom House or Canning Town and the bus network.
2	Proposed new DLR stations - locations and design	2.1	<p>Suggestion for station design to be attractive and meaningful / have shelters and seating / kept clean / enough ticket barriers / modern departure boards / look like existing DLR stations</p> <p>Suggestion for new stations to be accessible / have step-free access / to be designed with escalators</p> <p>Suggestion to prioritise safety at new stations / have security cameras / staff visible at all times</p>	<p>The new stations would be designed to a high standard, consistent with other stations on the DLR network. This includes having step-free access.</p>
		2.2	<p>Suggestion for new stations to connect to other transport modes / have good wayfinding to and from stations</p> <p>Suggestion for upgrades to street-level infrastructure in Beckton to cope with increased passenger numbers generated by extension</p> <p>Suggestion to improve pedestrian and cycle access to new Thamesmead station</p>	<p>New stations at Beckton Riverside and Thamesmead would become important transport hubs, connecting with bus services and local pedestrian / cycle links. We will work closely with developers and local authorities to develop station design options which are integrated with surrounding transport links and new development, including good wayfinding and interchange with other modes.</p>
		2.3	Suggestion that new stations are located near shops and retail / incorporate retail or leisure inside new stations	Opportunities for commercial development will be explored as station design options are developed.
		2.4	Suggestion to future proof infrastructure for further extensions	The opportunities to allow for further extensions to be delivered in the future will be investigated as the design is developed further..
		2.5	Suggestion for there to be two stations at Thamesmead to accommodate size of this area	The DLR extension would be delivered as part of a wider transport strategy to support new development in Thamesmead. This would include new pedestrian, cycle and bus links across the Thamesmead Waterfront development which would be integrated with a new DLR station to maximise public transport use.

	2.6	Concern about location of Beckton Riverside station Concern about naming of Beckton Riverside station Concern over lack of information on location of Thamesmead station	This was the first public consultation on proposals to improve public transport in Beckton Riverside and Thamesmead. There are likely to be further consultations in the future, with information regarding potential locations for stations in Beckton Riverside and Thamesmead as the scheme design is developed further. Current station naming is indicative, and no decisions have been made in relation to future station naming.
	2.7	Suggestion for design to incorporate environment/green space Suggestion to provide sufficient street lighting in areas surrounding new stations	We will continue to work with local authorities and developers to ensure the environment around the new stations would be pleasant, safe, and secure. This will also include consideration of how the scheme would interact with the wider environment and green spaces, and include sufficient lighting.
	2.8	Suggestion for stations to be designed to limit impact on nearby residents (lighting/noise)	We will ensure throughout the design process that the stations are carefully designed to reduce any unwanted impact on local residents and our neighbours.
	2.9	Suggestion for stations to be underground	This was the first public consultation on proposals to improve public transport in Beckton Riverside and Thamesmead. There will likely be further consultations in the future, with information regarding potential locations for stations in Beckton Riverside and Thamesmead as the scheme design is developed further.
	2.10	Suggestion to limit the distance between platforms and entrance to station	When we design stations we have to balance the ability to serve the forecast number of passengers, with an efficient layout, high quality design and accessibility through step-free access that maximises the user experience. This will all be considered as we progress with the scheme.
3	3.1	Concern about reliability of DLR service	The DLR network is currently achieving high levels of reliability, operating nearly 99 per cent of scheduled services. We expect reliability to be higher still once we have replaced the older fleet of trains with new models. Any potential reliability risks created by an extension of the DLR to Beckton Riverside and Thamesmead would be reviewed as part of the scheme development.
	3.2	Concern that existing DLR infrastructure is not wheelchair accessible/safe for vulnerable users Concern that scheme will cause accessibility issues for people with mobility impairments Concern that changes to service have a disproportionate impacts on older people / younger people / disabled people	All DLR stations are step-free from street to train, having either lifts or ramps or a combination of both.
	3.3	Suggestion to remove stops on the DLR to improve journey times	Services to/from Thamesmead would also serve customers on the existing network. We have no plans to skip-stop these or any DLR trains, as customers travelling to/from skipped stations would experience significantly longer journey times that would not be outweighed by the benefits for customers travelling through. In the near term, introducing the new fleet of trains will improve service frequencies, improve train capacity, optimise our timetable to make customer journeys faster. We can achieve this without skipping stops.
	3.4	Concern the DLR is currently overcrowded/ will become overcrowded / suggestion to increase capacity of DLR	We are in the process of introducing a new fleet of DLR trains to replace our older trains and provide a larger fleet. Each new train has 10 per cent more capacity than the older trains. More trains will also allow us to run longer and more frequent trains on most routes. This should address crowding on our network. Any crowding issues that could be created by an extension to Beckton Riverside and Thamesmead would be reviewed as part of the development of the scheme.
	3.5	Concern about reduced levels of bus service	With the DLR extension in place, the bus network will continue to play an important role in providing local connections in the areas surrounding Beckton and Thamesmead. We keep the operation of the bus network under ongoing review to ensure that capacity matches demand. Alongside the DLR extension to Thamesmead, proposals are being developed to enhance the bus infrastructure from Woolwich to Abbey Wood via Thamesmead.
	3.6	Concern about quality of current road infrastructure to cross the river	In 2025 we will open a new river crossing for road vehicles at the Silvertown tunnel. This will complement and relieve existing river crossings such as the Blackwall tunnel. We have also recently introduced a new and enhanced timetable for the Woolwich Ferry, with services operating for longer across the week. Alongside this investment, the DLR extension to Thamesmead would reduce car dependency by providing a high-quality public transport option, enabling a shift towards more sustainable transport use and lower carbon emissions.
	3.7	Suggestion to improve pedestrian access between Central Thamesmead and West Thamesmead	The principles in the Thamesmead and Abbey Wood Opportunity Area Framework support this, but it is outside the scope of this project.
	3.8	Suggestion to close spur between Gallions Reach and Beckton stations	We have no plans to close the Beckton line as part of this project. Any closure of the line would reduce connectivity for communities and onward transport links around Beckton station, and limit opportunities for future development.

		3.9	Suggestion to improve Gallions Reach station to make it a better interchange station	We are reviewing the impact that an extension to Thamesmead would have on Gallions Reach station, and any improvement works which would benefit existing and future customers as a result will be considered as part of detailed scheme development.
4	Suggestions for further extensions beyond Thamesmead or Beckton Riverside	4.1	<p>Suggestion to extend DLR from Thamesmead to Abbey Wood / connect with Elizabeth line / to Southmere Lake / to Greenmead</p> <p>Suggestion to extend DLR further into East London and/or Essex</p> <p>Suggestion to extend DLR further into South East London and/or Kent</p> <p>Suggestion to extend further into Borough of Bexley /Greenwich</p>	Our focus is on delivering a DLR extension to Thamesmead, which remains unfunded. If an extension beyond Thamesmead becomes financially possible then this will be considered further. Our designs will continue to take a potential further extension into account.
		4.2	Suggestion to extend DLR branch further to directly reach Gallions Reach shopping park	We do not yet have fixed locations for the new stations, however its location would likely serve the area surrounding the current site of Gallions Reach Shopping Park in line with the principles set out in the Royal Docks & Beckton Riverside Opportunity Area Planning Framework
5	Alternative proposals	5.1	<p>Suggestion for alternative extensions starting from the Lewisham branch</p> <p>Suggestion for further Elizabeth line extensions instead of the proposed DLR extension</p> <p>Suggestion to prioritise Underground line extensions instead of the proposed DLR extension</p> <p>Support for alternative extension of London Overground from Barking Riverside to Thamesmead / extend the DLR via Barking Riverside Overground to Thamesmead</p> <p>Suggestion for an East London tram service starting in Romford</p> <p>Suggestion for more direct services from Beckton branch to Stratford</p> <p>Suggestion to extend London Overground to Convoys Wharf, Deptford</p> <p>Suggestion for two separate extensions, north and south of the river</p> <p>Suggestion to build another river crossing from Beckton to Erith</p> <p>Suggestion for a station in North Woolwich / London City Airport / Silvertown</p> <p>Suggestion to extend DLR Beckton branch to London City Airport / suggestion for improved bus links to London City Airport instead</p> <p>Suggestion for a walking route from Barking Creekmouth</p> <p>Suggestion for increased river crossings at Belvedere and Thamesmead (general)</p>	We looked at a range of other options before selecting the DLR extension to Beckton Riverside and Thamesmead as our preferred option. Alternative options would not offer the same value for money or improvements to capacity and efficiency that is needed to unlock new development in Beckton Riverside and Thamesmead.
		5.2	Suggestion that Thamesmead should be served by Trams / express bus service instead of existing proposal	<p>We looked at options to deliver a new tram service between Abbey Wood, Thamesmead, and potentially across the river. Whilst this option would provide a high-quality local service, it would offer a lower level of capacity than our preferred option.</p> <p>The proposals to improve bus transit in Thamesmead would complement the DLR extension and could be delivered in advance as housing development comes forward, subject to available funding and a business case.</p>
		5.3	Suggestion to utilise existing tunnels used for DLR / Elizabeth line / walking and cycling, for an alternative extension	We have assessed alternative DLR routes to Thamesmead that would extend the Woolwich branch, from either King George V or Woolwich Arsenal stations. These options were not taken forward because they would not support the delivery of new homes at Beckton Riverside. They would also likely cost a similar amount to build as the preferred option, due to the need to build a tunnel to connect to the existing DLR route in Woolwich. These options would also add passengers to a busier part of the DLR network, and potentially reduce the number of services to Woolwich Arsenal.
		5.4	Suggestion for a bridge for buses and pedestrians from Gallions Reach / Beckton Riverside to Thamesmead instead of DLR extension	A cross-river bus link would have a similar cost to the cross-river section of the DLR extension, without delivering the scale of capacity and connectivity needed to support the anticipated level of housing delivery in Beckton Riverside and Thamesmead.

