



Old Oak Community Engagement Report

Summer 2026

This report covers engagement undertaken between May and October 2025 to inform the Illustrative Masterplan and Masterplan Framework for Old Oak

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Drop-in session at Oaklands Rise, October 2025

1. Introduction

Old Oak is the Old Oak and Park Royal Development Corporation (OPDC)'s flagship regeneration scheme, developed by the organisation's delivery arm. It is set to deliver a new urban district, with homes - many of which will be affordable - employment space, community amenities and public realm, all centered by fantastic new and existing assets including Old Oak Common Station, currently under construction, and the Grand Union Canal.

The development of the initial concept and plans has been shaped by extensive community engagement with local people, across multiple stages, to ensure that proposed development meets the needs of those who live and work here, now and in the future.

The Old Oak Illustrative Masterplan and Masterplan Framework build on the OPDC Local Plan, Old Oak West Supplementary Planning Document (SPD) and other relevant planning policy and guidance. Both documents are informed by an extensive programme of stakeholder and community engagement.

This report outlines findings from the community engagement undertaken from summer 2024 to autumn 2025.

To provide context, we reference the broader sequence of engagement undertaken from 2023, which has also informed the Illustrative Masterplan and Masterplan Framework.

Our approach to community engagement has been informed by a strategy, found [here](#).

Throughout the process, OPDC has informed residents, businesses, and stakeholders about how we will engage with them, and described how each stage builds on previous engagement and consultation.

The team has worked to ensure a broad reach for engagement with communities from all backgrounds, ages and ethnicities, including young and disabled people, alongside the wider community of residents, businesses, and stakeholders.

As well as informing the ongoing development of the Illustrative Masterplan and Masterplan Framework, community and stakeholder feedback has been reported to both OPDC as Local Planning Authority and the OPDC Board to support decision-making.

Engagement in summary (March 2023 – October 2025)

Spring
2023

Place Lab workshops (Spring 2023)

In 2023, the Old Oak and Park Royal Development Corporation (OPDC) Local Planning Authority (LPA) and delivery team held an extensive programme of community engagement and co-design activities, including the first series of 'Place Lab' workshops and 1-2-1s, which engaged a total of over 200 local residents and businesses.

Place Labs were structured around the following themes which were identified as important placemaking 'golden threads':

- Re-imagining Old Oak West, now referred to as Old Oak (local identity and character)
- Greening and connecting Old Oak West (green space, sustainability, public realm and active travel)
- Future-proofing Old Oak West (community infrastructure, local economy and meanwhile use)

Community input through the Place Labs informed the development of the Old Oak West SPD, as well as the Old Oak Illustrative Masterplan and Old Oak Masterplan Framework.

The report on this phase of engagement can be found [here](#).

OPDC as LPA also carried out separate formal consultation on the draft Old Oak West SPD in late 2023. The SPD was adopted in February 2024.

Summer
2024

Spatial Principles public drop-ins (August – September 2024)

To create a coordinated and coherent place with characterful and integrated neighbourhoods, the starting point for the Old Oak Illustrative Masterplan was to establish a set of overarching site-wide design principles, or 'Spatial Principles'. These principles were shared with local communities and stakeholders at drop-in sessions in summer 2024. They established key priorities for Old Oak, including for a new town centre and neighbourhood centre, as well as new and improved connections, public realm, and green space.



Masterplan sketch image showing illustrative canal-side view



May
2025

Old Oak Illustrative Masterplan public drop-in sessions (May 2025)

Building on the Spatial Principles and following further design development, we shared an emerging Old Oak Illustrative Masterplan with the community at a series of public drop-in sessions in May 2025. This Illustrative Masterplan demonstrated how development at Old Oak could be delivered comprehensively to create a coherent and characterful place.

The Illustrative Masterplan was endorsed by the OPDC Board in July 2025.

OPDC Community Review Group

The Community Review Group reviewed the masterplan three times - December 2024, May 2025 and October 2025. They also reviewed the Old Oak West SPD in May 2023.

July
2025

Second round of Place Labs to inform the Masterplan Framework (July 2025)

A second round of Place Labs were held, alongside youth and accessibility workshops, and helped to inform the Masterplan Framework.

OPDC sought feedback and local insights on the following themes:

- Landscape and ecology
- Movement and navigation
- Social infrastructure and use

Place, character and identity were woven into discussion of all three themes. Please see page 16 for a detailed description.

The key site-wide design principles from the Illustrative Masterplan were distilled into the Old Oak Masterplan Framework. This framework provides design guidance that will shape future development proposals, ensuring they deliver upon the vision and regeneration objectives for Old Oak.

October
2025

Old Oak public drop-in sessions to share the Masterplan Framework (October 2025):

Community drop-ins were held in October 2025, to share a draft version of the Old Oak Masterplan Framework, informing local communities how feedback from the Place Labs and other engagement activities had fed into this.

Old Oak Growing Forward Ideas Book

The Old Oak Growing Forward Ideas Book creatively brings to life the feedback OPDC received during the 2023 Place Labs. It was curated entirely through community voices, art and feedback. The book captures ideas and thoughts from an array of local residents, businesses and artists, describing how they see Old Oak now, and how they imagine it to be in years to come.

Designed, illustrated and created entirely by local artists, photographers, designers and copywriters - each piece of artwork in the book represents key themes that the local community told us they would like to see in future regeneration at Old Oak.

Engagement next steps

Further engagement and consultation will be undertaken as detailed proposals are developed, often in partnership with OPDC's future development partner/s.



Designed by a local graphic designer and featuring eight unique pieces by talented local artists, the book captures three key themes:

