Appendix M

Feedback form
We need your comments
Phase two consultation feedback form

Registration details
(Giving us this information means that we can contact you after the consultation with a summary of the consultation comments and how we have responded).

Name
Address
Postcode
Email address
Telephone number

• We will publish your response anonymously and keep your personal details confidential.
• You only need to complete the questions on this form that are of interest to you.
• If you require any help filling out this form, please contact our customer centre on 0800 0721 086.
• You can find more information about the Thames Tunnel on our website at www.thamestunnelconsultation.co.uk.
• Please only submit your feedback when you are completely happy with your response.
• All the comments you provide on this form should only relate to the consultation on the Thames Tunnel. You can contact us about any other Thames Water activity using the information on the back of this form.
• If there is not enough space on this sheet for all your comments, please continue on to another piece of paper and attach it securely.
• Please send your completed form by 10 February 2012 to: Freepost RSSB-HYRU-EGUT, Thames Tunnel, 35 King Street, BRISTOL, BS1 4DZ
A. Please state in what capacity you are providing comments on the Thames Tunnel.

- a local resident
- an organisation e.g. community or residents group, or business, or other (please provide details below)
- landowners/significantly affected persons as defined by s.44 of the 2008 Planning Act or agent acting on their behalf (please provide details below)
- statutory consultee (excluding local authority). Please only select this option if you have specifically been contacted by Thames Water in this capacity in connection with the Thames Tunnel (please provide details below)
- local authority (please provide details below)
- other

Please provide details:

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1 Landowners means owners and others with a legal interest in land which may be acquired for the project.

2 Significantly Affected Persons means those who, as a result of having a legal interest in land, may be able to claim compensation arising out of the construction and/or operation of the project, even though their land would not be acquired. For example, for interference with a right of way, or because their property may be affected by noise or vibration.

B. Which documents have you read to help you respond to this feedback form?

- site information papers, for example Acton Storm Tanks (please provide details below)
- project information papers, for example Managing construction (please provide details below)
- technical information/reports (please provide details below)
- other (please provide details below)
- none

Please provide details:

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Part one  Our preferred sites

In order to answer the following questions, you may find it useful to look at our site information papers, which are available on our website or by contacting our customer centre.

1. Which of our preferred sites are you commenting on?

If you wish to comment on more than one site, please attach an additional feedback form for each site.

☐ Acton Storm Tanks  ☐ Blackfriars Bridge Foreshore
☐ Hammersmith Pumping Station  ☐ Victoria Embankment Foreshore
☐ Barn Elms  ☐ King Edward Memorial Park Foreshore
☐ Putney Bridge Foreshore  ☐ Earl Pumping Station
☐ Dormay Street  ☐ Deptford Church Street
☐ King George’s Park  ☐ Greenwich Pumping Station
☐ Carnwath Road Riverside  ☐ Chambers Wharf
☐ Falconbrook Pumping Station  ☐ Abbey Mills Pumping Station
☐ Kirtling Street  ☐ Beckton Sewage Treatment Works
☐ Heathwall Pumping Station  ☐ Shad Thames Pumping Station
☐ Cremorne Wharf Depot  ☐ Bekesbourne Street
☐ Chelsea Embankment Foreshore  ☐ Jews Row (please go to question 8)
☐ Albert Embankment Foreshore  ☐ Other works (please go to question 8)

2. Given the requirements for the construction and operation of the tunnel in this location, please give us your view on whether you consider this should be our preferred site. Are you:

☐ supportive
☐ opposed
☐ don’t know/unsure

Please give your reasons why:

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3. If you think an alternative site should be used to perform the function set out in the site information paper, please tell us which one and why:

Site: 

Please give your reasons why:

Management of construction works

4. Section 2 of the site information paper identifies what we consider to be the key issues associated with this site during construction, and how we currently intend to address them. (Other environmental issues associated with this site are also identified in the Preliminary environmental information report).

a) Do you agree that we have identified the right key issues in the site information paper?
   - [ ] yes
   - [ ] no
   - [ ] don’t know/unsure

If there are other key issues that you think we should identify, please state them below, with your reasons why:

b) Do you agree that we have identified the right way to address the key issues?
   - [ ] yes
   - [ ] no
   - [ ] don’t know/unsure

If you do not agree that we have identified the right way to address the key issues, please state the issue below, and your reasons why:

5. Section 3 of the site information paper sets out a number of site specific issues which have influenced our permanent design for this site. Do you agree that we have identified the right issues?

