



# Cross London Rail Links Limited Aggregated Consultation Report

September 2005



Crossing the Capital Connecting the UK

# Contents

<b>Executive Summary</b>	<b>1</b>
<b>01 Introduction</b>	<b>3</b>
<b>02 Why did we consult?</b>	<b>4</b>
<b>03 Who did we consult?</b>	<b>5</b>
<b>04 What happened?</b>	<b>7</b>
<b>05 How did stakeholders respond?</b>	<b>15</b>
<b>06 What did you say?</b>	<b>23</b>
<b>07 How have we responded?</b>	<b>28</b>
<b>08 Summary of results and conclusions</b>	<b>32</b>
<b>Appendices</b>	<b>33</b>
1 Consultation event locations and durations	34
2 Website and Helpdesk usage statistics	38
3 Consultation publications	39
4 Presentations	45
5 List of conferences and exhibitions	46
6 Translation Policy and Data Protection Policy	47



Paddington station model as used at the time of Round 2 consultation, 2004

# Executive summary

Extensive consultation has taken place at key stages in the project's development since the government and Mayor for London established Cross London Rail Links Limited (CLRL) in 2001.

There were two rounds of public consultation where 103 days of Information Centres at 55 locations attracted 15,727 visitors and 47 days of Information Exchange at 2 locations attracted 1,642 visitors. Project documents and displays of the proposals were accompanied by project staff available to answer questions. Over 400,000 invitations to these events were issued.

Consultation activities have involved stakeholders, community groups, rail passengers, students, directly affected parties and the general public. They have been advertised in publications with an overall estimated readership of nearly 25 million.

The project has sought to be socially inclusive by using various ways to present and explain the proposals. A key criterion to information centre venue selection was accessibility.

A variety of images, displays, photographs, diagrams, drawings, printed material and architectural models were produced. Information was available in community languages, Braille, large print and audio cassette versions.

The Crossrail website has featured all the consultation material and translation and 'Young Crossrail' microsites. There have been 733,612 visitors to the website opening nearly 13.5 million pages since its inception in 2002 with 167,023 visits made during Consultation Rounds 1 and 2.

As part of the 'Young Crossrail' Group, 600,000 copies of 'The Link' newsletter were distributed to students in over 750 schools.

A contact database has been maintained holding details of those who have been in contact with the project enabling communication records to be kept, actions to be monitored and project updates to be provided. In September 2005, it contained

22,500 contacts with 232,500 associated communication records. All data has been collected and kept under CLRL's Data Protection Policy.

A 24-hour, 7-days a week Helpdesk has serviced nearly 11,500 enquiries since 2002.

Public consultation generated 5,729 responses containing 11,182 separate comments.

The results can be summarised as follows:

	Round 1	Round 2	Total
Support	45%	34%	40%
Oppose	2%	2%	2%
Neutral	14%	52%	33%
No comment	39%	12%	25%

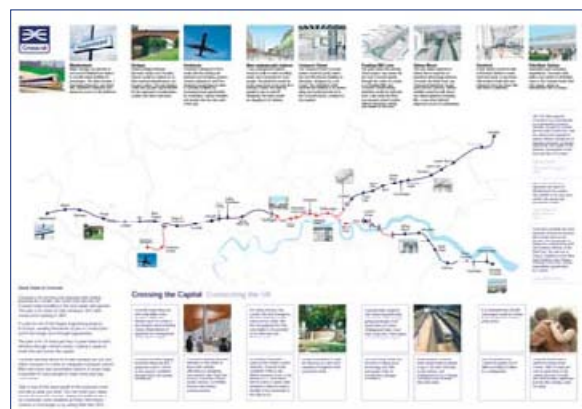
Comment was analysed and reviewed after each consultation, and project responses to the 20 main issues that arose were published.

Stakeholder consultation led to 170 stakeholder responses containing 727 separate comments during the consultation rounds.

Those with an interest in surface land or property that may be directly affected have been consulted separately and supported through a team of property advisors.

Those with a sub-surface interest have been leafleted and formally notified.

An independent referee was appointed to adjudicate where matters could not be resolved between the project and consultees.



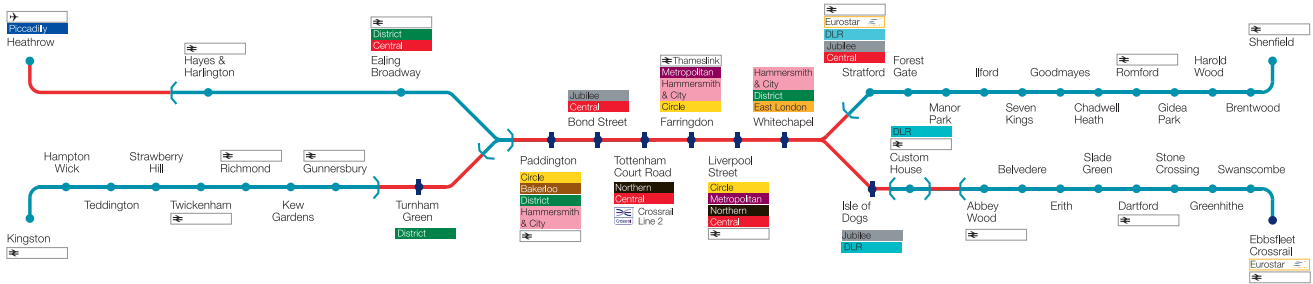
Quick Guide to Crossrail published for Round 2



# Crossrail line 1

## Round 1

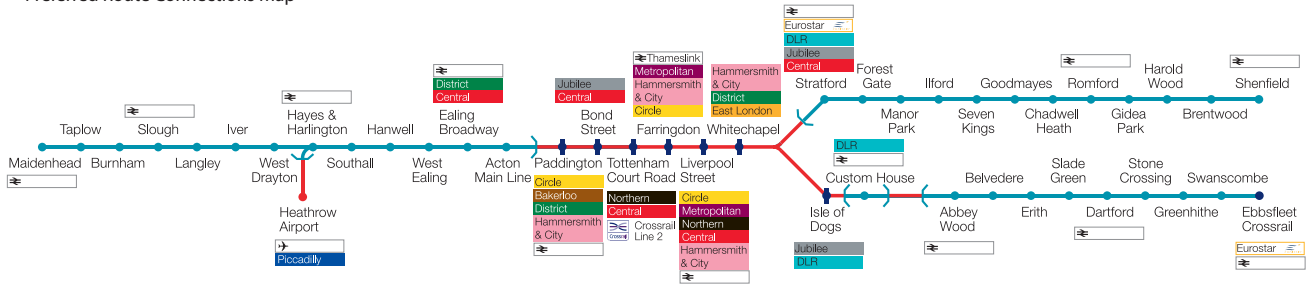
Preferred Route Connections map



Route prior to August, 2004

## Round 2

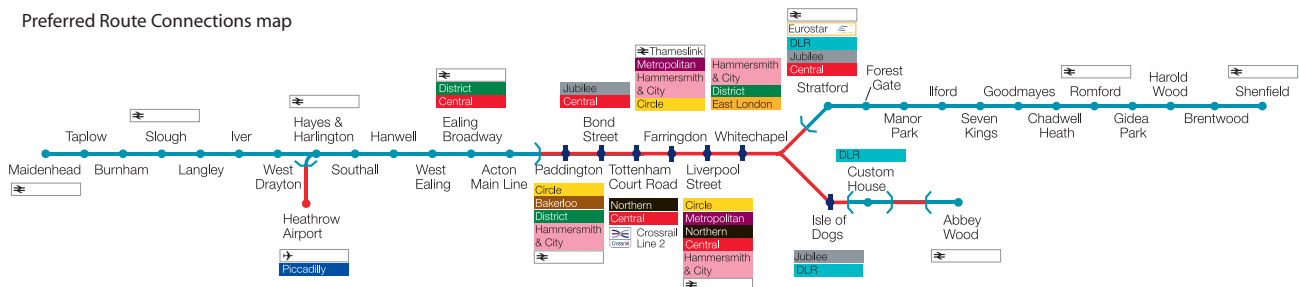
Preferred Route Connections map



Route prior to October, 2004

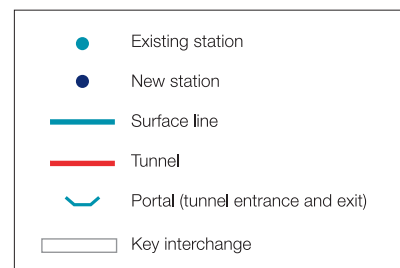
## Information Round

Preferred Route Connections map



February 2005

### Key



# 01 Introduction

Crossrail is a new west – east railway linking Maidenhead and Heathrow with Shenfield and Abbey Wood through new tunnels under central London. Cross London Rail Links Ltd. (CLRL) was formed in 2001 to promote and develop Crossrail. It is a joint venture company owned by the Department for Transport (DfT) and the Transport for London (TfL).

Following stakeholder consultation on a short-list of options, the Secretary of State for Transport asked CLRL to consult on the Crossrail proposals in a statement to parliament on 14 July 2003. As a result, a Public Awareness Campaign and Public Consultation Round 1 were completed, aimed at introducing the Crossrail proposals.

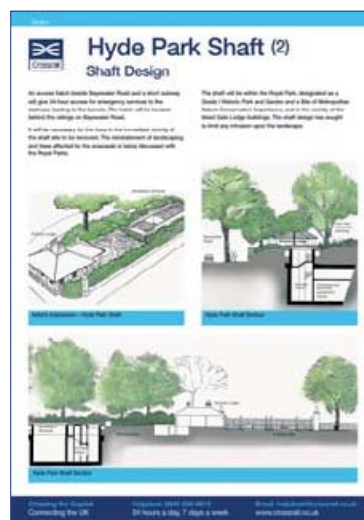
On 20 July 2004, the Secretary of State for Transport announced in a further statement to parliament that a Bill would be brought before parliament at the earliest opportunity. A supplementary Public Awareness Campaign was then held, between Paddington and Maidenhead, followed by Public Consultation Round 2 along the whole route. This presented the proposals to introduce a west – east railway linking Heathrow and Maidenhead with Shenfield and Ebbfleet through new tunnels under central London.

Stakeholders such as government agencies, local authorities and community groups were formally consulted during each consultation round. All comment received was analysed, categorised, reviewed and used to inform design development. The results were passed to the government and appear in sections 4, 5 and 6.

An Information Round presented the proposals to be contained in the parliamentary Bill deposit.

CLRL continues to receive and respond to comment from the public and stakeholders. Since Bill deposit, design and policy modifications have been presented for comment where appropriate.

This report summarises the consultation that has been carried out on Crossrail prior to the deposit of a parliamentary Bill seeking approval for the project on 22 February 2005.



Examples of display panels used at Public Information Centres and Exchanges, available as hard copy and on the website



## 02 Why did we consult?

As a publicly owned company, CLRL is committed to acting in a responsible and professional manner and to working closely with the government, statutory bodies and all those with an interest in the project.

Activities have been structured to comply with:

- the Code of Practice on the Dissemination of Information During Major Infrastructure Developments
- the Code of Practice on Access to Government Information
- the Cabinet Office Code of Practice on Government Consultation
- the Transport and Works Act (Applications and Objections Procedure Rules) 1999 and the associated Guide to Procedures for Applications
- the Freedom of Information Act 2002
- the Data Protection Act 1998



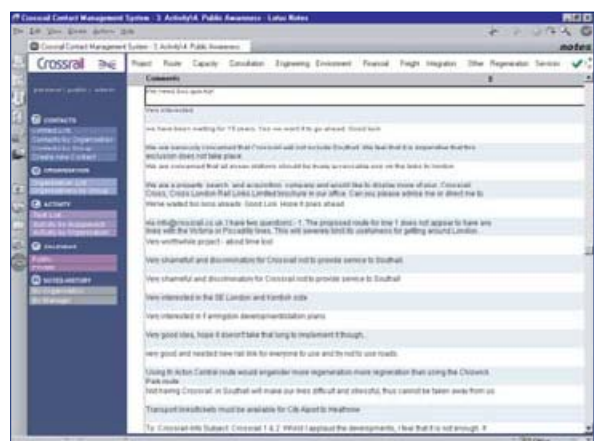
Website homepage



Consultation microsite webpage

Crossrail set some key consultation objectives:

- identify and contact a wide range of stakeholders and interested parties
- uphold social inclusion, be fair, open and honest
- record and review comment and publish project responses
- assess the level of support for the proposals
- identify concerns and address them where practical and appropriate



Screengrab of public comment being analysed

## 03 Who did we consult?

Consultation was designed to engage with the following groups:

- local communities, existing rail passengers and all those already registered on the Crossrail contact database
- route-wide community groups, priority groups and stakeholder bodies
- statutory bodies
- local authority members, leaders and officers
- students and young people
- all sectors of the general public

Those with an interest in land or property that may be directly affected have been consulted separately and supported through a team of property advisors.

### Comment

Comment on the proposals was captured using comment cards designed to encourage and allow undirected comment on any issue without boundary. No questions were set, but there was space on the card where comment could be written and contact details provided. The cards were distributed during the Public Awareness Campaigns at stations and sent to those registered on the contact database and distributed at consultation venues. All cards had individual identity codes to enable tracking and future reference. The cards carried a freepost reply-paid address to encourage response. The freepost address could be used by anyone contacting the project by post. In addition, comment could be made by contacting the Helpdesk, by e-mail, fax or by messaging the website.



Public Consultation Round 1 comment card



Public Consultation Round 2 comment card (with identity number 00001)

## Social inclusion

Crossrail sought to be socially inclusive by consulting through various media and by preparing a variety of documents explaining the project in different ways.

A significant number of images including photographs, artists' impressions, diagrams, drawings, maps and plans were used with explanatory text on exhibition panels, the website and in documentary formats.

Documents, and envelopes used for mail-outs, had the project contact details in London's community languages. This statement explained that information about Crossrail was also available in these community languages, large print, Braille and audio cassette versions upon request.

Adverts for the Spitalfields Public Information Exchange (PIE) were run in Bengali. Press releases in Bengali were circulated to Bangladeshi journalists.

Display panels and certain documents were translated into Bengali and Somali and interpreter services provided where appropriate. Other translations were available on request.

Reference to full accessibility provision on Crossrail occurs throughout documentation and consultation venues were selected with the mobility impaired in mind. Where problems arose these were subsequently resolved.

Architectural models of key locations were used.

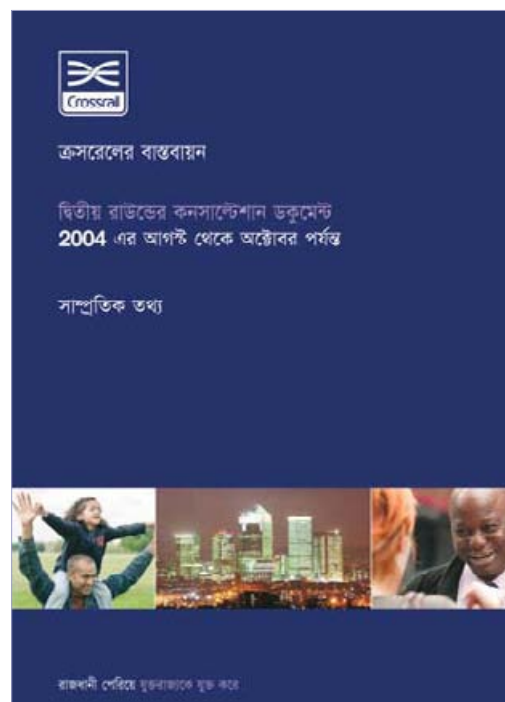
The schools programme, the project website with translation and Young Crossrail microsite and the Helpdesk have all provided further ways for priority groups to access the project.

## Questions and Answers

With facilities in place for people to contact the project by telephone, e-mail, letter, comment card and fax, a list of frequently asked questions (FAQ) with standard responses was developed to ensure clarity, accuracy and consistency of response.



Example of a display panel translated into Bengali



The Round 2 Consultation Document in Bengali



## 04 What happened?

A range of techniques and media were used to reach and inform those with an interest in the project and to seek their comment. From 2002, a 24-hour, 7-days a week Helpdesk was operational and the project website, email address and freepost reply-paid address were operational. Enquiries and comment could also be made by letter or fax. These supported the main consultation activities that are described below.