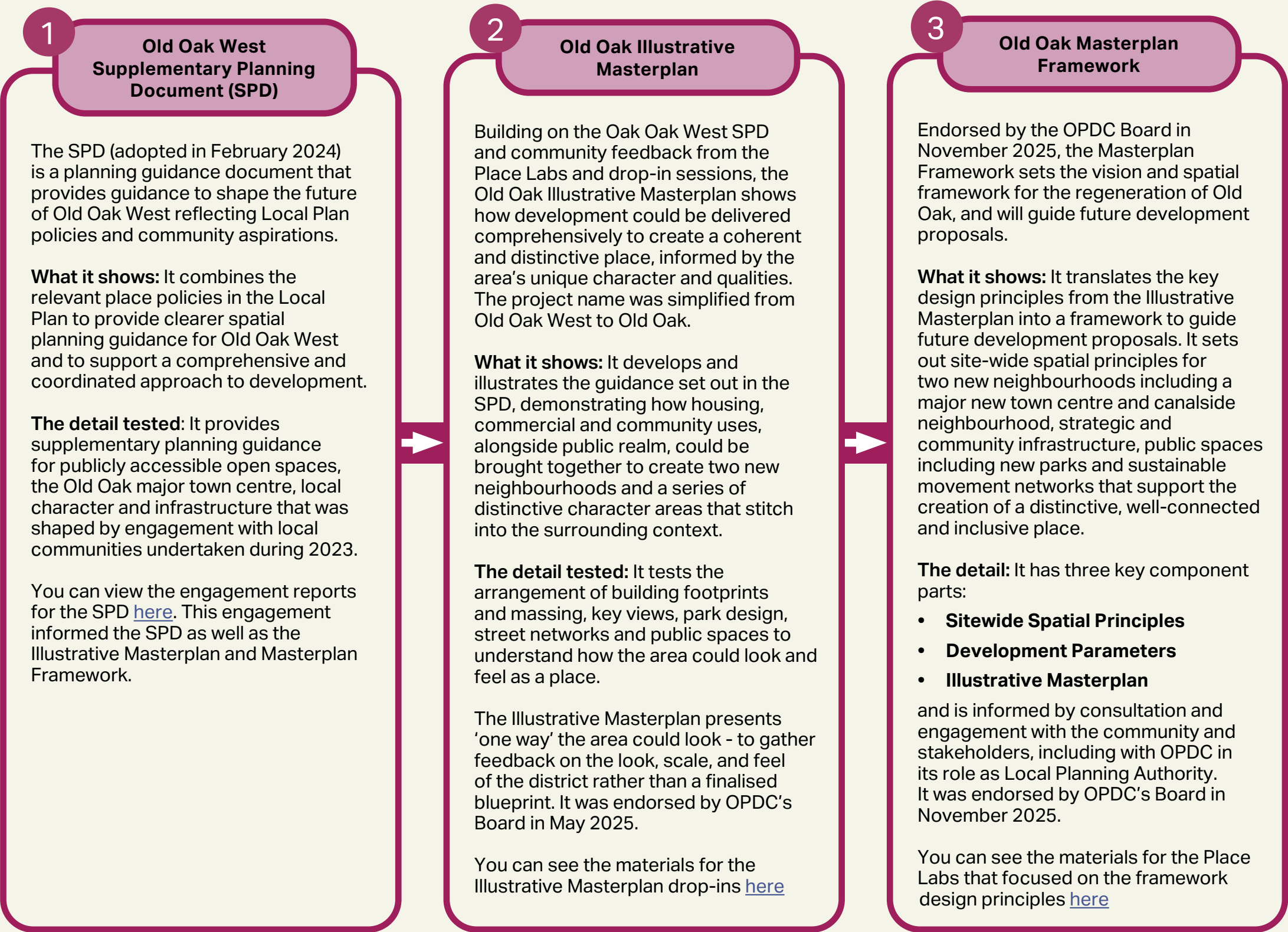
- Celebrate and Connect
- Purpose and Play
- Ground and Grow

In summer 2025, we held a celebration event and exhibition to showcase the artwork, bringing together the artists, local community and stakeholders.

You can read the Ideas Book [here](#).

The masterplanning journey

This section provides an overview of the sequence of key documents that have shaped Old Oak and been informed by the engagement process.



Stages of engagement

The programme of engagement has included a range of activities to raise awareness of the regeneration, activate community participation, facilitate discussion and create a shared vision for Old Oak. This programme is summarised below:

1

Setting the scene and introducing a new chapter

February – March 2023

- Raise awareness of Old Oak and OPDC.
- Introduce the development principles and golden threads.
- Identify local aspirations and priorities.
- Generate community interest, expanding the reach among local stakeholders.
- Identify and engage with rarely heard voices whilst allowing existing relationships to flourish.

2

Refining ideas and co-designing Old Oak

April 2023 – September 2024

- Generate community ideas and insights.
- Test and refine design principles.
- Facilitate co-design process with stakeholders and specific groups through Place Lab workshops, 1-2-1s and group sessions.
- Issue call-out for Ideas Book artists.
- Update the community on emerging Spatial Principles.
- Develop concepts and ideas to be presented back to the community in Stage 3.

OPDC's LPA consults on the Old Oak West SPD and adopts this in February 2024.

Developing scheme proposals

- Engage with community on emerging development proposals
- Seek feedback to inform future design development



3

Sharing the emerging Old Oak Illustrative Masterplan

May – June 2025

- Share emerging Illustrative Masterplan with local residents, businesses and stakeholders.
- Show how this builds upon the Old Oak West SPD and the Old Oak Spatial Principles.
- Inform the community of the emerging delivery approach.
- Collect community feedback to inform the development of the Old Oak Masterplan Framework.
- Gain feedback from the Community Review Group - two workshops held December 2024, and May 2025.

4

Shaping the Masterplan Framework

July - October 2025

- Hold interactive Place Lab sessions covering key themes and questions to inform the Masterplan Framework.
- Carry out dedicated sessions for young people with a local youth organisation and a disability group, meeting with over 30 young people.
- Hold drop-in sessions at the end of the process to share the Masterplan Framework with the community.

Developing the Masterplan Framework

2. Engagement overview (May to October 2025)

Communications

30,000+
Flyers distributed to homes for the exhibitions and Place Labs

6,093
People reached via 31 social media posts

111
Community organisations contacted

18,000
Homes and businesses received special newsletter introducing the Masterplan Framework