		5.5	Suggestion to extend DLR from Beckton instead of Gallions Reach Suggestion that each service should reverse at Beckton and then serve the new stations	Providing an extension to Thamesmead from Beckton would be extremely challenging. The area surrounding Beckton station comprises of existing residential development, with additional complexity as the DLR would need to descend below the A1020 Royal Docks Road. Other constraints of this option include existing power infrastructure and open space situated between Beckton and the area to the east of the A1020.
		5.6	Suggestion that money should be spent on improving other public transport instead	We recognise the importance of investing in our existing assets - a safe and reliable public transport and road network in London is fundamental to the reputation and economic growth of the UK as a whole. However, the opening of the Elizabeth line, the extension of the Northern line to Battersea and the regeneration driven by the London Overground network have proved that major projects – such as the proposed extension of the DLR - can unlock thousands of new homes and jobs, boost skills and lead to many more sustainable journeys. The proposed extension would support up to 25,000 to 30,000 new homes and up to 10,000 new jobs, provide better connections and quicker journeys across the River Thames and to the Jubilee and Elizabeth lines, reduce car dependency and improve access for communities to retail and leisure activities.
6	Supplementary proposals - additional transport schemes alongside proposed DLR extension	6.1	Suggestion to provide more transport to Bexley / extend bus transit scheme to Belvedere	Our focus is on delivering a DLR extension to Thamesmead. Whilst we are not progressing potential options for onward extensions at this time, the opportunities to allow for further extensions to be delivered in the future will be investigated as the design is developed further.
		6.2	Suggestion to extend DLR eastwards from Beckton Riverside to Barking Riverside before crossing the river	Serving Barking Riverside would significantly increase scheme cost of a DLR extension, whilst serving an area that benefits from a London Overground extension which provides a rail connection to the wider network.
		6.3	Suggestion for new bus services between proposed Beckton Riverside DLR and Barking Riverside Overground stations	We are aware of the aspirations of the London Boroughs of Newham and Barking & Dagenham to improve connectivity across the River Roding, with potential to create a new link between Gallions Reach, Barking Creek and Barking Riverside. Should this scheme come forward in future, we would consider potential opportunities for new bus connections.
7	Frequency of new and existing DLR services	7.1	Suggestion to increase frequency of current service	By 2026, we will introduce a fleet of 54 new trains on the DLR network. This will help us to increase frequencies and improve the reliability of services, in order to support population and employment growth across east London.
		7.2	Concern construction will impact the reliability/ frequency of the existing DLR	The proposed extension would need to be connected to the existing DLR network during a series of line closures. We'll do everything we can to minimise disruption to customers.
		7.3	Concern extension will impact DLR frequency on existing parts of the line / reduced service to Beckton station	We have not yet developed plans for the future service patterns that would serve the Beckton and Thamesmead branches. We will share more information in future consultations.
		7.4	Suggestion that new service should have at least four trains per hour	Whilst we have not developed plans for the service patterns yet, we expect that the level of service on the extension would be comparative to that provided on the existing DLR network.
		7.5	Suggestion for more early morning DLR services to London City Airport	Any change to start service earlier would reduce the amount of time available for maintaining the DLR infrastructure overnight. We will continue to review the service frequency on an ongoing basis and consider opportunities to improve our service as we introduce the new trains.
8	Impacts on the environment, vulnerable users and local community	8.1	Concern about environmental impact of proposals e.g. green spaces, waterways, wildlife habitats / concern proposals will increase risk of floods	We are considering environmental impacts of the scheme throughout each stage of development. We will be ensuring that any developing designs will meet relevant environmental legislation and policies and will carry out detailed environmental site surveys and assessments at the appropriate stages.
		8.2	Suggestion for the DLR to be run by renewable energy	We are committed to reducing our operational carbon and this includes how we source our energy to run our services such as the DLR. This work is being carried out TfL-wide and consideration of running the DLR on renewables would need to be taken on an operational wide basis, rather than just the extension itself. We will be exploring opportunities to reduce carbon throughout the design.
		8.3	Suggestion for the project to adhere to the Biodiversity Net Gain principle	Biodiversity Net Gain (BNG) became a legal requirement for large and small scale applications in 2024, with the expectation that nationally significant infrastructure projects will legally require to deliver BNG in 2025. TfL have also committed in our policies to deliver 10% BNG on our projects and this will apply to any future DLR extension.
		8.4	Concern about an increase in anti-social behaviour / increase in litter and waste Concern about impacts on travel for local schools / increased traffic / impact on residential parking	We would work with the local authorities and landowners to ensure any impacts on the local community are mitigated as far as possible.
9	Thames Gateway Bridge	9.1	Suggestion to build the Thames Gateway Bridge crossing as per safeguarded plans / oppose removal of the safeguarding for the Thames Gateway Bridge	We are using feedback from the consultation to inform decision making and discussions with Government regarding the Thames Gateway Bridge and DLR extension. This area is identified as in need of river crossings, which sets out the current priorities as the Silvertown Tunnel and the proposed DLR extension to Thamesmead that will unlock growth. Any proposed river crossing will need to align with the Mayor's Transport Strategy in terms of the transport, growth and environmental considerations.

