

Hammersmith Temporary Ferry Statement of Community Involvement / Community Engagement Report – May 2021

1. Executive Summary	3
2. Introduction	5
<i>Purpose of this document</i>	5
<i>Background to the scheme</i>	5
<i>The proposals</i>	6
3. Policy and context	8
<i>Hammersmith & Fulham</i>	8
<i>Richmond upon Thames Council</i>	8
<i>National Planning Policy Framework</i>	9
4. Community Engagement	10
<i>Engagement approach</i>	10
<i>Communication tools</i>	10
<i>Who we engaged with</i>	11
<i>Engagement area</i>	11
<i>Engagement timetable and activities</i>	13
5. Responding to community feedback	16
<i>Summary of responses</i>	16
6. Conclusion and next steps	19
<i>Ongoing engagement</i>	19
7. Appendices	20
<i>Annex A: Further engagement with Queen Caroline Tenants & Residents Association – Position Statement</i>	35

Executive Summary

1.1.1. This Community Engagement Report (alternatively referred to as a Statement of Community Involvement) has been prepared by Transport for London (TfL) to support the planning applications submitted to Hammersmith & Fulham and Richmond councils for a temporary ferry between Hammersmith and Barnes. It describes TfL's engagement with the local community and key stakeholders during the preparation of the scheme during 2020 and 2021.

1.1.2. The community engagement strategy was prepared to reach a wide range of stakeholders including:

- Immediate neighbours of the proposed location of the temporary ferry crossing
- Ward councillors local to the proposed ferry crossing in the boroughs of Hammersmith & Fulham and Richmond
- Residents associations, local interest groups and other community groups in the local area
- Wider local area

1.1.3. Our engagement activity comprised:

- Area wide distribution of letters and a leaflet outlining information about the temporary ferry
- Press releases
- A dedicated webpage providing further detail on the temporary ferry
- A dedicated email address for people wishing to ask questions or feedback about the ferry proposals
- Emails, meetings and subsequent discussions with representatives from the Queen Caroline Tenant and Residents' Association, Hammersmith
- Emails, meetings and subsequent discussion with representatives from Hammersmith Bridge SOS and the Barnes community including residents from Riverview Gardens
- Fourteen online meetings have taken place, two for invited ward councillors from Hammersmith & Fulham and Richmond Councils, and twelve for residents. Four further meetings are scheduled including two with local Councillors and an Assembly Member

- Two site visits in May to Queen Caroline Street in Hammersmith with local businesses and with resident representatives in Riverview Gardens, Barnes

1.1.4. Headline figures from the engagement and responses include:

- 15,000 people received a Hammersmith Bridge and ferry project update leaflet in November 2020 (a copy of the leaflet can be found in Appendix B)
- 14,500 people written to regarding the appointment of an operator for the temporary ferry in March 2021 (a copy of the letter can be found in Appendix E)
- More than 40 key stakeholders including resident groups and local Councillors were contacted directly regarding the appointment of a temporary ferry operator in March 2021
- More than 30 people participated in the online meetings, including ward councillors, and representatives from local community and business groups. These meetings took place both before and after the ferry operator announcement on 30th March.
- 522 unique visits to the project pages on the TfL website since 30 March
- During the engagement, more than 25 separate issues were raised by respondents. The most frequently raised issues and our responses to these, and how these have informed the development of the scheme, are summarised in section 6 of this document.

1.1.5. In very broad terms feedback can be categorised as follows:

- General support to the principle of the proposed temporary ferry, noting the benefits the ferry could provide. This included improved connectivity across the river and support of the proposed ferry frequency. Local schools expressed their strong support for the ferry given the benefits it would bring for schoolchildren impacted by the closure of Hammersmith Bridge. Other residents also pointed out the negative impact the closure of Hammersmith Bridge was having on their mental health.
- There were also concerns about the potential negative impacts, including:
 - Noise and antisocial behaviour in the local area
 - Ferry capacity and operating hours
 - Ferry and pontoon safety

***Covid-19**

The engagement activities were undertaken against the background of Covid -19.

Introduction

- 1.1.6. This report provides a summary of the community engagement undertaken by Transport for London (TfL) during the preparation of the planning application for a temporary ferry.
- 1.1.7. The purpose of the engagement was to inform local residents and stakeholders about plans for the proposed temporary ferry and to seek their feedback.
- 1.1.8. This complemented discussions with officers at Hammersmith & Fulham and Richmond Councils, key stakeholders and statutory consultees throughout the early development of the scheme and finalisation of the planning application.

Purpose of this document

- 1.1.9. In addition to detailing the programme of engagement, this document provides an overview of the key feedback received by the community. It also summarises how the scheme has developed in response to the issues raised.

Background to the scheme

- 1.1.10. The existing Grade II* listed Hammersmith Bridge needs extensive repair to stabilise the structure and safeguard its future. The bridge closed to all cars, buses and other motorised vehicles in April 2019. The bridge closed to pedestrians, cyclists and river traffic in summer 2020. To maintain this essential link across the river during the repairs, a proposal has been brought forward for a temporary ferry linking the two communities affected by the bridge's closure.