Engagement

5
Community drop-ins, one held online

120
Attendees across the drop-ins

2
Place Lab Workshops

23
Members of community groups attended

1
Youth Workshop session held in two parts

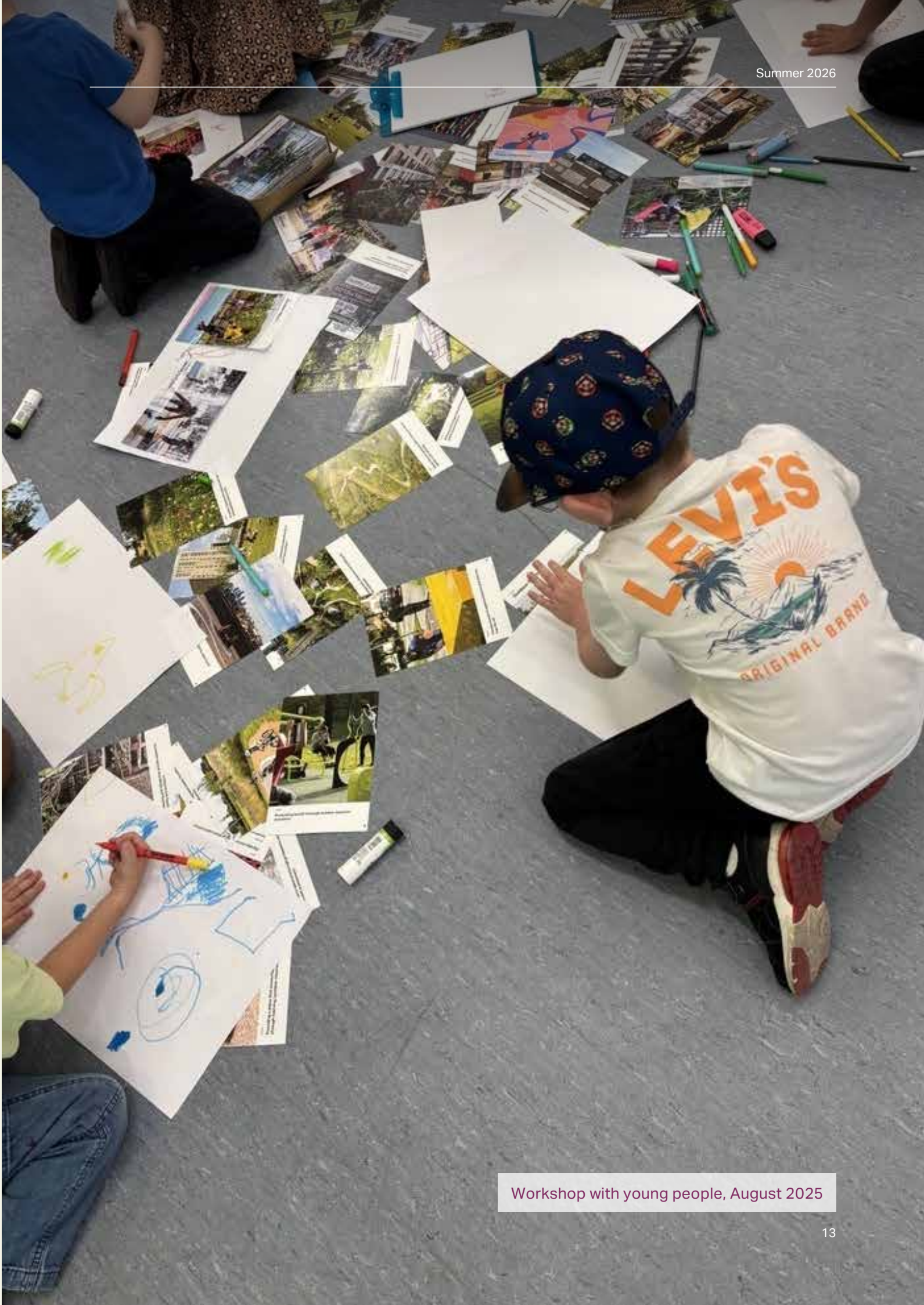
30+
Attendees

1
Workshop local disability group

5
Attendees



Old Oak Community Newsletter describing the Masterplan Framework, distributed across the OPDC area December 2025



Workshop with young people, August 2025

3. Engagement process - May to October 2025

This chapter describes in greater detail our engagement process. Based on the goal of reaching a diverse local audience, it was essential to establish an approach that was sensitive to local dynamics and demographics.

Aims:

- Engage the community in discussions around the masterplan, focusing on how social infrastructure, open spaces, and improved connectivity can deliver tangible benefits for local people.
- Provide mechanisms and channels for honest and open dialogue and feedback with the community to discuss ideas, aspirations and concerns around key themes, as the Illustrative Masterplan evolves.
- Strengthen relationships with local people and demonstrate the desire to be a positive and active presence in the community.
- Build new relationships by providing engaging and accessible ways for people to connect with the project.

These conversations helped identify key themes such as local infrastructure needs, public space design, and community facility requirements, ensuring the engagement process remained relevant to local priorities.

Public drop-in sessions

All materials including feedback forms and plans were available to view and comment on online on OPDC's dedicated Have Your Say consultation platform, consult.opdc.london.gov.uk

Drop-in events were publicised through maildrops across the OPDC area, emails to OPDC's stakeholder mailing list, articles in OPDC's community e-newsletter and via social media.

OPDC's Residents' Panel of established Residents' Associations and Neighbourhood Forums in and around the OPDC area was updated on the evolution of the Masterplan Framework at bi-monthly meetings of the group.

The drop-ins:

- Explained how previous feedback had shaped the proposals.
- Presented the spatial vision and key design principles for Old Oak. These themes were the focus of the Place Labs.
- Invited feedback on community priorities.

Drop-ins: were held in both Oaklands Rise and North Acton, with digital access to ensure wider reach:

Illustrative Masterplan Drop-ins:

Saturday 17 May 10am - 2pm

The Lab (now Oaklands Social) at Oaklands Rise, Green St

Display stand at Standard Road Market

on the Saturday to engage with communities and raise awareness of the engagement

Tuesday 20 May 6pm - 7.30pm

Online engagement session

Thursday 22 May 3pm - 7.30pm

Woodward Building, Victoria Rd, North Acton

Masterplan Framework Drop-in:

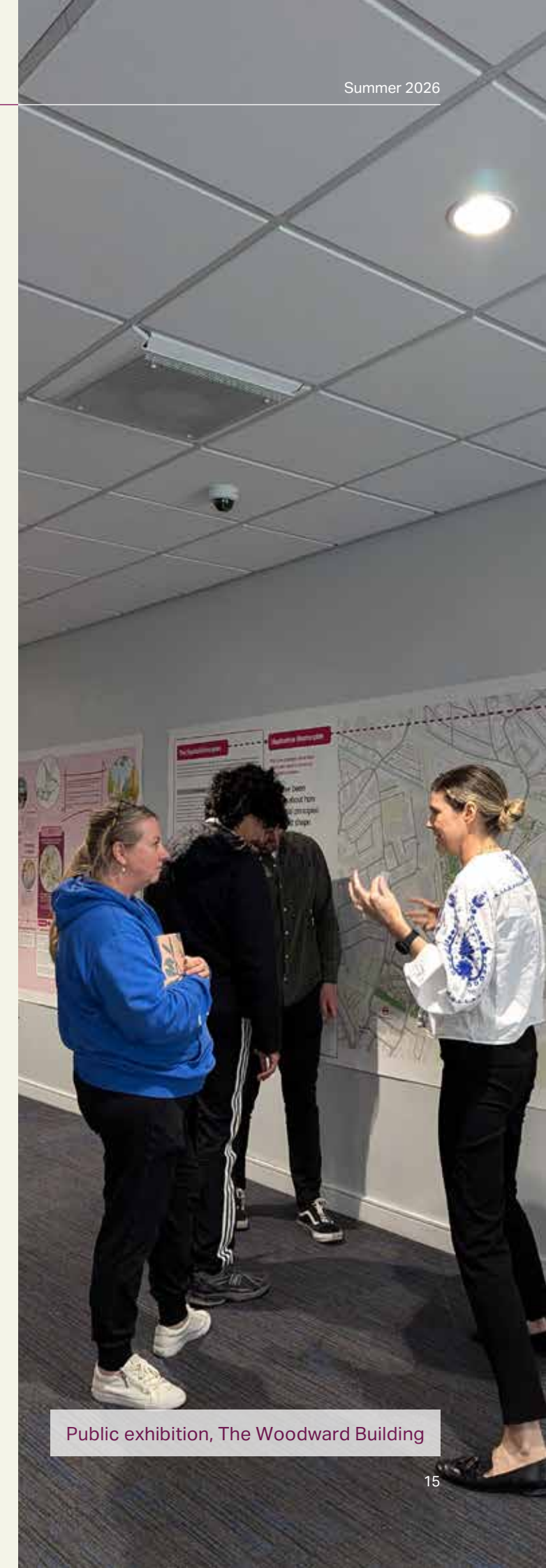
Thursday 23 October 3pm - 7.30pm

Woodward Building, Victoria Rd, North Acton

Saturday 25 October 10am - 2pm

The Lab (now Oaklands Social) at Oaklands Rise, Green St

OPDC team and external design team were in attendance to talk people through the materials and answer questions.



Public exhibition, The Woodward Building

Place Labs (Workshops)

Following the May 2025 drop-ins, we launched a second series of Place Labs - thematic workshops designed to test ideas and gather detailed input for the Masterplan Framework.

Place Labs are community co-design workshops focused on design and placemaking. They are platforms for sharing and testing ideas and exploring challenges to creating better places.

Two Place Labs were held, one in North Acton in The Community Hub at the Woodward Building and the other in Oaklands Rise.

- **Place Lab 1, 17 July 2025**
Woodward Building, North Acton
- **Place Lab 2, 23 July 2025**
Lysander House, Oaklands Rise

The Place Labs were structured as round table discussions. In each session, attendees were broken up into table groups, each with members of the OPDC design and engagement teams and a member of the consultant design team, ensuring that the conversation could be facilitated effectively and attendees could have in depth discussions on key topics.

These sessions explored:

- **Landscape and ecology:** Identified opportunities for green infrastructure, biodiversity, and publicly accessible open and blue spaces. This also looked at the type and quality of public green spaces.
- **Movement and navigation:** Aimed to understand how people want to move through and around Old Oak, with a focus on walking, cycling, and key corridors between the neighbourhoods.
- **Social infrastructure and use:** Explored how community facilities, services, and uses will support a thriving and inclusive neighbourhood (life) for existing and future residents.

