



CROSSRAIL INFORMATION PAPER

F2 – PRE-BILL CONSULTATION PROCESS

This paper sets out the consultation process followed, and the consultation exercises undertaken, on Crossrail in advance of the Bill being introduced in February 2005.

It will be of particular relevance to those interested in the consultation carried out in advance of the Crossrail Bill being introduced in February 2005.

This is not intended to replace or alter the text of the paper itself and it is important that you read the paper in order to have a full understanding of the subject. If you have any queries about this paper, please contact either your regular Petition Negotiator at CLRL or the Crossrail helpdesk, who will be able to direct your query to the relevant person at CLRL. The helpdesk can be reached at:

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1. Introduction

- 1.1 Consultation exercises have been carried out at key development stages of the Crossrail project and information has been made available through a range of communication media throughout the pre-Bill stages.
- 1.2 Prior to the establishment of Cross London Rail Links Ltd (CLRL) the concept of an east-west cross-London rail scheme was included in the Mayor's Transport Strategy which was widely and publicly consulted on by the Greater London Authority in early 2001.
- 1.3 A safeguarding direction for the original route for such a scheme was made in 1990. This was updated when appropriate during the development of the Crossrail project and subject to consultation with the relevant local authorities.

2. Legislation and Guidance

2.1 CLRL's consultation activities have been carried out in compliance with:

- the Code of Practice on the Dissemination of Information during Major Infrastructure Developments;
- the Town and Country Planning (Environmental Impact Assessment) (England and Wales) Regulations 1999
- the Code of Practice on Access to Government Information, and;
- the Cabinet Office Code of Practice on Government Consultations

and guided by:

- the Transport and Works Act (Applications and Objections Procedure Rules) 1999 and the associated Guide to Procedures for Applications.

3. Objectives of Consultation

3.1 The objectives of consultation have been as follows:

- to identify and contact a wide range of stakeholders;
- to provide information about the proposals;
- to record and respond constructively to consultees' comments about the Crossrail project and its development and implementation;
- to identify consultees' concerns about the impacts and effects of the Crossrail project and, where practical, identify ways to address those concerns or to mitigate those impacts and effects;

thereby to reduce or limit the number of issues arising in petitions against the Bill.

4. Stakeholder Categories

4.1 Stakeholders have been categorized to allow appropriate media to be used to consult and communicate with them:

- local authority leaders;
- local authority members and statutory agencies;
- local authority officers;
- community groups, stakeholder bodies and directly affected parties; and
- the general public

5. Consultation Activities

5.1 Consultation on the proposals has taken place in four stages some of which involved multiple rounds. These are set out in the table below.

Stage	Purpose	Period (duration)
1	Key stakeholder preliminary discussions	September – December 2001
2a	Stakeholder consultation	May – July 2002 (12 weeks)
2b	Stakeholder consultation – corridor 6 (route to Kingston via Richmond)	January – February 2003
3a	Public awareness	September 2003
3b	Public consultation – round 1	September – December 2003 (12 weeks)
3c	Supplementary public awareness	August 2004
3d	Public consultation – round 2	August – October 2004 (12 weeks)
4	Information round	February 2005 (2 weeks)

5.2 The first stage introduced the local authorities and other key stakeholders to the project and the plans for consultation. It did not seek formal comment.

5.3 The second stage, stakeholder consultation, sought comment on the options for routes outside the central area. 151 responses were received.

5.4 The third stage, public consultation, took place in two rounds: Round 1 sought comment on the preferred route, destinations and stations. 7,256 people visited Information Centres (ICs) and 2,826 responses were received. 45% supported the project, 2% opposed and 52% were either neutral or expressed no opinion.

5.5 Round 2 of the public consultation focused more on the emerging detail of local proposals. 10,125 people visited ICs and Information Exchanges (IEs), 2939 responses were received and 2701 enquiries were made of the helpdesk. 34%

supported the project, 2% opposed and 64% were either neutral or expressed no opinion.

5.6 The fourth stage was an information round which concluded the programme by confirming the proposals to be contained within the Bill.

6. Environmental Scoping and Methodology Consultation

6.1 The Environmental Scoping and Methodology report was published in March 2003 following comments received on the draft circulated to appropriate stakeholders in September 2002.

7. Methodology

7.1 For each public consultation round, ICs were held near proposed work sites in local venues or, where this was not possible, in mobile units. Round 2 also featured two fixed exhibitions described as IEs.

7.2 Information leaflets on key topics of concern were created for round 2 and the Information Round.

7.3 National and local newspapers advertised the proposals, the consultation events and ways of contacting the project.

7.4 All consultation material could be viewed at or downloaded from a website.

7.5 Leafleting teams distributed invitations and information at local stations and near to venues at the time of each event.

7.6 Invitation leaflets were posted to addresses near the line of route.

7.7 A property call centre was set up to give detailed explanation of procedures.

7.8 Throughout the whole process since May 2002 enquiries could and continue to be able to be made via a 24-hours, 7-days a week telephone helpdesk, or by email, letter or fax.

8. Materials

8.1 For the stakeholder consultation, a consultation document was published in May 2002 Crossrail line 1- Stakeholder Consultation Document.

8.2 For the public consultation public awareness was initially raised through distribution of a postcard sized leaflet distributed at stations and provided to local authorities.

8.3 For the two rounds of public consultation and the information round A1 panels and A3 drawings described the proposals at ICs and IEs with A4 versions available as handouts, on the website or by request from the helpdesk. ICs and IEs were publicised with a widely distributed mailshot of an 'invitation' leaflet and widespread advertising in local and regional press.

8.4 Other material produced by CLRL included a quick guide, consultation documents summarising the proposals and an information pack giving details on issues found to be of key concern.

8.5 Other information provided from other sources included a leaflet from the Crossrail Referee, information from the Houses of Parliament on the Bill process and booklets from the then Office of the Deputy Prime Minister explaining compulsory purchase.

9. Social Inclusion

9.1 Information was available in 13 community languages, large print, Braille or audio cassette.

9.2 A 'Young Crossrail' schools programme provided curriculum based activities.

9.3 Accessibility was a key criterion in ICs venue selection.

9.4 Interpreter services were made available at selected venues.

10. Records, Comment and Response

10.1 A database logged all communication with over 20,000 consultees in accordance with the requirements of the Data Protection Act.

10.2 Returned freepost comment cards were analysed and reviewed with the project's design response instructed to relevant CLRL staff.

10.3 Methodology, responses and analysis and the project's response to the issues raised were published in reports on each of the public consultation rounds. More details of the results can be found in these reports:

- Public Awareness and Public Consultation Round 1: Results and Crossrail's Response – August 2004
- Consultation Round 2: Results and Crossrail's Response – February 2005
- Aggregated Consultation Report – September 2005