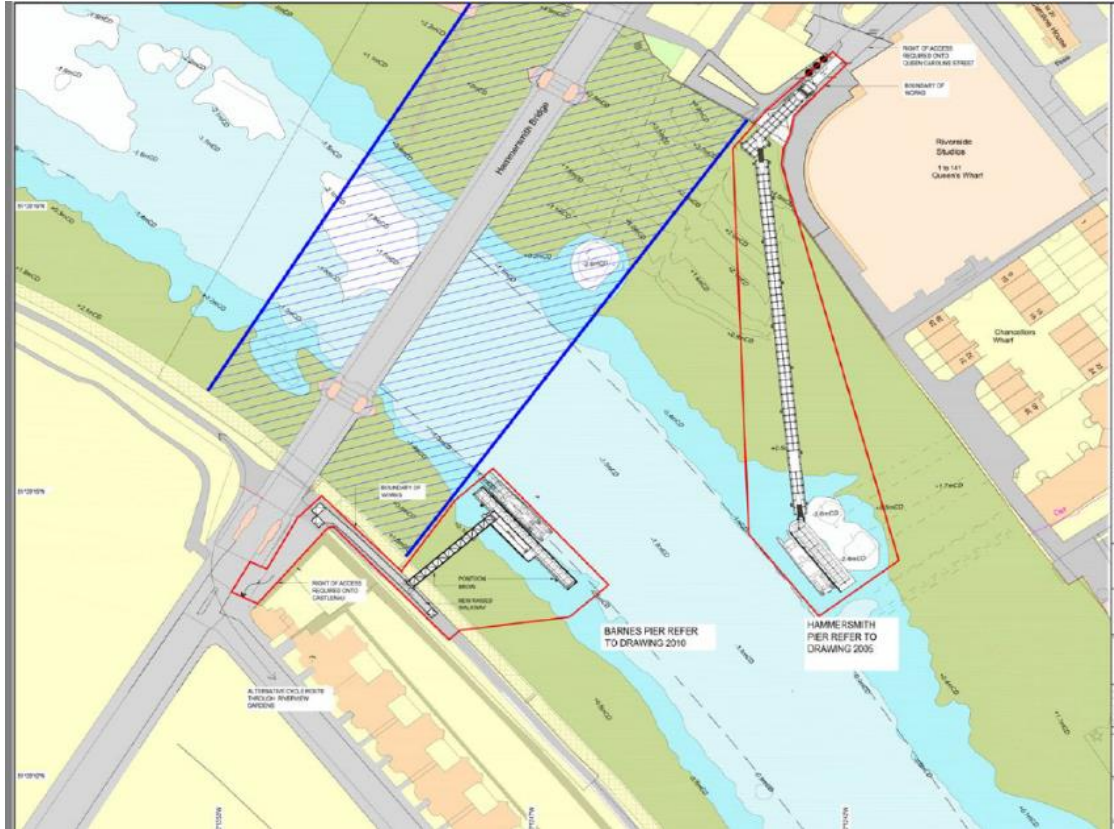


Figure 1: Location of proposed Temporary Ferry Crossing in context of surrounding environment

The proposals

1.1.1. A brief summary of the proposed schemes is provided below. For additional detail please refer to the Design and Access Statement prepared by Beckett Rankine enclosed with this application.

Hammersmith and Fulham

- 1.1.2. The proposed Hammersmith Pier is to land on the slipway located at the end of Queen Caroline Street. The slipway is seldom used and is closed off with timber flood boards. Access to the pier is to be via a lightweight steel ramp which will span over the flood boards.
- 1.1.3. A 125m long modular floating walkway (using units by EZ Dock) will span between the flood defence wall and a second-hand barge, modified for use as a pier. The walkway will be restrained by 12 tubular piles of up to 0.5m diameter. The required piling is to be minimised to avoid major impacts and disturbance of the river environment.

- 1.1.4. The barge will be restrained by a pair of spud legs – these have been selected given their temporary nature and lesser impact when compared to piles. The pier is skewed downstream to facilitate passage of large vessels beneath Hammersmith bridge (the bridge is open for occasional navigation when no works are in progress on the bridge).

Richmond

- 1.1.5. The proposed Barnes Pier is formed from the old Savoy pier, itself a temporary structure, which will be repurposed for this development. The pontoon will be modified such that is restrained by a pair of spud legs rather than its current radial arms to minimise impact on the foreshore.
- 1.1.6. Access to the pier is by a 35m aluminium linkspan, with clear width 2.5m, connecting to the landside tow path.
- 1.1.7. The towpath is located beneath flood defence level and floods on large tides. As part of the works, a 45m lightweight steel frame walkway will be installed to allow dry access to the pier., the clear width of this structure will be a minimum of 2.5m to suit segregated pedestrian and cycle traffic.
- 1.1.8. The temporary ferry would enable cyclists and pedestrians to cross the river during repairs to the existing bridge. It can be installed and removed quickly, keeping local construction impacts to a minimum and minimising cost to the public purse.
- 1.1.9. The proposed temporary piers will each comprise a prefabricated steel structure against which the ferry will berth. Hammersmith will be formed from a reutilised barge, while Barnes from the existing pontoon previously used at Savoy Pier. All structural modifications to pontoon and barge will be carried out off-site, such that only piling installation works are required at the site itself. Each pier will be brought to site by river with tug support.

Policy and context

- 1.1.10. Hammersmith & Fulham and Richmond upon Thames Councils' Statements of Community Involvement each set out how each authority involves local communities in developing planning policies and in connection with individual planning applications. Each also outlines how applicants should engage with the local community in respect of development proposals.

Hammersmith & Fulham

- 1.1.11. Hammersmith and Fulham Council's SCI came into effect in November 2015. Page 33 of the SCI states:

Developers for all major schemes will be expected to engage fully with the council, statutory undertakers, residents and local action groups to discuss proposals at an early stage before the submission of any planning applications. Early discussions with all sections of the community can help avoid problem areas and improve the quality and acceptability of a planning application.

- 1.1.12. Page 34 goes on to say:

The scope and extent of community involvement that is possible in an individual planning application will vary according to the significance and scale of the proposal.

- 1.1.13. The council encourages applicants to prepare a statement setting out how it will involve the whole community in line with the principles of the SCI. Results of any community consultation should be made available to the council to assist understanding of local views and identifying particular areas of concern raised by residents, so they can see how their comments were considered.

Richmond upon Thames Council

- 1.1.14. Richmond upon Thames latest SCI came into effect in December 2019. Page 16 of the SCI states:

Developers are encouraged to consult neighbours and/or local amenity bodies before submitting an application, and some already carry out some promotional activity. The Localism Act (2011) sets out requirements for pre-application consultation and the NPPF also encourages applicants who are not already required to do so by law to engage with the local community before submitting an application. The Local Validation Checklist requires all major developments to be accompanied with a Community Engagement Report. In addition, the Council strongly encourages applicants of all other schemes to engage with the local community prior to submission.

National Planning Policy Framework

- 1.1.15. The National Planning Policy Framework was published on 27 March 2012 and last updated on 19 June 2019. It sets out the Government's planning policies for England and how these are expected to be applied. With regards to pre-application engagement it states:

Early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties. Good quality pre-application discussion enables better coordination between public and private resources and improved outcomes of the community.

Local planning authorities have a key role to play in encouraging other parties to take maximum advantage of the pre-application stage. They cannot require that a developer engages with them before submitting a planning application, but they should encourage the take-up of any pre-application services they offer. They should also, where they think it would be beneficial, encourage any applicants who are not already required to do so by law to engage with the local community and where relevant, with statutory and non-statutory consultees, before submitting their applications.