### Consultation Fora

A High Level Forum has been established by the DfT to act as the top tier for stakeholder consultation during the development and implementation of the project. A Statutory Agencies Forum acts as the focus for consultation with organisations giving statutory consent on environmental matters, and a Planning Forum including local authorities for planning matters to which the Environmental Health, Highways and Traffic, Heritage and Design sub-groups report.

### Stakeholder Consultation (May – July 2002)

A consultation document entitled 'Crossrail line 1: Stakeholder Consultation' was issued identifying the project's economic and planning objectives, short-listed options, the process and timescales for decisions and the sifting and appraisal criteria to be used to select the preferred scheme. Supporting documentation was provided and meetings were held with relevant stakeholders. Comment was formally requested. The 151 respondents expressed support for the concept of Crossrail, although sometimes this was conditional.

### Environmental Scoping Report (September 2002)

The Crossrail Environmental Scoping Report was sent to relevant stakeholders defining the proposed scope of the environmental impact assessment and setting out the general assessment methodology. 95 consultees were contacted and 21 responded, including 11 local authorities. Further information was requested and

comment relating to the proposed scope led to appropriate changes being made.

### Stakeholder Addendum on the Kingston via Richmond Branch (January – February 2003)

Comment was sought from stakeholders in a similar way to the full stakeholder consultation exercise in mid-2002, but concerned only the proposal to serve Kingston and Richmond. 89 responses were received. Greater opportunity to comment was requested and initial concerns were raised.

### Environmental Scoping & Methodology Report (March 2003)

The scope of the Environmental Impact Assessment had been updated from the previous report in September 2002 and detailed assessment methodologies were provided. 118 consultees were sent the report and 29 responses were received including 13 from local authorities. Further comment was made about the scope and approach leading to further appropriate change.

### Education Programme (2003 to present day)

Learning initiatives with young people accompanied the whole public consultation programme. Known as 'Young Crossrail', it involved:

- national curriculum-based modules
- on-line interactive website facilities with an area of the Crossrail website dedicated to 'Young Crossrail' where the views of young people were sought and their work displayed
- distribution of a newsletter entitled 'The Link' to all school students (Key Stages 1 – 4) along the route with reader offers and interactive games published annually

Students from Young Crossrail schools attended selected Public Information Centres, supervised by teachers and the Crossrail Education Advisor, helping to collect information and conduct surveys. They presented reports of their experience sometimes performing poems, plays and songs and were presented with certificates.



Students conducting surveys and receiving their certificates

There have been short-story and poem writing competitions whilst an event involving the gifted and talented stream of secondary school students designed stations and trains. Prize giving sessions were held at the project offices.

**Public Awareness (8 – 29 September 2003)**

Widespread advertising and leaflet distribution along the route introduced and broadly explained the proposals, asked for comment and announced the forthcoming Public Information Centres.

- 180,000 leaflets were distributed
- 57 adverts were placed in publications with estimated readership exceeding 6 million

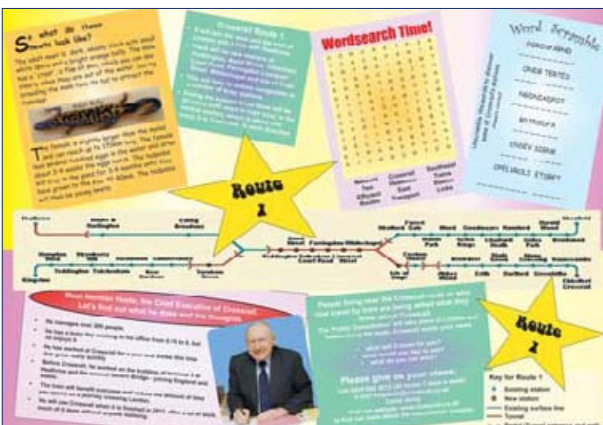
**Public Consultation Round 1 (27 October 2003 – 3 December 2003)**

Public Information Centres were held to introduce the proposed route and destinations. Staff were available to explain the proposals and answer questions.



Freepost reply-paid comment cards were distributed. Invitations to the centres were distributed to residential and business properties near the route and at relevant railway stations, accompanied by widespread advertising. Invitations and project updates were sent to those on the contact database. Meetings were held with stakeholders.

Consultation material was available, on request, in the 11 community languages, Braille, large print and audio cassette versions.



An edition of 'The Link' newsletter



Mobile Public Information Centre

All published material was available on the website or by request.

Directly affected property and land owners were contacted separately and supported by a property call centre. Young Crossrail involved local students in curriculum-based activities.

Preview exhibitions were held for the Central Area on 20 October, the East on 22 October and the West on 10 November 2003. Relevant local authority officers, councillors and members of parliament were sent invitations to the previews where they could examine the display material, make comments and meet the CLRL consultation team.

- 40,000 invitations to Public Information Centres were distributed
- 51 days of Public Information Centre were held at 29 locations
- 184 display panels were used showing general and local information, all available as A4 handouts or downloads
- 7,244 people visited the Public Information Centres
- 2,893 public responses were received containing 3,710 separate comments and raising 12 key issues to which the project responded
- 234 stakeholders were sent the Business Case Summary, sets of panels, 'The Next Step' brochure and the Public Information Centre invitation and were formally invited to comment. 72 responded.

■ Website activity was as follows:

**Website Hits**

July	21,679
August	11,279
September	14,472
October	17,081
November	19,076
December	13,305
<b>Total</b>	<b>96,892</b>

- 638 directly affected land and property owners were contacted separately leading to 96 telephone support calls and meetings



The 'Next Step' brochure

**Supplementary Public Awareness (2 August – 24 August 2004)**

Widespread advertising accompanied leafleting along the route between Maidenhead and Paddington as services to Maidenhead had been added to the scope since Round 1.

- 7 adverts were placed in publications with estimated readership of nearly 1 million
- 65,800 were leaflets distributed



Supplementary Public Awareness Campaign advertisement placard



## Public Consultation Round 2 (25 August – 27 October 2004)

Public Information Centres and Public Information Exchanges were held with the objective of providing more detail about the proposals, presenting the results of Consultation Round 1 and the project's response to comment received.

Public Information Exchanges were a new initiative, introduced at fixed venues in Spitalfields and Farringdon, each of which was open for 2-days a week throughout Round 2.



Public Information Exchange at Farringdon

Staff were available to explain how the project had developed and to answer questions. Freepost reply-paid comment cards were actively distributed. Invitations were distributed to residential and business properties near the route, to properties above tunnels and at relevant railway stations. Widespread advertising occurred.

Project updates were sent to those on the contact database. Information leaflets on key topics were introduced and the property call centre was operational.

Meetings were held with stakeholders. Consultation material was available, on request, in the 11 community languages, Braille, large print and audio tape versions. All material used was available on the website or by request. Directly affected property and land owners were contacted separately. Young Crossrail involved students in curriculum-based activities.

- Nearly 170,000 invitations were issued
- 92 adverts were placed in publications with an estimated readership of nearly 14 million
- 52 days of Public Information Centre were held at 26 locations attracting 8,483 visitors
- 47 days of Public Information Exchange were held with 23 days at Spitalfields attracting 436 visitors and 24 days at Farringdon attracting 1,206 visitors
- 149 display panels were used, showing general and localised information, all available as A4 handouts or downloads
- over 500 pages of consultation drawings were available
- 331 letters were sent to stakeholders providing briefings, offering meetings and formally inviting comment. 98 stakeholders responded
- 15,000 leaflets were distributed to properties above tunnels
- 2,836 public responses were received containing 7,472 separate comments, raising 8 key issues
- 2,701 enquiries were made to the Helpdesk and 785 requests were made for further information, mostly for copies of display panels
- 300,000 copies of 'The Link' were distributed to students in over 750 schools
- More than 91,000 documents were handed out
- 2 translations, one large print of the Round 2 Consultation Document and 3 audio cassette versions were provided upon request

### Website hits

August	23,152
September	23,000
October	23,979
<b>Total</b>	<b>70,131</b>

- 343 newly affected property and land owners were contacted by letter
- 106 property and land owners no longer affected were contacted by letter and 77 telephone support calls and meetings were held with directly affected land and property owners





Round 2 documentation (anti-clockwise from left)  
 1. Vision comment card 2. Information sheet pack 3. Tunnelling under London leaflet 4. Public Information Centre/Exchange invitations  
 5. Information gathering leaflet to accompany property & land referencing 6. Round 2 Consultation document and update  
 7. Looking Forward brochure 8. Community language briefings 9. Quick Guide 10. Catalogue of display panels

The following table sets out the details of Consultation Round 1 and 2 and the Information Round Public Information Centres and Exchanges by local authority

Royal Borough of Windsor & Maidenhead	Days	Visitors
Round 1	N/A	N/A
Round 2	2	295
<b>Total</b>	<b>2</b>	<b>295</b>

London Borough of Hammersmith & Fulham	Days	Visitors
Round 1	2	14
Round 2	2	105
<b>Total</b>	<b>4</b>	<b>119</b>

Slough Borough Council	Days	Visitors
Round 1	N/A	N/A
Round 2	2	284
<b>Total</b>	<b>2</b>	<b>284</b>

Royal Borough of Kensington & Chelsea	Days	Visitors
Round 1	2	42
Round 2	N/A	N/A
<b>Total</b>	<b>2</b>	<b>42</b>

South Buckinghamshire Borough Council	Days	Visitors
Round 1	N/A	N/A
Round 2	2	7
<b>Total</b>	<b>2</b>	<b>7</b>

City of Westminster	Days	Visitors
Round 1	4	390
Round 2	2	1268
<b>Total</b>	<b>6</b>	<b>1,658</b>

London Borough of Hillingdon	Days	Visitors
Round 1	3	169
Round 2	2	147
<b>Total</b>	<b>5</b>	<b>316</b>

London Borough of Camden	Days	Visitors
Round 1	2	74
Round 2	2	83
<b>Total</b>	<b>4</b>	<b>157</b>

London Borough of Ealing	Days	Visitors
Round 1	2	221
Round 2	8	881
<b>Total</b>	<b>10</b>	<b>1,102</b>

London Borough of Islington	Days	Visitors
Round 1	1	26
Round 2	4	93
<b>Total</b>	<b>3</b>	<b>119</b>

Royal Borough of Kingston upon Thames	Days	Visitors
Round 1	2	136
Round 2	N/A	N/A
<b>Total</b>	<b>2</b>	<b>136</b>

City of London	Days	Visitors
Round 1	2	1,645
Round 2	24	1,206
<b>Total</b>	<b>2</b>	<b>1,645</b>

London Borough of Richmond upon Thames	Days	Visitors
Round 1	2	719
Round 2	N/A	N/A
<b>Total</b>	<b>2</b>	<b>719</b>

London Borough of Tower Hamlets	Days	Visitors
Round 1	7	839
Round 2	29	1,583
<b>Total</b>	<b>13</b>	<b>1,986</b>

London Borough of Hounslow	Days	Visitors
Round 1	2	573
Round 2	N/A	N/A
<b>Total</b>	<b>2</b>	<b>573</b>

London Borough of Newham	Days	Visitors
Round 1	4	420
Round 2	4	498
<b>Total</b>	<b>8</b>	<b>91</b>

London Borough of Redbridge	Days	Visitors
Round 1	2	250
Round 2	2	273
<b>Total</b>	<b>4</b>	<b>523</b>

London Borough of Bexley	Days	Visitors
Round 1	2	200
Round 2	2	104
<b>Total</b>	<b>4</b>	<b>304</b>

London Borough of Havering	Days	Visitors
Round 1	2	310
Round 2	2	517
<b>Total</b>	<b>4</b>	<b>827</b>

Dartford Borough Council	Days	Visitors
Round 1	2	130
Round 2	4	605
<b>Total</b>	<b>6</b>	<b>735</b>

Brentwood Borough Council	Days	Visitors
Round 1	2	200
Round 2	2	337
<b>Total</b>	<b>4</b>	<b>537</b>

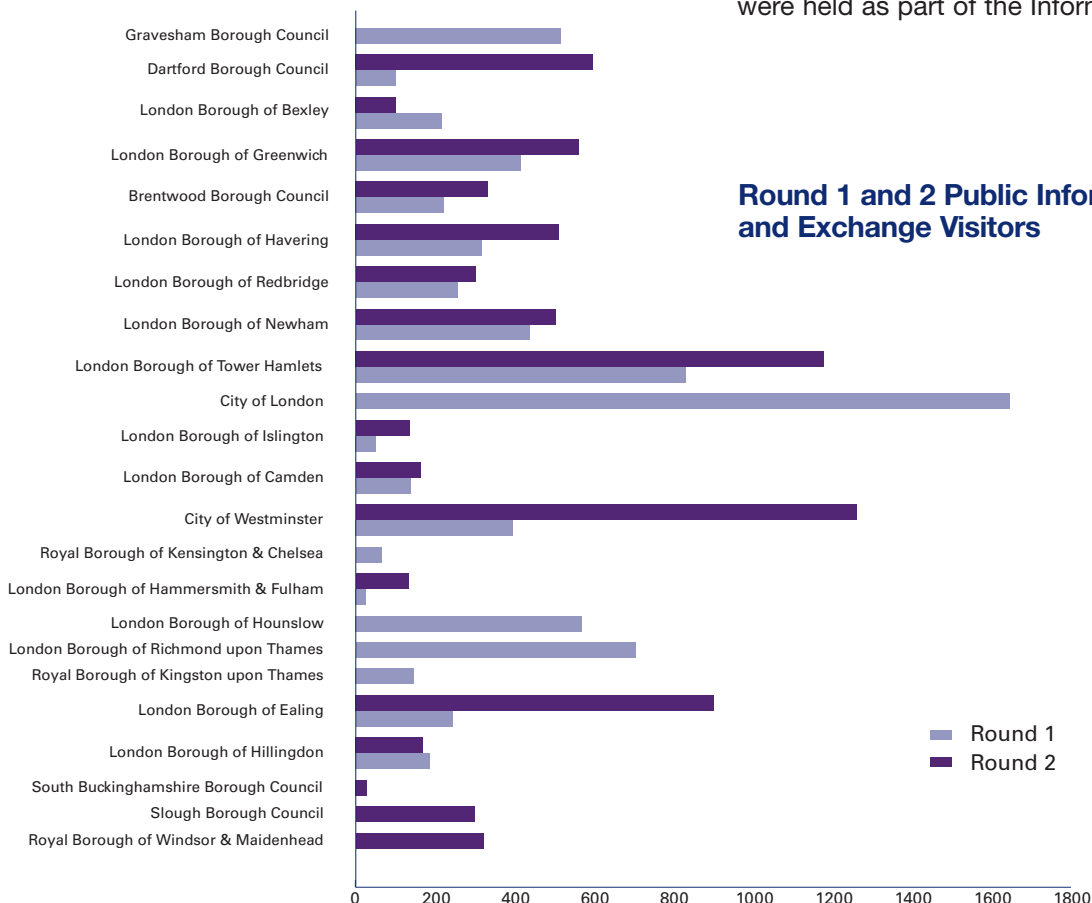
Gravesham Borough Council	Days	Visitors
Round 1	2	486
Round 2	N/A	N/A
<b>Total</b>	<b>2</b>	<b>486</b>

London Borough of Greenwich	Days	Visitors
Round 1	4	400
Round 2	4	554
<b>Total</b>	<b>8</b>	<b>954</b>

<b>Total</b>	<b>Days</b>	<b>Visitors</b>
Round 1	51	7,244
Round 2	99	10,125
<b>Total</b>	<b>150</b>	<b>17,369</b>

Note: an additional 34 days of information centre were held as part of the Information Round

### Round 1 and 2 Public Information Centre and Exchange Visitors



## Information Round (10 – 19 February 2005)

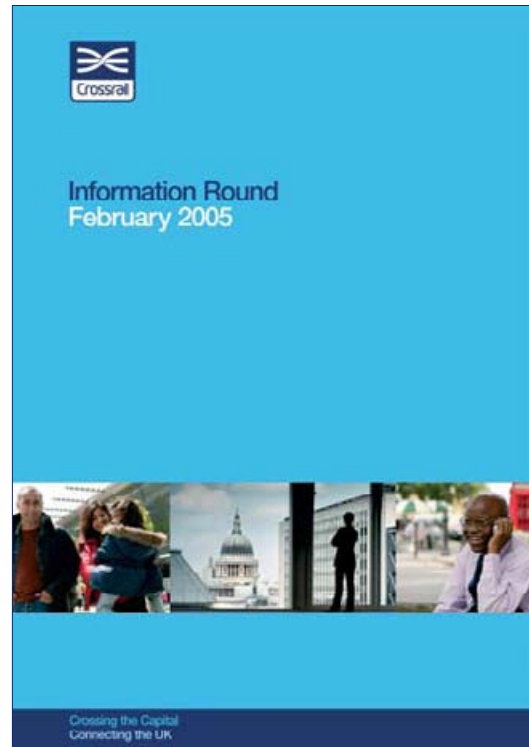
The Information Round was held to inform everyone with an interest in the project of the changes that had been made since Round 2 and to describe the project for which parliamentary approval was to be sought.