Place, character and identity formed part of discussion around the three other themes, to explore how the different neighbourhoods in Old Oak will look, feel and be perceived, particularly in relation to landscape, movement network and social infrastructure.

The sessions began with a short presentation on the Illustrative Masterplan using the materials from the drop-ins. The team provided an overview of the Illustrative Masterplan and introduced the key themes and the structure of the session, explaining that the focus of the sessions would be to help shape the site-wide design principles in the Masterplan Framework.. Each Place Lab lasted two hours.

Attendees helped identify priorities and areas for guidance, using a scale of:

- **Key ingredients** - items deemed essential
- **Neutral feedback** - general observations
- **Needs further thought** - critical concerns requiring further resolution

This feedback has helped ensure that the Masterplan Framework reflects community priorities and aspirations for how the area will grow.



Place Labs

Engagement with young people and disability group

Alongside the Place Labs, we delivered a youth engagement programme centred on the theme of play, looking at both parks and outdoor spaces, as well as social infrastructure and community facilities, gathering feedback from local young people through creative and interactive activities. The youth engagement programme provided valuable insight into the needs and priorities of children and young people, and ensured their voices contributed to the masterplanning process.

The sessions took place with:

Bubble & Squeak – a youth organisation working with people locally. We ran one session in two parts with this group who ranged from 5 to 12 years old.

Action on Disability – a West London Disabled People's Organisation (DPO) led by disabled people, for disabled people. The group works to ensure that disabled people have independence, choice and control over their own lives.

The Bubble & Squeak session took place at the Old Oak Community Centre, the Action on Disability workshop at the WEST Youth Zone building.

Participants ranged from 5-20 years old. The structure of the sessions was activity based with the OPDC design and engagement teams ensuring that activities could be facilitated effectively. Materials and format were tailored to meet the needs of group members.



Youth workshop

Workshop 1

Bubble & Squeak

18 August 2025

At the Old Oak Family Hub and Community Centre

The session took place in two parts. At the start of the first part, participants were split into three age-related groups, each group was informed about the changes coming to the area and provided with materials to help participants create their ideal spaces based on the theme of Social Infrastructure & Green Space. This session lasted for about an hour.

The second part of the session engaged the attendees in decision making. They were tasked with aligning themselves with one of two activities or characteristics to identify their preferred types of play space.

The feedback received from participants has been important in ensuring that youth voices are part of the conversation, being reflected in the Framework and future changes to the area.

Workshop 2

Action on Disability

20 August 2025

At WEST Youth Zone, W12

The workshop began with engaging with members in a round table discussion on ideal spaces they would interact with in the community. The group consisted of participants with different needs and this workshop was adapted to cater to their needs.

The questions asked prompted participants to think about the ideal design of spaces they would like to interact with.

Attendees were tasked with visually representing their vision for the area, using collage-making materials provided by the team, based on the themes identified (Social Infrastructure and Green Space).

This session lasted for one hour.

Pictures from the youth workshops





Exhibition , The Lab

4. Findings: Public Exhibitions

Feedback gathered at the the exhibitions reflected general sentiments that residents were keen to see meaningful change done well. Attendees and survey respondents said they value spaces that are easy to move around, with shops, places to meet, and things to do. They expressed a strong desire to retain local character and highlighted the importance of community spaces, local events, food growing areas and markets, and better access to the canal.

Safety, security, and healthier high streets were recurring themes, with concerns raised around traffic, parking, and antisocial behaviour. Overall, there was enthusiasm for more green spaces and for public realm improvements, with many feeling strongly that these changes need to feel connected to existing communities, with the character of the area responsive to local needs.

Drop-in findings

120 people in total attended the public exhibitions - 65 in May and 55 in October. Feedback was recorded through verbal comments. Paper feedback forms were recorded at the May exhibitions (summarised below) as these took place while the Masterplan Framework was in development.

Visitors to the May exhibition included:

- Local resident groups, including members of the Harlesden Neighbourhood Forum, the Old Oak Neighbourhood Forum and the Grand Union Alliance.
- Brent Artists' Network
- Let's Grow Brent

Key themes and insights:

Illustrative Masterplan

- Residents value places that are easy and comfortable to move around, with accessible shops, facilities, and things to do.
- Strong enthusiasm for better links to Harlesden to ensure the area feels connected and part of the wider community.
- Excitement and positivity expressed for the regeneration plans.

Place, Identity and Character

- Interest in celebrating local heritage through features like blue plaques and preserving historic cottages near Willesden Junction.
- Emphasis on balancing old and new architecture.
- Request that modern mansion block-style designs are considered as part of the future residential mix.
- Desire for spaces where people can meet, including local events, clubs, and spaces for young people (noted example: one in White City).

Landscape and Ecology

- Request for better access to the canal, particularly near Oaklands Rise.
- Desire to see measures promoting biodiversity such as bird and bat boxes and beehive bricks incorporated into future development proposals.
- Interest in spaces for community food growing and green areas that support community-led initiatives.

Movement and Navigation

- Suggestions to close parts of The Mile/Old Oak Common Lane to cars and prioritise walking routes to Wormwood Scrubs.
- Improvements wanted for walking and cycling environments, including more attractive surroundings, facilities, and shops.
- Concerns raised about road safety, particularly from Willesden to East Acton (noted issues with traffic speeds and lack of traffic lights).
- Parking provision flagged as a potential concern.

Further Comments

- Safety and security in open spaces highlighted as a priority, requests for CCTV and visible security measures.
- Desire for healthier high streets concepts with better shop choices, avoiding an overconcentration of betting shops.
- Interest in developing a food strategy, including flexible food growing initiatives and partnerships (e.g., lets-grow-brent.org.uk and local groups like Energy Garden).
- General optimism about the value of new green spaces and improved public areas for walking and socialising.
- Raised the need to address the impact of development as the local communities have faced ongoing issues with HS2 construction in the area and the need to ensure that this impact is mitigated and residents are protected.



Online drop-in

The online event was a public exhibition session held on 20 May from 3pm- 7pm via Zoom. The session aimed to gather feedback from local residents and stakeholders whilst generating interest in upcoming Place Lab workshops. A total of 26 people signed up to the event.

The agenda covered the strategic spatial principles of the masterplan, including plans for new and enhanced connectivity; two distinct neighbourhoods, the canalside neighbourhood and Old Oak town centre; and new parks and green spaces.

Group Questions & Topics Raised

The questions raised by the community focused heavily on timelines, infrastructure delivery, landowner coordination, and the quality of life for existing residents. They can be grouped into the following key themes:

Timelines and Public Documents

- **Masterplan Framework:** Timeline for when the framework will emerge and if it will be public.
- **Construction Start Date:** Question about the earliest expected start date for works and whether HS2 delays will stall development.

Infrastructure and Connectivity

- **The Old Oak Mile:** Questions about how a mile-long high street with active frontages can succeed across fragmented site ownerships.
- **Pedestrian Bridge:** Question regarding when the bridge providing connectivity to North Acton will be built.

Land Ownership and Site Integration

- **Land acquisition:** Questions regarding which specific sites have been acquired and what percentage are left to acquire.
- **Willesden Junction and Network Rail:** How the masterplan deals with individual landowners like Network Rail, who previously envisioned significant height at Willesden Junction station.
- **Scrubs Lane integration:** How much integration is envisaged between this masterplan and the OPDC Scrubs Lane development framework.
- **Development partners:** question whether OPDC is seeking a master developer or multiple development partners.