Community Engagement

Engagement approach

1.1.16. The engagement approach was designed to:

- Identify and communicate with different stakeholder groups
- Establish an ongoing relationship and dialogue with directly impacted stakeholders
- Present the proposals clearly and succinctly in an easy to understand format
- Allow respondents to make suggestions and listen to their views
- Understand any issues that might affect the proposal of which TfL was not previously aware
- Respond to issues raised
- Inform the development of the scheme

Communication tools

1.1.17. A wide variety of tools were used, and the approach modified to take account of the restrictions on face to face contact imposed by Covid-19.

- Leaflets and letters to 14,500 addresses within the wider local area to the proposed temporary ferry
- Personal letters, emails and virtual meetings with key impacted stakeholders
- Further bespoke letters to Riverview Gardens residents in Barnes and to 600 residents across the Queen Caroline Estate, Queens Wharf and Chancellors Wharf.
- A dedicated webpage with information on the temporary ferry
- A dedicated email address for people wishing to ask questions about the temporary ferry
- Emails to representatives of local stakeholder groups, including local resident organisations, interest groups and elected representatives
- Press releases to announce the shortlisted bidders for the temporary ferry and one for the chosen ferry operator itself (a copy of the releases can be found in Appendix C and D)
- Site visits with local residents and businesses (currently underway)

1.1.18. Following submission of the planning applications, and in addition to the statutory consultation to be undertaken by Hammersmith & Fulham and Richmond Councils, we plan further activity to include:

- Website update
- A stakeholder email to those closest to the landing sites and to elected officials too informing them of the planning submission
- Sharing information on the outcome of the application, programme update and next steps

Who we engaged with

1.1.19. We set out to engage with all those most likely to be affected by proposals for the temporary ferry and provide the opportunity for them to let us have their views. Those we engaged included:

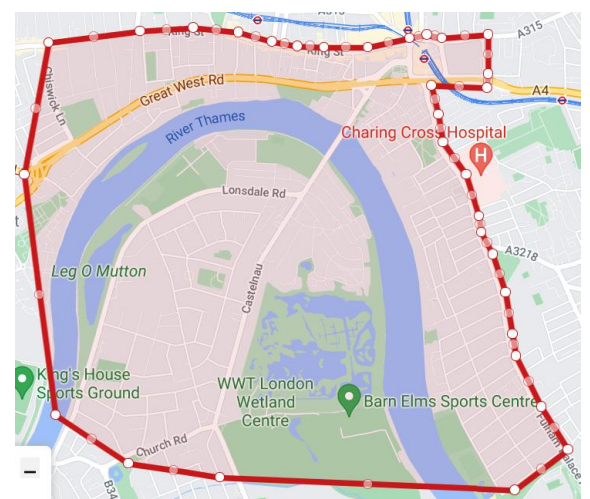
- Individuals living or working within the local area illustrated in Figure 2.
- Representatives from stakeholder groups in the area, agreed with input from Hammersmith & Fulham and Richmond Councils. This includes elected representatives, local community, resident and interest groups, business organisations, schools and river users.

1.1.20. A full list of stakeholders is to be found in the document appendices.

1.1.21. We spoke directly with representatives of the Queen Caroline Tenants and Residents Association (TRA) to better understand and seek to address their concerns about the impact of the scheme on the Queen Caroline Estate on the north side of the river. Our further engagement with the TRA is summarised in the annexe to this document. We also spoke directly with residents from Riverview Gardens in Barnes to better understand and seek to address their concerns about the impact of the scheme on their properties on the south side of the river.

Engagement area

1.1.22. Residents, businesses and key stakeholders within the area shown in Figure 2 to the right were contacted.



Activity	Date
A leaflet to the wider local area which outlined the temporary ferry proposals and provided an update on Hammersmith Bridge itself	November 2020
Press release announcing the shortlist of temporary ferry bidders and some information about the temporary ferry operation	23 February 2021
Email to elected and non-elected stakeholders notifying them of the shortlisted ferry operator	26 February 2021
Meeting with Queen Caroline Street Resident's Association	15 March 2021
Meeting with Richmond councillors	16 March 2021
Meeting with Fulham Reach Boat Club and Fulham Reach Residents Association	17 March 2021
Meeting with Hammersmith and Fulham Residents	18 March 2021
Meeting with Hammersmith and Fulham Councillors	18 March 2021
Meeting with Hammersmith Bridge SOS / Barnes residents	19 March 2021
Press release issued announcing the appointment of the temporary ferry operator	30 March 2021
Letters to 14,500 addresses announcing the appointment of an operator for the temporary ferry.	30 March 2021
Project website updated with engagement materials	30 March 2021
Stakeholder emails issued	30 March 2021
Letter issues to residents in Riverview Gardens, Barnes offering them a meeting to discuss the ferry proposal	12 April 2021
Meeting with representatives of Queen Caroline Street TRA	16 April 2021
Meeting with Fulham Reach Boat Club, Fulham Reach Residents Association and Thames Regional Rowing Council	19 April 2021
Meeting with Hammersmith and Fulham residents	23 April 2021
Meeting with Barnes residents and members of Hammersmith Bridge SOS	23 April 2021
Meeting with Riverview Gardens Estate Management Committee	26 April 2021
Meeting with Riverside Studio representatives	28 April 2021
Letter sent out to 600 residents across Queen Caroline Estate, Chancellors Wharf and Queens Wharf inviting them to meet with TfL in mid-May	29 April 2021
Meeting with Chancellors Wharf residents	10 May 2021
Meeting with local schools in Hammersmith and Barnes	13 May 2021

Table 1: Engagement activities (on previous page)

Engagement timetable and activities

1.1.23. Our engagement to date includes the activities outlined in the table on the previous page, and the engagement materials used.

Local community and residents group meetings

1.1.24. We organised 14 meetings to provide further opportunities for local people to hear about the proposals from members of the project team and ask questions.

Summary of engagement taken place so far

1.1.25. **Shortlist announcement - end of February:** All local political and community stakeholders notified of the shortlisted bidders for the temporary ferry. This also included providing details of the proposed hours of operation and fares

1.1.26. **Operator announcement – 30 March:** All local political community stakeholders were made aware of the Uber Boat by Thames Clipper announcement. This also included further details of the capacity and proposed landing points. A letter was sent out to 14,500 residents (on both sides of the river) confirming the operator and outlining details of the ferry and proposed landing points.