10	Development plans for Thamesmead and Beckton Riverside	10.1	Concern about high-density housing development and increased pressure on local services / existing transport infrastructure Suggestion that housing should be affordable / proportion of social housing Suggestion that housing should be a mix of family homes and flats	We are working with the GLA, local authorities and landowners to deliver the London Plan Opportunity Area visions. Beckton Riverside and Thamesmead are identified as growth areas in the London Plan and are reflected in the borough's Local Plans. High levels of development cannot come forward without the proposed DLR extension. Future planning applications will be subject to the planning policy which will seek to ensure there is a suitable housing mix in terms of density, scale and affordable housing. The relevant planning authorities will determine any future planning applications in these areas.
		10.2	Suggestion to ensure housing development is well connected to public transport	Beckton Riverside and Thamesmead have been identified as areas that lack sufficient public transport to sustain the levels of development identified in the London Plan. The Opportunity Area visions set out strategies that would ensure development around the new stations, to ensure new homes and communities are well connected to the public transport network.
		10.3	Concern that proposed DLR extension will be used as marketing to attract housing developers	We are working with the GLA, local authorities and landowners to deliver the London Plan Opportunity Area visions. Beckton Riverside and Thamesmead are identified as growth areas in the London Plan and are reflected in the borough's Local Plans. Development is underpinned by the proposed DLR extension to ensure sustainable development comes forward.
		10.4	Suggestion to fund extension with levy on housing development	We are working on a funding strategy and are testing various sources of funding to support the delivery of the scheme.
11	Construction	11.1	Concern about the impact of construction works on residents Suggestion to use best practice from other construction projects Suggestion to minimise impact on river traffic during construction of tunnel	We have a rigorous set of standards that we require our construction partners to adhere to throughout the construction process. This includes adhering to a Code of Construction Practice (CoCP) which sets Best Practice mitigation measures for construction activities such as maximum working hours, out of hours working, noise limitations etc. We also require our contractors to sign onto the Fleet Operators Recognition Scheme (FORS) and the Considerate Constructors Scheme (CCS). Given the scheme's proximity to the River Thames, we would explore opportunities to utilise the river to transport construction materials and waste to and from site. This would reduce the number of HGVs on local roads. We would limit any impact on river traffic as part of this work.
		11.2	Suggestion to phase construction so that Gallions Reach Shopping Park can continue to run / concern it could not operate during construction	In developing plans for the DLR extension to Thamesmead, we recognise the role of Gallions Reach Shopping Park as an important retail centre, and the need to limit disruption to existing occupiers during future construction of the scheme.
		11.3	Suggestion to prioritise local employment in construction	We would work with our supply chain to ensure that opportunities to promote local employment and skills development are maximised during construction.
		11.4	Concern that construction is unfeasible / long timescales	We have extensive experience in delivering network extensions and other major transport schemes, including several previous DLR extensions. Based upon that experience and our knowledge of the scheme we are confident that we can deliver the planned extension in an efficient and timely manner.
		11.5	Suggestion to use sustainable whole life cycle design approach	We are committed to reducing our whole life carbon and this includes embodied carbon in things like materials and how we source our energy to run our services such as the DLR. We would explore opportunities to reduce carbon throughout the design.
		11.6	Suggestion for the extension to be built underground	We anticipate that the cross-river section of the extension would be underground. This was the first public consultation on proposals to improve public transport in Beckton Riverside and Thamesmead. There are likely to be further consultations in the future, with information regarding potential locations for stations as the scheme design is developed further.
12	Cost of the project / need for the project	12.1	Concern regarding costs of the scheme / concern that building a tunnel under the river is too expensive	We have very recent experience of delivering new tunneled infrastructure across London, including beneath the River Thames. Based upon this experience we are confident that the proposed DLR scheme could be delivered in a timely and cost-effective manner. We continue to work with our partners to identify a funding solution for the scheme.
		12.2	Concern that the scheme is unnecessary / will not be used	Integrating the delivery of the DLR extension and the delivery of thousands of new homes in Beckton Riverside and Thamesmead would ensure that sufficient passenger demand for rail services is generated.
		12.3	Concern that road users are being overlooked	The DLR extension to Thamesmead seeks to incentivise public transport use in two of the largest growth areas in east London and support the creation of new sustainable communities. The scheme would also reduce car dependency by providing a high-quality public transport option, which supports a shift towards more sustainable transport and lower carbon emissions.
		12.4	Suggestion that TfL should investigate sustainable long-term financial models	We will continue to progress a funding and finance strategy for the scheme, and would hope to provide more details on this in future consultations.
13	General suggestions and concerns	13.1	Concern that extension does not address/raises cost of fares for passengers / suggestion to subsidise fares for Thamesmead residents	No change to fares policy is planned as a result of an extension to Beckton Riverside and Thamesmead, other than incorporating the new stations into the existing fare structure. As a result, Thamesmead residents using the new station would benefit from fares priced at the TfL fare scale (which is cheaper than rail fares) and the range of discounts provided to support our customers.
		13.2	Suggestion to ensure benefits are made clear to residents/ residents are kept informed	This was the first public consultation on proposals to improve public transport in Beckton Riverside and Thamesmead. There are likely to be further consultations in the future and opportunities to engage with local communities on the benefits of the scheme.

	13.3	Suggestion to tackle fare evasion	We take revenue protection very seriously and use a combination of on board and in station ticket checking activities to manage compliance.
	13.4	Suggestion for a bridge to be designed as a tourist attraction	This proposal would not deliver the public transport connectivity and capacity needed to support the delivery of thousands of new homes in Beckton Riverside and Thamesmead.
	13.5	Query of whether stations would open together or separately	It is assumed that the proposed stations would open at the same time.

Quality of consultation:

No.	Theme	Code	Issue	Response
1	Consultation policy & process	1.1	Concern the consultation is biased or misleading Concern the feedback won't be listened to or affect the decision More information needed about the consultation process	When developing consultations, we follow best practice guidelines to ensure our activities are legally compliant, open, and honest. We hold public consultations while our proposals are at a formative stage, and in advance of a final decision being made as to how we may proceed. Through consultation we seek to listen to respondents and to understand the reasons why they may view proposals positively or negatively. The feedback we receive through consultation is used as part of our decision-making process.
		1.2	Concern the consultation/public events were not adequately advertised	We want our consultations to be fully accessible to anyone that wants to take part. We publicised the consultation in a variety of digital and non-digital ways; this is outlined in this Consultation Report.
2	Survey / information / website	2.1	Criticism of questionnaire/survey Survey question options were inadequate	This was the first public consultation on proposals to improve public transport in Beckton Riverside and Thamesmead. We wanted feedback on our initial work on the preferred option of an extension of the DLR. We designed the consultation survey to understand how the proposals would impact the community and commuters, through closed questions and a free text box. We do not consider there was any restriction to how people could comment, and this was reflected in the range of feedback we received.
		2.2	More information about the proposals needed Request for more precise details of maps (e.g. station locations)	This was the first public consultation on proposals to improve public transport in Beckton Riverside and Thamesmead. We wanted feedback on our initial work on the preferred option of an extension of the DLR. There are likely to be further consultations in the future which will go into more details about, for example, where the stations would be located.
		2.3	Website not user friendly Website slow/not working Hard to find consultation on website	We want our consultations to be accessible to anyone that wishes to take part. Our aim was to ensure the consultation was accessible to anyone that wanted to take part. Our online web pages use software that meets WCAG 2.1, the current global web content accessibility standard. Visitors to the web page could customise their online experience to suit individual needs. The following accessibility tools were available: page narration, colour scheme changes, larger font sizes, and translation text into around 100 languages if needed.
		2.4	Too much information/too many documents Information is confusing/too long/too complicated Criticism of layout of consultation webpage Criticism of quality of maps/images	Our consultation maps, materials, and web page were designed to make clear the proposals being presented to respondents. We are sorry if this was not the case for some respondents.
3	Registering for the website	3.1	Criticism of having to register to comment / difficulty registering Criticism of needing separate log-in details for different parts of TfL Criticism of request for demographic data	Registration is now required to respond online to our consultations to enable us to notify people of the outcome of the project or provide an update and allow us to notify people about other projects that may be of interest to them. It also helps us to ensure that people adhere to our community guidelines, underpinning a safe, constructive environment for everyone using 'Have your say'. This includes optional questions about demographics so that we can understand the extent to which a particular group who may be impacted is responding to our consultation, or is responding with specific concerns we need to address. While registration is required when someone is using the consultation portal to respond through the online questionnaire for the first time, as detailed above, it was also possible for responses to be submitted by email and post. A FREEPOST address was provided, and no postage charges applied. In addition, a telephone line was made available for people to talk to us in person.
4	Public drop in sessions	4.1	Criticism of drop-in sessions Request for more in-person or online discussions Preferred reading info/maps at public event rather than on the website	We held four drop ins during the consultation and these were carefully planned to cover as wide a range of locations, times and weekend/weekday times as possible. This is always dependent on the availability of suitable venues and appropriate staff to cover the event. We believe every effort was made to ensure that as many members of the public would be able to attend. Unfortunately, it is not always possible to match everyone's requirements, however, our consultation publicity always give details of how people can contact us by phone, email or via our website if they are unable

				to attend the available events.
5	Other	5.1	Suggestion to use the new Routemaster buses in marketing/advertisements	New buses were not the subject of this consultation and therefore it was not appropriate to use buses in our marketing materials.