34 days of Public Information Centre were held using updated displays and documents.

Information from the Houses of Parliament on the Bill process and information sheets on issues of key concern such as ground settlement, noise and vibration and compulsory purchase were available.

No comment was invited as part of the Information Round.

The Bill process statutory notification and petitioning procedure acted as the final consultation on the project.



Information Round document



One of ten information sheets on key topics produced



# 05 How did stakeholders respond?

## Stakeholder Consultation

There were 151 responses relating to issues grouped into 3 areas:

Respondents	West	Central	East	Route Wide	Total
Local authorities	18	8	14	2	42
Government Agencies	2	-	2	10	14
Business/Business Interest Groups	16	3	18	1	38
Public/Private Sector Partnerships	8	1	4	2	15
Environmental Interest Groups	1	1	1	-	3
Transport Industry	8	-	-	15	23
Individuals	4	-	3	3	10
Parliamentary	2	-	1	-	3
Other	-	-	2	1	3
<b>Total</b>	<b>59</b>	<b>13</b>	<b>45</b>	<b>34</b>	<b>151</b>

All of the 151 respondents expressed support for the principle of the project, although some support was conditional.

Respondents expressed support for the following key options (note that respondents may support more than one option)

Support Great Western services	45
Support Royal Docks option	29
Support Shenfield Branch	26
Support the route to Ebbsfleet	24
Support services to Watford	20
Support services to Aylesbury	11
Support the Charlton option	10
<b>Total</b>	<b>165</b>

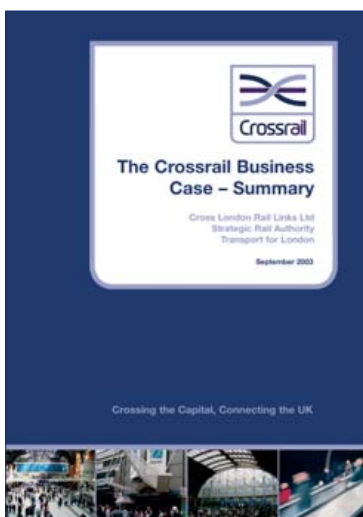
Stakeholders comments were formally invited during both consultation rounds. There responses can be summarised as follows:

Stakeholder sector	Round 1	Round 2
Local Authority	29	32
Statutory Bodies	3	3
Government	5	1
Political	3	11
Community Groups	25	28
Commercial	4	23
Other	3	0
<b>Subtotal</b>	<b>72</b>	<b>98</b>

The stakeholders' areas of interest were as follows:

Scheme Interest	Round 1	Round 2
Whole Project	12	9
Great Western Corridor	8	27
Richmond Corridor	8	not applicable
Central Area	20	31
North Kent Corridor	15	17
Shenfield Corridor	6	16
Other	3	0
<b>Subtotal</b>	<b>72</b>	<b>100*</b>

\* Two stakeholders commented on more than one area



Business Case Summary sent to stakeholders during Round 1

## Stakeholder Analysis

The 170 stakeholder responses during Rounds 1 and 2 contained 727 separate comments. These have been categorised as follows:

### Project Concept

	Round 1	Round 2	Total
Agree	61	78	139
Neutral	8	11	19
Disagree	3	9	12
No response	162	233	395
<b>Subtotal</b>	<b>234</b>	<b>331</b>	<b>565</b>

### Accessibility

	Round 1	Round 2	Total
View expressed	7	9	16

### Environmental – view expressed

	Round 1	Round 2	Total
Air quality	5	8	13
Archaeology	3	2	5
Community	20	5	25
Construction traffic	11	9	20
Ecology	3	4	7
Landscape & townscape	9	22	31
Noise & vibration	9	14	23
Road congestion	15	5	20
Planning	28	7	35
Property	16	29	45
Regeneration	14	10	24
Socio-economics	6	6	12
<b>Subtotal</b>	<b>139</b>	<b>121</b>	<b>260</b>

### Integration – view expressed

	Round 1	Round 2	Total
Interchange opportunity	15	6	21
Station amenities	30	9	39
<b>Subtotal</b>	<b>45</b>	<b>15</b>	<b>60</b>

### Financial – view expressed

	Round 1	Round 2	Total
Funding, cost and fares	20	16	36

### Consultation – view expressed

	Round 1	Round 2	Total
Adequate	0	3	3
Neutral	6	2	8
Inadequate	12	11	23
<b>Subtotal</b>	<b>18</b>	<b>16</b>	<b>34</b>

### Engineering – view expressed

	Round 1	Round 2	Total
Positive view	1	0	1
Neutral view	15	4	19
Negative view	6	2	8
<b>Subtotal</b>	<b>22</b>	<b>6</b>	<b>28</b>

### Freight

	Round 1	Round 2	Total
View expressed	0	3	3

### Capacity – view expressed

	Round 1	Round 2	Total
Improved track capacity	7	6	13
Improved train capacity	3	8	11
<b>Subtotal</b>	<b>10</b>	<b>14</b>	<b>24</b>

### Services – Replacement of services

	Round 1	Round 2	Total
Agree	0	0	0
Neutral	0	0	0
Disagree	9	0	9
<b>Subtotal</b>	<b>9</b>	<b>0</b>	<b>9</b>

### Disruption to existing services

	Round 1	Round 2	Total
View expressed	5	3	8

### Other various comments

	Round 1	Round 2	Total
	N/A	79	79

<b>TOTAL</b>	<b>347</b>	<b>380</b>	<b>727</b>
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Note: Total excludes 'No response'.





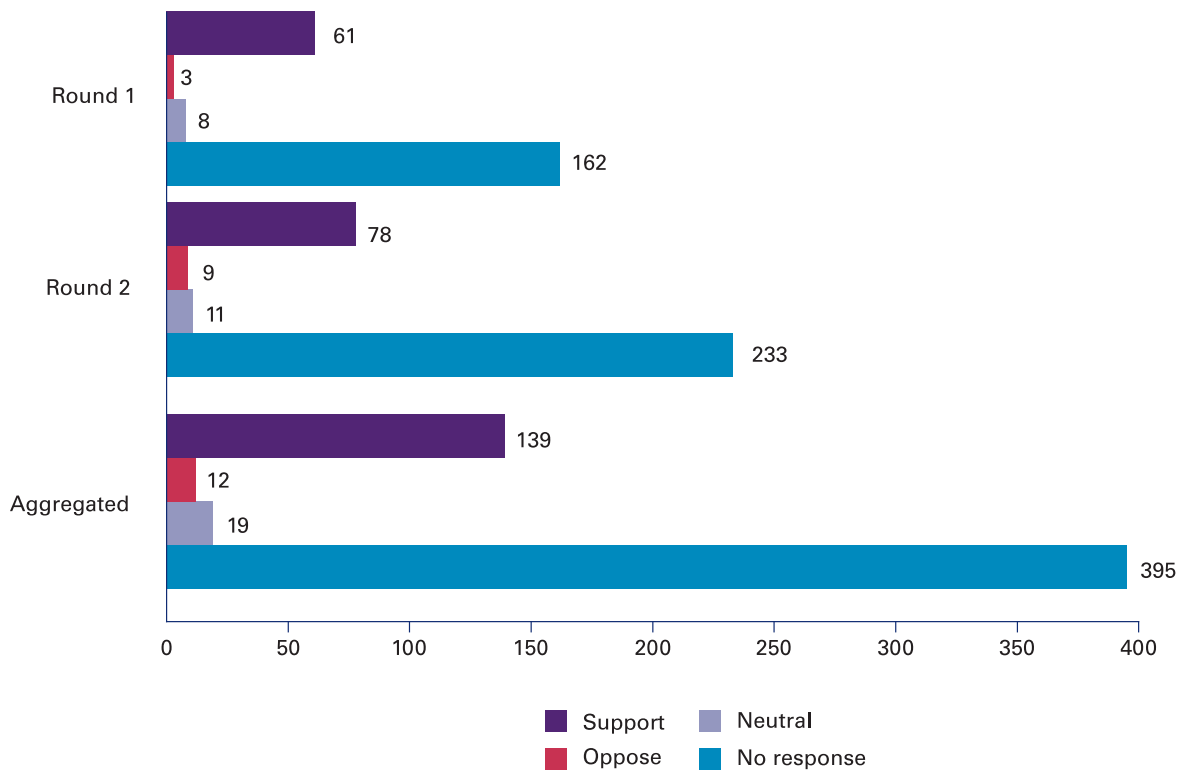




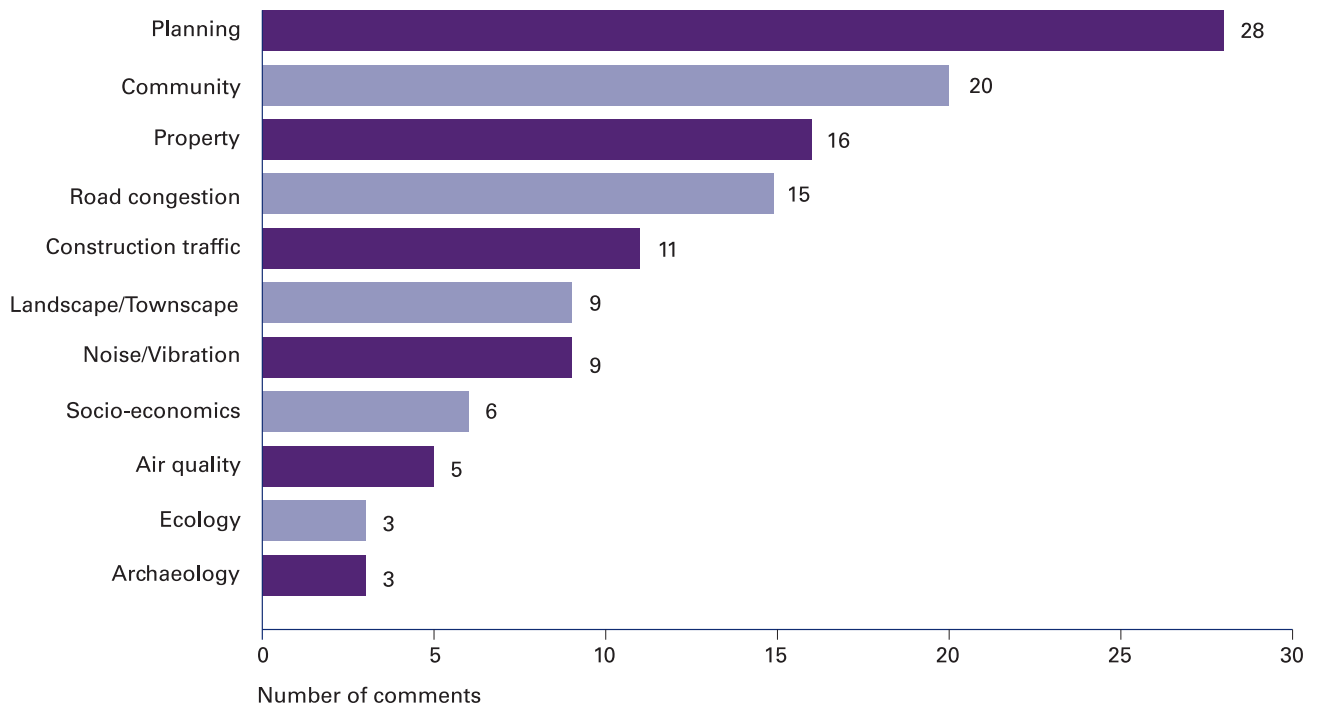
### Information Centre Previews

Previews took place before public consultation started, and reviewed by MPs, local authority officers and councillors

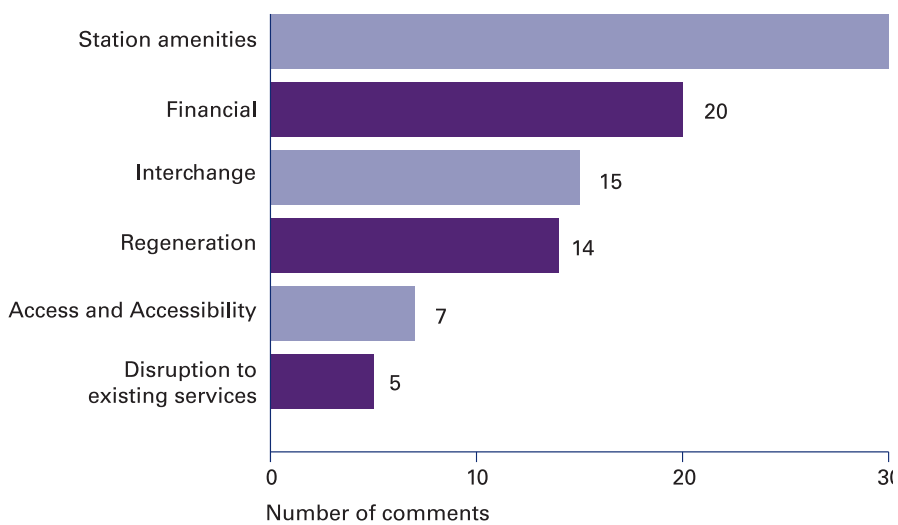
### Level of support from stakeholders



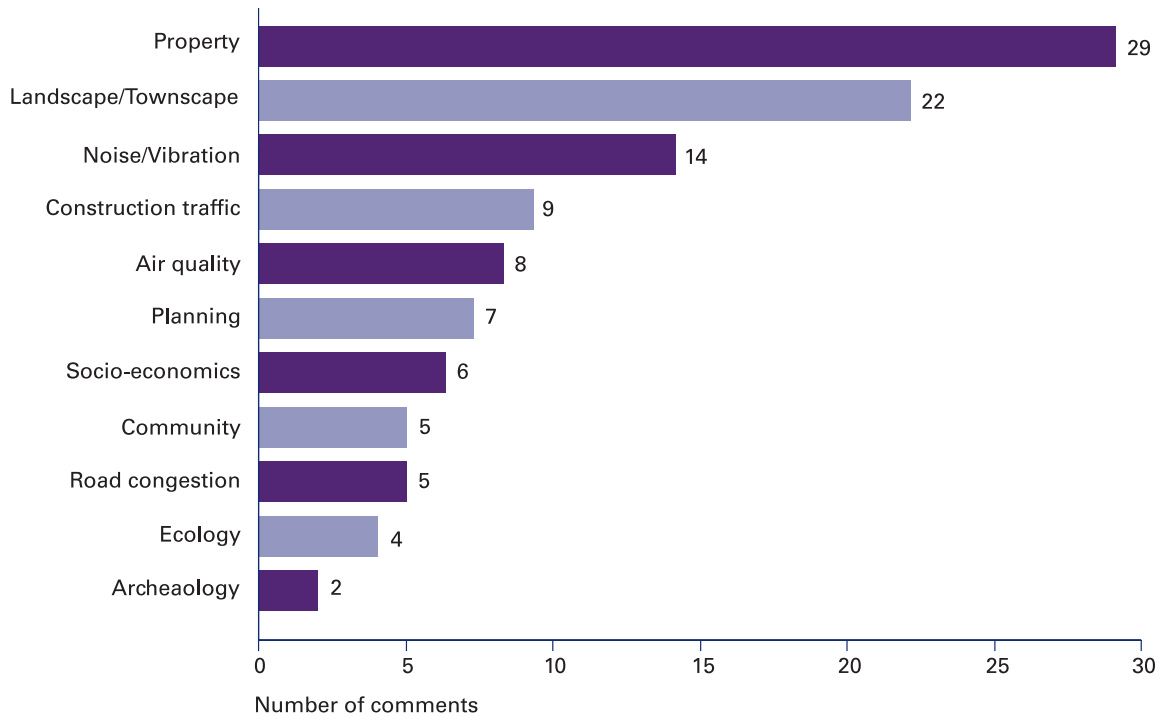
## Stakeholder environmental comment Round 1