Key engagement with stakeholders to date:

Hammersmith

1.1.27. **Queen Caroline Estate:** The estate is the closest to the landing point on the Hammersmith side. We have been engaging with Shirley Cupit, Chair of the Queen Caroline Estate Tenants and Residents Association and have met twice (15 March and 16 April with two further meetings scheduled for mid-May). Residents have raised concerns around anti-social behaviour, site access and the need for an EQIA.

1.1.28. **Fulham Reach Boat Club and Fulham Reach Residents Association:** A meeting was held on 16 March with the Boat Club and Residents Association ahead of the operator announcement with a further meeting on 19th April. Key issues included a focus on site ownership, the ferry operating hours and the impact on the rowers.

- 1.1.29. **Wider Hammersmith and Fulham resident stakeholders** – two meetings (on 18 March and 26 April) have been held with representatives from a number of key local resident and community groups including:
- Rainville Estate
 - Queens Wharf Residents Association
 - Digby Mansions
 - Hammersmith Mall Residents Association
 - Thames Reach
 - Hammersmith Embankment Residents Association.

Issues raised including upscaling capacity of ferry at the weekend, feasibility of ferry service during low tide, impact of schoolchildren on demand and issues around additional congestion in the local area.

- 1.1.30. **Riverside Studios:** The studios are located adjacent to the proposed northern landing point. A meeting was held with representatives of the Studios on 26 April. They are supportive of the proposal to help with the restart and recovery of their business. It was agreed that a site visit would be organised to view the local area and discuss access to the businesses.
- 1.1.31. **Hammersmith and Fulham Councillors:** A meeting with 5 ward councillors took place on 18 March. Conversation focussed on the ferry capacity, crowd management, cyclist access to the ferry and the impact on local nightlife. Attendees included Cllr Murphy and Cllr Quigley from Hammersmith Broadway ward and Cllr Cassidy, Cllr Vincent and Cllr Cooper from Fulham Reach ward. The local MP and Assembly Members were also contacted on 30th March regarding the appointment of the temporary ferry operator and on 30th April with the community presentation slides. A further meeting has been arranged for 21st May.
- 1.1.32. **Chancellors Wharf residents:** The meeting on 10 May focussed on the landing site selection as well as technical questions about the ferry service and impact on local views / privacy / noise.

Richmond

- 1.1.33. **Richmond Councillors:** A meeting with the 3 Barnes Ward councillors on 16 March ahead of the pre-election period. Issues discussed including the southern towpath access, additional footfall and marine licensing. Attendees including Cllrs Hodgins, Brandreth and Palmer. The local MP

and Assembly Members were also contacted on 30th March regarding the appointment of the temporary ferry operator and on 30th April with the community presentation slides. A further meeting has been arranged for 17th May.

- 1.1.34. **Hammersmith Bridge SOS / Barnes residents:** Two meetings have been held with the local campaign group and connected residents on 18 March and 23 April. Issues raised include operating hours and noise, ferry capacity and possible changes to the streetscape.
- 1.1.35. **Riverview Gardens estate management committee:** Riverside Gardens is the main residential street impacted by the landing point on the Barnes side. A meeting was held with committee on 28 April and focussed on noise impact, better bus service provision, changes to road layout with a site visit undertaken at the beginning of May.
- 1.1.36. **Local school engagement:** We also met with several local schools in the Barnes / Hammersmith area to update them on our plans. The schools were strongly supportive of our proposals and recognised the importance of the ferry and the benefits it would bring to their community.
- 1.1.37. As a follow up to the meeting a copy of the slide deck was circulated to all meeting attendees.

Responding to community feedback

Summary of responses

1.1.38. Respondents were encouraged to submit their views:

- At one of the community or stakeholder meetings scheduled by TfL
- By email to HammersmithBridge@tfl.gov.uk
- Via their elected representatives

Key feedback themes:

1.1.39. Noise and antisocial behaviour

We addressed this directly with residents. Thames Clippers don't envisage there being significant noise pollution as the vessels will be running at low power and there won't be high revving of engines. Thames Clippers are very mindful of noise disturbance as they run services to 21 piers across London with minimal complaints from local residents. A noise impact assessment has been submitted with the application.

1.1.40. Environmental impact

The vessels will be using the tide to glide across the river. This is an efficient use of fuel and serves to minimise any pollution produced from the vessels. The scheme is unlikely to give rise to significant effects on the environment, however, a formal request for a screening opinion has been submitted in respect of the proposals and the planning applications will be accompanied by a suite of environmental reports.

1.1.41. Landing site rationale

TfL and Thames Clippers have been carefully considering the issues regarding locating the northern landing point further downstream at Fulham Reach. There are several issues precluding the use of that site, including the fact the existing pier cannot accommodate a river bus service of the size required. The landing sites were chosen given their siting close to the existing bridge and within easy reach of existing transport hubs. The Queen Caroline Street slipway was selected as this is publicly owned and therefore legal negotiation for use of this was expected to be significantly more straightforward than all other landing sites along the northern bank, which are all privately owned. The slipway is not directly overlooked by residents and access is good via the road and footpath. Regarding the possible siting of the landing point at Chancellors Wharf this site requires a bankseat structure to be constructed to receive the brow or gangway to access the

pier, unlike the slipway at Queen Caroline where we can utilise the floating walkways. This bankseat would need to be constructed into the river wall. The riverwall here is in an uncertain condition, supported by buttresses. This could therefore easily lead to complications obtaining the necessary consent from the Environment Agency (this structure is a flood defence) to land our brow or gangway on it. As Chancellor's Wharf riverwall is privately owned, this would also require negotiations with a third-party that could lead to a delay. It is also in front of a residential development and would likely be met with more objections with regards to impact on views.

1.1.42. Local transport services

TfL has committed to reviewing local transport services including the frequency of night buses serving Hammersmith and Barnes.

1.1.43. Ferry operating hours

The comments identified the potential for further operating hours. Whilst additional hours would have an impact on the running cost of the ferry this is something that could be looked at when the ferry is in operation, demand permitting and subject to appropriate environmental testing.

1.1.44. Ferry capacity

TfL and Thames Clippers are committed to ensuring that the service frequency will accommodate customer demand. There is a third vessel on standby which can be brought into use demand permitting.

1.1.45. Ferry fares

The fares structure proposed for the ferry will contribute to funding its operation and has been chosen at the lowest level possible. Fares are expected to mirror buses at £1.55, subject to necessary approvals. This would include a Hopper option and the acceptance of the same concessions, including Freedom Passes and free travel for children with an Oyster Zipcard. The Hopper option will allow people who arrive at the ferry by bus to change onto the ferry at no further charge, as long as they change within an hour of starting their original journey.

