



SAVE OUR BUS GATE

GUIDANCE NOTES TO LODGE A FORMAL LETTER OF COMPLAINT

Dear Residents,

The Mayor of Tower Hamlets has pledged in his election manifesto to remove the Wapping Bus Gate. The Ward Panel's position is clear; we oppose its removal on the grounds that overall the Bus gate has significantly improved the quality of life and general environment for the residents of St Katharine's and Wapping.

The Ward Panel has issued formal complaints in respect of the removal of the Bus Gate and the manner in which the consultation has taken.

We would ask that any residents that wish to lodge a formal complaint do so in support of [opposing the removal of the Wapping Bus Gate](#).

YOUR EMAILS SHOULD CLEARLY STATE THAT YOU OPPOSE THE REMOVAL OF THE BUS GATE AND WISH TO LODGE A FORMAL COMPLAINT ABOUT THE MANNER IN WHICH THIS CONSULTATION IS BEING HANDLED. PLEASE DO NOT JUST CUT & PASTE THE POINTS BELOW – each letter must be unique to be taken seriously.

YOUR EMAILS SHOULD BE ADDRESSED TO:

The Mayor of Tower Hamlets: Lutfur.rahman@towerhamlets.gov.uk

The Director of Public Realm: Dan.jones@towerhamlets.gov.uk

With Copies to: London Mayor Sadiq Khan at: mayor@london.gov.uk

Unmesh Desai – London Assembly member for East London at: unmesh.desai@london.gov.uk

Cllr. Abdal Ullah – Local councillor at: cldr.abdal.ullah@towerhamlets.gov.uk

Cllr. Amy Lee – Local councillor at: cldr.amy.lee@towerhamlets.gov.uk

St Katharine and Wapping Ward Panel: contact@skw-wardpanel.org

Whilst coping in the Ward Panel is discretionary it would assist in the oversight and a view of the overall opposition.

ISSUES YOU MAY WISH TO RAISE ABOUT THE CONDUCT OF THE CONSULTATION:

- 1) Surveys have been distributed inconsistently with many developments not receiving at all. The survey is open to anyone that has a paper copy or goes online whether or not a Resident of Wapping so It is not representative of Wapping residents who will be most effected by the Bus Gates removal.
- 2) The wording of the survey is confusing and misleading.
Q - 'How supportive are you of the proposed removal of the Wapping Bus Gate?
A - 'Support' – 'Neutral' – 'Oppose'
It would be clearer if the word 'Removal' was added to the options.
- 3) The survey was released in paper form on the 7th July 2022 with a deadline of the 27th July 2022. A Consultation period of just 21 days. The LGO, (Local Government and Social Care Ombudsman), best practice guidelines are for consultations to be planned for a 6-12 week period with pre-engagement prior to that. There was no pre-engagement.
- 4) A manifesto pledge by the Mayor has been broken as he has not adhered to the 'Gunning Principles' which dictate best practice for a legitimate consultation exercise.
<https://www.local.gov.uk/sites/default/files/documents/The%20Gunning%20Principles.pdf>
He has failed to supply sufficient data for his reasons and an insufficient period of time for respondents to fully consider the proposal.
- 5) The Ward Panel made a formal presentation to LBTH on the 5th of December 2017 after community engagement over the rat running and community safety issues being experienced by residents. This pre-dates the liveable streets initiative by 2 years. It is not therefore part of his Election Pledge to remove barriers erected as part of the Liveable Streets Programme. On the contrary, this was an entirely community-led presentation addressing the rat-running of commuter traffic through our narrow streets, road and environmental safety. As a direct result of the Ward Panel's intervention, the council undertook their own survey with a consultation which concluded on 8th April 2019 and led to the installation of the Wapping Bus Gate.
- 6) Since the installation of the Wapping Bus Gate there have been significant improvements to the quality of life for residents, with significant falls in pollution levels and less traffic. The historic rat run passed 2 primary schools potentially endangering young children and parents trying to cross busy roads.

PLEASE ENSURE YOUR EMAILS ARE SENT OUT WELL BEFORE THE DEADLINE OF 27TH JULY AND INSIST THAT YOU WANT TO RECEIVE A COMPLAINTS REFERENCE NUMBER IN ACKNOWLEDGEMENT.