



Canada Water Town Centre **Action Plan**

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Action Plan

The Canada Water Town Centre Action Plan sets out key areas that local people, businesses, community groups and other local organisations want to see improved in Canada Water town centre.

Town centres across Southwark are unique and essential pillars of our community and their appearance is central to the way people feel about where they live. As part of our five-year borough plan, Southwark 2030, town centres play a crucial role. They are essential to delivering our goal of a strong and fair economy where everyone benefits from the borough's economic strength and growth.

High streets and town centres face considerable challenges including the cost-of-living crisis and the rise of online shopping which threaten small and independent businesses. This action plan outlines how we will make our town centres cleaner, safer and more vibrant places for people to visit and shop, and where businesses can rely on consistent and sufficient footfall to be successful.

Councillor John Batteson, Cabinet Member for Climate Emergency, Jobs & Business

What do we know about Canada Water?

Canada Water is an area of the Docklands. It is named after a freshwater lake and wildlife refuge, but the name is also commonly used to refer to the surrounding areas including the old Surrey Docks (now known as Surrey Quays) and Rotherhithe, a relatively new residential neighbourhood and surrounded by historic riverside development. Around 28,600 people live in the neighbourhood. Canada Water is home to the Surrey Quays shopping centre, a busy destination for shopping and entertainment, with shopping parades also at Albion Street and Lower Road.

The area is being developed to create a new destination around the Canada Water basin. Its new chapter will include affordable housing including new council homes, a new high street and town square offering affordable shopping and new places to eat and drink, flexible workspace, 12 acres of new public realm and a new 3.5 acre park. The first buildings are complete and include 79 council homes near Russia Dock Woodland, The Founding residential apartments, and the Three Deal Porters workspace centre.

What is the vision for Canada Water?

The new town centre will be delivered over the next twelve years on 53 acres. It will offer a new leisure centre, affordable shopping opportunities including independent shops, places to eat and drink, and opportunities for daytime and evening events and activities. It will also provide new education opportunities and health services. The plans are set out in the [Masterplan](#) which sets out the vision for the area.

Throughout the development and beyond, it is important that the existing businesses along Lower Road and Albion Street are supported. We know that a key concern for local people and businesses is the significant congestion in the area and we are working hard to find a solution. We're also aware that people are concerned about safety and incidents of phone theft, particularly in the shopping centre. Issues arising from the development move quickly, however this town centre action plan brings together the work being undertaken across the local area more broadly to address the challenges facing the town centre and to ensure that the existing town centre thrives and serves its local community.



Town centre actions

Action	Description	Delivery Team	Timeframe
Short-term			
New leisure centre	<p>This bigger, modern facility will proudly replace the existing Seven Islands Leisure Centre, which has served the community for nearly six decades.</p> <p>The new Leisure Centre will feature:</p> <ul style="list-style-type: none">A World Class GymTwo Swimming PoolsThree Fitness StudiosA Sports Hall for basketball, badminton, football and more	Southwark Council and British Land	Opening Spring 2025
New music venue and food hall	Corner Corner is a vibrant hub for food, culture, community and sustainable farming. The music venue will showcase live jazz performances and a selection of DJs playing a blend of disco, funk, and soul. It will also boast London’s largest vertical farm which will provide locally-grown produce directly to the food hall, with a mission to build a sustainable, hyper-local food system.	British Land in partnership with Broadwick, Kerb and Harvest London	Expected to open Summer 2025

Action	Description	Delivery Team	Timeframe
Medium-term			
Lower Road congestion and Cycleway Scheme	<p>A dedicated cycleway is being built from London Bridge to Greenwich. The last part of the cycleway to be built runs along the A200 Lower Road from Rotherhithe roundabout to Evelyn Street in Lewisham. The Cycleway was opened to the public on the 4 March 2024 however residents have raised safety concerns.</p> <p>A road safety audit has been undertaken and a number of actions taken to improve safety. The collision data is now reducing and will continue to be monitored. The main focus is now on reducing congestion whilst continuing to monitor collision data. The council is working closely with Transport For London (TfL) and is reviewing the design to find options to elevate this congestion. However it will take time to find a solution.</p>	Southwark Council	Ongoing
Lower Road Gyratory scheme	The objective of this project is to improve pedestrian and cycle links, alongside bus journey times, between Hawkstone Road and Bestwood Street. Traffic modelling is currently under review.	Southwark Council	Ongoing
Second station entrance at Surrey Quays	A new entrance to the station will be developed on the north-east side of Lower Road opposite Hawkstone Road and to the reconfigured Deal Porters Way. This is to upgrade the entrance and improve accessibility.	Delivered by TfL with funding from British Land	To be completed by 2026