1.1.46. Pontoon and ferry safety

The walkways will be equipped with safety equipment including grab ropes, ladders and lifesaving equipment. All vessels have life jackets for all passengers plus a life raft for all passengers.

1.1.47. Impact of ferry on local community

This is something that TfL takes very seriously. We are currently developing landside options which we have shared extensively with the local community. Measures could include new wayfinding and signage, public

lighting and decluttering of street furniture. We remain committed to working closely with local residents, businesses and the boroughs on identifying the most suitable landside measures.

Conclusion and next steps

- 1.1.48. This Community Engagement Report details our programme of community and stakeholder involvement in support of our planning applications for a temporary ferry crossing between Hammersmith and Barnes. Key activities have included stakeholder and community meetings, leaflets, letters, emails, promotion in the media, and dedicated project website and email.
- 1.1.49. The report demonstrates how we have met the pre-application engagement requirements set out in local and national planning policy guidance. It also demonstrates how the scheme has developed in response to the issues raised. It should be read alongside other documents that have been submitted in support of the full planning application including the Design & Access Statement where the design process is described in more detail.

Ongoing engagement

- 1.1.50. Following the submission of our planning applications, we are committed to continuing our engagement with local residents and stakeholders. We will maintain our dedicated website and email updates throughout the planning process and if planning permission is granted, throughout construction and to operation of the ferry itself.
- 1.1.51. We will continue to engage directly with the impacted communities such as Queen Caroline TRA and with other resident groups or individuals concerned about how the scheme will affect them.

Appendices

Appendix A: Stakeholders engaged with

Elected stakeholders – Hammersmith Broadway ward

*Cllr PJ Murphy
Cllr Stephen Cowan
Cllr Patricia Quigley*

Elected stakeholders – Fulham Reach ward

*Cllr Iain Cassidy
Cllr Christabel Cooper
Cllr Guy Vincent*

Elected stakeholders – Barnes ward

*Cllr Aphra Brandreth
Cllr Paul Hodgins
Cllr Rita Palmer*

Additional elected stakeholders

*Andy Slaughter MP
Sarah Olney MP
Tony Devenish AM
Tony Arbour AM
Nick Rogers AM*

Non elected stakeholders - Hammersmith

*Queen Caroline Estate TRA
Fulham Reach Residents Association
Winslow Road
Rainville Estate
Queens Wharf Residents Association
Digby Mansions
Hammersmith Mall Residents Association
Chancellors Wharf
Hammersmith Embankment Residents Association
Fulham Reach Boat Club
The Guinness Trust
The Peabody Estate
Crabtree Estate Residents Association
The Hammersmith Society
Riverside Studios
Hammersmith BID
St James Senior Girls School
Latymer Upper School
Latymer Prep School*

St Paul's Girls' School
St Paul's Junior School
Godolphin and Latymer School
Larmenier & Sacred Heart Catholic Primary School

Non elected stakeholders – Barnes

Riverview Gardens management committee
Hammersmith Bridge SOS
Barnes Community Association
Harrodian School
The Swedish School
Lowther Primary School
Ibstock Place School
St Paul's School

Appendix B – community leaflet issued in November 2020

Our progress

Since the bridge first closed to motor traffic in April 2019, we have continued to work to find a long-term solution and to secure funding to fix and reopen the bridge to buses and other vehicles.

We are working with Government, the London Borough of Hammersmith & Fulham, the London Borough of Richmond upon Thames and other partners and stakeholders.

We have spent £16.7m on investigations, feasibility, design, monitoring and early works. We have also committed a further £4m over the next four months. This is for repair work and to set up the ferry service, alongside improvements to bus services, traffic lights and road monitoring to help keep traffic flowing. We will continue to work with all stakeholders and with the Hammersmith Bridge Taskforce to agree a long-term solution.

Since the bridge closed in August 2020, we have improved local bus provision, with route 533 set to increase to six buses per hour during peak hours from 14 December.

Six

buses running every hour on route 533 during peak hours



£16.7million

spent by TfL on investigation, design, monitoring and early works



Why not just build a temporary bridge?

We developed plans for a temporary pedestrian and cycle bridge in spring 2020. However, following the full closure of bridge in August 2020, the Hammersmith Bridge Taskforce decided that a temporary ferry would be the quickest way to restore a cross-river connection for people who walk and cycle, rather than a temporary bridge that would take longer to put in place. The ferry can run at the same time as emergency stabilisation works are carried out, which will enable river traffic to move freely again.

Hammersmith Bridge update



Keeping you informed

We are committed to keeping you updated on progress of the ferry and the works to the bridge. For more information, email customerservice@tfl.gov.uk or visit tfl.gov.uk/hammersmith-bridge

24 hour travel information

0343 222 1234*

Check your travel

tfl.gov.uk/travel-tools

*Service and network charges may apply. See tfl.gov.uk/terms for details.

MAYOR OF LONDON



Dear neighbour,

This leaflet updates you on our work with the London Borough of Hammersmith & Fulham, the London Borough of Richmond upon Thames and the Department for Transport to repair Hammersmith Bridge, launch a temporary ferry service and restore the vital cross-river connection from Barnes to Hammersmith. The Hammersmith Bridge Taskforce asked us to set up a ferry service and to manage the bridge works on behalf of the London Borough of Hammersmith & Fulham who own the bridge.

Temporary ferry

The Hammersmith Bridge Taskforce agreed that a ferry is the best way to restore a connection across the river for pedestrians and cyclists in the immediate term.

On 31 October, we agreed a wider funding support package with the Government, which confirmed our immediate funding for the ferry as an interim measure. We then started an urgent procurement process to identify a suitable operator. Once this is concluded, we aim to appoint an operator in February 2021 and have services running in spring 2021, subject to the necessary consents and interests in land being granted.

The operator will have to follow specific minimum service requirements. These state the ferry must operate at least from 6am to 10pm on weekdays, with a minimum capacity of around 800 passengers per hour.

The boroughs are working to provide access to the ferry service on both sides of the river, including the provision of lighting and signage as required. We will engage with local people on the ferry plans once we have further details.



Fixing the bridge

Our six-month emergency funding settlement agreement with Government means that we have now been able to instruct our contractors, Kier Group, to start the first stage of works on Hammersmith Bridge at the start of December.