Appendix C: Consultation survey

Extending the DLR to Thamesmead.
Have your say.



Tell us your views

We are holding a six week public consultation to hear what you think about our proposals for extending the Docklands Light Railway (DLR) to Beckton Riverside and Thamesmead. We want to know if you agree with them, if there is anything you do not agree with, and to understand the reasons why you feel this way.

You can reply by completing our survey, which should only take a few minutes to complete.

Please post your completed survey to 'FREEPOST, TfL Have Your Say' (no stamp needed)

The closing date for comments is Monday 18 March 2024.

If you prefer, you can also:

- Email: haveyoursay@tfl.gov.uk
- Telephone: 020 3054 6037 to leave your name and contact number and we will call you back. Please quote '**DLR extension**' when leaving your message
- Complete our online survey at haveyoursay.tfl.gov.uk/dlr-extension

What happens next

These proposals are subject to the outcome of our consultation. Once consultation ends on Monday 18 March 2024, we will spend time considering all the responses we receive and will prepare a consultation report.

A copy of the report will be available to everyone that takes part in the consultation and a copy will be published on our website.

Extending the DLR to Thamesmead.
Have your say.



Thinking about our proposals as a whole, what effect do you think they will have on the way people choose to travel?

To help us understand a bit more about you, please answer the following questions.

1. Do you live in: (Choose one option)

- Barking & Dagenham
- Bexley
- Newham
- Royal Borough of Greenwich
- I live in another London Borough
- I live outside of London
- Prefer not to say

2. What encouraged you to complete this questionnaire? I'm interested in the proposals because... (You can choose more than one option)

- I'm a resident living close to the proposals
- I own or run a local business close to the proposals
- I work at a business close to the proposals
- I attend a school, college or university close to the proposals
- I commute to work through Beckton, Gallions Reach or Thamesmead
- I live in the boroughs of Newham or Greenwich and I'm interested in the proposals
- I'm just interested in the proposals

3. Please confirm your postcode

Our preferred option:

We would like to understand how our preferred option would affect how you travel:

4. In and around your local area (please tick all that apply)

- It would make my journey quicker
- It would make my journey more convenient
- It would make my journey slower
- It would make my journey less convenient
- It would make no difference to my journey
- I don't know

Extending the DLR to Thamesmead.
Have your say.



5. In and around the wider east and southeast London (for example Abbey Wood and Thamesmead, Canary Wharf, Docklands, Stratford - please tick all that apply)

- It would make my journey quicker
- It would make my journey more convenient
- It would make my journey slower
- It would make my journey less convenient
- It would make no difference to my journey
- I don't know

6. Into central London (please tick all that apply)

- It would make my journey quicker
- It would make my journey more convenient
- It would make my journey slower
- It would make my journey less convenient
- It would make no difference to my journey
- I don't know

7. It would be helpful to know anything we should consider as we progress with the project. As thinking points, please let us know if you have any comments on our proposals that would:

1. Help us to understand the impacts of our proposals on local people
2. Help us understand the impacts of our proposals on you as a customer
3. Help inform our designs when we think about how our new stations could look and feel



About you

If you would like us to keep you informed about the outcome of this consultation.
Please also provide us with your name and email address or postal address:

All personal information will be kept confidential. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. For further information, [please visit our privacy policy](#).

Name:	
Email:	
Address:	
Postcode:	

8. Can you please confirm if you are responding as an individual or as an official representative of an organisation (e.g., interest group, charity or trade body).
(Choose one option)

As an individual
 As an official representative of an organisation

9. If you are responding as an official representative of an organisation, then please provide your organisation name below.



10. How did you hear about the consultation? Please select the main way you heard:

- Poster
- Leaflet
- Letter from TfL
- Email from TfL
- Public drop in session
- Social media
- Saw it on the TfL website
- Read about it in the press
- Other (please specify)

11. Having just completed this consultation, which of the following statements best reflects your experience of accessing the consultation information and sharing your feedback with us.

- Exceeded my expectations: It was very easy to find the information I needed, and it was very easy to respond.
- Met my expectations: I was able to find the information I needed, and it was straightforward to respond.
- Partially met my expectations: I struggled to find some of the information I needed, and I found it difficult to respond.
- Did not meet my expectations: I couldn't find the information I needed, and it was very difficult to respond.

Extending the DLR to Thamesmead.
Have your say.



12. If we didn't meet your expectations, please tell us how you would like us to improve our consultation service in the future.

Please only share your feedback on how we can improve our consultation service here. If you want to leave further feedback on the proposals that we're consulting on, then please return to question 7 above and leave your feedback there.

13. It's always good to talk and we're always keen to discuss how we'll improve our consultation service going forward. If you'd be interested in taking part in helping to shape our consultation service in the future, by taking part in quick polls, webinars, surveys or focus groups, then select one or more of the options below

- Yes – I'd like to take part in online surveys or quick polls
- Yes – I'd like to take part in focus groups or webinars
- No – I'm not interested in taking part in this research

Appendix D: Consultation publicity

Poster:



Leaflet:



Letter:

Transport for London



PUBLIC CONSULTATION



5 February 2024

Transport for London
Consultation Team

FREEPOST HAVE YOUR
SAY

haveyoursay@tfl.gov.uk

Extending the Docklands Light Railway to Beckton Riverside and Thamesmead

We would like to hear your views on our proposals to extend the Docklands Light Railway (DLR).

We have been working together with the Royal Borough of Greenwich and Newham Council, and landowners Peabody, Lendlease, abrdn and St William to support the delivery of new homes, improved town centres and better access to jobs in Beckton Riverside and Thamesmead. This will only be possible through improved public transport connections.

Our preferred option for this is a cross-river extension of the DLR from Gallions Reach, with two new stations in Beckton Riverside and Thamesmead. Overleaf there is a map showing our proposals.

The consultation will close on Monday 18 March 2024.

How do I respond to the consultation?

You can read about our proposals and respond to them on our consultation website haveyoursay.tfl.gov.uk/dlr-extension or by scanning the QR code above. You will have to register to respond via our online survey. We will keep your information secure and send you updates about the project. If you would prefer not to register, you can contact us in the following ways:

- Emailing us at haveyoursay@tfl.gov.uk
- Writing to us at **FREEPOST TFL HAVE YOUR SAY (DLR)**
- Calling us on **020 3045 6037** (call back service)

We will be running consultation events in the Beckton/Gallions Reach and Thamesmead areas. Dates and locations will be updated on our consultation page.

MAYOR OF LONDON

Newham London

ROYAL borough of
GREENWICH

Emails:

From: TfL Have Your Say <SMBHaveyoursay@tfl.gov.uk>
Sent on: Monday, February 5, 2024 11:56:55 AM
To: TfL Have Your Say <SMBHaveyoursay@tfl.gov.uk>
Subject: TfL consultation: Proposed extension of the Docklands Light Railway to Beckton Riverside and Thamesmead
Attachments: TR20231707 DLR Banner FB_Insta 1200x1200-1.jpg (353.27 KB), TR20231707 DLR Banner 1200x627px-1.jpg (244.57 KB)

Dear stakeholder

Today we launched a consultation on proposals to extend the Docklands Light Railway (DLR) from Gallions Reach, with two new stations in Beckton Riverside and Thamesmead.

Beckton Riverside and Thamesmead are two areas within the Thames Estuary Growth Corridor. They are critical to meeting London's housing needs and supporting economic growth. The development sites at Beckton Riverside and Thamesmead Waterfront have the potential to create up to 25,000 to 30,000 new homes, but this will only be possible through improved public transport connections like a DLR extension. This new cross-river service would also connect communities on both sides of the river to new jobs, retail and leisure opportunities.

[Have your say](#)

The consultation will run from **5 February to 18 March**, and we hope you will take time to review our consultation material and respond to our questionnaire. You can do this by either:

- Visiting our online consultation page at <https://haveyoursay.tfl.gov.uk/dlr-extension>
- Emailing us at haveyoursay@tfl.gov.uk
- Writing to us at FREEPOST TfL HAVE YOUR SAY (DLR)

Please also feel free to contact me if you have any questions regarding our proposals, the consultation or to arrange a briefing on the proposed route.