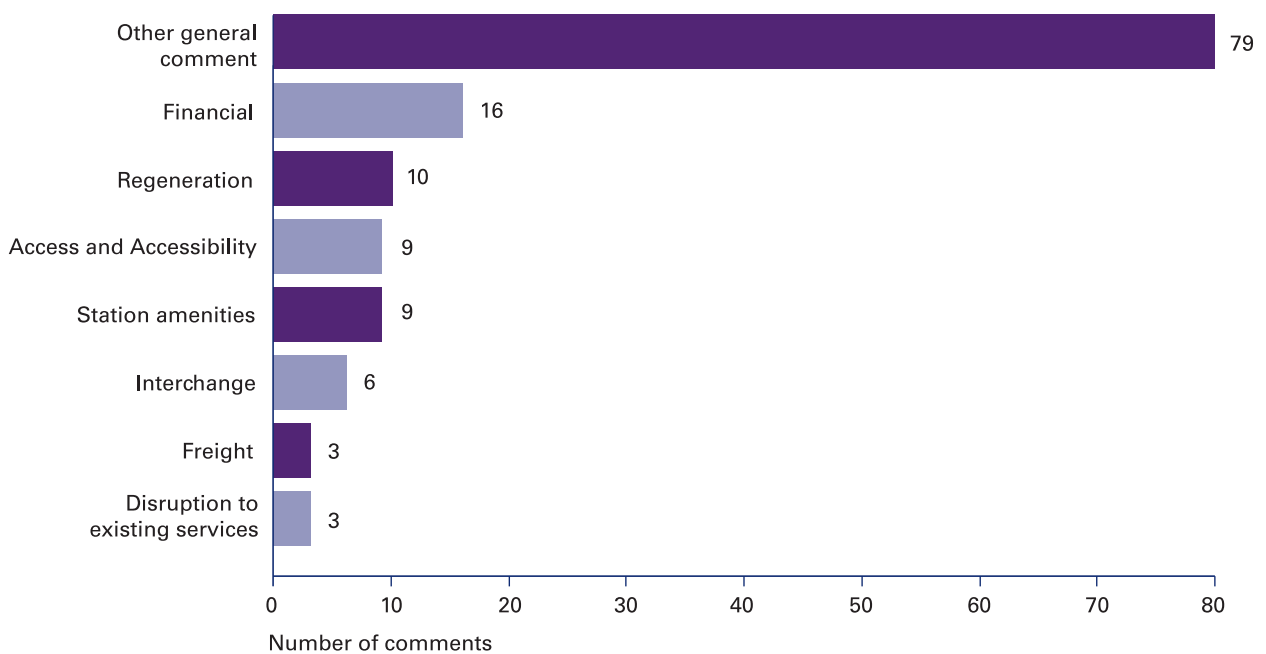
## Stakeholder other comment Round 1



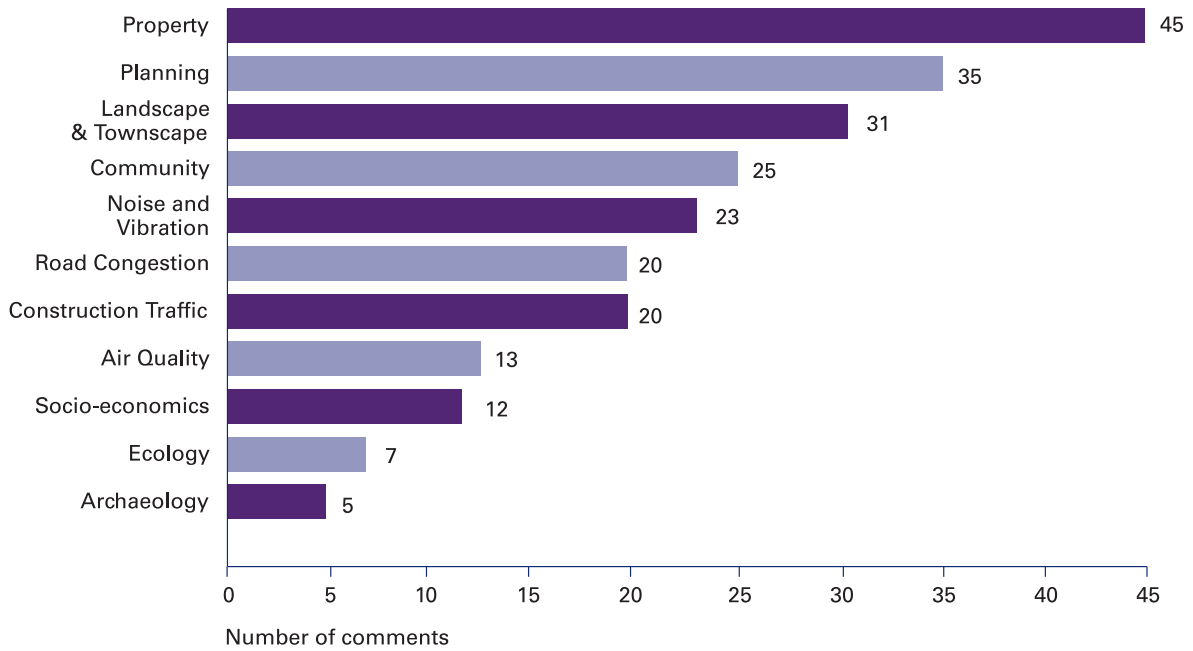
## Stakeholder environmental comment Round 2



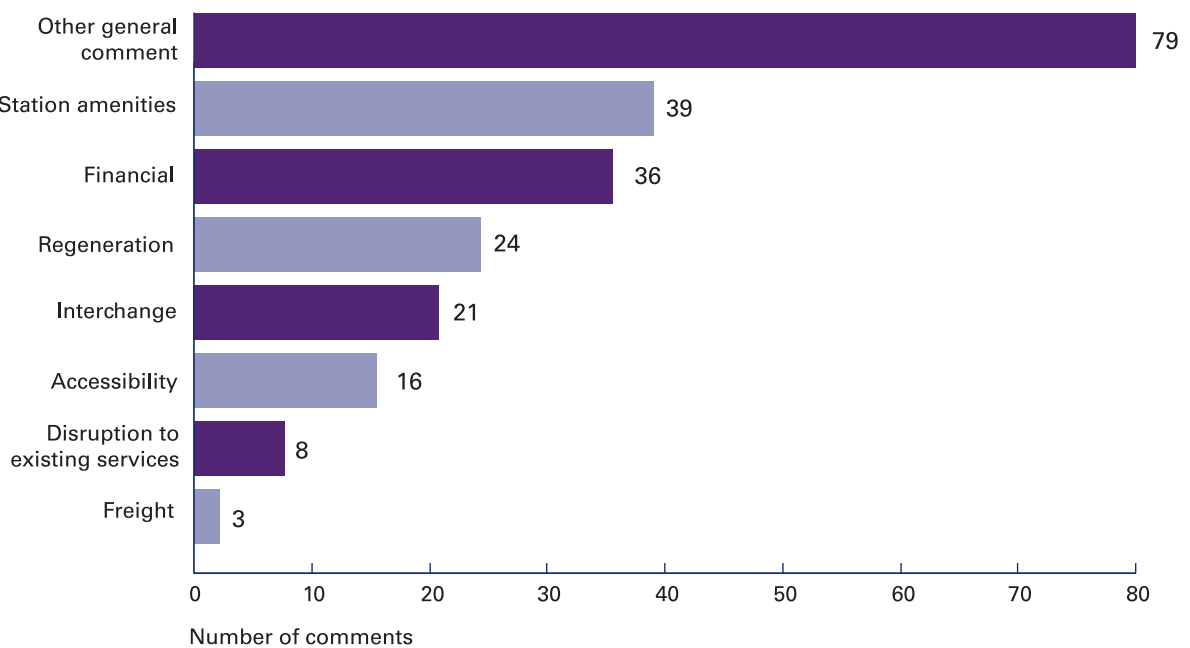
## Stakeholder other comment Round 2



### Aggregated stakeholder environmental comment



### Aggregated stakeholder other comment





## 06 What did you say?

### Public Consultation Rounds 1 and 2

5,729 responses were received containing 11,182 separate comments. These have been categorised as follows:

#### Project Concept

	Round 1	Round 2	Total
Agree	1,311	958	2,269
Neutral	376	1,488	1,864
Disagree	67	59	126
No comment	1,139	331	1,470
<b>Subtotal</b>	<b>2,893</b>	<b>2,836</b>	<b>5,729</b>

#### Access & Accessibility

	Round 1	Round 2	Total
View expressed	54	114	168

#### Environmental – view expressed

	Round 1	Round 2	Total
Air quality	6	143	149
Archaeology	3	0	3
Community	27	285	312
Construction traffic	13	166	179
Ecology	5	8	13
Landscape & townscape	3	11	14
Noise and vibration	25	177	202
Road congestion	24	19	43
Planning	5	8	13
Property	44	380	424
Regeneration	25	57	82
Socio-economics	2	4	6
<b>Subtotal</b>	<b>182</b>	<b>1,258</b>	<b>1,440</b>

#### Integration – view expressed

	Round 1	Round 2	Total
Interchange opportunity	88	80	168
Station amenities	239	258	497
<b>Subtotal</b>	<b>327</b>	<b>338</b>	<b>665</b>

#### Financial – view expressed

	Round 1	Round 2	Total
Funding, cost and fares	64	247	311

#### Consultation – view expressed

	Round 1	Round 2	Total
Adequate	121	30	151
Neutral	N/A	160	160
Inadequate	53	66	119
<b>Subtotal</b>	<b>174</b>	<b>256</b>	<b>430</b>

#### Further information requested

	Round 1	Round 2	Total
Yes	208	785	993

#### Engineering – view expressed

	Round 1	Round 2	Total
Positive view	11	9	20
Neutral view	44	128	172
Negative view	45	78	123
<b>Subtotal</b>	<b>100</b>	<b>215</b>	<b>315</b>

#### Freight – comment received

	Round 1	Round 2	Total
Yes	2	7	9

#### Capacity – view expressed

	Round 1	Round 2	Total
Improved track capacity	26	26	52
Improved train capacity	44	36	80
<b>Subtotal</b>	<b>70</b>	<b>62</b>	<b>132</b>

#### Services – Replacement of services

	Round 1	Round 2	Total
Agree	7	7	14
Neutral	28	27	55
Disagree	23	16	39
<b>Subtotal</b>	<b>58</b>	<b>50</b>	<b>108</b>

#### Disruption to existing services

	Round 1	Round 2	Total
View expressed	8	13	21

Note: duplicates identified in Round 2 comment have been removed from the results.

Route comments: Whole route

	Round 1	Round 2	Total
Agree	11	40	51
Neutral	3	7	10
Disagree	3	13	16
<b>Subtotal</b>	<b>17</b>	<b>60</b>	<b>77</b>

Route comments: Corridor 3: Great Western

	Round 1	Round 2	Total
Agree	12	85	97
Neutral	14	66	80
Disagree	133	73	206
<b>Subtotal</b>	<b>159</b>	<b>224</b>	<b>383</b>

(opposition to lack of local stopping services)

Route comments: Corridor 6: Richmond Branch

	Round 1	Round 2	Total
Agree	38	N/A	38
Neutral	53	N/A	53
Disagree	106	N/A	106
<b>Subtotal</b>	<b>197</b>	<b>N/A</b>	<b>197</b>

Route comments: Central Area

	Round 1	Round 2	Total
Agree	19	35	54
Neutral	21	146	167
Disagree	22	52	74
<b>Subtotal</b>	<b>62</b>	<b>233</b>	<b>295</b>

Route comments: Corridor 4: North Kent Corridor

	Round 1	Round 2	Total
Agree	8	18	26
Neutral	13	40	53
Disagree	48	117	165
<b>Subtotal</b>	<b>69</b>	<b>175</b>	<b>244</b>

(opposition to no Woolwich station)

Route comments: Corridor 5: Shenfield Branch

	Round 1	Round 2	Total
Agree	25	16	41
Neutral	4	71	75
Disagree	7	538	545
<b>Subtotal</b>	<b>36</b>	<b>625</b>	<b>661</b>

(opposition to Romford depot)

Other Route Issues

	Round 1	Round 2	Total
	N/A	76	76

Other general comment

	Round 1	Round 2	Total
	169	229	398

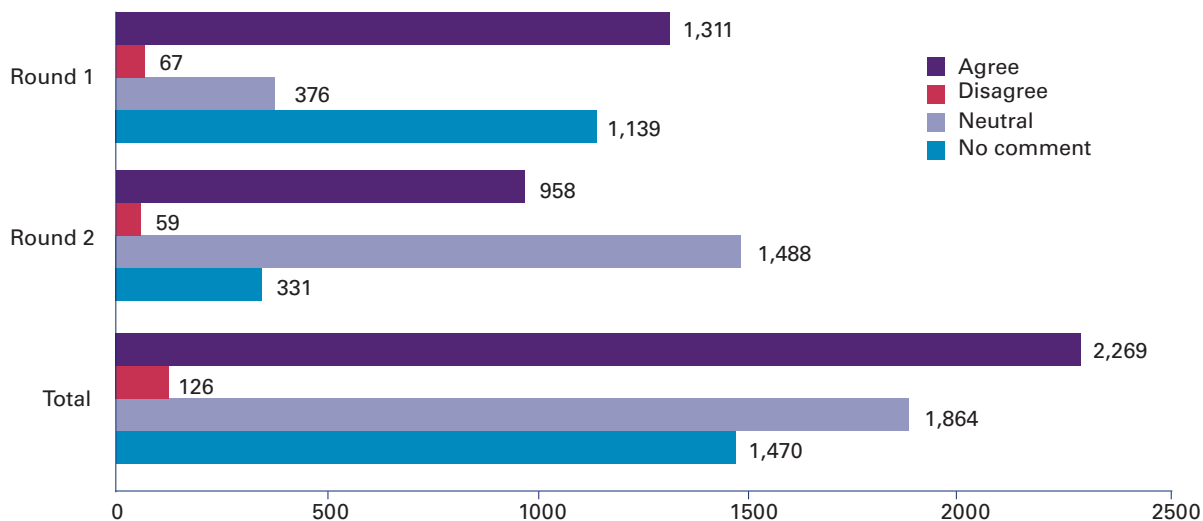
**TOTAL** 3,710 7,472 11,182

(totals exclude 'no comment' responses)

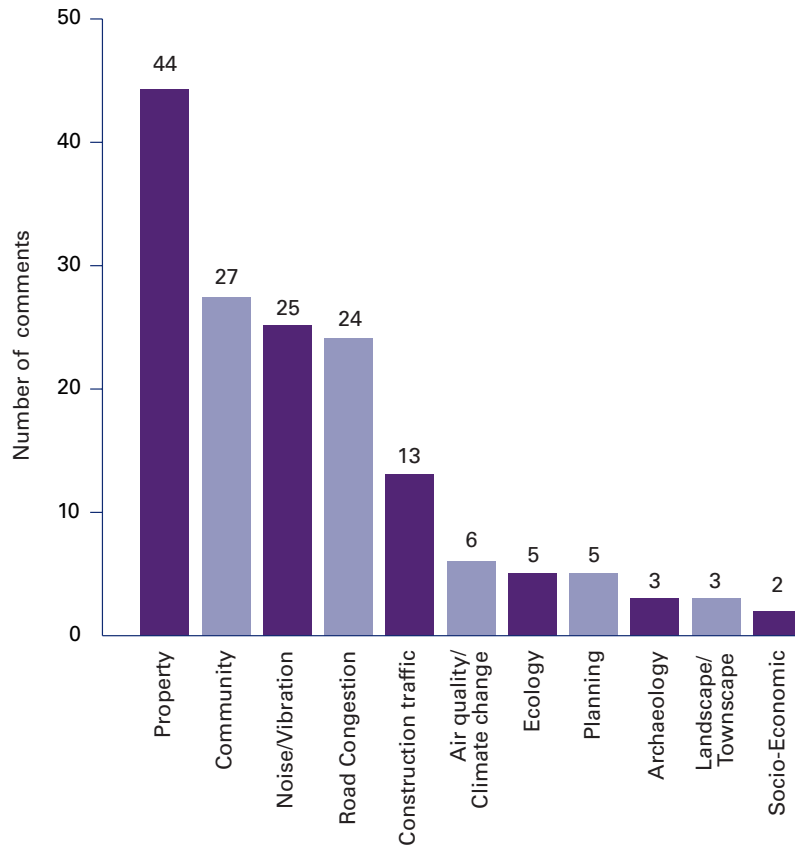
The results can be summarised as follows:

	Round 1	Round 2	Total
Support	45%	34%	40%
Oppose	2%	2%	2%
Neutral	14%	52%	33%
No comment	39%	12%	25%

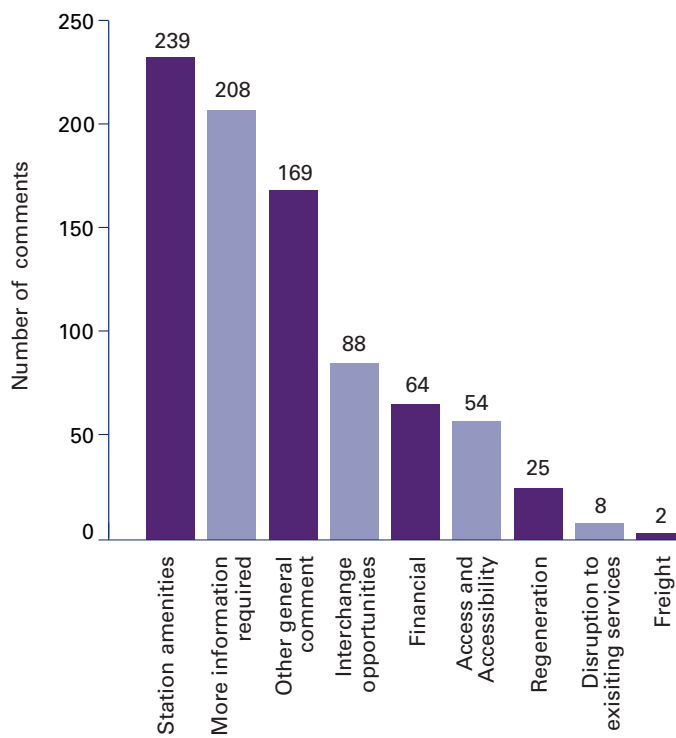
Project Concept - Public



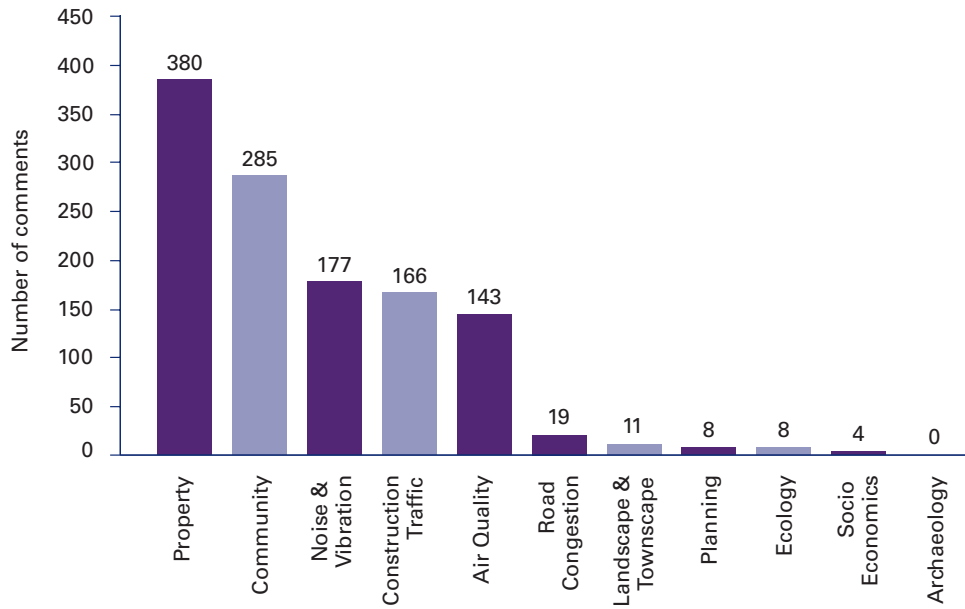
**Environmental public comment**  
Round 1



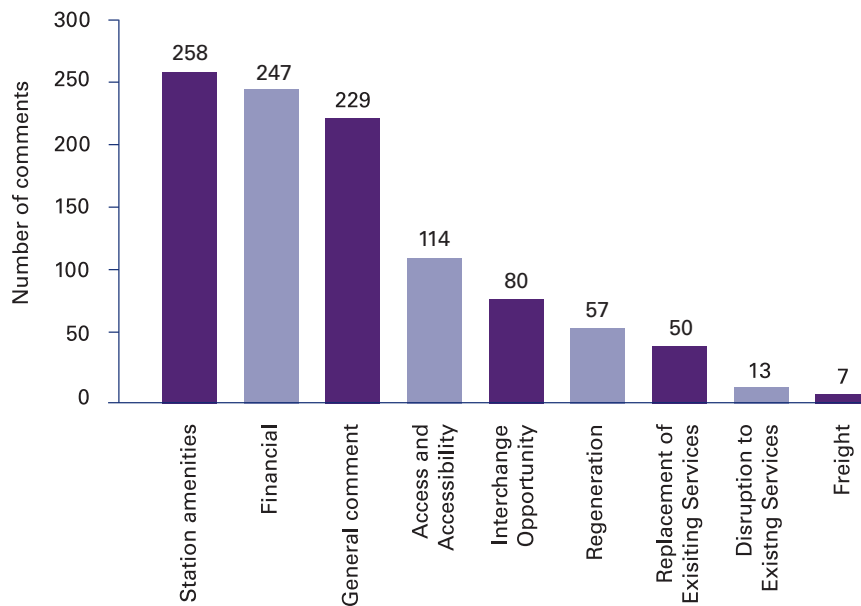
**Other public comment**  
Round 1



## Environmental public comment Round 2

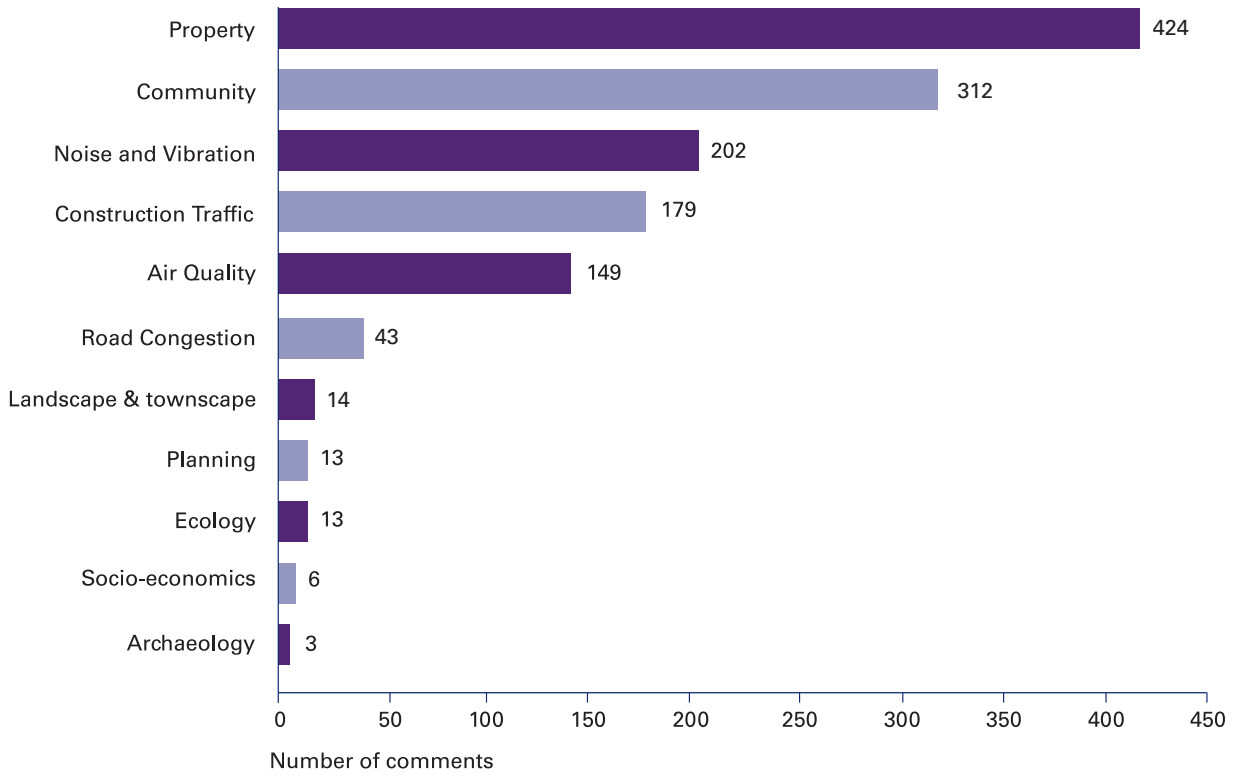


## Other public comment Round 2

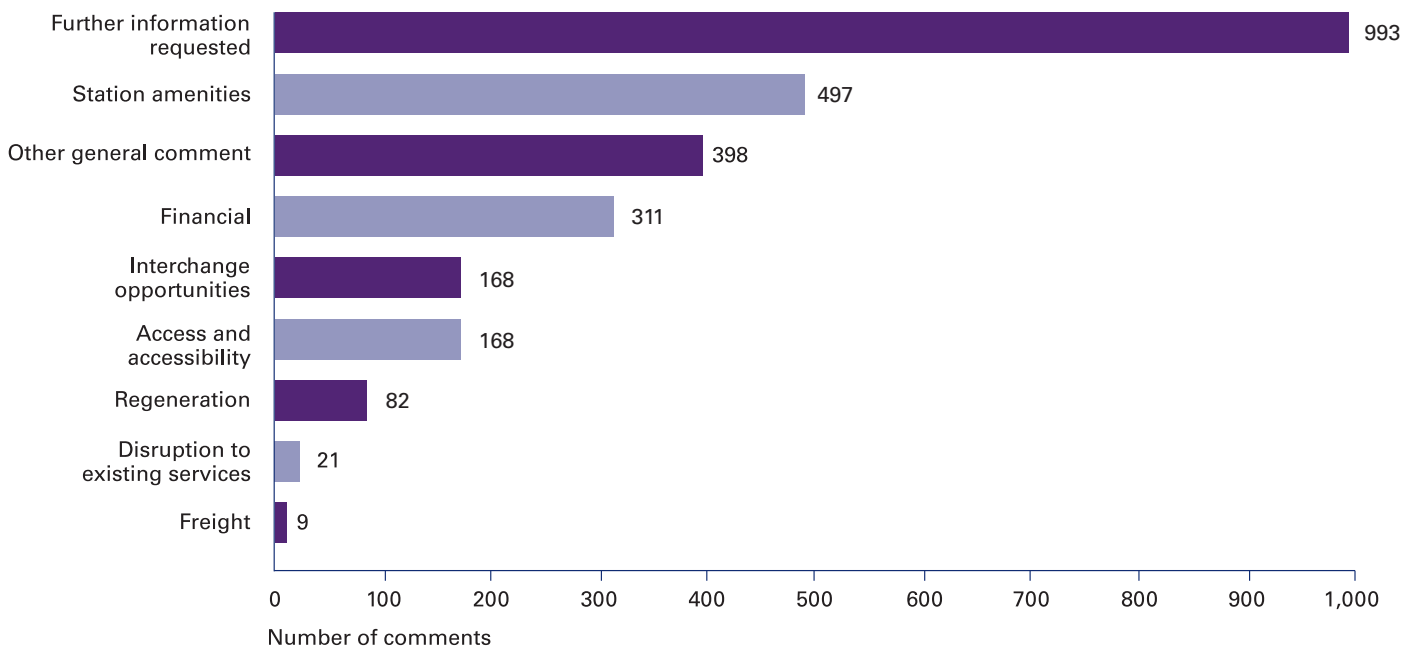




### Aggregated environmental public comment



### Aggregated other public comment



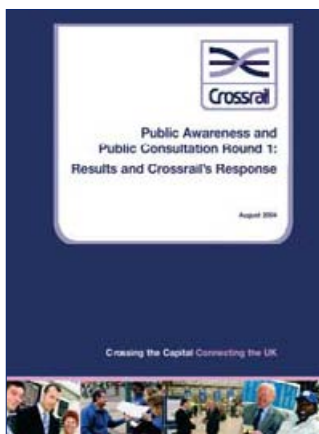
# 07 How have we responded?

## Public Consultation Round 1

Following analysis and categorisation of comments received during Public Awareness and Public Consultation Round 1, the project reviewed the nature of the comment, tested the effect upon the Crossrail design of addressing the comment, and then decided where change to the project could be made.

All comment received was reported to Alistair Darling, Secretary of State for Transport, in January 2004.

Twelve key issues were raised and are listed below along with an explanation of Crossrail's response published in August 2004.



### 1. Issue raised

Why are there no stopping services at some stations on the Great Western, particularly at West Ealing, Acton Main Line or Southall?

#### Crossrail response

Stopping services are now proposed at all intermediate stations on the Great Western between Paddington and Maidenhead. Therefore, trains will now stop at West Ealing, Acton Main Line and Southall stations.

### 2. Issue raised

Why not continue the service to Reading?

#### Crossrail response

This has been remedied in part by services being proposed as far as Maidenhead. Crossrail's proposals would not prevent a link to Reading in the future.

### 3. Issue raised

Opposition to the proposed loss of the District line serving Richmond.

#### Crossrail response

The Richmond to Kingston corridor does not now feature in the proposals and so District line services will not be affected by Crossrail.

### 4. Issue raised

More details were requested on the exact alignment of the tunnelled sections.

#### Crossrail response

More information was made available as part of Public Consultation Round 2.

### 5. Issue raised

Support was shown for the provision of fully accessible facilities.

#### Crossrail response

The requirements of the Disability Discrimination Act and associated legislation will be complied with. Fully accessible facilities will be provided at all new Crossrail stations. Certain additions could be made where Crossrail share existing National Rail Network stations, but these will remain under the management and responsibility of Network Rail or relevant train operating companies.

### 6. Issue raised

Why is a station not proposed at Woolwich?

#### Crossrail response

A station facility could not be justified on current estimations of cost, passenger numbers and benefits, but the project is being designed so that a station at Woolwich could be developed in the future.

### 7. Issue raised

Why are there no stopping services proposed at St. Margaret's station?

#### Crossrail response

The Richmond to Kingston corridor does not now feature in the proposals and so this issue is no longer relevant.

## 8. Issue raised

Will Watford and Aylesbury services be introduced?

### Crossrail response

These corridors do not feature in the proposals for Crossrail line 1. Current Crossrail proposals would not prevent links to these lines in the future.

## 9. Issue raised

Could there be a connection to London City Airport?

### Crossrail response

DLR services are currently being extended to London City Airport. Interchange will be possible between Crossrail at Isle of Dogs and DLR at Poplar station.

Design of the new Crossrail station at Custom House will allow for interchange with buses which could include a direct bus service to London City Airport.

A Crossrail station at Silvertown could not be justified on current estimates of costs, passenger numbers and benefits, but the project will be designed so that a station at Silvertown could be developed in the future.

## 10. Issue raised

More information was requested regarding noise and vibration, settlement, and construction traffic.

### Crossrail response

Further information was made available on a range of key topics as part of Round 2, in the form of the Information pack.

## 11. Issue raised

A number of service issues included the provision of bicycle facilities, luggage accommodation and 24-hour services.

### Crossrail response

Bicycle facilities will be in keeping with those already provided by London Underground and Network Rail. Luggage accommodation will feature in the proposed train layout. 24-hour services will need to follow relevant London Underground and Network Rail policy.

## 12. Issue raised

Why does the project take so long to deliver?

### Crossrail response

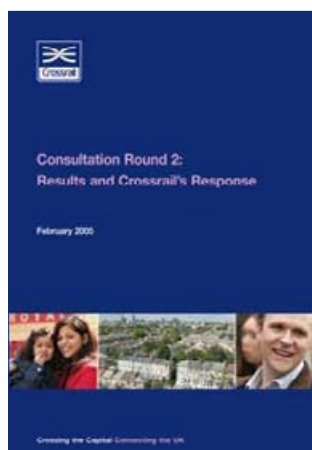
It is important and necessary to plan and consult upon the project thoroughly and pass through the authorisation process properly with full public scrutiny of the proposals. Thereafter, a major project of this nature takes a long time to build.