Action	Description	Delivery Team	Timeframe
Community Safety	<p>The council works in partnership with the police, probation service, fire service and health partners to reduce crime and anti-social behaviour (ASB) and make the borough safer. This includes crime prevention initiatives such as:</p> <ul style="list-style-type: none">• Wardens that regularly patrol the town centre to offer a visible and reassuring presence and raise awareness about phone theft.• Southwark Young Advisors who are specially trained to work with young people at risk of crime and can signpost them to specialist services.• Monitoring CCTV in town centres 24/7.• Working with businesses to deliver training to help prevent violence against women and girls and promote the Women's Night Safety Charter. <p>It is important for everyone, including businesses, to report crime so that we allocate resources to the places that need it the most.</p>	Community Safety Partnership: Southwark Council, police, probation service, fire service and health partners	Ongoing
Long term			
Canada Water town centre development	British Land will submit plans to Southwark Council to make changes to the original planning permission granted in 2020. The adjustments will ensure the project complies with the new building safety regulations and adapts to rising construction costs. The proposed changes were shared publicly and open for feedback between 25 November and 8 December 2024.	British Land and Art Invest	Application anticipated in 2025
Health Centre	The council is working with British Land to deliver a new health centre on the old police station site on Lower Road. It will include GP services and a branch of Guys & St Thomas' and have capacity to accommodate a much greater number of people.	Southwark Council and British Land	Expected to open 2030

How we’re listening to your feedback

You Told Us	What we are doing
Road Safety Audit: Residents are concerned about road safety on Lower Road	<ul style="list-style-type: none">• A road safety audit was conducted and a number of actions taken such as amending the markings of the cycleway to increase the distance of the cyclists from the carriageway, and installing blue surfacing on all junctions to warn drivers of the cycle lane.
Support for businesses in Canada Water: You want to see new and existing small businesses in Canada Water thrive.	<ul style="list-style-type: none">• A Business Advisory Group has been set up to support businesses that may be affected by the Masterplan development, either due to the need for the business to relocate or due to any other disruption which may be caused by the development.• Affordable retail and workspace opportunities will be promoted through the group to ensure that local businesses, charities and businesses displaced from the Surrey Quays shopping centre can benefit.• An organisation known as Thrive is located in Surrey Quays Shopping Centre and specialises in working with entrepreneurs from low income families from the SE16 area.
Affordable Workspace: Workspace in the area can be expensive	<ul style="list-style-type: none">• The new development is required to include workspace discounted from the market rate. The workspace planned for Canada Water will include approximately 10% of the total space as affordable workspace.
Staying well: You want to make healthy choices for yourself and those you care for	<ul style="list-style-type: none">• The Southwark Health Outreach Programme has a regular Southwark Hub for Health site at Surrey Quays Shopping Centre, offering free advice and health checks to residents over 18. You can get advice on stopping smoking, preventing long-term health conditions and how to access local screening for different types of cancer. Health roadshows take place across the borough. More information can be found at Health and wellbeing roadshows Southwark Council

Useful Contacts and Information

The Canada Water Town Centre Action Plan is updated every six months. We want to hear your ideas and feedback, such as services you'd like in your town centre, or issues the town centre action plan should prioritise. [Share your views](#).

Safety

- Report a crime
 - If someone is in immediate danger call 999
 - If it's in the past [report online](#)
- Report ASB and noise nuisance
 - Call Southwark Council 020 7525 5777
- Sign up to the council's [community safety newsletter](#) or email CommunitySafety@southwark.gov.uk

Town Centre and Environment

- [Report a problem in the town centre](#) (like graffiti, fly tipping, broken paving slabs, or street lighting)
- A free [graffiti removal service](#) is available for private residents and businesses.

Support for Businesses

- [Find out about support and advice for businesses](#)
- [Apply for a street furniture or pavement license](#) (for shop displays, advertising boards or tables outside your premises)
- Sign up to the council's [business newsletter](#)

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