If you have any questions about the proposals or would like to request printed materials or materials in an alternative format, please email haveyoursay@tfl.gov.uk or telephone 020 3045 6037 and leave a message. A member of the consultation team will call you back.

[Help us publicise the consultation](#)

We want to ensure that as many people as possible have an opportunity to respond to our consultations. To ensure we achieve this we use a number of marketing and engagement channels to connect with, listen to and work with local communities. However, we also rely on our partners and local stakeholders to share this message and raise awareness of our consultations and transport proposals. To do this we've created a social media toolkit for this consultation.

We would greatly appreciate it if you would use this toolkit to reach out to your networks to make them aware of the proposals and to encourage them to respond to the consultation. I have included our social media toolkit as an attachment to this email. Your feedback will be used to help us make decisions about the scheme and inform our designs and next steps.

Yours faithfully

Fraser Macdonald

Strategic Consultations Lead

Have you had your say on the proposed extension of the Docklands Light Railway to Beckton Riverside and Thamesmead?



TfL Have Your Say
To TfL Have Your Say

Retention Policy TfL Exchange Online Retention Policy (7 years)

[TfL Unclassified](#)

[Reply](#) [Reply All](#) [Forward](#) [Print](#) [...](#)

Fri 01/03/2024 09:39

Expires 28/02/2024

Good morning

We are currently consulting on extending the DLR from Gallions Reach, with a new station at Beckton Riverside and another across the river in Thamesmead. I am sending you this email as your registered postcode on Have Your Say is close to our proposals. You can find out more about this on our website <https://haveyoursay.tfl.gov.uk/dlr-extension>

We want to hear from as many local people as possible. If you have already responded to the consultation then I would like to thank you for your feedback.

Yours faithfully

Fraser Macdonald
Strategic Consultations Lead
Transport for London

Press release:



Monday 5 Feb 2024

TfL launches consultation on plans to extend DLR to Beckton Riverside and Thamesmead to boost connectivity and provide new journey options



PN-014

- Proposals to extend the DLR from Gallions Reach to Thamesmead via Beckton Riverside would create two brand new stations
- Consultation is open from 5 February 2024 to 18 March 2024
- Up to 25,000-30,000 new homes could be unlocked along the route of the DLR extension in the Royal Borough of Greenwich and London Borough of Newham
- The extension would also support the creation of up to 10,000 jobs

Transport for London (TfL) is inviting people to have their say on proposals for an extension of the DLR. The preferred route is a cross-river extension of the DLR from Gallions Reach to Thamesmead via Beckton Riverside, and working with the Royal Borough of Greenwich and the London Borough of Newham two brand new stations would be created.

The plans would support the delivery of new transport links, homes and regeneration in Thamesmead and Beckton, and the consultation is open from 5 February 2024 to 18 March 2024. Public feedback will be used to help make decisions about the scheme and

Social media and media activity:

NEWS

[Home](#) | [Israel-Gaza war](#) | [Cost of Living](#) | [War in Ukraine](#) | [Climate](#) | [UK](#) | [World](#) | [Business](#) | [Politics](#) | [Culture](#)

[England](#) | [Local News](#) | [Regions](#) | [London](#)

London transport: DLR line extension proposals backed by mayor and MP

7 hours ago



PA MEDIA

Londoners are being asked to have their say on new proposals

By Noah Vickers & Eve Watson

Local Democracy Reporting Service

Extending the Docklands Light Railway (DLR) to cross the River Thames could allow 30,000 new homes to be built and offer better public transport links, Transport for London (TfL) has said.



South London Press 

@SthLondonPress

...

Plans to extend DLR to Thamesmead could "transform" the area londonnewsonline.co.uk/news/plans-to-...

11:39 AM · Feb 5, 2024 · 268 Views



TfL  12m

Have your say about proposals to extend the DLR from Gallions Reach to Beckton Riverside and Thamesmead 

...

This extension would support the development of new homes, connect communities, and unlock access to opportunities and jobs.

Find out more 

**Extending the DLR to Thamesmead.
Have your say.**



DLR extension

From tfl.gov.uk



Transport for London
264,743 followers
3d •

We're consulting on proposals to extend the DLR

The proposal sets out plans to extend the DLR from Gallions Reach to Beckton Riverside and Thamesmead.

This new public transport is crucial to support the development of 25,000 – 30,000 new homes in these areas, connect new and existing communities, and unlock access to opportunities and jobs, as well as support long-term growth.

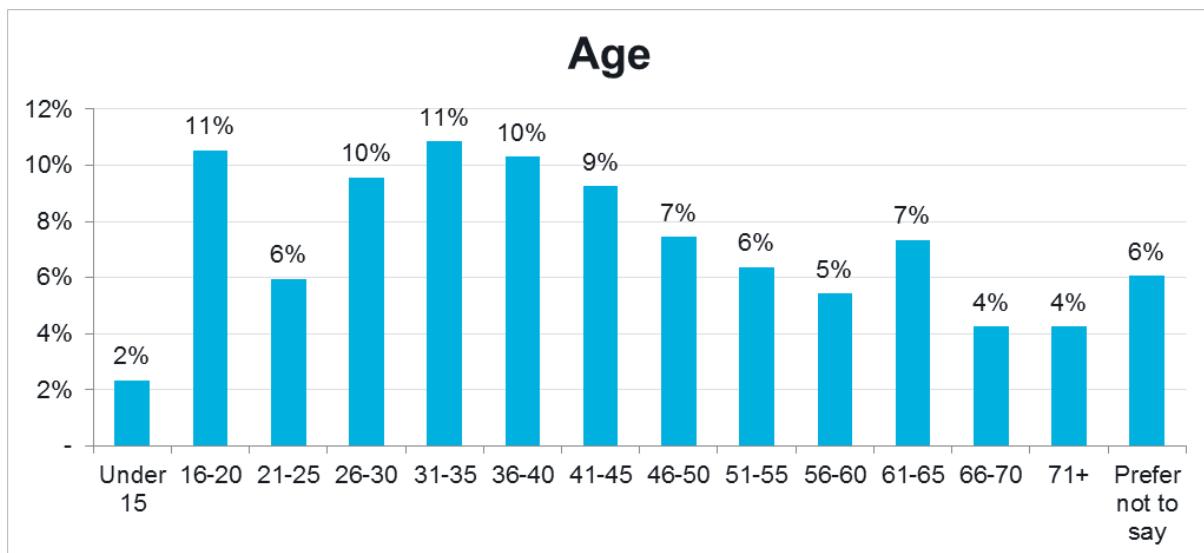
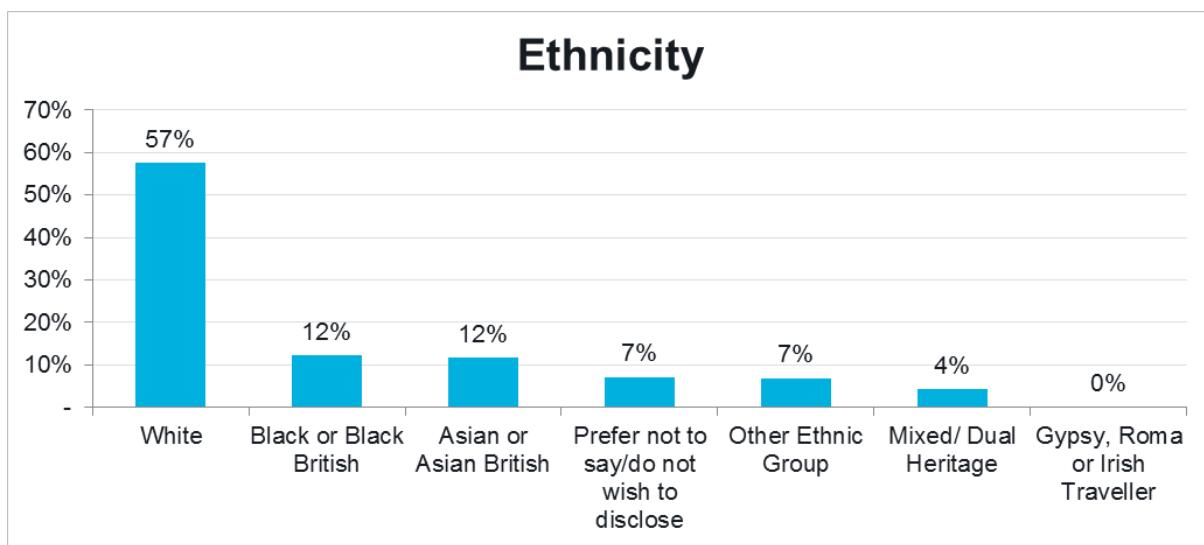
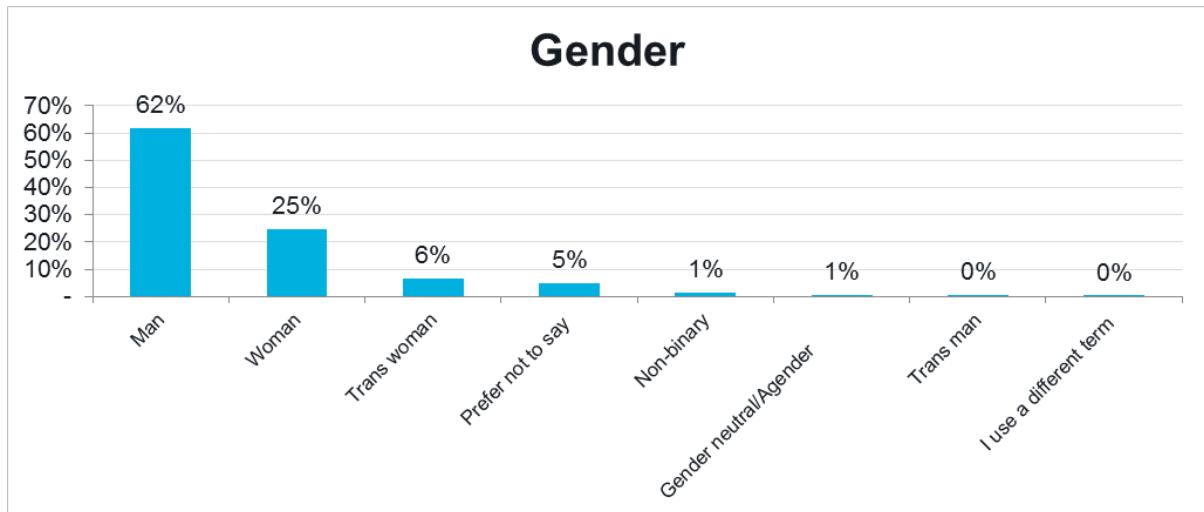
Find out more