Community Impact and Environment

- **Quality of life and construction impact:** Concerns from residents about living through massive development, citing "sub-optimal" experiences with HS2.



Exhibition, The Lab



Place Lab 1

5. Findings: Place Labs and Workshops

This chapter summarises combined findings from the May exhibition, from the summer Place Labs and from workshops with young people and disability groups.

Key themes discussed:

Green spaces
and routes

Movement

Social
Infrastructure

Place, character and identity was woven into the discussion of these three themes.



Key policies and guidance relating to green spaces are defined in the Local Plan (2022) and Old Oak West SPD (2024). The Public Realm and Green Space Infrastructure SPD (2024) provides further guidance. To further develop these design principles for the Masterplan Framework, the Place Labs sought to understand the participants' aspirations for the parks, green spaces and streets that will be integral to creating a resilient and inclusive new urban district.

Specifically, the session looked at:

- Understanding the role of green infrastructure in the community - from play to liveability.
- Understanding current quality and connectivity between the spaces.
- Future considerations for maintenance and management.

Green space

Workshop Responses:

Amenities and uses

The community viewed green space as vital infrastructure, supporting play, biodiversity, health and opportunities for social connection

There is interest in spaces that can host activities and events, but also offer quieter spots for reflection or nature connection.

The feedback suggests a mix of formal features like sports facilities and informal ones like benches, water fountains and picnic areas, to ensure the spaces are used throughout the day by different groups.

Connectivity

There was strong support for linking green spaces together to create walking routes, wildlife corridors, and coherent networks of greenery.

Rather than isolated parks, people want to see a green thread running through the area, with streets, paths, and even rooftops contributing to a wider green system.

This would not only support nature but encourage walking and cycling, making it easier for people to move around in a healthier, more enjoyable way.

Character

Participants want green spaces that are rich in character, places that feel distinctive, natural, and reflective of the local area.

There was a call for planting that changes with the seasons, offers shade, and supports wildlife. Rather than manicured lawns or identikit parks, people prefer varied landscapes with trees, wildflowers, water features and different textures underfoot.

These features can help create green spaces that feel restorative and welcoming, with a clear sense of place.

"Integrate green spaces in areas that are well used by people"

"Encourage social use of park spaces"

Inclusivity

Green spaces should work for everyone - this came through clearly in the feedback.

Participants pointed out that different groups have different needs and preferences, and these should be reflected in the way spaces are designed and managed.

This includes providing accessible play areas, culturally inclusive planting and design, and offering facilities for people of all ages and backgrounds. Inclusivity is also about making people feel they have a right to be there, with no sense of judgement or restriction.

Programming

Bringing green spaces to life through activities and events was seen as a good way to encourage more people to use them.

Suggestions included nature walks, gardening workshops, cultural festivals, and fitness sessions. However, it was also important that programming doesn't dominate, as people value having quiet spaces to relax and just 'be'.

Ideally, green space programming should be light-touch, inclusive, and shaped by the community, with room for informal, spontaneous use alongside organised events.

Maintenance

Well-maintained green spaces are more likely to be used, and to feel safe. Participants noted that neglect can quickly put people off, particularly if spaces become overgrown, poorly lit or attract antisocial behaviour.

There was a strong call for regular maintenance, including bins, paths and lighting, and for spaces to be looked after in a way that feels caring, and not heavy-handed. People want green areas that feel safe and clean without being over-policed or stripped of character.

Participants supported the inclusion of climate-conscious design, like planting for shade and water retention, or using permeable surfaces.

People also recognised the need for green spaces to be usable year-round, suggesting that good design can make them resilient as well as inviting.

Access

People want green spaces that are easy to get to and open to everyone. There is a strong desire for these places to be genuinely public, not hidden behind gates, restricted by costs, or limited to certain groups.

It was noted that some people don't feel green spaces are for them, whether due to a lack of information or poor design.

Suggestions included clearer signage, step-free access, and better lighting to ensure everyone, including families, older people and disabled residents, feels welcome and safe using the space.

Climate resilience

Green spaces are seen as a key part of how the area should respond to climate change. Feedback highlighted the role they play in reducing heat, improving air quality, supporting biodiversity, and managing flooding through natural drainage.

"Mix of wild & manicured green spaces"

"Encourage biodiversity - Bird boxes, bee hives"

"Play equipment in the parks to ensure active use by residents"

"Ensure that the provision of green spaces is meaningful"

"Integrate green spaces in areas that are well used by people"



Workshop precedents on greenspaces

Social Infrastructure

Social infrastructure refers to the physical places, services, and facilities that support the health, wellbeing, education, and social needs of a community. The requirements for social infrastructure are identified in the OPDC Local Plan (2022) and Old Oak West SPD (2024). The nature, type and relationships between the intended provision of social infrastructure was explored in the Place Labs.

The Place Labs:

- Explored the long-term goals or sentiments that build social capital between the community.
- Aimed to understand the types of social infrastructure the community currently has and could need in future.
- Established the principles and priorities for provision.
- Explored where facilities could go and the relationship between them.

Social infrastructure

Workshop Responses:

Uses

People stressed the importance of designing social infrastructure that meets a wide range of everyday needs. This includes space for learning, working, socialising, playing, and accessing essential services.

Flexibility is key. Spaces should not be limited to one function, but should support multiple uses over time.

Participants also suggested including more informal or incidental uses, like seating areas, Wi-Fi spots, or pop-up cafés, to encourage regular use and make social infrastructure part of daily life.

Distribution and arrangement

There was strong support for spreading social infrastructure across the area, rather than concentrating everything in a single hub.

Participants imagined several smaller, well-connected clusters that would serve different neighbourhoods, ensuring more equitable access. These should be linked in a way that allows people to move easily between them and include a mix of formal venues and informal meeting places.

This decentralised approach is seen as more inclusive and reflective of how people live and socialise in the area.

Inclusivity

People expressed a need for inclusive spaces that welcome everyone, regardless of background or circumstance.

This includes making sure that facilities are designed and managed in ways that feel accessible, comfortable, and culturally appropriate to different groups.

There was a sense that some people currently feel excluded from existing social infrastructure due to issues like cost, language, or a lack of representation. Inclusivity should be embedded from the beginning, not treated as an add-on.



Workshop precedents on workspaces

The needs of different groups

Feedback also focused on ensuring that social infrastructure caters to the specific needs of different groups, such as older people, teenagers, parents with young children, and disabled residents. Participants called for spaces that are not only physically accessible, but also designed with a diversity of lifestyles and cultural practices in mind. This includes programming that reflects different interests and backgrounds, and space layouts that are welcoming and adaptable for a range of users.

“Active frontages in rest areas so people feel safe and can pause”

“Create mixed use facilities for everyone in the community.”

Management and operation

How social infrastructure is managed was seen as just as important as how it is built. Participants highlighted the need for transparent, community-led management structures that allow local people to shape how spaces are run. There were concerns that too often, places are created with good intentions but lose their relevance over time due to poor management or lack of local involvement.

Long-term stewardship models, co-management, and support for community ownership were all suggested as ways to make infrastructure more responsive and resilient.

Character

Participants emphasised that social infrastructure should reflect the character of the area. Rather than introducing generic buildings or facilities, people want places that reflect local heritage, identity, and community values. This includes designing with local culture in mind, through architecture, materials, and signage, to create a sense of familiarity and belonging. The goal is to make social infrastructure feel like a natural extension of the community, rather than something imposed from outside.