## Public Consultation Round 2

Following analysis and categorisation of comments received during Supplementary Public Awareness and Public Consultation Round 2, the project reviewed the nature of the comment, tested the effect upon the Crossrail design of addressing the comment, and then decided where change to the project could be made.

All comment received was reported to Alistair Darling, Secretary of State for Transport in February 2005.

Eight key issues were raised and are listed below along with an explanation of Crossrail's response published in February 2005.



## 1. Issue raised

Why is a depot proposed at Romford?

### Crossrail response

Crossrail needs a depot large enough to maintain the number of trains required to provide services over the extensive Crossrail network. The depot needs to be situated on

the Great Eastern Main Line where Crossrail services will be commissioned and will first run. More than 40 options along the route have been assessed. The conclusion is that the Romford Goods Yard and Gas Works site is the best option.

The design and construction proposals for the depot have sought to mitigate the likely impacts. Work will continue with the London Borough of Havering and the local community to explore ways in which the likely impacts of construction and operation can be managed.

## 2. Issue raised

What effects might there be on property?

### Crossrail response

An information sheet on Ground Settlement has been produced. This explains how settlement will be predicted and monitored and how action will be taken to mitigate it.

Properties within the zone potentially affected by settlement will be offered a pre-construction defect survey, and should any damage result from tunnelling, the cost of necessary repairs will be paid. If you would like further information about the settlement policy, please contact the helpdesk.

## 3. Issue raised

Why is no station proposed at Woolwich?

### Crossrail response

A station could not be justified on the current estimate of cost, passenger numbers and benefits. However, the design of the running tunnels does not preclude a station at Woolwich being developed in the future.

## 4. Issue raised

Why won't services run to Reading?

### Crossrail response

Reading will continue to be served by First Great Western services which will offer a much faster journey to Paddington than Crossrail. As a result, passenger demand on Crossrail from Reading was assessed as being relatively low and insufficient to justify the cost of the necessary re-signalling of

Reading station, electrification and associated bridge raising. Passengers travelling into central London will be able to change to Crossrail at Paddington.

The project design would enable a Crossrail service beyond Maidenhead to be introduced in the future if a case for an extension could be made.

## 5. Issue raised

Why is construction proposed at Hanbury Street?

### Crossrail response

An intervention shaft is required between Liverpool Street and Whitechapel stations. Seven possible locations for the shaft have been carefully considered. The most promising alternative to Hanbury Street was on Woodseer Street.

However, that alternative option was rejected due to the significant impacts on the railway alignment resulting in operational speed restrictions and construction complications (including risk of settlement, dewatering and increased excavated material due to the depth of the shaft). It would also have required the demolition of business premises and loss of parking along Brick Lane and Spitalfield Street.

Alternative alignments for the tunnels to the south were also considered. However, the presence of piled foundations of buildings mean this would not be practical. Each of these alternatives would create similar impacts during construction at other locations. The site at Hanbury Street is considered the best option.

Some responses specifically opposed the proposal to use the Hanbury Street shaft as a launching point for three of the Tunnel Boring Machines (TBM). There are very strong operational, constructional and environmental reasons why the TBM should be launched from Hanbury Street. The works relating to constructing the running tunnels will be serviced through a temporary tunnel to a worksite adjacent to the Great Eastern Main Line at Pedley Street.



This proposal has specifically been included to eliminate much of the likely impact that would otherwise arise at Hanbury Street. Even without the use of Hanbury Street for the TBM, the shaft will still need to be constructed.

Following construction of the shaft at Hanbury Street the TBM will be delivered in sections and the shaft will be no larger than if the TBM were launched elsewhere.

Material excavated from the tunnels will be brought out of the ground at the Pedley Street site, taken away by conveyor and loaded onto trains at Mile End.

Steps have been taken to mitigate the likely impact of the works and work will continue with the London Borough of Tower Hamlets and the local community to explore ways in which the impacts of construction can be managed.

#### **6. Issue raised**

What is being done to manage disruption to the community?

##### **Crossrail response**

A Construction Code has been prepared which has been issued to local authorities for consultation. The Code applies to the control of likely impacts arising from the construction of Crossrail and it will be applied to all construction works. The Code sets out a series of objectives and measures to protect the environment and limit disturbance from construction activities as far as reasonably practicable.

The topics covered by the Code include working hours, traffic management, noise and vibration, air quality, waste management, recycling, ecology, archaeology and settlement.

Community Relations teams will be set up and continue to provide a 24-hour helpline before, during and after construction. These staff will ensure that accurate information is given about planned works, that there is discussion with residents and businesses and that people can contact the project if action

needs to be taken to ensure contractors comply with the Construction Code.

An independent Complaints Commissioner will be appointed, to ensure that concerns are properly dealt with.

#### **7. Issue raised**

What is being done to manage noise and vibration?

##### **Crossrail response**

A noise and vibration information sheet explains how these impacts will be managed.

When contractors carry out work likely to cause significant noise and vibration, they will be required to apply for consent from the local authority. Such consents will require a range of measures to be taken to mitigate and reduce the potential effects of noise and vibration.

Where noise levels exceed specified thresholds, noise insulation and, where appropriate, temporary re-housing will be made available in relation to the properties concerned.

The railway and its equipment will be designed to mitigate noise and vibration on neighbouring property. Experience with the Underground gives a clear indication of the level at which noise becomes intrusive and the Crossrail design will not exceed these levels.

If you would like a copy of the noise and vibration information sheet please contact the Helpdesk.

#### **8. Issue raised**

What amenities are proposed at stations?

##### **Crossrail response**

Detail about the stations that are to be constructed or rebuilt is available on the Information Round panels. If you would like information about a particular station please contact the Helpdesk.

## 08 Summary of results and conclusions

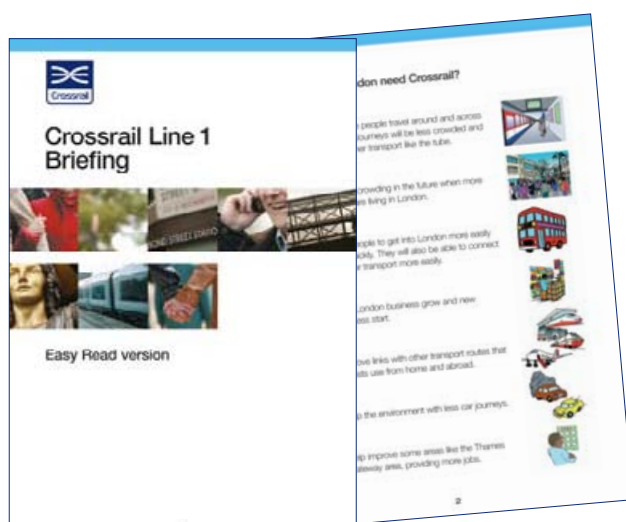
An extensive and innovative programme of consultation with stakeholders, directly affected parties, local communities, rail passengers, students, young people and all sectors of the general public has taken place. A wide and diverse range of consultees has been identified and contacted.

Public and stakeholder comment received has indicated strong support for the project.

The proposals have been presented in a variety of ways. Mobile Information Centres were used to take the project to the community. Use of interpreters and translated material are examples of how the project has been proactive in engaging with all parts of the community.

A website facility and a 24-hour, 7-days a week telephone Helpdesk have been intensively used, giving continual access to the project. A contact database has kept records of all communication and any resultant actions and allowed email and postal updates to be sent.

Social inclusion has been pursued through presentation of the proposals in different formats using photography, artist impressions, plans, diagrams, models, the website and face-to-face discussion. Many documents have been produced and made available in community languages, large print, Braille and audio cassette versions.



‘Young Crossrail’ has recognised the importance of seeking the views of young people.

Crossrail’s consultation material and publicity work were highly commended at the Rail Industry Awards ceremony in 2004.

A considerable level of comment has been generated. Analysis and review of all comment received has helped inform project development. Twenty key themes were identified during comment analysis and the project’s responses have been published.

The results of public consultation can be summarised as follows:

	Round 1	Round 2	Total
Support	45%	34%	40%
Oppose	2%	2%	2%
Neutral	14%	52%	33%
No comment	39%	12%	25%

### What are the next steps?

A hybrid Bill for Crossrail is currently in parliament where decisions on the final proposals will be taken. The project will seek to maintain and improve community relations and respond to enquiries as they arise. Dialogue and provision of information will continue with stakeholders and directly affected parties.

The website will be updated as necessary and the Helpdesk will remain active. Any modification to the project will be communicated as appropriate. Directly affected and interested parties will be formally updated at key stages of the project. Engagement with priority group representatives will continue as CLRL aim to deliver a fully inclusive railway. The Crossrail Referee remains available to consider issues that may arise.

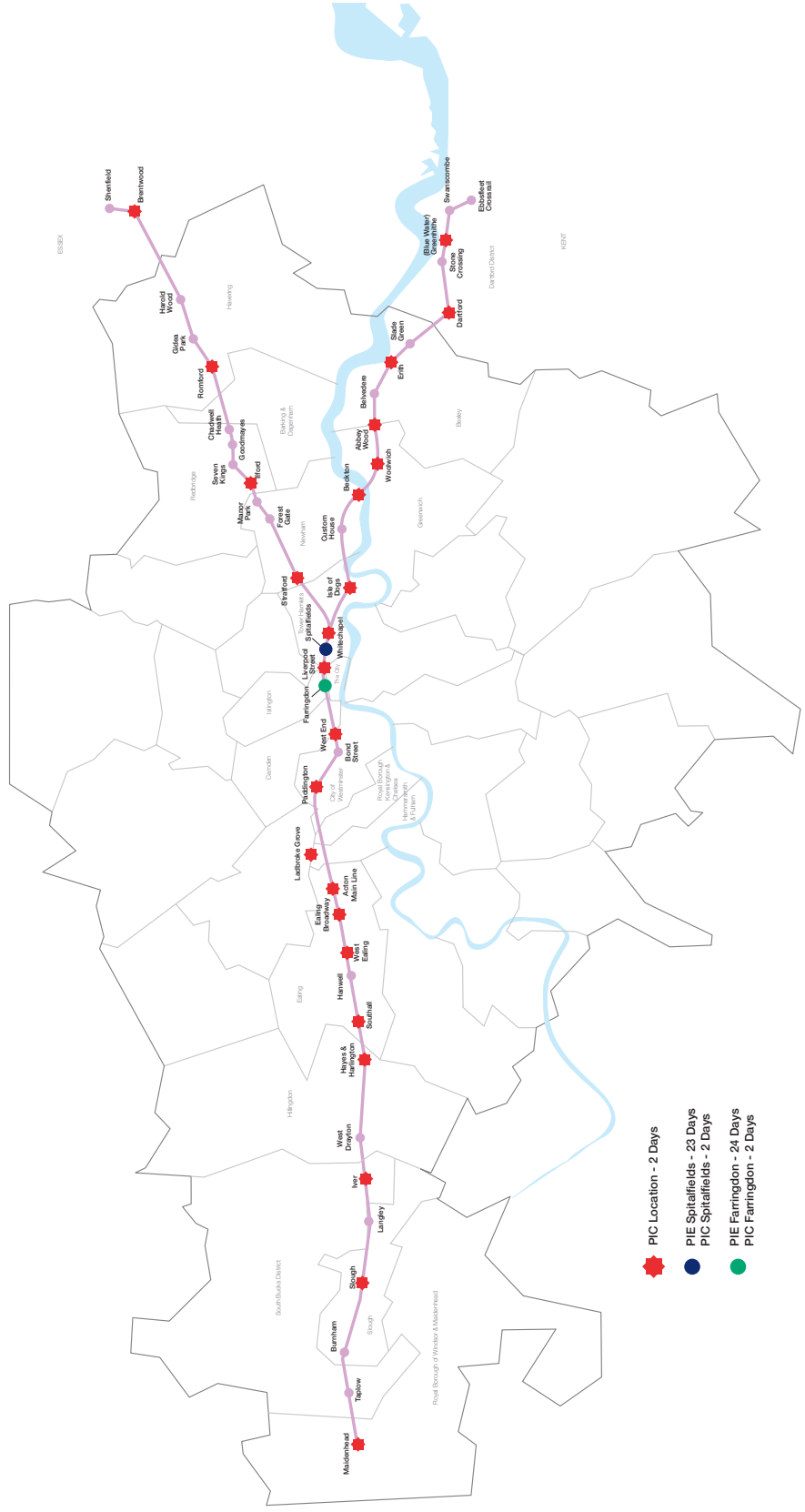
Edition of the Easy Read briefing introduced for the equality consultation workshops