Over the coming weeks, you may notice contractors doing investigative work on the western side of the bridge. This will help engineers understand the overall condition of the bridge

and identify any further cracking before they move on to the next stage. This will continue until the end of March 2021.

We will then need to do stabilisation work and have developed detailed plans for how this should happen. Funding for this second stage has not been confirmed, but we expect the works to take 12 months. After this, the bridge can open for pedestrians and cyclists, and vessels can pass underneath. At the same time, the Hammersmith Bridge Taskforce will also be reviewing the new proposal put forward by the London Borough of Hammersmith & Fulham and Foster & Partners.

Proposals received for Hammersmith ferry service

TfL has received proposals from two bidders in its competition to determine who will provide a cross-river ferry service near Hammersmith Bridge for pedestrians and cyclists, while the vital link undergoes essential repairs and refurbishment works.

City Cruises and Uber Boat by Thames Clippers are the operators who have submitted detailed bids.

Local residents - and the general public - will be able to use a ferry that will run between 06:00 and 22:00 on weekdays and an off-peak service on weekends.

The service is expected to have a minimum capacity of around 800 passengers per hour at peak times. Fares are expected to mirror buses at £1.55 with a Hopper option and the same concessions accepted, subject to necessary approvals.

After a wider funding package was agreed with the Government, TfL urgently began a procurement process to appoint an operator to run the ferry. Those applying to carry passengers across the Thames were asked to demonstrate appropriate experience of running similar and relevant services.

A rigorous assessment process has resulted in two detailed proposals covering design, delivery and the running of the service. This includes the location of the piers, the type of boats that would be used and customer service standards.

Hammersmith Bridge Taskforce

The winning bidder is due to be announced in March. Additional time requested by some of the firms taking part in the procurement process to ensure a high quality submission, means it is unlikely that the ferry will begin operating before the summer.

When an operator is chosen to run the ferry next month, it will be possible to set out the programme in more detail.

The contract award and delivery of the ferry service is also dependent on TfL securing agreement from Government that financial support will be provided for the delivery and operation of the ferry.

TfL is working with other members of the Hammersmith Bridge Taskforce to agree a long-term solution that would fully reopen the bridge to all road users.

Already £16.7m has been spent by TfL on investigations, feasibility, design, monitoring and early works, and a further £4m committed to repair work that is now underway.

Vital cross-river connection

Improvements to traffic lights and local bus provision are helping to keep people moving in areas affected by the bridge closure. This has included a recently introduced route, the 533, running between Hammersmith Bus Station and Lonsdale Road, being boosted from two to six buses per hour during peak times.

David Rowe, TfL's Head of Major Projects Sponsorship, said: 'We are working at pace to get a temporary ferry operating to ease the upheaval and inconvenience caused by the closure of Hammersmith Bridge.

'This ferry will restore the vital cross-river connection between Hammersmith and Barnes, and allow repair work to be done on Hammersmith Bridge at the same time. We look forward to appointing one of these shortlisted operators in the coming weeks and then having people onboard boats as soon as possible.'

TfL appoints operator to run temporary Hammersmith ferry service

After a competitive procurement process, Transport for London (TfL) has selected Uber Boat by Thames Clippers to run the temporary Hammersmith ferry.

The service will take pedestrians and cyclists over the Thames while Hammersmith Bridge undergoes vital repair and refurbishment works.

It is proposed that the boats will take passengers between piers located near to Queen Caroline Street in Hammersmith and the Hammersmith Bridge approach in Barnes. There will be a full programme of engagement with the local community and other river users ahead of any planning application being submitted.

The ferry will have a minimum capacity of 800 passengers an hour at peak times, with services running daily 06:00-22:00.

Fares are expected to mirror buses at £1.55, subject to necessary approvals. This would include a Hopper option and the acceptance of the same concessions, including freedom passes and free travel for children. The Hopper option will allow people who arrive at the ferry by bus to change onto the ferry at no further charge, as long as they change within an hour of starting their original journey.

Following detailed discussions with the successful bidder, it is expected that boats will be taking passengers across the river at the end of the summer subject to consents.

TfL is working with other members of the Hammersmith Bridge Taskforce to agree a long-term solution that would fully reopen the bridge to all road users

Transport for London



Client name goes here
Company name goes here
Address Line 1
Address Line 2
Address Line 3
Address Line 4

Transport for London
Investment Delivery
Planning

Palestra
197 Blackfriars Road
London
SE1 8NJ

0343 222 1234*

tfl.gov.uk

30 March 2021

Dear Resident,

Appointment of operator for temporary Hammersmith Ferry service

As you will know the Hammersmith Bridge Taskforce, which has been established by the Department of Transport, asked Transport for London (TfL) to set up a temporary ferry service to provide the vital link across the river.

After a competitive procurement process, TfL has selected Uber Boat by Thames Clippers to run the temporary Hammersmith ferry.

The service will take pedestrians and cyclists over the Thames while Hammersmith Bridge undergoes vital repair and refurbishment works.

It is proposed that the boats will take passengers between piers located near to Queen Caroline Street in Hammersmith and the Hammersmith Bridge approach in Bames. There will be a full programme of engagement with the local community and other river users ahead of any planning application being submitted.

The ferry will have a minimum capacity of 800 passengers an hour at peak times, with services running daily 0600-2200.

Fares are expected to mirror buses at £1.55, subject to necessary approvals. This would include a Hopper option and the acceptance of the same concessions, including freedom passes and free travel for children. The Hopper option will allow people who arrive at the ferry by bus to change onto the ferry at no further charge, as long as they change within an hour of starting their original journey.

MAYOR OF LONDON



VAT number 756 2769 90

Following detailed discussions with the successful bidder, it is expected that boats will be taking passengers across the river at the end of the summer subject to consents.

TfL is working with other members of the Hammersmith Bridge Taskforce to agree a long-term solution that would fully reopen the bridge to all road users.

In the meantime, should you have any questions or concerns please contact us using the dedicated Hammersmith Bridge email address below.