Programming

Participants wanted to see thoughtful programming that reflects the interests and needs of the community. Beyond static facilities, they envisioned lively spaces offering workshops, events, classes, and cultural activities, with input from local people. Programming should be flexible and responsive, allowing for experimentation and change over time. There was also a desire for a mix of organised activities and informal, drop-in opportunities, ensuring that spaces are always active and welcoming.

“Connect character areas & encourage them to grow together”

“Library spaces as the heart of community”

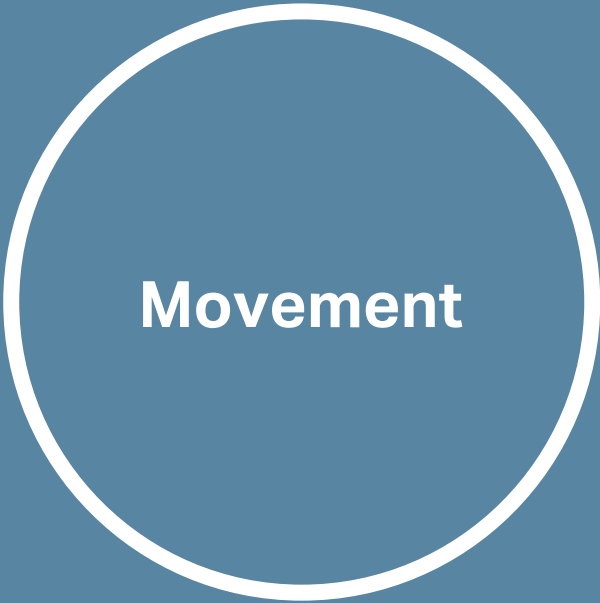
“Leisure centres - a place for young people to hang out”

“Create a creative scene that reflects Park Royal”

“Creating a village atmosphere”

Safety

Safety was a recurring theme, with participants expressing concern about how safe people feel using social infrastructure, especially at night. This includes both physical design, such as lighting and visibility, and social factors, like who is present and how spaces are supervised. People want social infrastructure that supports a sense of comfort and safety for everyone, including children and more vulnerable groups. There was also a call to avoid overly focusing on security to the point at which places feel hostile or exclusionary.



The Masterplan Framework identifies movement as a core component of delivering an accessible and connected environment for residents and visitors. Guidance for the movement network has been informed by the Local Plan (2022), the Old Oak West SPD (2024) and the Public Realm and Green Infrastructure SPD (2024). Existing pedestrian and cycle connections are currently fragmented and rated poorly in terms of safety, legibility, and user experience.

The Place Labs provided an opportunity to respond to these challenges by providing insights into:

- Enhanced routes and wayfinding.
- Integrated pedestrian and cycle networks.
- Safety.

Movement

Workshop Responses:

Safety

Safety, both real and perceived, is central to how people move around. Concerns ranged from traffic speeds and dangerous crossings to anti-social behaviour and poor visibility.

People want safe walking and cycling routes that are overlooked, well-lit, and designed to avoid hidden corners or blind spots.

Encouraging footfall and designing for passive surveillance were seen as simple ways to help people feel safer and more likely to walk or cycle.

Character

The movement network should feel like a positive part of the area, not just a way of getting from A to B. People want walking and cycling routes that are pleasant, engaging and varied, with interesting views, planting, and places to pause. This is particularly important in areas with taller buildings.

Rather than sterile, overly engineered corridors, there is a preference for routes that reflect the local character, encourage lingering, and support informal encounters between people.

Accessibility

People want to move around the area easily and safely, whatever their age or ability. Feedback called for better step-free access, smoother pathways, and clear routes that are suitable for wheelchairs, buggies and those with

mobility challenges.

Accessibility isn't just about physical design - it is also about creating an environment where everyone feels confident navigating public spaces, with crossings, pavements, and public transport stops designed for ease and dignity.

Cycle infrastructure

Participants raised specific concerns about cycling infrastructure, calling for more protected, dedicated cycle routes. Painted bike lanes on busy roads were seen as insufficient and sometimes unsafe.

People want properly separated paths, places to lock bikes securely, and signage that supports confident and less experienced cyclists alike.

There was also a desire to connect cycle routes with schools, green spaces and town centres, encouraging cycling as an everyday choice.

"Create points of interest along routes to encourage active use"

"Create streets that reflect the cultural diversity of the area "

Connectivity

People emphasised the importance of a joined-up movement network.

This includes better links between walking, cycling and public transport, with seamless transitions and integrated signage.

People want the whole area to be as walkable and well-connected, rather than a set of disconnected zones. Stronger connectivity could also support more social interaction and local activity, making the area feel more cohesive.

Lighting

Lighting came up frequently as a key factor in making routes feel safe and usable, especially during darker months.

Participants want well-lit paths, with lighting that is sensitive to wildlife but strong enough to support walking and cycling at night. Poor lighting was associated with feeling unsafe or avoiding certain areas altogether.

There is also interest in creative and attractive lighting that enhances the look and feel of routes after dark.

Vehicle access

While active and sustainable travel was a clear priority, people also acknowledged that some car access is necessary, especially for those with disabilities or specific needs.

Feedback suggested that vehicle access should be carefully managed, with drop-off points, accessible parking, and deliveries allowed where needed, but without letting cars dominate. The balance between accessibility and reducing car dependency will be key.

Maintenance

Keeping movement routes clean, functional and in good condition was seen as essential. Feedback pointed out that broken pavements, litter, or poorly maintained crossings can make even the best-designed routes feel unwelcoming.

Regular upkeep is especially important for people with limited mobility or vision. Maintenance should be proactive and consistent, not just reacting to problems but showing care.

“Making cycling routes easy to use and comfortable”

“Glass frontages where you can see around corners can help women feel safer”

“Improving the wayfinding for accessible/step-free routes”

Landscaping

Landscaping was seen as a vital part of how movement routes feel. People want to see routes softened and animated with planting, trees, and changes in material. These details can help make streets and paths feel more inviting, encourage slower movement, and bring nature into the everyday journey. Landscaping can also help with climate goals, like providing shade and supporting biodiversity, whilst giving places a more distinct identity.

Wayfinding and signage

Finally, participants noted that signage and wayfinding need significant improvement. People want clear, consistent signs that help them find their way, especially when walking or cycling to unfamiliar parts of the area.

This includes maps, directional signs, and landmarks that make routes easier to follow and more enjoyable. Good wayfinding can also highlight hidden gems and encourage exploration.