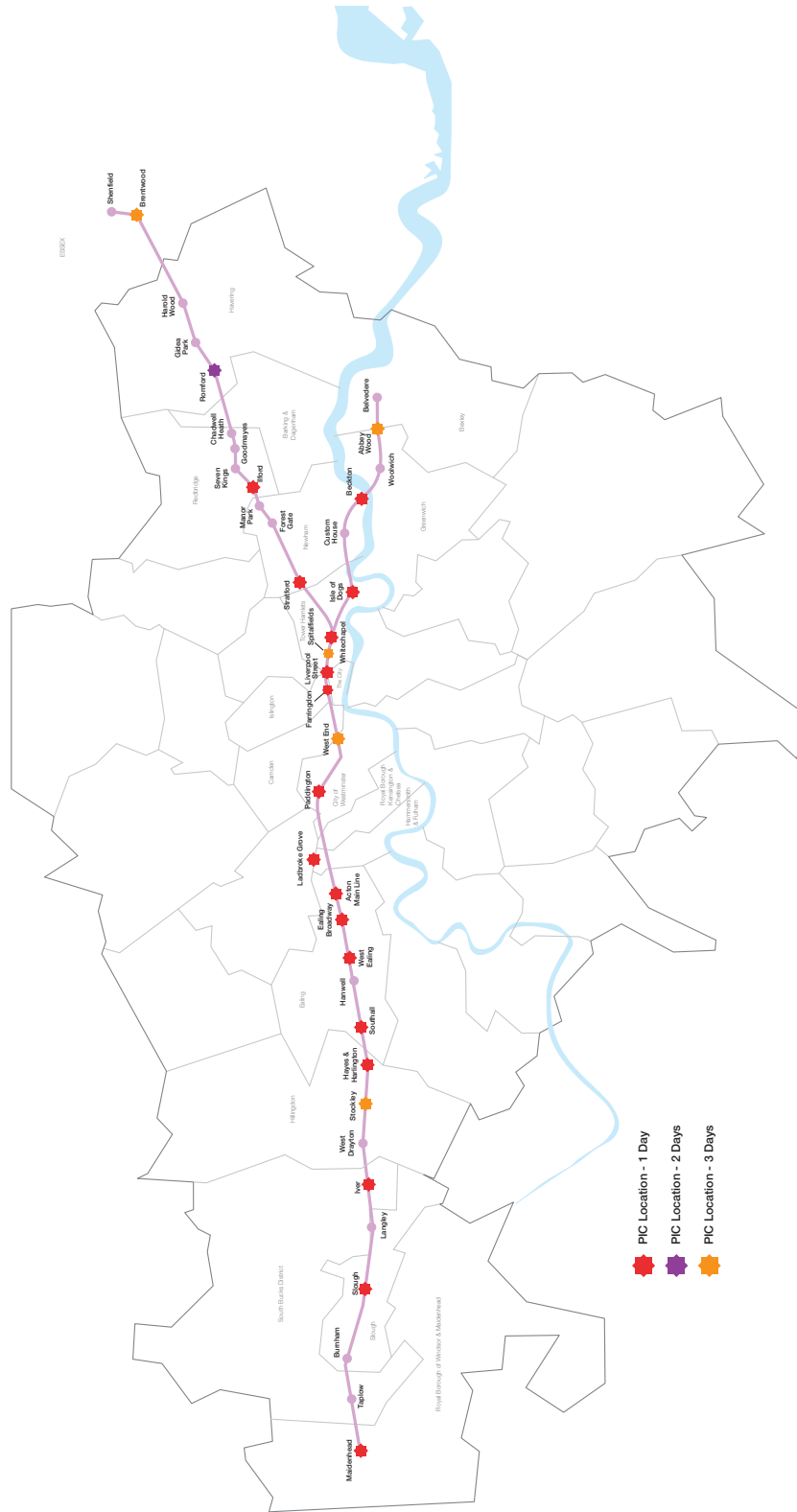


# Round 2





# Information Round event locations and durations



# Appendix 2

## Website and Helpdesk usage statistics

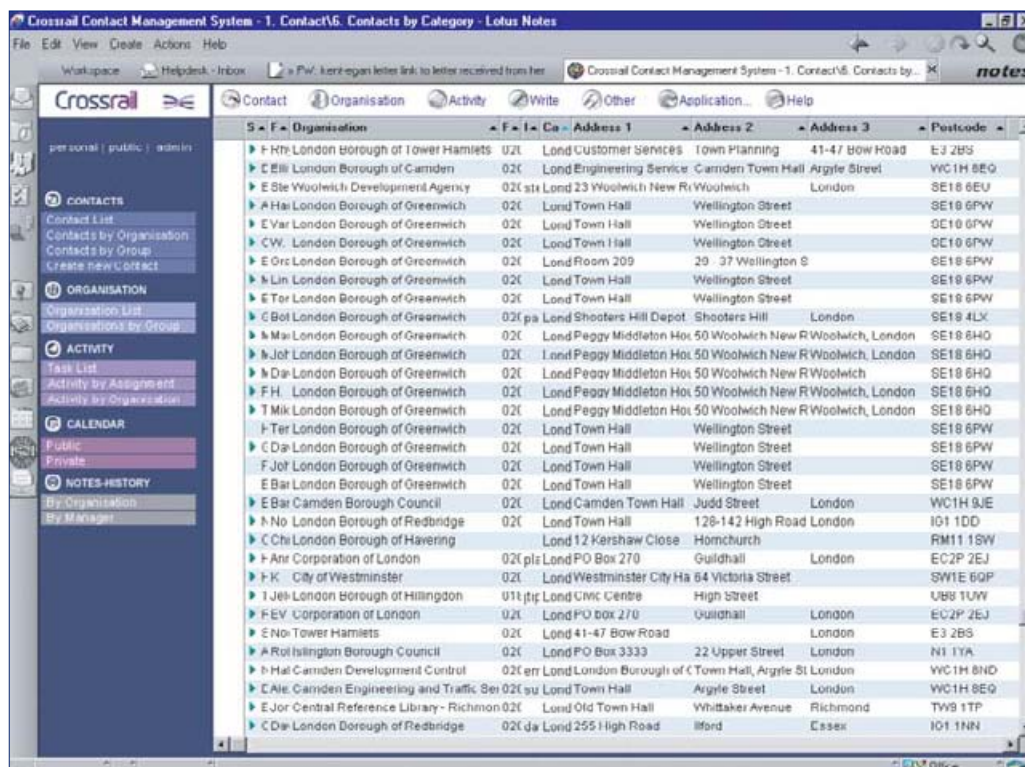
Crossrail Website ([www.crossrail.co.uk](http://www.crossrail.co.uk)) usage summary by year:

Year	Visits	Page Impressions
2005	228,750	3,337,702
2004	240,482	4,946,135
2003	158,493	3,575,481
2002	104,425	1,562,197
2001	1,462	22,334
<b>Total</b>	<b>733,612</b>	<b>13,443,849</b>

Nearly three-quarters of a million visits, and some 13.5 million pages served since the beginning of 2002.

The project contact database contains over 22,500 contacts and 232,500 associated communication records.

The Helpdesk have received nearly 11,500 enquiries by telephone, email correspondence or via the website.



Contact database screengrab

# Appendix 3

## Consultation publications

### Public Consultation Round 1

Posters at stations  
Advertisements  
Invitations  
Next Step brochure  
Business case summary document  
Public awareness and Public Consultation Round 1  
Results and Crossrail's response  
Vision comments card

### Crossrail: Exhibition panels as follows:

The Crossrail Project  
The Service  
Construction  
Central London Stations  
Authorisation Process  
Environment  
Environmental Impact Assessment  
Journey Time Savings  
Relief of Overcrowding  
Regeneration

### Western Corridor

Ealing Broadway Station 1  
Ealing Broadway Station 2  
West Ealing Station  
Hayes and Harlington Station 1  
Hayes and Harlington Station 2  
Stockley Flyover  
Heathrow 1  
Heathrow 2  
Canal Way Junction  
Wormwood Scrubs Park  
Western Corridors  
Chiswick Common Portal  
Turnham Green Station 1  
Turnham Green Station 2  
Turnham Green Station 3  
Gunnorsbury Station 1  
Gunnorsbury Station 2  
Kew Gardens Station 1  
Kew Gardens Station 2  
Richmond Station 1  
Richmond Station 2  
Twickenham Station 1  
Twickenham Station 2  
Strawberry Hill Station 1  
Strawberry Hill Station 2  
Teddington Station 1  
Teddington Station 2

Hampton Wick Station 1  
Hampton Wick Station 2  
Kingston Station 1  
Kingston Station 2  
Manor Road Junction  
Stamford Brook Shaft 1  
Stamford Brook Shaft 2  
Cowley Road Shaft  
Old Oak Road Shaft 1  
Old Oak Road Shaft 2  
Braybrook Street Shaft 1  
Braybrook Street Shaft 2  
Scrubs Lane Shaft 1  
Scrubs Lane Shaft 2

### Central area

Royal Oak Portal and Westborne Bridge Shaft  
Royal Oak Portal  
Westbourne Bridge Shaft  
Victoria Dock Portal 1  
Victoria Dock Portal 2  
Pudding Mill Lane 1  
Pudding Mill Lane 2  
Paddington Station 1  
Paddington Station 2  
Bond Street Station 1  
Bond Street Station 2  
Tottenham Court Road Station 1  
Tottenham Court Road Station 2  
Farringdon Station 1  
Farringdon Station 2  
Liverpool Street Station 1  
Liverpool Street Station 2  
Liverpool Street Station 3  
Liverpool Street Station 4  
Whitechapel Station 1  
Whitechapel Station 2  
Whitechapel Station 3  
Isle of Dogs Station 1  
Isle of Dogs Station 2  
Isle of Dogs Station 3  
Typical Vent Shaft  
Hyde Park Shaft 1  
Hyde Park Shaft 2  
Hyde Park Shaft 3  
Park Lane Shaft 1  
Park Lane Shaft 2  
Fisher Street Shaft 1  
Fisher Street Shaft 2  
Hanbury Street Shaft 1



Hanbury Street Shaft 2  
 Stepney Green Shafts 1  
 Stepney Green Shafts 2  
 Lowell Street Shaft 1  
 Lowell Street Shaft 2  
 Hertsmere Road Shaft 1  
 Hertsmere Road Shaft 2  
 Blackwall Way Shaft  
 Limmo Peninsula Shaft 1  
 Limmo Peninsula Shaft 2  
 Mile End Park Shaft  
 Eleanor Street Shaft

### **Eastern Corridor**

Great Eastern Line  
 Stratford 1  
 Stratford 2  
 Forest Gate 1  
 Forest Gate 2  
 Manor Park 1  
 Manor Park 2  
 Ilford 1  
 Ilford 2  
 Seven Kings 1  
 Seven Kings 2  
 Goodmayes 1  
 Goodmayes 2  
 Chadwell Heath 1  
 Chadwell Heath 2  
 Romford 1  
 Romford 2  
 Gidea Park 1  
 Gidea Park 2  
 Harold Wood 1  
 Harold Wood 2  
 Brentwood 1  
 Brentwood 2  
 Shenfield 1  
 Shenfield 2  
 Thames Crossing  
 North Kent Line  
 Custom House to Silvertown Track  
 Redevelopment  
 Plumstead Portal  
 Plumstead to Abbey Wood  
 Custom House 1  
 Custom House 2  
 Abbey Wood 1  
 Abbey Wood 2  
 Belvedere

Belvedere  
 Erith 1  
 Erith 2  
 Slade Green 1  
 Slade Green 2  
 Dartford 1  
 Dartford 2  
 Stone Crossing  
 Greenhithe  
 Swanscombe  
 Ebbsfleet Crossrail  
 North Woolwich Portal  
 Woolwich

### **Public Consultation Round 2**

Looking Forward brochure (x 2 versions)  
 Round 2 consultation Document  
 August – October 2004  
 Round 2 consultation Document  
 August – October 2004 – update  
 Posters at stations  
 Advertisements  
 Exhibition panels as A4 handouts  
 Translation envelopes  
 Consultation venue posters  
 Consultation Microsite  
 Information gathering leaflet  
 Crossrail – tunnelling under London  
 Baseline information leaflet  
 Quick Guide to Crossrail  
 Voice comment card  
 Invitation  
 Invitation update  
 Invitation ( Westbourne Park Bus Garage  
 Extension and Advanced work Consultation)  
 Crossrail Information pack:  
 Introduction  
 Countdown  
 Noise and vibration  
 Tunnels  
 Rolling stock  
 Stations  
 A professional and responsible approach to  
 construction  
 Getting approval to progress  
 Environmental Impact Assessment (EIA)  
 Acquiring land and buildings  
 Briefing – line one ( English, Chinese, Urdu,  
 Vietnamese, Somali, Greek, Punjabi, Gujarti,  
 Bengali, Arabic, Turkish, Hindi )  
 Audio tape of Briefing Line one

### **Crossrail: Exhibition panels as follows:**

What is Crossrail?

Approval

Benefits

Environment

Consultation

Services

Construction

Integration

Regeneration

Crowding

Typical Ventilation Shaft Design

### **Western corridor**

M Maidenhead Bridge - Proposed Work

M Maidenhead Stabling & Turnback

M Maidenhead Proposed Station Improvements 1

M Maidenhead Proposed Station Improvements 2

M Maidenhead Proposed Service Improvements

T Taplow Proposed Station Improvements 1

T Taplow Proposed Service Improvements

B Burnham Proposed Station Improvements

B Burnham Proposed Service Improvements

S Slough to Burnham – Proposed Works 1

S Slough to Burnham – Proposed Works 2

S Slough to Burnham – Proposed Works 3

S Slough Proposed Station Improvements 1

S Slough Proposed Station Improvements 2

S Slough Proposed Service Improvements

L Langley to Slough Proposed Bridge Works 1

L Langley to Slough Proposed Bridge Works 2

L Langley to Slough Proposed Bridge Works 3

L Langley Proposed Station Improvements

L Langley Proposed Service Improvements

I Iver to Langley Proposed Bridge Works

I Iver Proposed Station Improvements

I Iver Proposed Service Improvements

W West Drayton Stabling

W West Drayton to Iver – Proposed Bridge Works

W West Drayton Proposed Station Improvements 1

W West Drayton Proposed Station Improvements 2

W West Drayton Proposed Service Improvements

S Stockley Flyover to West Drayton  
– Proposed Bridge Works

S Stockley Flyover (Airport junction)  
– Proposed works

H Heathrow Proposed Service Improvements

H Hayes and Harlington Proposed Station  
Improvements 1

H Hayes and Harlington Proposed Station  
Improvements 2

H Hayes and Harlington Proposed Service  
Improvements

S Southall Main Line Underpass – Proposed Works

S Southall Proposed Station Improvements 1

S Southall Proposed Station Improvements 2

S Southall Proposed Service Improvements

H Hanwell Proposed Station Improvements

H Hanwell Proposed Service Improvements

W West Ealing Proposed Station Improvements 1

W West Ealing Proposed Service Improvements

E Ealing Broadway Proposed Station Improvements 1

E Ealing Broadway Proposed Station Improvements 2

E Ealing Broadway Proposed Service Improvements

A Acton Dive Under & Freight Yard

A Acton Main Line Proposed Station Improvements

A Acton Main Line Proposed Service Improvements

O Old Oak Common Depot Proposed Work

E Electrification Work

G Great Western Corridor Proposed Service  
Improvements

H Heathrow Airport Access

W Westbourne Park Bus Garage Extension  
Advanced Works 1

W Westbourne Park Bus Garage Extension  
Advanced Works 2

### **Central area**

R Royal Oak Portal Crossrail Proposals 1

R Royal Oak Portal Crossrail Proposals 2

R Royal Oak Portal Crossrail Proposals 3

R Royal Oak Portal Crossrail Proposals 4

P Paddington Crossrail Proposals

P Paddington Proposed Ticket Hall

H Hyde Park Shaft Crossrail Proposals

H Hyde Park Shaft Proposed Shaft Design 1

H Hyde Park Shaft Proposed Shaft Design 2

P Park Lane Shaft Crossrail Proposals

P Park Lane Shaft Proposed Shaft Designs

B Bond Street Crossrail Proposals 1

B Bond Street Crossrail Proposals 2

B Bond Street Proposed Ticket Hall

T Tottenham Court Road Crossrail Proposals

T Tottenham Court Road Proposed Ticket Halls 1

T Tottenham Court Road Proposed Ticket Halls 2

F Fisher Street Shaft Crossrail Proposals

F Fisher Street Shaft Proposed Shaft Design

F Farringdon Crossrail Proposals

F Farringdon Proposed Ticket Hall

L Liverpool Street Crossrail Proposals 1

L Liverpool Street Crossrail Proposals 2

L Liverpool Street Proposed Eastern Ticket Hall

Liverpool Street Proposed Western Ticket Hall  
 Hanbury Street Shaft Proposed Shaft Designs 1  
 Hanbury Street Shaft Proposed Shaft Designs 2  
 Pedley Street Crossrail Proposals  
 Durwood Street Shaft Crossrail Proposals  
 Whitechapel Crossrail Proposals  
 Whitechapel Proposed Ticket Hall  
 Stepney Green Shaft Crossrail Proposals  
 Stepney Green Proposed Shaft Design  
 Mile End Crossrail Proposals  
 Mile End Park Shaft Crossrail Proposals  
 Mile End Park Shaft Proposed Shaft Design  
 Eleanor Street Shaft Crossrail Proposals 1  
 Eleanor Street Shaft Crossrail Proposals 2  
 Lowell Street Shaft Crossrail Proposals  
 Lowell Street Shaft Proposed Shaft Design  
 Hertsmere Road Shaft Crossrail Proposals  
 Hertsmere Road Shaft Proposed Shaft Design  
 Isle of Dogs Proposed Station Design 1  
 Isle of Dogs Proposed Station Design 2  
 Isle of Dogs Proposed Station Design 3  
 Blackwall Way Shaft Crossrail Proposals

#### **Eastern corridor**

Great Eastern Line Proposed Service Improvements  
 Pudding Mill Lane Proposed Tunnel Portal 1  
 Pudding Mill Lane Proposed Tunnel Portal 2  
 Stratford Proposed Station Improvements  
 Stratford Proposed Service Improvements  
 Maryland Proposed Service Changes  
 Forest Gate Proposed Station Improvements  
 Forest Gate Proposed Service Improvements  
 Manor Park Proposed Station Improvements  
 Manor Park Proposed Service Improvements  
 Ilford Proposed Station Improvements  
 Ilford Proposed Service Improvements  
 Ilford Proposed Works and Logistics Site  
 Seven Kings Proposed Station Improvements  
 Seven Kings Proposed Service Improvements  
 Goodmayes Proposed Station Improvements  
 Goodmayes Proposed Service Improvements  
 Chadwell Heath Proposed Station Improvements  
 Chadwell Heath Proposed Service Improvements  
 Romford Proposed Station Improvements 1  
 Romford Proposed Station Improvements 2  
 Romford Proposed Service Improvements  
 Romford Crossrail Train Depot  
 Romford Depot Selection Process  
 Romford Proposed Control Centre Depot 1  
 Romford Proposed Control Centre Depot 2