<https://lnkd.in/epmAcTVu>

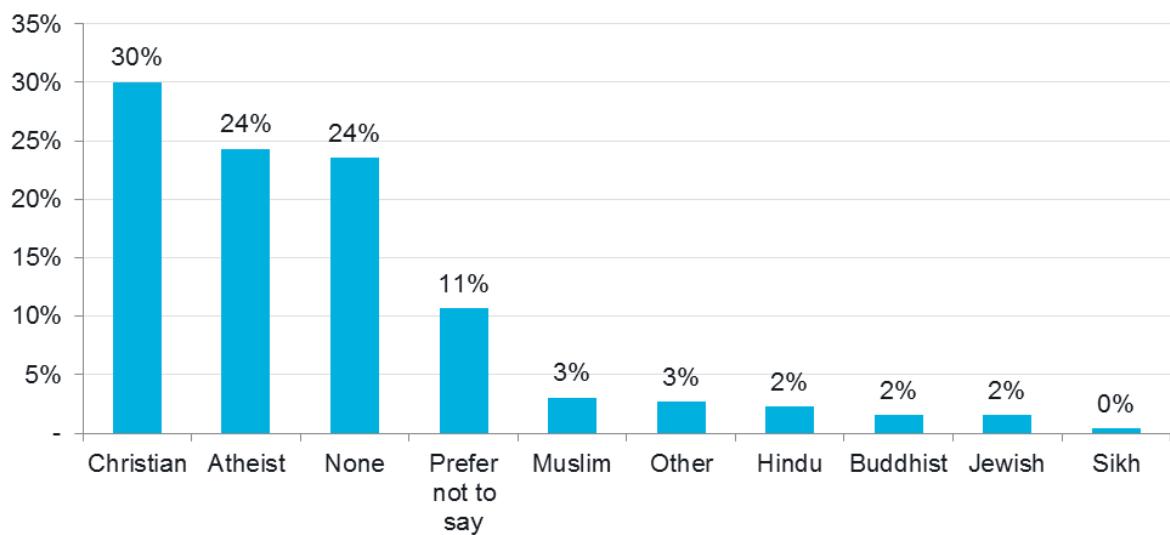
Extending the DLR to Thamesmead. Have your say.



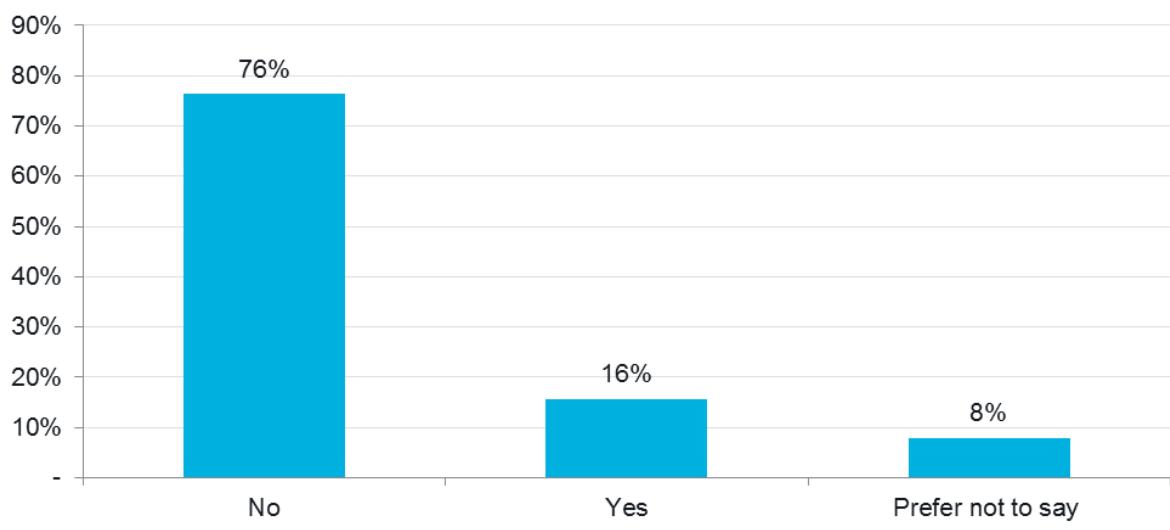
Appendix E: Demographic data



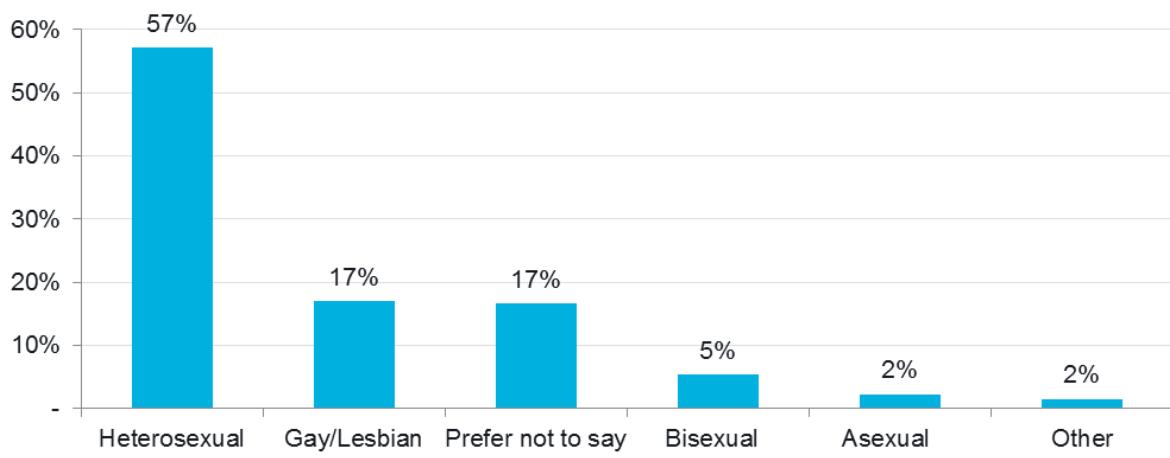
Religion



Disability



Sexual Orientation



Appendix F: Summary of Stakeholder replies

Abbey Wood ward councillor

The councillor responded that the current transport infrastructure in Thamesmead is poor and residents are reliant on buses, so the preferred option would give better, faster and more convenient links.