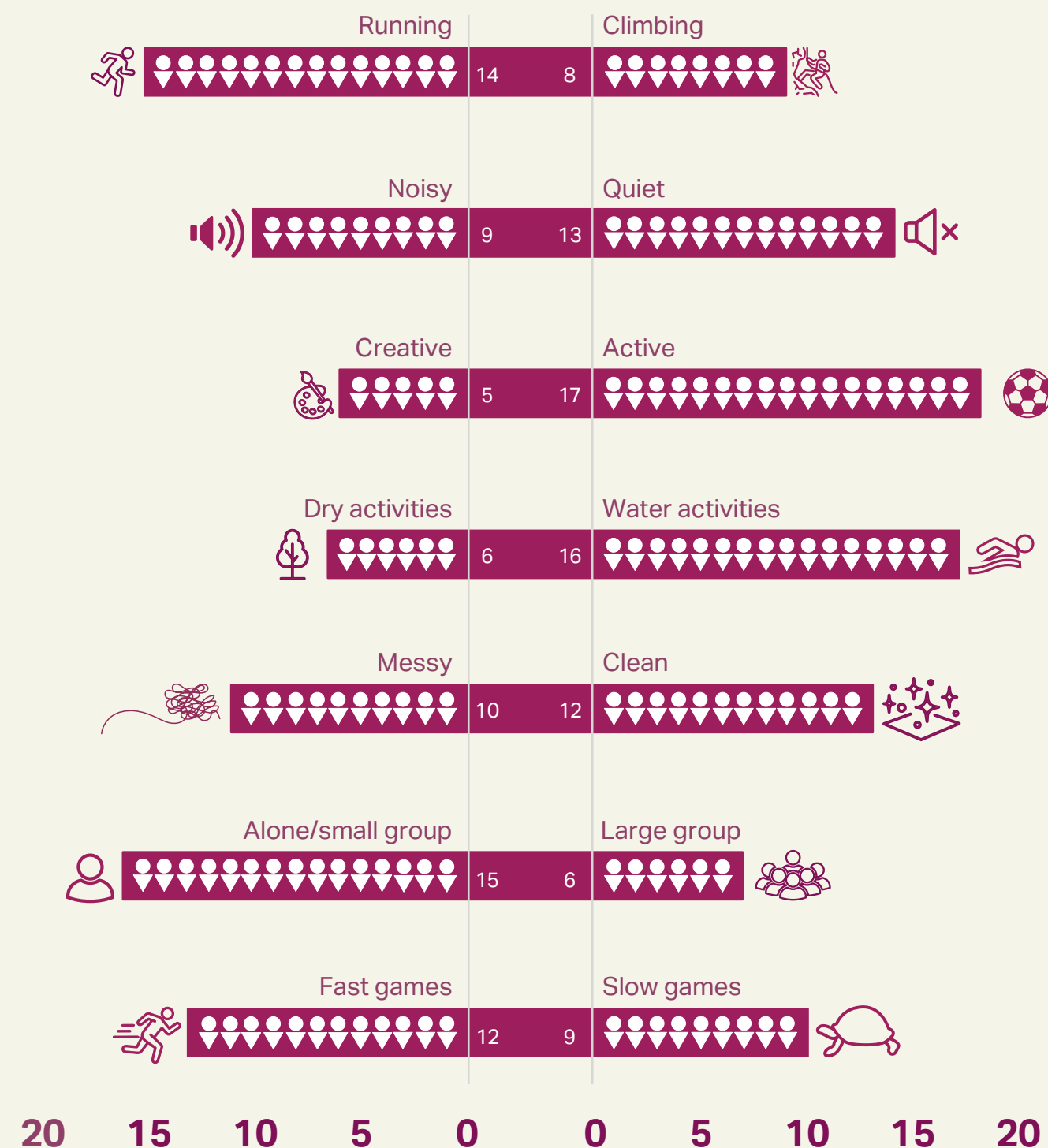
Workshop precedent on cycling and connectivity

Youth workshop findings

At the Bubble and Squeak youth workshop, young people were asked about their preferred types of play spaces and how they like to spend time outdoors. After the young people were presented with two options for the types of play spaces or activities, they ran to either side of a court to indicate their preference. The outcomes from this activity is summarised on this page.



Which option do you prefer in outdoor play spaces?



7. Next steps

Community engagement has played a central role in shaping the Old Oak Illustrative Masterplan and Masterplan Framework.

Through exhibitions, workshops, stakeholder discussions, youth engagement and accessibility-focused sessions, local insight has helped refine priorities for movement, green infrastructure, social infrastructure and place identity.

As Old Oak progresses into delivery, engagement will continue to be a core part of the programme.

A future development partnership will be expected to build on the foundation set out in this report, including consultation on individual sites prior to the submission of planning applications, ensuring local communities remain active participants in shaping detailed proposals, new neighbourhoods, public spaces and community facilities.

An appendix below details the feedback received from local communities and stakeholders and how the Masterplan Framework responds to this.

This report marks not the end of engagement, but the next stage in an ongoing conversation about the future of Old Oak.

Stay involved

If you would like to stay informed and involved about the next steps in Old Oak, please get in touch with the team:

 info@opdc.london.gov.uk

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Ealing Council Leader Cllr Peter Mason speaking at opening of cluster of containers and temporary buildings housing shops, cafes and community facilities at North Acton Square. Photo credit: Jordanna Marston

Appendix - Informing the Masterplan Framework

The table below sets out feedback from the Place Labs, and summarises how this feedback has influenced the Old Oak Masterplan Framework.

Green spaces and routes

Community feedback	Workshop theme	Relevant spatial principles	Section of framework influenced
Create green spaces with a variety of uses, such as play, exercise, socialising, relaxing, growing, and connecting with nature.	Green spaces and routes	Connecting parks and green spaces	The Framework sets out principles for how parks and green spaces should be designed to facilitate a range of different uses, such as spaces for play and exercise, plenty of seating, and opportunities for food growing where appropriate.
Link green spaces to create walking routes, wildlife corridors and networks of greenery.	Green spaces and routes	Landscape corridors	The Framework establishes how Old Oak’s green spaces, canal, and railway edges will create thriving biodiverse corridors. Linking natural spaces and habitats will allow wildlife to move freely across neighbourhoods and create pleasant, nature filled routes for walking and cycling.
Ensure that green spaces are rich in character, with varied landscapes that create a clear sense of place and planting that changes with the seasons.	Green spaces and routes	Connecting parks and green spaces Landscape corridors	The Framework sets out principles for how parks and green spaces should be designed with varied planting that add colour, texture and seasonal interest to everyday journeys and experiences.
Consider the needs and preferences of different groups to make sure that people of all ages and backgrounds feel included in parks and green spaces.	Green spaces and routes	Connecting parks and green spaces	The Framework sets out principles for how parks and green spaces should be designed to create a welcoming, safe and comfortable environment for adults to linger and for children to roam and discover freely. This includes spaces and facilities that offer social, physical and sensory engagement for all ages. As detailed proposals are developed, OPDC will continue to engage with people from different groups and backgrounds and with protected characteristics to ensure parks and green spaces are inclusive for all.

Community feedback	Workshop theme	Relevant spatial principles	Section of framework influenced
Bring green spaces to life through programming, hosting formal activities and events shaped by the community, while also creating spaces for informal, spontaneous use.	Green spaces and routes	Connecting parks and green spaces	The Framework's principles establish how parks and green spaces should be designed to facilitate a range of different uses, such as spaces for play and exercise, places for dwelling, and opportunities for programming and activation.
Create green spaces that play a role in climate resilience - reducing heat, improving air quality, supporting biodiversity and managing flooding through natural drainage.	Green spaces and routes	Connecting parks and green spaces Landscape corridors	The Framework sets out principles for how, where possible, trees will be retained and additional native and climate resilient planting will be introduced to provide canopy cover, prevent overheating and improve air quality. It also provides guidance on how Sustainable Urban Drainage systems (SUDs) should be incorporated into the design of parks and green spaces.
Ensure green spaces are easy to get to and open to everyone through clear wayfinding, step-free access and better lighting.	Green spaces and routes	Connecting parks and green spaces Landscape corridors	In the Masterplan Framework, parks and green spaces have been designed for day- and night-time use to balance safety and accessibility. For example, park edges are lined with active frontages including cafés and community uses and are well overlooked by residential entrances to enhance safety and vibrancy. As detailed proposals are developed, strategies will be developed for creative wayfinding, lighting and inclusive design to ensure spaces are designed to be accessible and inclusive.
Provide spaces for different kinds of play, such as water play, nature play and activities that feel adventurous.	Green spaces and routes	Connecting parks and green spaces	The Framework sets out principles for how parks and green spaces should be designed to provide play spaces that cater to a range of ages and interests. As detailed proposals are developed OPDC will continue to engage with the local community and groups such as 'Make Space for Girls' to ensure spaces are designed to meet the needs of different users.
Ensure that green spaces are consistently maintained, keeping paths, lighting and bins in good condition.	Green spaces and routes		While the management of future spaces and facilities is outside the scope of the Masterplan Framework, OPDC will work with local authorities and future development partners to address maintenance and upkeep. A future estate management strategy will capture this feedback.
Have green spaces that are public and open to everyone, rather than fenced behind gates.	Green spaces and routes	Connecting parks and green spaces	Whilst not in the scope of the Masterplan Framework, OPDC and its future development partner will work with local authorities to develop plans for the management of parks and green spaces to ensure they are inclusive, accessible and welcoming.