Yours sincerely,

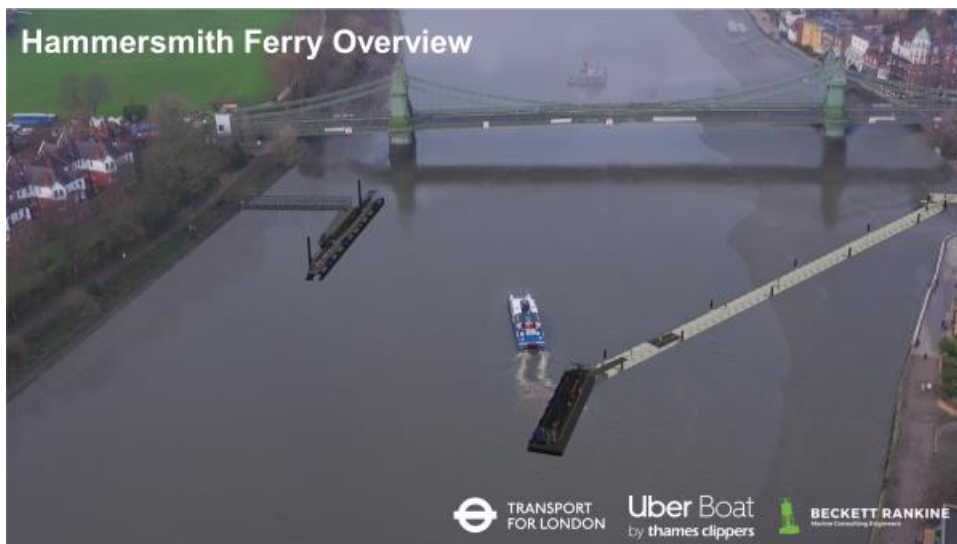
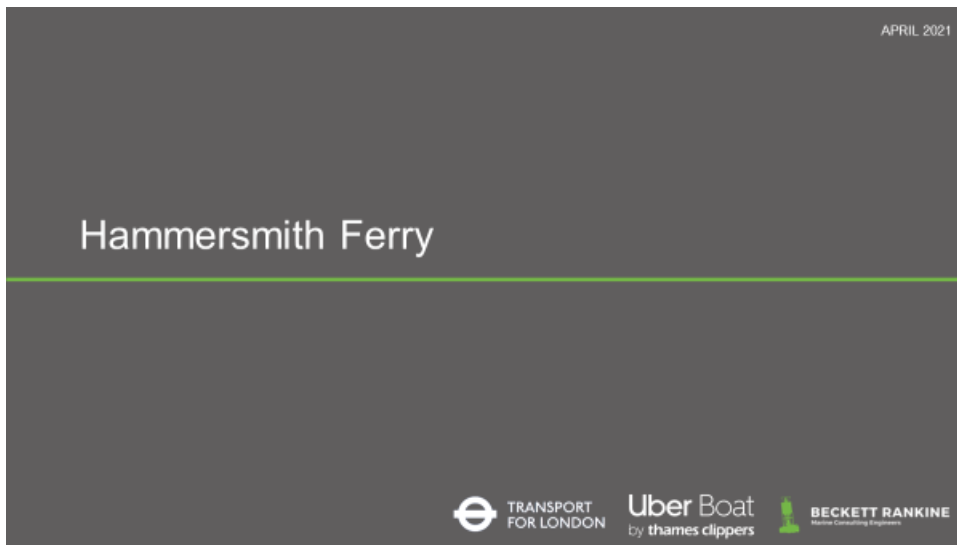


David Rowe
Head of Surface Major Projects and Renewals Sponsorship

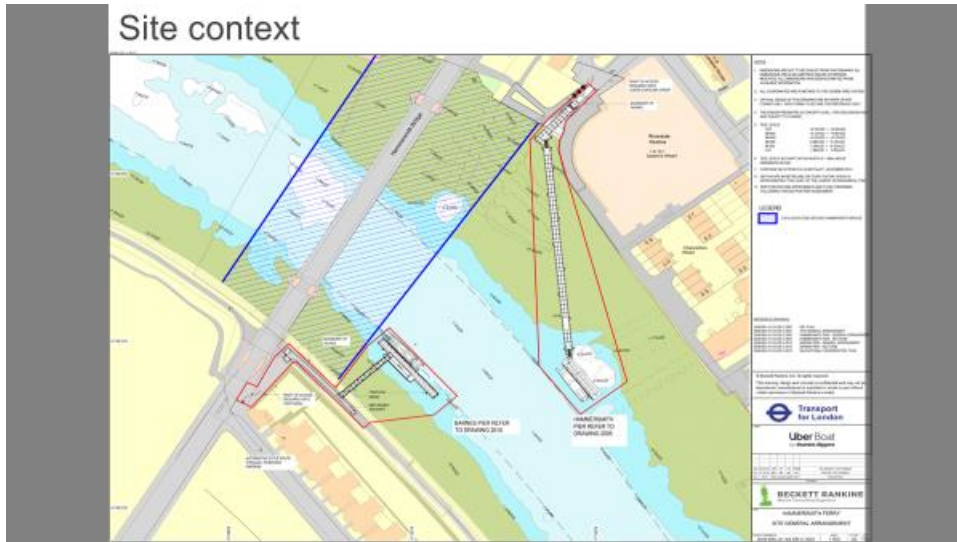
HammersmithBridge@tfl.gov.uk

*Service and network charges may apply. See tfl.gov.uk/terms for details.

Appendix F: Slide deck used during Hammersmith community meetings



Site context



Why here?

- Customer crossing desire line is as close to the bridge route as possible
- Barnes Pier is aligned with the Southern bridge pier minimising navigational risk
- Hammersmith Pier is skewed downstream to avoid extended vessel route beneath bridge
- Hammersmith Pier set back from the channel in outfall scour hole
- Locations provide good visibility for vessel masters
- Water depth adequate for operations at MLWS
- Short crossing without need for vessel turning
- All works on PLA owned or public land to simplify consenting process