Abena Oppong-Asare MP for Erith and Thamesmead

The MP has campaigned for better public transport for some time and stated that the social and economic cases for the DLR extension are clear. The stakeholder responded that building the extension could create high-skilled jobs and apprenticeships in the local area and, when built, could create jobs and opportunities for local businesses and entrepreneurs.

The stakeholder noted the potential for reduced journey times to Stratford and the Isle of Dogs and the potential to stimulate housebuilding. The stakeholder stated that the homes should be affordable, environmentally-friendly and designed to a high standard, with a mix of homes for families and flats.

The stakeholder called on TfL to investigate long-term financial models for funding the scheme, and create revenue schemes to benefit local communities. The stakeholder also stated that the extension to Thamesmead should form part of a phase further extension to Belvedere.

The stakeholder stated that the DLR extension should form a part of wider regeneration of the area and be an important contribution to Government commitments on housebuilding, place-shaping, job creation and community building. The DLR proposals should also integrate with other active travel and new bus proposals in the area.

abrdn

abrdn are the asset manager for Gallions Reach Shopping Park and have worked with TfL on the DLR extension proposals. The stakeholder stated that the preferred option could unlock a huge regeneration and transform this part of East London.

The stakeholder stated their strong support for the scheme but noted that this is on the condition that the Gallions Reach Shopping Park can continue operating and does not become less attractive to customers.

The stakeholder stated a second condition; the ability to deliver new development should be appropriately phased. This is to ensure the Shopping Park can continue to function, including the car park, and the stakeholder stated that this phased delivery should be given proper consideration going forward. The stakeholder noted that building homes in advance of the DLR being built is, in their view, optimistic. The stakeholder noted the funding challenges for the scheme and stated that any delay should not impact on their ability to continue to invest in the Shopping Park.

Belvedere Community Forum

The Belvedere Community Forum stated that the extension should continue into Bexley to serve Belvedere. The stakeholder noted the current proposals do not benefit residents in Belvedere who lack good transport links.

Bexley Council

The Council supported the principle of the proposed DLR extension but stated it must be designed to enable a future further extension into Bexley. The stakeholder stated their view that an extension to Belvedere would be relatively low cost, and the area would greatly benefit from improved connections to the transport network.

The stakeholder supported removing the safeguarding for the Thames Gateway Bridge but called for further river crossings at Belvedere and Thamesmead to enable the full growth potential of these areas. The stakeholder wanted to understand TfL's position on these future crossings.

The Council noted the future consultation on a bus transit scheme and stated that this should serve Belvedere.

Bexley Labour Group

Bexley Labour Group reiterated their continued support to work with TfL for better public transport in Bexley. The stakeholder agreed with the need to improve transport links in south east London, including to Thamesmead. The stakeholder stated that the DLR extension should continue into Belvedere and asked that maps state the clear aspiration for this future proposed route.

The stakeholder stated that the proposed future bus transit scheme between Woolwich and Abbey Wood via Thamesmead should also extend into Bexley to Belvedere, and supported the aim to link new transport such as the SL3 to the proposals.

The stakeholder also noted their support for a modal shift away from cars and called for the proposed DLR stations to be integrated into an improved cycle network.

BusinessLDN

BusinessLDN represents 170 businesses across London. The stakeholder supported the preferred option for the DLR extension, noting that it would improve transport links and connectivity. The stakeholder stated that the preferred option would reduce journey times and support a shift to more sustainable forms of transport, which would also reduce traffic levels and carbon emissions. The stakeholder also welcomed the possibility for the further extension into Bexley in the future.

The stakeholder noted that the proposals would support housing development and bring significant economic benefits to these areas, including new employment opportunities. They also noted that the areas could become more attractive to investors and could therefore attract new businesses. The stakeholder noted the funding challenges for the project and urged Government support for the scheme.

The stakeholder called for the proposals to be fully integrated with the existing transport network, and should be in line with London's 2030 net-zero strategy. They noted that landscape and riverscape issues should be incorporated into the early stages of design.

Café Spice, Docklands

The stakeholder supported the preferred option to extend the DLR. In addition they requested a new Thames Clipper dock to be installed at Gallions Reach or Royal Albert Wharf to link City Hall and Royal Albert Wharf.

Campaign for Better Transport

Campaign for Better Transport welcomed the proposals and acknowledged the strong need for better public transport at Beckton Riverside and Thamesmead Waterfront. The stakeholder noted the large number of car ownership households in these areas due to the lack of public transport links. The stakeholder noted the growth pressures on London and the South East and stated that the preferred option would play a vital role in supporting this growth and giving people an alternative means of transport, therefore reducing road congestion and air pollution.

The stakeholder acknowledged the economic and social benefits of the proposals, with improved transport links unlocking business and employment opportunities. They called on the proposed DLR extension to build on the success of other extensions, for example to Woolwich Arsenal.

The stakeholder noted support in principle for the proposed bus transit scheme.

Canal & River Trust

The stakeholder acknowledged the consultation but noted no comments as the proposed extension would not impact their waterways.

Cllr Olu Babatola (Thamesmead Moorings ward)

The councillor stated strong support for the DLR extension to Thamesmead.

Environment Agency

The Environment Agency noted the early design stage that the project was in and responded with considerations to take forward into the next phase of the project. This included managing flood risk, enhancing the biodiversity value of the river corridor, groundwater and contaminated land, regulated sites and waste management, and pollution prevention.

Freedom for Drivers Foundation

The stakeholder opposed the removal of safeguarding for the proposed Thames Gateway Bridge. They noted that it was promised to Thamesmead residents and is needed as a river crossing in the area.

Future Transport London

Future Transport London supported the preferred option, noting that they would create better employment opportunities and give residents access to a wide range of facilities and services. The stakeholder noted that the proposed DLR extension would support housing development and reduce journey times, though noted there were no details about journey times or frequency changes in the consultation materials.

The stakeholder noted the proposal to withdraw the safeguarding for the Thames Gateway Bridge, and that the proposed DLR extension has not been safeguarded. The stakeholder also noted the future consultation on bus transit scheme and called for it to serve West Thamesmead.

Greenwich & Bexley Community Hospice

The stakeholder noted that this would be positive for staff members commuting to work. The stakeholder stated that the bus and walking routes from Abbey Wood station also need investment.

ICE London

The stakeholder supported the preferred option and the benefits outlined in the consultation materials. The stakeholder noted several areas of consideration as the design is progressed, for example whole lifecycle design, learning from other projects to reduce risk (e.g. Crossrail), safeguarding the current proposals and any future scheme to avoid costly future works, and integrating the proposals with other development in the area.

The stakeholder raised considerations of the impacts on local people and customers, for example improving communication with residents and businesses during construction, short and long term job creation, and what the strain on wider services may be.

The stakeholder noted that the future stations should have the following important elements included: toilets; easy interchange between different modes of transport (including cycle parking); provision of retail; a covered station and sheltered waiting areas; and sustainability features e.g. green roofs, solar panels.

Lendlease

Lendlease are a part of the Thamesmead Waterfront Joint Venture, formed to plan and deliver the Thamesmead Waterfront development opportunity, and has worked with TfL on the DLR proposals. Lendlease stated that Thamesmead Waterfront requires a step change in public transport accessibility and connectivity to reach the full development potential. The stakeholder stated that this major economic and housing growth requires a full commitment to the DLR extension to Thamesmead proposals.