Social infrastructure

Community feedback	Workshop theme	Relevant spatial principles	Section of framework influenced
Design social infrastructure that is flexible and meets a wide range of everyday needs, such as learning, working, socialising, playing, and accessing essential services.	Social infrastructure	One place, two neighbourhoods	The Framework identified indicative locations for new social infrastructure including a primary school, leisure centre, health centre, nurseries, and flexible community space. This sets out principles for how social infrastructure should be designed to provide flexible areas for working, learning and socialising. A strategy for non-residential uses, including social infrastructure, will be developed by OPDC and its future development partner.
Spread social infrastructure across Old Oak, with several smaller, well-connected clusters rather than concentrating everything in a single hub.	Social infrastructure	One place, two neighbourhoods	The Framework sets out principles for the design of a network of social infrastructure and shared social spaces as part of the masterplan. A strategy for non-residential uses, including social infrastructure, will be developed by OPDC and its future development partner.
Ensure that spaces and facilities welcome people of different backgrounds and age groups, with something to offer everyone.	Social infrastructure	One place, two neighbourhoods	The Masterplan Framework sets out principles for the design of social infrastructure and shared social spaces that cater to a wide range of needs, interests and ages. As detailed proposals develop, OPDC and its development partner will continue to engage with local communities and stakeholders to understand local needs.
Give local people a say in how spaces are run, such as through long-term stewardship models, co-management and community ownership.	Social infrastructure	One place, two neighbourhoods	Whilst future management and stewardship of social infrastructure is outside the scope of the Masterplan Framework, OPDC and its development partner will explore opportunities for community involvement in stewardship and management as it develops its management and maintenance strategy.
Create social infrastructure that reflects the character of the area, reflecting local heritage and identity.	Social infrastructure	One place, two neighbourhoods	The Framework sets out overarching principles for how the architecture and landscape should reflect local heritage and character. This covers all uses including social infrastructure.
Put in place a flexible and responsive programme that reflects the needs and interests of the community, such as workshops, events, classes and cultural activities.	Social infrastructure	One place, two neighbourhoods	The Framework establishes principles for how the design of social spaces should be flexible and support a variety of functions, which will enable programming that responds to community needs and interests.

Community feedback	Workshop theme	Relevant spatial principles	Section of framework influenced
Use social infrastructure to create a sense of community.	Social infrastructure	One place, two neighbourhoods	The Framework sets out principles for how Old Oak’s social spaces should foster belonging and everyday interaction, creating an ecosystem that supports community life.
Improve the safety of social infrastructure through physical design (such as lighting and visibility) and social factors, through foot traffic and passive supervision.	Social infrastructure	One place, two neighbourhoods	The Framework establishes principles for how social infrastructure may be co-located with other uses where appropriate, such as retail, cafés and shared residential ground floors, to borrow footfall and ensure that spaces are used throughout the day and into the evening. Safety will be an important consideration for future detailed proposals.

Movement

Community feedback	Workshop theme	Relevant spatial principles	Section of framework influenced
Create routes and streets that reflect the cultural diversity and character of the local area.	Movement	The Old Oak Mile The Common Cut	The Masterplan Framework provides design guidance for Old Oak’s future network of streets and routes, including its three key routes the Old Oak Mile, the Common Cut and the Old Oak Line. Opportunities for reflecting and celebrating the area’s cultural diversity and heritage through wayfinding, street naming and public art will be considered in future site-wide strategies and as detailed design proposals are developed.
Ensure that walking and cycling routes are well-lit to improve safety after dark.	Movement	The Old Oak Mile The Common Cut The Old Oak Line	Whilst lighting design is not within the scope of the Masterplan Framework, safety, including lighting design, will be an importance consideration for future site-wide strategies and detailed design proposals.
Use landscaping to soften and animate routes, bringing nature into everyday journeys.	Movement	The Old Oak Mile The Common Cut The Old Oak Line Landscape corridors	The Framework sets out design principles for integrating planting and landscaping into the public realm, to create green and pleasant routes that promote health and wellbeing and support nature and biodiversity.
Build segregated cycle lanes that protect cyclists and pedestrians.	Movement	One place, two neighbourhoods	The Framework sets out design guidance for cycle routes: cycle paths should be segregated, where possible, along secondary streets such as Victoria Road, Old Oak Lane, and Old Oak Common Lane.
Create walking and cycling routes that are well connected to everyday amenities and green spaces.	Movement	The Old Oak Mile The Old Oak Line	The Framework sets out principles for how Old Oak’s walking and cycling routes will improve connectivity including access to everyday amenities and green space: the Old Oak Mile will connect communities to facilities, shops, and surrounding neighbourhoods; the Old Oak Line will pass through an interconnected spine of green spaces and link new homes to shops, cafés, work spaces and community spaces.
Create a joined-up movement network that improves links between walking, cycling and public transport.	Movement	The Old Oak Mile The Common Cut The Old Oak Line One place, two neighbourhoods	The Framework includes a proposed new movement network, that includes new and/ or improved walking and cycle routes, and improved access to public transport.

Community feedback	Workshop theme	Relevant spatial principles	Section of framework influenced
Design walking and cycling routes that are pleasant to use, with planting, interesting views and places to pause.	Movement	The Old Oak Mile The Common Cut The Old Oak Line	The Framework sets out design guidance for streets and routes that will prioritise walking and cycling, with integrated planting zones and places to pause and dwell.
Improve accessibility around Old Oak with smoother pathways, step-free access and routes.	Movement	-	The Framework includes design principles for new and/or enhanced pedestrian and cycle routes to enable safe movement for all. Detailed proposals will be designed according to best practice inclusive design principles.
Carefully manage vehicle access to accommodate people with disabilities and specific needs, balancing between accessibility and reducing car dependency.	Movement	One place, two neighbourhoods	The Masterplan Framework sets out principles for integrating inclusive active travel into the Old Oak masterplan. OPDC will engage with relevant user groups to ensure detailed design proposals accommodate specific needs.
Keep routes clean, functional and in good condition, free from litter.	Movement	-	Whilst the management of routes and streets is outside the scope of the Masterplan Framework, OPDC will work with local authorities and future development partners to address maintenance and upkeep.
Implement clear and consistent signage that help people find their way and make routes easier to follow.	Movement	-	Whilst not in the scope of the Masterplan Framework, wayfinding and signage will be addressed in future site-wide strategies and as detailed design proposals are developed.

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