(This question does not apply to Bekesbourne Street, please go to question 7).

☐ yes
☐ no
☐ don’t know/unsure

If you do not agree that we have identified the right site specific issues, please state below what you think are the right issues, with your reasons why:

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6. Section 3 of the site information paper sets out our proposals for the permanent design and appearance of this site. Please give us your views. Are you:

☐ supportive
☐ opposed
☐ don’t know/unsure

Please give your reasons why:

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Section 3 of the site information paper identifies what we consider to be the key issues associated with this site once it is operational, and how we currently intend to address them. (Other environmental issues associated with this site are also identified in the Preliminary environmental information report).

a) Do you agree that we have identified the right key issues in the site information paper?

☐ yes
☐ no
☐ don’t know/unsure

If there are other key issues that you think we should identify, please state them below, with your reasons why:

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b) Do you agree that we have identified the right way to address the key issues?

☐ yes
☐ no
☐ don’t know/unsure

If you do not agree that we have identified the right way to address any of the key issues, please state the issue below, and your reasons why:

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8. If you have any comments about our proposals for Jews Row or Other works, please provide them below. Otherwise, please go to question 9.

a) Jews Row

b) Other works

Part two  Need, solution, tunnel route and alignment

In order to answer the following questions, you may find it useful to look at our project information papers on Overflow, Options and Route and tunnel alignment. These are available on our website, or by contacting the customer centre.

9. You may not have commented on the need for the project during phase one consultation. If you would like to give us your comments on the need to reduce the amount of sewage that enters the tidal River Thames please enter them below:

☐ I have no comments ☐ I have comments, as follows:
10. At phase one consultation, we identified four possible solutions to the need to reduce the amount of sewage entering the tidal River Thames.

Taking into account all the possible solutions, do you have any comments on our decision that a tunnel is the right way to meet the need?

☐ I have no comments ☐ I have comments, as follows:

11. At phase one consultation, we presented three possible routes for the tunnel to follow, and identified the Abbey Mills route as our preferred route. Having reviewed the feedback from phase one consultation, the Abbey Mills route is still our preferred route. Do you have any further comments about our preference for the Abbey Mills route?

☐ I have no comments ☐ I have comments, as follows:

12. Do you have any comments on the proposed alignment of the Abbey Mills route?

☐ I have no comments ☐ I have comments, as follows:
Part three  Consultation process

We are interested in your views on how we ran this phase of consultation. Please help us improve the way we work by completing this section.

13. Have you previously taken part in consultation activities for this project?
   - yes, go to question 14
   - no, go to question 15

14. If yes, did you fill in a feedback form, attend an exhibition or meeting where we were present to answer questions, or provide comments in another way?
   Please tick all that are appropriate:
   - attended an exhibition and spoke to a member of the Thames Tunnel team
   - attended an exhibition, but did not speak to a member of the Thames Tunnel team
   - filled in a feedback form (online or paper feedback form)
   - attended drop in sessions or other meeting between phase one and phase two consultations where a member of the Thames Tunnel team was present
   - other (please provide details below)

15. Have you attended an exhibition during this phase two consultation period?
   - yes
   - no
   If yes, which exhibition did you attend?
16. Do you think you have been provided with enough information about the project and consultation material to enable you to comment?

☐ yes
☐ no

Please provide your comments here:

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17. Do you have any other comments on the Thames Tunnel consultation process?

☐ yes
☐ no

Please provide your comments here:

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18. Do you want to receive updates about the Thames Tunnel?

☐ yes, by e-mail
☐ yes, by post
☐ no

If yes, please fill in your details on the front page of this form

Thank you

For more information about the Thames Tunnel, please visit our website at
www.thamestunnelconsultation.co.uk
All the comments you provide on this form should only relate to the consultation on the Thames Tunnel.

Please send your completed form by 10 February 2012 to:

Freepost RSSB-HYRU-EGUT,
Thames Tunnel, 35 King Street, BRISTOL, BS1 4DZ