Romford Proposed Control Centre Depot 3  
 Romford Proposed Control Centre Depot 4  
 Romford Potential Depot Options 1  
 Romford Potential Depot Options 2  
 Romford Potential Depot Options 3  
 Romford Potential Depot Options 4  
 Gidea Park Proposed Station Improvements  
 Gidea Park Proposed Service Improvements  
 Gidea Park Proposed Alterations to Sidings  
 Harold Wood Proposed Station Improvements  
 Harold Wood Proposed Service Improvements  
 Brentwood Proposed Station Improvements  
 Brentwood Proposed Service Improvements  
 Shenfield Proposed Station Improvements and  
 Turnback Sidings  
 Shenfield Proposed Service Improvements  
 North Kent Line Proposed Service Improvements  
 Limmo Peninsula Proposed Shaft 1  
 Limmo Peninsula Proposed Shaft 2  
 Victoria Dock Proposed Tunnel Portal 1  
 Victoria Dock Proposed Tunnel Portal 2  
 Custom House Proposed Station Improvements 1  
 Custom House Proposed Station Improvements 2  
 Custom House Proposed Service Improvements  
 Custom House to Silvertown Proposed Track  
 Improvements  
 Thames Crossing Proposed Tunnel Development  
 North Woolwich Proposed Tunnel Development  
 Woolwich Warren Lane Proposed Shaft  
 Woolwich (Arsenal Way) Proposed Shaft  
 Woolwich Safeguarded Station Box  
 Plumstead Proposed Tunnel Portal 1  
 Plumstead Proposed Tunnel Portal 2  
 Plumstead to Abbey Wood Proposed  
 Track Improvements 1  
 Plumstead to Abbey Wood Proposed  
 Track Improvements 2  
 Abbey Wood Proposed Station Improvement 1  
 Abbey Wood Proposed Station Improvement 2  
 Abbey Wood Proposed Service Improvement  
 Belvedere Proposed Service Improvements  
 Erith Proposed Service Improvements  
 Slade Green Proposed Service Improvements  
 Slade Green Proposed Train Sidings  
 Dartford Proposed Service Improvements  
 Greenhithe Proposed Service Improvements  
 Swanscombe Proposed Service Improvements  
 Ebbsfleet Proposed New Station 1  
 Ebbsfleet Proposed New Station 2  
 Stone Crossing Proposed Service Improvements

## Information Round

Information Round document  
Invitation leaflet  
Adverts for London-wide and local newspapers  
Briefing – Line one - updated ( English, Chinese, Urdu, Vietnamese, Somali, Greek, Punjabi, Gujarti, Bengali, Arabic, Turkish, Hindi )  
Audio tape of Briefing line one

## Crossrail Information sheets

Introduction  
Countdown  
Noise and vibration  
The tunnels  
Rolling stock  
Stations  
A professional and responsible approach  
Getting approval to progress  
Environmental Impact Assessment (EIA)  
Acquiring land to build the new railway

## Crossrail: Exhibition panels as follows:

(Selected panels available in Bengali and Somali )

What is Crossrail  
Approval  
Benefits  
Environment  
Information  
Services  
Construction  
Integration  
Regeneration  
Crowding  
Typical Ventilation Shaft Design  
Invitation  
Bengali Welcome Banner

## Western corridor

Maidenhead Bridge  
Maidenhead Stabling & Turnback  
Maidenhead Station Improvements  
Maidenhead Service Improvements  
Taplow Station Improvements 1  
Taplow Service Improvements  
Burnham Station Improvements  
Burnham Service Improvements  
Slough to Burnham 1  
Slough to Burnham 2  
Slough Station Improvements 1  
Slough Station Improvements 2  
Slough Service Improvements

Langley to Slough Bridge Works 1  
Langley to Slough Bridge Works 2  
Langley Station Improvements  
Langley Service Improvements  
Iver to Langley Bridge Works  
Iver Station Improvements  
Iver Service Improvements  
West Drayton Stabling  
West Drayton to Iver – Bridge Works  
West Drayton Station Improvements  
West Drayton Service Improvements  
Stockley Flyover to West Drayton – Bridge Works  
Heathrow Airport Access– Service Improvements 1  
Heathrow Airport Access– Service Improvements 2  
Heathrow Airport Service Improvements  
Hayes and Harlington Station Improvements  
Hayes and Harlington Service Improvements  
Southall Station Improvements  
Southall Service Improvements  
Hanwell Station Improvements  
Hanwell Service Improvements  
West Ealing Station Improvements  
West Ealing Service Improvements  
Ealing Broadway Station Improvements 1  
Ealing Broadway Station Improvements 2  
Ealing Broadway Service Improvements  
Acton Dive Under & Freight Yard  
Acton Main Line Station Improvements  
Acton Main Line Service Improvements  
Old Oak Common Depot  
Electrification  
Great Western Corridor  
Thorney Park Golf Course

## Central area

Royal Oak Portal 1  
Royal Oak Portal 2  
Royal Oak Portal 3  
Royal Oak Portal 4  
Paddington 1  
Paddington 2 Ticket Halls  
Hyde Park Shaft 1  
Hyde Park Shaft Design 2  
Hyde Park Shaft Design 3  
Park Lane Shaft 1  
Park Lane Shaft 2  
Bond Street 1  
Bond Street Ticket Halls 2  
Bond Street 3  
Tottenham Court Road 1

Tottenham Court Road Ticket Halls 2  
 Fisher Street Shaft 1  
 Fisher Street Shaft 2  
 Farringdon  
 Farringdon 2  
 Liverpool Street 1  
 Liverpool Street 2  
 Liverpool Street 3  
 Liverpool Street 4  
 Hanbury Street Shaft 1  
 Hanbury Street Shaft 2  
 Pedley Street Shaft  
 Whitechapel 1  
 Whitechapel 2  
 Whitechapel 3  
 Stepney Green Shaft 1  
 Stepney Green Shaft 2  
 Mile End  
 Mile End Park Shaft 1  
 Mile End Park Shaft 2  
 Eleanor Street Shaft 1  
 Eleanor Street Shaft 2  
 Lowell Street Shaft 1  
 Lowell Street Shaft 2  
 Hertsmere Road Shaft 1  
 Hertsmere Road Shaft 2  
 Isle of Dogs 1  
 Isle of Dogs 2  
 Isle of Dogs 3  
 Blackwall Way Shaft

#### **Eastern corridor**

Great Eastern Line Service Improvements  
 Pudding Mill Lane 1  
 Pudding Mill Lane 2  
 Stratford Station Improvement  
 Stratford Service Improvements  
 Maryland Service Changes  
 Forest Gate Station Improvements  
 Forest Gate Service Improvements  
 Manor Park Station Improvements  
 Manor Park Service Improvements  
 Ilford Station Improvements  
 Ilford Service Improvements  
 Ilford Works and Logistics Site  
 Seven Kings Station Improvements  
 Seven Kings Service Improvements  
 Goodmayes Station Improvements  
 Goodmayes Service Improvements  
 Goodmayes to Chadwell Heath Freight Service

Chadwell Heath Station Improvements  
 Chadwell Heath Service Improvements 1  
 Chadwell Heath Service Improvements 2  
 Romford Station Improvements 1  
 Romford Station Improvements 2  
 Romford Service Improvements  
 Romford Depot  
 Romford Depot 2 Selection Process  
 Romford Depot 3  
 Romford Depot 4  
 Romford Depot 5  
 Romford Depot 6  
 Gidea Park Station Improvements  
 Gidea Park Service Improvements  
 Gidea Park Alterations to Sidings  
 Harold Wood Station Improvements  
 Harold Wood Service Improvements  
 Brentwood Station Improvements  
 Brentwood Service Improvements  
 Shenfield Station Improvements and  
 Turnback Sidings  
 Shenfield Service Improvements  
 Docklands and North Kent Line Service  
 Improvements  
 Limmo Peninsula Shaft 1  
 Limmo Peninsula Shaft 2  
 Victoria Dock Tunnel Portal 1  
 Victoria Dock Tunnel Portal 2  
 Custom House Station Improvements 1  
 Custom House Station Improvements 2  
 Custom House Service Improvements  
 Custom House to Silvertown Track Improvements  
 Thames Tunnel  
 North Woolwich Tunnel Portal  
 Woolwich (Warren Lane) Shaft  
 Woolwich (Arsenal Way) Shaft  
 Woolwich Safeguarded Station Box  
 Plumstead Tunnel Portal 1  
 Plumstead Tunnel Portal 2  
 Plumstead to Abbey Wood Track Improvements  
 Abbey Wood Station Improvement 1  
 Abbey Wood Station Improvement 2  
 Abbey Wood Service Improvement  
 Ilford Station Improvements  
 Great Eastern Line, Docklands and  
 North Kent Line  
 Pudding Mill Lane Utility Division  
 Manor Wharf  
 Pitsea



## Appendix 4

Many presentations have been delivered.

The following is indicative of the wide range of audiences:

Architecture & Urbanism  
Association of Parliamentary Engineers Group  
Barbican Residents Association  
Bayswater Area Forum  
Belvedere Community Forum  
Bexley Thameside Forum  
Brentwood Borough Forum  
Brentwood Chamber of Commerce  
British Land  
Canary Wharf Facilities Managers  
Canary Wharf Group  
Central London Partnership  
Centre of Construction Law & Arbitration  
Chadwell Heath Residents Association  
Chartered Institute of Building  
Chiltern & South Bucks Transport Symposium  
City Police  
Cityscape  
Confederation of British Industry  
Constructing Excellence Club  
Construction Equipment Association  
Covent Garden Business Forum  
Docklands Business Club  
Docklands Management Action Group  
Ealing Southall Area Committee  
Electric Railway Society  
Erith Town Forum  
Estates Gazette  
Hayes Town Centre Partnership  
Heathrow Airport Consultative Committee  
Highways & Traffic sub-group  
Institute of Australian Engineers  
Institution of Civil Engineers  
Institution of Civil Engineers Birmingham  
Institution of Civil Engineers Eastern  
Institution of Civil Engineers Reading  
Institute of Highways & Transportation  
Integrated Transport Solutions  
Ipswich Engineering Society  
Islington Transport Aware  
King's College Centre of Construction & Law  
Knightsbridge Property Group  
London Chamber of Commerce & Industry  
London First  
London Forum of Civic Amenity Societies  
London Retail Consortium  
London Transport Users Committee  
Mayfair & St. James' Society  
Maylands Green Belt Action Group  
Metrorail  
Paddington Business Improvement District  
Peabody Trust  
Permanent Way Institute Bristol Branch  
Permanent Way Institute Darlington Branch  
Permanent Way Institute Peterborough Branch  
Permanent Way Institute Reading Branch  
Permanent Way Institute Wessex Branch  
Planning Surveyors Club  
Rail Future  
Railway Correspondence & Travel Society  
Essex Branch  
Redbridge Public Transport Liaison Group  
Residents of Tannery Street  
Richmond Rotary  
Romford Crossrail Action Group  
Royal Institute of Chartered Surveyors  
SELTRANS  
Slade Green Community Forum  
Slough Business Commerce Group  
Smithfield Market Traders  
Soho Group  
South East of England Regional Assembly  
South East & Thames Regeneration Conference  
South Hertfordshire University  
Southend Arterial Road Residents Group  
Spitalfields Small Business Association  
St. Giles Renaissance Forum  
Stratford Town Centre Forum  
South West London Transport Conference  
Thames Gateway Forum  
Thames Gateway South Essex  
The Civic Trust  
The Future of UK Rail Conference  
The Hyde Park Appeal  
The Property Club  
The Rotary Club  
Theatres Trust  
University of Surrey Transport Group  
Wensleydale Railway Association  
West End Ward Councillors  
Westminster Council Central Area Forum  
Woodseer & Hanbury Residents Association

## Appendix 5

Crossrail has exhibited at a number of conferences and exhibitions, including the following:

Urban Summit 2002

The London Conference 2003

Interchange 2003

Underground Construction 2003

Community Consultation Conference 2004

Kent Federation of Amenities Society 2004

Railfest 2004

Thames Gateway Forum 2004

Greenwich Anti-Racist Rally 2005

London Rail Conference 2005

NCE Rail Conference 2005

SkillCity 2005

State of London Debate 2005

Urban Mobility 2005

Labour, Liberal Democrat and Conservative Party Conferences since 2002



SkillCity 2005

# Appendix 6

## Translation Policy

Based on advice from the Greater London Authority (GLA) and recommendations from the TfL Consultation Toolkit, CLRL policy is:

- provide translation of public material upon request
- procure resource in anticipation of requests for translation into Bengali, Chinese, Greek, Gujarati, Hindi, Punjabi, Somali, Turkish, Urdu and Vietnamese
- procure resource to provide Braille, large print and audio versions upon request
- provide the above within two weeks of request either as paper or .pdf format
- once available, all translations to be posted to the Crossrail website
- all public documents to carry contact details translated into community languages.

## Data Protection and Privacy Policy

Crossrail operates in accordance with the Data Protection Act 1998 and the policy statement as set out below.

*“Crossrail and their agents will process personal information that you may provide for the purpose of consultation, statistical analysis, profiling and administration of the Crossrail Project. The data may be used in order to keep you informed about the progress of the Crossrail proposals and for the preparation of a Book of Reference, which is a requirement of Standing Orders of Parliament in connection with the promotion of a Bill in Parliament to authorise the construction and maintenance of the Crossrail scheme”.*



If you would like information about Crossrail in your language, please contact Crossrail supplying your name and postal address and please state the language or format that you require.

আপনি যদি আপনার নিজের ভাষায় ক্রসরেইল সঙ্কে তথ্য জানতে চান তাহলে অনুগ্রহ করে ক্রসরেইলের সাথে যোগাযোগ করুন। তাদেরকে আপনার নাম, ঠিকানা এবং কোন ভাষায় আপনি এটা চাচ্ছেন সেটা লিখে জানান।

Crossrail hakkında kendi dilinizde bilgi almak isterseniz, lütfen Crossrail ile temas kurarak, adınızı ve adresinizle hangi dil veya formatta bilgi istediğinizi bildirin.

Nếu quý vị muốn có tin tức về Crossrail bằng tiếng nói của quý vị, xin liên lạc với Crossrail cho biết tên, địa chỉ liên lạc bằng bưu điện cùng ngôn ngữ và khuôn khổ quý vị yêu cầu.

यदि आपको क्रॉसरेल के बारे में जानकारी अपनी भाषा में चाहिये, तो कृपया क्रॉसरेल के साथ सम्पर्क करें और अपना नाम, पता और कौन-सी भाषा या फॉर्मेट में चाहिये, इसके बारे में बतायें।

ਜੇਕਰ ਤੁਹਾਨੂੰ ਕ੍ਰਾੱਸਰੇਲ ਬਾਰੇ ਜਾਣਕਾਰੀ ਆਪਣੀ ਜ਼ਬਾਨ 'ਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਕ੍ਰਾੱਸਰੇਲ ਨਾਲ ਰਾਬਤਾ ਕਰੋ ਅਤੇ ਆਪਣਾ ਨਾਂ, ਪਤਾ ਅਤੇ ਕਿਹੜੀ ਜ਼ਬਾਨ ਜਾਂ ਫਾਰਮੈਟ 'ਚ ਚਾਹੀਦੀ ਹੈ, ਇਸ ਬਾਰੇ ਦੱਸੋ।

જો તમને ક્રોસરેલ બાબત માહિતી પોતાની ભાષામાં જોઈતી હોય, તો મહેરબાની કરી ક્રોસરેલ સાથે સંપર્ક સાધો અને પોતાનું નામ, સરનામું અને કઈ ભાષા અથવા ફોર્મેટમાં જોઈએ છે, તે બાબત જણાવો.

فرغی إذا كنت ترغب في الحصول على معلومات عن «كروسريل» (Crossrail). يرجى الاتصال بهم ذكراً اسمك وعنوانك والرقم البريدي واللغة أو الشكل الذي تطلبه.

如果你想獲得用你的語言書寫的有關Crossrail的資訊，請提供你的姓名，住址和要求的語言或格式。

Αν επιθυμείτε πληροφορίες για το Crossrail στη γλώσσα σας, επικοινωνήστε με την Crossrail αναφέροντας το όνομά σας, την ταχυδρομική διεύθυνση και τη γλώσσα ή η μορφή στην οποία επιθυμείτε να τις λάβετε.

اگر آپ کو کراس ریل کے بارے میں اپنی زبان میں معلومات درکار ہیں تو براۓ مہربانی کراس ریل سے رابطہ کریں اور اپنا نام، گھر کا پتہ اور جس زبان یا جس شکل میں آپ کو یہ معلومات درکار ہیں کے بارے میں بتائیں۔

Haddii doonaysid warbixin ku saabsan Crossrail oo ku qoran luqadaada fadlan la soo xiriir Crossrail adoo dhiibaya cinwaankaaga boostada fadlan noo sheeg luqadda iyo qaabka aad u baahan tahay.

Faahfahin cidda lala xiriirayo waa:

To request information about Crossrail in large print, Braille, Easy Read or audio cassette versions, please contact Crossrail.

helpdesk 0845 602 3813 (24-hours, 7-days a week)

e-mail helpdesk@crossrail.co.uk

websites www.dft.gov.uk  
www.crossrail.co.uk

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