Entrance to Hammersmith Pier



Hammersmith Pier - The Floating Walkway



Hammersmith Pier – Customer waiting area



Entrance to Barnes Pier



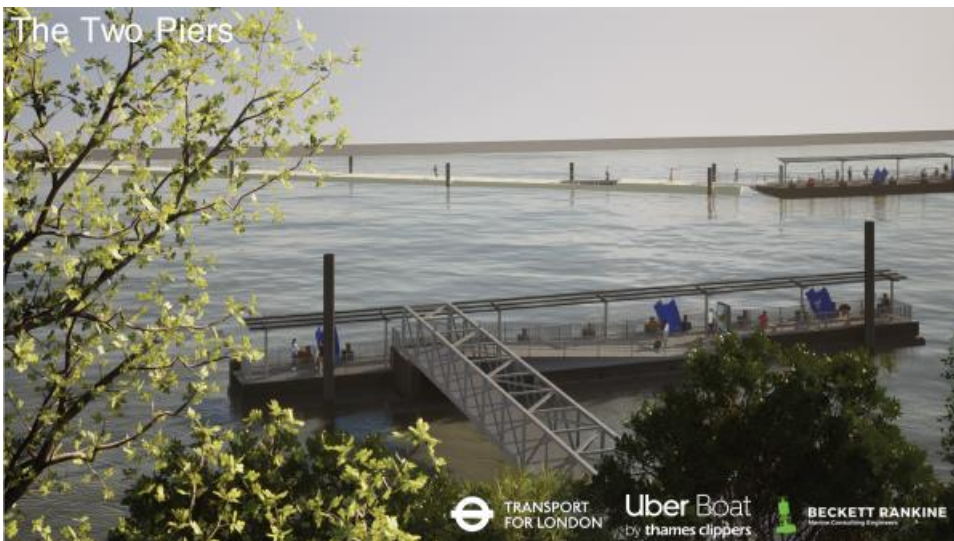
Barnes Pier – Aerial view



Barnes Pier



The Two Piers



The Service

The proposed timetable has been designed to deliver a reliable and punctual service.

- 06:00 – 22:00 on weekdays
- 08:00 – 22:00 at weekends

Peak

- 1,116 passenger movements per hour during peak times (a passenger movement = 1 crossing in either direction)
- Weekday peak services will operate using two vessels from 06:00 – 10:00 and 15:00 – 19:00 in both directions
- Frequency between 5-7 minutes in both directions
- The weekday peak service will operate using two vessels

Off peak

- 620 passenger movements per hour during off-peak periods (a passenger movement = 1 crossing in either direction)
- Weekday off-peak services will operate using one vessel from 10:00 – 15:00 and 19:00 – 22:00
- Frequency between 10-12 minutes in both directions
- The weekend service will operate using one vessel from 08:00-22:00.



Indicative vessel passage plan

Ebb Tide operations



Flood Tide operations



Last Mile Connections - TfL



Last Mile Connections - TfL

Creating a safe and accessible 'Last Mile' route.

- Review street lighting coverage and supplement as required to create welcoming space, deterring anti-social behaviour.
- Install additional seating as well as covered spaces in immediate area surrounding the entrance to jetty.
- Wayfinding signs to key destinations. Check suitability for Legible London totem.
- Review existing cycle parking provision. Relocate as required.
- Explore viability of suspending parking bay(s) on Queen Caroline Street or Crisp Road to enable provision of dedicated kerbside space for taxis.



Last Mile Connections (Low Level Interventions)

Low Level Interventions

- Installation of tactile paving at junctions of Crisp Road and Worlidge Street as well as at vehicle crossovers into Queen Caroline Estate.
- Review footway surfaces and repair any defects / trip hazards.
- Review and supplement existing wayfinding sign network for pedestrians.
- Review and supplement existing cycle wayfinding sign network.
- Provide seating / resting points to assist users with mobility impairments.
- Review and declutter existing street furniture. (See image to the right which shows the extent of street furniture clutter on Queen Caroline Street).



Last Mile Connections (Low Level Interventions)

Low Level Interventions

- Taking advantage of extant cycle wayfinding signage.
- Supplementing the extant cycle wayfinding signage by extending down to the river.



Last Mile Connections (Medium/High Interventions)

Medium Interventions

- Review junction arrangements to minimise kerb radii, reducing both crossing distances and vehicle turning speeds.
- Provide raised tables to ensure level and continuous footways are provided at all junctions.
- Review vehicle crossovers into the Queen Caroline Estate to ensure level and continuous footways are provided.
- Reconstruct existing speed cushions to sinusoidal hump arrangement (see image on the left).



High Interventions

- Footway widening with surface mounted kerbs and asphalt backfill (requires removal / relocation of on street parking).
- Potential for lightly segregated cycle lanes (subject to increase of traffic flow).



Annex 1

Engagement with the Queen Caroline Residents and Tenants Association (TRA)

Position statement as at 13th May 2021

Meetings held with the TRA:

15th March 2021: Introductory meeting of TfL and TRA representatives

16th April 2021: Meeting to discuss temporary ferry proposals with TRA representatives. Attendees included TfL project team, Thames Clippers and Beckett Rankine.

Upcoming meetings with the TRA:

14th May 2021: Combined meeting with TRA, local residents from Queen Caroline Estate, Queens Wharf and Chancellors Wharf

18th May 2021: Second combined meeting with TRA, local residents from Queen Caroline Estate, Queens Wharf and Chancellors Wharf

Key issues raised	Action to date	Current status
Concern about additional footfall and traffic as a result of proposed landing point	TfL and Thames Clippers have reassured the TRA that due to the high frequency of the ferry service there will be minimal queuing and disturbance to local residents.	Further meetings have been scheduled with local residents for mid-May.
Concern about antisocial behaviour, noise and impact on residents' health and safety	The TRA have been updated on the proposed landside measures which will address the current streetscape with possible changes including better wayfinding, lighting and decluttering of street furniture. TfL don't envisage there being significant noise pollution as the vessels will be running at lower power and there won't be high revving of engines. Thames Clippers are very mindful of noise disturbance as they run over 21 piers across London with minimal complaints from local	These proposals are being progressed by TfL and the project team. TfL have reached out to the TRA for their views on the landside measures.

	residents.	
The TRA wanted to know about an EQIA for the landing site	TfL assured the TRA that this was being taken into consideration	An EQIA will be drafted ahead of any works taking place
Impact of the Apollo's events on local passenger footfall	TfL are aware of this and the wider project team have been in discussion about how to work with the Apollo to flag this issue / identify a solution	Discussions are ongoing.
TRA also flagged the negative impact the ferry would on residents, their carers and their visitors. They flagged concern about removing residents' parking spaces on Queen Caroline Street.	Changes to parking restrictions are not finalised and were only suggestions. These options are being explored by TfL as part of the wider landside integration measures.	Discussions around streetscape measures are ongoing.
TRA felt there needed to be greater focus on the local community, particularly with residents situated directly next to the landing site	TfL accepts the need for close engagement with the local community and has organised two further meetings to take place in mid-May. A letter was sent out to over 600 residents on 29 th April inviting residents to the meetings.	TfL continues to engage closely with the TRA via email and looks forward to further meetings with residents in May.
TRA asked to see available technical notes which included an assessment of landing sites	TfL have shared information with the TRA on site rationale. Further information will be included in the planning application.	Information on site rationale and assessment of the landing sites will be included in the planning application.