The stakeholder strongly supported the preferred option and called for the DLR extension to be at the heart of an integrated public transport and active travel system

for Thamesmead town centre. The stakeholder also supported a future proposal for the bus transit scheme.

Lendlease supported the proposed removal of the safeguarding for the Thames Gateway Bridge and noted that the current safeguarded land is a barrier to delivering new homes.

Liberal Democrat Group on the London Assembly

The stakeholder noted the lack of public transport in outer London and their previous calls for more investment in these areas, noting their own investigation into transport in outer London. The stakeholder stated that the proposed DLR extension to Thamesmead would support housing and improve access to jobs, as well as providing easy interchange for the Elizabeth and Jubilee lines. They noted that it should have a Turn-Up-And-Go frequency of at least four services an hour.

The stakeholder noted the proposal for a bus transit scheme and supported this, whilst calling for further bus services between the proposed Beckton Riverside DLR station to Barking Riverside London Overground station.

The stakeholder asked TfL to consider future phases of a DLR extension beyond Thamesmead to Belvedere in Bexley, to support mode shift away from car use in outer London. They also supported the housing development presented in the consultation materials but noted there should be a high percentage of social housing.

London Chamber of Commerce and Industry (LCCI)

The LCCI supported the proposals to extend the DLR to Beckton Riverside and Thamesmead. The stakeholder stated that it would unlock future housing, provide reliable transport connections and support businesses.

The stakeholder called for a further extension to Barking & Dagenham, Havering, Beam Reach and Rainham, noting the potential for housing and to support getting more people onto sustainable modes of transport. The stakeholder noted investment in the London Riverside Opportunity Area, and also the potential for a further extension into Bexley to increase the opportunities and benefits of the scheme.

The stakeholder noted that consultation on infrastructure projects such as the proposed DLR extension is a positive sign and investment in new infrastructure should be a priority. The stakeholder called for Government to support transport investment in London.

London City Airport

London City Airport supported additional public transport connections through the Royal Docks and across the River Thames, however asked for more detail about how the proposed extension would improve connections to the airport. The stakeholder asked how the airport would benefit from the preferred option.

The stakeholder noted the proposed future bus transit scheme and asked that this is delivered in a timely manner, as a connection from Thamesmead to Woolwich Arsenal DLR station would improve access to the airport. The stakeholder suggested

alternative options to serve the airport; a new bus service from Gallions Reach and/or Custom House, extending the SL2, improving the 473/474 bus routes, and a future Elizabeth line station at Silvertown and/or at the airport itself.

The stakeholder stated that the frequency of DLR trains on the Woolwich Arsenal DLR branch should not be impacted by the proposals, and asked for more information about the proposed crossing as they would need to be consulted from an aviation safeguarding point of view. They also called for earlier morning services on the Woolwich Arsenal DLR branch, to service the airport.

London TravelWatch

London TravelWatch supported the proposed DLR extension to Beckton Riverside and Thamesmead. They stated that the new proposed stations and the areas outside the stations should be as user friendly and accessible as possible. They listed a number of preferences for how this should be achieved, for example one ticket machine that would accept cash payments, seating and clear signage, lighting in and around the station and clear integration between the stations and wider transport network. The stakeholder called on TfL to consult and, where possible, co-design the stations with a range of representative groups.

The stakeholder stated that the proposed bus transit scheme should run alongside the proposed DLR extension, using dedicated bus lanes to improve journey times. They also encouraged improvements to walking and cycling in Thamesmead and Beckton Riverside to further support the benefits that extending the DLR and a bus transit scheme could bring. The stakeholder noted the positive ways the consultation was advertised and the various accessible versions of the materials that were made available.

London Wildlife Trust

The London Wildlife Trust supported the principle of the proposals. The stakeholder noted the early stage of the consultation but raised the concern about the impact on natural greenspace and water bodies in Thamesmead and Beckton. They also noted there may be an impact on these spaces due to the housing development. The stakeholder called for the DLR extension to adhere to the Biodiversity Net Gain principle.

Peabody

Peabody is the main landowner in Thamesmead and leading on the regeneration of the town centre. They are also a part of the Thamesmead Waterfront Joint Venture, formed to plan and deliver the Thamesmead Waterfront development opportunity, and has worked with TfL on the DLR proposals. The stakeholder supported the preferred option and the transformational impact an extended DLR could have to a town currently poorly served by public transport. They also noted that the extension would unlock the proposed development at Thamesmead Waterfront, which has the potential to deliver up to 15,000 new homes, jobs, a new town centre and a new park.

The stakeholder supported the extended DLR being a catalyst for regeneration and also the potential for onward extension into Bexley. They also supported a proposed bus transit scheme.

Port of London Authority

The Port of London Authority noted the early design stage the proposals are in and therefore gave broad comments for TfL to consider. The stakeholder noted the various licenses and permits that would be needed to build a tunnel under the River Thames and advised that the Environment Agency should be consulted. The stakeholder also noted the number of safeguarded wharves close to the preferred option, and what navigational and environmental risk assessments would be required.

RAD CHP Ltd

RAD CHP Ltd are the long leaseholders of the Royal Albert Docks redevelopment site. The stakeholder supported the proposals and improved connectivity, capacity and access to employment opportunities the DLR extension could bring. The stakeholder asked whether there was an opportunity to increase the frequency of trains or increase the number of carriages, as more people would be using the service due to the redevelopment.

Railfuture, London & South regional branch

Railfuture responded that the proposals would make travel quicker and more convenient around the local area, in and around the wider east and southeast London and into central London. The stakeholder stated that extending the DLR would expand travel choice and support a shift to more sustainable transport.

St William Homes LLP

St William have worked with TfL on the DLR extension proposals and are the owners of the Beckton Gasworks. The stakeholder supported the preferred option, and the proposal for a bus transit scheme. The stakeholder noted that the potential for even more new homes and jobs than were outlined in the consultation materials, with further transport improvements.

The stakeholder agreed that the preferred option of a DLR extension would be the most transformative option to support the maximum number of homes. They also noted the importance in reviewing the safeguarding of the Thames Gateway Bridge, as this is currently in conflict with development.

Thamesmead Waterfront Joint Venture

The Thamesmead Waterfront Joint Venture is a partnership between landowners Peabody and Lendlease, formed to plan and deliver the Thamesmead Waterfront development opportunity. The stakeholder supported the preferred option as it would support significant housing development, increase public transport links and support the regeneration of the town centre. The stakeholder also supported the location of a DLR station in the town centre and integrated with other public and active travel options.

The stakeholder supported the removal of the safeguarding for the Thames Gateway Bridge, as it is a barrier to development.

WakeUp Docklands and The Oiler Bar

The stakeholder stated that the preferred option would help more people visit the Royal Docks as it would be more convenient. They noted that it would lead to less people using their cars and would therefore be better for the environment.

Appendix G: List of stakeholders consulted with

Assembly Members	abrdn	Bishop John Robinson
Brook House Care Home	BusinessLDN	Canal and River Trust
Canary Wharf Group	Canon Retail Park	Castilion Primary School
CBI	Church of Christ	Clean Air London
Cross River Partnerships	Discovery Primary School	DLUHC
FSB	Gallions Primary School	Gallions Reach Shopping Park
Gemini Business Park	GLA	Guide Dogs
Hawksmoor School	Hawksmoor Youth Hub	Jubilee Primary School
LB Barking & Dagenham	LB Bexley	LB Newham
Lendlease	Linton Mead Primary School	London Ambulance Service
London Chambers of Commerce and Industry	London City Airport	London Fire Brigade
London Travelwatch	Marlborough Court Care Home	Members of Parliament
Metropolitan Police	NHS Trusts	Nurture House Montessori Pre-school
Peabody	RB Greenwich	Royal Docks Management Authority
Royal Priesthood Pentecostal Church	St Margaret Clitherow Primary School	St Paul's Church
St William Homes	Thamesmead Shopping Centre	Titmuss Avenue Baptist Church
Transport for All	Unite Union	University of East London – Docklands Campus
Ward councillors	Windrush Primary School	Winsor Primary School
Woolwich Polytechnic		

